

# newsletter



### Welcome.

It is fantastic news that our volunteer workforce now stands at 220, each one of you make such a difference to our patients and our staff. We also want to recognise the additional 120 volunteers who have been supporting our vaccination site at Chichester. To all of you we would like to introduce our Christmas festive newsletter filled with news, stories and updates about our activity and success. We were particularly proud to attend and be shortlisted for The Helpforce Champions Awards 2022. These awards provide national recognition for the fantastic contribution that volunteers make in the health and care sector. Please see further article for more details. Much like the rest of the NHS, we are currently in a very busy period. To support the wider health and social care system across Sussex, we have opened additional community beds at Horsham Hospital. We are especially grateful to all our volunteers who support our patients and staff in our Intermediate Care Units at this time. We hope that you enjoy the news and none of it would be here if we didn't have you, so a huge Christmas thank you to you all. Photo: Voluntary Services Team

### A message from David Knight, Spiritual Care Lead for SCFT

May you live in interesting times' is, it is claimed, an English translation of a Chinese curse! I think there is little doubt that we are living in interesting times. We are facing up to a lot of challenges right now, not least as a health service. The challenges will, of course, pass in time. Challenges do. What makes them pass quicker is when people of good will continue to care about those around them.

I consider it an honour to work in the NHS. Its existence is one of the great moral achievements of the British. Paid or unpaid, volunteer or employed, we are part of that force for good that keeps the nation going.

On behalf of the paid colleagues, you work alongside, and on behalf of the people you serve every day, I wish you a very happy Christmas and thank you very much for everything you do.



Photo: David Knight (Spiritual Care Lead)

### Update of Activity

SCFT Voluntary Services Team have embarked on a recruitment drive focusing on bringing additional ward helper volunteers into the service to support our staff members and patients. In our West area, we have several colleges and schools offering courses for young people who are interested in a career in healthcare. With this in mind, we have refocused our recruitment to develop a cohort approach at the start of September when colleges and schools re-open.

Group recruitment sessions were held at Crawley Hospital with presentations and training for the Ward Helper role. The sessions also allow discussions with a manager to assist volunteers and enable them to have a good volunteer experience.

Volunteers can also sign-up for the Health Education England, National Volunteering Certificate (NVC). Completion of the NVC demonstrates to prospective employers that high-quality training has been completed, along with 60 hours of volunteering proving a period of practice in a healthcare environment. We are delighted that 37 volunteers have signed up to achieve this nationally accredited award which will support their future job applications.

## Ward Helper -Volunteer Focus

Jane has spent most of her working life as a Careers Adviser working with young people. Since retiring, she has volunteered at our vaccination site in Chichester for almost two years. During the summer when volunteers were not needed at our Centre, Jane was asked if she would like to volunteer at our local community hospital in Arundel. Jane has taken on this challenge and is our first volunteer to be trained on our new technology Reminiscence Interactive Therapy Activities (RITA). It is early days using this technology, Jane has found it interesting and intriguing e.g. you can build your own garden or have a good sing along to some popular music!

**Jane told us:** "I enjoy working at Arundel hospital, staff are very friendly and supportive, and I quickly felt part of the team." Jane feels the patients are always pleased to see her, particularly those who rarely have visitors and adds "I have enjoyed learning new skills, particularly the RITA."

## Assemble Update

We continue to develop our volunteer management system (Assemble). We are in the final stages of testing and will be sending out passwords soon. You will be able to update your details and kept informed with news and information from SCFT. For anyone who doesn't have an email address, we will continue to communicate with you in the same way. We will be running some training sessions to offer support should you have any problems logging in or need ongoing support. When you log in you will be able to see the role you currently carry out, training materials and information relevant to your role. We hope when using Assemble you will find it easier to know where to find the information you need and be able to communicate with us in a timely way. As a team we are very excited as Assemble will be able to report more accurately the vital contribution you all make to our services.



## Volunteer Awards

The Voluntary Services Team were delighted to find they had been shortlisted for three National awards in the Helpforce Champions 2022. [Home | Helpforce](#). The categories we were nominated in were i) Volunteer to Career – Helen Steele, ii) Breaking Down Barriers – Say Aphasia and iii) Volunteer Manager of the Year – all Managers in our Team. Members of the team, along with two Say Aphasia volunteers, Colin and Paul, attended the award ceremony, held in early November in London. Although we didn't win, the event was hugely uplifting, and it was amazing to hear the stories of other volunteers attending the event. The Team and Volunteers who attended had a great time! This was then followed by the SCFT Staff Awards. Finalists in the Volunteer of the Year category were Jan: Arundel Gardner volunteer, SERV: Colin, Neil, Mike, Christine, Keith, Mel, Roy, David, Ian, Simon, Tony, Bill, Nigel, and Jim - Children's Community Nursing Team volunteers, Michelle: Uckfield MIU volunteer and the Telephone Befriending Volunteering Team: Sue, Jhilla, Victoria, Judith, Gillian, Jeni, and Felicity.

Congratulations to all the finalists on such a fantastic achievement! Both volunteers and staff attending the awards had an enjoyable evening at the AMEX stadium in Brighton. The awards shine a light on those that give their time to help staff in the NHS and support families, patients, and carers.

Photo: Paul Kelly & Colin.



## Sussex Rehabilitation Cafe

I had the pleasure of joining the reopening of the café at the Sussex Rehabilitation Centre, based at Brighton in September, after it had to close during in the pandemic.

We filled all the spaces quickly, and our Volunteers are ready to serve tea, coffee and snacks and have a chat to patients waiting for their appointments, and for staff to have a cuppa.

It is important to be able to provide this service and the staff and volunteers are all excited that they are supporting patients in this role.

Frances. Voluntary Services Administrator – East

Photo: Bridget Davison, Deputy Manager, Trudy Ward, Deputy Area Director-Specialist Services,

& Michael, Volunteer)



## Tell us your Story

We know via feedback that one of the most powerful ways to reach new volunteers is by our wonderful volunteers telling their story. We would love more stories of “a day in the life of a volunteer”. If you are interested in telling your story, please contact your volunteer manager.

If you feel you may have friends or family that may also like to volunteer, do let them know about us, we would love to welcome them to our organization too!

**Web Site:** [how-to-work-with-us \(sussexcommunity.nhs.uk\)](https://www.how-to-work-with-us.sussexcommunity.nhs.uk)

**Email:** [SC-TR.Voluntary-Services@nhs.net](mailto:SC-TR.Voluntary-Services@nhs.net)



## Volunteer to Career

Hello, my name is Helen and I have recently joined the permanent Voluntary Services Team as Manager for the East area, which covers Brighton & Hove and Lewes. Prior to that I have been working with the team for the past 18 months supporting those volunteers working with the Mass Vaccination Programme across the Trust. I started my journey with the trust in 2010 when I trained as a Breastfeeding Peer Support volunteer, working on the wards, in community groups and via an online Facebook group; a role which I continued with until very recently and which I enjoyed immensely. Having been a volunteer myself I feel I have much to bring to my new role, and I am passionate about the amazing contribution that volunteers can make, both to our staff in the wards and community settings, and to the patients. In my first few months in the job, I have been working hard to recruit and prepare volunteers to support in our Intermediate Care Units in Brighton & Lewes, where they volunteer alongside staff in various roles, spending time talking to and encouraging patients as well as supporting with mealtimes, in exercise groups and so much more.

## Volunteer Voice and Investing in Volunteers Assessment

In November we hosted our first Volunteer Voice virtual session. Many thanks to our two wonderful Volunteer Governors: Elaine and Ann who chaired the session, all other volunteers who attended and to Jane Corser: Deputy Chief Nurse. During the session we discussed what makes a successful volunteering opportunity for all parties. Other discussions included Team working and feeling a valued addition to the service – together with identifying areas which will help to achieve this. We also discussed how we can market volunteering opportunities and it was great to see that current volunteers are happy to help with this.

As some of you will be aware we successfully gained the Investing in Volunteers national charter mark in 2019 which demonstrates that SCFT values and supports all volunteers. We will be reassessed in Spring 2023 so please look out for any requests to get involved and provide feedback.



## Northgate Vaccination Centre, Chichester

In September, we had the pleasure of welcoming back our loyal COVID-19 volunteers for the Autumn Boosters. As always, they have kept the service flowing and the patients happy and organised - all in some rather extreme weather conditions we might add! Over 28,600 vaccinations have been successfully delivered and our amazing volunteers have consistently been on hand with friendly welcomes and ready smiles.

We would like to thank everyone involved for their dedication and hard work with this latest phase of vaccinations. For being so adaptable, accommodating and professional. We could not have done this without you all. Thank you!

Photo: Josie Lace, Bruce Brechin & Andy Bellingall





## The success of our Befriending Project

Our telephone befriending service went live in July 2021 covering the West of our organization, including Midhurst, and surrounding rural areas. The befriending project has been positively received by clients. Some of the clients surveyed said they had enjoyed the company of the volunteers and they looked forward to the call. Clients enjoyed reminiscing and some of the clients commented on what a good match it was between them and the volunteer. The Telephone Befriending team of volunteers went on to win the SCFT Volunteer of the Year award, worthy winners and their success demonstrates the positive impact of their calls to clients, identified as being significantly isolated or feeling alone. Huge congratulations to them!

Photo: Sue Beadham, Deb Hollywood, Jhilla Ward



## SCFT Christmas Carol Concert 2022

On the 9<sup>th</sup> of December, welcomed by our joyful volunteers, staff from around the trust enjoyed a wonderfully inclusive carol service at Chichester Cathedral. Organised by our spiritual care lead, Dr David Knight, and hosted by the Reverend Vanessa Baron, team members delivered congruent readings, and the SCFT Choir performed delightfully fresh carols. We all got into the festive mood - singing our hearts out in this magnificent building. Christmas had finally begun!

## Feedback & Volunteer Supervisions

Checking in with volunteers is very important. The more feedback we get, the more we can do to help our volunteers, ensure they are happy in their placement and enhance their experiences. We do this via a link sent after 2 months, 6 months and if anyone leaves.

Highlights: 50% scored 8 out of 10 for Well Being & Confidence, 40% feel their role has improved patient experience (an area that Volunteer Voice will help with), 100% feel Safe & Happy in their role. Quotes from Volunteers

*"I am enjoying speaking to the patients and it is allowing me to use skills that I acquired whilst working"*

*"Interacting with patients, having a chat about their past and families is something I very much look forward to every time I volunteer. I always leave feeling like I have made a difference to those patients. A very satisfying and lovely role indeed!"*

*"My experience as a volunteer enabled me both to build my skills and confidence and to give something back after the support I received when feeding my babies. I have enjoyed it immensely and would recommend it to anyone!"*

## Just a quick shout out

We are looking for volunteers to undertake wellbeing phone calls each week to patients who have been identified as potentially isolated. You can make the calls from the comfort of your own home!

If interested, please email [serviceswellbeing@nhs.net](mailto:serviceswellbeing@nhs.net)

## Claiming travel expenses

If you travel via car, bus/train to your volunteering placement and would like to claim travel expenses (Up to 15 miles each way) & parking, please get in touch so you we can set you up on the new online claim system:

[SC-TR.Voluntary-Services@nhs.net](mailto:SC-TR.Voluntary-Services@nhs.net)



**Contact Us:** If you want to get in touch, please do not hesitate to drop us an email: [SC-TR.Voluntary-services@nhs.net](mailto:SC-TR.Voluntary-services@nhs.net)