



**Cambridge  
University Hospitals**  
NHS Foundation Trust

# Volunteer Training Opportunities



# 2023

# Be Disability Confident

## Course overview:

Led by a specialist from the following areas: hearing loss, visual awareness, speech & language therapy, dementia and learning difficulties. The course provides attendees with an awareness and practical advice when supporting individuals with these conditions.

## What type of training is it?

Classroom based - 6 hours - tutor input, practical exercises, group discussion. Tutor led modules with practical exercises.

## Learning outcomes:

- Be confident when supporting individuals with a disability
- Explore how the needs of individuals can be best met
- Identify your contribution to customer satisfaction and best practice

## How to book:

Log on to DOT, search 'Disability Confident', and sign up. **Future dates to be confirmed.**



# Carer's Training

## Course Overview

### Carer's Training

In 2022, Carers UK estimates there are 10.6 million unpaid carers in the UK; this means one in 5 adults are currently providing care. This session is being provided by our PALS and Complaints team; not only will you find out how CUH supports the unpaid carers of our patients and how volunteers could support with this, but also learn more about the work of PALS and Complaints.

## What type of training is it?

Face to face training with information and discussion.

## Learning Outcomes

- Learn how volunteers and CUH can support carers
- Understand the role of PALS and Complaints

## How to book:

Email the Voluntary Services team on [cuh.volunteer@nhs.net](mailto:cuh.volunteer@nhs.net). Next dates:

- **Tuesday 14 March 2023**      **11.00 - 13.00**
- **Tuesday 18 July 2023**      **11.00 - 13.00**
- **Tuesday 17 October 2023**      **11.00 - 13.00**





# Dementia Care

## Course Overview

By 2025 over one million people in the UK will be living with dementia, currently there are 1 in 14 people over aged 65 with a dementia. With the demographic of our patients, volunteers are likely to interact with people who have a dementia. The course provides information and insight into life with a dementia and how a volunteer can best support a person with this condition.

## What type of training is it?

Interactive face to face session.



## Learning Outcomes

- Understand what dementia is and some of the signs
- Types of dementia, signs and symptoms
- Communicating with someone with a dementia
- What is delirium?

## How to book:

Email the Voluntary Services team on [cuh.volunteer@nhs.net](mailto:cuh.volunteer@nhs.net). Future dates to be confirmed.



# Grief and Loss

## Course Overview

It can be difficult to know what to say when someone is close to the end of their life or has experienced a loss. The session will cover grief theory, self/support, different kinds of losses, attitudes and cultures and have plenty of opportunities for discussion.

## What type of training is it?

Face to face training, including theory and discussion.

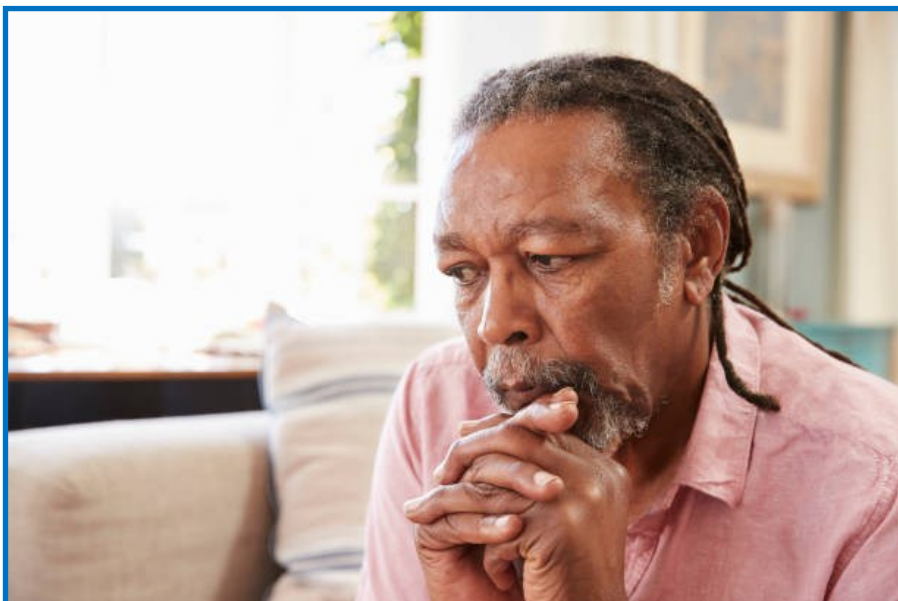
## Learning Outcomes

- Recognise what to say when
- Understand different types of loss
- Know support available
- Learn different kinds attitudes and cultures towards loss

## How to book:

Email the Voluntary Services team on [cuh.volunteer@nhs.net](mailto:cuh.volunteer@nhs.net). Next dates:

- **Thursday 30 March 2023**                      **10.30 - 12.30**
- **Tuesday 26th September 2023**                      **13.30 - 15.30**



# Resuscitation Training

## Course Overview

Many of us will witness a cardiac arrest at some point in our lives, and this workshop will enable you to have skills to help.

## What type of training is it?

Face to face training, with information and practical skills learning.

## Learning Outcomes

- Recognise a heart attack and cardiac arrest
- Help an unconscious person
- Perform CPR
- Help someone choking



## How to book:

Email the Voluntary Services team on [cuh.volunteer@nhs.net](mailto:cuh.volunteer@nhs.net). Next dates:

- **Tuesday 7 March 2023 14.00 - 16.00**
- **Monday 2 October 2023 14.30 - 16.30**

## *Here's what Ian, Ward Volunteer, had to say about the course:*

"I really appreciated the opportunity to attend the course which included a number of aspects of first aid. Among techniques I learned were how to carry out CPR and how to use a defibrillator... so in the future if I come across somebody who has collapsed I would be able to do something rather than standing around feeling helpless"



# Sage and Thyme Training

## Course Overview

Sage & Thyme is a mnemonic which guides conversations with someone who is distressed or concerned. It provides structure to psychological support by encouraging the volunteer to hold back with advice and prompting the concerned person to consider their own solution.

## What type of training is it?

Interactive Webinar on Teams – please note you must have a webcam and microphone and be able to access Teams to take part in this webinar. This webinar includes tutor input, case studies and group discussion.

## Learning Outcomes

- To be able to notice and pick up the clues and hints that people give about their worries or concerns
- Give time and space for people to describe their concerns or worries
- The ability to show empathic responses
- To be able to summarise and hold back from giving your ideas, solutions or advice
- The skill to close a consultation



## How to book:

Log on to DOT, search 'Thyme', and sign up. Next dates:

- **Wednesday 29 March 2023 09.00 - 11.30**
- **Wednesday 25 April 2023 09.00 - 11.30**

## *Here's what Cecilia, Ward Volunteer, had to say about the course:*

I am a ward volunteer and patients often talk to me about their concerns. Before Sage & Thyme, I would chat with them then worry that I hadn't asked the right questions or had been over-eager to try and "help" them.

Now, using Sage & Thyme, I feel confident that I am guiding them through a tried and tested method whereby the patient is empowered and I am not jumping in to try and "fix" their issues. "Sage" is all about noticing distress and listening to the patient, gathering their concerns and reflecting back what I have heard. And "Thyme" is all about responding. And very importantly, instead of feeling "Help, I'm opening a can of worms here, I feel lost," I can trust the process of Sage & Thyme, bring the conversation to a conclusion and close the discussion.

If you are working with patients, I thoroughly recommend this reliable, proven, and very simple method of communication between volunteer and patient.





**A GREAT  
PLACE TO  
VOLUNTEER**

**Please contact us on  
[cuh.volunteer@nhs.net](mailto:cuh.volunteer@nhs.net) if you have  
any queries regarding training**

