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CUH Volunteers' Voice

Say hello, wave goodbye

We were delighted to recently welcome Destiny to our admin team. Below she introduces herself:

“In my current role in the volunteering department, I am able to appreciate working within a compassionate team in a warm and welcoming environment. Whilst learning new skills and making some great friends, it has been rewarding to know that even outside of the ward, I am able to help make a difference to a patient’s experience at the hospital. I have loved getting to know the volunteers and hearing stories from their lives as well as supporting them in their role.



I am currently on a gap year looking to study psychology in the future. I love cooking foods from countries all around the world, reading, listening to all sorts of music and from time to time, I play sports such as basketball and learn the violin. I love travelling and hope to visit as many places as possible.”

Sadly we are saying farewell to Kristina who has been with us for four months:

“While working at the Voluntary Services for the past 4 months I was able to develop loads of skills and I will definitely take this experience with me forever.



Interacting with volunteers on a daily basis and having meaningful conversations with them was the best and the most exciting part about my role. I will miss working with the lovely team that I’ve had the pleasure to work with for the last couple of months and the PAT Dogs too.

In my new role I will be working as a Nursing Administrator at the Recruitment Office which I am very much looking forward to.”

Inside this issue:

Information & support 2 Welcome YPP 3 Training 4 A few updates 4

Violence and aggression against staff and volunteers

It is a sad fact of life that those working or volunteering within healthcare may experience violence or aggression towards them. As part of the ongoing work to support staff and volunteers, the Trust is working towards a comprehensive violence prevention and reduction strategy. The aims of the strategy at CUH is to:

- Prevent as far as possible incidents of violence and aggression
- When incidents do occur, ensure an appropriate response
- Care for staff and volunteers following violence and aggression incidents.



In the meantime, we want to remind you all that any kind of abuse towards our staff and volunteers, including physical violence, racial abuse, verbal or online abuse towards colleagues is unacceptable.

There is a violence and aggression management policy in place which details the stages of behaviour management which can be applied to patients, visitors and relatives who demonstrate unacceptable behaviour. These stages are:

- Stage 1: Verbal warning
- Stage 2: Written warning (yellow card)
- Stage 3: Exclusion notice (red card)

This ultimately means that treatment would be refused with the exception of emergency treatment for any patients, relatives or visitors who have been issued with an exclusion notice should they return to the Trust.

We know that these experiences can really affect those involved, and those who may witness this kind of behaviour. Please ensure you report any incidents of this kind to the Voluntary Services team so we can log it - you may not be the first person who has experienced the abuse from this person. There are a variety of sources of support:

- Voluntary Services
- Health Assured - available 24/7, details on page 4.
- Chaplaincy
- Freedom to Speak Up Guardian



Welcome to our biggest cohort of YPP volunteers yet...

We are delighted to have welcome an incredible 109 young volunteers to CUH this month, our largest cohort to date, including pre-pandemic.

With the help of our mentors from previous cohorts, they spent their first week learning the role and are now volunteering in pairs on the wards. Spending their 2 hour shift chatting with patients, handing out activity packs and helping serve the evening meal, they really do help improve our patients' stay in hospital.

As well as juggling their studies and part-time jobs, as part of their volunteer experience, these amazing young people attend weekly online healthcare information sessions on topics including dementia, death literacy, the roles of allied health professionals as well as medicine and nursing.

Many thanks for all the hard work of our colleagues in Recruitment, Occupational Health as well as mentors and YPP supervisors who have been integral in enabling this programme to happen.



CUH Directions APP

Many thanks for our volunteers who have kindly helped test the updates for version 2 of the CUH Directions APP. The results have been passed on to our Estates & Facilities team and they wanted also to pass on their gratitude and how very helpful this has been.



Make the most of training

We are delighted to have a wide range of training opportunities available for volunteers, here's what we've got coming up:

- Tuesday 12 March 10.00 - 11.30 Death Literacy
- Friday 19 April 13.30 - 15.30 Resuscitation Training
- Friday 17 May 13.00 - 15.00 Dementia Training

Although very useful skills and knowledge to have when undertaking your volunteer role, they can also all be applied within your life outside your role here.

To book any of these sessions, please email: cuh.volunteer@nhs.net with the training session title in the subject line.



A few updates....

**A GREAT
PLACE TO
VOLUNTEER**

Voluntary Services
Box 214
Cambridge University NHS Foundation Trust
Hills Road
Cambridge CB2 0QQ

Phone: 01223 586616
E-mail: cuh.volunteer@nhs.net
www.volunteering.cuh.org.uk

CUH Volunteers

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

Spring is in the air....

And we would love to see your photographs of your local area in the spring. It could be some beautiful flowers in a vase, in the garden or parks, gambolling lambs or a sunny vista.

You may have been on a lovely day out, perhaps visited a stately home or been for a walk along a river, we would love to see and hear about it.

Articles should be around 300-400 words long and if sending us photos, please let us know what they are of. Just send them to cuh.volunteer@nhs.net with 'Volunteer Voice' as the subject line.



We look forward to hearing from you!

We need your help....

In the library we have a very limited selection of books aimed at a young adult audience and



we're hoping you may be able to help. If you have any paperback books by authors such as Jacqueline Wilson or in a series such as the Percy Jackson books we would love to receive them. They just need to be paperback and in good condition.

We are also in need of some good quality magazines, again in good condition please and less than 6 months old.

Don't suffer in silence

Health Assured, our employee assistance programme is there to help 24 hours a day, just give them a call on **0800 028 0199**. They have a new app called Wisdom. Wisdom is available on mobile, tablet, and desktop to ensure continuity throughout. Explore the app or browse on your computer and find out what works for you.

Download the app today on the Apple App Store or Google Play or [access via the Wisdom website](#)



Once you have opened Wisdom, use the same organisation code, **MHA140194**, to access this new app. Please note, you will need to create a new account with an email address and password.