

Macmillan CL Volunteer News

ISSUE OCTOBER 2016

USEFUL NUMBERS

Ward
01202 705291

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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Finalist of the NAVSM award

Well I tried my best but alas we did not win the National Association for Voluntary Services award in Birmingham at the end of September. But it was an interesting conference. The networking was useful and it was good to pick up on the little things that make a difference, all of which will be fed back to the various people who can implement change.

The best part of the conference was speaking to a CQC inspector and making my feelings known about the lack of acknowledgement in CQC

reports about the value of volunteers in the workplace.

All agreed and the inspector is to take this concern back to the Chief Inspector!

We will know by the end of November if we have been shortlisted for the Skills For Care Accolade award. Now that REALLY would be worth winning!

Skills for Care is the home of the National Skills Academy for social care. I value the information that comes from them via email and their newsletter. Their advice underpins everything we do

and with it a tool box to help implement it.

For example we have just created a Corporate Plan which is aligned to Skills for Care and contributed to by several experienced volunteers who are now starting to take the lead in their respective areas. We are just so lucky to have such skilled volunteers to support our work.

I am currently revisiting our recruitment process based on Skills for Care's recommendation. More details on page 3.

Anita

Flu Clinics start Fri 21 Oct—Fri 9 Dec
Every Wed and Fri in Day hospital 8.30am-9.30am

Message from Austin

Some additional tasks have been added to the morning shift rota on the side of the fridge to help Austin until I can recruit his own help.

If you have time to do the highlighted extra bits Austin would very much appreciate it.

Christmas invitations

Please see page 2.

If you do not receive your invitation please let Anita know as soon as possible.

Special diet?
Again let Anita know.

Fundraising Event

RSSG Archaeology Lecture in aid of MCL
"Holding onto the past: Curating the Dead in Prehistoric Dorset"
Thursday 10 November
7.30pm
£8 a ticket
Bournemouth University
Wine and cheese
See board for details

The Grove

Bedding plants are needed.

If you know of anyone who could spare a few plants for hanging baskets these would be welcome.

Olive's Malteser chocolate Cake recipe

On the board in the Volunteer office

Definitely death by chocolate!

Well done The Grove gardeners!

Many congratulations and very well done to our gardeners at The Grove.

At an awards ceremony on 11 October Brenden, Manager of The Grove, accompanied by Teresa, Volunteer Gardener, was awarded Silver Gilt in the large hotel category of Bournemouth in Bloom.

This really is a superb achievement. I never thought we could do this in such a short space of time

but the gardeners pulled out the stops in partnership with several businesses who offered their time (and money) doing manual labour and they should all feel very proud of themselves.

The garden is key to any environment where people are not well.

Definitely gold next year! If the squirrels will leave the plants alone!



Brenden also won a surprise award for Outstanding Individual Customer Service!

Naturally he was absolutely delighted. Well done!



Many congratulations to Jane and John Tompkins son Stewart for winning his last karate competition. He is now **European champion!**

What an amazing achievement! Congratulations

Little book of thanks 2016

You may recall that during Volunteers' Week in June we asked Patients, visitors and staff to write a note of thanks to our volunteers.

There were some lovely replies which have been placed in a book and

available to read in the volunteers office now and for posterity.

Please do take the trouble to look through it and see how valued you are by everyone who uses our service.



Christmas invitations

With thanks to volunteer David for designing the invitations. Your invitations are ready for collection if you are a regular volunteer at the unit, or they have been posted to you.

Please reply by the 25 of November as I have an earlier deadline this year to get the meal choices in.

I appreciate this venue is not on a bus route for most of you so if you are able to car share this would be very much appreciated.

If you need a lift and do not know another volunteer who could take you then make sure you tick the box on your invitation.

All replies to be placed in the envelope on the wall in the volunteer room please.

Thanks. Anita.



AVON CALLING!

Austin's partner is an Avon representative.

A catalogue with order forms is available in the volunteers room and staff room should any volunteer would like to order from it.

Snippets

Washing our hands

The amount of time we take to wash our hands should be to the tune of

“Happy Birthday to you
Happy Birthday to you
Happy Birthday dear
Happy Birthday to you”

Useful I thought!

Interview Questions

As mentioned on page 1, we are changing our recruitment process to one based on people with the right Values, Behaviours and Attitudes for our unit. Volunteers Ann and Mandy have come up with some fabulous interview questions.

Please tick 5 questions you feel would identify like-minded people who share our passion and commitment.
Questions are on page 4.



Lyne's fabulous party penguins are off to the Captain's Club to sell!

Knitting patterns available from the volunteer office.

Light up the Prom!

The lovely fund raising event with Bournemouth Hospital Charity Light up the Prom at Bournemouth Pier is on 21 October.

Please pass on the word. Anyone who has lost someone is encouraged to purchase a battery operated candle in memory of their loved one and join Neal and his team for this very moving event.

Lights available to purchase from Bournemouth Hospital charity office or our charity office for £5.

With grateful thanks to our volunteers who have offered to help at the event.

It could not go ahead without the support of volunteers.



Future Learn - www.futurelearn.com



A few months ago I mentioned that Future Learn were offering free short courses in over 100 subjects, which were easy to follow and covered many different topics.

I have now completed Having Difficult Conversations about Cancer, Academic Integrity and

more recently the history of the Quakers.

I must admit they are easy so I would recommend taking a short course on a subject you have no knowledge about.

The Quakers was certainly very interesting! On the Academic Integrity course I learnt you can self-

plagiarize! Bizarre! Especially if it is your own work from another course. You learn something new every day!

If you do sign up for a short course please let me know if you enjoyed it. It will encourage others to do the same. We should all continue to learn. There is no age limit on learning.

Anita

Optional training modules

Would you like to attend?

Mandy Preece's
Listening (AM) 14 November
Vigiling (AM) 14 November

Patient Approach (AM) 6 Feb 17
Patient Listening AM 6 March 17
Patient Vigiling AM 6 March 17

"A truly inspiring day"

Volunteer—10 Oct 16

You do not have to sit with a dying patient to come on these modules!

Mandatory training updates

Seminar room
Macmillan Unit
For

Dementia Awareness from 1.00pm CONFIRMED

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 1.00pm

If you prefer to go to Bournemouth Hospital for your Mandatory update training the dates are:-
8 November 2016 9-11am

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

What questions would you ask? Please tick

1. What interests you most about volunteer work? What made you choose Macmillan Caring Locally?
 2. How would you describe yourself?
 3. How did you hear about the volunteer opportunities here and how much time do you have available to commit to being a volunteer?
 4. What motivates and inspires you to do your best?
 5. What are your expectations of a volunteer role at the Macmillan Unit?
 6. In what kind of work environment are you most comfortable in?
 7. Tell me about any voluntary work you have been involved with and are you currently volunteering elsewhere?
 8. Why do you think you are right for this role and what skills and experience do you have?
 9. What do you believe is your greatest strength and how do you think this will help you in a volunteer role?
 10. Can you give me an example of a specific challenge that you have faced and how you have dealt with it?
 11. Tell me about your most rewarding experience helping someone else?
 12. Have you any experience of close bereavement? How did it affect you?
 13. How would you feel if you were sitting with a distressed patient and you were unable to do anything to help?
 14. How would you react if a patient told you that they only had a short time left to live?
 15. What do you do for a living?
 16. What do you do in your leisure time?
- Please tick the 5 questions you feel would bring out the same values, attitude and behaviour as you have!
- Do you have a good question we could ask?
- We will incorporate these questions into our future recruitment process.
- Please return to me by mid November.
- Thanks
- Anita