

# VOLUNTEER UPDATE



## The Return of Volunteers!

The members of the Involvement, Experience & Volunteering Team that manage volunteers met on Monday 19<sup>th</sup> April to plan the return of volunteers back to Nottinghamshire Healthcare sites.

This is the first time we've been able to meet face to face in over a year!

In this newsletter, we'll explain how we're planning on returning people to sites as safely as possible.

### Issue 30

26<sup>th</sup> April

[Returning Volunteers back to Trust sites](#)

[What can Volunteers do now?](#)

[Upcoming Meetings](#)

[Volunteer Spotlight](#)

[Notts Healthcare Update](#)

[Useful Links & Information](#)

[Stress Awareness Month](#)

# Returning Volunteers back to Trust sites



There are a few things that need to be considered in returning volunteers back to Trust sites. As a team, we believe that the best way to manage this is by phasing the return of voluntary roles, so that we can best support both volunteers and staff. We're excited about being able to resume face-to-face volunteering, but we're very conscious that this may also be an anxious time for some.

## Prioritising Roles

We have a range of volunteer roles in Nottinghamshire Healthcare. In the phased return, we're prioritising roles that have had to be suspended entirely during the pandemic and are patient-focussed. We'll then be moving on to returning roles that have been changed to virtual but are returning to face-to-face.

## Role Profiles

In returning volunteers to roles, we're ensuring that the Volunteer Role Profiles are up to date, and that Volunteers and Placement Officers both have a copy.

## Training

We're ensuring that everyone's mandatory training is up to date before they resume their roles. There's [information on our website](#) as to how to access the [online training platform](#). All volunteers will be asked to complete:

- Data Security
- Safeguarding Adults
- Safeguarding Children
- Equality & Diversity
- PREVENT

If the volunteer role needs it, you may be asked to complete further training courses. For example, Volunteers in the Tea Bar will be required to complete courses on Food Hygiene.

## Placement Officers

During the past year, many staff have been redeployed or changed role. We'll be contacting Placement Officers in advance of volunteers returning to sites to ensure that they're fully supported in their volunteer's return.

## Uniforms

You may be aware that Nottinghamshire Healthcare has recently released a Trust-wide uniform review. Volunteers have been included in this review and have been allocated a yellow polo shirt with black trousers. There's a transition period of 6 months to phase in the new uniforms. Not all volunteer roles will require a uniform. This will be done on a role-by-role basis and will also be informed by Service Managers and on-site guidance. Volunteers will be contacted if they do roles that would need a uniform. We'll be providing more information on this soon.

## Lateral Flow Tests

Staff within patient-facing areas are regularly taking Lateral Flow Tests (LFT) to help reduce the spread of COVID. Volunteers going into these areas will also need to take LFT tests. We're currently clarifying how volunteers will access tests and how they will report results.

## Covid Risk Assessments

Same as staff, all returning volunteers will be asked to complete a COVID risk assessment to help us understand your own personal level of risk and if there is anything we can do to help you manage that in your volunteer role. We are also contacting areas to ensure that volunteers are considered in their on-site risk assessments.

## Personal Protective Equipment

Personal Protective Equipment (PPE) will be made available to you during your volunteer role on site. We will clarify with Placement Officers if any specialised PPE is needed for specific roles and you will be informed before your return and supported in its correct usage.

## Vaccine

If you have not already had access to a vaccination, as a Nottinghamshire Healthcare volunteer, you are eligible.

## Recruitment to Roles

As we progress through returning voluntary roles within our services, we will be contacting volunteers who were originally performing these roles to see if they wish to continue them. If not, we will be approaching our existing volunteers before recruiting to any vacancies with new external applicants.

# What can Volunteers do now?

Bear with us over the next few weeks and months! We will contact you as we work through all the voluntary roles. As we've said, we're initially prioritising roles that are patient-facing that have had to be stopped over the last year as we feel these are the most important to get back in place first.

If you're doing your role virtually, don't go back to face-to-face until you've spoken with a member of the team to say that it's safe to do so. For the time being, continue to do that role virtually.



## Training

You can start working on getting your mandatory training up to date now. If you're having issues accessing the online system, you can contact the team or look at our [online guides](#). We will be looking at offering sessions within the Involvement Centres as we gradually open them, to help support people to get online and access training.

## Filling Roles

It is likely that we will be advertising new voluntary roles over the coming months. Some of you may be quite eager to get back or want to help where you can. We'd ask that you only put yourself forward for these roles if you're able to take the commitment on. There's no pressure or expectation from us that you fill them if we ask.

## Stay in Touch!

We'll be contacting many of you by email or phone over the next few weeks. Please check your emails (including your spam folder) for our messages. If you have any concerns or issues about returning to your role, please contact us and we'd be happy to help where we can.

## 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 |
|------------------------|---|-------|
| 26 <sup>th</sup> April | Forensic division Reducing Restrictive Practice Group                                       | MST   |
| 27 <sup>th</sup> April | Patient Information Group   | MST   |
| 28 <sup>th</sup> April | Sherwood Oaks Steering Involvement Group  | MST   |
| 29 <sup>th</sup> April | MHSOP Improving Millbrook Patient Environment User Group                                    | MST   |
|                        | The Glades – Lived experience views on new outpatients at Highbury.                         | MST   |
| 4 <sup>th</sup> May    | Community MH Longer term plan – Patient Expert Co-production Group                          | MST   |
|                        | Exploring how paid involvement might work at Nottinghamshire Healthcare Collaboration Group | MST   |
|                        | Patient Information Group   | MST   |
|                        | External Crisis & Urgent Care Pathway Development workstream                                | MST   |
| 5 <sup>th</sup> May    | Develop Clinical Model – LMHT   | MST   |
|                        | The Together Project meeting  | MST   |
| 6 <sup>th</sup> May    | Quality Operational Group   | MST   |
|                        | The Glades – Lived experience views on new outpatients at Highbury.                         | MST   |
| 10 <sup>th</sup> May   | Trust-wide Reducing Restrictive Intervention Group  | MST   |
| 11 <sup>th</sup> May   | Tackling Loneliness Collaborative Meeting   | MST   |
|                        | Patient Information Group   | MST   |
|                        | Wells Road Patient Forum  | MST   |
| 13 <sup>th</sup> May   | Ethics Committee Meeting  | MST   |

|                      |   |     |
|----------------------|---|-----|
|                      | The Glades – Lived experience views on new outpatients at Highbury. | MST |
| 17 <sup>th</sup> May | Trust Carers Connect Network Meeting                                | MST |
|                      | Forensic Division Reducing Restrictive Practice Group               | MST |
| 18 <sup>th</sup> May | Patient Information Group   | MST |
|                      | Complaints Files Audit  | MST |
| 19 <sup>th</sup> May | Trust Involvement, Experience and volunteering forum                | MST |
|                      | Sherwood Oaks Steering Involvement Group                            | MST |
|                      | Division NICE Research and audit committee meeting                  | MST |
| 20 <sup>th</sup> May | Arnold Lodge patient forum  | MST |
|                      | The Glades – Lived 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.

# Volunteer Spotlight

## Making Safeguarding Personal – Service User Interviewer

### Role Description:

Nottinghamshire Healthcare is exploring how Safeguarding is made a personal experience for service users. Up to three volunteers are needed to join small workstreams to engage with service users to explore their experiences of how safeguarding has been individualised for them. These volunteers are then required to meet and feedback the themes and findings of these conversations to a larger working group. Any changes, information or feedback from that meeting, where possible, will be fed back to the areas where feedback was initially gathered.

### Location:

The meetings will be held online, using MS Teams.

Conversations with service users will be held on a number of different Trust sites and conducted face to face.

### Time Commitment:

Flexible, dependant on volunteer availability. Meetings are held 6 weekly.

### Knowledge, Skills and Experience:

You will need to be able to approach and engage well with service users, to be able to listen to their story, ask them questions about their safeguarding experiences and be compassionate. You will need to be able to record and report back relevant themes and information. An initial awareness and training session will be provided by the Safeguarding Team prior to you starting the role as well as a debrief opportunity after speaking with service users.

### How to Apply

Closing date: 17th May

### Current Nottinghamshire Healthcare Volunteers:

Please check that your mandatory training is up to date and [contact the Volunteering Team](#) to express your interest in the role.

### New Volunteer Applicants:

**This role is currently only available to existing volunteers within Nottinghamshire Healthcare.**

# Nottinghamshire Healthcare Update

Highlights from John Brewin's daily staff briefings.

## Sewell report and Race Disparities

Read the Government's response to the [Sewell report](#) The Trust would like to assure all of our staff, service users, patients and carers, that as a Trust we take race equality seriously. We continue to work with our BME staff network and other partners to tackle the racism that we have identified within our systems, processes, and attitudes via our race equality improvement plan

## Oxford/AstraZeneca vaccine

Updated advice on the Oxford/AstraZeneca vaccine. In the [statement](#), the Government reiterates that the vaccine is safe and effective and have said the benefits of the vaccine far outweigh the risks for the vast majority of adults. Public Health England (PHE) has published new [guidance](#) and a [leaflet](#) on Covid-19 vaccination and blood clotting and has also updated its Covid-19 vaccination [guide for adults and older adults](#) and guidance on [what to expect after vaccination](#).

## Trust reaches 7000 patient and carer stories on Care Opinion



Nottinghamshire Healthcare is the first organisation in the country to reach the landmark of 7000 patient and carer stories told on [Care Opinion](#). These stories have been viewed an incredible 1.89 million times helping the Trust to understand and learn from people's experiences, and improve services

332 stories have led to changes.

957 Trust staff signed up to listen to what people have to say about our services.

Leave your story here [Here](#). or call 0114 281 6256 and ask to share your story.

You can read more about Care Opinion in these blog posts - [Reacting to feedback that comes with a sting](#) and [Theres-always-cake-at-care-opinion-2009-19](#)

## Ramadan

The holy month of Ramadan is beginning Tuesday 13 April. Ramadan lasts for 29 - 30 days and ends with the celebration of Eid-ul-Fitr, which is likely to be Wednesday 12 May. Fasting plays an important role in many major religions and is a central feature in all the Abrahamic faiths. In Islam, adult Muslims, who are able to, are required to fast during the month of Ramadan.

## Happy Vaisakhi



Tuesday 13 April is Vaisakhi, one of the most important dates in the Sikh calendar. On this day in 1699 Sikhs witnessed the creation of the Khalsa, a collective body of initiated Sikhs blessed with a distinct identity and spiritual teachings. This empowered all Sikhs to become upstanding members of their community and to help fight oppression and uphold freedom and basic needs for all people. Sikhs are the 3rd largest religion in Nottinghamshire and have six Gurdwaras (places of worship) across Nottingham

### **Staff Survey engagement event**

Next Monday 19 April 2021 at 2pm, myself and Clare Teeney, Executive Director of People and Culture, will be holding an open discussion about the Staff Survey results and asking for your opinions on the top three priorities to focus on throughout 2021 in recognition of what you told us in the Survey. There is still time to register if you would like to join us - everyone is welcome. Please email [Staffengagement@nottshc.nhs.uk](mailto:Staffengagement@nottshc.nhs.uk) if you would like to join or have any questions regarding the session. If on the day you find that you are able to join the session but have not booked, please use this link: [Click here to join the meeting](#). For more details on the Staff Survey results please see [Connect](#)

### **Nominations now open for the 2021 National Service User Awards**

Now in its ninth year, the National Service User Awards celebrates and recognises service user led projects that have made a difference at a local level in both NHS and private mental health, autism and learning disability services nationwide. Please consider any projects within your services that could be put forward. Find out more and nominate here: <https://www.nsua.org> Don't forget to also let the Communications Team know if you do submit a nomination [Communications@nottshc.nhs.uk](mailto:Communications@nottshc.nhs.uk).

### **Announcement**

Earlier today Nottinghamshire Healthcare announced it would be joining the European Healthcare Super League, to be a key part of this new elite providers franchise across Europe. High performing organisations with long histories of excellence already signed up include Spanish giants Real Healthcare Madrid and Barcelona Forensic Partnership, Italy's Inter Milan Community Teams and Juventus FC Mental Health and Learning Disability City and not forgetting Borussia Provider Collaborative Munchengladbach. This is a fantastic opportunity to...on second thoughts, we've decided to focus on things closer to home. For a bit more context see <https://www.bbc.co.uk/sport/football/56823501>

### **Administrative Professionals Day**

The 21<sup>st</sup> April was Administrative Professionals Day and an opportunity to celebrate and acknowledge all our administrative staff across the Trust. You play a central role in the Trust and make a significant contribution to how the Trust is managed as well as providing invaluable support to teams and services. I know many of you have also been redeployed during the pandemic and have readily taken on this change and adapted incredibly well. I'd like to take this opportunity to thank all our administrative staff for everything that you do and for your continued hard work and commitment. I know many colleagues have been showing their appreciation for our administrative staff on the staff Facebook group throughout the day which is very well-deserved and has been great to see.

# Useful Links & Information

## BRIGHtMIND Research Study

The BRIGHtMIND research study is for people suffering with depression that hasn't responded to 2 or more anti-depressants. This study is comparing 2 types of Transcranial Magnetic Stimulation (TMS) treatment, so all participants receive an active treatment i.e. there is no placebo/sham involved.

People can refer themselves to the study. To take part you need to;

- Suffer with depression (depression needs to be the main diagnosis but having other conditions too, such as anxiety, is not an issue)
- Have tried at least 2 antidepressants without effect
- Live in Notts, Derbys, Leics or Lincs
- Be 18 years of age or over (no upper age limit)
- Not be taking pregabalin, lamotrigine or gabapentin
- No have a history of bipolar disorder or any episodes of mania
- Not be taking benzodiazepines OR taking a low dose every day
- Not be taking 'Z' family sleeping tablets OR taking a low dose every day
- Not have any neurological conditions
- Be able to have a MRI brain scan
- Not have any unstable physical health conditions that require further investigation.

Further details can be found at; <https://institutemh.org.uk/research/projects-and-studies/current-studies/brightmind> To find out more or ask any questions – totally free from any obligation – please contact the Brightmind team. Email [brightmind@nottshc.nhs.uk](mailto:brightmind@nottshc.nhs.uk) or call Lucy Webster on 07990 664053 or Sandra Simpson on 07771 944659

## Understanding vocational needs post COVID-19 and multiple sclerosis

There is an opportunity to be involved in a study on vocational and functional recovery after COVID-19 and multiple sclerosis. The aim of the study is to understand the characteristics of this syndrome in order to tailor an intervention to these patients to rehabilitate them back to work. As such, we would like to compare COVID-19 patients to patients with multiple sclerosis because they are both illnesses from which patients make a gradual recovery - and to participants who have had neither multiple sclerosis nor COVID-19.

This is a national survey for three groups:

- Healthy volunteers
- People with 'long-Covid' who have found it difficult to return to normal activities (work, education, charitable work, etc)
- People with a diagnosis of MS who have found it difficult to resume normal activities as above.

For more information, see the online survey:

<https://cds.nottingham.ac.uk/redcap/surveys/?s=JH48LFC8YJ>

## The Big Ask

Hi, my name is Rachel de Souza and I'm the Children's Commissioner for England. My job is to speak up for children in England, stand up for their rights, and make sure that the people in power listen to what children need and want.

It's time to give something big back to young people like you after COVID — and **we need your help** to do it.

This is the largest ever survey of children and young people in England. We'll use what you tell us to show the government what you think, and what children need to live happier lives.

This survey will only take you **5-10 minutes**. Please follow the link and select the correct age group, you have until the 19<sup>th</sup> May:

<https://www.childrenscommissioner.gov.uk/thebigask/>

## HealthWatch Nottingham & Nottinghamshire

Healthwatch Nottingham & Nottinghamshire is the local independent patient and public champion. We hold local health and care leaders to account for providing excellent care by making sure they communicate and engage with local people, clearly and meaningfully and that they are transparent in their decision making.

Two-and-a-half years ago we undertook a short survey to understand people's attitudes towards accessing health services using digital means. We appreciate that we have all had to think differently over the ways we access services during this ongoing pandemic. So, we are running this survey again to see how attitudes may have changed.

The survey is being shared widely for people to complete online; however, if you know someone who struggles with access to the internet it would be great if you could help them to complete this survey; their answers are especially important.

You can find the survey at: <https://wh1.snapsurveys.com/s.asp?k=161486728073&s=ee>

It should take only a few minutes to complete it. The survey link will remain open until the **end of Friday, 30<sup>th</sup> April 2021**.

The results of this survey will help inform how health services can best be delivered across our area. Please feel free to share the survey with others that you know who use health and care services in Nottingham and Nottinghamshire.

# Stress Awareness Month

Stress Awareness Month is a month-long event run by the Stress Management Society that runs each April to bring awareness about the impact of stress and to help individuals to learn how to manage stress through developing coping mechanisms.

Signs of stress include:

- Feeling anxious, overwhelmed or afraid
- Feeling uninterested in life
- Being tearful or crying
- Feeling restless, biting your nails and snapping at people
- Headaches, high blood pressure and muscle tension.

You can [test your stress levels on the Stress Management Society Website](#) to help give an idea of your current stress levels.

Stress can have a negative impact on our bodies and minds such as leading to an emotional or mental breakdown, having digestive issues, insomnia or increasing blood pressure which can contribute to diseases. The Stress Management Society has information on how to cope with stress such as:

- Getting a good night sleep
- Adopting a positive mindset
- Learning to say no
- Mastering your time
- Practicing deep breathing

This year the focus of the Stress Awareness Month is to 'Regain connection, connectivity and control.'

The website also features a [30 day challenge to help deal with stress levels](#) and has resources such as a [free stress relief colouring book to help de-stress](#).

Although April is almost over, why not give the 30 day challenge a go in May – it might help you to de-stress and relax 😊

# COVID-19

## Seeing friends again? Make space.



Around 1 in 3 people who have Covid-19 have no symptoms and are spreading it without knowing, so meet outside and keep a safe distance.

Let's take this next step safely.

