

**A GREAT PLACE TO VOLUNTEER**

# Adviser

ADdenbrookes Volunteers Information & Events Review

**Volume 2, Issue 7**

**October 2018**

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## Of particular interest in this issue:

- What you need to do regarding mandatory refresher training
- Find out who has a new job
- New volunteering opportunities

## CQC are coming

*We are expecting an unannounced CQC inspection within the next four weeks. Inspectors will wish to speak to a wide range of staff and that can include volunteers. We have prepared a PDF to remind you of key information that you would have learned during induction and your time with us. Please ask if you are unclear.*

## Spreading the message of volunteering at CUH

Saturday 20 October was a bright and sunny day in Cambridge and the Guildhall was packed for the annual Volunteer for Cambridge event.

Once again, the Voluntary Services team were joined by some of our amazing volunteers to encourage the local residents and students to donate some of their time to join our fabulous volunteer team here at CUH.

It was an incredibly busy day, with 832 people visiting the event, so all of us were kept busy answering questions about the wide variety of volunteering opportunities available and the importance of all the volunteer roles in improving patient experience.

Our volunteers were able to give invaluable insight into the benefits they have experienced in volunteering, including how rewarding it is encouraging a patient to eat, or the joy of a

great conversation with a lonely patient.

Many thanks to all Robert, Charles, John, Peter, Arthur and

Tom for all your help on Saturday—you were amazing!



Volunteers Peter, John, Charles and PAT dog Pablo and Ian waving in the background

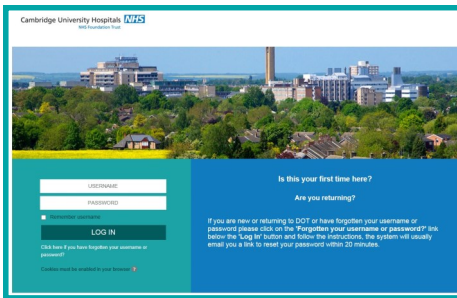
## Welcome to our new volunteers!

On Tuesday 9 October we welcomed another 2 new members to our fabulous volunteering team.

Katie will be a ward volunteer and Bernard a guide. Many thanks for donating your time.



# Focus on... Getting refreshed!



Through Advisor we have been letting you know about the new format of mandatory refresher training for all volunteers and we hope this is now going live from mid-November 2018.

All volunteers, regardless of their role, 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 topics to be covered in all, ranging from safeguarding children, fire, moving and handling, as well as infection prevention and control. These need to be repeated every 2 years. GDPR will soon join the package and there maybe slightly different rules for this.

The refresher training is delivered by e-

learning through our Direct Online Training (DOT) system which means you have the flexibility to undertake it on any computer with internet access. Unfortunately DOT does not work on tablets and smart phones so a laptop or desktop computer needs to be used to undertake the training.

## What happens next?

In mid-November, you will receive an email from [DOT@addenbrookes.nhs.uk](mailto:DOT@addenbrookes.nhs.uk) notifying you that a DOT account has been set-up for you and includes your username and a temporary password which you will need to change when you first login . Once this is all set-up, you will be able to access the training through the following link <https://learning.addenbrookes.nhs.uk/login/> - don't worry this is included in the email from DOT and we can also give you this information. Please check your spam folders in case the email has gone in there.

From the time of Volunteer Induction, the refresher training must be repeated every 2 years. Therefore, volunteers who joined before November 2016 will need to undertake the refresher training now, and everyone else it will be

be 2 years after your start date. Don't worry if you're not sure when you started, as you will get reminders from 6 months before the deadline for completing your refresher training.

## Not keen on computers?

Please don't be concerned, we realise that some people may not be used to using computers let alone doing any training online. We are here to support you and have arranged some sessions (see section 'Coming Up') in the Deakin Centre computer room (room 10, level 3) for you to complete the training with one of the team on hand to help. If you'd like to attend one of these sessions, please let us know so we can book you a place.

## Members of staff at CUH?

As long as you are up to date with mandatory refresher training for your paid CUH role, there is no need to undertake the volunteer refresher training as well.

## What do you need to do now?

Look out for the email from DOT, and complete the training. If you're not sure about anything then please let us know or contact us if you would like to book onto a supported e-learning session if you'd like some support (see dates below).

## Book sale success

Our book sale on Friday 12 October was a great success with a total of £83 being raised. This money will be used to help improve our patients' experience.

Of course, the book sale wouldn't have happened without the fantastic dedication of our volunteers including Dorothy, Karen, Maureen, Mike and Arthur who did all the preparation and manned the stall on the day. Many thanks to you all.



Maureen and Michael selling books

## Coming up....

Here's what's coming up in November, do let us know if you would like to attend by emailing [volunteer@addenbrookes.nhs.uk](mailto:volunteer@addenbrookes.nhs.uk):

### November

Monday 19th	Volunteer Mandatory Refresher Training	09:00-12:00
Tuesday 20th	Grief & Loss Training	10:00-12:00
Monday 26th	Volunteer Mandatory Refresher Training	09:00-12:00
Tuesday 27th	Volunteer Mandatory Refresher Training	13:00-14:00
Wednesday 28th	Volunteer Mandatory Refresher Training	09:00-12:00



# Off to pastures new....



**New role for Kal**

It's tea and cake time again from 13.00—15.00 on Friday 9 November as Kal will be moving to a new role based in the Deakin Centre.

As Kal is not one to speak about himself, we thought you might like to know a little bit more about him.

“I have worked in Addenbrooke’s for over ten years, four years of which I have spent in Voluntary services.

I started on a work experience course in Recruitment to gain a reference after I had a stroke and had been unable to find work elsewhere.

In recruitment I started by sorting out files, the job boards around the hospital and collating documents.

After I finished my placement I transferred to staff bank and added to my roles: I began to sort out the CRB’s (now DBS) and procurement before . After a short while I secured a substantive role.

I moved to Voluntary Services where I

have loved working with all the volunteers and staff.

I will be sad to say farewell to everyone but will still be around in the Trust working in the Deakin and with the Learning and Development team.

I’m looking forward to the challenges in my new role and already know a lot of the staff I will be working with.

When I’m not at work I enjoy cooking for my family and I’m a keen photographer.”

Kal will continue to do some tasks for Voluntary Services.  
**Best of luck Kal in your new role.**

If you would like to join us for tea and cakes on 9 November, please email [jane.robinson1@addenbrookes.nhs.uk](mailto:jane.robinson1@addenbrookes.nhs.uk).



# Monthly Montage



**October**





**A GREAT PLACE TO VOLUNTEER**

Voluntary Services  
Box 214  
Cambridge University NHS Foundation Trust  
Hills Road Cambridge, CB2 0QQ  
Phone: 01223 586616  
E-mail: [volunteer@addenbrookes.nhs.uk](mailto:volunteer@addenbrookes.nhs.uk)  
[www.volunteering.cuh.org.uk](http://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](http://www.volunteering.cuh.org.uk)



### Follow-up to Forum on Tuesday 16 October

**Courtesy bus service:** Karen Frost, Support Services Manager, reported that Indigo are still trying to recruit into the 2nd part-time bus role bus so luck so far. She met with Andi Thornton, Outpatients Operations Manager, this week and the following actions were agreed:

- Re-visit the risk assessment of the Outpatient Parking Courtyard;
- Scope a revised parking layout including more ambulance parking bays
- Creation of a drop-off zone at the front of the building and moving the courtesy bus to an area outside the entrance hall;
- Provide road markings that direct traffic straight on with a lane for ambulance only turning left into the Outpatient Courtyard;
- Close off the pedestrian ramp that leads from the back of the bus stop and direct pedestrians along the pavement area to use the designated crossing area;
- Bus timetables to be considered and

scoped to provide uses with more information;

- Investigate the option of providing the bus driver with a radio to support communication with Outpatient reception area

This is very promising and will hopefully alleviate some of the issues with the Courtesy Bus service, however, at this stage we do not know when this work will be completed.

#### Outpatients:

1) Good news from Andi Thornton. The eHospital team have been requested to update the text message appointment reminders to include clinic numbers. Unfortunately there is no indication from the eHospital team about how long this is likely to take but it is on its way.

2) Unfortunately the check-in kiosk issues are rather difficult to investigate without specific details. If you have specific details report these to us and we will pass them on to Andi. Andi did report that a large

number of patients are now using them successfully.

#### Wheelchairs:

Estates and Facilities and Clinical Engineering have been asked to put in a bid for money to buy more wheelchairs.

**CUH Campus:** We are in the process of identifying the best person to speak at a forum but will endeavour to organise a date as soon as possible

#### Volunteering Opportunities

We're on the look-out for some more **Clinic and Unit Volunteers** including Clinic 1a, and Endoscopy, and **Courtesy Bus and Wheelchair Volunteer** but please bear in mind this is probably our most physically demanding role.

For any of these roles, please contact us at [volunteer@addenbrookes.nhs.uk](mailto:volunteer@addenbrookes.nhs.uk) to express your interest.



## Volunteering in Numbers - September 2018

2794 hours volunteered in September



1203 hours on Wards



44.5 hours Trolley Services



77 hours Survey Team



Guides 542.5 hours



PAT dogs 59 hours



Clinics & Units 231 hours



78.5 hours Courtesy Bus & Wheelchair



New volunteers = 6



Total number of hours volunteered in 2018 = 19,353.65 (806 days)



In 806 days you could watch Ghostbusters (1984) 133 times



If volunteers were paid at the minimum Addenbrooke's salary, in 2018 it would have cost the Trust £147,861 so far



## Don't forget.....

Clocks go back by one hour on Saturday night —hopefully you will enjoy that extra hour asleep!



## Other news.....