

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

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## Welcome - Dean Jackson-Smith, Head of Facilities

I am extremely pleased and excited to join the team at HIF. I have previously served in the military for 25 years and in my last position at Catterick Barracks, I became the Food Services and Contract Manager at the Infantry Training Centre. This gave me invaluable experience that I can now pass on to HIF. I have managed contract delivery across Mess & Hotel Services, Cobbling, Laundry Services, Retail Shops, Cleaning, Waste Disposal, Security and Recycling, all of which I can apply within HIF.

During my army career, I served overseas in Kosovo, Iraq and Afghanistan and I was extremely proud and honoured to have been awarded the Meritorious Service Medal in the Queen's Honours List in 2022.

I have been married for 20 years and have two sons, aged 18 and 15. I also coach an Under 16s football team and enjoy running, having completed charity marathons in my spare time.

Finally, I would like to say that I am pleased to have met so many of you already, particularly those I met on Christmas Day! Everyone has been very welcoming and I am looking forward to working with you all.



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

I hope everyone had a great Christmas and New Year and I hope you all enjoyed your Christmas lunch, provided by our award-winning Catering Team. Over 2,500 staff were served a Christmas dinner. The event was well organised due to the use of the Eventbrite system to book tickets. Thank you to all who made this possible.

As we head into 2023, we again see more colleagues joining HIF. Our new Head of Facilities, Dean Jackson-Smith, arrived just before Christmas and we will be welcoming our new Security and Car Parking Manager in a couple of weeks' time. Vacancy notices are out now for a new Head Chef and Front of House Manager, strengthening our catering, retail/hospitality and patient services teams. HIF were successful at the recent KITE awards, with congratulations going to our award winners, Kieran Glennon (HIF Colleague of the Year) and the Catering Department (HIF Team of the Year).

One of our regular Meet and Greet sessions with the HIF Directors was recently held in Herriot's Lounge. A number of staff from all service areas attended for a brew and breakfast pastry and fed back on a number of issues including door closures, shift patterns, availability of drinks and staff team meetings. Further sessions are planned for 2023.

In 2023, we aim to continue to modernise and improve the services we provide and your support will be essential as we progress those changes. Our Sterile Services Department will shortly receive a £400k investment in new equipment. This will provide the team with the resources to meet the increasing demands from the Theatre Team as they expand to catch up on the elective backlog from COVID. In Catering, an investment of £150k has seen the long-awaited arrival of new industrial ovens, replacement food trolleys and cooking equipment. Finally, I do recognise that winter pressures, alongside the added concerns from Industrial Action, continue to test our resilience and this winter has been extremely challenging. May I thank you all for your continued resolve and effort at this most challenging time. I am looking forward to working with you all in 2023 and can I just thank you all for making my first year here so welcoming, I have certainly learnt a lot from you all!



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





## HIF Wellbeing

We would like to tell you about the wellbeing support on offer to all HIF colleagues and over the next few issues, we will aim to talk about:

- The free and confidential counselling for anything you would like support with (home or work related)
- What it is like to become a Mental Health or Wellbeing Champion and how to do this
- Help with financial wellbeing, money and debt
- Support with the menopause
- Access to Physiotherapy advice and treatment
- How to join our staff networks for:
  - Disabilities and long term conditions
  - BAME staff and allies
  - Men's health
  - Menopause
  - LGBT+
- Advice and information about stress, sleep, low mood and lots more!



Our Wellbeing Team would love to hear from you with any queries, ideas for topics you would like us to cover or if you need any information or support.

Please email [hdft.wellbeing@nhs.net](mailto:hdft.wellbeing@nhs.net) or drop a note in the internal post to Occupational Health and Wellbeing, Heatherdene Building.

In the meantime, there is lots more information available on the HDFT app or at [www.hdft.nhs.uk/livingatourbest](http://www.hdft.nhs.uk/livingatourbest).

## Colleague Recognition Awards 2022

*Congratulations!*

HIF would like to congratulate our colleagues on their success at the #teamHDFT KITE awards!

**HIF Colleague of the Year**  
Winner: Kieran Glennon  
Highly Commended: Ant Walker

**HIF Team of the Year**  
Winner: Catering Department  
Highly Commended: Grounds Team



**Thank you for your hard work!**



## Praise from a Patient

A lovely letter was received regarding Faz Yousaf, which said "I just wanted to say what exceptional help we had from Faz on the front desk... My father was taken to A&E on Christmas morning, Faz has been very kind and has made my whole family feel very welcome. Thank you." Great work Faz!

## Farewell to Tracy Firth

Tracy Firth left us in December, after working for the NHS for 36 years. She was a valued member of the General Office Team, with her compassion always visibly demonstrated to both patients and colleagues. She shared her accumulated knowledge willingly, leading General Office to win a Team of the Month award in the middle of a pandemic!

Tracy is known to General Office as an unsung heroine and HIF would like to give sincere thanks for her hard work over so many years! She will be missed!



## Farewell to Kirsten Bain



Kirsten Bain joined HIF in May 2018, after working within Waste Management Services for several years on accounts such as for David Lloyd Leisure and Amazon.

Whilst working for HIF, Kirsten has been involved with waste management, energy contracts, our sustainability project, compliance, performance and general contract management, to name but a few. She was also heavily involved with the refurbishment of 26 Wetherby Road.

Kirsten said "I have worked with so many fantastic colleagues over my time with HIF and could not have achieved so much without their support. I would like to say a special thank you to the Waste Team and Keith Stimpson for all they have done. They are such a great team to work with." Kirsten is leaving us to train as a qualified Dangerous Goods Safety Advisor, which we are sure she will manage with ease!



Thank you Tracy and Kirsten - Best of luck for your new adventures!





# Join our Team

## Harrogate Integrated Facilities (HIF) Recruitment Event

Thursday 8th June 2023

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 8th June 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)

## Project SEARCH

HIF, together with #teamHDFT, have been working with Janine Stephens, of Harrogate College and Patrick Barker, of the organisation Hft, to facilitate internship programmes for students aged 18-24 years old, with an Education, Health and Care Plan.

The Project SEARCH Internship Programme is a 1 year course, aimed at increasing a student's independence and confidence, as well as developing their learning and employability skills, with the aim of a full time job by the end of the programme. Students have the opportunity for three rotations during the year to work with different departments.

Janine and Patrick reported that the students are finding their time with HIF extremely rewarding and have special praise for Elaine of SSD, Gary and Andrew of the Medical Equipment Library and also Will and Chris (as well as Ivan the Dog!) of the Grounds Team.

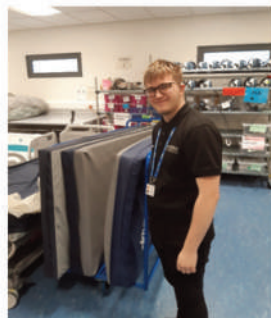
Ciaran has been working in the Grounds Team and has now moved on to the Postroom, Lewis has been working in the Medical Equipment Library and has now joined the Grounds Team and Leon has just joined the Catering Team. Each student reports that they have felt very welcome and are thoroughly enjoying their experience.

Thank you to all involved in the programme, you are helping to grow our future!

"I have really enjoyed the challenges Project SEARCH has given me." - Ciaran



"Project SEARCH has made me feel that I'm an important member of the team." - Lewis



HARROGATE  
COLLEGE





Thank you to all HIF Colleagues who worked on Christmas Day!

We would like to say a huge thank you to all HIF Colleagues who worked over the Christmas and New Year break, particularly those working on Christmas Day. Both your commitment and festive spirit are very much appreciated!



## Collaboration with the Medical Equipment Library

Dr Sajjad Yousaf recently collaborated with our very own Equipment Library and Resus colleagues to take Little Annie, the resuscitation doll to Pakistan to help educate school children with regard to resuscitation techniques.

Dr Yousaf managed to visit 6 schools and a Girls College in Haripur, Pakistan, providing BLS training to over 1,000 students, with one state school broadcasting an audio version of the event throughout the country!

Dr Yousaf said: "I felt very happy and am very grateful to Harrogate Hospital for giving me an opportunity to do this charity work and hopefully I have managed



to generate enough interest to create a few doctors who could carry on my work when I may no longer be around. Harrogate Hospital and HIF will be part of all of that." A fantastic achievement!

## Suggestions Boxes

The HIF Suggestions Boxes are installed and ready for your input!

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

**Wednesday 29 March 2023**  
**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!**

## Guided E-Learning Sessions - open to all HIF Colleagues

Our guided e-learning sessions are a great way for you to catch up on any mandatory training that might be due.

Our Digital Volunteer is on hand to assist with any technical difficulties and also to assist with understanding of questions and answers, if required.

All departmental managers are aware of this facility and more than willing to allow staff to attend, so please speak to either your manager or Amelia in the Business Development Team to book your slot now!

### **E-Learning Sessions**

Would you like some guidance with your overdue mandatory training?

Our next E-Learning sessions will be held at 1pm to 3pm, on the following Tuesdays:



14 March  
11 April  
9 May  
13 June



in the Library, 3rd Floor Strayside Wing

Contact Amelia to book: ext. 3784  
or speak to your Line Manager

## Mary Meets - Colin Taylor

Colin is well known around the HDFT site as both a Postroom Porter and as a regular feature in HIF social media.

Colin has worked as a Postroom Porter for five years and lives locally. He describes himself as approachable, friendly and happy, which seems very accurate!

Colin initially joined HIF as a Porter but found the Postroom a better fit. He really likes his job and likes being able to work hard, but also have a laugh with his colleagues, who are a great team!

Colin is proud to know everyone he comes into contact with and thoroughly enjoys his work, particularly mentoring trainees and new starters. However, he does find challenges at times, particularly when there are unavoidable delays with deliveries, which then causes difficulties for other departments.



Colin's advice for new starters would be to take on board any information provided by those with more experience, it may seem like a straightforward job, but it is not! Colin's interesting fact is that he used to be a rally co-driver! He now enjoys the quieter life of making model cars, he will happily show photos, if you ask!





Save the Date for upcoming Harrogate Hospital & Community Charity's (HHCC) Events...

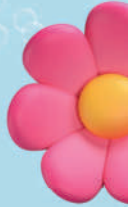
## Volunteer Week 1 - 7 June 2023

Help celebrate our fantastic #teamHDFT Volunteers. Including taking part in our annual stepathon!



## SUMMER EXTRAVAGANZA FEATURING IT'S A KNOCKOUT

4 June 2023



## THE Harrogate PROMS

Saturday 24 June 2023



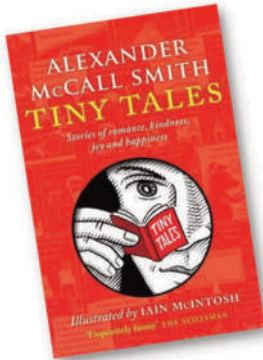
## BIG NORTHERN SUMMER SPECTACULAR

9 July

2023



## HIF Reading Group



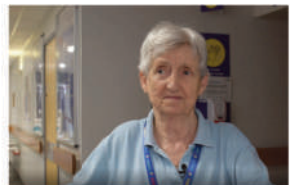
Sammy Lambert of the HDFT Business Development Team, who hosts the sessions, said "It is my pleasure to support this, I struggled with reading and writing myself, with being dyslexic. It is great to see such a positive group."

The HIF Reading Group has now held several 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.





## Congratulations!

Welcome to our new starters!



Cath Connolly and Jasmine Harbour,  
SSD



Leszek Trzybinski and Keith Allan,  
Healthcare Porters

Dan Munro,  
Estates Officer -  
Mechanical



Sophie Rudland,  
Medical Equipment  
Library



## In memoriam

Unfortunately, we have also recently lost some valued colleagues and HIF would like to extend sincere condolences to both families and friends.



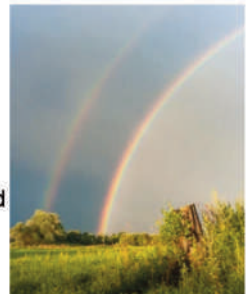
Helen Denny joined the HDFT Switchboard in 2008, before moving to the HIF Estates Team as Helpdesk Supervisor in 2015. She was a well-loved member of the Estates team and will be sorely missed.

She sadly passed away on 11 November 2022.



Ian Ferguson worked as a Porter within HDFT and HIF for 31 years. He finally retired in August 2020, however sadly passed away on 4 December 2022. He was a well known personality within HIF and popular with all.

Thoughts are with his family and friends.





# *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



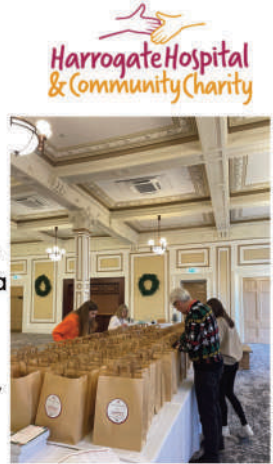
## HIF and Harrogate Hospital & Community Charity (HHCC) Volunteer Team

### Festive Bags

In mid-December 2022, the HHCC and Volunteer Team were very busy as our HHCC Elves packed and delivered 1,000 Festive Bags. 500 of these were delivered to children and 500 to adults across our wide geographical footprint who access our services at HDFT.

These bags brought a smile and festive joy to service users this winter season, who may have found the festive period a challenging and difficult time.

We would like to thank Cedar Court Hotel in Harrogate for letting us use their facilities as our HHCC Elf HQ for the week, HIF for their incredible logistics support and our clinical colleagues who handed these out to our communities.



### Fun, Foam and Fundraising

The return of our Summer Extravaganza, featuring It's A Knockout, is taking place on Sunday 4 June 2023 at Harrogate Railway Athletic F.C.

Why not form a Team with your colleagues and compete to be the ultimate champion! Each Team that signs up to this wacky challenge will enjoy a wide range of obstacles such as a wheel barrow race, inflatable hurdles, foam surprises and much more!

If you want to take on this spectacular challenge please contact the HHCC Team: [hdfc.hhcc@nhs.net](mailto:hdfc.hhcc@nhs.net) or call 01423 557408!



### Regular Giving through Payroll

HHCC are excited to announce that, through Payroll, HDFT and HIF colleagues can now donate a chosen amount monthly towards HHCC. By doing so, you would be directly giving back to initiatives that support #TeamHDFT colleagues. You can download a form on the Intranet or by scanning the QR code to the right.

If you have any questions then please contact the HHCC Team.



DID YOU  
KNOW ?

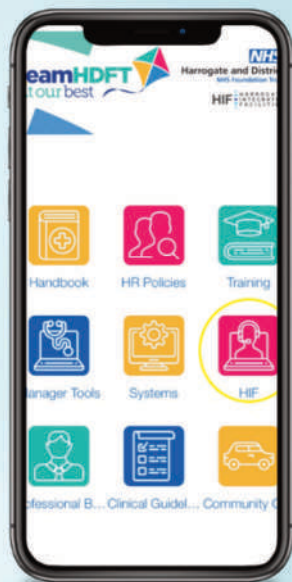


HIF HARROGATE  
INTEGRATED  
FACILITIES  
Taking Pride in our Services

# 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

