

TEAM TALK



July 2021



Our car boot sales are a success!

Welcome from the Chief Executive

Well it's the end of July and summer is now passing us by all too quickly, let's hope the warm weather returns and we enjoy more sunny days.

With a few more restrictions lifting in July the creep of 'normality' is gradually returning for us. The shops have had some good days and the 'Meet and Eat' restaurant trade has certainly picked up.

We now have everyone back on site working in the hospice and face to face contacts are increasing in the Wellbeing Centre which is lovely. The site is been used again and cars in the car park are evidence of this.

Our focus is about maintaining consistency of our trading and support to retail is something we will continue to consider.

The fundraising team are very busy and this edition highlights their work together with the continued support from our very generous community.

My thanks to all Staff and Volunteers this month, particularly those wearing PPE or working in hot offices and shops, it's been challenging. Here's hoping you have holidays planned or time away from work, it's been a long Covid journey and everyone needs some downtime - enjoy and relax!

Best wishes

Karen Griffiths



Bargain hunters boost funds

Big-hearted bargain hunters have given Lindsey Lodge a £3,800 boost by supporting its first two car boot sales.

Lindsey Lodge Fundraiser Selina Doyle said: "On behalf of everyone at Lindsey Lodge, I'd like to say a big thank you to all of our supporters for helping to make our car boots a huge success - we couldn't have done it without you all.

"The weather was extremely hot for our second car boot - so a big thank you for all of our traders and customers for turning out to support Lindsey Lodge in such warm conditions."

Our next car boot sale takes place on Sunday 10 October and is available to book [here](#)



News

We celebrated Volunteers' Week

To celebrate Volunteers' Week 2021 we shared volunteer profiles to highlight across our social media pages, highlighting what it is they do for Lindsey Lodge, and why they choose to volunteer for us. We also held an afternoon tea for existing volunteers at Lindsey's Meet & Eat and it was great to catch up and see lots of familiar faces back at the Hospice!



2 Sisters Food Group boost funds

A big thank you to Charlotte Crane and everyone at 2 Sisters Food Group for dropping off a fantastic donation of over £1,300 to Lindsey Lodge, which has been raised through a staff raffle!



Business Club update

We've had a number of new local businesses join our Business Club recently, as well as current members extending their membership for the next year. Find out more about all of our Business Club members [here](#)



Pam's litter picking challenge

Pam Simm (Pam Smith from Pam's Minibus) completed her 131 miles of litter picking in 31 days challenge in aid of Lindsey Lodge. In total Pam has raised over £1,900 through walking and litter picking for 4/5 miles every day. A huge well done and thank you to Pam for her fantastic support!



Leslie's story

Leslie Brookes (68) was admitted to Lindsey Lodge Hospice and Healthcare's Inpatient Unit for symptom management, where he was treated for two weeks, which led to a huge improvement in his health and wellbeing.



"The staff have been absolutely fantastic, I couldn't have asked to be in a better place. In just two weeks the team have managed to drain 15 kilograms of water from my legs, meaning I can stand and walk on my own, something I couldn't do before.

"It's been a real God send coming here. I've been looked after by the most amazing people who have been there to help me with anything I've needed.

"Everyone who comes to Lindsey Lodge is greeted with welcome arms, it feels better than home!

"Now that I've regained my mobility, I'm finally going to visit my caravan for a weekend away. I wouldn't have been able to do this without the help of all the staff."

Read Leslie's story [here](#)

Spring Superdraw

We're delighted to reveal that our Spring Superdraw has raised over £18,000 thanks to the support of local people who bought tickets for just £1 each. The winning ticket announced in the draw belonged to Michael Hawkins, who was presented with the cheque for the top prize of £1,500. Five other lucky winners won £100 each. All of the prize money was donated by Lindsey Lodge's Brand Partners. Read more [here](#)



News

Wellbeing patients get creative

We've been so happy to see our Wellbeing patients return for small socially-distanced group sessions and it was blooming lovely to see them creating these beautiful arrangements with our volunteers.



Layla raises over £580

A green-fingered 11-year old has become a Hospice Hero after raising over £580 for Lindsey Lodge. Layla from Scunthorpe has been busy fundraising for Lindsey Lodge Hospice and Healthcare, where her mum works as an Advanced Assistant on its Inpatient Unit. Read more [here](#)



North Lindsey students show their support

The Engineering department at North Lindsey College presented a cheque for £1,000 to Lindsey Lodge. Students have been creating metal sculptures in their spare time and selling them to raise money for charity. Well done and thank you to all the staff and students involved.



Team 1000 reach Barcelona

They did it! Our Team 1000 participants completed their month-long challenge and virtually reached Barcelona in aid of Lindsey Lodge. Here's a look at the final leaderboard for the competition - a big well done and thank you to everyone who took part.



Intrepid explorers conquer Yorkshire Three Peaks

A group of 32 local fundraisers have completed the gruelling Yorkshire Three Peaks challenge, raising over £16,500 for Lindsey Lodge! Not only have they conquered this demanding challenge, together they have also raised an incredible amount of money. Read more [here](#)



Local man gives Lindsey Lodge £1,497 boost

James Chatwin raised a total of £1,497 in memory of his Mum, Terry Chatwin, who was cared for at Lindsey Lodge. James said: "Everyone at Lindsey lodge was absolutely brilliant with Mum and the whole family. Before she came to the Hospice, she wasn't settled, and it was such a relief that she finally felt comfortable. Being at Lindsey Lodge gave Mum her dignity back.



Lottie sells slime to raise funds

We'd like to say a big thank you to nine-year old Lottie for raising £80 for Lindsey Lodge by selling homemade slime and plants. Lottie chose to fundraise for Lindsey Lodge because because it is a local charity, and she loved selling the slime to all of her school friends.



Pedal powered couple raise funds

Jo Price and husband Stephen pedalled their way across the beautiful Morecambe Bay coastline, on the 'Bay Cycle Way' to raise funds for Lindsey Lodge, where Jo works as an Advanced Assistant on the Inpatient Unit. More [here](#)



News

Lindsey Lodge seeks new Trustees

A well-known local charity is inviting expressions of interest from members of the North Lincolnshire community to join its Board of Trustees.



Lindsey Lodge Hospice and Healthcare is seeking to recruit new trustees from a range of backgrounds and ages, to enhance and support its Board on a voluntary basis.

Thank you to Chairman Alan Bell for discussing the opportunity on Radio Humberside.

Find out more [here](#)

Our Heroes Wall of Fame is filling up

Check out our Hospice Heroes wall of fame! Each one of these incredible supporters has raised over £100 for Lindsey Lodge through an activity they've organised themselves in 2021.



Can you help us fill up our wall of fame? Find out how to become a Hospice Hero [here](#)

We need volunteers - can you help?

The past 12 months have been tough for charities like us, who rely on fundraising events and activities, and we're so excited as we're starting to open these up again to the public - but we're going big this year and could really do with some additional volunteer support!



Find out more [here](#)

Jack and Harry become Hospice Heroes

Well done and thank you to Jack and Harry! They approached local businesses for raffle prizes, and held a raffle selling tickets to friends and family, raising £250 for Lindsey Lodge. Jack and Harry raised the money in memory of their step-Grandad John Bontoft, who was a patient at Lindsey Lodge.



Mocktail making in Wellbeing

Our Wellbeing team have been busy mocktail making with patients, complete with lots of fruit and handmade tropical accessories - a great idea introduced by



our Friday volunteer Ruth to keep things light hearted around the centre and keep fluid intake up during the warm weather!

Annual Report and Quality Account 2020/21

Our 2020/21 Annual Report and Quality Account are now available to read online. To download, please click [here](#)



Retail news

Our recent eBay gems

Here are some of our recent eBay sales, which have reached buyers from across the UK. One person's junk certainly is another one's treasure!

This Royal Worcester Gypsy Fortune Teller limited edition figurine was a real piece of treasure with over 25 competitive bidders, selling for an incredible **£560!**



Complete with treehouse, car, caravan and house - this Sylvanian Families bundle has gone to its new home for **£56**



One purchaser will 'Sea the Stars' with this Arthus-Bertrand memorabilia boxed watch, which sold for **£91.96**



These beautiful Imperial decorative porcelain plates sold for **£50**



Model makers were in for a treat with this job lot of Airfix models, which were sold for **£56**



Take a look at all of our latest items on eBay [here](#). We also have a dedicated bookshop eBay page, click [here](#) to peruse our virtual bookshelf.

Vintage relocates to our new Barton shop

Great news! Our vintage clothing and vintage home goods have relocated into our new Lindsey's Home & Fashion, Chapel Street Barton, and have their own dedicated area of the store. So now you can shop for vintage, pre-loved fashion and pre-loved furniture under one roof. Open Monday to Saturday 9.30pm to 4pm and free parking in the adjacent car park.



Blind date with a book

Enjoy a blind date with a book! Our Thorne shop have hand-picked and wrapped a selection of books, perfect if you are looking for something different to read. Please pop in to take a look. Find us at 22 The Green, Thorne, DN8 5AT



Bookshop gets into the groove for Record Store Day

Our Bookshop in Ashby celebrated all things vinyl to mark Record Store Day. Full of lots of hidden gems from all artists, genres and eras, our Bookshop is perfect for anyone out there wishing to build up their collection of vinyl.



Where to find us

Not sure where your closest Lindsey's pre-loved store is located? Take a look [here](#) to check out where you can find us.



Your Opinion Counts...

If you'd like to share your experience with us, please contact us on lh.enquiries@nhs.net, leave a personal message on our social media channels, or phone Jenny Baynham or Lizzie Orwin on 01724 270835.



We thought we'd share a few more with you, so you can see—your opinion really does make all the difference to everyone at Lindsey Lodge! Here are some more examples of what you've said...

Can you please ensure Emma in the Bereavement Team receives my heartfelt appreciation for her time & empathy to help me remember my precious mum with a smile and still be okay to say how much I miss her every day.

Aftercare from our experience at Lindsey Lodge is an extension of the wonderful care and compassion throughout.
Truly valued beyond words

Love the book shop lots of choice and amazing staff (Bookshop)

Excellent service. Staff always very helpful. Lovely shop well set out and beautiful items. (Lindsey's Epworth)

Friendly welcome, great selection of clothes. So much so I went home with a large bag full! Great work ladies with the displays, love that everything is colour coordinated.

(Lindsey's Epworth)

I thought the volunteer parking marshalls did an amazing job x the car parked filled up so quickly x

Can I just say I think you all did a fab job! Well done x hope you made lots of pennies for such a good cause x

(Car boot sale)

I cannot describe how much this has helped us all. The Bereavement Counselling has helped us to grieve and understand each other. I now feel that you have given me my family back.

THE LINDSEY LODGE STAFF & VOLUNTEER LOTTERY



Congratulations to our latest Staff & Volunteer lottery winners - Sally Parrott and Laura Fletcher!

HAVE YOU SIGNED UP YET?

In the next 6 months there will be a surprise bonus draw to win £1,000 - you've got to be in it to win it!

If you haven't already, you can sign up to the staff lottery by filling in the lottery form and returning it to Peter in fundraising (peter.dennis@nhs.net)

How it works:

- £5 per entry paid on the first of the month by standing order
- Draw takes place at Lindsey Lodge on the last Friday of every month
- Payments received at the beginning of the month are those entered into that months draw
- Winners will be announced by email shortly after the draw
- Prize winnings are automatically paid into your bank within 21 working days

To play, simply fill in the standing order form (this has been emailed to all staff and paper forms can be collected from Fundraising), and return to the Fundraising Team.

Good luck!

Need to know

Continuing Professional Development

It was a very welcome return to face to face classroom based learning when members of the clinical team undertook 3 sessions of “Apples to Ulcer: tips for staging pressure damage” learning with Quality and Education Lead Sally Watson. These sessions were in response to a request from the Inpatient Unit to refresh knowledge, discuss the challenges of staging pressure ulcers and learn from clinical incidents.



University of Hull Student Nurses

We have begun to welcome back 2nd and 3rd year student nurses from the University of Hull studying BSC (Hons) Adult Nursing on placement with us. We have received some fantastic feedback about the quality of the placement from 2nd year student nurse Kerri. She described the overall educational experience of the placement as outstanding and commented that there was plenty of learning opportunities on IPU, staff were welcoming, kind and understanding of personal commitments in rostering. Kerri described the overall supervision received during the placement as outstanding. She in particular, described her assessor Elaine as fantastic who empowered and encouraged her. She describes feeling that she developed so much confidence with her support and would highly recommend us as an excellent placement for students.



Mental health resources

Mental health needs are rising and we need to continue to work together to help each other. Please do share the following link which highlights some of the support that is out there. Click [here](#)



Sleep is often the first thing we sacrifice when life gets busy. When we don't get enough good quality sleep it can affect all aspects of our lives. Poor sleep has been shown to have negative effects on mood, memory, attention, decision-making, immunity and motivation. At present this heat does not help matters either!

Sleepstation is an NHS accredited sleep improvement programme. They are seeing an increase in the number of people coming to them for help to manage new sleep problems. In particular, for those struggling with anxiety related to COVID-19. They have produced a guide especially for that outlines practical advice to help you sleep well. Download [here](#)

If you feel you need more help with a long term sleep problem Sleepstation also offer free support and advice that is personalised for you for more information register [here](#)

If you feel increased anxiety due to the easing of covid restrictions and this could be causing your sleep disturbance click [here](#) for tips on how to cope with anxiety of restrictions lifting.

Accessing epayslips

Dataplan have informed us that there are still members of staff that haven't accessed the portal to view their payslips. Staff should have received emails from Dataplan regarding how to access the portal. If staff haven't received this email or would like help in accessing their payslips, please contact Joe King in Finance and he will be able to help. A notification email is usually sent at around 9am on pay day to inform the member of staff that their payslip is ready to view.

Staffcare guidance

An updated user guide for requesting annual leave on Staffcare is now available and located on the Rainmeter (located on the right-hand side of your home screen.)

Need to know

Response to lifting of Covid-19 restrictions

Following the Government's announcement to lift Covid-19 restrictions from Monday 19 July, it is important to note that the Infection Prevention and Control (IPC) measures currently in place for managing patients at the Hospice site remain in place, to ensure the safety of our patients, staff and volunteers as follows:

Hospice

- Social distancing of 2 metres
- Testing for Hospice staff and volunteers: 2 x lateral flow tests and x 1 PCR test each week
- Wellbeing patients will continue to be required to take a lateral flow test
- Visitors will continue to be required to take a lateral flow test
- Regular practice of hand hygiene by washing of hands and using hand gel
- All staff are required to wear/change PPE in line with the requirements of their role
- Masks should continue to be worn when moving around the Hospice - only to be removed in an office/meeting environment when there is safe social distancing
- Staff to return to work in the building, taking a responsibility for cleaning personal workspaces and managing the number of staff in office spaces
- Ensure windows are open and spaces are well ventilated
- The sneeze screen will remain on the reception desk
- Please ensure you take regular breaks in hot weather and keep well hydrated when wearing PPE
- Current visiting restrictions remain in place
- We now expect staff to work from the Hospice as their main base, rather than at home.

Meet & Eat Restaurant

- The current 'one way' system will remain in place
- Customers are required to wear a mask on entry to the building until they are seated at their table
- Table service will continue
- The sneeze screen will remain at the till
- Staff and volunteers are required to wear PPE

Retail activities

- We will continue to provide PPE and encourage staff to wear it on the shop floor, but recognise we can't enforce this, nor can we enforce that customers don masks
- We will continue to have sneeze screens at the tills
- We will keep the current social distancing signage and hand gel availability
- We will continue to keep our changing rooms closed
- We will continue the enhanced cleaning routines

We would like to further clarify the requirements for anyone who has received a notification/alert from the COVID-19 NHS app, stating you need to isolate due to being a contact, or you have been in a location where someone has tested positive.

1. All staff should:

- Discuss this with their senior manager. As per national guidance for healthcare workers, you may not need to self-isolate and this will be decided on a case by case basis.

Please note, we are adhering to social distancing of 2 metres, wearing masks, sanitising regularly and cleaning regularly, and most staff have received 2 doses of the vaccine.

Need to know

2. You only need to self-isolate if:

- You have COVID symptoms
- You test positive for COVID-19
- You live with someone who tests positive
- You live with someone who has COVID symptoms (unless they have a negative test).

3. If you do not meet the criteria above you do not need to self-isolate, you should:

- Continue to work at your normal place of work (not at home)
- Take a lateral flow test every day
- Take a weekly PCR test as usual

4. Should you then test positive, you then need to follow the normal self-isolation guidelines.

5. We are now expecting everyone to work from their normal place of work (not from home)

- If a member of your household is part of a school bubble, or told to self-isolate after coming into contact with someone with Covid, you do not need to self-isolate
- If this causes you a problem due to childcare, and you are in a caring/clinical role, you should take unpaid leave or annual leave, we will not accept requests to work from home in these circumstances.

Please ensure we follow this guidance to ensure we have a consistent approach at Lindsey Lodge.

Terms and conditions update

Following the Board decision in January 21 to develop a new local payscale replacing Agenda for Change, the new remuneration committee chaired by Trustee Nick Dakin held its first meeting on the 20/7/21. The group will look at how pay is agreed going forwards together with considering terms and conditions of employment for Hospice staff. As part of the development of an overarching policy on pay and terms and conditions, staff engagement sessions will be held to discuss this matter in further detail and hear the views and ideas of our teams. Further details will be issued shortly on these sessions.

Trauma Recovery and Stress Reduction workshops - open to all Humber, Coast and Vale staff and volunteers

Throughout the last year and a half, the Covid-19 pandemic has pushed many of us to our personal and professional limits in terms of our emotional resilience and wellbeing. Many of us have experienced or been exposed to stress, burnout, anxiety, depression and in some cases post-traumatic stress. Through pushing ourselves to deliver NHS, social care and voluntary services during a time of global crisis, followed by an intensive vaccination programme, many of us have not been able to devote the time we would like to our own health and wellbeing needs.

Rising levels of chronic stress, PTSD and burnout have been reported across NHS and other organisations in the last year and we want to recognise this and provide additional support to colleagues who are experiencing a negative impact on their wellbeing - whether that's at work or at home.

The following trauma recovery and stress reduction workshops have been organised for staff and volunteers across NHS, local authority, social care and voluntary sector organisations within Humber, Coast and Vale:

- **Breathwork for Stress, Anxiety and Overwhelm (1.5 hours)**
Tuesday 3rd August, 10.30 - 12.0

Need to know

- **Understanding Patterns that lead to Vicarious Trauma, Burnout and Compassion Fatigue (1.5 hours)**
Monday 9th August, 10.30 - 12.00
- **Embodiment Practices for Anxiety and Trauma Recovery (1.5 hours)**
Thursday 12th August, 10.30 - 12.00
- **Breathwork and Somatic Resources for Fatigue and Depression (1 hour)**
Thursday 12th August, 17.00 - 18.00
- **Stop Reacting and Start Responding: Stress and Self-Care (1.5 hours)**
Thursday 26th August, 10.30 - 12.00
- **Dance and Movement for Wellbeing and Stress (1.5 hours)**
Monday 6th September, 10.30 - 12.00
- **Self-Care for the Wounded Healers 'Rest' workshop (1.5 hours)**
Tuesday 7th September, 10.30 - 12.00
- **Nature Connection and Eco-Therapy for Trauma and Wellbeing (1.5 hours)**
Monday 13th September, 10.30 - 12.00

All workshops will be practical including a mixture of theory and experiential practice, guided by qualified professionals and therapists with many years' experience of supporting patients and service users through trauma. They are specifically designed to address symptoms of trauma, stress and emotional wellbeing. You do not need to have received a diagnosis of any kind to take part in these workshops. There is no limit on the number of workshops you can attend especially if this will support your wellbeing.

Spaces are free and on a first-come-first-served basis so PLEASE REGISTER YOUR INTEREST to HULLCCG.HCVSTPPMO@NHS.NET to receive more information and invitations to the sessions.

Incident reporting: staff feedback and themes

Q1 Incidents April - June

40 reported incidents across the hospice, 29 clinical, 2 staff, 4 finance/business, 2 property, 2 security and 1 risk to reputation.

Your SystmOne access card needs to be treated like a bankcard in terms of security. If you realise that is lost or misplaced, you must report this to your line manager immediately so it can be cancelled and access disabled.

If you misplace your swipe access card, this must be reported immediately to your line manager so that your card can be deactivated as this is a security breach and could result in unauthorised people gaining access to the building affecting patient and staff safety.

Controlled drug incidents

During 2020/21 we did not have any incidents concerning controlled drugs for the entire year which is a very significant achievement considering the amount and frequency of controlled drug administration's our clinical staff undertake during a working day. This achievement underlines the diligence and attention given to this procedure by our clinical staff.



Upcoming activities

Click on the flyers to find out more