

*Stay informed...*

# VolunteerNews

The newsletter for Prospect Hospice volunteers

Issue 5 / Winter 2018



**HELLO FROM IRENE P2**

**IPU TRAINING P5**

**SUPPORTING OUR COMMUNITY P6**

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## Hello from Irene Watkins

### Interim Chief operating officer

**Irene joined the team at Prospect Hospice in August and is steering the organisation until we appoint a new chief executive in 2019.**

Hi – it's my pleasure to introduce myself to you through the pages of Volunteer News. For many reasons it has been a very busy and sometimes unsettling time since I joined the team at Prospect Hospice. I have wanted and tried where possible to meet with volunteers, to find out more about what you do for the hospice, what it is that motivates you and what you find rewarding about volunteering. I will continue to do this because I find it inspiring that people like yourselves will give their time and skills freely to Prospect Hospice.

I would like to tell you where Prospect Hospice is now, and how I see us working towards the future. It has been a difficult time for all staff, and the Care Quality Commission (CQC)'s inspection has brought some hard lessons for staff and volunteers. The follow-up media coverage has been hard to take, for the team at the hospice and for many of you too, I know. But I am confident now that we have begun to put much of this behind us and to move forward.

The CQC wanted to see evidence that we have made changes in how the hospice is run and how it is led. In the time that I have been here I know that we have made the changes that have been asked of us, and that we have a wealth of evidence that demonstrates that we have learned and that we are an improving organisation. There's no room for complacency though. When the CQC return, as we expect them to in the

new year, we should expect that they will closely scrutinise all aspects of our work. It is the determination and commitment of the staff and volunteers at Prospect Hospice that gives me most confidence for the future. So many of the people I have met speak so positively about the work that we do.

Thank you for your contribution as a volunteer to Prospect Hospice during 2018. Through you, the patients and families we support experience the care that gave Prospect Hospice its excellent reputation for 38 years. We couldn't do all that we do without you.

And finally, I'd like to wish you a peaceful Christmas and a happy, healthy 2019.

With very best wishes

**Irene Watkins**  
**Interim Chief Operating Officer**

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## A Christmas message...

Thank you to all our volunteers for your incredibly hard work over the course of 2018.

We hope you have a restful Christmas and wish you all the very best for 2019.

**Su, Graham and Katie**  
**The Voluntary Services Team**



## Spotlight on... Elaine Baxter



I am responsible for Finance, Business Development and Data Protection. Some of the biggest challenges that Prospect Hospice has include: financial sustainability for the short, medium and long term, increasing regulatory compliances, dealing with a growing organisation together with statutory requirements with a small team, and ensuring the organisation is compliant under the new GDPR regulations, as failure to do so could incur excessive fines. When I am not working I enjoy dance based exercise classes, shows, and catching up with friends.

### Nora Gregory...



After putting her name forward for a fundraising mud run event Nora received information on volunteering. "Being a full-time mum, volunteering is a great way to get out of the house and have something to do in the week when the kids are at school. I was amazed at the variety of roles available. I thought the only roles were connected to the patients on the Inpatient unit but there is something here for everyone."

Nora enjoys her role so much that she is now doing two sessions a week. "It's brilliant as now I do both post opening and coin counting, so I get a larger perspective of the whole operation. I thoroughly enjoy my role and I like the team I volunteer with."

### Jeremy Flutter...



Jeremy joined Prospect Hospice in 2017. Initially interested in the café, he soon found the perfect role in finance. "I started off helping out in the café, and after a shadow session I knew it wasn't for me and the team gave me other roles to look at to see which would better suit me. I heard about Prospect Hospice through word of mouth. I, like many people, have friends who have experienced the services here and thought to apply, to give back."



## Inpatient Unit training... Prospect Hospice

For three days in November and early December, nine prospective volunteers took part in our new and revised IPU induction. Building on the well-received one-day induction delivered by nurse Helen Brewin, the extra days cover topics including;

- the skills and attributes you need to be an IPU volunteer
- what you can expect to experience on the unit: emotional resilience
- diversity and respecting difference; the Mental Capacity Act, and infection control.

Staff from across the organisation were involved in the delivery of sessions, and participants also learned from the wisdom of more established volunteers – many thanks to Helen Paige, Liz Hews and Neil Slingsby for helping to deliver the training.

The new recruits built up quite a rapport over the course of the three days, and this will no doubt help in terms of peer support as they begin their roles on the unit.

A very warm Prospect welcome to them all!

**Su Starkey**  
**Head of Voluntary Services**



## 2018's Summer Social...



In September this year we welcomed 40 volunteers to our first Volunteers' Summer Social event. They enjoyed a wonderful selection from our catering team and some fun tunes from Swindon based band Sweet Nightingale, which even got some of our volunteers dancing!

We ended the day with a quiz, which was won by the Pewsey Belles, and Ann Mortimor was the proud recipient of our beautiful raffle hamper.

We would like to thank everyone who came along, the band Sweet Nightingale for their great music and the catering team for the food you provided for us.

See you all next year!

## Supporting the Community

With Prospect Hospice needing the support of its local community to deliver our services we decided that in 2018 we would proactively link up with more of our community partners to help and support more people through volunteering.



With great links in place already with the Volunteer Centre in Swindon we have this year been able to help several people through the Building Bridges programme that offers people the opportunity to gain confidence and skills to move towards the world of work.

We have also successfully introduced four volunteers into our shop and distribution network via Swindon Borough Council's Health and Social care programme and the momentum is really building in this area.



Barbara from our warehouse said: “We have a number of roles for people to do but we always offer a taster session first, so they can come along and try things before committing to a regular shift.”



## The ASDAN Programme

We have been working with The Commonweal School to offer volunteering opportunities under the ASDAN Programme for young students who have learning difficulties. The project involves three students visiting our Regent Street and Gorse Hill shops with their teachers on a fortnightly basis to help sort customer donations and display items for resale. This gives them the opportunity to do something different but at the same time help build their social skills.

## Duke of Edinburgh Award scheme

September is a very busy time in Retail as we have a high number of young students contacting us to volunteer as part of their Duke of Edinburgh award scheme.

We have successfully been able to place a total of 12 students across six of our shops, providing them with weekend volunteering. Feedback has shown us that after their scheme is complete, some stay on as regular volunteers because they enjoy the activities and atmosphere.

# Investing in Volunteers



Those of you who have been volunteering for at least three years will remember that in 2016 Prospect Hospice was awarded the Investing in Volunteers award. This recognises good practice in volunteer management, and is held by only a handful of hospices throughout the UK.

The accolade is awarded for three years, after which we are re-assessed to determine whether we should retain it for a further three years. Assessors consider the feedback we receive from our volunteers, the processes we have in place and the way volunteering is managed by the staff teams across the organisation. Not only is it an excellent hallmark of quality which is sought out by prospective volunteers deciding where to donate their time, but it also encourages us to review practice on a continuous basis, developing and improving the volunteering experience year on year.

Our next assessment is due in July 2019. Although this might seem like a long time away, we will be thinking about planning communication and evidence-collecting soon after Christmas, so watch this space for more information as we prepare for our summer assessment.



## What's coming in 2019?

A full list of our fundraising activities for 2019 can be found in our forthcoming Fundraising and Events booklet.

You'll be able to pick up your copy from reception or from Katie and Graham in the Voluntary Services office from January.

Alternatively, visit our new website: **[www.prospect-hospice.net](http://www.prospect-hospice.net)**