

network

Internal magazine for staff and volunteers



*Listen Learn Adapt
update,
festive activities,
behind the job and
much more*

*because
you matter*

**St Nicholas
Hospice Care**

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Get your hands on the new HR system

The HR Team are holding hands-on training sessions about the new HR system this December.

The new online system will transform the way the HR team, managers and staff handle their HR needs.

The sessions, available to all employees, will take place in Treetops and will last for approximately 30 minutes. You will learn how the new system works and get a chance to try out the employee self-service element. The training is also available off-site for Retail and Hub staff.

Find out more and book your session:

Email Kirsty or Charlotte in HR on kirsty.penny@stnh.org.uk or charlotte.arbutnot@stnh.org.uk

Senior manager on-call

You can find out which of our on-call manager is on duty by checking the Hospice's Outlook organisational calendar. If you need to contact the on-call manager, between 5pm and 9am during the week, during weekends and Bank Holidays, their number is always available from Reception or in an emergency the Sylvan Ward.

Hello:

Shop Volunteers **Rebecca Lovell, Katie Godbold, Dennis Twum, Julie Grant, Millie Martin**, Volunteer Receptionist **Wendy Tuddenham**, Press and PR Officer **Jeanette Threadgold**, Programme Manager Service Design **Jessica Hulbert**

Goodbye:

Bank Hospice Care Assistants **Jodi Howe, Helen Ayers, Bea Wiater**, Bank Domestic Aide **Sandra Barton**, Shop Volunteers **Jean Norton, Janet Southgate, Mary Gillson**, Volunteer Chaplaincy Team **Malcolm Pope**, Volunteer Acupuncturist **Charlotte Bendall**



Remembering Richard

This month is the first anniversary of the death of our Founder and President Canon Richard Norburn.

The family of St Nicholas Hospice Care took time to remember him with a reflection and minute silence on the 15 November.

The Hospice's Chief Executive, Dr Barbara Gale said:

"His presence in the Hospice has been much missed, his passion and enthusiasm for our work never waned and he was the first to champion new ideas and encourage us to see how we might reach even more people."

Listen Learn Adapt **update**

The Hospice has made a commitment to be fit for the future. This has resulted in lots of activity and an increased need for communication. A new regular email is helping staff and volunteers stay up to date.

It includes a timeline of events and notifications as we move forward. This information is about service design and change led by staff and volunteers.

In the most recent email you can find out about key sessions in November such as:

1 November -

The Hospice met Mildenhall Community members to build key relationships with local groups. These groups can help us learn more about the town and support prototype testing.

8 November - Excerpt from Work session 11.

Leon Carrara, Hospice's Businesses Analyst, presents how Functional Analysis works.

16 November -



Clinical staff held an ideas corner to discuss the experiences of people receiving care within the home and at the Hospice.

21 November

Clinical team concept session. Ideas discussed in relation to concepts Distributed Beds and Around the Clock.

29 November -

Cross-organisational ideas workshop including clinical, support, fundraising and

operational staff. Session topics included, connecting with the community, clinical services and using digital technology.

Your questions and feedback

We always have people available to talk about Listen Learn Adapt and the pilot. If you have questions please email the project's Programme Manager, Jessica Hulbert email: listenlearnadapt@stnh.org.uk

Hospice festive activities

Stretch your vocal chords this Christmas

The Hospice is on the hunt for fundraisers willing to stretch their vocal chords and take part in a fun new community event, 'Carolling All the Way'.

The event involves people coming together for a carol sing-song around their local communities over the weekend of 14 to 16 December.

Alison Bacon-Snow, the Hospice's lottery manager and event organiser, said: "I want this to be a really fun fundraiser that everyone feels they can be part of.

"It doesn't matter if you're already part of a choir or just someone looking to have some fun fundraising at Christmas, this will be a friendly occasion packed with community."



No audition is necessary and people can sign up as groups (of any size) as well as individuals.

It costs £5 per person to take part and fancy dress (Christmas jumpers, steampunk or period costume) is optional.

For more information visit <https://stnicholashospice.org.uk/news-community/events-listing/carolling-all-the-way/> or contact Alison on tel no: 01284 715566



Return of the Christmas tree recycling service

The Hospice's house clearance team will be taking a break from its usual business at the start of January to provide a five-day Christmas tree collection service.

The team will be out on the road again from 7 to 11 January, collecting Christmas trees and taking them to be recycled free of charge at Culford Waste.

Darren Devine, our house clearance manager, said:

"Last year we collected and recycled more than 300 trees and thanks to Culford Waste Ltd, who recycled the trees for us free of charge, we managed to raise £1,800 for the Hospice."

The team will be collecting from the following postcode areas: IP24 IP28, IP29, IP30, IP31, IP32 and IP33.

Reserve your pick-up before midday on Thursday, 3 January. There is a suggested £5 donation.

Book your pick-up

Tel: 01284 747622

www.stnicholashospice.org.uk/news-community/events-listing/christmas-tree-recycling/

Hospice festive **activities**

Vegan Christmas Fair

Allison's Eatery is hosting a Vegan Christmas Fair, with the £1 entry fee going to the Hospice.

The fair takes place on Saturday, 15 December 15, 10am - 3.30pm at St Edmundsbury Oddfellows, Oddfellows Hall, 85 Whiting Street, IP33 1NX

The fair will have a range of stalls offering food and drink, holistic therapies, skincare products and even vegan pottery.



Are you ready for the Christmas Revue?

Don't forget the Hospice Christmas Revue takes place in Bradbury Green on 21 December, 1pm - 4pm. Contact Kirsty Penny in HR by 7 December, if you would like to be involved.

The bistro will only be serving soup or sandwiches on the day. Please state your preference on a list in the staff canteen.



Remember loved ones during Hospice service

The Hospice's Light up a Life thanksgiving services at St Nicholas Hospice Care on 8 December at 2pm and 5pm, will give you an opportunity to pay tribute to lost loved ones.

The services in Bradbury Green will allow you to reflect on the special times you had with loved ones by adding personal dedications, messages, poems, stories and pictures to a tag and tying it to a Light up a Life tree. You can also choose to have a special name read out during the service.

Sharon Connell, St Nicholas Hospice Care's Chaplain and Spiritual Care Co-ordinator, said: "Christmas and the run up to it is often a busy time for all of us.

"We hope our Light up a Life services give people the time they need to be able to remember those that have died and those that we miss."

These are two of the nine Light up a Life events taking place across West Suffolk throughout December. Services are also taking place in Bury St Edmunds, Newmarket, Haverhill, Sudbury and Lavenham.

For more information on any of the services, go to www.stnicholashospicecare.org.uk/lightupalife or telephone 01284 766133.

If staff or volunteers would like to include a festive message in the next Network, please let marketing know by **7 December**.

Meet the Receptionists



Sue Watson and volunteer Barbara McGoldrick are part of a friendly reception team made up of staff and volunteers that work during the day, evenings (until 7pm), weekends and Bank Holidays.

Tell me something about yourself.

Sue: I have worked for the Hospice for 24 years and remember when the Ward was carpeted. We had two cats named after painkillers, Morph and Dex.

I absolutely adore cooking and learning French.

What does a typical day or evening look like?

Sue: We deal with most of the phone calls for the whole building and some days we answer up to 100 calls. The calls range from

stressed families needing help to a caller asking whether we have any Kilts for sale in our shops.

Barbara: I spend the day and early evening answering calls, welcoming visitors, sorting the post and deliveries and noting car registrations for car parking.

What do you enjoy most about your role?

Sue: Meeting people and working with great colleagues plus every day is different.

Barbara: The staff here, from the ward, admin, through to Barbara Gale, are wonderful in thanking volunteers such as myself for any time we give. It's absolutely wonderful!

What do you find challenging about the

role?

Sue: It can get a little stressful when you are on your own on reception, with phone calls, people buying items and visitors asking you to register their car details.

Barbara: The only challenge I find is not being aware of staff changes or new names. Sometimes it can take me a few minutes to track down the staff I need to pass the query on to.

We can all help the reception team with their role by saying hello and letting them know who we are and what we do, especially if we are new. You can also let them know when you are out of the office.

Beavers, bakers and chefs

Beavers, bakers, chefs and pumpkin paraders all raised money for the Hospice this month.

November has been a busy month for fundraisers, as the young and old get involved in raising money in a variety of ways.

Below is a selection of events that have taken place since the last Network news.

Bury Beavers raised £1,541 by slipping on their fluffy bunny ears and pyjamas for a sponsored walk around Nowton Park.

Good Sense Research, a food and drink market research company, hosted the Great Bury Bake Off. Hospice staff, Rachel Card,

Corporate Fundraiser and Annie Spillane, Communications Assistant, were lucky enough to judge the nine tasty entries at the event which raised £124.75.

The Crown in Bildeston raised £10,000 by inviting six chefs to cook up a five course dinner for guests. Over 50 diners paid £90 a head for the dinner which included canapes, quails eggs, lamb, patridge and petits fours.

The Hospice's first Pumpkin Parade was smashing fun for the whole family.

Cambridge Care Company sponsored the fun filled event which raised £2,000, 84 children completed the 1km pumpkin themed walk around the Hospice

grounds.

Volunteers from the Hospice's Brandon shop got into the swing of it and raised £205 from their 1940's dance event.

Whilst die-hard Dr Who fans dressed up as their favourite Time Lord characters at the Bury St Edmunds Christmas Fayre. They raised £2,464.28 by inviting members of the public to have their photo taken with the Doctors in return for a donation to the Hospice.

Cricketers from four West Suffolk teams pulled on their pads, took up their bats and battled it out in a friendly cricket league at Nowton Cricket Club, to raise £1,500.



You could be a **winner!**

A great gift idea for Christmas - Hospice scratch cards and raffle tickets.

Need a gift idea for friends and family this festive season? Hospice scratch cards and raffle tickets give so much for the cost of £1 each.

The cards and raffle tickets raise money for the Hospice and gives the recipient a chance of winning up to £2,000 or donated prizes.

The Hospice Winter Raffle draw takes place on Friday, 28 December, and the winners will be notified within ten days of the draw date.

The Raffle prizes



First Prize: £2,000

Second Prize: £500

Third Prize: £250

Five prizes of £50 each

St Nicholas Hospice Care promotes responsible gambling and offers individuals access to support from Gamcare and the Responsible Gambling

Trust.

More information

Contact Alison, Lottery Manager on 01284 715566 or email: Raffles@stnh.org.uk

Happy retirement **Dave**



Dave Rushton, Hospice Advanced Practitioner – Supporting People, has retired after working for the Hospice for 13 years.

Dave intends to spend his retirement looking after and riding his horses and strumming the blues on his numerous guitars.

He also plans to volunteer for the Hospice's Nicky's Way programme. Speaking at his farewell morning in

Bradbury Green, he said:

“It’s been a great privilege to have patients, families and carers share their intimate feelings and thoughts with me and some words will stick with me forever.”

We all wish you a happy retirement and welcome Bianca Neumann-May into her new role of Advanced Practitioner - Supporting People.