

# HIF NEWSLETTER



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- Catering Success
- HIF 6th Anniversary
- Plus much more!



### HIF Induction

Our HIF induction sessions are proving a huge success and giving our new HIF colleagues a very warm welcome. Read on for more!



### 50 years of Service

Graham Cloake has recently completed an astounding 50 years of continuous NHS service - will he continue on to 60 years? Read all about his celebrations inside!



## Congratulations HIF and ProjectSEARCH

HIF have been very proud to support the ProjectSEARCH programme for two intakes so far. You may be aware that all of our original interns are now official employees of HIF.

As an employer, we are dedicated to championing an engaged, effective and efficient workforce.

As such, we have been successfully shortlisted for the People Development Award at the upcoming HEFMA Awards!

Congratulations to everyone involved and to all of our interns, for achieving this recognition.

Keep your fingers crossed for a win!



## UPDATE FROM ANDY COLWELL

DEPUTY DIRECTOR OF ESTATES AND FACILITIES



As we move into the summer months and the weather hopefully becomes brighter and warmer, I am delighted to be able to share that we will be joined by our new Portering and Logistics Manager, who I am looking forward to introducing to you all once they are settled in post. We are hopeful that this new appointment will bring some stability and opportunities for development within the Portering Team and I hope you will all provide a warm welcome.

Our recent CQC visit went very well and I would like to thank everyone, both within HIF and the wider #teamHDFT, for their efforts in keeping our corridors clean and tidy. I am hopeful that we can now continue this going forwards.

We have also been delighted to receive our National PLACE scores regarding our patient environment. We scored significantly better than last year on our food domain scores, working in partnership with #teamHDFT and we plan to continue this good work with an aim of improving further next year.

I would like to say a big thank you to our Catering Team for their recent work in recognising Eid-Al-Fitr and I hope you will all agree that the curry pots were delicious. We have lots of plans in motion which we hope will continue to expand our catering offer and I, for one, am looking forward to trying lots more tasty dishes!

Our Sterile Services Team have recently invested in an ultrasonic washer to assist with their decontamination work and I have every confidence that this new addition will help the Team continue their excellent service.

We have introduced some new initiatives since the beginning of the year, with the aim of increasing colleague involvement in the future planning of HIF. Our first initiative is the brand new HIF Induction, which all new HIF colleagues will be required to attend as an introduction to our internal policies and procedures. Read on through this issue to find out about our first session!

We will be commencing our first Culture Workshop shortly, which is to be extended to all supervisors across HIF. We hope that these brand new workshops will encourage strong leadership and inclusion within our management structure, thereby enabling all teams to feel confident in their line managers and supervisors and we would strongly encourage attendance.

Finally, we have commenced our monthly staff forums, which have had great representation so far. Read on to hear more about our first session.

Thank you, as always, for all of your hard work!

### Help with the HIF Green Plan

Do you need to have a paper copy of this newsletter?

Why not sign up to receive a digital copy instead, to help achieve our Net Zero carbon emissions target - visit [www.harrogateintegratedfacilities.co.uk](http://www.harrogateintegratedfacilities.co.uk) now!



## HIF INDUCTION

BRAND NEW INDUCTION TRAINING FOR ALL NEW HIF COLLEAGUES

Our brand new induction sessions started recently, as a fantastic introduction to HIF for all new colleagues. These sessions are now open to every new starter, as well as any colleagues who have joined HIF within the last six months, but have not undergone a formal induction process. Anyone who changes role within HIF will also be required to attend.

The sessions involve an introduction to our Senior Management Team, as well as an overview of HIF as a company, including our aims and strategies for the future.

As a company, we are working hard to make improvements, both in working conditions for our colleagues, as well as within our working culture as a whole. Our induction session places a large focus on embedding our KITE values, Kindness, Integrity, Teamwork and Equality to ensure that we all work together to become an employer of choice and also introduces our Team Charters to colleagues.

Our induction also features an introduction to the Harrogate Hospital & Community Charity (HHCC), describing the many ways that colleagues can help HHCC raise much needed funds to enhance the services offered by the NHS and the support mechanisms that are on offer. HHCC also very kindly provided a tote bag full of goodies as a welcome to #teamHDFT, including a pen and post-it notes.

Each of our attendees received a copy of the HIF Welcome Pack, which is an essential guide to all of our HIF services, as well as providing information regarding payroll, trade unions, health and safety and wellbeing initiatives. If any colleague would like to receive an email copy of the Welcome Pack, please contact [hif.harrogate@nhs.net](mailto:hif.harrogate@nhs.net) to request a copy.



Our induction sessions are now scheduled on a monthly basis throughout the year. Each new HIF colleague will be required to attend an induction session prior to commencing work within HIF, to ensure that all colleagues are fully briefed with regard to our expectations of service to HIF and our service users.

Feedback from our first few sessions has been extremely positive and has helped to facilitate a seamless integration of new colleagues into the existing workforce. One attendee, who had previously worked with HIF up to 2021, commented: **"I was impressed by the positive changes in operating methods and staff support, highlighting the commitment of HIF to growth and to creating a workplace where everyone can thrive."**

Thank you to everyone who has attended so far!





# IT Sessions

Would you like some help with email, IT systems, mandatory training or the #teamHDFT App?

## Upcoming Sessions:

- 14 May 2024
- 11 June 2024
- 9 July 2024
- 13 Aug 2024

**Join Now**

Email: [hif.harrogate@nhs.net](mailto:hif.harrogate@nhs.net) or speak to your Line Manager to reserve your place  
All sessions 1pm to 3pm, Strayside Wing Library

# MEET OUR EXECUTIVE TEAM

UPCOMING MEET & GREET SESSION



We will be hosting our next Meet & Greet Session with the HIF Executive Team in Herriots Lounge on Thursday 6 June 2024.

These sessions are a fantastic opportunity for HIF colleagues of all levels to sit down for a chat with Mark Chamberlain, our Chair, Angie Gillett, our Managing Director and Andy Colwell, our Deputy Director of Estates & Facilities.

No topic is off the table, our Executive Team want to hear about your working life, what achievements you are proud of, where we might be able to help with any issues you have encountered, or if there is anything in particular you would like us to consider.

Refreshments are available and the Executive Team will be available for the full hour. This is a drop-in session, there is no need to book and you are welcome to stay for as long as you are able to.



## HIF STAFF FORUM

REPRESENTING THE VIEWS OF HIF COLLEAGUES



Our HIF Staff Forum has now commenced and will be held on a regular basis as an opportunity for us to foster communication and provide information between colleagues about HIF and ongoing plans for the future.

The Staff Forum is designed to promote the interests of all colleagues, to enhance workplace efficiency and to allow both colleagues and leaders to present ideas and gain feedback, whilst providing an opportunity to express opinions on the direction our Company is taking, allowing all colleagues to take an active role in the success of our Company.

Our initial meeting was very well attended, with representation from across all departments within HIF. The Forum discussed the HIF Business Plan for 2024/2025 and discussed the plans for the year ahead. There was also an opportunity to consider the results of the Staff Survey, as well as a discussion regarding the best methods of communication within HIF Teams.

Each attendee was given an opportunity to discuss any current achievements or difficulties within their Teams and this is something that the Forum is keen to continue, to allow for evaluation of our strengths and weaknesses, which will ultimately assist in the preparation of future business plans.

All colleagues are welcome to attend the Staff Forum. For details of upcoming meetings or to register to attend the Forum, please contact Anna Pugh, by email at [anna.pugh1@nhs.net](mailto:anna.pugh1@nhs.net).



## WELLBEING SUPPORT

MENTAL HEALTH AWARENESS



May is Mental Health Awareness Month, with a focus on movement to help our mental health. Exercise has been proven to reduce anxiety and depression and it can also help us to prevent physical illnesses.

Many of us face perceived barriers to staying physically active, however, movement does not need to involve a gym or running a marathon, it can be as simple as walking to work, using the stairs instead of a lift, or dancing in your kitchen whilst cooking. It is important to find what works for you and how you can overcome your personal barriers, whether these be physical, financial or psychological, as the proven benefits are undeniable.

Here at #teamHDFT, we are keen to help colleagues, offering a cycle to work scheme, creating relationships with local gym facilities to offer discounted rates, as well as access to several free apps to help with tracking daily activities and even starting a Couch to 5k challenge.

### PLACES TO GET HELP, INFORMATION AND SUPPORT

VIVUP (Employee Assistance Programme) - self-help workbooks and up to six free and confidential counselling sessions with trained professionals.  
Call 0800 023 9324 or visit [www.vivup.co.uk](http://www.vivup.co.uk)

#teamHDFT Occupational Health and Wellbeing - confidential advice and assistance to find the most appropriate support, including Mental Health Champions, who are able to signpost colleagues and also offer a supportive ear, identified by their green badge.  
Call 01423 553400 or visit <https://www.hdft.nhs.uk/livingatourbest/hwb/>

# STAFF NETWORKS

SAFE SPACES TO LISTEN, COLLABORATE AND SUPPORT EACH OTHER

Our Staff Networks aim to help each colleague bring their whole self to work. This is achieved by:

- Promoting openness and visibility across HIF and #teamHDFT
- Influencing the organisation, culture and practice
- Providing a supportive space for colleagues to connect; and
- Including all friends and allies.

Our Networks are currently meeting via MS Teams in most cases, but please get in touch for full details, as we gradually move back to face to face meetings.



## BAME & Ally Staff Network

We have a strong network that enables us to support each other as we develop programmes and events for your wellbeing, professional development and progression.

Please contact our Chair, Liza Layton, at [hdft.bamestaffnetwork@nhs.net](mailto:hdft.bamestaffnetwork@nhs.net)

## Disabilities and Long Term Conditions Network

This network is a key part of how we can encourage, retain and develop colleagues with disabilities and long term conditions. We aim to raise awareness, unblock issues and improvements, and help all colleagues thrive.

Please contact our Chair, Mel Aubin, at [hdft.disabilitystaffnetwork@nhs.net](mailto:hdft.disabilitystaffnetwork@nhs.net)



## LGBT+ Network

We aim to provide supportive processes to champion workplace inclusion for our LGBT+ colleagues and their families, enabling access to peer support and increasing resilience and accessibility to support services.

Contact our Chair, Richard Dunston-Brady, at [hdft.lgbtstaffnetwork@nhs.net](mailto:hdft.lgbtstaffnetwork@nhs.net)

## Men's Network

This newly formed group provides a safe and open space to discuss sensitive issues, such as concerns around health and wellbeing, and actively promotes great initiatives to assist.

Please contact our Chair, Richard Dunston-Brady, at [hdft.mensnetwork@nhs.net](mailto:hdft.mensnetwork@nhs.net)



## Menopause Network

A majority of HIF and #teamHDFT colleagues are women and it is important to understand the impact menopause can have on day to day life. This network provides shared information, education and support, with no hierarchy.

Please contact our Chair, Lorraine Dyson, at [hdft.menopausenetwork@nhs.net](mailto:hdft.menopausenetwork@nhs.net)

## Neurodiversity Network

This is available for anyone who identifies as being neurodiverse. This includes autism, ADHD, dyslexia, dyspraxia, anxiety, depression and any other neurodevelopmental condition. Proof of diagnosis is not required.

Please contact our Chair, Mel Aubin, at [hdft.disabilitystaffnetwork@nhs.net](mailto:hdft.disabilitystaffnetwork@nhs.net)



## Working Families and Carers Network

This network is aimed at any colleague who juggles working alongside being a parent or carer for others and provides a safe space for members to take time out and share experiences, through quarterly meetings.

Please email [hdftworkingfamilies.carers@nhs.net](mailto:hdftworkingfamilies.carers@nhs.net) to join.

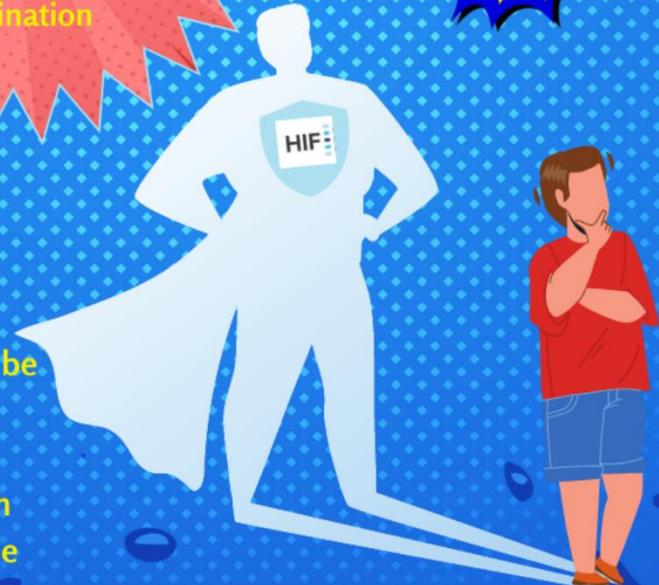
**POW!**

**WHO IS YOUR  
HIF HERO?**

If you feel a HIF Colleague  
has made a real difference,  
nominate them for our  
HIF Hero Award today!  
Email [hif.hero@nhs.net](mailto:hif.hero@nhs.net)  
with details of your  
nomination

**KAPOW!**

Nominations will be  
evaluated by a  
panel - please  
include as much  
detail as possible



# CONGRATULATIONS

## CATERING TEAM SUCCESS

Training within the Catering Team is progressing with the identification of training needs to upskill and ensure colleagues have a broad knowledge of food safety, allergens and all knowledge required to keep our patients and customers fit and healthy in regards to nutrition.

Through recommendations from the Hospital Caterers Association, David Haynes has undertaken training in Food Safety, achieving Level 4, which is the highest Food Safety Qualification in the UK.

The Team is embarking on training in Hazard Analysis Critical Control Points (HACCP), which is a system used to check every stage of the catering operation, ensuring legal food safety requirements are met and enabling the Team to correct issues as they arise.

We are investing in the Catering Team to ensure that they fully understand and implement this system, with colleagues committing to completing HACCP Level 2, 3 and 4 courses over the coming months.

David has also recently completed a course regarding Product Authenticity and Food Defence, which has clarified the importance of our supply chain and the use of approved suppliers, as well as methods for mitigating the risk of potential sabotage of our food offer.

The Team is continuing to grow and develop with training continuing throughout the Team to ensure we are performing to the best of our ability. Congratulations to all of those who have completed the training so far!



Try your luck with our new Crossword, this edition is based on food!  
To fit with our theme, don't forget to complete our Catering Survey to help our Team continuously improve their service!

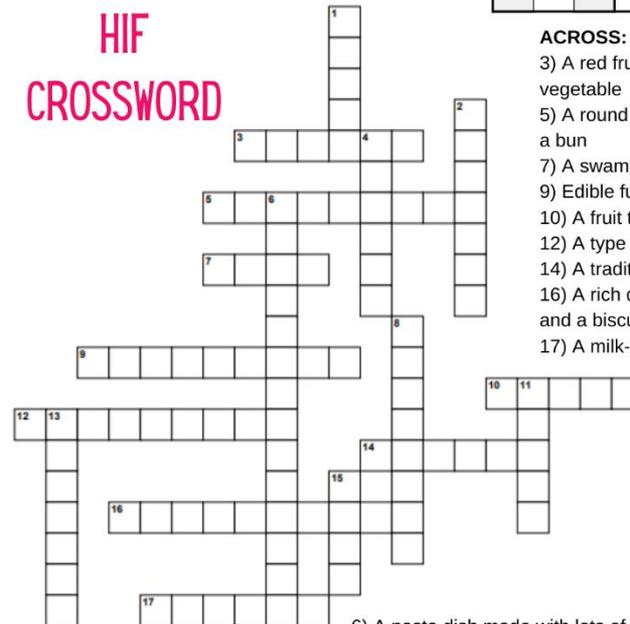
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6	8			4	2		5	
9		2		6				7

### ACROSS:

- 3) A red fruit often mistaken for a vegetable
- 5) A round patty of beef, usually served in a bun
- 7) A swamp grass cultivated as food
- 9) Edible fungi
- 10) A fruit that makes cider
- 12) A type of pasta served with meatballs
- 14) A traditional Spanish seafood dish
- 16) A rich dessert cake with soft cheese and a biscuit base
- 17) A milk-based food used as fat

# HIF CROSSWORD



### DOWN:

- 2) Usually eaten with nachos
- 11) A small sea creature that we can eat
- 13) A popular Halloween decoration
- 4) Traditionally eaten at Christmas
- 6) A pasta dish made with lots of cheese
- 8) Usually served with syrup or lemon and sugar
- 15) Served on birthdays



## HIF 6TH ANNIVERSARY

1 March 2024 was the 6th Anniversary of HIF! We had a fantastic turnout in Herriots Lounge, where colleagues could collect their free cupcakes and purchase raffle tickets.

Congratulations to all of our raffle winners and thank you to everyone who purchased a ticket, we managed to raise over £330 for Harrogate Hospital & Community Charity!

Unfortunately, the £50 Amazon voucher prize remained unclaimed and we have therefore donated this back to HHCC to boost their upcoming Summer Raffle, be sure to purchase your tickets at [www.hhcc.co.uk](http://www.hhcc.co.uk)!



# HIF SOCIAL MEDIA

DO YOU FOLLOW US?

## FOLLOW US:



@HarrogateHIF



@HarrogateHIF



@HarrogateIntegratedFacilities



# FREEDOM TO SPEAK UP

MEET OUR FREEDOM TO SPEAK UP GUARDIAN

My name is Joanna Cann, everyone calls me Jo, and I am the Freedom to Speak Up Guardian for #teamHDFT and HIF.



Speaking up includes speaking up about anything that gets in the way of doing a good job, such as poor clinical practice, anything that makes someone's working life difficult, such as bullying or excessive work pressures, and also where processes and procedures are not followed.

All colleagues across #teamHDFT and HIF can access Freedom to Speak Up. This includes bank staff, agency staff, students, contractors, volunteers and even people who have left the Trust.

Equally, concerns can be raised internally within your departments, to Line Managers. Line Managers have a duty to listen to your concern and act accordingly.

Training is available on Learning Lab to support our speaking up culture. I would encourage everyone to complete this, if you have not already done so, and to encourage your colleagues to complete this as well. The training is divided into three modules:

- Speak Up** - for everyone
- Speak Up and Listen Up** - for all managers
- Speak Up, Listen Up and Follow Up** - For all senior leaders.

We have a network of Fairness Champions, who can also be approached if you have a concern. The full directory of these can be found on the intranet.

The role of Fairness Champion includes raising awareness within your department about the importance of the Trust values and behaviours (Kindness, Integrity, Teamwork and Equality), having an open culture and being free to speak up, as well as specifically addressing bullying behaviours and unfairness.

### Does this sound like something you could do?

We are always keen to recruit more Champions, especially across HIF. If you are interested, then please email me directly and I would be more than happy to have a chat and guide you through the application process. Alternatively, the application form can be found on the intranet under the Freedom to Speak Up section

If you have any questions or concerns, please do not hesitate to get in touch. My email is joanna.cann@nhs.net, or hdfd.freedomto.speakup@nhs.net. Both of these addresses are kept completely confidential. so please feel free to use either address to raise any concerns or ask any questions.

**HHCC Summer Raffle**

Harrogate Hospital & Community Charity  
Registered Charity Number: 1050008

- ✿ Mercedes Benz FI T-shirt - Signed by Lewis Hamilton and George Russell donated by Solera
- ✿ Distillery Tour Voucher for 2 at Whittakers Gin
- ✿ Sunday Lunch for 2 at Cedar Court Hotel, Harrogate
- ✿ 4 Ball Golf Day at Knaresborough Golf Club
- ✿ 2 Open Paddock Tickets at Ripon Races
- ✿ Plus many more!

Drawn on 5 July 2024

£1 per ticket

Scan to buy!

FR Registered with FUNDRAISING REGULATOR

Freedom to Speak Up Guardian  
www.nationalguardian.org.uk

Your voice matters

## CONGRATULATIONS IN SSD

GILL WINDSOR: A REMARKABLE JOURNEY WITHIN HEALTHCARE SCIENCE

We are delighted to share the outstanding accomplishment of Gill Windsor, one of our Sterile Services Team Leaders, who has achieved a Distinction in her Healthcare Science Diploma Apprenticeship. Gill's journey is one of determination, growth, and personal triumph.

Throughout her Apprenticeship, Gill found joy in exploring research and delving into the intricacies of HTM guidance. Despite facing various challenges, she remained steadfast in her pursuit of knowledge. Reflecting on her experience, Gill shared "Studying has deepened my understanding of policies and has made me a better Team Leader."

Gill's recommendation of the apprenticeship to her colleagues speaks volumes about its value. She appreciated the support from her workplace, which allowed her to balance her studies with her personal life. Gill's journey also marked a personal milestone as she obtained her Maths GCSE equivalent, a feat she once thought unattainable. With her distinction in hand, Gill eagerly anticipates the next chapter of her career in Healthcare Science.

Congratulations, Gill, on this remarkable achievement! We look forward to witnessing your continued success and growth in the field of Healthcare Science.



## CONGRATULATIONS IN PORTERING

GRAHAM CLOAKE: 50 YEARS IN THE NHS AND HIF

Graham Cloake is a well known face within our Post Team, always ready with a smile and a tune to whistle and we were very proud to recently celebrate the 50th anniversary of his career within the NHS and HIF.



Having previously trained as a mechanic, Graham joined the Harrogate General Hospital as a Porter in February 1974, something he describes as "the happiest day of my life, that's why I'm still here at an age of 71!"

He has worked at all of the Harrogate hospital sites over the years, including Royal Baths and Scotton Banks and is still invited to Harrogate Nurse reunions, as he was seen as an honorary nurse!

Graham is a truly extraordinary individual, not only for his positive attitude at work, but also for his fundraising efforts, his poetry, he is even a qualified skydiver!

Thank you, Graham, for 50 years of service!

## HHCC AND VOLUNTEER TEAM

WAYS YOU CAN GET INVOLVED



Harrogate Hospital & Community Charity (HHCC) is the registered charity for Harrogate and District NHS Foundation Trust and we aim to enhance the facilities and environment for patients, their families and all #teamHDFT colleagues.

Support from our colleagues and the wider community is essential to allow HHCC to continue their service.

There are many ways that you can help to support HHCC and we would love for you to get involved!

### Fundraising Events Calendar for 2024:

There are many events planned by HHCC throughout the year and you can support these either by taking part in the activities, buying a raffle ticket, sponsoring a participant, sharing an event invite to family and friends, or simply coming along to the events.

Events for this year include the Summer Extravaganza, featuring It's a Knockout, a fabulous inflatable team challenge - We currently have 10 fully funded places available for HIF colleagues to take part, we just need willing volunteers! If you would be interested in helping our HIF Team take on the ultimate competitive tournament, please email [hdf.hcc@nhs.net](mailto:hdf.hcc@nhs.net) or call extension 7408 to sign up.

All #teamHDFT colleagues are also able to sign up to Payroll Giving, where a monthly donation, of any amount that you can manage can be arranged via the Payroll Team to be deducted straight from your salary. Contact the HHCC Team for details.

### Volunteering Opportunities:

HHCC also works closely with the Volunteering Team, including the Enhanced Pathway and Project SEARCH programmes, helping people build experience within a Hospital setting.

### To Donate:

Contact the HHCC Team at #teamHDFT by emailing: [hdf.hcc@nhs.net](mailto:hdf.hcc@nhs.net) or scan the QR code below:



The Volunteering Service is an invaluable service at #teamHDFT. If you know someone who might be interested in volunteering, or if your department would benefit from a volunteer, please get in touch!

Follow HHCC on social media, including Instagram and TikTok, or subscribe to the regular newsletter to stay updated on exciting events and projects!

### To Volunteer:

Contact the Volunteer Team at #teamHDFT by emailing: [hdf.volunteering@nhs.net](mailto:hdf.volunteering@nhs.net) or scan the QR code below:







Do you know someone who deserves recognition for a job well done?

Do you feel proud of the accomplishments of a colleague?

**DO THEY SPARKLE IN THEIR ROLE?**

Harrogate Hospital & Community Charity (HHCC) delivers wonderful Sparkle Awards to those colleagues within #teamHDFT where their hard work and dedication deserves recognition.

Each nominee will receive a wonderful gift and anyone can nominate a colleague - we all deserve to be celebrated for our efforts!

Email [hdft.hhcc@nhs.net](mailto:hdft.hhcc@nhs.net) with the name of your nominee, department or ward base and the reason you think they deserve something special.