A GREAT PLACE TO VOLUNTEER

Adviser

ADdenbrookes Volunteers Information & Events Review

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Of particular interest in this issue:

- Why mandatory training is necessary
- Hear from our new Chief Nurse
- Rachael's farewell tea party
- New volunteering opportunities

Keep it confidential!

Just a quick reminder it is essential to keep information about all our patients confidential.

It is very likely that at some point all volunteers will come across someone they know or a friend of a friend during their shift but it is absolutely essential not to discuss the patient or visitor with other people, even with other volunteers who know them too.

PAT Dog Long Service Awards

On a hot July day, we were delighted to celebrate the dedication of our PAT dog volunteers with a Caribbean-themed party.

Dogs and owners were met with dog-themed 'mocktails' - Walk on the Beach, Woof Woof and Barkerita — lei and a 'Club Tropicana' soundtrack. Following the serious business of the awards ceremony, in multiples of 7 years of course, the real fun started with 'Addencrufts'

There were 4 rounds of competition in total, with Hayley winning both the quiz and 'Mutt Mastermind'. PAT dog Pablo came first in the 'slalom' and Bertie and Mitzi joint first in the dog limbo competition.

Thank you to all our PAT dog volunteers for your dedication to CUH, you are amazing. And to our PAT dogs, woof, woof, see you soon for some cuddles and treats!

Hayley winning Mastermind

Bertie getting into the Caribbean mood

Welcome to our new volunteers!

We were proud to welcome 11 more volunteers to our amazing team on Thursday 23 August.

They will be making a difference to patients as ward volunteers, dance and movement volunteer, volunteer guides, ALTA volunteer and courtesy bus and wheelchair volunteer, so please give them a cheery hello when you see them.

Katie, Tsistsi, Brian, Godliang, Paul, Charlotte, Tori, Alice, Maggie & Nivedita

Focus on..... Mandatory Training

In the March edition of 'Adviser' our 'Focus on' article was all about DOT, our learning management system. This month, we look at mandatory training, what it means, why its important and what will be happening in the autumn.

As we know, there are all walks of life within the hospital environment, those at the start and end of their lives plus all those between. The nature of ageing, illness and injury often means that the most strong of people is vulnerable and it is the responsibility of all of those working and volunteering within the Trust to ensure they are protected. This is backed up by the NHS Constitution and forms the basis of our values of Together – Kind, Safe, Excellent.

What is mandatory training?

As part of the Trust's duty of care, as well as a legal requirement, all members of staff and volunteers are required to complete training to ensure they are fully up to date in the knowledge and understanding to protect ourselves, patients and visitors.

How is the training delivered?

The training is done online through our DOT system. There are 10 topics which include fire safety, information governance, equality and diversity, as well as safeguarding children and safeguarding vulnerable adults.

I'm not very good on computers....

Don't worry, we're here to support you using the computer if you need help, just let us know. Help is also available in libraries.

I just want to volunteer, why do I have to do it?

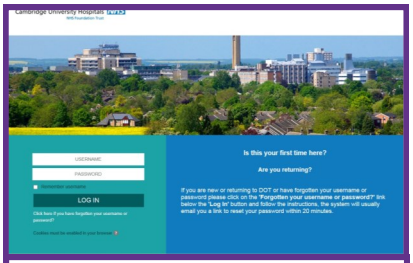
Volunteers are on the 'front-line' as far as interacting with patients and visitors is concerned and as such it is possibly even more important that you complete the training than perhaps someone who works in a back office with no patient or public contact.

I did the training when I attended Volunteer Induction in September 2016, do I have to still do it?

Yes, the training needs to be repeated every 2 years. The modules are reviewed regularly as new best practice is identified and our culture and community changes, it is a way of ensuring staff and volunteers have the most up to date information.

Okay, so what happens next?

In the autumn, all volunteers will receive an automated email from DOT no-reply-DOT@addenbrookes.nhs.uk outlining your DOT username and password and details of how to access the DOT training. You will need to use this to login and access the mandatory e-learning as well as book onto some non-mandatory training courses. This will need to be completed as soon as possible as automated reminder emails will follow.



DOT login page

If you have recently completed any modules, we are sorry but you will need to complete the new training. If you are a member of staff here, your work-based mandatory training will supercede your volunteer training.

We will let you know just before the emails are sent out but if you have any questions in the meantime, please just ask.

Don't worry, we're here to support you through the training and can be reached over the telephone or come into the office. We are also hoping to have some dedicated sessions in the Deakin Centre and will send out these dates in due course.

Coming up.....

There are a few things in September, October and November which you may be interested in attending:

September

Wednesday 12th:	Medicine for Members (volunteer help needed)
Monday 17th:	Annual Public Meeting (volunteer help needed)
Wednesday 26th:	Be Disability Confident Training

October

Tuesday 16th:	Volunteer Forum
Thursday 18th:	Dementia Training

Guest slot..... Lorraine Szeremeta, Chief Nurse

Lorraine Szeremeta, Chief Nurse

Just a month ago, Lorraine Szeremeta joined our Trust as the new Chief Nurse and 'Adviser' were lucky enough to spend some time getting to know a little about what makes her tick.

What drew Lorraine to join us at CUH?

Lorraine joined us having been Deputy Chief Nurse and Head of Nursing at University College London Hospitals (UCLH), one of the largest hospitals in Central London. Although really happy there, she wanted to take the next step in her career and it was really important to make sure she went to the right organisation. Having met members of the CUH Executive Board, she felt they were a strong team and got a sense from all the people she met during her visit that they were all here to make things better for patients – a very similar ethos to UCLH.

Any experience of volunteers and volunteering?

Lorraine is no stranger to voluntary services as she had overall responsibility for UCLH Voluntary Services in her previous role, taking it from a slightly 'old fashioned' service to one which had a wider reach and remit, improving the numbers of recruits, training and positive impact roles. The focus was always on what would make the experience better for people at ULCH and so new roles introduced included volunteers who provided reflexology and hand massage for patients as well complimentary therapy treatments for staff. Recognising that working in a back-office role can lead to people feeling disconnected to patient activity, Lorraine developed the role 'staff volunteers' to act as dining companions to patients. Eating is a social activity, so having someone to chat to makes it a much more enjoyable experience and has the added benefit of the volunteer encouraging the patient to eat.

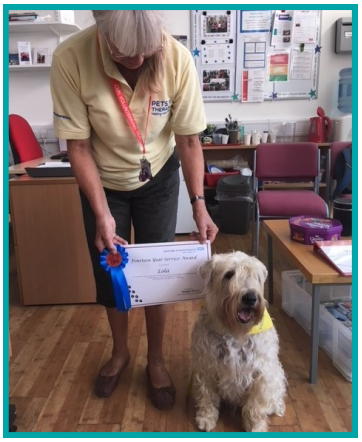
In her spare time, Lorraine is a charity supporter and volunteer, particularly passionate about the plight of homeless people. She has been a long -time supporter of 'Wrap Up London', an organisation which collects old and unwanted coats and gives them to charities that support the homeless, refugees, children living in poverty and people fleeing domestic violence. The first year she collected approximately 50 coats, but last November a massive 500 coats – not all her own of course! Lorraine also collected donations for the Taxi Warm Clothing appeal whereby taxi drivers collect and distribute items of warm clothing and shoes to the homeless.

Lorraine understands what it's like to be a volunteer, recognising how it is beneficial not just to the organisation but to the volunteer themselves. Through the organisation 'Inspiring the Future' she visited schools in the most deprived areas of inner London, talking to the children about what she does for a job and how she got to that point. The ethos of the scheme is that it is difficult to aspire to be something you cannot see and do not know exists. Lorraine is hoping to continue this work now she is in Cambridgeshire.

Any first thoughts about our volunteering programme here?
Volunteers enhance patient experience, having an immediate impact on someone at a most vulnerable time in their lives. It is a great opportunity to meet amazing people that you'd never normally meet. A massive thank you for giving up your time!

Monthly Montage

July



A GREAT PLACE TO VOLUNTEER

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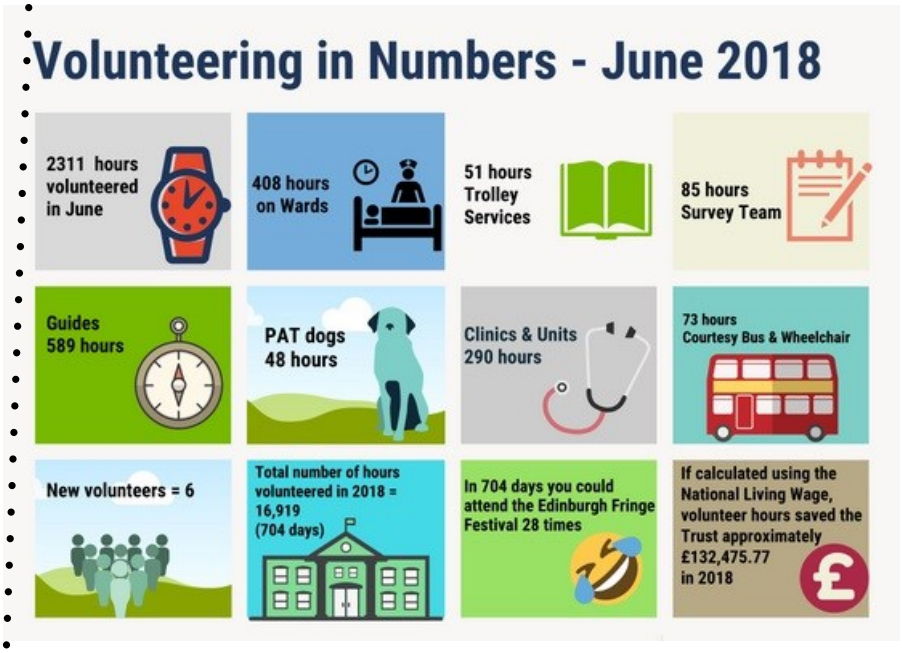
E-mail: volunteer@addenbrookes.nhs.uk
www.volunteering.cuh.org.uk

CUH VOLUNTEERS

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



Calling all knitters & crafters!

We know there is a lot of talent out there and our dementia team need your help. As you may know people with dementia often find it relaxing having something to occupy their hands which is where knitted 'twiddle items' really help.

We've requested twiddlemuffs before but this year, how about making twiddle-bags or a activty-aprons (particularly popular with men) as well or instead? If you would like a pattern, please let us know but remember, when adding items like beads or buttons, make sure they are large, securely attached and will not become a choking hazard.

Other news.....

We now have the results of the Volunteer Satisfaction Survey we conducted in the spring.

Recruitment, induction and training

Finding out about volunteering opportunities here was easy/very easy for 76% of volunteers, some through speaking to other volunteers, the website and as patients. The recruitment process was appropriate/highly appropriate (71%) and described as 'very informative and professional'. Induction (76%) and on-going training (55%) was felt to be adequate with 'thorough induction training and possibility of appropriate further ongoing training' if volunteers would like to access it.

How volunteering has helped individuals

Individuals have found volunteering beneficial enabling them to gain new skills/ knowledge (58%), keep in touch with other people and their local community (49%) and for 51% of respondents, it helps them keep active.

Support from Voluntary Services team

Overall, 93% of respondents were satisfied/very satisfied with the support received from the Voluntary Services team.

Thank you to all those who completed the survey, as always your feedback is really valuable to us in helping us improve things.

Farewell Tea Party

As we informed you last month, Rachael will be leaving us on Friday 14 September to return to Sheffield.

We would love you to join us at her farewell tea party on Friday 14 September from 14.00 —16.00 in the Voluntary Services office. **Please let us know if you'd be coming by emailing volunteer@addenbrookes.nhs.uk.**

Hope to see you there!