

VOLUNTEERS' NEWSLETTER

The newsletter for the volunteers of
University Hospitals Bristol NHS Foundation Trust

Issue 6 – December 2014

Welcome to the December 2014 Volunteers' Newsletter

In the final newsletter of 2014, we have a message from Carolyn Mills, Chief Nurse, who has overall responsibility for volunteering within the Trust. Carolyn is very supportive of volunteers and your role in the Trust, and we can look forward to an exciting time in Voluntary Services next year!

The newsletter also celebrates the Recognising Success Awards and for those who could not make the tea-party last month, there are some photographs.

Continuing with the training updates that have been provided in recent newsletters, this time the focus is on fire safety.

Finally, I would like to thank you all for your commitment to volunteering over the last year. It has been lovely to meet so many of you and I look forward to working with you all in 2015.

With very best wishes.

Judith Reed

Voluntary Services Manager

Message from Carolyn Mills Chief Nurse



It has been a pleasure over the ten months since I joined the Trust to meet many of you and see you at work within the organisation.

Volunteers play a very important role in UH Bristol working in a range of settings and providing a variety of services alongside paid staff. Many of you are a key part of delivering patient services, ranging from befriending, mealtimes support, wayfinding, administration support, meeting and greeting in reception areas, tours of the maternity unit, and in the playcentre

Volunteering can help people to gain new skills and experience and, for some can provide a stepping stone to paid employment. I was struck when chatting to a number of you at the recent volunteer tea party of the many and varied reasons which had motivated you to become volunteers, which included; wanting to give something back after you or a family member have benefited from services, exploring a career in health care, wanting to help the NHS improve and develop specific services for the benefit of patients and carers.

Continued over:



Winner
Catherine Nanji
Befriender and Mealtimes Volunteer, Ward A602

Message from Carolyn Mills, continued from page 1.

UH Bristol recognises that volunteers make a tremendous contribution towards the health and care services that the Trust provides, improving the quality of those services. The Trust works to ensure that this wealth of activity is recognised, celebrated and strengthened and that we nurture and release the capability and capacity that exist within our communities, including those with health and care needs themselves. Going into 2015 I will be working with Judith Reed to develop our new volunteering strategy, focussing on developing a clear vision of how volunteers can contribute to delivering the strategic objectives of the organisation going forwards.

Many thanks to you all for making such an important contribution to patients' experience of care in UH Bristol in 2014, and wishing you a very Happy Christmas and New Year.

Carolyn Mills
Chief Nurse



Merry Christmas
&
Happy New Year
From all in Voluntary Services



Congratulations

Lead Governor, Sue Silvey presented the awards to the volunteers.



Catherine Nanji, winner
Befriender & Mealtimes Volunteer, ward A602



Graeme Parkin, highly commended
Befriender Volunteer, ward 15.

On 21 November, colleagues across the Trust met in the Marriott Hotel, Bristol to celebrate the Recognising Success awards. The Volunteer of the Year award category recognises a volunteer, or team of volunteers, who has given their time and energy to help others, and is singled out as an example of how volunteering can contribute to the overall aims and objectives of the Trust. Catherine Nanji won the award for Volunteer of the Year. Graeme Parkin was recognised for his contribution to volunteering and was presented with a 'highly commended' certificate.

Congratulations to those who were shortlisted for the award – the **Discharge Lounge Volunteers** and **Martin Lowrey**, Mealtime Volunteer on A400.

Volunteers who were nominated are also due our congratulations: **Welcome Centre Volunteers**; **Christine Barry** (Emergency Department in the Eye Hospital); **Face to Face Patient Survey** Volunteers; **Barbara Kent-Jones** (Voluntary Services Office Volunteer); **Amanda Gooding** (Volunteer on ward 78).

Other photographs from the night!



Janette Brittan (coordinator for mealtimes volunteers) with volunteers Marie Coles, Martin Lowrey, Catherine Nanji



Band, featuring the Trust's Chief Operating Officer



Inside the Marriott Hotel

Update on the signage and ward moves

Thank you to all of you who have helped patients, visitors, and sometimes staff, with finding their way around with the ward moves and new signage.

There is a new 'map' of the hospital's city centre precinct available, updated with the latest ward moves and new ward numbers. Please let Voluntary Services know if you would like a copy.

New volunteering roles

Over the next couple of months we will start recruiting to some new volunteering roles within the Trust.

In the **Emergency Department**, volunteers are being sought to chat with patients, help with tea rounds, and spend time with carers. We would particularly like to hear from people who have experience of, or an interest in, mental health illnesses. Times for this volunteering are: Monday – Sunday, 2.00pm – 9.00pm.

The **Intensive Care Unit** are looking for volunteers to meet and greet visitors to the unit. Volunteering times will be in the evening during the week, and during the day and in evenings at the weekend.

Do get in contact if you, or someone you know, may be interested.

In addition to the new volunteering roles, we are seeking more volunteers for our wards – for befriending or helping at mealtimes. We would also like to see if we can get some more volunteers to help at South Bristol Community Hospital.

Could you help us spread the word by putting up a poster in your local library? Or do you belong to a community group who may have members who would be interested in volunteering in the hospitals, and would like some more information? Please let Voluntary Services know.



Carers' Liaison Service – what they do

A carer is someone who provides support to family or friends who could not manage without this help. This could be due to age, physical or mental illness, disability or addiction.

The Carers' Liaison Service can:

- Provide the carer with help, support and advice
- Liaise between hospital staff, the carer and their family
- Support carers through discharge by attending multi-disciplinary team (MDT) meetings and explaining processes
- Offer ongoing support when back in the community

If you meet any carers in the course of your volunteering please think about mentioning the Carers' Liaison Service to them.

For further information contact Jamie de Carvalho, Carers' Liaison Worker

Telephone: 0755 741 1613

Email: jamie.decarvalho@uhbristol.nhs.uk



A message from the Big Green Scheme

The TLC campaign promotes 3 simple actions to enhance patient experience and reduce our carbon footprint.

T - Turning off unused equipment

L - Switching off Lights

C - Closing doors



Please do think ‘TLC’ when you are out and about volunteering!

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Training Updates

Over the past few newsletters we have tried to give you updates on the essential training topics you would have received when you joined the Trust and attended induction.

Next year, we will be looking at more ways in which we can ensure volunteers remain up to date with this training and to help you have the knowledge to do your volunteering safely and in line with local and national requirements.

Where we can, and when it is convenient for volunteers, we will try and do this training electronically, but there will be some sessions that will need to be done face-to-face.

One of the first areas for update training will be around **Adult Safeguarding and Child Protection**. This will be delivered as a **‘Think Family’** topic and will explain what you need to look out for, and how to report any concerns, around the safety of patients or any members of their family.

The essential training update for this newsletter is around **Fire Safety**. Please do read the information on the last page.

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££ Benefits available for volunteers ££

As a volunteer of the Trust you can access many of the benefits available to staff – such as discounts with many local shops and companies. Please contact (0117) 342 3749 or email: benefits@uhbristol.nhs.uk for more information. On NHS Discounts, (www.healthservicediscounts.com) you will find special offers from national organisations.

Care Quality Commission inspection update

In the last newsletter we let you know about the Care Quality Commission's inspection which was due in September 2014. We know a couple of volunteers met with some inspectors when they visited the Discharge Lounge in the Bristol Royal Infirmary.

Please see below for an update on what has happened since the inspection.

The Trust received a comprehensive inspection by the CQC in September. A team of around 50 inspectors visited services across the Trust, looking for evidence that they are safe, effective, caring, responsive to people's needs and well-led. A large number of staff also attended interviews and focus groups with the CQC team to talk about their experience of working for the organisation.

At the end of November, the CQC held a 'Quality Summit' - this was an event when the CQC, the Trust's Chairman, Chief Executive and Executive Directors gather with representatives from key local and national health and social care bodies to discuss the CQC's findings: for example, this includes Monitor, our local Clinical Commissioning Groups, the Health Overview and Scrutiny Committees of local authorities and local HealthWatch.

The final inspection report has now been published and the Trust has a short window in which to develop an action plan in response to recommendations made by the CQC.

The CQC visited many areas across the Trust to make sure they were safe, effective, caring, responsive and well-led. Of the 56 ratings awarded, UH Bristol scored 'good' or 'outstanding' in 44 areas and no service or domain was rated as being inadequate. Twelve of the 56 ratings were judged as 'requiring improvement', leaving UH Bristol overall with a 'requires improvement' rating.

Of particular note was the commission's judgement of children's services. The CQC found services for children and young people to be good or outstanding in each of the five domains inspected.

Chris Swonnell, Head of Quality (Patient Experience & Clinical Effectiveness)

More information is available:

Trust's website - <http://www.uhbristol.nhs.uk/about-us/news/uh-bristol-recognised-for-its-caring-approach/>

Care Quality Commission - <http://www.cqc.org.uk/> and search on University Hospitals Bristol.

Compassion is...

We all understand that compassion is an important part of what we do as part of this Trust, particularly for those of us who work with patients, but also for those of us in non-clinical areas supporting the delivery of the highest quality of care every day.



The Trust is developing a lasting piece of work that summarises what staff and volunteers feel about the word compassion. We want to develop something that can be shared among ourselves and with the people who use our services and hospitals so that we can all better understand what compassionate care looks and feels like.

A couple of months ago we asked if you would like to contribute to this, and we heard back from two volunteers. These are their thoughts on compassion:

Compassion is not glamorous

It is not sentimental

It is not necessarily about doing what makes us, as care-givers, feel good.

I think it is essentially a practical thing.

It is to do with taking notice of people's fears, concerns and wishes, however they are expressed.

It is to do with not making assumptions.

I think compassion is to do with giving full attention.

The Compassionate Heart, by Joseph T Renaldi

I have eyes that I can see

The work that can be done by me

I have ears that I can hear

The voice of one who lives in fear.

I have lips that I may speak

Encouragement to those who seek

I have a mind that I may know

When to help the needy, that need me so.

I have hands that I am able to do

Some meagre task that may help you

I have empathy and sincerity to pray

For impoverished people every day.

I have one thing all else above, a compassionate heart that I may love.

VOLUNTEERS' TEA PARTY – 13 NOVEMBER 2014

Last month, volunteers gathered together for what has become our annual celebratory tea party. They were joined by the Lord Mayor and the Lady Mayoress together with the Chief Executive, the Chairman and the Chief Nurse from the Trust. The tea party was held in the City Restaurant, part of the City of Bristol College Green Campus, with the students preparing and serving the food.



Many thanks to volunteer David Jones who took the photographs.

Fire safety – Fire Alarm Information

Procedures for: St Michael’s Hospital, Children’s Hospital, Eye Hospital and Dental Hospital:

- The floor that has a fire condition will sound a continuous alarm. On the floor above and below, an intermittent alarm will sound.
- The floors that have a continuous alarm should evacuate that floor, and either move to the floor below or outside the building away from the front door.
- There is no requirement to evacuate the whole building.

Procedures for: Bristol Heart Institute, Bristol Haematology and Oncology, Queens, King Edward:







- The floor that has a fire condition will hear the evacuation warning, a male speaking, announcing that ‘this is a fire alarm please leave the building by the nearest available exit’.
- The floor above or below the affected floor will hear the warning alarm, a female speaking, announcing that ‘an incident has been reported in the building, please await further instructions’.
- There is no requirement to evacuate the whole building.

Additional Notes

- Fire Wardens are on hand to help direct staff, volunteers and patients should they require assistance. If you are on a floor with the lady speaking and it changes to the male speaking, you should leave the building by the nearest safe exit and assemble at the front of the building away from the front door.
- If disabled staff, volunteers or visitors have difficulty evacuating, they should make themselves known to the Fire Wardens who will direct them to a place of safety. If any volunteers have a disability and feel they need a Personal Emergency Evacuation Plan please contact Voluntary Services as soon as possible.
- Do not return to the building or affected floor until told that it is safe to do so by the Fire Service or the Fire Wardens.

Please make sure you know where the fire exits are in your regular place for volunteering. If you are based on a ward and the alarm goes off and requires you to leave the ward, please do leave. Ward staff have specific procedures to follow in these situations.

If you come across a fire:

<p>University Hospitals Bristol  NHS Foundation Trust</p> <hr/> <h3>Sounding The Alarm</h3> <p>Operate the nearest break glass alarm point.</p> <div style="display: flex; justify-content: space-around;"></div> <p><small>Respecting everyone Embracing change Recognising success Working together Our hospitals.</small></p>	<p>University Hospitals Bristol  NHS Foundation Trust</p> <hr/> <h3>So in the Event of a Fire..?</h3> <p>Break the nearest Alarm Call Point or Dial extension 2 2222 to notify Switchboard or the Fire Service on 999 from outside.</p> <div style="display: flex; justify-content: space-around;"></div> <p>Remember to give the Full Address..</p> <p><small>Respecting everyone Embracing change Recognising success Working together Our hospitals.</small></p>
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Only tackle a fire if it is safe to do so and you are trained to use fire extinguishers.

Firewatch Southwest has offers on home safety equipment, such as smoke detectors/alarms.
Telephone: 0800 783 4171
Email: info@firewatchsouthwest.co.uk
Quote: UHBHB1 / UHBHBND