

VOLUNTEER UPDATE



Happy New Year from us all in the Involvement, Experience & Volunteering Team!

We know it's not the start to the new year that many of us wanted, but we're trying to start it right with our first newsletter of 2021.

In this newsletter we give you an update on the Trust, Volunteering, the Involvement Centres, what may be coming in the next few months (as much as we can prepare for!) and we have some links to help with lockdown and self-care.

As usual, if you need anything from the team, just get in touch with the team by phone or email and we'd be happy to help.

Issue 23

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Volunteering Opportunities

If you're interested in any of the opportunities below, please contact the team:

0800 052 1415

volunteering@nottshc.nhs.uk

Telephone Befrienders

What is the role?

The pilot scheme (which will initially run until March 2021) will match volunteers with an adult referred from our Community Physical Health Team. The support you will be giving is a regular phone call to help alleviate their loneliness and isolation. We have already had a great response from you all but are hoping that more of you might wish to take part.

Where is it?

This is done from home, using a telephone.

When is it?

Once a week for each person you're befriending for a length of time agreed by you both.

What experience, knowledge or skills do I need?

You need to be able to have a chat with someone about their day or similar interests. Your mandatory training would need to be up to date, which you can check with the Volunteering Team. We will also provide an initial training session to go through the role in more detail and to answer any questions you might have.



Content Creators

What is the role?

Writing articles for the Involvement, Experience and Volunteering Team on topics to include in newsletters and blogs. You may also want to take photos or create other media to include with the articles.

Where is it?

This is done from home.

When is it?

Newsletters are sent once a fortnight. You may want to create something for each newsletter, or less frequently, for example once a month. This is a flexible role that can be done in your own time.

What experience, knowledge or skills do I need?

You would need to be able to gather some information together on a topic and write a few brief paragraphs about it to be sent by email to a member of staff. Your mandatory training would need to be up to date, which you can check with the Volunteering Team. We will also provide ongoing support from a member of our team and an initial chat to go through the role in more detail and to answer any questions you might have.



Green Impact

What is the role?

We're looking for Green Impact Assistants and Admin Assistants to help support the scheme which relaunched Trust-wide in 2020. The scheme aims to improve the sustainability of our Trust and volunteers would be matched to teams taking part.

Where is it?

At the moment, due to restrictions, this would be a virtual role

When is it?

The time commitment for this role is flexible depending on the team you're paired with and how much time you're able to give.

What experience, knowledge or skills do I need?

You would need an interest in sustainability and improving services. Your mandatory training would need to be up to date, which you can check with the Volunteering Team. We will also provide ongoing support from a member of our team and an initial chat to go through the role in more detail and to answer any questions you might have.

Volunteer Interviews

What is the role?

The majority of staff interview panels have now been moved online to MS Teams. Volunteers are needed to sit on interview panels as representatives and interview applicants to assess if they meet the values of Nottinghamshire Healthcare.

Where is it?

Online, using MS Teams

When is it?

No specific dates – interview requests are received by the Volunteering and passed to volunteers.

What experience, knowledge or skills do I need?

You must have completed the Volunteer Interview Training Course. Your mandatory training would need to be up to date, which you can check with the Volunteering Team.



Patient Information Group

What is the role?

The Patient Information Group is run by a member of the Involvement, Experience and Volunteering Team. Volunteers and staff meet to review information that is being given to patients and carers to ensure that it is accessible and understandable.

Where is it?

Online, using MS Teams

When is it?

Regularly, 2-3 times a month at present, dependant on demand.

What experience, knowledge or skills do I need?

You need an interest in wanting to improve the information being given to patients, carers, staff and the public. Your mandatory training would need to be up to date, which you can check with the Volunteering Team.

The Involvement Centres

With the latest lockdown announcement, our Involvement Centres remain closed unless absolutely necessary. The Emergency Incident Control Team continue to use the Duncan Macmillan House Involvement Centre until March 2021. Staff in the IEV team are working from home and are contactable by phone or email.

We have access to a limited number of laptops available to loan to volunteers to enable them to attend meetings from home. We can provide help in setting up and getting started. We've already managed to set up and support several volunteers in getting online and attending their volunteering roles from home.

Creating an online Involvement Centre

In more "normal" times, the Involvement Centres act as hubs for volunteers to find out what's going on, to connect with each other and to host meetings. As a team we've tried hard to provide volunteers with information through newsletters, emails, texts, phonecalls and social media, but we feel that we're missing out on some of the community that the Centres bring.

We've previously explored how to support volunteers online, but with the integration of Microsoft Teams into the way we've been working, we now have a solution, to create an online space that volunteers can freely access to speak with the team, interact with other volunteers, get role-specific support as well as take part in meetings and project work.

We'll be contacting all our active volunteers soon about how to opt in and access this new online community.



Trust Laptops and Printing

A reminder to all volunteers who have access to a Trust laptop. These have been loaned to help you access your voluntary roles only. You should not be connecting printers or external equipment to laptops. You should also not be accessing your personal emails or connecting any external storage drives. The Trust policies that relate to the use of laptops at home are:

- [Information Technology Acceptable Use](#)
- [Mobile And Remote Access Working Security](#)

If you have any concerns or accessibility issues, please contact the team and we'll support you.

Coffee and check in

We're holding a virtual drop in on MS Teams on Friday 22nd January 11am-12pm. Come along and join us and your fellow volunteers for an informal catch up. Use the below link during the meeting time to join us.

[Click here to join the meeting](#)



Upcoming Meetings

If you are unable to attend a meeting, please contact the meeting organiser to advise that you will not be there.

| Date | Meeting | Venue |
|------------------|--|-------|
| JANUARY | | |
| 18 th | The Glade/PCDU - redesign for outpatient. | MST |
| 19 th | Wathwood Patient Forum | MST |
| 20 th | Trust Involvement, Experience and Volunteering Forum | MST |
| 21 st | Arnold Lodge Patient Forum | MST |
| 22 nd | **NEW** - VOLUNTEERS HUB | MST |
| 27 th | Divisional Patient Experience, Improvement and Involvement Subgroup meeting. | MST |
| FEBRURAY | | |
| 1 st | Trustwide PCX Review Group | MST |
| 2 nd | Wathwood Patient Forum | MST |
| 3 rd | Sherwood Oaks Steering Involvement Group | MST |
| | Develop Clinical Model – LMHT | MST |
| | The Together Project | MST |
| 4 th | MHSOP Service User/Carer Group | MST |
| | | |

If you are attending meetings, please ensure that you have all the information prior to attending, for example, the date, time, invites links or paperwork. If you are unsure or haven't received that information, please contact the team in good time so we can contact the relevant staff.

Training Spotlight

This training is free to access on the [e-Learning for Healthcare](#) site. If you need support in setting up an account or accessing the training, please contact the volunteering team and we can help.

[e-Learning for Healthcare website](#)

Why do I need to do mandatory training?

We ask all volunteers to do mandatory training, similar to staff. These courses are to give you a basic awareness of how to keep information secure, how to keep those around us safe and an understanding of equality.

A wide range of training courses are available, but we ask volunteers to do these four courses as a minimum at present:

- Data Security Awareness for Volunteers
- Equality, Diversity and Human Rights for Volunteers
- Safeguarding Adults for Volunteers
- Safeguarding Children for Volunteers

In addition to these four courses, all new volunteers are being asked to complete the below as a mandatory training package. **We will be asking all existing volunteers to complete these courses by September 2021.**

- Your Roles and Responsibilities
- Communication Skills
- Conflict Resolution
- PREVENT Radicalisation
- Mental Health Awareness
- Health & Safety
- Fire Safety

Why are you expanding the number of mandatory training courses?

These courses form part of the Volunteer Learning Passport. We believe that these courses offer a good foundational knowledge for volunteering within Nottinghamshire Healthcare which, when combined with a volunteers existing skills and experience, will help them in their roles within our services.

How do I access training when the Involvement Centres are closed?

As we can't offer face to face training currently, all volunteers can access the [e-Learning for Healthcare website](#) for free. We've created [a step-by-step guide](#) to help you sign up and get started. If you have any problems or are nervous in getting online, just let us know.



What is the [Volunteer Learning Passport](#)?

The Volunteer Learning Passport is a standard package of training courses that are free to access by volunteers to help develop their knowledge and abilities, helping support them in volunteering within the Health and Care sector. The sessions are aligned with the Volunteer Certificate Standards produced by Helpforce and help contribute towards a National Framework for Volunteering.

The mandatory training courses we ask volunteers to complete are from the Volunteer Learning Passport package.

How difficult are the training courses?

The courses are designed to be introductions to the topics. Most are split into short chunks with writing, pictures, videos and a short quiz to check your understanding. They should take approximately 30-45 minutes to complete. They don't have to be done all at the same time, and you can take breaks from each course and return to it later if you need to.

I need support to complete the training.

We would normally be offering a range of training options, unfortunately we've had to suspend face to face training in the Involvement Centres during national restrictions. We hope to resume this as soon as we're able, but we have no estimate at this current time as to when this will be. If you need support in getting online or completing the courses on the [e-Learning for Healthcare website](#) get in touch with the Volunteering Team and we will work with you to support you as best we can.

Highlights from John Brewin's daily staff briefings.

Happy New Year

All that remains for me to say is a massive thank you for everything you have done this year and well done for getting through these incredibly difficult past months. The pandemic has affected us all in different ways personally and professionally and you have all demonstrated huge commitment to continuing to look after our patients and service users in the best way possible throughout. I know how hard this has been and myself and the rest of the Board are very grateful and proud of you. Here's to a better and brighter 2021 – there is a lot to look forward to. Please remember if you are celebrating tonight, to do so safely in accordance with the tier restrictions in your area. Special thanks to those of you working over the bank holiday weekend.



Complaints handling

The Trust remains keen to receive and respond to feedback from patients and their families. We understand though that, because of the additional pressures arising from Covid, senior clinicians and managers might not have the same scope to investigate complaints. In this period, until further notice, the usual timeframes for responding to complaints will be set aside. Services which receive a complaint investigation request from the PALS and Complaints Department can ask to postpone the investigation if there is an issue with capacity. PALS and Complaints will review the situation with the service after four weeks and keep the complainant updated in the meantime.



Thank you from Nottingham Citizens

I wanted to share a great video with you that has been put together by Nottingham Citizens, an alliance of faith communities, unions, charities, housing associations and educational organisations, thanking us for our work with them over the past year



CQC preparation

Today we had a great session for staff from across the Trust to understand more about what the Care Quality Commission (CQC) do, how we can work with them and how we ensure we are 'CQC ready'. We were joined by representatives from the CQC who gave a really useful presentation outlining their remit and what we need to prepare and consider ahead of any inspections or requests for evidence. One of the main things that became clear and may be a revelation to some of you, is that we are working to the same outcome. The CQC isn't working against us, they want to work with us to understand the great work you all do and the fantastic care and treatment you provide and to have this reflected in the inspection results and ratings. Remember, we can send the CQC all examples of good work, projects and programmes at any point - there is no need to wait for an inspection. This is about sharing all the good things you do. The inspection team wants to see and hear this and it helps them to assess us. We have a much better relationship with the CQC now, and we need to continue to be open and transparent and work with them not against them. I think we are in a great position to move up the ratings. There is so much evidence emerging of improvement over the past few months. There is still a lot to do, but I am really optimistic. Thank you for everything you are doing. Thanks for everyone involved in running the session. Look out for the presentation slides and recording of the session which will be shared on Connect.



School Aged Immunisation Service success

The School Aged Immunisation Service has been working hard to protect the population of Nottinghamshire County and City by carrying out flu vaccinations. Between September and January they administered 62,886 flu vaccinations to school aged children improving uptake by 8% compared to last year. The team is currently supporting the Covid vaccination campaign and they have gained praise from all, for their expertise and positivity. Helen Firth, Professional Service Lead said: "The last 12 months has brought challenges for all of us and I am so proud of the way my team have worked with everything that was thrown at them!"

Family Caring Study



University of
Nottingham
UK | CHINA | MALAYSIA



DO YOU SUPPORT SOMEONE WITH CANCER?

We are conducting a study and are looking for people who provide or have provided support for people with cancer.

WHAT IS THE STUDY ABOUT?

The study aims to explore the experiences of family carers of people with cancer who are receiving or have received home-based palliative care which may help in reshaping the supportive services provided to family carers.

WHAT DOES IT INVOLVE?

- You would take part in an interview where you would be asked to discuss your experiences of support services.
- The interview would be conducted at the time and place most convenient to you and would last up to 60 minutes interviews will be conducted remotely via telephone or online.
- Expenses will be offered.

HOW TO CONTACT?

If you want to know more about the study ask [Your hospice team / care team] about the studies documents OR contact me at:

Email: ahmed.sharaf@nottingham.ac.uk M: 07828111782



Wellbeing: Links for Lockdown

With the start of a new year, a national lockdown and many people home schooling, we thought gathering together some self-care links and ideas to keep children (and adults!) occupied would be appreciated.

We've all been here before, which is why it's more important than ever to give yourself a few reminders about self-care to keep yourself and others well.

Take some digital time out. Put down the phone, step away from the laptop, turn off the TV. It's important to stay connected and doing that digitally is fantastic, but it's also healthy to take some time out, rest your eyes and switch off. It's quite easy to focus in on the doom and gloom in the media, but try and remember that good news doesn't sell as many papers. If you need some positive news stories to balance the headlines, take a look at the [Good News Network](#), which only publishes good news stories from around the world.

A big event can make it feel
Like the World is falling APART



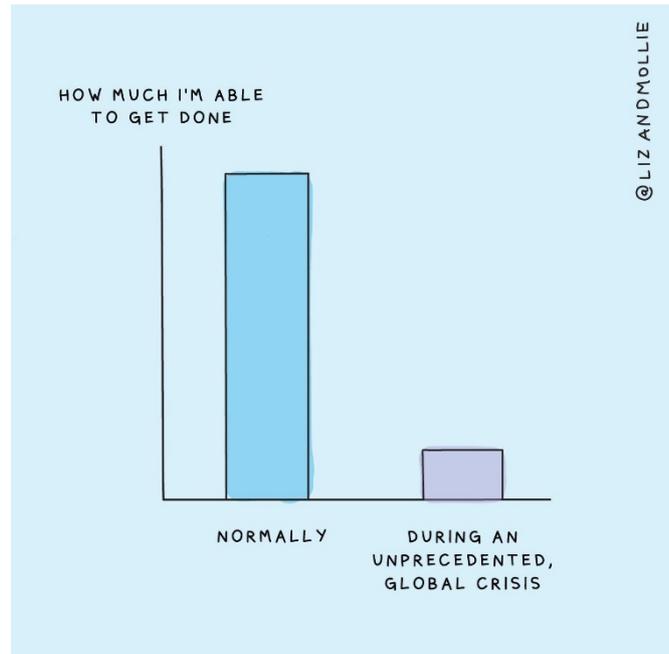
But there are millions of tiny acts
of KINDNESS still holding
it TOGETHER 
@twisteddoodles



It can be hard being restricted in your living space, especially if several people are under the same roof. **Try to create spaces at home where you can work or school that are separate from your evening or weekend relaxing spaces.** If you don't have enough spare room, try changing the room itself. Home schooling items can be put in a basket, brought out for the day and put away at the end of the school day. If you're limited to one room, change your bed from a day sofa to a night bed with cushions. Need more ideas? The [NHS have published tips for those working from home.](#)

Remember to be kind to yourself.

We're often our own worst critic. Try not to compare yourself to others on social media and what they're accomplishing. Don't hold yourself to standards before the pandemic. You don't have to have mastered the perfect banana bread or learnt a new skill or language. If you have a task to do that you're finding hard or don't have the motivation, break it down into manageable chunks, tackle it at a time of day that you have the most energy and don't forget to reward yourself when you're done. Start recording [three good things each day](#) to help improve your gratitude habit and get out of taking things for granted.



Many people are feeling lonely or isolated. Remember to [check the latest rules](#) to see who you're able to meet up with or bubble with. Although its not the same as a face-to-face meeting over a brew, **try scheduling in a few virtual meet ups with friends**. Why not choose a [Macmillan Games Night](#) to host? If you're in need of a listening ear organisations such as [Samaritans](#) are there 24/7. The Notts Mental Health Advice Line is also available 9am-11pm, seven days a week, 0300 555 0730.

If you're supporting a friend, take a look at these tips as to how to broach a conversation about how they may be feeling.

As always, if you need **support from the Volunteering Team**, just give us a call, drop us an email or send a text and we'll be happy to help.

HOW TO HAVE A CONVERSATION ABOUT MENTAL HEALTH

| DO.... | DON'T.... |
|---|--|
| <ul style="list-style-type: none"> • Listen without judgement • Ask "how can I help?" • Let them know you care • Validate their feelings • Tell them you want to hear - they're not a burden • Listen with the intention to understand, not fix • Ask when you have time to listen • Be patient • Keep in touch even if you get no response • Empathise | <ul style="list-style-type: none"> • Interrupt or speak over • Tell them how they should feel • Jump in with solutions • Belittle their feelings • Pressure them to speak • Tell them the illness or feelings they have are a choice • Say "you just need to..." (it's not that simple) • Diagnose them when you're not qualified • Leave them out • Be scared to speak about feelings • Be critical or blaming |

#REALCONVO @thepsychologymum