

# HIF NEWSLETTER



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- Portering and Logistics Team
- Governor Opportunity
- Plus much more!



### Welcome Jordanna

Our new Facilities Manager has settled in well, but for those she has not yet met, here is your chance to learn all about her. Please wish her a warm welcome!



### Thank you Clare

Our Staff Governor and Head of Medical Devices and Sterile Services, Clare Illingworth, is embarking on a brand new venture. Thank you to Clare for your service with HIF!



## HIF Culture

As part of our modernisation process, we have recently introduced Culture Workshops, which are available for all team leaders, supervisors and managers to attend.

These workshops have been designed to ensure that our leadership processes are fully understood and to embed the core values of leadership

within HIF, at all levels.

We would like to thank those who have already attended and hope that many more will follow.

If you would like to attend one of our Culture Workshops, please email Anna Pugh to book a place: [anna.pugh@nhs.net](mailto:anna.pugh@nhs.net)



## UPDATE FROM ANDY COLWELL

DEPUTY DIRECTOR OF ESTATES AND FACILITIES



The last few months have been quite a mixed bag for all, mostly with the changing weather systems! I would like to start by saying a huge well done to everyone for battling through the pouring rain, followed by extreme heat, quickly followed up again by the rain, who would believe we were already into the Summer months!

I would like to personally welcome our new Facilities Manager, Jordanna Daniels, who joined us recently, she is already proving an asset to our Team. She has been working closely with Charlie, our Quality Standards Officer to review our postal services, looking at new measures to reduce our costs on postage, which will be a fantastic achievement.

We have also recently undergone a consultation period with regard to proposals for a restructure of the Portering Team, which will lead to major improvements within all of the incorporated departments. I would like to personally thank everyone for their input through this process, which promises to bring in exciting developments.

We have been working to complete the revision works to our Board Assurance Framework in order to align with our new IMPACT quality improvement project. Several members of our Corporate Team have undertaken in-depth training with the #teamHDFT Improvement and Transformation Team to determine relevant metrics which will allow us to monitor and understand where our focus should lie, with the hopes of taking HIF from strength to strength!

Our People and Culture Strategy Plan has now been launched, which sets out how we will continue to provide the highest level of service whilst also making HIF an employer of choice. We have a video explaining this now live on our social media channels and on the HIF website, scan the QR code below to watch.

We also recently had a visit from the Environmental Health Office, which was extremely successful and resulted in an award of 5 stars - huge congratulations to everyone involved in this!

Finally, I would like to thank our Catering Team for their dedication through the rollout of our delicious new Summer Menu. For those who have not yet tried the new options, we now have a different speciality item each day, as well as our new Omelette Bar.

I am pleased to say that we have received fantastic feedback from customers, so congratulations to all involved!

SCAN HERE TO VIEW  
OUR PEOPLE AND  
CULTURE STRATEGY  
VIDEO:



### 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!



## WELCOME TO JORDANNA

WELCOME TO OUR NEW FACILITIES MANAGER



I am thrilled to introduce myself as the new Facilities Manager at HIF. My name is Jordanna and I am incredibly excited to join such a diverse and dynamic team. This role marks a new chapter in my career and I am eager to learn about and support the various functions that make up our department, including the Porters, Drivers, Waste Team and Post Room.

For the last five years, I have been managing a service department responsible for the maintenance of medical equipment in care homes and hospitals. Previous to this, I have held various roles in leadership. Whilst I am new to the NHS, I am enthusiastic about the opportunity to contribute to such a vital organisation and I am committed to making a positive impact.

I am looking forward to understanding more about the Trust and HIF as a company, as well as the contributions we make to our local community. Together, I believe we can continue to provide excellent service and support to the patients we care for.

A bit about me personally: I am married and have a teenage daughter, who is the light of our lives. My family means the world to me and they are my greatest support system.

In my free time, I have a few passions which keep me busy and balanced. I enjoy watching true crime documentaries, which always keep me on the edge of my seat. I love eating out and exploring new cuisines, as well as cooking at home and trying out new recipes. One of my greatest joys is spending time with my best friend of 25 years, our bond is incredibly special to me.

Thank you for welcoming me into HIF and the wider Trust, I am eager to see what we can achieve!



## FOLLOW US:



@HarrogateHIF



@HarrogateHIF



@HarrogateIntegratedFacilities



## FAREWELL TO CLARE

MOVING ON TO NEW CHALLENGES

Clare Illingworth joined #teamHDFT a (small) number of years ago, in her words, as a meek and timid Sterile Services Secretary, working two days a week and still trying to find her place in the world.

Over her years with #teamHDFT and HIF, Clare was determined and seized every possible opportunity for progression, allowing her to rise through the ranks to become the Head of Medical Devices and Sterile Services.

Over recent years, Clare, with her husband and business partner, have branched out into the property world, spending their spare time renovating and refurbishing beautiful holiday retreats to rent out around the country. Their passion for this project has grown to the point where Clare recently made the difficult decision to leave HIF and pursue this new business full time.



Clare says, "If there is one piece of advice I would like to leave my HIF colleagues with, it would be to always pursue your dreams. Many people think that I joined HIF at this senior level but in actual fact, I was lucky enough to have opportunities open for me and I was brave enough to take them. I am proof that, if you want it and you are willing to work for it, there is no limit to what you can achieve, don't wait for it to come to you!"

During Clare's leadership of our Sterile Services Team, the Team has moved from strength to strength, recently undergoing a full refit to bring in extra equipment to deal with their ever increasing workload. The Team now undertake not only the essential decontamination and sterilisation process for our own equipment, but are also contracted to provide this service for external customers, something which has earned them national recognition and praise. Clare says, "The innovative approach of the Team to the practices of Sterile Services is incredible and I am so very proud to have been a part of their development".

Alongside her role within SSD, Clare also took on the role of Staff Governor within #teamHDFT, changing to HIF Stakeholder Governor following the official formation of HIF six years ago and even becoming Lead Governor in recent years..



"My passion for HIF and for the wellbeing of my colleagues has been paramount in my time with HIF and I would encourage all of my colleagues to consider taking on my role of Stakeholder Governor, to help shape the future of our company."

On behalf of all who have worked with Clare in her many roles, we wish her the very best of luck with her new property venture and thank you for everything!

**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



# HEFMA DAY 2024

NATIONAL HEALTHCARE ESTATES AND FACILITIES DAY



**CONGRATULATIONS TO OUR RAFFLE WINNERS!**

Please visit the Harrogate Hospital & Community Charity office, 3rd floor, Strayside Wing, to collect your prize

Ticket number:	Prize:
00197	128gb Tablet
00191	£100 Betty's gift voucher
00020	Betty's hamper
00014	£50 Natural Skincare by Sammy hamper
00003	£50 M&S gift voucher
00036	H2K gift hamper
00213	Hampers of Distinction
00050	Bottle of pink champagne
00185	Golf umbrella
00212	Golf umbrella

#HealthEFMDay

HEFMA Day 2024 was another exciting opportunity to celebrate all of our HIF colleagues!

We had a fantastic raffle with prizes donated by some of our suppliers and contacts, as well as Harrogate Hospital & Community Charity, to whom we donated the proceeds.

Colleagues were also provided with a voucher for a free breakfast sandwich, to show our appreciation.

We hope everyone had a great day and congratulations to all of our raffle winners!

## WELLBEING

OCCUPATIONAL HEALTH AND WELLBEING TEAM

Did you know that our Occupational Health and Wellbeing Team can help colleagues with a wide variety of health and wellbeing needs?

Their multidisciplinary team is on hand to assist our colleagues with matters such as fast track physiotherapy referrals, work place adjustments due to wellbeing needs, general health monitoring and surveillance, such as in relation to skin assessments or exposure-prone procedures, as well as providing any vaccinations that may be required, particularly in relation to seasonal issues such as flu or COVID boosters.

If you feel they may be able to help you with a particular concern, you can either complete a self-referral, via the intranet, or your manager can refer you, where there are difficulties impacting your work. Referrals generated via a manager are able to be dealt with in more depth, therefore colleagues are encouraged to seek line manager advice in the first instance.

### 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, email: [hdfc.occhealth@nhs.net](mailto:hdfc.occhealth@nhs.net) or visit <https://www.hdfc.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.



### REACH Network (Race, Equality And Cultural Heritage)

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 [hdfc.bamestaffnetwork@nhs.net](mailto:hdfc.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 [hdfc.disabilitystaffnetwork@nhs.net](mailto:hdfc.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 [hdfc.lgbtstaffnetwork@nhs.net](mailto:hdfc.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 [hdfc.mensnetwork@nhs.net](mailto:hdfc.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 [hdfc.menopausenetwork@nhs.net](mailto:hdfc.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 [hdfc.disabilitystaffnetwork@nhs.net](mailto:hdfc.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 [hdfc.workingfamilies.carers@nhs.net](mailto:hdfc.workingfamilies.carers@nhs.net) to join.

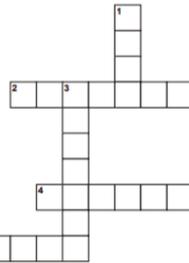


## SUDOKU

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	9		1			7		5
	8		5	4		6	1	9
			9				2	8
1		4					9	
	3	8				1		
		9			6	3	8	

Try your luck with our new Crossword, this edition is based on customer service - do you know who your customers are?

## HIF CUSTOMER SERVICE CROSSWORD



### ACROSS:

- 2) Something that should be mutual between all people
- 4) Hear with intention
- 6) Be grateful
- 7) Being of service or assistance
- 9) Transmit information
- 10) Someone who pays for goods or services

### DOWN:

- 1) Watch your \_\_\_ when speaking to customers
- 3) Work done by one person or group that benefits another
- 5) A form used in making a request
- 8) A facial expression characterised by turning up the corners of the mouth
- 10) If the customer is upset, stay \_\_\_

Answers at the back - no cheating!

# KITE Awards

## HDFT & HIF Colleague Recognition Awards



## Nominations Opening Soon

Our awards are a chance to recognise the hard work, dedication and outstanding care given by our colleagues, volunteers and teams across Harrogate and District NHS Foundation Trust and Harrogate Integrated Facilities Ltd, and to share their achievements for the wider benefit of patients/ service users and staff

If you want to nominate an individual or a team for the awards, an online form will be available as from 2 September 2024 at [www.hdft.nhs.uk/awards](http://www.hdft.nhs.uk/awards). We can also post out forms to you - please get in touch by emailing [hdft.awards@nhs.net](mailto:hdft.awards@nhs.net)

For more information and to nominate: [www.hdft.nhs.uk/awards](http://www.hdft.nhs.uk/awards)

# GOVERNOR OPPORTUNITY

COULD YOU BE OUR NEXT STAKEHOLDER GOVERNOR?

As you will be aware, our current Stakeholder Governor, Clare Illingworth, has now left the organisation to take up new opportunities. This leaves her role as Stakeholder Governor representative for HIF on the Council of Governors vacant.

The Trust is very keen for HIF to continue to have a representative on the Council of Governors and we are therefore inviting Expressions of Interest from colleagues across HIF to be our stakeholder representative.

This opportunity is open to any HIF colleague, of any level and experience, provided you have the commitment to fulfil the duties required.

If you feel you have the right qualities to undertake this role, we would welcome you to submit your Expression of Interest, outlining:

- What contribution you feel you can make to this role
- Why you would consider yourself suitable
- What benefits you feel you would personally gain from being involved with the Council of Governors.

Following a shortlisting exercise, a new Governor will be appointed through an informal interview with the HIF Chair and Managing Director, with a recommendation to the HIF Board of Directors. The successful candidate will then be appointed by the HIF Board of Directors.

Our Stakeholder Governor is a vital link between HIF colleagues, our customers and the governing body of Harrogate & District NHS Foundation Trust and this is an ideal opportunity to ensure that the views and opinions of colleagues and customers alike are represented and heard at that significant level.

If you would like any further information or an informal chat to discuss the role further, please contact Angie Gillett, Managing Director, on 01423 553787.

Please submit your application by email to Lucy Simmons via email ([lucysimmons1@nhs.net](mailto:lucysimmons1@nhs.net)), no later than 5 September 2024. Informal interviews will take place early September and the successful appointment will commence in October 2024.

We look forward to hearing from you!

teamHDFT At our best | HIF HARROGATE INTEGRATED FACILITIES Taking Pride in our Services

## Stakeholder Governor Opportunity

We are inviting Expressions of Interest from colleagues across HIF to be our Stakeholder Representative for the #teamHDFT Council of Governors

**Closing Date**  
5 SEPT 2024

**LET US KNOW:**

- What contribution you could make to the role
- Why you consider yourself suitable
- What benefits you personally would gain from being involved on the Council of Governors

Following a shortlisting exercise, you will be invited to an informal interview. Successful candidates will be recommended to the HIF Board of Directors for appointment

Please submit your application by email before the closing date:  
[lucysimmons1@nhs.net](mailto:lucysimmons1@nhs.net)

# 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 will 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](mailto:joanna.cann@nhs.net), or [hdftr.freedomto.speakup@nhs.net](mailto:hdftr.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.

Freedom to Speak Up Guardian

[www.nationalguardian.org.uk](http://www.nationalguardian.org.uk)

Your voice matters

## CULTURE WORKSHOPS

SUCCESS! HAVE YOU SIGNED UP YET?

Our brand new HIF Culture Workshops are now in full flow and are proving hugely popular amongst leaders at all levels.

We recently received some fantastic feedback:

"Thank you for this morning's workshop. I felt like a valued member of the HIF Leadership Team. It was very rewarding spending time with leaders from other departments and hearing their challenges and successes.

Hopefully, in the future, we may be able to advise each other when challenging situations arise from the teachings and networking you have provided today (and hopefully more in the future).

I cannot put into words how amazing it feels when management invest time in the "little people" (I know you said banding shouldn't be referenced). Like I said earlier, I wasn't very positive about the "meetings" taking place, as I felt resistant to change and was part of the "they won't do anything about that" crew! But the proof is in the pudding and you are! I left feeling empowered and full of ideas for change!"

If you would like to attend a Culture Workshop, please book your place by contacting Anna Pugh (email: [anna.pugh1@nhs.net](mailto:anna.pugh1@nhs.net), ext. 3292)



## WILDFLOWER WONDERS

HAVE YOU SEEN OUR NEW BEAUTY SPOT?

You may have noticed our colourful wildflower gardens, located between the visitor car park and the Sir Robert Ogden MacMillan Centre, kindly planted by our fabulous Grounds Team. They have absolutely flourished over recent weeks and have been photographed from all angles!

Wild flower areas such as ours are becoming increasingly rare, which has had a major impact on our food supply as a nation. These areas provide essential food and shelter for bees and other pollinators, who play a vital part in supporting our entire ecosystem.

We are proud to support diversity in our natural habitats, as part of our sustainability programme, helping to create essential habitats for a wide variety of insects, as well as providing a glorious beauty spot within our grounds.

Thank you to Chris and Will of our Grounds Team, as well as their dedicated volunteer Carolyn for your work on these areas, as well as the rest of our grounds, they are stunning!



## 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.

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.

We also have the fantastic HHCC Lottery, which is open to all, with monthly cash prizes available up to 50% of the draw proceeds, for just £1 a ticket!

Contact the HHCC Team for details, any contribution, no matter the size, is always greatly appreciated and valued.

### 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: [hdfc.hhcc@nhs.net](mailto:hdfc.hhcc@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: [hdfc.volunteering@nhs.net](mailto:hdfc.volunteering@nhs.net) or scan the QR code below:



# HHCC What's on Guide

01423 557408

hdft.hhcc@nhs.net



Registered Charity Number: 1050008

SCAN ME



TO DONATE!

GREAT NORTH RUN

SUNDAY 8 SEPTEMBER 2024

SUPPORTING CHILDREN, YOUNG PEOPLE AND THEIR FAMILIES ACROSS THE NORTH EAST AND YORKSHIRE.



SUNDAY  
15  
SEPTEMBER  
2024

SUPPORT OUR  
**YORKSHIRE  
THREE PEAKS**  
PARTICIPANTS



## HHCC Outdoor Pop up Christmas Market

24

DAY

11

MONTH

24

YEAR

Tickets  
coming soon!

**NATIONAL  
THREE PEAKS**  
FRIDAY 2 MAY 2025

Contact the HHCC and Volunteer Team to show your interest!



Your support with fundraising is vital in continuing our mission. The HHCC and Volunteer Team will support your fundraising with ongoing Social Media support, the creation of a Virtual Donation Page on our website and much more! We would love to hear your ideas.

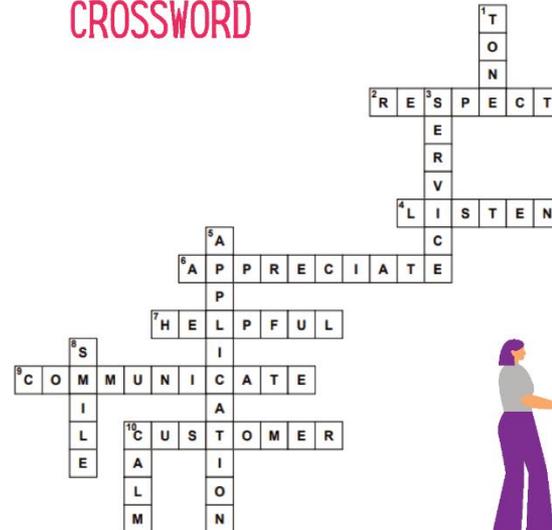
Get in touch today and see how your support can truly make a difference.



# Answers



## HIF CUSTOMER SERVICE CROSSWORD



## SUDOKU

6	7	1	2	8	5	9	4	3
9	2	5	3	7	4	8	6	1
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5	1	6	9	3	7	4	2	8
1	6	4	8	5	3	2	9	7
7	3	8	4	2	9	1	5	6
2	5	9	7	1	6	3	8	4





# Great North Run



DONATE  
HERE



Support #teamHDFT colleagues as they take part to raise funds for the Great Start in Life Foundation, to support Children, Young People and their Families across the North East and Yorkshire

