

Harrogate Integrated Facilities (HIF) Ltd Newsletter - Issue II

Summary:

HIF Recruitment Day

GLN and ZetaSafe Space
Management and Asset Labelling

Sterile Services Audit Success

Farewell to Bev Curtis



Welcome to Andy Colwell, Deputy Director of Estates and Facilities

Hello everyone! I am incredibly pleased to have joined the Team and hope to get to know as many of you as possible. I have worked in the NHS for over 20 years at Gateshead with the last six years working at a successful NHS Subsidiary Company, so I have a good understanding of the opportunities and challenges this brings. I have been struck by the warm welcome from everyone I have met, and I am excited to be working with you. I am keen to learn as much as I can about the services and the Teams so I will be out and about as much as possible. In my spare time I enjoy cycling, my biggest challenge last year was cycling from Edinburgh to Newcastle in a day which was 134 miles.



HIF Social Media Champions

Would you like to be a HIF Social Media Champion?

This is a great opportunity to develop your Social Media skills and showcase the wonderful work HIF colleagues do. You will be able to demonstrate the difference HIF makes.

If you would like to express your interest to become a HIF Social Media Champion, please get in touch - hif.harrogate@nhs.net or 01423 553784



HIF Recruitment Day - 24 November 2021

HIF recently had their first ever Recruitment Day. Our event took place on 24 November 2021 from 9am-8pm at the Cedar Court Hotel, Harrogate which was hugely popular and well-attended by local candidates.

The event was an opportunity for the local community to find out about the services and opportunities HIF provides, meet the Teams, ask questions about their roles and even apply and have a job interview on the day.

Colleagues from across all HIF services and departments attended and proudly showcased their services. There was a great attendance at the event with lots of interviews taking place.

Following the event, HIF services offered the following job positions: four positions in the Sterile Services Department, six positions in Domestic Services, nine positions in the Estates Team, three positions in Catering and two positions in Portering.

An incredible total of 24 jobs offered!

Ndey Kah, Estates Helpdesk Assistant, attended the event and after a successful interview, she recently started with HIF. Ndey summarised her experience of the recruitment day below:

"I found it extremely useful to speak to people in person to find out more about the job roles and meet the people I would be working with. It was a relaxed informal way to meet them and when I started I already had a few relationships and knew some friendly faces."



Following the success of 2021's Recruitment Day, we are looking forward to holding another event later this year... watch this space!

Completed Apprenticeships

Two members of the Estates Team, Connor Stephen and Hussein Al-Shaikhli, have recently been awarded a Level III Diploma in Maintenance and Operations Engineering Technician, after completing a four-year apprenticeship.

The course was run through York College and consisted of a mixture of theoretical learning, practical application, on-the-job training, culminating in an end point assessment during which the candidates knowledge and skills are assessed through a skills interview, examination, and observation of practical skills.



Thank you to the HIF Catering Team



"Absolutely fabulous meal. Tweeted earlier. Still feeling really full after three course meal at lunch. Great quality and excellent value. Well done HIF colleagues #eidmubarak"

"Amazing food to celebrate Eid today. A big thank you to the Catering Team for producing a delicious feast. Thank you"

"Excellent work on the food today - it was delicious and so popular. The beef stir fry was good yesterday as well, mind!"

"I must say the food here's really good, I've only been here a couple of days but the food in the restaurant here is a real pitch above that served in some other hospitals I've been to recently. Fresh, good quality, ample portions and staff who've shown the four things you look for when you're a customer - knowledge, efficiency, good customer care and smartly turned out. It makes a real difference when by definition we're dealing with people who aren't very well and those with them who are worried too."

"I just wanted to say a HUGE thank you for the lunches you provided for our community nursing teams, they were perfect! The time and effort you must have gone to to make them so fab is incredible."

A Day in the life...

We are looking for colleagues to "live a day in the life" of another HIF colleague's role. If you are interested in this please contact hif.harrogate@nhs.net to get involved.



Herriots Restaurant Redevelopment Project

Herriots Restaurant at Harrogate District Hospital closed on Monday 7 February 2022 until the end of March 2022 so that it can be transformed into a modern, bright space for staff, patients and visitors.

A lunchtime pre-order and delivery service has been launched which is available to all wards and departments at Harrogate District Hospital, and is already proving to be extremely popular. A 'Herriots Grab and Go Store' has also been introduced and an expanded menu at the Hospital Café.

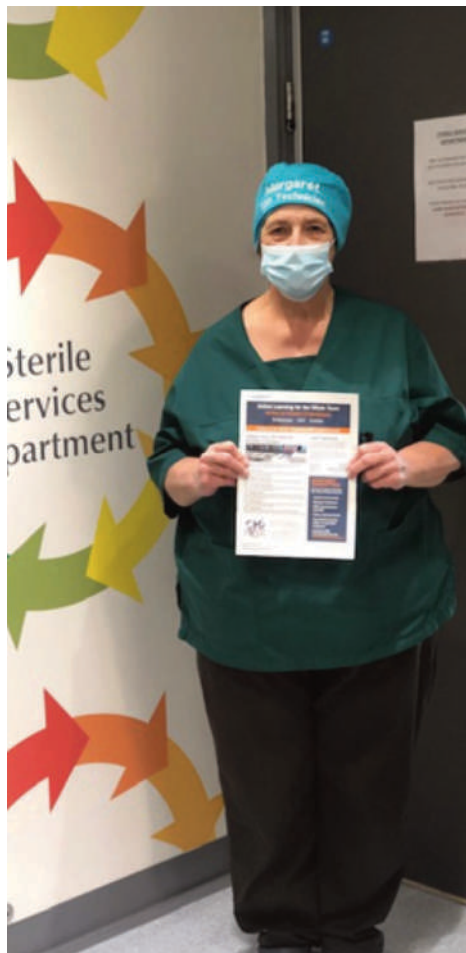


A new loyalty scheme has been launched where staff who buy six meals will receive their seventh free (a meal purchased must be valued over £3.50).

Sterile Services Department (SSD)

Meet John Alex - new Sterile Service Technician

We are delighted to welcome John to our Sterile Services Team. John came along to HIF's first recruitment day in November after he saw it advertised on a recruitment website. He came along to see what opportunities there were in the Hospital and the activities that we do in Sterile Services as his wife currently works in main theatres. He was especially interested in working with surgical instruments as he has heard about the complex devices from his wife and wanted to learn more. He is training to reprocess flexible endoscopes at the moment and is looking forward to moving around the department. He is learning very quickly and said he is enjoying working with a very supportive and kind Team - "everyone is so willing to help!"



Margaret Stephenson – Sterile Services Technician - First to complete Isopharm online CPD full training package of 80 modules

When Isopharm launched the new training package during Covid, SSD jumped at the chance to give the Team the opportunity to develop and enhance their decontamination skills. Margaret has been a technician since 2019 and embraced this opportunity to learn something new. Margaret knew there were areas she knew well and those not so and some not at all. She knew this would be a challenge but she was keen to get started. Once she got started, she really wanted to carry on until she had done it all. She combined some of the mandated learning with some other modules. She said it was like "one for me and one for you". This helped her during the quieter times when activity was reduced to keep her busy and she recommends to others to "not waste the opportunities and to just do it, I have learned a lot and it has been very interesting too".

Huge surveillance audit success for SSD



Clare Illingworth, SSD Manager said "I am incredibly proud of my Team for this outstanding achievement, we have worked hard this year on new ideas and our continual improvement programme, at the same time as delivering a first class service."

2022 commenced with a BSI Surveillance audit to meet the requirements of the MDR 2002 Part II Annex V and ISO 13485:2016

This audit is to determine the continued effectiveness of the implementation of the company's management system, in accordance with the company's objectives, policies and procedures, the management standards and applicable regulatory requirements. SSD are delighted to announce that a recommendation for continuing certification has been made and with no corrective actions. As far as the SSD Team are aware, this is a first in the history of Sterile Services at HDFT and the first surveillance audit since the transition from the Medical Devices Directive to the Medical Device Regulations earlier in 2021.

If you are interested in a career change we are currently hiring in SSD, please contact Elaine Stanton for more information on 01423 557369 or elaine.stanton@nhs.net

Hard work recognised in the Domestic and Linen Services



Karina Zduunek recently joined the Domestic Team and is working in the Theatres Department. Karina has made a huge difference to the domestic cleaning services HIF provides. The cleaning standard of the service she delivers is very high and she has received great feedback for her work.

A huge thank you to the Linen Team who have continued to provide wards and departments with the linen required while dealing with major issues of levels of linen being delivered to the site.

Harrogate Integrated Facilities

NOMINATIONS NOW OPEN AGAIN

Here's **your** chance to do something nice!



Submit the name of a **HIF** Colleague or Team who should be recognised for their outstanding contributions to HIF and the Trust.

Nominate that person/team for the "HIF HERO Award"

email to: HIF.Hero@nhs.net

or by completing the on line form through the teamHDFT app

or email any of the HIF Managers and request the nomination to be put forward.

#teamHDFT

Harrogate parkrun

Takeover



To thank our community for supporting the NHS the Trust are taking over the Harrogate parkrun on Saturday 19 March 2022.

We need #teamHDFT to help at this event:

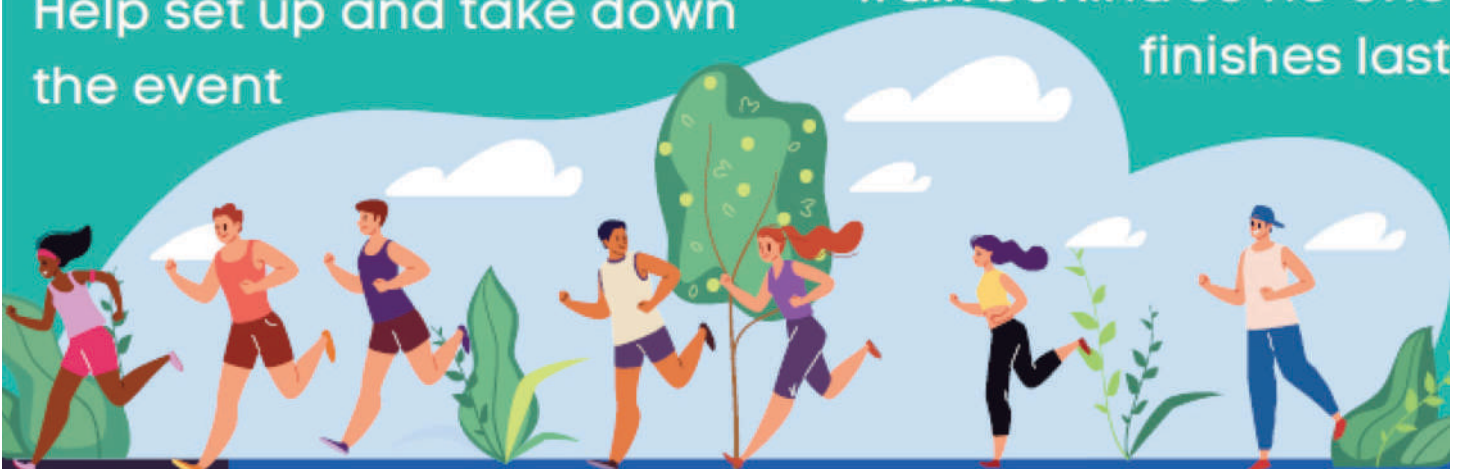


Cheer on participants and marshal



Run alongside participants to help set paces and to walk behind so no one finishes last

Help set up and take down the event



If you would like to get involved:

Please contact the HHCC and Volunteer Team:
hdft.hhcc@nhs.net



GLN and ZetaSafe Space Management and Asset Labelling

Over the last six months the HIF Estates Team have been working in partnership with MiCAD and Sircle to implement a new space management system which will allow us to survey, catalogue and record the physical space in the Hospital and its use using global location numbers (GLNs) as identifiers.

SCAN4SAFETY
Patient. Product. Place. Process.



A GLN is a unique number that is assigned to physical and functional locations to enable them to be identified uniquely worldwide; it is a 13-digit number consisting of a GS1 company prefix, a location reference, and a check digit. They are reference keys to computer files where information about the company or location can be found, for example the name of the room, the size, use and occupancy.

We are currently in the process of creating our own HIF label design. Above is an example of a label which is very similar to the design layout we will be using.

The GLN space identifiers will initially be used in situations where staff need to report a maintenance job to HIF. On arrival at the job the HIF member of staff, will use a Ascom Myco3 handset, they will scan the barcode to confirm their arrival and then complete the job. The label is then scanned once works have been completed, this helps to create a time stamp to understand how long the job has taken.

GLN can also be used in order to assist with; Patient Tracking, Procurement & Inventory Management, Infection Control, and Medical Equipment.

To locate the equipment, a survey has also been undertaken to collate a list of the Trust's serviceable assets. This will be used by HIF to identify those items requiring planned preventative maintenance (PPM) and reactive maintenance works.

Labelling of both the GLNs and the ZetaSafe assets has begun, so if you see any please do not remove them.

News from the Portering Team

HIF Hero - Daz Burgoyne



On the 25 January 2022, Daz Burgoyne was awarded HIF hero by Jonathan Coulter, HIF Chief Executive for his fast actions when he was involved in the Store Department Flood. Thank you to Daz, his actions and leadership meant the damage was kept to a minimum.

We would also like to welcome our new starters to the Portering Family: Sarah Benson, Sarah Scurr, Richard Taylor and Lucy Franklin.

Portering Lodge

Mark Chamberlin opened the new Porters Lodge and Estates Team room. The new facility has a kitchenette, breakfast bar and mood lighting.



Fond farewell to Bev Curtis



HIF would like to thank Bev for all her years of hard work, passion and dedication. We wish her all the best for the future

Bev worked for Harrogate and District NHS Foundation Trust (HDFT) for over 30 years. She has had a variety of roles including her career as a Registered Nurse where she worked on ITU and at Ripon Community Hospital.

Bev helped to set up the Medical Equipment Library at HDFT and worked in this department for more than 10 years. Bev was appointed as the first MDSO (Medical Device Safety Officer) in the country. This role was created in 2014 following the publication of an NHS England Patient Safety Alert that aimed to help healthcare providers increase the quality and frequency of incident reporting for medical device related problems and medication errors.

Bev was the first port of call for advice, she has a very bubbly personality and known for her many hair colour shades. Before her retirement in January, Bev got married in December.

Clare Illingworth's new role

Clare has worked for the Trust for 17 years and started her HDFT career in SSD as a secretary. Clare has a passion to make a difference and be part of the patient journey. She thoroughly enjoys working with the SSD Team, she said they have great Team work skills, they provide an excellent bespoke customer service and they are all passionate about the decontamination of medical devices to ensure they are made safe for operations and procedures.

Without the work of the SSD Team, the equipment and medical devices used in surgical procedures could be potentially life threatening rather than life saving. The Team play a vital link in the operating chain and one upon which patient safety depends.

Clare is really excited for the future of SSD. She said she wants HIF SSD to be the "flagship of Sterile Services".

Clare recently started her new role as Head of SSD, Equipment Library and MDSO. Clare is enjoying learning about all the equipment in the Trust and the different elements of the patient journey. She said she has developed an even greater appreciation for what the Equipment Librarians do. She said, "I have been able to see the Hospital through a different lens."

Clare is also a HIF Governor and a Stakeholder Governor for the Trust. In this role, Clare represents staff to the Council of Governors. Clare is passionate to enhance staff experience. If you would like to share your thoughts, views and feedback to Clare, please contact Clare via clare.illingworth1@nhs.net



HIF and Harrogate Hospital & Community Charity and Volunteer Team

Main Entrance Mask Station

The Volunteer Team are very grateful for the support of HIF colleagues on the Main Entrance Mask Station at Harrogate District Hospital. HIF colleagues support The Volunteer Team when last minute vacancies arise and work alongside a Volunteer to advise public with directions and encouraging hand sanitising and wearing a surgical mask.



Mary Meets

Mary is a HDFT Volunteer and will be interviewing a HIF Colleague as part of her 'Mary Meets' column. Her column will feature in the next HIF Newsletter.

Watch this space!

Park Run - Saturday 19 March 2022

HDFT are taking over Harrogate Park Run on Saturday 19 March 2022. This is to recognise and celebrate both HDFT and HIF colleagues as the two year anniversary since the first UK lockdown was announced. We are very pleased to say the HIF Catering Team will be providing Goodie Bags for the first 400 runners as they cross the finish line.



Sign up today -

01423 557408

@hdft.hhcc@nhs.net

2022 Led By You!

Set yourself 22 challenges in 2022!

This is your challenge, your way. Can you make a difference?

- Cycle to work
- Increase your daily Steps a day
- Try 22 new recipes
- Try a new hobby for 22 days



YOUR SUPPORT

YOUR IMPACT

YOUR NHS

