

News for you



Many of you know and have attended one of our annual celebrations during Volunteers' Week. We have taken the disappointing decision to cancel our planned on-site event activities this year. It is unclear at the moment if we can postpone the annual celebration until later in the year, but we will keep you informed as soon as we know.

But we don't want Volunteers' Week to pass without marking the occasion so have decided to host a virtual event!

INVITATION TO JOIN THE VOLUNTEERS' VIRTUAL ANNUAL CELEBRATION

Gina and Sarah cordially invite you to join the Volunteers' Virtual Annual Celebration on Friday 5th June at 11am for a fun-filled hour of chatting, quizzes and raffle.

Please RSVP by Wednesday 3rd May 2020

To join on Friday 5th June at 11am click [here](#)

For joining instructions see Wellbeing and Advice below or contact us on 0151 702 4368 for support.

LWH VOLUNTEER RESPONDER

(not to be confused with NHS Volunteer Responder)

We aim to launch our new volunteer role soon to help support our staff and patients during the COVID-19 crisis.

We understand that many of you would be more than willing to help at this time but unfortunately cannot, and we would like to show our appreciation to those of you who have been keeping in touch with messages of support, positivity and encouragement. Thank you, they mean a lot.

A special thank you to those of you who responded to our initial call out for support and who can take up the role. We look forward to seeing you in the next few weeks following a review of services and ease of lock down restrictions.

If you would like information about becoming a Volunteer Responder please contact Gina on 07773621381 or email Gina.Barr@lwh.nhs.uk.

WORKING FROM HOME

Sarah and I continue to work from home most of the time but as soon as we return to the office, which could be in a new location, we will work on rotation so only one of us is on site.

POSSIBLE OFFICE MOVE

There are changes afoot at the hospital in relation to space utilisation and some wards and departments have moved location to help support staff and patients observe safer social distancing. Our office is currently being used by the Access Centre, which could see us eventually merging with the Fundraising Team in their office, but we will keep you informed if/when the office move happens.

VOLUNTEERS OF THE MONTH

We are delighted to announce our three latest recipients for Volunteer of the Month:

Arutpriya Admip
Volunteer of the Month
January 2020

Priya (for short) started volunteering on Meet and Greet before moving to the Little Woollens Shop and Maternity Base. She comes in three times a week, once in the shop and the other two days on the ward. She is extremely dedicated to volunteering and is a conscientious helper who is always kind, caring and helpful.

She has a lovely way with people and is able to put them at ease, which can be soothing and reassuring for those who feel anxious about being in hospital.

And she is willing to help whenever we ask her for extra assistance.
Keep up the good work Priya, you are a lovely person inside and out.

Barbara Webster
Volunteer of the Month
February 2020

Barbara is a very kind soul who is always putting others before herself. She is an amazing person to have around on a very busy Monday. She always gets straight into working and assisting the charity in a number of ways. This could be sorting through the knitting, taking knitted items home to attach or replace, creating fundraising packs, spreading the word of the charity events by volunteering her time outside the hospital to put flyers up around the community. The charity team would be lost without Barbara as she hugely assists in the fundraising office. She is constantly coming up with brand new ideas that will greatly help our fundraising efforts. The fact that Barbara is happy to take beautifully made items to change the buttons at her own cost and time is so selfless. Barbara truly deserves to be volunteer of the month award.

Susan Lines
Volunteer of the Month
April 2020

Susan is a lovely member of the Meet and Greet volunteering team. She definitely goes the extra mile for our patients and is always willing to help in gynae outpatients. She likes to go up to the ward to follow up on the patients she's met in clinic and she always has a smile on her face – it's contagious and can help brighten up patients and staff's day? 😊 One particular time she helped a couple who had travelled a long distance to access our hospital services. The elderly husband of our patient did not know the area and Susan helped him find comfortable and affordable

accommodation close to the hospital. Her kindness meant a great deal to them and she has remained in touch with the couple.

Susan you are a kind hearted soul with a genuine desire to care for others.

Unfortunately, we do not have pictures of Priya, Barbara and Susan with their awards at this time, but will post them at a later date when a member of the Executive board can officially make the presentations.

Well done ladies, all of you truly deserve this accolade and we are extremely proud of you. If you would like to nominate a volunteer for Volunteer of the Month, please complete the attached nomination form and return it to Volunteers@lwh.nhs.uk

BAKELICIOUS SURPRISE!!

Sandra, a stalwart and much-loved volunteer on the Gynae Unit bakes cakes for the staff every Thursday without fail. The temporary stand down of volunteering activity has meant Sandra hasn't seen her friends on the unit for some time. Missing them dearly and understanding the pressures they are facing, she wanted to do something special so has started baking and delivering weekly dozens of her scrumptious cakes for the unit.

The unit are so grateful for her kindness and thoughts and truly look forward to receiving her special delivery of goodies each week.



FOOD PANTRY

'giving is caring'

Thought you might be interested in learning about the Liverpool Women's Hospital 'Food Pantry – Giving is Caring' project which we launched on Tuesday 12th May. The aim of the Food Pantry is to provide some support for people who use our services with kind donations of food and other essential items.

Since its launch Sarah and I have put together 25 kindness gift bags and as the project grows, we'll be calling upon our Volunteer Responders to help sort through the donations and put together 'pantry packages' ready for distributing to people using our services who need them most.



Who can donate and how?

There is a large basket, clearly marked for donations situated in the Main Reception of Liverpool Women's Hospital.

To respect the current social distancing rules and restrictions on unnecessary travel, we are currently only permitting patients with scheduled appointments to enter the hospital and members of staff working on-site to donate to the 'Food Pantry'. We hope to expand our Food Pantry in the near future when we may be able to lift some of the current restrictions and welcome other people into the hospital to make a donation.

If you are a **patient** attending the hospital for a scheduled appointment, you can use this opportunity to donate your item(s) at the collection point in Main Reception.

Staff on duty can donate item(s) at any time of the day or night at the collection point in Main Reception.

What items can be donated?

We aim to provide food of good nutritional value, avoiding where possible, foods with high sodium content. We are unable to accept fresh perishable foods i.e. bread, fruit, vegetables, uncooked meat, or anything that requires refrigeration.

The following list should help give an idea of the types of items we would greatly appreciate:

Toiletries

Toothbrushes (Adults and Infants)
Toothpaste (Adults and Infants)
Deodorant
Sanitary Towels and Tampons
Soap / shampoo / shower gel
Cotton wool
Baby wipes
Toilet Roll

Groceries

Tinned Fruit and Vegetables
Tea / Coffee
Powdered Milk or Long-Life UHT Milk
Pasta
Rice
Cereal
Healthy Fruit and Protein Snack Bars

N.B. UNFORTUNATLY WE ARE UNABLE TO ACCEPT FRESH PERISHABLE FOODS OR ANYTHING THAT REQUIRES REFRIGERATION

What happens to the donated items?

Our team of volunteers will sort through the donated items and arrange them into small packages to be given to a number of our hospital teams who will ensure that patients and families most in need receive them.

Donated items that we are unable to pass on to our families will be given to some of our nearest local food banks.

LITTLE WOOLLENS SHOP

We are currently exploring the idea of an on-line shop and wondered if any of you would like to help set it up. We would love to hear from you if you have experience of setting up an on-line shop or are tech savvy. We will at some point need help photographing and sorting stock items too. We are only in the infant stage and I'm just trying to gauge what knowledge, expertise and interest we have to call upon once plans start taking shape. E-mail gina.barr@lwh.nhs.uk if you're interested and tell us how you can help.

EDUCATION POINT

HELPFORCE – free learning platform for volunteers and those managing volunteers

The National Learning Hub for Volunteering *is now live.*

It is a resource for volunteers and those who work with or manage volunteers. For the Volunteer Service Manager or Coordinator there is a self-assessment which can be completed which will then identify possible courses for them to undertake as part of their personal and professional development. They can also access all of the courses or resources by looking at each provider to see what they have to offer.

For volunteers, the learning has been linked to the National Standards for Volunteering. Volunteers can opt to take the National Volunteer Certificate or can search for courses by provider. There is learning linked to each of the NHSE approved volunteer roles and for those new to volunteering and those who are more experienced.

Users can set up their profile and import their completed certificates of learning to show what development they have undertaken. There will be a record of courses completed and any course started will be saved until it is completed or deleted. All of the resources on the site are free of charge.

<https://www.open.edu/openlearn/health-sports-psychology/volunteering-free-courses>

Alex James' free course for volunteers on the Human Aspects of bereavement during Covid-19

This course aims to help volunteers increase their understanding of bereavement issues in the current critical situation, explore personal understanding of self and the likely impact of working in this emotionally charged area, and to address problematic issues or areas of concern.

The course package will be released on the National Learning Hub for Volunteering over five days from Monday, 18th May. Volunteers will need to have an account with the Hub (which is completely free), and then look for the spotlight tab on the left-hand side of the page under 'Guides'.

<https://learningzone.helpforce.community/2020/05/13/dealing-with-traumatic-bereavement/>

WELLBEING AND ADVICE

We are aware that the current state of the world can be anxiety-inducing and that ensuring people's wellbeing whilst they're socially isolating is very important. Many of our normal routines have been affected and this includes your role as a volunteer with the Liverpool Women's Hospital.

We're missing you all greatly and would like to stay in touch through video chat on Teams. Commencing Friday 30th May and every following Friday between 11am and 12pm, join us for a catchup and cup of tea, and maybe a cheeky slice of cake. We'd love to hear how you are and share your experience of lockdown. Why not show us what you've been up to i.e. art, crocheting, gardening, studying.....

All you need to join is a smart device i.e. phone, tablet or a computer/laptop and click [here](#).

It may ask you to open in your web browser or download the Microsoft Teams App, either one is fine. Once you've chosen either web browser or App, and Teams has opened, click 'JOIN NOW', ensure your privacy settings allows Teams to access your devices camera and microphone. It's okay if you don't have a camera, we can still hear and know it's you. Hope you can make it, Sarah and I would love to see you.

How have you been keeping busy through lockdown?

Please share with us ways you've been looking after yourself, so that we can share them here:

For example, one of our volunteers continues to sing along with her choir virtually on video conferencing. Meanwhile I've finally got round to building my raised beds for growing vegetables in the garden and Sarah has been clocking up the miles on her road bike.



LOOKING AFTER YOUR MENTAL HEALTH DURING THE CORONAVIRUS OUTBREAK

from mentalhealth.org.uk

Sketchnote by
@Haypsych

try to avoid speculation and only use reputable sources on the outbreak

good sources:

- Public Health England
- Public Health Wales
- Health Protection Scotland
- NHS
- Gov.UK
- World Health Organization



try to anticipate distress

- acknowledge how you are feeling
- talk to someone you trust if you are feeling anxious
- reassure people you know who may be worried
- check in with people you know who are living alone



try to stay connected

- keep in touch with friends and family
- set up private chat groups on WhatsApp
- increase communication with colleagues working from home in isolation



try to manage how you follow the outbreak in the media

- limit your consumption of the news and social media
- if the news starts to cause you stress and anxiety, take a break from it
- Don't avoid all news as it's important to keep informed and educated about the outbreak



stick to a daily routine

- keep active
- eat a balanced diet
- have a to-do list
- take a lunch break
- have a regular start and end to your working day



if you are in self-isolation or quarantine

- acknowledge that it is a different rhythm of life
- keep in touch with other people regularly on social media, email, phone, video calls
- create a new daily routine, such as reading more or learning something new
- be gentle with yourself, rest if you need to



The Government has launched a Coronavirus Information service on WhatsApp. To use, add 07860 064422 to your phone contacts and then message the word 'hi' in a WhatsApp message to get started.

Every Mind Matters. The Every Mind Matters campaign has been updated with advice on how best to look after mental wellbeing while staying at home during the coronavirus outbreak. nhs.uk/oneyou/every-mind-matters



NHS VOLUNTEER RESPONDERS

The Royal Voluntary Service are co-ordinating the Government's request for volunteers to support NHS services nationwide.

Through GoodSAM you have three ways (*) of volunteering even if you are not medically qualified. All three systems will help to provide local help in a number of roles – for example:

- Being a Telephone Companion
- Collecting and delivering food/prescriptions/medications
- Transporting patients
- Transporting supplies and medicines

() Please note you can only register under one of the following three ways: National NHS Volunteering, British Red Cross, or Other Organisation associated with GoodSAM.*

If you're able to volunteer, you can register on their website: <https://www.goodsamapp.org/>



Get in touch ...

Gina Barr and Sarah Murney

0151 702 4368

07773621381

volunteering@lwh.nhs.uk

<https://www.liverpoolwomens.nhs.uk/opportunities/become-a-volunteer/>