

**A GREAT
PLACE TO
VOLUNTEER**

Adviser

ADdenbrookes Volunteers Information & Events Review

Volume 3, Issue 2

February 2019

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Of particular interest in this issue:

- How do volunteers help in the Discharge Lounge?
- What to eat when crossing the Atlantic
- New volunteering opportunities

Not feeling well?

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

Discharge Lounge Volunteers help

We all know how busy the NHS is and how sometimes there can be long waits in Emergency Departments to get a bed, and CUH is no different. This month Marian Spiers from the Discharge Lounge tells us how they help the flow of patients in and out of the hospital, and Sarah, who is in the new Discharge Lounge volunteers role, explains what she does.

Marian has been working on the Discharge Lounge for just over 2 years but has a wide range of nursing experience having worked within the stroke unit, department of medicine for the elderly, acute medicine and latterly as GP liaison nurse. With so many patients spending time in the Discharge Lounge before leaving the hospital, it's great to know that Marian loves meeting people and hearing all the heart-warming stories the patients have to tell.

She shows her appreciation to patients by saying "Thank you for giving up your bed to come



Lucy, Marian and Geeta

down to us; it has freed it up for another patient."

It's often very busy in the Discharge Lounge but there is still time to join in a sing-song with patients, and during the hot weather last summer they had strawberry and cream afternoons, ice-creams and

'mocktails!'

So what happens in the Discharge Lounge?

Once a patient has had a medical review to confirm they will be discharged that day, providing they meet the criteria they can be referred

Welcome to our new volunteers!

On Tuesday 12 February we welcomed more new volunteers to our fabulous team.

There were 11 new volunteers in total including Chaplaincy, Wards and Guides. We have no doubt you will give them all a very warm welcome if you see them around the hospital.

Back row:

Ryan, Martin, Ian, Alan & Rob

Front row:

Sarah, Evangelia, & Talia



Discharge Lounge (continued)



Discharge Lounge Volunteer Sarah

The lounge is open Monday – Saturday with capacity for 12 seated patients at any one time, usually staying in the lounge for less than 4 hours. Although occasionally there are younger people in the lounge, the majority of patients are elderly and for this group in particular, sitting still for a long period of time increases the risk of a deep venous thrombosis (DVT) so the team encourage them to perform exercises, similar to those one might do on a long-haul flight. The team can take patients with dementia for a short stay providing it has been assessed the change from ward to discharge lounge won't cause more harm and upset than a direct transfer to their home.

What do the volunteers do to help?

Similar in some ways to ward volunteers, Discharge Lounge volunteers spend time socialising with patients, using the activity boxes to help keep boredom at bay. When the patient leaves they accompany them to the door, often helping to carry items. As Marian points out, the volunteers provide great support, particularly when the staff are under pressure chasing and coordinating to enable patients to go home. After a couple of years as a guide, Sarah switched to being a Discharge Lounge Volunteer when the role launched in November 2018, after

training and a local induction, Sarah enjoys the variety the role offers, as well as making patients' stay as comfortable as possible. In addition, the volunteers will go and collect a patient with a HCSW, ensuring all the patient's belonging are brought down. They may go to the Pharmacy and collect the medication which the patient needs to go home (unique to this role only)

Patients can be anxious when they arrive as they've been told they are leaving hospital but are still not able to go home. Often a cup of tea can help but sometimes the response will be "I don't want a cup of tea, I just want to go home!" so like any volunteer role, a certain degree of resilience is required. Although Sarah can feel quite tired at the end of her 3 hour shift she goes home knowing she has helped people feel more comfortable in the Discharge Lounge and in turn enabling another patient to be admitted into a ward bed.

Thank you Sarah and all our Discharge Lounge volunteers for all you do to make patients feel welcome in the Discharge Lounge and improve patient flow in the hospital.

Coming up.....

Here's what's coming up in February— March, do let us know if you are interested in attending:

- Tuesday 25 February Mandatory Refresher Training (full)
- Wednesday 26 February Nutrition Training
- Wednesday 27 February Sage & Thyme
- Friday 8 March Mandatory Refresher Training (full)
- Wednesday 13 March Be Disability Confident
- Tuesday 19 March Volunteer Forum
- Wednesday 20 March Sage & Thyme



Guest slot... Henry, Volunteer Guide



Henry at the helm

Henry, one of our Outpatients Volunteer Guides tells us of his amazing adventure crossing the Atlantic.

The right kind of January blues.....

Four of us, Sarah, William, James and I flew to Lanzarote on Boxing Day

Lanzarote is a lovely island to explore, but we had no time for that; we were headed for the West Indies 2,700 miles away as the seagull flies.

We bought a boatful of food and packed it away into all the spare spaces on Freebird, a very lovely 50ft sailing boat, and set off

on Sunday morning.

The sailing ship route to the West Indies was "go south 'til the butter melts and turn right", to pick up the "trade winds", so we did.

We had light winds and a night of astonishing thunder storms – flat calm but completely surrounded by thunder and lightning, pouring with rain; very spectacular.

Then two weeks sailing, fishing (catching a couple of bonito and many Dorado – all delicious), reading, talking and daydreaming. The routine was 3 hours on six hours off at night, with Sarah excluded as self-elected ship's cook! Breakfast, lunch and supper all together around the table in the open air and pretty relaxed all day, as long as someone was vaguely awake!

The sea was the most intense blue and reassuringly clean as far as we could see. It was full of flying fish which regularly came aboard at night, dolphins which played around the boat for hours, and the odd turtle. We swam 1000 miles from land, 15,000ft deep. We saw few ships, but did speak to some transatlantic rowing girls who were in great spirits in their tiny boat!

Part of us wished we could carry on for another couple of weeks – it was just so relaxing and an entirely isolated existence and above all NO NEWS!!!

After 20 days at sea Antigua appeared on the horizon and we crept into Falmouth Harbour in the middle of the night, dropped anchor and went to sleep.



Lunch organised!

If you'd like to share your story of volunteering elsewhere, please let us know.



Monthly Montage

February



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.....

Congratulations Angie - You Made a Difference!

We were delighted to receive a silver envelope in the office this month, this time with a You Made a Difference nomination for Angie who volunteers in the Breast Clinic.

Here is a short extract from Angie's nomination: *"she is so kind and reassuring at a time when people are stressed, such as giving directions where needed, handing out water, etc."*



Angie

"Just walking the dog..."



Thursday 7 February was 'Time to Talk Day', part of the national Time to Change campaign to end mental health discrimination. One of 100s of events taking part across the country, CUH invited Pets as Therapy volunteers Sandra and her cockerpoo Merlin, as well as major trauma nurse Sandra and her springer spaniel Patience, to join one of the regular organised walks around the campus.

In total, 47 people including Chief Executive Roland Sinker and Director of Workforce David Wherrett, joined the walk. The addition of the dogs was such a success that we have now arranged that on the first Thursday of every month, one of our amazing Pets as Therapy team will accompany the walk - why not join them one day?



Volunteering in Numbers - January 2019

3354.4 hours
volunteered
in January



1456.4 hours
on Wards



79.1 hours
Trolley
Services



81.6 hours
Survey Team



Guides
680.3 hours



PAT dogs
53.4 hours



Clinics & Units
219.3 hours



Radio Addenbrooke's
105.5 hours



New volunteers = 119
(including 77 YPP &
33 WYPP)



Total number of hours
volunteered in 2019 = 3354.3
(139 days)



In 139 days you could
attend the 'Oscars' a
'filmtastic' 118 times



If volunteers were paid at
the minimum Addenbrooke's
salary, in 2019 it would have
cost the Trust £27,002.81



Quick reminder....

- We have cases of norovirus and flu in the hospital at the moment resulting in wards and bays being closed.
- It is absolutely essential that you conduct effective hand hygiene as this is the most effective way of protecting yourself as well as our patients, staff and visitors. If you're not sure of the correct technique or have any other questions, please just ask one of the team!



Annual reviews

If you've not yet had an annual review, please do get in touch to arrange for us to have a quick catch-up with you.

Volunteering Opportunities

We have a number of opportunities which you may be interested in:

- **Clinic and Unit Volunteers**
- **Courtesy Bus and Wheelchair Volunteer**
- **Guides**
- **Wards**

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

