

# VOLUNTEER UPDATE

## Time to Talk Day 2021

Time to Talk Day 2021 takes place on Thursday 4 February.

It's Time to Talk day on 4<sup>th</sup> February.

"Time to Talk Day is the day that we get the nation talking about mental health. This year's event might look a little different, but at times like this open conversations about mental health are more important than ever. We need your help to start the conversation this Time to Talk Day –together we can end mental health stigma."

- [time-to-change.org.uk](https://time-to-change.org.uk)

We made it through January and arrived at February!

In this edition, we give you an update to changes on our website and how we're advertising volunteer roles, as well as more information on the NottsHC Volunteer Hub. We also spotlight a training session that is open to all Volunteers as part of the Volunteer Learning Certificate.

As usual, we share some of the highlights from John Brewin's daily briefings and links to information that's been shared with our team.

### Issue 24

1<sup>st</sup> February

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## Volunteering Opportunities

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Each newsletter, we're going to highlight a specific volunteer role. To find out more about **all** the roles we have on offer, check the NottsHC Volunteer Hub, our website or speak to the team.

[involve.nottshc.nhs.uk/blog/volunteeringopportunities](https://involve.nottshc.nhs.uk/blog/volunteeringopportunities)

0800 052 1415

[volunteering@nottshc.nhs.uk](mailto:volunteering@nottshc.nhs.uk)

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## Telephone Befrienders

### **Role Description:**

In response to the global pandemic, a trial telephone befriending scheme was launched between the Involvement, Experience & Volunteering Team and the Community Physical Health Team. Other befriending schemes are in place in services throughout Nottinghamshire Healthcare, however this scheme is specifically a short-term pilot within a Community setting. We hope to evaluate its effectiveness in March 2021 and will then be making decisions on whether to extend the role or expand it into other services.

Volunteers are matched with an adult referred from our Community Physical Health Team. Volunteers provide support to their match by giving a regular phone call to help alleviate their loneliness and isolation.

### **Location:**

The voluntary role is done from home, using a telephone.

### **Time Commitment:**

Once a week for each person you're befriending for a length of time agreed by you both. The initial call should be made during working hours for the team in case there are any issues so that we are able to offer support.

### **Knowledge, Skills and Experience:**

You need to be able to have a friendly chat with someone about their day or interests. This role is not offering any clinical advice or offers of more practical support. We provide an initial training session to go through the role in detail and any questions you may have. Ongoing support is offered to all Volunteer Befrienders as well as access to the online NottsHC Volunteer Hub.

## The IEV Team & Involvement Centres

### What is the future of the Involvement Centres?

Lyndsy and Laura would really welcome a chat with volunteers about the Involvement Centres and what they may look like when we are able to return to them. We have volunteers who've been with the Centres for years, some that are relatively new and some who have never been – we'd really like to hear from all of you what you think.

What's the purpose and ethos behind the Centres from your point of view? What would the Centres look like? What would they be used for? When should they be open? How will working virtually change the Centres?

If you'd be interested in being part of this discussion, get in touch with us and let us know. We'll be arranging a time and date to have a chat with everyone who's interested as a group.

### New volunteer opportunity website now live!

All our current and new volunteering opportunities can now be found on our website, they can be searched by division and whether the role is suitable for new or existing volunteers. Have a look here to see all our current vacancies:

[involve.nottshc.nhs.uk/blog/volunteeringopportunities](https://involve.nottshc.nhs.uk/blog/volunteeringopportunities)

This allows us to keep all the opportunities we have in one place, which will hopefully make it easier for you and others to find. We can also share more detailed information as well as links and videos about the roles. Each newsletter, we'll highlight one role that's available in a little more depth than normal.

## NottsHC Volunteer Hub

In more “normal” times, the Involvement Centres acted as hubs for volunteers to find out what’s going on, to connect with each other and to host meetings. We’ve missed being able to use them over the last year, which is why we’re excited that the new NottsHC Volunteer Hub has now launched.

A few of you have now joined our online space that’s solely for volunteers, but it’d be brilliant if more (if not all) our volunteers could join us there.

To find out more about the Hub, read [our blog here](#).

To join the Hub, let us know and we’ll add you in.



## 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.

## Volunteering Virtually

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.

## Upcoming Meetings

If you are unable to attend a meeting, please contact the meeting organiser.

Date	Meeting	Venue
FEBRURAY		
2 <sup>nd</sup>	Wathwood Patient Forum	MST
3 <sup>rd</sup>	Sherwood Oaks Steering Involvement Group	MST
	The Together Project	MST
4 <sup>th</sup>	MHSOP Service User/Carer Group	MST
	The Glade – Live experience views on new outpatients at Highbury	MST
9 <sup>th</sup>	Wathwood Patients Forum	MST
	Arnold Lodge Patients Forum	MST
	Ethics Committee Meeting	MST
10 <sup>th</sup>	Carers Connect Network Meeting	MST
11 <sup>th</sup>	The Glade – Live experience views on new outpatients at Highbury	MST
	Strategy Development Task and Finish Group	MST
12 <sup>th</sup>	Forensic Division Reducing Restrictive Practice Goup	MST
13 <sup>th</sup>	Wathwood Patient Forum	MST
17 <sup>th</sup>	Divisional Patient Experience, Improvement and Involvement Group Meeting.	MST
18 <sup>th</sup>	Arnold Lodge Patients Forum	MST
	The Glade – Live experience views on new outpatients at Highbury	MST
24 <sup>th</sup>	Sherwood Oaks Steering Involvement Group	MST
25 <sup>th</sup>	The Glade – Live experience views on new outpatients at Highbury	MST

## Time to Talk Day – Thursday 4 February 2021



### Online between 11am and 12pm

A small conversation about mental health has the power to make a big difference and we know that the more conversations we have, the more myths we can bust and barriers we can break down, helping to end the isolation, shame and worthlessness that too many of us with mental health problems are made to feel.

Time to Talk Day is the day that we try to get the nation talking about mental health. This year's event might look a little different, but open conversations about mental health are now more important than ever.

**With this in mind, we would like to invite you to join us for a virtual coffee (or tea) on Thursday 4 February.**

Please join us on for a chat by clicking [here](#)

For more information email  
[healthandwellbeing@nottinghamcity.gov.uk](mailto:healthandwellbeing@nottinghamcity.gov.uk)

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](#)

## Spotlight on - Data Security Awareness Training

### What is the training course about?

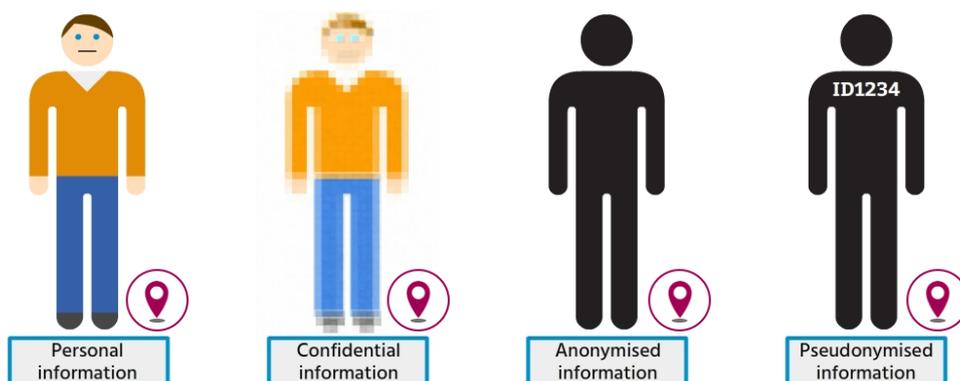
"This session has been designed to give you an awareness of the subject Data Security Awareness. It is important to remember that, as a volunteer, **it is not your role** to deal directly with data security issues. It is, however, your duty to know when and how to report any potential concerns."

### Why is it important?

"Data security has always been important. In fact, it is more important today than it has ever been, but it has become more complex and time-consuming to manage now that technology is so central to the way we live.

Technology and systems must be designed with privacy in mind to ensure the safe and effective use of information that does not pose unacceptable risk to our business or the people in our care.

We all have a duty to protect people's personal information in a safe and secure manner and share appropriately."



## Is this part of my mandatory training?

Yes. All volunteers and staff are required to complete this training.

## I've already done this course, do I need to do it again?

We ask you to do this training every year, same as staff. It's important that people stay up to date with any changes and refresh their knowledge so that we keep information as safe and secure as we can.

## Is this part of the Volunteer Learning Passport?

Yes. This course is mandatory to volunteer within Nottinghamshire Healthcare, it is also part of the courses that make up the Volunteer Passport and contributes towards the National Volunteer Certificate.



## 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.

## 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.

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## Highlights from John Brewin's daily staff briefings.

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### **New early intervention eating disorders service launched**

Today we launched FREED, a new early intervention model for 18-25 year-olds with a first onset of an eating disorder. FREED (First Episode Rapid Early Intervention for Eating Disorders) will be embedded within our Adult Nottinghamshire Eating Disorders Service. Following referral by a GP or healthcare professional, a dedicated FREED mental health nurse will contact the person seeking help within 48 hours. An assessment will take place within two weeks and, if suitable, treatment within four weeks. Back in November, we were named as one of 18 sites across the country to receive £35,000 each to deliver FREED, with support from the East Midlands Academic Health Science Network.



### **Introducing our Freedom to Speak Up Guardian Simbi Sibanda**

Simbi is the Trust's Freedom to Speak up Guardian and she has been in post since November 2020. The Freedom to Speak Up Guardian is an important role - it's about protecting patient safety and improving quality of care and it's also about improving the experience of employees and promoting learning and development. Simbi is available to all staff, so if you find anything getting in your way of providing effective care for patients, or you have suggestions for improvement, you can talk to her in confidence.



### **Children's Mental Health Week**

The Trust will be celebrating Children's Mental Health Week 2021 (Monday 1 February to Sunday 7 February). This year's theme is Express Yourself and the campaign organisers, Place2Be want to encourage children and young people to explore the different ways they can express themselves, and the creative ways that they can share their feelings, thoughts and ideas.

We have lots of activity planned throughout the week and opportunities for everyone to get involved.



### **Associate Medical Director**

I am delighted to announce that Dr Mark Taylor has been appointed to the role of Associate Medical Director for Forensic Services. We are currently working through the details of the transition to this new role and I would like to thank Dr Di Lustro and Dr Taylor for all the work that they have done in the interim roles preceding this.



### **Mental Health Act remote assessments**

The High Court decided on Friday 22 January that the meaning of 'personally seen' and 'personally examine' in regard to Mental Health Act assessments for admission to hospital requires the physical attendance of the person (the Approved Mental Health Professional (AMHP) and Section 12 doctor) with the patient being assessed. This means that all plans for remote assessments for admission under sections 2, 3, 4 must be suspended until further notice. This judgment changes the position as previously advised both by our external lawyers and contained in national guidance from NHSE/I. This does not affect renewals and CTOs.

There are implications for those Trust patients for whom remote assessments for admission have taken place since the start of the pandemic. Such patients, if still detained, will have to have a fresh assessment and application for admission. The Trust is working with both Local Authorities to identify those patients and arrange for reassessment as soon as it is possible to do so.

## Links and information

### Institute of Volunteering Research - PhD Opportunity

The Institute of volunteering research has announced its first funded PhD opportunity with direct IVR input, since IVR moved to the UEA.

This is a fully-funded PhD with the NIHR Applied Research Collaboration (ARC) East of England (EoE) research theme Inclusive Involvement in Research for Practice-led Health and Social Care (IIRP), offering a unique opportunity to advance knowledge of volunteering and inclusion with communities.

For more information, please visit [this link](#).



### SCIE – free Dementia Awareness Course

This e-learning course aims to raise the awareness and skills of care staff who work with people with dementia. It aligns with Tier 1 of the [National Dementia Training Standards Framework](#), which is a requirement for all staff working in social care. It will also allow you to collect evidence towards the relevant section of the [Care Certificate](#).

The course seeks to improve the wellbeing and experience of people with dementia and of the care staff working with them. It should improve your confidence in managing situations you find challenging.

For more information, please visit [this link](#).



### Public Face 254 - [Click here to view this in your browser](#)

Have you recently been discharged from hospital in Nottingham or Nottinghamshire and received further care at home? Nottingham and Nottinghamshire Integrated Care System would like your help to design future services. Please email [The Engagement Team](#) for more information. Register to attend an online [Engagement Event](#) on **Wednesday 24 February 2021, 2-4pm**.

Have you noticed a change in the age of the NHS workforce? Nottingham and Nottinghamshire Integrated Care system are looking at the late career of healthcare professionals and are keen to hear patient and public views about this. Your views will inform local recommendations about the NHS workforce planning. Read more about this important work and share your views [here](#). **Survey closes Thursday 28 February.**



### **Citizen's Advice – Universal Credit and Help to Claim**

Help to Claim is a free, impartial and confidential service provided by Citizens Advice, supporting people who need extra assistance to make a Universal Credit claim. Best Practice Leads work with local Citizens Advice offices, the Department of Work and Pensions and third parties across the District, to support, develop and promote the service.

Please follow [this link](#) for more information.



### **Institute of Mental Health**

We'd also like to share two new events with you that are being held on February 23<sup>rd</sup> and 24<sup>th</sup>: ***"How you can help with dementia research"***

The Institute of Mental Health's Centre for Dementia is hosting a series of public talks to encourage more people to get involved in research - [BOOK NOW](#)



### **Nottingham CVS**

Please follow [this link](#) to see the latest newsletter from NCVS.

## Nottinghamshire County Council - Volunteering opportunities to help run the vaccination centres across the county and city.

People are being urged to do their bit for Nottinghamshire by volunteering to help run local vaccination centres.

Council employee Paul Roberts offered his services as part of the initial call to action by the NHS. Paul volunteered for a six-hour session at the vaccination centre at Gamston Community Hall. Part of his role involved symptom checks, electronic temperature checks and booking people in using the electronic tablet.

Paul said: "The system worked well and people were generally in and out within half an hour, which includes the 15-minute post-vaccination-sit down. There were hardly any queues all afternoon and I think we completed nearly 500 vaccinations, with only three people not showing.

"I have since booked myself in for more shifts – nearer my home, at the Richard Herrod Centre in Carlton, for the next five Saturdays."

Volunteers are needed to work six hours shifts between 8am and 8pm, any day of the week. If you're interested in supporting the vaccination programme you can apply to volunteer on the [Mansfield Community and Voluntary Service \(CVS\) website](#).



## Nottingham & Nottinghamshire Clinical Commissioning Group – COVID-19 Vaccination Toolkit (15/01/21)

Please follow [this link](#) for more information from the CCGs to Community Leaders regarding the COVID-19 Vaccination programme.