

network

Internal magazine for staff and volunteers



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

*because
you matter*

**St Nicholas
Hospice Care**

A Registered Charity No. 287773

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COMPASS: the new HR system

The new HR system, Compass, is up and running with the majority of staff trained in how to use it.

Feedback on the new system has been positive and staff should now be receiving relevant notifications.

Annual Leave for after April 2019 can be booked on the system and all appraisal/absence information has to be recorded on Compass. Any manual paperwork handed into HR will be returned back to the Line Manager.

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

charlotte.arbuthnot@stnh.org.uk

Senior manager on-call

You can find out which of our on-call managers are on duty by checking the Hospice's organisational calendar on Outlook. 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.

Starters and Leavers (as of December 31 2018)

Hello: FY2 Doctor, **Philip Riddell**, House Clearance Assistant, **Josh Barnett**, Drivers Assistant, **David Jones**, Bank Hospice Nurse, **Bev Marra**, Shop Volunteers **Imogen Chorlton**, **Hazel Priffner**, **Nigel Salmon**, **Karen Kemp**, **Jenny West**, **Nicholas Holt**, **Carol Beard**, **John Bennett**, **Jan Matthews**, **Ben Downey**, **May Wilson**, **Pamela Wooderson**, **Michael Withey**, **Mark Pollington**, **Sue Swain**, **Helen Cowan**, **Jack Wilson**, Volunteer Receptionists **Jan Walton**, **Sheila Daley**, Volunteer Complementary Therapist, **Emma Lee**, Volunteer Warehouse Assistants, **Craig Overend**, **John Hendy**, Volunteer Driver, **Roger Griffiths**, Volunteer Family Support, **David Rushton**, Volunteer Chaplaincy Team, **Alan McMahon**, Volunteer Hospice Neighbours, **Wendy Boulton**, **Carol Nicholls**

Goodbye: Hospice Care Assistants, **Rebecca Durrance**, **Anais Kyniston**, Systematic Family Therapist, **Kath Blake**, Bank Hospice Physician, **Jonathan Grounds**, Hospice Advanced Practitioner Supporting People, **David Rushton**, Shop Volunteers, **Aleksis Butler**, **Abbie Cook**, **Elektra De Sola**, **Zoe Ellis**, **Ella Jackaman**, **Katie Lloyd**, **Jasmine Medcraft**, Volunteer Receptionist, **Sheila Whitelaw**, Volunteer Hospice Neighbour, **Hannah Walker**

Training for 2019

Posters detailing all mandatory and statutory training dates are up on Hospice notice boards. Please take a look and book in any training through Abbie Simpson on email: Abbie.Simpson@stnh.org.uk

Barbara receives an **MBE**

Our chief executive, Dr Barbara Gale, has been awarded an MBE in recognition of her contribution to hospice care and the West Suffolk community.

The Queen's New Year's Honour news came as a total surprise to Barbara.

She said:

"I feel privileged and humbled to think that I am worthy of this award and I thank the people that took the time to nominate me."

"I couldn't have received this award without having such an amazing team of more than 180 staff and 650 volunteers. You all work so hard to make the experiences of people in the community facing death, dying and bereavement better."

"I also get great support from my group of visionary trustees whose work can sometimes go unrecognised and my family have been incredibly supportive as well."

Barbara has been involved in hospice care for more than 30 years. She joined St Nicholas Hospice Care in



2005 as a Clinical Services Director and then became the Chief Executive in 2007. She added:

"Our founder Canon Richard Norburn, who sadly died in 2017, has been my inspiration and I try to carry on his vision and ambition of what hospice care should be like for our local community".

During her 11 years as chief executive, Barbara has witnessed some great achievements: two hospice volunteer schemes, Hospice Neighbours and Nicky's Way have both won the Queen's Award, and more recently the hospice has been leading a campaign for people to donate their cornea's after they have died.

Barbara has qualifications in Hospice Leadership, Nursing, Specialist Palliative Care and Systemic Family Therapy.

Barbara will be receiving her MBE at Buckingham Palace on 7 March.



Barbara has recently been awarded a Doctor of Philosophy in Palliative Care from Lancaster University, for her thesis on the stories of community hospice volunteers who visit patients coming to the end of their lives.

Christmas Revue in **pictures**

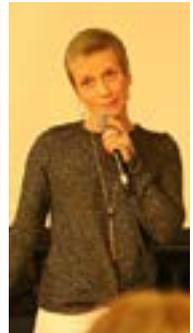
This year's Hospice Christmas Revue had a packed line-up with live and video recorded entertainment.

In case you missed it, here's the line-up and photographs from the fun afternoon, which was enjoyed by all.

The Line-Up

- Warm up with Roger and Doreen Whomes
- The Trustees – Money, Money, Money
- Family Support – The family Support Von Trapp
- Alison Bacon-Snow - Poem
- The Directors – a GDPR Story
- Finance – Quiz
- Richard Catton - Poem
- Chaplaincy – The Christmas Story
- P & C Jumbo Rock – Carol Sayce Singing
- Fundraising – All Wrapped Up!
- HR – Bell ringing
- Dave Rushton – Guitar and singing
- Clinical Team - Twelve Days of Christmas
- The Project Support Team – Santas Visit
- Richard and Roger - Live

Thank you to all the performers and musicians that took part.



Listen Learn Adapt **Update**

The Hospice is continuing to build key relationships with local groups who can help us learn more about Mildenhall and support the live testing of the concepts we discovered during Listen Learn Adapt.

Specialist Nurse support

Lynsey Taylor, Hospice Specialist Nurse, has returned from maternity leave to work part-time on Service Design. She will be working on the expertise concepts, Distributed Beds and Around the Clock, which includes supporting a Hospice Health Care Assistant with resident's end of life care in Mabbs Hall Care Home in Mildenhall.

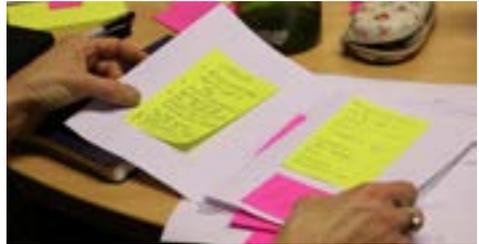
Mabbs Hall Care Home Open House Event

The Hospice is supporting an Open House event at Mabbs Hall Care Home on Thursday, 31 January, 10am - 2pm, which everyone is welcome to drop-in for a cup of tea and a chat.

The event is being hosted by the Mildenhall care home and it aims to connect more people to and with their local community.

Bernie Ryan-Self, Hospice Neighbour Team said:

“We are supporting the Open House event as part of our compassionate communities work and to help us improve our offer of support and care to people at end of life.”



Second Mildenhall area community meeting

A second Mildenhall area community meeting is taking place in the town's Jubilee Centre on Wednesday, 6 February, 9.45 - 11.45am.

The open meeting will give people an opportunity to:

- listen to feedback from November's Mildenhall community meeting
- find out what action has been taken since the first meeting in November
- further explore the strengths of the Mildenhall area when it comes to supporting people with end of life care
- connect with more local individuals and organisations
- test some new ideas with the community, such as a community Facebook page
- discuss ways in which we can all work together
- identify next steps.

All welcome to attend.

Your questions and feedback

Jessica Hulbert, Programme Manager, is happy to take any questions or feedback on Listen Learn Adapt, email: listenlearnadapt@stnh.org.uk

Each month we will be featuring an inspiring national or international news article, video, research, story on end of life care.

This month features Ted Talks play list of videos

on “New ways to think about death”.

Watch the TED Talks

https://www.ted.com/playlists/241/new_ways_to_think_about_death

Behind the role: **Chairman**



Charles Simpson joined the Hospice as a Trustee in March 2015 and eight months later he became the Chair.

Tell me about the role, what does a typical week look like?

There isn't really a typical week as things change throughout the year. However, we have a monthly Board Meeting and then there are committee meetings during the year. I sit on the Finance and Investment Committee and attend other committees on an occasional basis.

My main focus is on strategic direction, governance and sustainability but I also get involved in other activities such as being part of a recruitment process, for example. I try to get

involved in some of the fundraising activities and in the last few years I have taken part in "I'm a CEO... get me out of here" and "Mission Improbable".

Tell me something about yourself readers might find surprising, interesting?

I'm very much Bury-based these days but as a young accountant in the early 1980's I spent some years working on UN development projects in Africa.

On my first trip to Ghana I promptly got malaria; I don't think my boss was too impressed! Over the years I've worked on the Akosombo Dam project in Ghana and then for the state broadcaster in Zambia and the national bank of Swaziland.

On my return to the UK, I

worked on secondment to a number of clients and spent a year with BBC Network Radio at Broadcasting House which was fun as well as very demanding. I also spent a couple of years working in New York, returning in 2002. St Nic's is an island of serenity by comparison!

What do you enjoy most about the role?

I think everyone likes to achieve what they have set out to do and one of the great things at St Nic's is that whilst in charity size terms we are one of the larger charities in the UK we are still small enough to be able to see and make things happen.

What do you find challenging about the role?

Making things happen!

Thank you for the **support**

A big thank you to the organisations and individuals that donated Christmas gifts and entertained staff and volunteers over the festive season.

Hospice supporter, Jane Cooper stepped into fundraising mode at her workplace Thurston Community College and encouraged colleagues to take part in a Tree of Giving. Staff took stars from the tree and exchanged them for gifts. Thanks to their generosity, Jane was able to deliver a bumper selection of toiletries and biscuits to the Hospice.

The East of England Co-op teamed up with Ipswich Town Football Club to provide a three-course Christmas lunch for staff and residents to enjoy on Christmas Day.

Woolpit Nurseries Ltd came up trumps with Christmas tree donations, which were beautifully decorated by staff and displayed in the Hospice.

Bury St Edmunds Rugby Club got together for a Carol Singing Charity Pub Tour and raised £388.45 for the Hospice.

The Hospice was treated to uplifting carol sessions from staff and volunteers at the Orchard Day Centre and children from St Felix Catholic School and Westley Middle School.

Local Tropic ambassadors donated goodie bags full of natural skincare products suitable for men and women to the people we cared for in the Sylvan Ward over Christmas.



Say hello to HR Director

Say hello to Suzanne Hughes, our new HR Director.

Tell us about yourself, where did you work before coming to St Nic's?

I've a varied background with very different industries – travel, airports, security, engineering but before coming to St Nic's, I worked with Affinity Water, the largest water-only supplier in the UK.

Do you live in the West Suffolk area?

My house is in West Sussex, 5 miles or so from Brighton and is currently up for sale as I plan to re-locate. At the moment, I am staying with family in Stowupland.

What made you want to work for the Hospice?

I've spent most of my life working for large corporates and over the past couple of years have wanted to do something that really matters. Working for the hospice will allow me to do that. It's also near to family and having lived away in lots of locations for several years, I feel it's time for me to be close to them.

Tell us something interesting about yourself, that will surprise readers?

I love to travel and have an A-Z tick list of places to visit... I've done most of them but am struggling with Q & X... so any ideas or recommendations would be very welcome. I consider myself to be fairly fearless and when it comes to creatures I'm fine with



cockroaches and spiders but any form of rodent has me screaming from the rooftops.

Suzanne spent her first month getting out and about and meeting people. She would like to thank everyone she has met so far for offering her such a warm welcome.

Join us

Visit our website for a list of current paid and volunteer roles.

https://stnicholashospice.org.uk/job_categories/paid-role/

