

VOLUNTEERS' NEWSLETTER

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

Issue 9 – December 2015

Welcome to the December 2015 Volunteers' Newsletter

This is the last newsletter of 2015 and I would like to thank you all for your volunteering support throughout the year. I wonder how many patients and visitors you have come into contact with and helped make their journey through our hospitals a little bit easier.

I hope you have found your time in our hospitals rewarding.

Inside this newsletter you will find a summary of the results from the survey we sent to Trust volunteers in September. Thank you to those who took the time to complete it. The focus group we held with volunteers on 2 December to look at the results was very informative and has given us some things to work on in the new year. In the survey, several of you mentioned that you would like to know a bit more about other volunteers and the roles they do, so we have included two volunteers' stories in this newsletter.

It was lovely to see so many of you at the tea party in October and I hope you enjoy the photos of the afternoon, taken by one of our volunteers.

I look forward to working with you in 2016 and would like to wish you a Merry Christmas and Happy New Year.

With very best wishes,
Judith Reed
Voluntary Services Manager

Message from Carolyn Mills, Chief Nurse

Throughout 2015 it has been a privilege to hear about the commitment to making our patients and visitors experience of care better at UHBristol from our own volunteers and those volunteers from external groups.

A friendly face and someone to take the time to listen can make such a difference to people during their journey through our hospitals.

The Voluntary Services Steering Group was formed early this year and has now met four times. It has proved invaluable in terms of coordinating and governing all the volunteering activities within the Trust. The Group's next meeting will be in February when it will review the actions taken by Voluntary Services in response to the feedback you gave in the recent survey.

The tea party in October was well-attended and I hope you all enjoyed sharing your experiences with one another. Many of you volunteer on your own and you have told us you do not feel part of the wider volunteer team. One of the actions from the survey will be to provide more opportunities for you all to meet up.

Thank you to those volunteers who have attended their refresher training; it is essential for helping to keep our volunteers and patients safe. If you are one of the few who has been contacted by Voluntary Services but have yet to book onto the training please could I urge you to contact Voluntary Services as soon as possible.

Thank you all for your volunteering time throughout this year. I wish you all an enjoyable festive season and best wishes for 2016.

Carolyn Mills
Chief Nurse

In September, you told us what you thought about volunteering with the Trust



The survey aimed to give all of UH Bristol's own volunteers an opportunity to provide feedback about their experience at the Trust. In total, 276 questionnaires were distributed, with 84 people submitting a response. This equates to a 30% response rate, compared to 15% for the survey that was carried out in 2013, and 22% for the one conducted in 2011.

What you told us through the survey

- There has been an improvement in communication with volunteers, with 60% of you saying you receive regular communication from the Trust, compared with 35% in the 2013 survey.
- 79% of you would recommend this Trust to a friend or relative who was thinking of becoming a hospital volunteer (no change from the previous two surveys).
- Fewer volunteers said that they receive good support from staff all the time: 66% compared to 70% in the last survey in 2013.
- And less of you feel you are provided with all the materials and equipment you need to carry out your volunteering effectively: 50% compared to 62% in the original 2011 survey.
- 53% of volunteers said that they received sufficient recognition from the Trust for their volunteering; an improvement on the 44% who said this in 2013.
- Just under 90% of you told us you enjoy your volunteering (no change from the previous two surveys).

What happens with these results?

Firstly, the results have been discussed by the Voluntary Services Steering Group at its meeting in November. The Group next meets in February 2016 where we will report on the actions we have taken in response to the survey outcomes.

On 2 December, twelve volunteers came along to a focus group to talk about the results, particularly the questions around support. The volunteers included those in meet & greet roles, ward volunteers, discharge lounge, Friends for Parents from the Children's Hospital and volunteers from the Cancer Information & Support Centre in the BHOC. It was a very useful meeting; being informative and thought-provoking. Many thanks to those volunteers who came along and shared their experiences and shared ideas about how we could improve. What was very apparent at the focus group and also from the comments made on the survey forms was your commitment to our patients and the desire to do your best for them.

Many thanks to Tony Watkin, Patient Experience Lead (Engagement and Involvement) who facilitated the focus group. The areas we are going to focus on are:

- Looking at ways in which volunteers can meet with each other informally.
- Improving the support you receive from your direct supervisors – making sure they understand their responsibilities towards you.
- Achieving a better balance between essential training (e.g. health & safety) and training which enables volunteers to make a real difference to patients and visitors, such as enhancing skills for supporting patients with dementia or handling difficult conversations.
- Improving the accessibility of Voluntary Services by telephone, email and in person.
- Exploring how the Trust might benefit from volunteers who have specific skills and experiences they would like to share, over and above their regular volunteering role.

We are also aiming to hold another focus group in six month's time.

Volunteer stories

One of the things you told us in the survey is that you would like to know more about other volunteers; their journey into volunteering, why they do it, and what they enjoy.

Here's what one of our volunteers in the BHI, Stuart Taylor, and the chaplaincy volunteers from the Children's Hospital had to say. Firstly, Stuart...

"I have been a volunteer for the Trust since 2008 and in that time have seen a lot of changes and improvements, particularly with the opening of the Bristol Heart Institute in 2009, the South Bristol Community Hospital in 2012 and the Terrell Street extension to the BRI in 2014. These new spaces provide modern wards and a move away from some of the older hospital sites such as the Bristol General Hospital and the Old Building.

I have thoroughly enjoyed my volunteering, a journey that began in the Activities Room in stroke rehab, through reception and Help Desk roles, to patient befriending and ward duties. I have also had some jolly times fundraising with Above and Beyond on some of their stalls. I have met so many lovely people, both staff and fellow volunteers, and joined in on many social occasions.

The Bristol Heart Institute is where you will find me these days. I am one of the many volunteers on the Help Desk rota. The duties here include giving directions, helping visitors find out which ward a patient is on, giving information about car parking and drop off points and alternative transport links, locating wheelchairs, and any other general enquiries about the Hospital site.

Another role I perform in the BHI is on CICU (Cardiac Intensive Care Unit). This involves receiving relatives onto the ward during visiting hours and showing them to the patient's bedside after first liaising with the nursing staff and also ensuring infection control guidelines are followed.

No two days are the same and there is always something new to learn. I find volunteering to be very rewarding and I know that the patients and visitors we help are grateful we are there for them".

Stuart Taylor, volunteer in the BHI

"We are a group of four Chaplaincy Volunteers working at the Children's Hospital where we visit each Tuesday. All our working backgrounds were 'people focussed' and, following retirement, we offered ourselves as volunteers where, because of our faith, we were steered towards the Hospital Chaplaincy team. We undertook initial Chaplaincy training and continue to attend training as and when required by the Trust.

We each have dedicated parts of the hospital where we visit families and their children. As the hospital admits patients from a wide geographical area many families find themselves a long way from home, often in strange surroundings. This can mean few visitors due to travel difficulties sometimes resulting in a feeling of loneliness and isolation, on top of the stress related to having a sick child.

Our role is to offer a friendly presence and to listen to anxieties and concerns from a non-medical perspective. We visit all families regardless of faith or indeed of no faith. By visiting our own specific parts of the hospital we get to know the staff in these areas, offering a listening ear if needed. It is very important to remember that the Hospital Chaplains are there for the benefit and needs of everyone in the hospital not only the patients.

We have all built long lasting relationships with families who visit the hospital regularly over many months and years and it is very rewarding to be greeted with a welcoming smile when meeting them again. In many cases it is very easy to recognise parents but not so easy to recognise the children who have changed since we last saw them.

Over the years we have experienced many changes in the hospital including the trend for children to spend shorter periods in Bristol before transferring to a hospital closer to home, to receive treatment as a day patient or at home, as well as the expansion of the hospital following the transfer of units from Southmead and Frenchay.

Our role as Chaplaincy Volunteers is very rewarding and has become more necessary with the decrease in the number of Trust's Chaplains and we feel privileged to have a small role in the work of this remarkable hospital".

Veronica Hunt, Denise Reynolds, Mo Taylor, Joy Webster – chaplaincy volunteers in the Children's Hospital

If you would like to share your story, please do get in contact with Voluntary Services.

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Voluntary Services Steering Group – feedback from the latest meetings

One of the purposes of the Voluntary Services Steering Group is to hear from the different voluntary groups who support our patients. At the last couple of meetings, we have heard from Bristol Hospital Broadcasting Service (see June 2015 newsletter for information), the Scouts, Friends for Parents and the Chaplaincy volunteers in the Children's Hospital, plus Radio Lollipop.



Kat Tucker, a scout leader, came to the August 2015 meeting. **The Scouts** have been meeting at the Children's Hospital every Friday night for the last 14 years. The group is for patients and their siblings aged 6 and over, and provides a sense of normality in the midst of the hospital experience. Scouts have 15 volunteers in total, and aim to have 6 volunteers on a Friday night; two in the playroom, and two groups of two going around the wards to collect patients/siblings or to spend time with patients not able to come to the playroom. Approximately 15-20 bedside packs are handed out each Friday to patients who remain on the wards. **This scout group is looking for more volunteers. If you or anyone you know may be interested, please contact Voluntary Services, and we'll pass on your details to Kat.**

Friends for Parents was established in the Children's Hospital in 1987. There are currently 9 volunteers who provide a listening ear for parents and grandparents of children who are in hospital. A Friends for Parents volunteer is on the wards every weekday, with volunteers doing a week or two weeks at a time to provide continuity to families. Thanks to donations from the Mothers' Union, Friends for Parents are able to provide tea, coffee, sugar and toiletry bags for parents, plus polo shirts for the volunteers so they can easily be recognised on the wards.

Chaplaincy volunteers have supported the Children's Hospital for over 12 years; there are currently 4 volunteers providing chaplaincy support to families of patients and the patients' siblings. These volunteers support people of all faiths and of none, as well as offering a listening ear to staff. Chaplaincy volunteers and Friends for Parents work closely together to ensure families are supported

and have continuity of care. **If you are interested in finding out more about volunteering with Friends for Parents or within chaplaincy please contact Voluntary Services**

Volunteers from **Radio Lollipop (Bristol)** have been coming into the Children’s Hospital since 1984 to provide play and entertainment to children in hospital. Radio Lollipop broadcast live shows to the wards and run activities from the hospital’s play room during weekday evenings (Monday to Thursday) and on Saturday afternoons. For those patients unable to visit the play room, the volunteers visit the wards to do activities and games. Radio Lollipop currently has 23 volunteers, but more are required, so **if you are interested in volunteering or know someone who is, please contact Kate Harris (Radio Lollipop chairperson) on bristolvolunteers@radiolollipop.org**



Radio Lollipop Bristol has a tree on display at Treefest 2015 (www.treefest.org.uk) which is a Christmas Tree Festival being held at St Mary Redcliffe Church. The "Lollipop Tree" is decorated with decorations made by the patients of Bristol Children’s Hospital, their siblings and parents and Radio Lollipop volunteers. The “Lollipop Tree” is part of 80 trees decorated by local community groups, schools and charities and is on display to the public from 8-13 December 10am to 5pm.



The requestline show runs currently on Tuesday - Friday between 20.35 and 22.00, with the plan to extend this to Mondays as well.

The hospital radio service aims to play all requests, but in the event of receiving too many, they could be held over until the following night. Hospital Radio broadcasts to wards in the BRI and St Michael’s Hospital. If you are a ward volunteer in these hospitals, we’d really appreciate your help in getting more requests from patients. Voluntary Services will put some request forms onto the wards for you to use when you are talking with patients, along with some guides how to tune in to the radio service.

Latest Ward Moves

Two wards have moved recently from the King Edward building to the BRI Queen’s Building
Ward B501 has moved to Ward A528.
Ward B504 has moved to Ward A518.



Many congratulations to Gillian Wilding, Friends for Parents volunteer in the Children’s Hospital, who won the **Volunteer of the Year award** at the Trust’s annual awards ceremony at the end of November.

The **Highly Commended** award went to the volunteers in the **Cancer Information & Support Centre**, Bristol Haematology & Oncology Centre; and to **Jane Tucker** and **Sarah Tyson**, who are fundraisers with Above & Beyond, the charity which raises money for our hospitals.

Many congratulations to them. We hope to have some photos of the evening to share with you in the next newsletter!

DIETETICS TODAY

The Trust's mealtime volunteers will know Janette Brittan as the person who trains them and then supports them whilst they are volunteering on the wards.

In October 2015, Janette, who is a dietetic support worker, wrote an article for Dietetics Today, the monthly magazine of the British Dietetic Association in which she shared her passion for the role and her team's key achievements in supporting patients.

The hospital's Food Policy team plays a key part in trust governance and provides the information required to be able to declare compliance with the Care Quality Commission Regulation 14, meeting nutritional needs along with other national standards for nutrition. Audit, staff education and joint working with the catering department are the three pillars of our Food Policy team's remit.

Nutrition and hydration audits form a large part of my role and provide the trust with the assurance that we are meeting key nutrition targets. The audit results are fed back to the wards allowing us to improve nutritional care at ward level. This involves multi-disciplinary team (MDT) working across the trust, consulting with nurses, caterers, dietitians and other healthcare professionals. Our aims are to improve the patient experience of food and drink within a hospital setting whilst creating an awareness of the importance of the ten key characteristics of good nutritional care.

A lot of my time is spent at ward level where I am involved with teaching and supporting ward staff and liaising with patients regularly. I enjoy delivering training sessions for nursing assistants, making sure the information we are providing is relevant and up to date. Attending food groups and other MDT meetings is another large chunk of my working week, along with writing and distributing minutes. The Dietetic Support Workers at UH Bristol hold regular meetings and one of our duties is to provide education boards relating to nutrition and healthy living, for example eating for a healthy heart, food labelling and the traffic light system. I have also contributed to income generation projects. Within the community setting I delivered training on MUST (malnutrition universal screening tool), nutrition care planning and nutrition in residential nursing homes across Bristol.

MEALTIME VOLUNTEERS

The Department of Nutrition and Dietetics at UH Bristol runs a successful mealtime volunteering programme. We currently have 40 volunteers working on eight wards. Our volunteers won the 'Volunteer Team of the Year' in 2012 and 2014 in the annual Trust Recognising Success Awards and also had a poster accepted by the Kings Fund.

My role as mealtime volunteer coordinator has been pivotal to this project. I lead on recruitment, training and coordination of the volunteers, ensuring we meet the needs of patients and I am always around to support the volunteers, as this can be a demanding and emotional role. I believe that the volunteers greatly enhance the patient's experience, often enabling them to maintain

independence and self-esteem at mealtimes. Volunteers have the luxury of time, a very valuable commodity in a busy ward setting. It is a service that I am very proud to have built and be a part of. There is nothing more satisfying than seeing patients improve over the weeks and knowing you have played a part in their recovery journey.

OUR TEAM'S ACHIEVEMENTS

Our Food Policy team won the BAPEN Nutricia Good Practice Award in 2012 for our work in improving the rates of nutritional screening across the trust. We have also introduced MUST and made amendments to the nutrition care plans to ensure they are fit for purpose and have completely redesigned the food record charts, adding in a three day review.

Protected mealtimes were rolled out across the trust some years ago and it is a project that really sticks out in my mind as having a really positive outcome for patients and the ward staff. As part of it, I implemented the use of red-lidded jugs to help identify those adult patients who may require regular assistance to access drinks to improve their hydration. I also introduced the red bed-end clip boards for food record charts, ensuring that these were filled in and that three day reviews were taking place. Very small changes such as these can sometimes have the largest impact.

Our Food Policy Team supports the whole dietetic service by assisting the dietitians to deliver direct clinical care and focus on patient pathways and specialist areas, thus ensuring nutritional care is embedded within the hospital and I for one am extremely proud to be a part of this dedicated service.

Volunteering at mealtimes

With some training, you can assist those patients who find it difficult to manage alone or who need some encouragement. Staff, patients and relatives really appreciate the time you can give.

Trained volunteers can help with: Filling in menus; helping with meal and drink service; cutting up food and opening packaging; tidying tables and offering hand wipes; recording food intake.

Because you will be spending time with the patients while they eat, you can let the nursing teams know how they are getting on and if there are any issues.

If you are interested in finding out more about this, please contact Janette on 0117 342 3006



Turning off unused equipment
Switching off Lights
Closing doors
Enhancing patient experience together

The TLC Campaign

Tender Loving Care underpins the service we provide for patients.

The TLC campaign promotes 3 simple actions to enhance patient care while also reducing our carbon footprint.

T - Turn off unused equipment

L - Switch off Lights

C - Close doors

Let's provide some TLC for our environment too; after all, it looks after us!

Voluntary Services has registered to complete the Trust's Green Impact Workbook. It is a resource to help make our department greener and is a way of recording the changes we have made so we can be assessed. We will work our way through various criteria which lead to **Bronze**, **Silver**, **Gold** and Sustaining Sustainability awards. We would very much like to include our volunteers in this. So, if you feel you have made a change while volunteering that helps the hospitals be a 'greener' place, then please let us know, so we can include it in our workbook evidence.

We'll keep you updated with our progress.

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Tea Party

Thank you to all who came along to the Tea Party in October; it was lovely to see you there. The City of Bristol College catering students produced some delicious food with friendly and efficient service. Carolyn Mills (Chief Nurse) and John Savage (Trust Chairman) came along to meet volunteers; John delivered a personal message about volunteering which was much appreciated by the volunteers.

Many thanks to our volunteer photographer, David Jones, for taking photos.





Our Chief Nurse, Carolyn Mills and the Trust's Chairman, John Savage, are pictured here in the bottom right photo



Thank you all for your volunteering support throughout this year.

**Your time and commitment has been much appreciated
and we look forward to working with you in 2016!**

Merry Christmas and Best Wishes for 2016

From all of us in the Voluntary Services team



FOR VOLUNTEERS ON WARDS

You've told us that you would like more information about the different symbols that you find above a patient's bed when you're working to the ward, so here's a reminder.

If these signs are displayed or ticked, it means that a patient has a particular need. The signs are sometimes referred to as a Pufin Chart. If you are not sure what a sign means, please ask ward staff.



Clock face – 'intentional rounding' – patient needs something done on a regular basis, such as being moved to help prevent pressure sores.

Falling star – patient at risk of falling – amber background indicates at risk; red background is for those at high risk or already fallen.

Cutlery – patient at risk of malnutrition, needing assistance at mealtimes or a special diet

Three hands – infection control. There will be another sign to support this indicating if gloves/apron are needed, door to be kept shut, etc.



Forget-me-not – for patients with some form of cognitive impairment, such as dementia

Others signs you may see:

A **Red Lid** – if a patient has a jug with a red lid, it means they need encouragement to drink.

Picture of a **zimmer frame** or **walking stick** or **hoist**. This indicates what is needed to help mobilise a patient. Often next to the picture is +1 or +2 – which means either one or two members of staff are needed to help the patient. Please note that it has to be members of staff who do this and not volunteers.