

Xmas 2021



Sussex Community
NHS Foundation Trust

newsletter



A warm welcome to our Christmas newsletter, we hope you enjoy reading our news and hearing from SCFT volunteers and the Volunteer Team. Christmas seems suddenly upon us, although we are convinced that preparations are starting much earlier this year! Hopefully many of you will be having a more normal festive period and have the opportunity to share it once more with families and friends in a safe way. It has been wonderful to see our volunteers coming back to support services in times of considerable need and knowing the importance that volunteering significantly improves patient and communities health outcomes. As our organisation continues to provide healthcare during this pandemic, we remain hopeful that we can continue to recruit more volunteers so we can further enhance patient experience and support our communities. Do come and join us!

Photo above of some of the Team from Left: Lisa, David, Frances, Julie, Sandra, Kate, Mandy, Paul, Candy, Kelly and Adrian

Promotion within the team – David Slade

I am delighted to have started my new role as Senior Voluntary Community Development Manager, and have the opportunity to work on the strategic development of the SCFT volunteering offer. And equally delighted to be working with my colleagues to provide supportive, meaningful and interesting placements to our wonderful volunteers and new applicants. Also I am very motivated by the opportunity to work with a variety of SCFT services, to identify how our volunteer workforce can support staff to ease and compliment their excellent work. And additionally to help SCFT patients have a positive experience whilst accessing SCFT care. It is great to have such a varied role. On one day I may be at a vaccination site visiting volunteers, and on the next I will be writing a risk assessment for the return of homebased volunteers focusing on current c19 risks.



Trying to get back to normal with our service

Since the summer newsletter, Voluntary Services have continued with our 'Reset 2' work of reopening placements which were shut due to C19, and have safely returned a good number of volunteers to these. We have reopened a variety of placements in patient facing roles in bedded units, and others out in the community. And additionally returned volunteers to back office administration roles. It is a great success that all bedded units across SCFT now have at least one volunteering opportunity back up and running

In order to return volunteers safely, taking into account the continuously changing c19 environment, we have had to ask volunteers to complete a variety of forms to help us identify appropriate and safe roles, and sometimes, any required additional support. We appreciate this has been a very involved task, so would like to thank all volunteers who have happily cooperated with this.

One change since the pandemic is to offer statutory training through an eLearning package or virtual/online group sessions. It has been a great success within Reset 2 that so many volunteers have completed their training in these new ways to help us get people back into placement. The offered constructive feedback has helped us deliver both these training mediums effectively. However we are still able to offer face to face training when required, and it has been lovely for us all to go back out to sites and see so many familiar and friendly faces, and listen to people's c19 experiences.

Meeting Volunteers

"A couple of weeks ago I had the honour of being chosen to attend the staff awards ceremony held at the Amex football stadium. As an administrator for the Vaccination programme it was so lovely to meet them and put names to faces as I don't get to meet the volunteers very often. COVID-19 has touched us all in one way or the other and I feel very proud to be part of this team" - Julie



Vaccinations Sites

What a year it has been!

It will remain etched in our collective memories for many years to come.

Who could forget the iconic Brighton Centre, transformed into the largest vaccination site in Sussex where this journey began in January?

Many of you will recall the monumental milestone reached in July with 500,000 vaccines delivered into arms, currently that figure now stands at over 700,000!

At the heart of the programme's success have been our incredible volunteers, recently awarded the well-deserved honour of being highly commended "Volunteer Team of The Year" by Helpforce.

We also recall the profound impact of Volunteers Week in June of this year, with the many post-it notes left by members of the public, with their moving messages of gratitude and appreciation for the compassion, warmth and kindness shown to them by our volunteers across each shift.

Despite the many challenges, including the moves from the Brighton Centre, and The Westgate Leisure Centre in Chichester, to current sites, our volunteer teams remained dedicated and adapted. They are determined to see this programme through to its conclusion, selflessly continuing to devote time, energy and commitment to serving our communities.

Your warmth, kindness and dedication, often in the face of adversity is what we will remember most of all, in addition to your resilience.

We now have recent news that our Crawley site is to reopen too.

If you would like to volunteer at our Vaccination sites please complete the application form on our website here: <https://www.sussexcommunity.nhs.uk/work-with-us/covid19vaccine.htm>

Or scan this QR code:



For further information, please contact the Voluntary & Community Development Team on Email: sc-tr.volunteervaccinesteward@nhs.net



The incredible achievements of our amazing volunteers have resulted in nominations for three awards. One from Helpforce and two from the SCFT Trust's own awards.

Helpforce: the volunteers were awarded Highly Commended for Outstanding Volunteering Team Of The Year. This is a huge achievement as it has a National Audience.

SCFT Awards: over 300 nominations were received for the Trusts' awards from all our services. The volunteers were shortlisted for the Compassionate Care award. In addition volunteers were nominated for Volunteer Of The Year with June Lawrence, Christine Howard, Linda Davis and Jacqui Weller being shortlisted, with June winning the award for 2021. Congratulations to all our volunteers on these truly fantastic achievements. As a Team, Voluntary Services are so proud and honored to work with such a magnificent group of people who give so much of their time to support the NHS and the Trust. The SCFT Awards took place on 18th November at the AMEX Stadium. Congratulations June, on your well-deserved award. The SCFT Awards ceremony was attended by volunteers from the Vaccination Centres, the volunteers shortlisted for Volunteer of the Year & staff from the Voluntary Services Team. Due to restricted numbers at the event the volunteers and staff attending were chosen by ballot, but every volunteer and staff member has made a contribution to being nominated for these awards and should be very proud of their achievements.



Volunteer Coordinator

As a volunteer service, we are continuously looking and developing our roles to support

services. We aim to ensure our volunteers are utilised to the fullest and feel valued members of the team and service they work within.

Many of you have been involved or know about the Vax (vaccination) Programme. We have recruited over 900 volunteers, both Volunteer Stewards and Volunteer Coordinators. The Coordinator role has been vital to the programme. Responsible for inducting new volunteers, supporting fellow volunteers, communicating and raising concerns and issues. Additionally liaising with the Operational team to make improvements and provide feedback. The list goes on! Due to the great success of this role, we are currently looking at how we can develop this role in services across the Trust.

Michele in Uckfield is a very experienced volunteer in the MIU (Minor Injuries unit). She has recently started with a trial of the role and helped support a new volunteer with induction. We believe this role will be a great support for services across the Trust in these busy times.

If you are interested in being a Volunteer Coordinator or if you are a service and you would like this Volunteer Coordinator role to support your service, please do get in touch.

We like to Volunteer too!

“On Sunday 17th October with our gloves, bin liners and shiny litter pickers on the beach at Hove, I was excited to see my first sweet wrapper! Using my picker, bag blowing around like a balloon, I put it in only for it to fly back out! Off I ran to pick at it again. After that the 4 of us collected all sorts; bottles, wrappers, cardboard. Walkers stopped by and encouraged us. We left feeling very positive with our bags full.” – Frances

A great SCFT NHS idea prompted by the Trust’s 60 Days Green initiative (see below for more details)

Photo: Kate Norris, Frances Austen, Mandy Cleaver, Deb Hollywood



60 Days Green

SCFT is always looking for ways to become a more environmentally conscious healthcare provider. This Autumn the Voluntary and Community Development Team took part in ‘60 Days Green’ – a fun initiative to do more to reduce our impact on the environment both at work and in our personal lives. The idea was we were given 60 suggestions of things we could do over 60 days which were good for both us and the planet. Amongst other things; we organised a litter pick, avoided using lifts, used reusable drinking bottles, swapped baths for showers and only put the water we needed to in the kettle.



Brighton & Hove Intermediate Care Unit

In recent months, the Voluntary Services Team has been working hard to recruit Ward Helper and Visitor Escort volunteers to our new Brighton and Hove Intermediate Care Unit which opened in February 2021. The ward is on the site of Lindridge Care Home in Laburnum Avenue, Hove. The beds at the ICU are for short-term rehabilitation of patients over the age of 18, and aim to prevent unnecessary acute hospital admissions and support people to leave acute hospitals if they are not yet well enough to return home.

We have always been aware of the huge impact our volunteers have on patient experience, so it has been a real priority for us to make this happen. Since opening recruitment in the summer, the response has been amazing and we currently have five volunteers actively supporting on the ward, with a further eight applicants to be placed.

The ward staff are incredibly supportive of our volunteers and we hope to introduce additional volunteering roles during 2022 including Exercise Support, Health Champion and Patient Experience iPad Support.



Music time is coming to our Wards

We’re very excited to be introducing a new role, promoting the many benefits that music can have on older people’s wellbeing. There is growing evidence on the benefits of music for people experiencing dementia. Before COVID a fabulous social enterprise, The Wishing Well project spent some months bringing music to our Intermediate Care Units. Voluntary Services aims to enhance patient experience and to offer engaging activities with patients. This project is going to be patient led.

Do you have a favourite song or a special memory connected to one? We might not think of ourselves as particularly musical, but everyone has some kind of relationship with music. Music can help us to connect with others through a shared experience.

Our music volunteers will be introducing music in various ways and will be patient led. This might involve an iPad on a music app to make sounds and visuals. Or, perhaps singing a tune and even playing a musical instrument. Above all it will be a fun activity!

We’re pleased to be starting the role in Horsham on Horizon ward before Christmas – here’s our volunteer Music Helper Ros - ready to start!





Volunteer Focus

I'm Shirley and I have been a SCFT volunteer for 2 years. I support the NHS where I live and help at the Zachary Merton Community Hospital. My role is varied and I never quite know what I will be doing until I arrive. I help the Ward Clerks with anything from answering the phone, to booking in visits for family members to see their relatives. I love the variety and the staff have genuinely made me feel part of the family.

The pandemic hit and I was unable to visit the hospital so decided to volunteer at the Chichester COVID Vaccination Centre for a couple of shifts a week, which I am still doing. The camaraderie with other volunteers and NHS staff has been amazing. I am still at Chichester and my shifts don't interfere with my hospital role. I am proud to be part of this volunteer army.

Technology

Our team members each have a laptop to use at home and have all become very efficient in using Microsoft Teams. Microsoft teams is an online team space used for document sharing, online meetings and team chat. This is our main means of communication either in the form of team meetings or individually.

Knowing that your colleagues are only a video call away takes away the feeling of isolation that can come with remote working. Recruitment involves video interviews, sharing data and spreadsheets within the team and again, MS Teams has provided us with a place to share documents and work collaboratively.

Now that the world is returning to a new normal, we, as a team are able to mix working from home and working from an office which leads to a productive balance. The new technologies that we have embraced are here to stay and we are now a more efficient, flexible and environmentally friendly team.



New Befriending Service

A volunteer sits comfortably and checks the time. 'Key Points to Remember' to hand, they dial a phone number and wait. A phone is answered: "Hello?"

The volunteer replies: "Hello George, it's Dianne, your SCFT NHS volunteer, calling for our weekly chat."

"Ah yes! That's right" replies George, "How are you dear?"

And so it begins. Connections made between two people, who in daily life would be unknown to each other. Focusing on the client – who has been feeling alone or isolated – the volunteer explores topics to discuss, resulting in a gentle sharing of interests and experiences.

The feedback from volunteers – "I feel as if I'm making such a difference to his day" – and clients who say "my volunteer is lovely; interesting and interested in me!" demonstrates the value of this service.

So much so, that Befriending visits to the client's home will commence in 2022. If you, or know of someone who, is interested in volunteering with our Befriending project in and around the Midhurst /Petworth/Pulborough area please contact me, Deb Hollywood on 07435732957 or email sc-tr.voluntaryservicesbefriending@nhs.net

Can you help?

We are looking for volunteers who have a musical ear, and would be happy to participate in using music apps to engage with our patients via an iPad. Full training will be given to anyone interested. Email: SC-TR.Voluntary-Services@nhs.net

Contact Us:

If you want to get in touch or can refer a volunteer, please do not hesitate to drop us an email:

SC-TR.Voluntary-services@nhs.net