

network

Internal magazine for staff
and volunteers



**St Nicholas
Hospice Care**

A Registered Charity No. 287773

in this issue

3 Organisational news

4 Coronavirus

6 Fundraising news

Workplace by Facebook

During the last few weeks all members of staff should have been sent an invitation to join Workplace by Facebook.

If you haven't had a look at the platform yet, please do. It is proving a good way of communicating across the whole organisation.

It allows you to set up your own team groups, and is proving useful for video calling.

Although it works and looks much like Facebook it is completely separate so it is not linked to your personal Facebook account in any way.

If you have any questions, please email marketing@stnh.org.uk.

Senior manager on-call

You can find out which of our on-call managers 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.

Data security advice

Recent weeks have seen a significant increase in attacks on the NHS during this time of crisis.

A number of accounts appear to have been compromised with a range of emails coming from @nhs.net and @gov.uk email addresses, a number of which appear quite convincing.

Please be aware and report any concerns or suspicious emails.

Congratulations James

James Rae is going to take up the role of Interim Head of Digital & IT.

James and the rest of the team are focussed on supporting us through this challenging time and will be prioritising changes to people's IT needs and ensuring we can keep working.

CQC visit postponed

The Care Quality Commission (CQC) were due to visit the Hospice to carry out a routine inspection before the end of April.

We have been notified that they have stopped all routine inspections to focus on supporting providers to deliver safe care during the COVID-19 pandemic, so they will not be visiting us during this time.

They have said that during this time it is even more vital that they hear from people who use services. This will support their understanding of their interim inspection approach. You can give feedback here: www.cqc.org.uk/give-feedback-on-care.

Could you lend your voice to the Hospice's Virtual Choir?

Oli King, the Hospice's Music Therapist is looking for volunteers to join a virtual choir, and he'd like to do a recording of the song 'Take Me Home, Country Roads' by John Denver.

He said: "It would be great for the community and boost morale during these difficult times.

"It would be wonderful to have as many people as possible involved with this project and hopefully shouldn't take too much of your time."

If you'd like to be involved, please let Oli know before Monday, 27 April, by emailing oliver.king@stnh.org.uk.



Wills Weeks 2020

Since 2003, St Nicholas Hospice Care's Wills Weeks have ensured that many in our community have been able to have a Will prepared to protect their loved ones, while raising more than £300,000 for the charity.

During these uncertain times the Hospice is working quickly to adapt to the needs of the community it supports.

We are running our services a little differently and have taken the difficult

decision to pause our face to face community groups and postpone fundraising events, but we feel it is important that our Wills Weeks service remains available to all of those who wish to make use of it. Any measures, which need to be put in place because of the virus, will be.

For more information visit: www.stnicholashospice.org.uk/subject/fundraising-subject/wills-weeks/

Volunteer handbook is released

Following on from the creation of our Staff Handbook we now have a similar resource for volunteers.

We hope this tool will prove useful, not only for volunteers who decided to give their

time to the charity in the future, but also our existing volunteers too.

It is packed with information, if you would like to be emailed a copy, please speak to your line manager.

Thank you to all of our staff and volunteers

During the current time we are all dealing with an unprecedented situation as the Covid-19 outbreak forces changes to every aspect of our lives. Thank you to everyone for your efforts, which are ensuring the Hospice can continue caring for people when they need it most.

Over the last few weeks we have been sharing a lot of information with you all, and we appreciate that with everything else going on there is a lot for people to take in. In these two pages we have rounded up some

of the key details, which we hope you will find useful.

Please keep checking the Hospice's website, your inbox and Workplace by Facebook as we will continue to share messages with you.



Our clinical teams have been working hard to adapt our services as quickly as they can while taking all the necessary steps needed to protect those we are caring for, as well as colleagues.

We're working with the wider alliance in Suffolk and we have agreed to lead on end of life (EOL) and bereavement in our community.

- We will increase the availability of our specialist advice and support with an improved telephone advice line and the introduction of online communication technology to accompany the advice on our website.
- We will be working alongside our community colleagues to help coordinate the care needed for those dying and to increase our support to people living in care homes.
- We will develop easy to read guidance on symptoms and communication for our health and social care colleagues and those working in care homes to equip them to support people at the end of life.
- Our Hospice Neighbours and bereavement volunteer teams will continue to support people on the telephone.
- We will open additional beds at the Hospice to increase capacity. These will support people at the end of life without COVID-19.
- We will work between the Hospital and Hospice to advise on the needs of those dying with and without the virus.
- We will be working with Public Health teams to help people receive the right messages and are equipped to help people prepare for death and grief.

Fundraising, retail and the Haverhill Hub

The decision to postpone all of the events the Hospice organises until May 31 has been taken. Please keep checking our website for up-to-date information on events.

All of the Hospice's shops and Donation Centre on Chapel Pond Hill, Bury St Edmunds, are now temporarily closed until further notice.

This means we will no longer be able to accept donated items at the centre, or any of our shops, during this time.

We are indebted to all of our retail volunteers and we look forward to your continuing support once we can open our doors again. Our House Clearance Service has also been suspended until further notice.

The Haverhill Hub has closed its doors for now. Anyone who needs support from the teams based at the Haverhill Hub has been asked to call the Hospice's main number.

Please respect 2m social distancing for the protection of all staff and visitors to the hospice



If I'm required to self-isolate will my pay be affected?

If you are required to self-isolate in line with current public health advice or have been advised to do so by a medical professional, you should discuss your situation with your line manager.

If you are required to self-isolate but are able to work from home you will be paid as normal.

If you are required to self-isolate but are unable to work from home, you will receive occupational sick pay in accordance with your terms and conditions.

If I have coronavirus will my pay be affected?

If you are unable to work due to your symptoms, you will receive occupational sick pay in accordance with your terms and conditions.

For the purposes of internal monitoring, employees should be aware that should they contract the virus it will be recorded on their Compass record.

We will be flexible in terms of requiring employees to provide a doctor's certificate either due to self-isolating or contracting coronavirus.

Reporting sickness

All absences (whether coronavirus related or not) should be reported as per our usual absence reporting procedures i.e. notify your line manager at the earliest opportunity. As per the absence policy, all employees will be required to have a return to work interview with their line manager, which may be conducted via telephone.

Fundraising, good news and stories of goodwill



These two pages are dedicated to sharing some good news. These snippets include examples of support offered during the crisis as well as fundraising news we received before the government's social distancing guidance.



A huge thank you and well done to the residents of Well Street, who have conquered Mount Everest (and then some) in aid of the Hospice. Having set themselves a mountainous challenge, the group gave themselves

seven days to collectively climb a total of 58,070 steps, using the stairs in their own homes. They finished the challenge early and passed the summit with a total of 59,671 steps. The group has raised £2,582.

“For many at the end of their lives the feeling of isolation must be overwhelming and to be able to hold a small token will give some comfort,” Lizzie Cross, Hospice events fundraiser. Having been moved to act, Lizzie is raising money to pay for wooden hearts and crosses, which she hopes will provide a physical representation of the thoughts, prayers and love families who are faced with losing a loved one but cannot be

together share. In a matter of hours, people were so generous that enough donations to pay for 100 hearts to be used at the Hospice were received. Now Lizzie wants every family in the community with a loved one facing a life-shortening illness to have the same opportunity. Read Lizzie's story here: <https://www.justgiving.com/fundraising/lizzie-cross1>



Haverhill business has a heart of gold

A Haverhill business with a heart of gold has raised more than £40,000 for us.

Joan and Graham Shipp, of Griffith Jones Jewellers, have raised £40,217.70 by asking their customers to donate their scrap items of gold.

The pair, who started their fundraising drive around ten-years-ago, decided to support the charity because of the support it has given their customers over the years.

A big thank you to Joan, Graham and all of their customers.

- A local builder has donated 35 sealed new body suits.
- A sewing group, connected to the Hospice through one of our nurses, are making scrubs for our team.
- LAC Services Ltd kindly repaired the Hospice's fire curtains free of charge, which saved the charity £5,040.

Girls Night Out 2019 total

Last month we announced that 2019's Girls Night Out raised an amazing £224,699!

We are so grateful to every single person who supported Girls Night Out, whether you walked, fundraised, donated or volunteered, you have made a big difference.

The figure is made up of sponsorship raised by walkers as well as generous support from local businesses and sponsors.



Paws in the Park Poster Pooch

Although the event has been postponed, we have announced that the public have chosen this year's poster pooch competition winner - the gorgeous Buddy.

The 'cheeky' 15-month-old Parson Russell fought off tough competition from 683 other dogs to be crowned the winner.

Virtual Easter Egg Hunt is a hit

We're pleased to say that our Virtual Easter Egg Hunt has helped keep more than 80 families entertained over the extended Easter weekend.

As well as raising more than £300, the activity also gained a mention in The Times, a shout out on BBC Radio One's breakfast show with Matt and Mollie on Good Friday and a volunteer from a school in Prague has been in touch to ask if she can share the challenge with pupils.

A big well done to Emma Clements for coming up with the idea and pushing it forward and thank you to Nathan Everett for his creativity, which made the challenge picture-perfect.

Webinars

Wellbeing Suffolk is offering a range of online webinars to help support people through the Coronavirus pandemic.

You can also get access to a new self-guided Mindful Living Course. You will need to book, to find out more go to: www.wellbeingnands.co.uk/suffolk/

Take a break, catch up with colleagues and join our Virtual Coffee Break.

If you're interested, please get in touch with Jenni Kerr:
Jenni.Kerr@stnh.org.uk

