

## Harrogate Integrated Facilities (HIF) Ltd Newsletter - Issue V

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2 - Update from Andy Colwell

3 - Meet Ivan the Dog

4 - HIF Recruitment Day



### Welcome - Angie Gillett, Managing Director

Hello everyone and welcome to the next edition of our HIF Newsletter.

I am extremely pleased to be formally joining the HIF Team as Managing Director, having undertaken the role on an interim basis for the last 18 months.

Whilst working with you all I have learnt so much about the organisation and I am so looking forward to leading the Company in the future.

I have worked for the Trust for 30 years and I hope that my previous experience can help us in exploring new opportunities, as well as addressing a number of the challenges we face.

As a local resident I am passionate about Harrogate and Ripon Hospitals and I want to ensure that we provide high standards of service across all our departments.

Very often, it is members of HIF who are the first point of contact with patients, who welcome a friendly face.

As a little personal information about myself, in my spare time I love both playing and watching all kinds of sport, particularly tennis and cricket, so please feel free to chat about any good matches you have seen, if we pass in the corridor!



We will be hosting our next Meet & Greet session with the HIF Executive Team shortly - make sure you pop along for a chat!

## Update from Andy Colwell, Deputy Director of Estates and Facilities

As we are now heading into the colder months, a lot of work has been progressing on reviewing our plans for winter. The Estates Team have confirmed arrangements for adverse weather events, such as snow clearing and gritting and the Grounds Team are busy with the final works before the cold weather is here. We have also been working with the Resilience Team to review our response to this summer's record-breaking hot temperatures and refining plans for next year.



Our Catering Team are firming up plans for Christmas for our patients and with all staff being offered a free Christmas lunch this year. We have been advised of a possible shortage of turkeys, so have ordered earlier than usual this year to ensure we are not disappointed! In addition the Catering Team have supported Black History Month and Diwali with special menus served in Herriots, which were a huge success.

You may have noticed several measures to control access to the Goods Yard. We have actioned several Health & Safety recommendations concerning inappropriate access to the Goods Yard and are working closely with the Health & Safety Team to reduce the risk further.



I am pleased to announce that we have a new Head of Facilities starting in early December following the success of a recruitment event at Elland Road in September. I will introduce him to you all once he settles in. We also have another HIF recruitment event planned for 24 November and we will also be starting to advertise jobs on DAB radio station "Your Harrogate".

I am really pleased to hear that we have had some excellent feedback from patients and relatives on the positive impact you are making to their experiences during their stay in the Hospital. Thank you all for your continued efforts and professionalism, it certainly does get noticed.

We also have several staff nominated for the #teamHDFT KITE Awards and we await the announcement of the winners - congratulations to all who were nominated!

Help with the HIF Green Plan and go paperless! Sign up via our website and receive a digital copy of the Newsletter!



## Meet Ivan - Our first four-legged employee!

Chris Lowe works for HIF in our talented Grounds Team.

A few years ago, Chris was diagnosed with Type 1 diabetes. Unfortunately, Chris has experienced difficulties with knowing when his levels drop and he needs treatment.

A Medical Detection dog is trained to detect early signs of different illnesses, ranging from neurological conditions, to different types of cancer, even COVID 19.

A Medical Alert Assistance dog is trained to detect even the smallest odour change, which can allow an individual to seek treatment before experiencing an emergency situation.

Ivan is three and a half years old and has previously been a Vision Support dog, before he began training with Chris. Ivan had to complete months of specialist training with a Medical Detection Dogs charity in Milton Keynes, which involved Chris providing varying samples of his every day smell, which Ivan then came to recognise.

With diabetes, there is an initial generic smell common to all but, following his intensive training, Ivan is now able to recognise Chris' unique scent and changes, even in the middle of a busy hospital!

This training allows him to warn Chris when his acetone levels are changing and to remind him to manage his condition. Ivan will fix a stern look on Chris, which escalates into a nudge, then a very loud bark, if Chris does not pay attention! Ivan has been with Chris since July and is rewarded with treats when he alerts Chris. He even has his own canopy bed to relax in whilst Chris is working hard!



If you see Chris and Ivan around, do say hello, Ivan is very friendly and calm. Just make sure your feet are clean as that is where he likes to start to sniff!

Please do not feed Ivan however, it is a requirement of his training that he only accepts treats from Chris - he would be an even more pampered pooch otherwise! Don't worry, Ivan is well rewarded and well looked after.

## Welcome!

We would like to extend a very warm welcome to all of our new starters over the last few months!



Welcome to our newest member of the Waste Management Team:  
**Abdullateef Abdulsalam Hasan**



Welcome to our new Portering staff: **Martin, Neil, Nick, Brian, Marcin and John**

Welcome to the new members of SSD:

**Ian Wilkinson, Josh Ruiz, Happy Jacob and Peter Agyemang**



## Domestic Workshop

We held two interactive workshops on 17 October 2022 with our Domestic Team, looking at key areas for improvement within the department.

Sammy Lambert of #teamHDFT's Business Development Team, led the workshops, explaining different leadership methods, and demonstrating the importance of consistency in working methods.

The Team worked together to draft a Domestic Charter, with colleagues from all levels contributing ideas and suggestions and this will be collated and published soon. The aim is for this to help with the structure and development of the Team as a whole.

Sammy said "This was a great opportunity to bring the Team together as a whole and for all staff to have the chance to voice their opinions, concerns and praise for their colleagues. There were excellent discussions and valid challenges and I would like to thank everyone who attended for being open to the improvement and development of the Domestic Team."



The Portering Team will be invited to their own workshop soon - make sure to complete your questionnaire beforehand!

## Congratulations!

Congratulations to the Sterile Services Department for maintaining GREEN status for their IHEEM JAG audit in September. It is a fantastic outcome, as this is the highest level that can be achieved.

This decontamination review is designed to assess the suitability of decontamination facilities as part of a JAG accreditation assessment or annual review and will determine if they meet the requirements of the NHS and independent UK healthcare sector. The audit process of flexible endoscope decontamination requires knowledge of how the department operates, as well as expertise in decontamination and the review is part of an ongoing quality control survey. This should be reviewed in conjunction with the annual infection prevention quality improvement audit.

Well done to everyone involved both on the day and ongoing!



Well done to all of our HIF Colleagues who have recently passed their COSHH certification! This certificate demonstrates an understanding of how to work safely with hazardous and dangerous substances, as well as understanding their effects on the body, how to reduce the risk and how to follow all relevant risk assessment processes and protocols.



Congratulations to the Domestic Team as a whole, who also won the HIF Hero Team Award!



## Thank you to Stuart Kelly

We recently held a beautiful tea party at Herriots in celebration of Stuart Kelly's retirement.

Stuart has worked at many hospital sites and was the Hotel and Site Services Manager on behalf of HIF for #teamHDFT at both Harrogate and Ripon. His loyal service spanned over 30 years to #teamHDFT and HIF.

With a heavy heart, we say goodbye to a devoted friend that will be missed.

We would like to thank him for his hard work and total dedication to his job and wish him an enjoyable and healthy life in retirement.



## Congratulations to our Long Service Award Winners

Congratulations to our HIF colleagues who have qualified for a Long Service Award in 2021 or 2022, which will be presented later this month. We are so grateful for your service!

### 25 Years

Angela McGhie  
Kathleen Pedel  
Wendy Pullan  
Kevin Sickling

### 30 Years

Douglas Paterson  
Marcus Preston  
Julie Walsh

### 35 Years

Richard Allan  
Susan Bullock  
Louise Fenton  
Lisa Pedel

### 40 Years

Gwyneth Galton

Keep a watch on social media to find out if any of our HIF colleagues were successful in our Colleague Recognition Awards - it's a secret for now!

Thank you to our HIF Colleagues from all areas!

Joanne Smiles

Histopathology & Microbiology Manager

I would like to thank members of your team who rushed to the aid of Microbiology to help with a flood over the weekend. Taps were left running overnight in one of the prep rooms and three offices were flooded. I needn't have worried, your team worked very hard to ensure the offices were in a fantastic state - it was a job very well done!

The Waste Management Team are always so helpful and willing to assist...An amazing team!

Great bacon sandwiches - sometimes I have 2!

Breakfasts are fab!

Fantastic facility and quality food

Our car park chaps are resolute in ensuring the safety of all



Lorraine Dyson

Clinical Procurement & PPE Specialist

The Stores/Materials Management team wanted to send thanks to the Portering team who took cages up to the wards. They appreciate that the Porters are under strain, but they managed this element, it made a massive difference to timely delivery of patient products. Thanks to everyone involved!

## Armed Forces Community Support

Our Chair, Mark Chamberlain, together with #teamHDFT Chief Executive Jonathan Coulter, met with Lt Col Will Blackhurst at the Great Yorkshire Show to re-sign the Armed Forces Covenant.

This Covenant is a pledge that shows we acknowledge and understand that those currently serving or those who have previously served in the armed forces and their families, deserve to be treated with fairness and respect.

It helps members of the armed forces community have the same access to government and commercial services and products as any other member of the public. With regard to healthcare, this is not restricted to health concerns related to their service. However, if the particular concern is specifically related to their time in the armed forces, then there is a possibility of priority treatment (depending upon the circumstances) or a personalised care plan, designed by practitioners with military backgrounds and particular understanding of concerns that veterans may face.

HIF is proud to support our Armed Forces and #teamHDFT with this pledge.



## Suggestions Boxes

The HIF Suggestions Boxes are ready for your input! - located in the Catering Department, Estates Workshop and Porter's Lodge.

We are looking for constructive feedback and suggestions of ways to help improve the way HIF works, your working lives as colleagues and anything else you think we should be aware of.

As a team, we need to work together to make HIF the best working environment it can be. We want to hear from you, how you feel HIF can improve or change, new and innovative ideas and your observations.

These can be anonymous, but we would love to be able to provide feedback on your ideas, so do please add your details, if you are happy to do so.





# Harrogate Integrated Facilities (HIF) Ltd

## Meet & Greet Session

**Thursday 22 December 2022**  
**Drop in between 10am and 11am**  
**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!**

## Welcome to Kiki Bourvani



Hi everyone! I am the new Administrative Assistant for HIF and I am located at 17 Wetherby Road. It is great to have the opportunity to briefly introduce myself.

My full name is Kyriaki Bourvani, but everyone calls me Kiki.

I am super excited for my new role and I am looking forward to meeting and working with all of you.

I joined #teamHDFT in April 2021 and I worked in Medical Records as an Assistant Team Leader. Currently, I am part of the Bank staff as a Ward Clerk as well, so it is very possible you will see me in various areas across the Hospital.

I originally come from Greece and I have studied Philosophy and Education, which means I know a bit of ancient Greek and Latin. In my spare time, I love exploring the Yorkshire Dales.

## Mary Meets - Peter Kettlewell

Peter Kettlewell is our longest serving member of the Sterile Services Department, having worked here for 20 years. He is currently a Team Leader in SSD, having previously been promoted from Senior Technician.

Peter lives in Harrogate and prior to working in SSD, he worked in both the fish industry and the carpet industry - very diverse!

Peter's colleagues would describe him as conscientious, passionate and determined - excellent qualities for a Team Leader in SSD.

Peter had originally looked to train as a nurse but unfortunately this proved difficult at the time. However, he saw an advert for a job in SSD and was successful in this application, leading to his long career in the team. Peter was promoted to Team Leader in December 2021.



Peter is enjoying his new role but admits there are challenges in an ever-changing environment, particularly with new work procedures and requirements. However, Peter's advice for anyone looking to join SSD would be to enjoy what you are doing, always listen to your trainers and you will be successful. Not to mention, always keep putting yourself forward for new roles!



# Join our Team

## Harrogate Integrated Facilities (HIF) Recruitment Event

Thursday 24 November 2022

9am-6pm

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 24 November between 9am – 6pm**. 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](mailto:hif.hifcareers@nhs.net)

# HARROGATE HOSPITAL & COMMUNITY CHARITY'S OUTDOOR POP UP CHRISTMAS MARKET 2022!

  
Harrogate Hospital  
& Community Charity

SUNDAY  
27  
NOVEMBER

10AM-4PM

HARROGATE  
RAILWAY  
ATHLETIC F.C.  
HG2 7JA

A VISIT TO FATHER  
CHRISTMAS FOR  
CHILDREN!

PLUS HIS  
MERRY  
DONKEYS!



BROWSE OUR  
HAND  
SELECTED  
STALLS

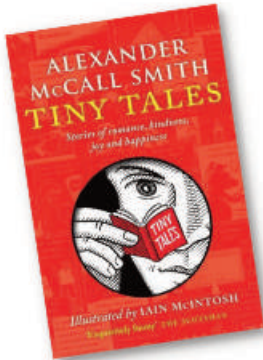


ENJOY LIVE  
ENTERTAINMENT!

**Tickets include:** Entry to the Market, a visit to Father Christmas, a drink and a mince pie! £5 Per Adult (Aged 14 and Over) £2 for Children (Over the age of 3)  
Under 3's go free!



## 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 getting ready to start a new collection of short stories, by Alexander McCall Smith, exploring ambition, kindness, happiness and romance, described as funny and remarkable!

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!

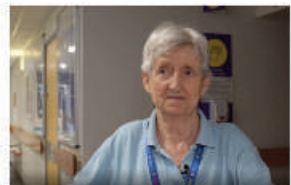
These sessions will be ongoing, keep an eye out for which book will be next - we will even provide you with your own copy!

We are also looking for our next book - let us know if you have any suggestions!

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

## Meet the Teams

We are producing videos to showcase each team within HIF, to be shown on our social media. If you are interested in taking part in a video, please contact [hif.harrogate@nhs.net](mailto:hif.harrogate@nhs.net) to get involved.





# *Nominate your HIF Hero today!*

**Is there a particular HIF colleague or team who deserves recognition?**

If you feel a particular HIF colleague or team has impressed you, we want to hear from you!

**Did they make a real difference?**

**Did they make an outstanding contribution to HIF and #teamHDFT?**

**Do they incorporate the KITE values?  
(Kindness, Integrity, Teamwork,  
Equality)**



If so, please scan the QR code above or visit  
<https://rb.gy/fjdny5>  
Complete the form to let us know!

**Top tips for your nomination:**

- Please provide as much information as you can
- Give specific examples to support your nomination to show how they have made a difference or gone that extra mile
- Please try to include their name, role and which ward or department they were working in, if possible

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

### Upcoming Christmas Market

By kind permission of Harrogate Railway Athletic Football Club, HHCC are delighted to be hosting their annual Outdoor Pop Up Christmas Market!



The event will be held on Sunday 27 November 2022, 10am-4pm at the Harrogate Railway Athletic F.C., Station View, Harrogate, North Yorkshire, HG2 7JA.

They will have live music, merry donkeys, Father Christmas in his Grotto and hand selected stalls including arts, crafts, handmade jewellery, wax melts and candles, Christmas decorations plus much more. Food and drinks will also be available from the Harrogate Railway Athletic Football Club, including a licenced bar. This will be a perfect opportunity to get a head start on your Christmas shopping and for your little ones to meet Father Christmas!

HHCC are also accepting stall applications for their Outdoor Pop up Christmas Market – if you or anyone you know who would be interested in having a stall please contact the HHCC and Volunteer Team by emailing [hdft.hhcc@nhs.net](mailto:hdft.hhcc@nhs.net) or call 01423 557408.

To get your tickets please visit [www.hhcc.co.uk](http://www.hhcc.co.uk) or scan the QR code:



HARROGATE HOSPITAL & COMMUNITY CHARITY'S  
**OUTDOOR POP UP CHRISTMAS MARKET 2022!**  
HARROGATE RAILWAY ATHLETIC F.C. HG2 7JA

27  
NOVEMBER  
2022

CHILDREN CAN VISIT  
FATHER CHRISTMAS FOR  
£2!  
UNDER 3'S GO FREE!

DID YOU  
KNOW ?

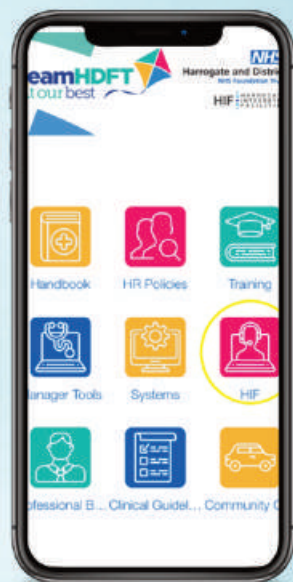


HIF HARROGATE  
INTEGRATED  
FACILITIES  
Taking Pride in our Services

# You can now access the HIF Staff Portal through the #teamHDFT app!

## Download the app today and find the brand new HIF section

The app now contains a HIF specific  
button, where you can find links to  
the HIF staff Portal, our social media  
pages, HIF Hero nomination and  
plenty more to come!



Scan the QR code for download instructions

