

Harrogate Integrated Facilities (HIF) Ltd Newsletter - Issue III

Summary:

HIF Birthday

Herriots Reopening

HIF Recruitment Event

Catering Workshop



Welcome - Damian Quinn, Head of Estates

I'm really pleased to have joined HIF at the end of April and will be trying to meet as many of you as I can over the coming weeks. I have worked in the engineering and building services sectors for almost 30 years with the past 13 years being spent in the NHS with Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust (CNTW). It was a tough decision to leave CNTW, however, I believe HIF represents a fantastic opportunity and I'm really looking forward to working with you all to support HIF in being an exemplar provider of services.



I'll be arranging some drop in sessions in the near future where I can hopefully get to know you all and look at how we can continue to support you in the day to day delivery of our services.

Welcome - David Haynes, Catering Manager



As I come to the end of my first month, I have found everyone to be really accommodating and helpful. This is my first job in a hospital, there are a lot of new elements to think about, not least finding my way around!!

I'm looking forward to developing the Catering Team and working with everyone to ensure the food we serve our patients aids in their recovery and tastes delicious, while also ensuring our staff and visitors are well fed, with healthy, nutritious and tasty food.



HIF Birthday, We are 4! - 1 March 2022

HIF recently had its 4th Birthday!

HIF was created from Harrogate Healthcare Facilities Management Ltd on 1 March 2018 and has worked alongside #teamHDFT ever since, providing essential services to Harrogate and District NHS Foundation Trust. Colleagues from across all HIF services and departments celebrated with delicious gluten free cupcakes.

We are extremely proud of the entire team at HIF and would like to thank every single colleague for their hard work and dedication - you are a credit to both HIF and #teamHDFT as a whole.



Reasons to be proud to work for HIF



The HIF Estates Team have recently completed work on the wonderful pods for colleagues to sit and enjoy some peace in the midst of a busy schedule - thank you!

The Postal Team are back to full capacity, following lockdown, now delivering to over 50 different departments throughout HDFT, and beyond - thank you!



The Sterile Services Department is currently in the process of installing anti-fatigue mats for our technicians to work with, allowing them to be even more productive than they already are - thank you!

The HIF Staff Portal, our one-stop shop for all HIF related resources and information is now LIVE - visit our website today!

Herriots Reopening

Herriots is back!

The Grand Re-Opening was a huge success, with the attendance of the Mayor of Ripon and his wife, who were very keen to pass on their praise for all at #teamHDFT, following their personal recent experience of hospital admittance on ITU.

The refurbishment has been a huge success, with the Herriots space now being somewhere that can be enjoyed to it's full potential. It offers luxurious seating, phone charging points, microwaves on hand, as well as the usual delicious food we have all come to expect from our fantastic Catering Team.



There is a fabulous meeting lounge available for booking, which also has facilities for presentations.

Herriots itself has the hot food serving area we all know and love, plus a fresh deli counter, to prepare salads and sandwiches, soup of the day, fresh omelettes and there is a state of the art coffee machine.

Throughout the opening week, we had different suppliers in to showcase their services, complete with samples to try. The feedback from this exercise will help to shape the future of the Herriots menu.

Sarah Burns, of the Capital Design Team, said "We have relished the opportunity to transform the tired Herriots restaurant into the now welcoming, bright, modern space that we hope will lift the spirits of all staff, patients and relatives. The concept was to ideally instil wellbeing within the users of the space and we believe the designers have



achieved this through the overall colour scheme that reflects the colours of nature, the preserved reindeer moss wall and the wall murals showing views around Harrogate. It has been a thoroughly enjoyable project for us to be involved with and we sincerely hope you all enjoy spending your break time within these spaces."

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.

Sterile Services update

The Sterile Services Department (SSD) have recently implemented a new system for transporting materials to Theatres. This project has been in the pipeline for almost a year and is a collaboration between SSD and Theatre staff, to streamline the process. The aim was to prevent contamination of sterilised equipment, due to packaging being damaged in transit, having previously used wrapping, which was vulnerable to tearing.



The new system uses sturdy sterilisation containers, all colour coded by specialty. These are filled with the relevant equipment needed in Theatre and then the whole kit and container is sterilised through the Autoclave machine. Each container is locked on both sides with filters added, to

preserve the sterilised equipment and a special heat activated tag is also added, which demonstrates to Theatre staff that the container is safe for use in Theatre.

Staff can now clearly identify, at a glance, which equipment they are assigned. It also clearly identifies where the equipment is on loan from other facilities and, most importantly, signifies that the equipment is safe for use in Theatre.

SSD has worked closely with Theatre staff to implement this project, sourcing feedback and opinions to ensure the system is as effective and efficient for Theatre use as possible. Theatre staff have also reported that they no longer have to worry about tears in the tray wraps, which reduces the stress for staff and the potential of cancelled surgeries.



Well done all!

Luci Eastwood, of Theatres, said: "Thank you for everyone involved in implementing these, it's been a massive help!"

Jo Howie, of SSD said: "We are incredibly proud of this project, we have made sure that we collaborated closely with Theatre staff, improving the connections between Theatre and SSD, to make sure this container system is as flawless as possible"

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.



National Healthcare Estates and Facilities Day - 15 June 2022

We are excited to say that Wednesday 15 June 2022 will be National Healthcare Estates and Facilities Day.

This will be an occasion for us to celebrate the work of you, our HIF Estates and Facilities Heroes!

We would love to hear from our Estates and Facilities colleagues for ideas of how to celebrate and we will be posting on social media throughout the day about the amazing work you and our colleagues do.

We will be sharing some of our plans to celebrate the day shortly, however if you have any great stories, ideas or teams you would like us to visit, please email:

Lucy Simmons (lucysimmons1@nhs.net)

Tim Wilkinson (tim.wilkinson2@nhs.net)





Join our Team

Harrogate Integrated Facilities (HIF) Recruitment Event

Thursday 26 May 2022

9am-7pm

at Cedar Court Hotel, Park Parade, Harrogate HG1 5AH

If you are looking for a new career which helps to provide essential support services at Harrogate Hospital, then come along to the **Cedar Court Hotel on Thursday 26 May between 9am – 7pm**. You are welcome to pop in at any time during the day, to meet our teams and explore the range of job opportunities on offer.

Whether you have a trade, relevant experience or are looking for something new, we will have a role to suit you. Come and meet the teams, ask any questions and **you could even walk away with a job offer!**

With a competitive salary, staff benefits, flexible shift patterns and much more, you don't want to miss this opportunity. **No need to book, just come along on the day!**

We have exciting opportunities available in:

Maintenance • Sterile Services • Portering • Catering • Linen and Sewing Room
Security • Car Parking • Administration • Waste Management • Courier Services
Security Services • Domestic Cleaning Services

**If you would like any further information,
please contact us on: hif.hifcareers@nhs.net**



Catering Workshop

The Catering Team took part in three interactive business modernisation workshops recently, looking at key areas for improvement within the department.

Sammy Lambert, of the HDFT Business Development Team, led the workshops, explaining different leadership methods, the Charter and demonstrating the importance of consistency in both working practices and food



management, as demonstrated by some very skilfully made plasticine salads!

Work was undertaken to put together a Catering Charter, with colleagues throughout the Catering Team contributing ideas and suggestions - this will be published shortly and will help to structure the future of the department.



Sammy said, "Amazing team work. Thank you for engaging so brilliantly and providing honest feedback. You are central to business modernisation - thank you from my team and I for actively listening and being so open to change!"



Mary Meets - Connor Stephen

Connor lives locally and works at Harrogate District Hospital as an Electrical Technician. He has worked here for five years. Connor describes himself as being sporty, amusing and polite. Connor was interested in working at HDFT as he wanted to have a career with the NHS.



Connor's role offers a variety of rewarding challenges and he enjoys the fact that every day is different. The main challenge in Connor's role is managing a busy workload. His advice for new employees is: to manage time well, prioritise workload and be polite.

An interesting fact about Connor is that he can juggle!





SUMMER EXTRAVAGANZA FEATURING IT'S A KNOCKOUT

FUN FOR ALL THE FAMILY!

£2 PER TICKET (OVER 5'S) UNDER 5'S GO FREE!

Sunday 5
June 2022

Harrogate Railway Athletic F.C.

HG2 7JA

What's on:

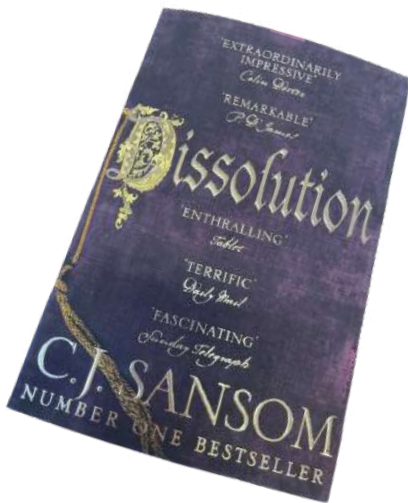


PLUS: Our main attraction, It's A Knockout! Support Teams competing to be crowned Knockout champions!

Axe Throwing | Licenced Bar
Bouncy Castle | Game Stalls
Face Painting | Ice Cream Van
Craft Tent | It's A Knockout
Market Stalls | Archery
Glitter Tattoos | BBQ
Sweet Treats | Go Karting



HIF Reading Group



Sammy Lambert of the HDFT Business Development Team, who hosts the sessions, said "It is my pleasure to support this, I struggled with reading and writing myself, with being dyslexic. It is great to see such a positive group."

The HIF Reading Group has now held three sessions, which were highly successful and enjoyed by all.

The Group is currently reading *Dissolution*, by C J Sansom, an historical murder mystery novel, set during the reign of King Henry VIII.

The HIF Reading Group was started after it was recognised that some colleagues struggled with reading skills and this was affecting their working and personal lives. The group has evolved into a supportive and friendly collection of likeminded story lovers, of all skill levels, some who read along, some who simply like to listen to the words!

These sessions will be ongoing, keep an eye out for which book will be next - we will even provide you with a copy!

If you are interested in attending the Reading Group, please talk to Amelia Helsby or call 01423 557408 to book a place

HIF Social Media Champions

Would you like to be a HIF Social Media Champion?

We are looking for creative individuals to help increase the HIF Social Media presence. Whether you can create posts or just have your ear to the ground, we need you!

Guidance and advice will be provided along the way to increase your skillset, you will not be on your own!

If you think you could help in any way, please call Amelia on 01423 553784 or email amelia.helsby@nhs.net to get involved!



Good luck to Karl Ashman

Karl Ashman is leaving, following 6 years of service in SSD. He came to Harrogate from Liverpool in 2016 and has since got married, bought a house and become a Team Leader! He successfully trained in all areas of SSD whilst in post.

Karl is moving back to the manufacturing environment with a private company and is looking forward to learning new skills as well as site visits in Miami!

All in SSD wish him well in his new venture, he will be sorely missed, although possibly not his passion for LFC!



Fond farewell to Don Smith



On Friday 1st April, HIF said a fond farewell to Don Smith from the Estates Team. Don had been with the team for 13 years, looking after and maintaining the fire equipment around the Trust, so he will be familiar to many.

Following 25 years in the Royal Tank Regiment, Don then became a Caretaker at Harrogate College and then Springwater where he also

enjoyed raising money for Charities by running the London Marathon several times. He went on to become a recovery driver for Harrogate Auto Electrics and then later a HGV driver for Mulbrand.

In 2008, Don suffered two massive heart attacks and had to spend some time as an inpatient. He wanted to help people and give something back to the NHS and then realised that working for the NHS was an option, so he joined HDFT in 2009 as a Maintenance Assistant and then was promoted to maintain the fire equipment.

We would like to thank Don for all of his hard work, passion and dedication. All the best in retirement, you deserve it!

Don says he just loves working with people and helping them. He really enjoyed his job and helping others to learn and develop, he will miss the comradeship he has with his colleagues. He will be kept busy during his retirement with lots of jobs around the home and the garden. He is looking forward to some holidays and will also be able to spend more time with his Cockapoo, Poppy and his grandchildren. The Estates Team and HIF would like to wish him a long and happy retirement.

HIF and Harrogate Hospital & Community Charity (HHCC) Volunteer Team

Grab & Go Store and Meal Delivery Service

The HHCC Volunteer Team are very grateful for the support of HIF colleagues with the meal delivery service and Grab & Go Store, which had been in place during the Herriots refurbishment. HIF colleagues supported the HHCC Volunteer Team when last minute vacancies arose and the Catering Team continued to provide delicious food for all.



Summer Extravaganza, featuring It's A Knockout - Sunday 5 June 2022

HHCC are hosting a Summer Extravaganza featuring It's A Knockout, the inflatable, foam-filled obstacle course. It is a great chance for teams to come together and blow off some steam - or bubbles! If you would be interested in taking part, please contact us today on 01423 557408 or at hdft.hhcc@nhs.net, or scan the QR code:





Join us for...

SUMMER EXTRAVAGANZA

FEATURING

GRAHAM FISHERS

It's a

KNOCKOUT

05 JUNE 2022



Join us on 5 June 2022 for a fun filled day of excitement, all whilst supporting your local NHS!

FACE PAINTING!

STALLS!

FOOD AND DRINK!



HDFT.HHCC@NHS.NET 01423 557408



HARROGATE RAILWAY ATHLETIC F.C. HG2 7JA

Update from Andy Colwell, Deputy Director of Estates and Facilities

I have received a warm welcome from everyone I have met since arriving back in January and I have been able to meet a number of staff and visit all departments. It has certainly been a busy couple of months with new staff appointments and the opening of the refurbished Herriots Restaurant and Lounge.

I have used my time to understand a number of key challenges and issues for HIF and, over the next couple of months, I will be focusing on a number of key areas, which will appear on my "to-do" list. This will include security provision, a review of Health and Safety, commencing a review of our Travel Plan and car parking, working together to improve our engagement in patient flow, the Hospital environment and supporting the adoption of the revised National Cleaning Standards.



There is certainly plenty to do and I really do appreciate all the help and advice you have all given me since arriving.

Mark Chamberlain, Angie Gillett and I recently hosted our first Meet & Greet Session of the HIF Directors, which was very positive, with some great feedback from staff members.

We will be hosting the next session on 30 August 2022 and I would love to be able to meet as many of you as possible at that session, to hear your thoughts and ideas for the progression of HIF going forwards.

It is vital that we work together as a team to continue the success of HIF and #teamHDFT and I thank you for the continuing support.



Harrogate Integrated Facilities (HIF) Ltd

Meet & Greet Session

Tuesday 30 August 2022
Drop in between 1.30pm and 3pm
Herriots Meeting Room



Please drop in to meet the HIF Executive Team - the perfect opportunity to share your thoughts, ideas, suggestions and ask questions, with refreshments!

HIF Portal - Now Live!

The HIF Portal is now live - sign up today!

This is a staff only area of the HIF website where you can find details of upcoming events, departmental policy documents and also HIF staff policies.

The Portal was subject to a trial with a small number of colleagues, who said they felt the Portal was easy to navigate and made for an interesting read - let us know what you think!

Don't forget to also check our Social Media pages for updates and the teamHDFT app for competitions, discounts and news - there's something for everyone!



Thank you to the Capital Planning Team

Feedback from the Herriots Reopening - congratulations to all involved!

Very soothing
ambience.

Great Improvement.
Bright and Cheery.
Imaginative Decor.

Amazing refurbishment, very
high quality and perfect
attention to detail, very
pleased.

Amazing. A great
space for staff to
relax and recharge.


Light, welcoming,
vibrant & modern
with great design
features.

Worth waiting for. Really
impressed with the phone
charging.

Thank you for refurbishing this space for
colleagues and patients. It will make a
huge difference to staff morale and also
brings a fantastic new facility for meetings
and also individual working spaces.



Please complete this slip to let us know any of your comments or suggestion on anything HIF related. These can be anonymous, but if you would like feedback or follow up regarding your comments, please provide your name and contact details on the reverse of this slip.



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Your Voice - Your Comments - Your Opinions

If you wish to be provided with feedback on your comment or suggestion, please provide your details below and we will endeavour to respond to you as soon as possible.

This is optional – please feel free to supply comments anonymously, if you wish.

NAME: _____

DEPARTMENT: _____

PHONE NO: _____

EMAIL: _____



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