

A GREAT PLACE TO VOLUNTEER

Adviser

ADdenbrookes Volunteers Information & Events Review

**Volume 4,
Issue 1**

January 2020

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- Say hello, wave goodbye
- News on Governor Elections
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- Carers Champions

Be Safe! Be Clean!

With flu and norovirus in the hospital and community, please don't forget:

Strict hand washing hygiene to be observed - clean your hands when entering or leaving a ward or clinic. Wash your hands before and after every patient contact. Challenge others about hand washing. Please ensure you are bare below the elbow at all times when on the ward.

Be seen to be clean - let patients and visitors see you clean your hands

Report empty gel dispensers to the nurses in charge of the relevant ward or department

Wear correct uniform - abide by the uniform policy at all times

Ensure current infection control policies and processes are being adhered to at all times.

Its 2020 we're well on the way to a fabulous year!

With Christmas back in the attic, the 2020s are underway and thankfully the days are getting ever so slightly longer already.

A lot has already happened in Voluntary Services and we've already got lots of exciting things planned. During the first week of January we welcomed our 8th cohort of the Young Person's programme to Addenbrooke's as well as our 2nd cohort of the Weekend Young Person's programme.

These amazing young people will be spending two hours here on the wards chatting, doing quizzes and crosswords with patients as well helping the housekeeper to serve a meal. Many of these volunteers are interested in a possible career in healthcare and the experience gained is vital in helping decide if this field is for them and for the patients, their company is invaluable. We are hugely grateful for the

support of our mentors who support these programmes, as well as new volunteers throughout the year. The time given plus the experience and knowledge passed onto new volunteers makes a huge difference in ensuring their confidence and capability going forward.

Sadly we've said goodbye to our fabulous YPP coordinator, Taite, but on a much more positive note we have welcomed back Jane (M) to the team. To provide support to our Weekend Young Person's programme, we are pleased to welcome Stephen.

With 2020 stretching ahead of us, its good to get some dates for the diary. As always, the first week of June heralds Volunteer Week when we celebrate you, our amazing volunteer team. The Volunteer Long Service Awards and Celebration lunch will be held on Thursday 4 June. Further

details will follow nearer the time but we would love to see as many of you as possible there to enjoy this very special occasion.

We have a wide range of training available to attend including dementia workshops, grief and loss training etc, plus of course the Volunteer Forums.

Most importantly of all, we are looking forward to seeing you, our wonderful army of volunteers, making a difference to our patients.



Anna and Jenny

Welcome to our new volunteers!

On Tuesday 14 January we welcomed 12 fabulous new volunteers to the team. With future roles including ward and survey volunteers, as well as 3 volunteers on the YPP programme we know they'll make a huge positive difference to our patients' experience.

As always, if you see them around the Trust, please give them a very warm welcome.

From left to right: **** * * * * * * * * * * * * * * * * * *



Focus on..... Martin Whelan



Martin Whelan

With our governor elections on the horizon, we caught up with Martin Whelan, Deputy Trust Secretary, to find out more about the role of governors and the Membership Office.

What does the Membership Office do?

The remit is wide but in essence, supporting the activities of the membership. This includes activities such as PLACE (Patient-Led Assessments of the Care Environment) whereby privacy and dignity, food, cleanliness, general building maintenance, how well the needs of patients with dementia and / or disability are met. This is an annual assessment on which some of our volunteers assisted in the past. The Medicine for Members lectures,

enable attendees to gain knowledge and understanding about research, diseases, and conditions from expert guest speakers and are becoming increasingly popular. Perhaps the biggest responsibility of the department is to support the eight patient governors, seven public governors and four staff governors to fulfil their remit of representing their constituents, namely the general public, patients and staff of the CUH and holding non-executive board to account. There are also nine governors appointed by external organisations such as the University or City Council who are supported by the Membership Office. With a membership of 20,000, it is not always easy to build the link, hence the Membership Strategy is going to be refreshed and relaunched during 2020. The aim is to ensure that the membership is representative of the communities served by the Trust.

Governor Elections on the horizon

This year six governor posts are up for election, three patient, two public and one staff. As with members of staff, volunteers are only eligible to be staff members and therefore be nominated as a staff governors candidate, even if like many of us, they are also patients and/or eligible for public membership. As many will already be aware, Bill Davidson, Macmillan volunteer, is one of the four staff governors having been elected in 2019 for a three year term. If any volunteers are interested in becoming

a governor, they should contact Martin directly by email foundation.trust@addenbrookes.nhs.uk for further information, however, the key dates are outlined below:

- Monday 17 February
Nomination papers available from Electoral Reform Services
- Monday 24 February–Wednesday 4 March
Governor awareness sessions for potential governors
- Thursday 7 May
Ballot papers despatched
- Monday 8 June at 17.00
Election closes
- Tuesday 9 June
Election result announced

Life before CUH...

Before joining Addenbrooke's, Martin primarily worked in local government since leaving university in 2004. Initially Martin worked for the Environment Agency managing the regional flood defence committees, before moving to Peterborough City Council in 2006 as a Senior Governance Committee. Martin started working in Cambridge in 2009 as a Committee Manager for the City Council. Looking to expand his experience Martin joined CUH in 2013 as the Assistant Trust Secretary and taking over as the Deputy Trust Secretary in November 2018. **Martin is the manager of the Trust Secretariat team, which is responsible for the provision of corporate governance advice and support for our patients and the Trust and what is happening to combat it? ???**

Coming up.....

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

- Friday 7 February Sight Guiding Training
- Monday 10 February Face to face Mandatory Training
- Wednesday 12 February Nutrition Training
- Tuesday 18 February Sage & Thyme
- Tuesday 18 February RITA Training
- Friday 21 February Dementia Workshop (2 hours)
- Tuesday 25 February IT supported Mandatory Training
- Tuesday 27 February Dementia Study Day (full)



Say Hello, wave goodbye.....



Jane

Hello everyone I have worked on the Staff Bank at Addenbrooke's for more than 13 years and I am very happy to return to Voluntary Services to cover Taite's role co-ordinating the YPP until a permanent member of staff is recruited. I covered the role before in 2018 for a short while and thoroughly enjoyed my time here.

Away from Addenbrooke's I like spending time with my family and friends, walking my dog and gardening. I have been involved in football for over 20 years and am an honorary member of our local mini soccer & colt's league Football Club.

A quirky fact about me is that I used to work with Freddie Mercury's Mum!!



Stephen

I started working at CUH in 1991 as a Healthcare Support Worker (HCSW) working with the elderly. After achieving various qualifications I settled in cardiology for 5 years before moving over to training and development. I started as a clinical assessor and worked up to be a training manager recruiting, training and assessing HCSWs which is an absolute passion of mine. After over 25 years, I left my permanent position and moved to Cambridge Regional College to be a lecturer in Health and Social Care. I still do bank shifts and delighted to be working for the Voluntary Services as the co-ordinator for the Weekend Young People's Programme. I am strong advocate of the volunteer programme.



Taite

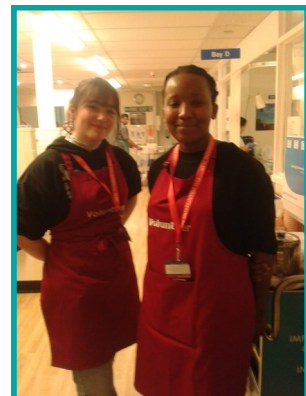
I am off to a new post in North West Anglia NHS Foundation Trust as Young Person's Coordinator working across Peterborough, Hinchingsbrooke & Stamford Hospitals launching a new programme for 16-25 year olds.

I have truly loved meeting every single volunteer, I enjoy seeing everyone each week walk through the office door and being able to see the amazing work you all do.

Thank you for being great. All the best!



January



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www.volunteering.cuh.org.uk

CUH VOLUNTEERS

Follow us:
@CUH_Volunteers

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

Other news.....

Volunteers Forum

Our next Volunteer Forum will be on **Tuesday 24 March from 10.00-11.00 in Seminar Room 13 in the Deakin Centre**. The guest speakers are from the CUH Strategy Team and Tony Elliott from Caring Together. If you would like to attend, please email volunteer@addenbrookes.nhs.uk

Carers Champion

What is a 'family carer' and how does CUH support carers?

Caring often begins at home but many people never think of themselves as carers: they are partners, spouses, children, relatives and friends.

Carers' Champions

Would you be interested in being a Carers' Champion?

With a little training and information, volunteers can play an important role in helping the Trust to recognise, value, welcome and support unpaid carers. By providing information for staff (for example, knowing about the Trust carers' passport and details of the local support organisation, Caring Together), and

Volunteering in Numbers - December 2019

3733 hours volunteered in December



1354.7 hours on Wards



120.5 hours Radio Addenbrookes



67.9 hours Survey Team



Guides 991.5 hours



PAT dogs 49.3 hours



Clinics & Units 413 hours



Chaplaincy 413 hours



Courtesy Bus & Wheelchair 64



New volunteers 19



Total number of hours volunteered in 2019 = 33,946 (1414 days)



In 1414 you could hold the Test Match 284 times!



Save the date & celebrate!

- We're delighted to tell you that we will be holding our annual Volunteer Long Service Celebration Lunch on **Thursday 4 June 2020**.

- More details will follow in due course and we will be contacting those who celebrate a 5, 10, 15, 20 year etc anniversary in 2020 nearer the time.

We look forward to celebrating with you all!



Volunteering Opportunities

We're on the look-out for some more **D9 Snack volunteers** to distribute snacks and socialise during the afternoon .

We are always on the lookout for **Ward Volunteers**, spending time chatting and interacting with patients.

Many of our outpatients arrive here by hospital transport and may have to wait a long time to be collected. We are on the lookout for more **Transport Volunteers** to make refreshments, socialise and do a little bit of guiding during quiet periods.

We are also looking for **Guides** on Friday afternoons as well as **Courtesy Bus and Wheelchair volunteers** For any of these roles, please contact us at volunteer@addenbrookes.nhs.uk to express your interest.

providing a sympathetic listening ear for carers and signposting to Caring Together, Carers' Champions can make a real difference to the lives of carers and the wellbeing of our patients. Supporting carers could be undertaken alongside your existing volunteer role – it may fit especially well with ward volunteers or mealtime assistants.

Training sessions are on Monday 16 March and Tuesday 14 April – just one hour.

If you would like more information, please contact Nicola Hallows, Head of Patient Experience on 01223 216756. Nicola can also be found in the Complaints and PALS Department, near the main Addenbrooke's Hospital reception.

