



Adviser

ADdenbrookes Volunteers Information & Events Review

Issue 2
Volume 9



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Of particular interest in this issue:

- Developments in dementia care
- Review of the year
- YPP Celebration Event

Infection Control Reminder:

Please ensure you check with the nurse in charge before entering a side room which has the door closed.

This is flu and norovirus season so please be extra vigilant with your hand hygiene.

Christmas Get-Togethers & Annual Reviews 2018

Once again, we wanted to celebrate this festive season with our amazing volunteers plus get some valuable feedback while we had the opportunity.

Following on from the success of last year, volunteers were invited to Christmas parties according to their different roles, with wards and library, guides and courtesy bus, surveys, clinics as well as a mixed session for those unable to make their allocated one.

As well as the feedback, there was a variety of Christmas fun activities including a quiz (one very tricky and another less so); a 'Pictionary' type game with participants having to draw NHS job roles for their team to guess.

The PAT dog Christmas party was also great fun with all dogs completing circuits of paw, sit, twizzle, lie down plus a

'specialty trick.' The winner was Lola who completed the greatest number of circuits plus did a double high five trick!

If you've not completed an annual review, please get in touch so we can get together to complete one soon
volunteer@addenbrookes.nhs.uk

Many thanks.



Dave winning the tricky quiz



Welcome to our new volunteers!

On Tuesday 11 December we welcomed 8 new volunteers to our amazing team. Volunteering in a variety of roles including wards, Rosie and 2 in Radio Addenbrooke's we're sure you'll give them a very warm welcome when you see them.



Giulia, Janet, Emily, Jade, Jacqueline, Laura, Michael & Sue



Focus on.. 2018



NHS 70th Birthday Celebrations

It's been another incredible year here in Voluntary Services and of course it is you, our fabulous and loyal volunteers we have you to thank for this.

As well as the almost 29,000 hours dedicated to ward volunteering, guiding, clinics, courtesy bus & wheelchair collecting and conducting surveys, we have once again developed 2 new roles to support our patients. In the summer, our first specialist feeding ward volunteers undertook training and mentoring from the Speech and Language Therapy team, thus ensuring those unable to feed themselves are able to



John & Tony with Mike More

enjoy a hot meal thus helping improve their nutritional intake. In autumn, a brand new role was created to support the Discharge Lounge. We already know 'patient flow' is extremely important and our Discharge Lounge Volunteers support the team by socialising with patients, collecting patients from wards with an HCA or nurse and after training collecting patient take home medication from the Inpatient Pharmacy.

A huge thank you to all our volunteers

We are always very appreciative of all our Volunteers who kindly support us at our promotional events. This year we've been at a few major events including Volunteer Week in June, Volunteer for Cambridge Fair in October and most recently Mill Road Winter Fair. We know our volunteers really help and it's wonderful to know that the interaction between our volunteers and the public at these events has encouraged applications from those who wouldn't have applied otherwise.

The Annual Volunteers' Awards and Celebration Lunch at the beginning of June was without doubt an absolute highlight. It was wonderful to celebrate with all our incredible award winners, including Mike who

celebrated an amazing 45 years of volunteering with Radio Addenbrookes! Once again, we had speeches from our Chair, Mike More, and Chief Executive Roland Sinker who thanked you all for the help you give to the hospital and the importance of the role. A delicious lunch and wine followed and we hope this goes a small way to show all of our appreciation.

We celebrated again when the NHS turned 70 in July with the Great British tradition of a cream tea and strawberries. There was a book sale, an Addenbrookes Past exhibition, as well as a talk from Age UK and singing from our own CUH Campus Sound choir.



Mill Road Winter Fair

A massive thank you to all our volunteers for the dedication and commitment you show, the time you give as well as all the support and ideas you give us. Wishing you a happy Christmas and a happy, healthy and peaceful 2019.

Coming up.....

Here's what's coming up in January, do let us know if you are interested in attending:

- Thursday 10 January Supported Volunteer Mandatory Training
- Friday 11 January Dementia Study Day
- Tuesday 22 January Sage and Thyme
- Wednesday 23 January Supported Volunteer Mandatory Training
- Thursday 24 January Volunteer Forum
- Thursday 24 January Contact Centre



Guest slot... Jacqueline, Dementia Specialist Nurse



Jacqueline, Dementia Specialist Nurse

This month we caught up with Jacqueline, Dementia Specialist Nurse here at CUH. Since qualifying as a nurse in 1988, her first job was in a surgical ward in Central Middlesex Hospital but what led Jacqueline to specialise in dementia?

Having been a Parkinson's Disease nurse for 21 years, she had gained a wealth of knowledge and experience. As a high proportion of people with Parkinson's go on to develop PSP, a form of dementia, it was a natural step to then specialise in Dementia. Her work as a Parkinson's nurse gave her access to the memory clinic and the research being done around that.

Jacqueline has been a Dementia Specialist Nurse for a year now and her feet have barely touched the ground! The role is

broad and includes ensuring CUH follows the dementia strategy, she raises awareness of what dementia is across the hospital and looks into what education we have in that field and develops it. It is of course important to ensure staff and volunteers are able to recognise if a patient has dementia so Jacqueline has looked at what cognitive identifiers we use e.g. forget me not badges and blue wrist bands.

There are now Dementia Champions on our adult wards, 2 per ward with the aim to help raise awareness and provide additional knowledge and support. This role is not just limited to nursing staff but includes a variety of different staff e.g. therapists, nurses, porters, and our Chair, Mike More is also a dementia champion. In the future we are looking at developing a volunteer dementia champion role so watch this space!

Another innovation introduced by Jacqueline is the carer passport. The passport enables carers who want to, to give more personal care to a relative or friend within hospital. They draw up an agreement with the nurse in charge on that ward, as well as wear a yellow badge to identify who they are and their role as carer on that ward. If the patient is transferred from one ward to another the passport transfers with them.

Jacqueline introduced RITA training for staff which staff and volunteers can also

able to attend. RITA is an interactive computer-based programme which helps keep dementia patients stimulated. This reduces agitation, daytime sleeping and therefore patients sleep better at night, and are less likely to try and get out of bed in the dark. Volunteers also have the opportunity to take up this training. Jacqueline is also working with us on our Weekend Young Person Programme project, training young volunteers at stage 2 in their programme with dementia awareness so they can focus on visiting and socialising with patients who have possible dementia or delirium.

She has also championed the twiddle muff campaign and our volunteers have been fabulous in providing us with several twiddle muffs over the years and are now moving on to twiddle bags.

As well as a massively busy role, Jacqueline is a mother of 2 with one at university. She explained since their leaving it has become very quiet at home. The other, a teenager is studying A levels and until very recently she felt like a full-time taxi service out of work driving from sporting event to sporting event. In the summertime her and her husband are very involved in the local cricket club and of course winter is for G&T! She loves going on holidays and to Italy in particular.

Although she is clearly passionate about her role, nursing wasn't her first career ambition. She originally wanted to be a police forensic scientist but was too short – the police force's loss is definitely our gain!

Monthly



December



A GREAT PLACE TO VOLUNTEER

Voluntary Services
Box 214
Cambridge University NHS Foundation Trust
Hills Road

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

CUH VOLUNTEERS

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

Volunteering in Numbers - December 2018

3434.5 hours volunteered in December



1538 hours on Wards



64 hours Trolley Services



67 hours Survey Team



Guides 663 hours



PAT dogs 52 hours



Clinics & Units 286 hours



70.5 hours Courtesy Bus & Wheelchair



New volunteers = 14



Total number of hours volunteered in 2018 = 28,841.75 (1201 days)



In 1201 days you could watch the film 'Elf' 297 times!



If volunteers were paid at the minimum Addenbrooke's salary, in 2018 it would have cost the Trust £220,350.97 so far



Just a reminder

- The Voluntary Services office will be closed from 18.30 on Friday 21 December until Wednesday 2 January.

- If you are still planning on coming in on your usual day, please sign-in. The hospital will be much quieter and of course there will be no clinics on bank holidays. Please be reassured that there is no expectation that you will come in but appreciate it if you do.



Other news.....

Celebrating Young People



On Tuesday 11 December we held a celebration event to mark the end of the 7th cohort of the Young Person's Scheme. These dedicated young people spend 2 hours a week for 15 weeks helping on the wards. Spending their time socialising with patients, helping serve meals and drinks, they have made a real difference to our patients' experience. Out of the 92 who started the programme, 90 completed it with 68 completing the full 30 hours.

As well as gaining confidence and a better understanding of what it might be like to work in the NHS, one volunteer described how "The most satisfying part of volunteering was making patients smile and hearing to their interesting stories about their lives".

When asked about their most memorable experience, while volunteering, these included "Being able to be someone that the patients can talk to, making their time at the hospital more enjoyable. The patients often say they are happy when someone offers to talk with them, and this is very rewarding".



We are delighted that 48 are going to continue volunteering with us in the New Year. Many thanks for all your dedication!

Thank you and looking forward to 2019

As well as having a full programme of workshops, forums and other training available to book onto, don't forget volunteers can join Frank Lee Leisure and Fitness, as well as access the Care First, our Employment Assistance Programme.

Until then, we wish you all a wonderful time during the festive season, thank you for all your amazing hard work and dedication over the last year and we very much look forward to seeing you in 2019.

