

# Macmillan CL Volunteer News

ISSUE APRIL 2016

## USEFUL NUMBERS

Ward  
01202 705271

Anita  
01202 705353

Family Support  
01202 705499

Palliative Care  
Sisters  
01202 705470

Day Centre  
01202 705342

Neal Williams  
Macmillan  
Caring Locally  
01202 477628

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## Mandatory training feedback

Thank you to those volunteers who attended the mandatory training on 1 April.

One of the topics discussed was confidentiality. An example was given of a friend asking a volunteer about a patient known to be on the ward. What could they say?

Naturally you cannot discuss anything about that patient to the friend or even admit that they are on the ward, but if they asked you to pass on their love or best wishes to the patient then that would be ok. You are still not

admitting to knowing about that patient, you are just agreeing to take the message back to give to the staff.

Safeguarding is high on our list of priorities. If a patient confides in you or gives a passing comment about any concerns (a common one is a patient suggesting a relative is interfering with their finances) this must never be discussed with another volunteer but of course it must be mentioned to the staff nurse in charge who will gently explore the situation.

Confidentiality must be maintained between each other as well as outside of the ward.

I agree it can be very difficult!

The next update session is at Bournemouth Hospital on 25 July 2016 9-coffee time. Failing that mine is in October.

It is time consuming for me to chase up non attendees so your help is, as always, much appreciated.

Best wishes. Anita

## Lots of Post! Please check the sorter!

### Message from Chris Sheppard

For those volunteers who know Christine Sheppard on a Monday, Chris thanks everyone who has sent their good wishes following her operation at Southampton.

### Bournemouth Echo

A reporter was on the Ward and in the Day Centre on 19 April. The Echo have agreed to showcase our volunteers during Volunteers' Week starting with an article about you all. First article should appear in the next three weeks or so.

### Car park permits!

For those volunteers who have not received reassurance by email, car park passes have been delayed. A laminated sign is available by the diary for display on your dashboard to reflect this.

We welcome Sian Smith, Yvonne Yeomans, and partners Ann Barwick and Barrie Waker and to our team.

The ladies are exploring becoming a Community or Bedside Companions and Barrie is considering gardening at The Grove!

Our husband and wife teams are certainly growing!

# Gardeners wanted for The Grove

Volunteering at The Grove Hotel is expanding!

I hope to appoint a volunteer or two, to take the lead on showing new volunteers around at The Grove and then I will go forth and multiply! (As the saying goes).

First job— I am currently looking for gardeners to join that team.

Any green fingered friends out there are welcome to call me for more information.

The Bournemouth gardening club and horticultural society are also on my radar!

Thanks. Anita



## Free entry to Knoll Gardens 3 June

Julie Attwater, a Palliative Care Nurse is holding a coffee morning on 11 May 2015 at Strouden Park Community Centre during Dying Matters Week.

Dolly has offered to do tea and coffee. Is anyone else free between 1.30pm and 4.00pm? I need two more people please. Thank you.

Anita

### DON'T FORGET!

**Knoll Gardens, 03 Jun 2016, 10am - 4pm, Free for Volunteers**

In celebration of National Volunteers Week 1-12 June, Knoll Gardens is offering free garden admission to everyone who

gives up their valuable time to volunteer in any capacity.

**Please bring some proof of your volunteering status to gain free admission.**

Volunteers from the Macmillan Unit who attended last year really enjoyed their visit.



## Dementia friendly volunteers needed

In the last newsletter I mentioned that we had secured funding for some software to support patients with dementia. But this software will also provide enjoyment for Day Centre or Ward based patients with or without dementia.

So..... I am looking for

volunteers to learn how to use this software either to pass on the learning to others, show patients how to use it or train other volunteers.

The Alzheimer's Society has kindly agreed to train up to 30 volunteers as "Dementia Champions" free of charge so I am keen

to take them up on their offer. Please let me know if you are interested in joining the training or learning how to use this new piece of technology or indeed if you have a family member or a friend who would like to join us.

Thank you

Anita



If you work on the ward or in the day centre please put your name down for this session even if it is just for dementia awareness!

# Visit to Bournemouth Crematorium

Emma, one of our end of life volunteers, kindly arranged for a small group of volunteers to have a behind the scenes tour of Bournemouth Crematorium as part of their on-going end of life training.

I have to express my gratitude to the manager, Steve Goold, for his tour of the facility. The compassion and dignity shown by staff was not only heart warming but the whole cremation process was efficient and dispelled any concerns

people may have about how it is done.

A lot of investment had been made to ensure the facility is as ecologically friendly as possible. Everything was recycled, even the heat from "downstairs" was recycled through a heat exchanger to provide heating for the whole building.

We all particularly liked the Books of Remembrance which were beautifully written with hand

-painted pictures throughout.

Steve is very happy to provide another tour of the crematorium (maximum 5 people at any one time).

If you are interested in attending please put your name down on the list in the volunteer office. Dates will be notified when interest is known. Anita



Beautifully hand-painted pictures in the book of remembrance

## Hearing aid volunteers now needed

The Audiology department at Boscombe hospital is offering to train up some of our volunteers in simple hearing aid maintenance.

Would you or someone you know like to have this knowledge?

It is not very often that we have problem with a patient's

hearing aid but it would be fabulous if we could call our own "in-house techy" to see if they can resolve the problem in the first instance.

A list is on the wall in the office.

Please let me know.  
Anita xx



## Bare below the elbows plea!

Thank you to all volunteers who follow the "bare below the elbows" infection control policy.

But we can all forget at times. So as a reminder please to ensure no sleeves are visible below the elbow.

Jewellery, with the exception of a wedding ring, should all be

removed before working on the ward. This includes watches.

Tongs should be used at all times in the kitchen for patients' ice cubes and biscuits.

Gloves must be worn when preparing the cutlery for mealtimes. And anything else you think we

should all be doing.

All this contributes towards Outcome 8 of the CQC standards of care, which is "Cleanliness and infection control—people experience care in a clean environment and are protected from acquiring infections".

Thank you! Heather Rogers (Matron)

## Optional training modules

Would you like to attend?

**Wheelchairs (AM)**  
**supporting patients to walk (AM)**

**Communication skills (AM)**

**What is Cancer, Grief,**

**Bereavement? (PM)**

**13 July 2015 (PM)**

**Motor Neuron Disease (AM)**

**20 July 2016**

**Mandy Preece's**

**Listening skills (AM) 9/5/16**

**Vigiling (AM) 13/6/16**

**Patient Approach (AM) 11/7/16**

## Mandatory training updates

**Seminar room**

**Macmillan Unit**

**for**

**Information Governance**

**Infection control**

**Manual Handling**

**Fire Safety**

**Safeguarding Adults**

**Sharps**

The attendance list is now displayed on the wall for you to select attendance at one of the following update sessions.

**Friday 21 October 2016 2.00pm**

**If you prefer to go to Bournemouth Hospital for your Mandatory update training the dates are:-**

**25 July 2016 9-11am**

**8 November 2016 9-11am**

**You do need to attend one a year to be covered by insurance!**

# Profile of a Volunteer Driver

I am a Welsh diabetic volunteer. I didn't ask to be Welsh but I quite like it and I picked up the accent quite easily.

I certainly did not ask to be diabetic which is a bit of a pain. Every morning you place a testing strip in a blood glucose meter prick your finger put some blood on the testing strip and the meter tells you what your blood sugars are. Then enter into the meter the amount of carbohydrates you are having for breakfast. The meter then tells you how much insulin to inject. This procedure is repeated before each meal and before bed. Quite often the blood glucose readings are high in the morning which gets you in bad

mood and if they don't improve during the day you get annoyed!

I did, however, ask to be a volunteer.

I bring people into the Day Centre and take them home in the afternoon. The people I meet are chatty, friendly and never complain or moan. They are going through very difficult times and it make me realise that having diabetes is a minor irritation.

I also support the charity by collecting and replacing full money pots at shops and pubs. I also bring in relatives who have difficulty getting in by bus or other means of transport, especially if the partner is not far

from the end of their life.

I have often run errands to collect urgent medical equipment from other hospitals or collect/deliver occupational therapy aids such as walking sticks to patients at home.

In addition I look after the therapy stock room and book their equipment in when delivered on a Wednesday and maintain the wheelchairs.

I do whatever I can when I can because I feel valued and staff are so grateful for the help they receive.



Driver Frank Thomas