

Showing appreciation for all our volunteers



Sheffield's Hospice

In this issue:

Long Service Awards

Our tirelessly loyal and enthusiastic volunteers attended a special ceremony at Sheffield Town Hall.

Patient facing roles

Our patient facing volunteers share their experience of providing support for patients and families.

Clifford House needs you!

We are looking for volunteers to test out our Clifford House activities in June.

The Woodseats Watchman



Peter King is the man our Woodseats shop turns to when they receive donations of watches and clocks which don't work. He has repaired more than 500 watches, and quite a few clocks as well, and put them back in working order ready for sale.

"Around 90 percent of watches aren't working when they are received by the shop," Peter says. "Often all that's needed is a new battery and a bit of a clean-up and the watch is good for several more years."

Peter's wife was cared for by St Luke's before she died in 2013 – and not long after he became a volunteer, utilising the skills he had developed in a lifetime working in precision engineering.

"The shop often takes in what are supposed to be 'Rolex' watches, but there hasn't been a real one yet!" he laughs. "All I need to do is check the movement and I can soon tell whether or not a watch is genuine - and of course the fakes can't be sold."

"Only recently, though, I refurbished an early twentieth century Viennese wall clock which I took down to Sheffield Auctions and it's gone into the sale with an estimate of £70. And not long ago I repaired

a rare Black Forest chiming cuckoo clock and that sold for £90."

"Peter is a really valued member of my team," said Woodseats manager Caroline Dodds. "Without his expertise and knowledge, we wouldn't be able to sell most of the watches and clocks we receive."

PETER IS A REALLY VALUED MEMBER OF THE TEAM.



Dear Finest Volunteer,



It's hard to believe that spring is upon us and that we've already held our Volunteer Long Service Awards at the Town Hall, hosted by the Lord Mayor. Over 120 volunteers attended to receive certificates for service of 5, 10, 15 and up to 45 years which really was wonderful. I'd also like to say a big thank you to Evelyn, one of our dedicated

volunteers at the Abbeydale Road Shop who sent me a small flannel ahead of the event to 'mop my brow' for when it got hot on stage!

We've recently held tours of Clifford House, our new centre, which we hope you came along to and enjoyed. You can read more about Clifford House in this edition.

I know that many of you volunteer for personal reasons, and I really appreciate your dedication. Without you St Luke's wouldn't have received its recent 'Outstanding' rating from the Care Quality Commission. You should be very proud of how your help contributes to the care we can give to patients and families that need us. I'm also delighted that many of our volunteers are now benefiting from qualifications and certificates that we're able to offer, working with educational partners, to help with their careers. If you'd like to know more, please call Joy on 114 235 7542 for more information.

I hope you enjoy reading this edition, and I hope to see many of you soon.

Yours,

Peter Hartland

“YOU SHOULD BE VERY PROUD OF HOW YOUR HELP CONTRIBUTES TO THE CARE WE CAN GIVE TO PATIENTS AND FAMILIES THAT NEED US.”

City Road is open



Popular Sheffield singer Paul Pashley added a musical note to the opening of our latest shop.

Paul, a former contestant on TV talent show *The Voice*, is the nephew of our shop manager Tracey Eyre and he was delighted to be able to give his time to attracting bargain hunters with a selection of some of his favourite swing and jazz numbers.

The City Road store at Manor Top is our 14th shop and one we are confident will be a successful addition to our retail operation, featuring our usual blend of clothing, accessories, household items, bric-a-brac, books, CDs and DVDs.



Gleadless update

Since opening on 5 November 2002, our shop in White Lane is one of our longest established and most popular retail outlets. But 15 years of heavy daily use have taken their toll on the site – which is why, as all our regular customers will know, the shop is currently closed for a major refurbishment.

Along with a new roof and other important structural work, the building will also have a complete refit to bring it up to the high standards of our award winning chain. And though we can't promise fireworks for the planned June opening, we can guarantee lots of bargains and a warm welcome!



Left to right: Nina Lord, Chris Wright, Ann Newton, Susan Burns with Shop Manager Julie Myers and the new shop frontage above



The Ecclesall Road Ladies

Chris Wright remembers extremely well how she first came to be a St Luke's volunteer. Having worked in retail for many years, Chris was 59 when the company she worked for closed.

"I walked Sheffield looking for work but nobody would give me a job even though I had years of experience in sales," she recalls.

"But after a few weeks of taking the bus and walking everywhere I went into the St Luke's shop on Ecclesall Road – and now I've been here 20 years!"

Chris works at our Ecclesall Road shop every Tuesday and Saturday morning, enjoying the camaraderie of being part of the volunteer team and the fact that she is making a valued contribution in a shop which, now it has undergone a major refurbishment, is also a great working environment.

"Everybody should do it!" she insists. "I get on very well with the team and, of course, we have our regular customers who enjoy looking for a bargain."

“I'VE ALWAYS ENJOYED IT AND EVEN AFTER ALL THESE YEARS THE ENTHUSIASM FOR BEING PART OF ST LUKE'S IS STILL THERE.”

St Luke's keeps me going

St Luke's can be a lifeline for people in many ways – as one of our retail volunteers explains.

"I worked all my life but the time came when I had to retire and then someone close to me passed away and I became depressed and struggled to cope.

"But then I saw that my local St Luke's shop needed volunteers so I applied.

"It's the best thing I have ever done. The manager and the other volunteers helped me to fit in, they're always glad to see me and make me feel I'm needed and useful.

"Now I find that I have something to look forward to and St Luke's is keeping me going."

St Luke's shop volunteer

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Volunteer Celebration Event

Thursday 9 March 2017



Alison Holman receiving her 45 years service award from Lady Neill, Alex Pettifer and The Lord Mayor.



We are delighted that Lord Mayor of Sheffield Councillor Denise Fox was able to join our president Lady Neill to present long service awards to our tirelessly loyal and enthusiastic volunteers in a special ceremony at Sheffield Town Hall.

Thanks to all of you who came along, either to receive your certificate or to support your friends and colleagues. This is always one of our most popular events and one that really does highlight the fact that so much of what we do could not be achieved without your dedication to St Luke's!



Developing our patient facing volunteers

Here at St Luke's we have patient facing roles in our In Patient Centre, Therapies and Rehabilitation Centre and operating in the community, visiting patients in their own homes. Patients and their families will come into contact with some or perhaps all of these patient facing volunteers at different times and it is important that on each occasion they experience the same excellent quality of support.

We have recently introduced a new training and development model which supports this particular group of volunteers. They all must attend comprehensive induction training when they are issued with an evidence of achievement pack which will be invaluable if they are looking to move into employment in the health and caring professions.

Each volunteer has the opportunity to attend regular training and support sessions. These include the opportunity for reflective review and training in a variety of topics, including communication, bereavement support, safeguarding and specialist areas such as feeding and difficulty swallowing.

Some of the volunteers who have taken part in these regular sessions have given their experience about what they enjoy most.



Mark

Mark is a patient facing volunteer on the In Patient Centre. "This is a perfect role for me, I was a paramedic for the ambulance service for 10 years and, during this time I used to bring patients into

St Luke's. It was always a lovely caring environment and I like to think that, now I play my part to help create that environment."

"Not long ago I spent time talking with someone whose mother was very ill and unconscious much of the time. I could tell she was very upset, but we got chatting and she told me all about her mum's life. We chatted for a while and, by the time we finished she was smiling - a really lovely warm smile - and she thanked me for listening. I could tell she really appreciated the time we spent talking and that's what makes my role really worthwhile."

Mark was very appreciative of the development programme "It's great to be able to share our experiences and to learn from each other in a relaxed environment."



Sharon

"It's an opportunity for me to experience all aspects of working with patients at St Luke's rather than just focusing on the one thing. I started as a companion volunteer in the In Patient Centre and I'm really

enjoying it, but next week I'll be moving into the Therapies and Rehabilitation Centre and in the long run I want to work as a Community Patient Service Volunteer. This training programme will be good preparation for when I can do that."

Sharon started volunteering with St Luke's in December following retirement from a busy and demanding 26 year career. She is enthusiastic about her training programme, "I like the way we come together and share our experiences. We've just worked through scenarios in a small group and it gave me a real insight into how others have reacted to the different needs of patients."



Bryony

"Volunteering with St Luke's is ideal for me," Bryony told me. "I can fit volunteering in easily with my university study and even after just two weeks I'm loving it!"

Bryony is in her second year at Sheffield Hallam University. "When I saw the opportunity to train as a patient facing volunteer advertised I realised it was something I wanted to try."

She is now a companion volunteer in our In Patient Centre, "I didn't really know what to expect, but have already got to know one gentleman and I find it very easy, talking and listening to him. That's something I've learned already, people love it when you have the time to listen to them. The training programme is a real bonus. The emphasis on coming together as a group gives me a real opportunity to learn from the knowledge and skills of others and to share my own experiences."

The structured approach to the training programme means that Bryony will have written evidence of the experience she gains and the skills she develops. This will be of real value when she is looking to progress into her chosen career or a further course of study.

Thanks to Hugh Tollyfield for this feature article.



Lubna

"From my first day as a volunteer I was made to feel at home in a professional environment. The nursing staff in the In Patient Centre gave their time to help me settle into my role and were always happy to answer my questions."

Lubna combined her development as a professional in the NHS with volunteering at St Luke's. "I started as a companion volunteer and spent three years in the In Patient Centre. Talking to patients and their families was a great way to build my confidence and learn how to listen and observe."

Now a qualified radiographer, specialising in the treatment of cancers, Lubna is again giving some of her time to volunteer with St Luke's. "I want to emphasise the importance of the care that St Luke's gives to its patients and volunteers. It's an environment you find in very few other places. As a volunteer, you are treated as an integral part of the team alongside the professional staff."

Lubna is impressed with the development programme. The emphasis is on people volunteering to a professional standard, working as part of the care team. It's a well-organised programme, delivered in a comfortable and relaxed setting."

Patient Facing Volunteers Supervision and ongoing training opportunities 2017

26 Apr 2017	Professional Boundaries
24 May 2017	Sharing Creative Ideas
21 Jun 2017	Feeding & Dysphagia
25 Jul 2017	(Programme to be confirmed)

Sessions 2pm - 4pm

Includes 1 hour of reflective practice and discussion, followed by 1 hour session on that month's subject (see table above).

Please book your place on a session(s) by emailing volunteertraining@hospicesheffield.co.uk or calling the Volunteer office on 0114 235 7545 at least 3 days prior to event.



CLIFFORD HOUSE

Guided tours



The most important news of the season is that work on Clifford House is now nearing completion and that the pilot scheme for the project's successful development is scheduled to be up and running in June.

Clifford House is the Victorian property next door to our Little Common Lane site which will form the hub for our expanding range of community activities and provide a focal point for care in the early phases of terminal illness – as well as creating a centre for collaborative work developing better care in Sheffield.

A series of tours for staff and volunteers proved extremely popular throughout March and gave everybody the opportunity to see how the property has been transformed to meet the needs of this exciting addition to our services.

We will, of course, be keeping you all fully posted on progress as we open our doors for the first time to the people of Sheffield in the months to come.



Clifford House needs you!

Over the last few months, much work has gone into making Clifford House fit for what we need it to be – a homely, welcoming space where people living with a terminal illness and their families/ carers can be supported in ways that aim to enhance their whole wellbeing. Clifford House, combined with our facilities at Little Common Lane, will work together so that we can help more people all the way through their illness, from diagnosis through to the latter stages.

How can you help?

As well as developing the physical infrastructure of the house, a good deal of thought and preparation has gone into creating a programme of events and activities for people to enjoy once Clifford House opens to the public this summer.

A varied programme of activities has now been established and over the two week period from 5 to 16 June we would like to test a selection of our activities out on volunteers to ensure we have got it right. Activities will be available both indoors and outdoors, ranging from creative work (art and words), practical support topics, social interaction sessions and gentle exercise and walking groups.

You'll need to be free for approximately 3 hours, either for a morning session (from 10am – 12noon and then an optional hour for lunch) OR an optional hour for lunch at 1pm followed by an afternoon session (from 2 – 4pm).

All travel expenses will be covered, and you are welcome to bring a friend or partner with you.

If you would like to volunteer to help us test out our Clifford House activities, please contact **Joy Wigfield** at j.wigfield@hospicesheffield.co.uk or give Joy a ring on **0114 235 7542** and she will be able to give you more details on the selection of activities for testing and the specific dates.

