

**A GREAT
PLACE TO
VOLUNTEER**

Adviser

ADdenbrookes Volunteers Information & Events Review

Volume 1, Issue 12 March 2018

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Of particular interest in this issue:

- What is DOT?
- Why is good nutrition important?
- New volunteering opportunities

Feeling under the weather?

As we're well into the coughs, colds, flu and norovirus season please be extra vigilant in your hand hygiene.

Although we really value the time you donate to volunteering here, if you're not feeling well we'd much rather you rested and got better than come in.

Just let us know by phoning 01223 586616 or emailing volunteer@addenbrookes.nhs.uk

Farewell to Andrew and Louisa

With spring in the air (albeit briefly) two colleagues key to volunteering here at CUH are off to pastures new.

As many of you are aware, Andrew, our YPP coordinator and administrator is moving to the Workforce Information team on secondment and focusing on workforce compliance. During his time here Andrew had many achievements being key in the further development of the YPP programme and our celebration

event quizzes. His overall confidence and presentation skills have improved, clearly demonstrated when speaking to 93 young people at the YPP induction in January. He even has an amazing ability to remember the names of all those on the programme within just a week of them starting.

Louisa Bird, Macmillan Cancer Information Support Manager has now left the Trust. She worked incredibly hard, building

up an amazing team of volunteers who are very dedicated, knowledgeable and can signpost those affected by cancer to support and help. Louisa celebrated with a bring-and-share lunch which many of the Macmillan volunteer team also attended.

Good luck Louisa and Andrew in your new roles, you will be missed.



Andrew, Ursula, Mylo, Ruth & Sue



Louisa, Leah and Macmillan volunteers

Welcome to our new volunteers!

We welcomed five fabulous new ward volunteers on Tuesday 13 March so as always, if you see them around the Trust, please give them a very warm welcome.

Left to right:

Athina, Robert, Jacob, Frances and Chloe



Focus on.... DOT



Naif Jumaily, DOT Manager

In last month's 'Adviser' there was a very small piece about DOT, our learning management system (LMS) and that volunteers due for mandatory refresher training will soon receive an email in relation to this. In this month's magazine, we find out more about the system, what it looks like, and why it's important.

Naif Jumaily, our LMS Manager, has been with CUH for approximately 18 months but spent the previous 2 years or so implementing a similar learning management system at CPFT. At the time of his arrival at CUH, DOT had already been designed, developed and implemented for the Trust and part of Naif's role is to approve any service improvements and tweaks to ensure it works for all staff groups.

So why do we have DOT?

Every person who works within the Trust, whether a member of staff or a volunteer needs to complete some training to undertake and continue within their role and DOT is the method of delivering training for staff. As well as the mandatory training

including safeguarding, information governance, there is also a suite of e-learning packages that are available for general improvement of knowledge such as time management training. In a recent development, staff and soon volunteers, will be able to book themselves onto face-to face training appropriate to their role, for instance a ward clerk would not be able to book onto a course to learn how to take blood but would be able to book onto the 'Be disability confident' training.

With nearly 10,000 staff and over 400 volunteers, it is easy to imagine how difficult it would be to track every individual's training and DOT enables this to happen and report it back to relevant levels of management within the Trust. External organisations such as the Care Quality Commission can also ask for details of compliance figures for different staff groups to check the Trust is ensuring all staff are trained appropriately.

As a volunteer, why is this relevant?

All volunteers, regardless of their role, will come into contact with vulnerable people around the site and so need to have the background knowledge and understanding to know what to do in any given situation e.g. seeing a person being struck or shouted at. There are 10 different topics including fire safety awareness, information governance, and infection prevention and control, all of which are now covered in the Volunteer Induction programme but need to be repeated by volunteers every 2 years.

Why do they need to be

repeated?

As all the modules are regularly reviewed by the subject matter experts and new content added and updated as the new best practice is identified and culture and community changes, it is a way of ensuring staff and volunteers have the most up to date information and don't inadvertently upset someone. An example of this is that today people don't always assign themselves to a gender and so would not wish to be called 'he' or 'she', a change from the past.

So what do volunteers need to do now?

Just make sure you have an individual email address rather than sharing one with your spouse and update us if your email address has changed. In June, all volunteers regardless of whether they are due to do their refresher training, will be sent an email from DOT with details of your DOT username and password – we will remind you of this nearer the time.

We recognise that some volunteers are not regular computer users but help is available at local libraries if you need to set up an email account or to learn the basics of using a computer. If any volunteers need a computer or help to access their DOT account, just let us know and we can arrange for you to use one in the Voluntary Services office.



Coming up.....

Here's what's coming up in April—May, do let us know if you are interested in attending by emailing volunteer@addenbrookes.nhs.uk :

Volunteer Forum	Tuesday 17 April	16:00—17:00
Annual Review Session	Monday 23 April	13:30—14:30
Grief & Loss Training	Tuesday 15 May	10:00—12:00
Be Disability Confident	Wednesday 23 May	09:00—15:00



Guest slot... Sue Perry, Diabetes & Catering Dietitian



Sue with a selection of menus

You may be surprised to learn that an astonishing 40% of patients who are admitted to hospital are likely to be malnourished, the elderly are particularly at risk. It is the role of our dietitians supported by nurses, healthcare support workers and housekeepers to try to ensure that patients leave hospital nutritionally improved. In this month's guest slot Sue Perry, Catering and Diabetes Dietitian explains her role and the impact malnourishment can have.

Although Sue hasn't been at CUH very long she has been a dietitian for almost 10 years, having trained in New Zealand.

Her role is slightly different from many dietitians here as she works closely with the catering team as well as the contractors who supply the meals to ensure all meals meet the nutritional needs of patients. As Sue points out, we have a huge range of patients with a huge range of dietary needs such as renal, liver transplant, cancer and gastro-intestinal surgery. And it is vital that we are able to cater for people with food allergies and other special dietary requirements, as well as taking into account differing tastes.

An important aspect of Sue's work is the six monthly menu review. There are a number of different menus including the standard adult menu, a menu for the elderly wards which includes softer choices and finger foods, paediatrics, special diets for people with food allergies plus a la carte menus for Kosher, vegan and Halal. The review is an opportunity to replace dishes that have proved less popular. It is essential that information on ingredients, nutritional composition and allergens is kept up-to-date

So what is the impact of poor nutrition? In short, patients overall health and wellbeing is likely to deteriorate. With poor nutrition, recovery from illness takes longer, wounds take longer to heal and infection is more likely to occur. Over time muscle wasting occurs, leading to a greater risk of falls and heart problems. It is not surprising that overall mood can be impacted leading to people feeling low, depressed or confused.

The good news is that volunteers can really help our inpatients by:

- ensuring drinks are available and easy to reach
- helping with menu choices
- encouraging them to eat
- ensuring they are able to clean their hands

Overall feedback on food is good with almost everyone's needs and tastes catered for. And if you're ever looking for a dietitian, just look at for the pale mauve shirts.



Monthly Montage

March





A GREAT PLACE TO VOLUNTEER

Voluntary Services
Box 214
Cambridge University NHS Foundation
Trust
Hills Road

Phone: 01223 586616
E-mail: volunteer@addenbrookes.nhs.uk
www.volunteering.cuh.org.uk

CUH VOLUNTEERS

Follow us:
[@CUH_Volunteers](https://twitter.com/CUH_Volunteers)

We're on the web!
www.volunteering.cuh.org.uk

Other news.....

Activity boxes go from strength to strength



Great news! We now have 6 activity boxes for volunteers to take up onto the wards to entertain our patients and help end PJ paralysis.

In each box there is a selection of puzzles such as suduko, word searches as well as wooden 'brain teasers' and jigsaw puzzles. For those patients who just want to have something to listen to, there are audio

books, comedy CDs as well as a CD player. Ruth took an activity box with her to the ward and explained the box was a good ice-breaker as although some people didn't want anything from it, the majority of people were interested in what was in it. She also described how by doing a quiz with an elderly patient not only helped take his mind off his change in circumstances, it also helped him become acquainted with another patient who was joining in.

Save the date!

We're delighted to tell you that our annual volunteer long service lunch and celebration will take place on Tuesday 5 June. As always, awards will be handed out to all those who have completed 5, 10, 15, 20..... service and it's a great opportunity to meet and socialise with your fellow volunteers and celebrate with those receiving awards. More details to follow!



Volunteering in Numbers - February 2018

2654 hours
volunteered
in February



965.5 hours
on Wards



74.50 hours
Trolley
Services



85.50 hours
Survey Team



Guides
616.5 hours



PAT dogs
85.50 hours



Clinics & Units
264.5 hours



Courtesy Bus &
Wheelchair Team
35 hours



New volunteers
started in February
10



Total number of hours
volunteered so far in 2018
5636.8



In 234 days you could hold
58 Crufts Dog shows
(Thursday to Sunday)

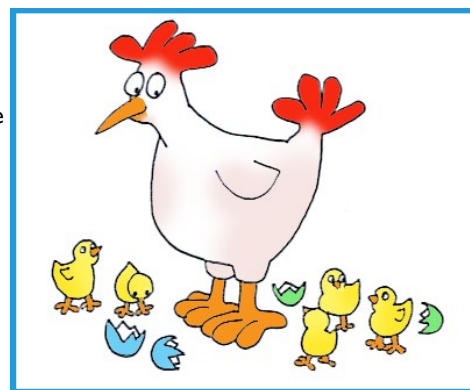


If calculated using the
National Living Wage,
volunteer hours saved the
Trust approximately
£44,136.14 in
2018



Happy Easter

- We wish all our volunteers a very lovely Easter however you end up spending the time. Fingers crossed for some sunny spring weather and as many Easter eggs as you wish to eat.
- The Voluntary Services office will be closed on Good Friday (30 March) and Easter Monday (2 April) but if you are still keen to volunteer, the wards, patients and visitors will appreciate it.
- All clinics will be closed on these days.



Spring survey

We'll soon be sending out our annual survey which will give you an opportunity to give us your views anonymously. Look out for it in your email inbox.

Volunteering Opportunities

As always, we have a number of great roles for which we're seeking volunteers:

- **Guides**
- **Library**
- **Newspaper**
- **Lewin**
- **Clinic and Unit Volunteers**
- **Courtesy Bus and Wheelchair Volunteer**

For any of these roles, please contact us at volunteer@addenbrookes.nhs.uk to express your interest.

