

# VOLUNTEER UPDATE

## Volunteer of the Year!



Huge congratulations to Audrey, who won Volunteer of the Year in the Nottinghamshire OSCARs Awards this month.

The people that nominated Audrey said:

“Audrey will often describe herself as a “Technological Dinosaur”, but over the last year she has been willing to try and give technology a go so that she can still be engaged and represent the patient voice in our Services. Audrey truly is a wonderful person and deserves the recognition for everything that she offers the Trust and our services. ”

In this newsletter, we're celebrating all the volunteers who were shortlisted and nominated this year.

### Issue 34

21<sup>st</sup> June

[The OSCARs](#)

[The Involvement Centres](#)

[Returning to Roles](#)

[Upcoming Meetings](#)

[Volunteer Opportunity](#)

[Notts Healthcare Update](#)

[PRIDE](#)

# The OSCARS

The OSCARS is the Nottinghamshire Healthcare awards scheme for our staff and volunteers. This is an opportunity to acknowledge and celebrate the outstanding work of our staff and volunteers, who provide high quality mental health, intellectual disability, substance misuse and community health services. The OSCARS virtual ceremony was held on Thursday 10 June.

## Shortlisted:

### Saffron Blackwood



"Saffron is currently a student in her final year currently working on her dissertation at Teesside University but finding the time to support [two CAMHS] groups via MST. Saffron shows huge empathy for the young people she supports and is an honest and trustworthy person and is respectful of others thoughts, feelings and contributions. I would like her to know how much she is appreciated."

### Telephone Befrienders



" Late in 2020, a Telephone Befriending Scheme was devised to support some of our most vulnerable clients over the Christmas and New Year period. A call went out to our volunteers and within a few weeks, a small group of volunteers were matched with patients from our Adult Community Services. Out of the many stories that have been shared over the past few months, two have stood out for me. The first being, when during a telephone call, the volunteer

realised that their match was experiencing breathing difficulties and alerted the emergency services."

### Gordon Taylor



"Gordon is consistently generous with his time, which he gives to the Trust freely as a volunteer. Over the past year he has, supported lonely and isolated patients, created and developed information for patients, carers, staff and the public and represented the voice of patients and carers."

## Nominated:

### **Amy Oates**

"She is kind, compassionate and committed volunteer who truly deserves the title of volunteer of the year. "

### **Arnold Lodge Befrienders**

"The difference that volunteers make is extraordinary... they are simply wonderful".

### **Chris Knight**

"Chris has been a value during this time {2020} and has made a significant impact on the health and wellbeing of the people he has been in contact with."

### **Dale Blore**

"For coming forward during lockdown to become a COVID19 responder for the Trust and remained in constant contact with us about what he could do to help our services."

### **Michael Salter**

"Michael has volunteered tirelessly and always brings his cheerfulness and kindness into every role he does".

### **Richard Byrt**

"Richard has been a volunteer for many years offering his support to people within our medium secure forensic inpatient services. Richard has made great connections with the people he befriends at Arnold Lodge and takes his role very seriously." During the last year he also become involved in our

- Telephone Befriending Scheme
- 'Just a Note' Campaign
- Consulted within the Restrictive Practise Group

All the things mentioned above just show the true commitment and compassion that Richard has to our Trust and the people within in it."

### **Stephen Goodwin**

"Steve has been a long-standing volunteer with the IEV team. Steve has embraced this change [the last year has imposed] whole-heartedly. He's linked up with a few different projects and volunteer roles, but, his dedication to patients at Wathwood is outstanding. His passion and drive to maintain that relationship and presence with patients and overcome the obstacles that have arisen is commendable."

## **Wendy Wheat**

“Wendy's dedication to improving the lives of patients and carers is evident in the fact that she not only works for the Trust but chooses to volunteer for us [in many roles] in her spare time also.”

## Posthumous Award

Sadly, Neil passed away before receiving his nomination. His son attended the virtual ceremony and a posthumous award was given.

## **Neil Hunt**

“Neil remained dedicated to offer his time and experience to the Trust in many ways during the lockdown. He became a Covid-19 Responder, delivering PPE and medicine and also collecting patient swabs for several of our units. Neil was a person who showed many skills... dedication, caring nature, compassion, and true commitment to people in his life along with the Trust, patients, carers, staff and his fellow volunteers. “

## Well done!

Huge congratulations to all the volunteers that were nominated. This year saw record numbers of nominations across the Trust for the OSCARs scheme. It's wonderful seeing volunteers celebrated for their hard work and dedication.

We've recently had Volunteer's Week where we've thanked you all for your contributions to Nottinghamshire Healthcare, but thank you again for everything that you do!

# The Involvement Centres

Rosewood is currently open three days a week on a Monday, Wednesday and Friday, 10am-2pm.

The DMH Centre is currently open three days a week on Mondays, Tuesdays and Wednesdays, 10am-2pm

The Centres are open to volunteers who need to attend virtual meetings, access training or need to meet with a member of the team in person.

**You must attend the Centres by appointment only and have completed a lateral flow test the morning or evening before. If you need help accessing tests, please contact the team.**



## Volunteer Opportunities

As we're returning volunteers into services, we're starting to get more requests through for volunteer roles. You can read more about these on our website. The roles that we're currently advertising for are:

- [Volunteer Visitor/Dog Visitor](#)
- [Horticultural Volunteer](#)
- [Social Media Volunteer - CAMHS](#)
- [Conversation Partners](#)
- [Volunteer Befrienders](#)
- [Patient Information Group](#)
- [Support Volunteer – Lings Bar](#)

## 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
21 <sup>st</sup> June	Forensic Division Reducing Restrictive Practice Group	MST
22 <sup>nd</sup> June	Patient Information Group	MST
24 <sup>th</sup> June	The Glades – Live experience views on new outpatients at Highbury.	MST
29 <sup>th</sup> June	Patient Information Group	MST
30 <sup>th</sup> June	Sherwood Oaks Steering Involvement Group	MST
1 <sup>st</sup> July	The Glades – Live experience views on new outpatients at Highbury.	MST
5 <sup>th</sup> July	External Crisis & urgent Care Pathway Development workstream	MST
6 <sup>th</sup> July	Patient Information Group	MST
7 <sup>th</sup> July	Develop Clinical Model – LMHT	MST
	The Together Project	MST
8 <sup>th</sup> July	Quality Operation Group	MST
	Strategy Development Task and Finish Group	MST
	The Glades – Live experience views on new outpatients at Highbury.	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.

# Support Volunteer – Maintaining contact with Family and Friends

## **Role Description:**

This Role is to provide support and enable people who support a loved one who are experiencing mental and or physical illness whilst in a hospital care setting.

## **Location:**

Lings Bar

## **Time Commitment:**

As agreed with Care Teams at Lings Bar

## **Key Tasks**

- Liaising with the staff members to make contact and offer support with family and friends of people current in an inpatient setting.
- Supporting the family member/friend by encouraging participation.
- Supporting the collection of feedback from the family and friends, using Trust feedback systems
- Feeding back any concerns you may have come across during interactions.
- Liaising with the staff members to make contact and offer support with family and friends of people currently in an inpatient setting.

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

- For this opportunity you will ideally have
- Know about, or are willing to learn about, caring and its impact on people
- Listening skills
- Sensitive and tactful nature
- Emotionally mature
- Compassion
- Reliable & trustworthy
- Good communication
- Experience of caring for someone with a physical illness, mental health illness or both.

## [How to Apply](#)

Interviews for this role will be held on the 30th June via Microsoft Teams and/or face to face at the Duncan Macmillan House Involvement Centre

Closing date for applications: Wednesday 23rd June 2021

Interview date: Wednesday 30th June 2021

# Nottinghamshire Healthcare Update

---

Highlights from John Brewin's daily staff briefings.

---

**Carers Week (7–14 June)** aims to raise awareness of caring, highlight the challenges unpaid carers face and recognise the contribution they make to families and communities throughout the UK. At the Trust, we kicked off the week with a fantastic 'Making caring visible and valued' online, hosted by the Involvement, Experience and Volunteering team with carers, staff, carer organisations and local authority colleagues. The Trust has pledged to make caring visible and valued by working with carers to share information and stories through our website and other media, and to work with staff so they can get carers the information and support they need. Many teams have also made [pledges](#) on our Support and Information for Carers page. Please take time to look at and share the following information and resources to support carers:

- [The updated carers support and information guide for staff](#)
- [Our latest Carers Newsletter with details of Carers Week events](#)
- [Our Guide to Carers and Confidentiality](#)
- [The Carers section on the Involvement, Experience and Volunteering site](#)
- [A Carers Week Message](#)
- There is also [information on Connect to help support our staff who are carers](#).

**Our healthcare heroes** Congratulations to Trevor Clower, one of our Ex -Volunteers and a Parent Carer, who won the Lifetime Achievement Award in the NottinghamshireLive Heroes Awards. Trevor is a champion for unpaid carers. His dedication, enthusiasm, and commitment have made a difference to the health and wellbeing of unpaid carers in Nottinghamshire. He has done a huge amount for the Trust over the years, including helping to design a Carers Awareness Course for all of our staff. Trevor now devotes his time to running his carer roadshows online.

**Losing It BAFTA nomination** Losing It: Our Mental Health Emergency, the Channel 4 documentary that shone a light on some of our services and brilliant staff, is up for the best Factual Series. Losing It, which aired in February last year, explored unprecedented pressure on mental health services through the stories of our patients and gave an insight into the decisions our clinicians have to make every day. A huge thanks again to everyone who took part.

<https://www.bafta.org/television/awards/tv-2021#factual-series>

**CAMHS launches Insta page** CAMHS have recently launched an Instagram page to share vital mental health information and wellbeing advice for young people and their parents and carers. The team have reached 291 followers in just a few weeks. Some of their recent posts include what to expect from CAMHS, practising self-kindness and information about the virtual recruitment fair. If you're on Insta then give them a follow [@camhsnottinghamshire](#)

# PRIDE



June is commonly celebrated as being “PRIDE month”, a month dedicated to celebrating the LGBTQ+ communities all around the world.

It is celebrated in June as this month also sees the anniversary of the Stonewall uprising.

The “Rainbow Flag” is commonly associated with Pride. It was originally designed in 1978 with 8 colours rather than 6. Each colour has a meaning:

- Red – Life
- Orange – Healing
- Yellow – Sunlight
- Green – Nature
- Blue – Art
- Violet – Spirit

LGBTQ+ or LGBTQIA is the acronym for Lesbian, Gay, Bi, Trans, Queer, Questioning and Ace. The “+” symbol often acts as an umbrella for a few other terms.

## Useful links:

[Stonewall](#)

[Stonewall – Glossary of Terms](#)

[BBC - Pride month: What is it and why do people celebrate it?](#)

[Notts Healthcare – Equality & Diversity](#)

[The Be You Project](#)

[Prince's Trust – LGBT+ Resources](#)

[LGBT Foundation](#)

[Mermaids](#)