

**A GREAT PLACE TO VOLUNTEER**

# Adviser

ADdenbrookes Volunteers Information & Events Review

**Volume 1, Issue 4**

**July 2017**

## INSIDE THIS ISSUE:

<b>Focus on: Carers Trust</b>	<b>2</b>
<b>Radio Addenbrooke's</b>	<b>3</b>
<b>Monthly Montage</b>	<b>3</b>
<b>Volunteering in Numbers</b>	<b>4</b>
<b>Check-in Champs</b>	<b>4</b>
<b>Other news...</b>	<b>4</b>

### Of particular interest in this issue:

- Learn about the work of the Carers Trust
- Richard Saunders tells us about Radio Addenbrookes
- New volunteering opportunities

### Infection Control Reminder:

Please ensure you check with the nurse in charge before going entering a side room which has the door closed. Infection control procedures have changed whereby the small blue/yellow square is no longer in use.

## “I’m still learning” Michaelangelo

At the age of 87, Michaelangelo is reputed to have said “I’m still learning.”

We know you’re a smart bunch and one of the benefits of volunteering here is that we are able to offer you some development opportunities, some of which you are unlikely to be able to access anywhere else.

team are based and how they operate and “Being in their environment made me feel part of the team.” Jane felt the training was enlightening as it helped apply customer service practice within a hospital setting, and was an excellent introduction to those who have not had this type of training before, as well as a useful reminder to those who have.

“Heart Start was really terrific. I feel privileged to have been given the opportunity” described Jane. This British Heart Foundation scheme is aimed at making everyone in the UK a lifesaver with attendees learning how to deal with an unconscious person, recognise a heart attack and a cardiac arrest, perform CPR, deal with choking and respond to serious bleeding. Within the hospital environment there are invariably clinically skilled people able to deal with

patient, however, this is not the case within the community.

There are a variety of workshops coming up including Customer Service, HeartStart, Dementia Training, and Be Disability Confident. We hope attending the sessions will not only enrich your skills and abilities while volunteering there on site but also for life in general. If you are interested in attending, please

“I feel privileged to have been given the opportunity”

One of our Volunteer Guides, Jane Hughes, has been on a number of the workshops offered. She described how the Customer Service session gave a tremendous opportunity to see where the Contact Centre



## Welcome to our new volunteers!

On Tuesday 11 July we were delighted to welcome another 8 new members to our amazing volunteering team: Hannah, Charley, Zak, Chris, Duncan, Cristiana, Sharda and Ferishta.

If you see them around the Trust, please give them a very warm welcome.



# Focus on.... Carers Trust



Jo and Caroline, Carer Support Officers,

If you've ever met the team from Carer's Trust, you'll know they are passionate about supporting family carers of all ages across Cambridgeshire, Peterborough and Norfolk. Based in One Place, next to the Main Entrance of Addenbrooke's, they provide information and advice to family carers.

In 2012 Carers Trust was formed when the Princess Royal Trust for Carers and Crossroads Care merged. In 1974, the nation was obsessed by 'Crossroads', a soap opera set in a motel in the Midlands and one particular storyline touched the hearts of many viewers. Sandy Richardson, the son of the owner of the motel, had been involved in a car accident and was now paralysed and confined to a wheelchair. His mother's struggles as she cared for him at home were highlighted in the program and this prompted many carers to write in

to praise the soap for dealing with the issues faced by carers on a daily basis.

The Carers Trust team at One Place provide support and services for unpaid family or friends who are carers to ensure they are able to live their own lives. This could be providing information, support and training for family carers, respite care so they can go shopping or socialise, .

**3 in 5 people will be a carer at some point in their life.**

Joanne Crocker, Carer Support Officer, describes how being on the Addenbrooke's site has really helped raise the profile of the role of carers within the Trust, helping making people more 'care aware.' Jo has a wide range of experience having

started work at Huntingdon Crossroads on a young carers project, followed by running carers groups for older people, and also supporting families at a school for epilepsy.

Jo explained the transition to being a carer can happen gradually as a friend or loved one's condition gradually deteriorates, or suddenly in the case of sudden illness or an accident. The length of time someone is a carer also varies, it could be a matter of months or many years.



It is a sobering thought that 3 in 5 people will be carers at some point in their life, and that statistically it takes 2 years for people to recognise themselves as a family carer.

So lets make good use of these resources and refer relatives, visitors and patients to this wonder One Place resource. Drop in to the One Place just outside Main Reception or telephone 0345 241 0954 (Freephone)

[www.carerstrustcambridgeshire.org](http://www.carerstrustcambridgeshire.org)

## Coming up....

Here's what's coming up in August and September, do let us know if you'd like to interested in attending:

- Tuesday 15 August Volunteer Forum
- Wednesday 23 August Customer Service
- Thursday 7 September Carers Trust
- Friday 8 September Heart Start
- Wednesday 20 September Customer Service



# Radio Addenbrooke's



1956 a record request programme was launched by Don Hale, the station's former football commentator. Included in the show were interviews with celebrities appearing in Cambridge, including the Beatles!

These days, Radio Addenbrooke's broadcasts around 30 hours of programmes a week, supported by approximately 30 volunteers. With a background in running mobile discos, Radio Addenbrooke's Chairman Richard Saunders started volunteering for the radio station in 1993, encouraged by a friend who was already volunteering for the station. Like many volunteers, he was motivated to do so as a way of giving back to the hospital for the care he has received.

Richard broadcasts his 2 hour 'Manic Monday' show from 18.00-20.00, and

yes, you've guessed it, it is on a Monday! Although the station has to compete for our patients' attention with other forms of media, Radio Addenbrooke's is unique in that a patient can request a song or a dedication and it is likely to be played the very same day. Before going on air, Richard will visit some wards to collect requests but with so many wards to visit, patients can also phone through to the station using the Hospedia system for free or ask a ward volunteer to complete a request form on their behalf. With over 125,000 track titles held digitally, on CD and vinyl, there is bound to be something a patient would like to hear.

If you think you might like to be a presenter on Radio Addenbrooke's or volunteer in another way, visit [www.radioaddenbrookes.co.uk](http://www.radioaddenbrookes.co.uk) for more information.

Being in hospital can be both lonely and boring, particularly if you're bedridden and in for a long time. Thankfully at CUH our patients can tune into award winning Radio Addenbrooke's to be entertained and even have a request played.

Set-up in 1954, the first broadcasts consisted of football commentaries recorded at local games, however in

## Monthly Montage



Roger and Jasmine



Arthur, Alex and John



Julie & Dylan



Chris & Antonio



Mylo & apple

# A GREAT PLACE TO VOLUNTEER

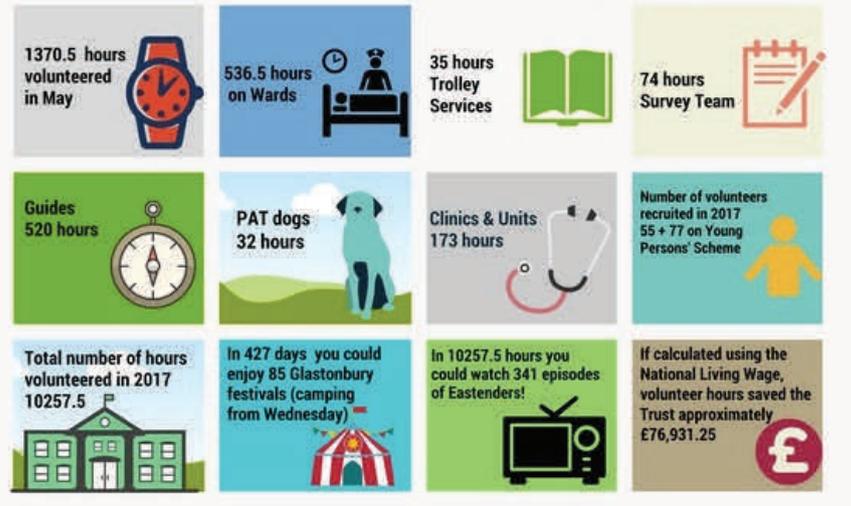
Voluntary Services  
Box 214  
Cambridge University NHS Foundation  
Trust  
Hills Road

Phone: 01223 586616  
E-mail: [volunteer@addenbrookes.nhs.uk](mailto:volunteer@addenbrookes.nhs.uk)  
[www.volunteering.cuh.org.uk](http://www.volunteering.cuh.org.uk)

## CUH VOLUNTEERS

We're on the web!  
[www.volunteering.cuh.org.uk](http://www.volunteering.cuh.org.uk)

## Volunteering in Numbers - June 2017



## A quick reminder...

- Please remember to wear your uniforms, lanyards and ID cards when volunteering.
- It helps to make you immediately visible to patients and visitors - and they feel safe in the knowledge they are speaking to a bonafide, trained volunteer.



## Other news.....

### Check-in Champions

We are looking for some volunteers to act as 'Check-in Champions' to encourage patients to use the new self service check-in kiosks.

The Champion would promote the use of the kiosks, have attended training using the dummy model or be confident and competent in using the kiosks.

We envisage on completing the check-in, the volunteer would work in harmony with fellow guides and refer onto their colleague for help with directions/escorting, or if there is no other Guide available they can give directions themselves or escort them to their destination.

Please email [volunteer@addenbrookes.nhs.uk](mailto:volunteer@addenbrookes.nhs.uk) if you are interested

### Radio Addenbrooke's requests

Ward volunteers are now able to make music requests/dedications on behalf of our patients by completing a form and bring it to the Voluntary Services office.

### Cambridge Independent

Our guides are helping to distribute free copies of the Cambridge Independent newspaper. This valuable service helps our patients and visitors pass the time when in the hospital.

### Volunteers Forum & Volunteer Consultant Group

Our next Volunteer Forum is on Tuesday 15 August from 16.00. Leah Marsh, Contact Centre Manager, will speak about the work of the Contact Centre, and Andi Thornton and Isabella More from Outpatients will also be in attendance. We look forward to seeing as many of you there as possible!



### Volunteering Opportunities

Are you green-fingered? Lewin Ward have a brand new opportunity for a **Garden Club Volunteer**. This is a seasonal role running to approximately September/October.

Do you have a passion for reading or spreading your love of books? We are in need of some **library volunteers** to visit the wards with our books.

We're on the look-out for some more **Clinic and Unit Volunteers** including in MacMillan. We still need more **Patient Survey Volunteers** to conduct the Friends and Family iPad survey when patients are discharged.

There is still the opportunity to be a **Courtesy Bus and Wheelchair Volunteer** but please bear in mind this is probably our most physically demanding role.

For any of these roles, please contact us at [volunteer@addenbrookes.nhs.uk](mailto:volunteer@addenbrookes.nhs.uk) to express your interest.