

ISSUE 15
SPRING 2025

HIF NEWSLETTER



INSIDE THIS ISSUE

- Refurbishment Works
- KITE Awards 2024 round up
- HIF Kindness Survey Results
- Plus much more!



KITE Awards 2024

A fantastic night was had by all who attended our recent Colleague Recognition Awards in Durham, congratulations to all of our winners!



HIF Kindness Survey

We have now collated our recent Kindness survey results and would like to thank everyone who responded!



HIF Business Plan 2025-26

Our updated Business Plan is now live and can be viewed on our website. This document outlines the developments undertaken to date and identifies our programme of work for the next exciting twelve months!

Our priorities for the next year include strengthening our relationship with our parent

company, Harrogate and District NHS Foundation Trust (HDFT) and continuing to be an outstanding provider of services, as well as driving forwards our sustainability agenda.

Make sure to subscribe to our Newsletter to keep up to date with the exciting developments still to come!

UPDATE FROM ANDY COLWELL

DEPUTY DIRECTOR OF ESTATES AND FACILITIES



It has been a busy period since our last Newsletter and I would like to start by praising every HIF colleague who received a nomination in our recent Colleague Recognition Awards, not to mention a warm congratulations to all of the winners and shortlisted candidates who attended the official ceremony in Durham.

I was honoured to join our winners on the evening and to present their awards and I am proud to say that each and every candidate thoroughly deserved their recognition. We all had a really enjoyable evening and, on behalf of HIF, I would like to thank all of the sponsors of the event, without whom we would not have been able to proceed. Make sure to keep

reading to see some fantastic photos of the evening and also to acknowledge our HIF colleagues who reached a significant milestone of long service, a truly remarkable achievement.

It has been wonderful to welcome the warmer weather lately and this has enabled us to continue to implement our Green Plan by planting a further 80 trees in and around our Hospital grounds. We also have some more delightful wildflower patches to look forward to, thanks to our Grounds Team.

Our Capital Projects Team have been extremely busy over the last few months, including delivering a range of wellbeing projects to improve the working environment for colleagues. In particular, they have completed upgrades in the kitchens, post room, linen store and a new staff welfare area for our Catering and Domestic Teams, to allow our hardworking colleagues an opportunity to refresh and relax between duties.

I would also like to thank all of our colleagues and visitors to the Hospital site for their patience during the recent resurfacing works in the main visitor car park. This has a huge impact, with the temporary loss of around 90 visitor parking spaces, however, I am pleased to say that the works are now completed and the quality of the car park is now much improved.

One further exciting development has been the introduction of our new domestic robot! Our fantastic automatic floor cleaner will allow for greater efficiency, by taking care of the larger labour-intensive cleaning tasks, allowing our colleagues to focus on the more intricate and complex tasks.

Our robot uses less water and fewer chemicals than traditional cleaning methods and is designed to be an assistant to our Domestic colleagues.

After some initial test cleans, we are delighted to say that our new robot is settling in nicely!

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 now!



SHARPS TRAINING

THANK YOU TO OCCUPATIONAL HEALTH

Recently, our Occupational Health Team delivered vital sharps training to the Portering Team, focusing specifically on how to respond in the event of a needle-stick injury. This training is essential for ensuring that our staff are well-prepared to act quickly and safely should such an incident occur.

The session covered immediate first-aid steps, proper reporting procedures, and the importance of seeking prompt medical attention to reduce the risk of infection.

By equipping the team with the knowledge and confidence to handle these situations, we can minimise health risks and maintain a safer working environment.

This proactive approach ultimately supports our commitment to staff health and safety, reducing the likelihood of long-term health issues resulting from needle-stick injuries.

If you would like to arrange similar training for your team, please contact the Occupational Health Team directly.



CONGRATULATIONS

WELL DONE TO DAVID HAYNES!

The Hospital Caterers Association (HCA) recently held their annual awards ceremony and we are delighted to report that our very own Catering Manager, David Haynes, was shortlisted as a finalist for their Rising Star Award!

David joined HIF in 2022, having previously worked at notable establishments such as Bettys of Harrogate, as well as working internationally in 5 star restaurants. He joined HIF looking for a new challenge, which he has fully embraced and we definitely see him as a rising star within NHS catering.

The HCA annual awards aim to recognise the commitment and contribution of its members. Their Chair commented "The HCA Awards celebrate the very best of our industry and all those shortlisted should be incredibly proud of their achievements. We had more entries than ever and the task of selecting the winners has been exceptionally hard. It makes me incredibly proud to lead such a talented group of committed caterers."

Congratulations to all of this year's winners and congratulations to David!



REFURBISHMENT WORKS

IMPROVEMENTS TO OUR HIF AREAS AND BEYOND



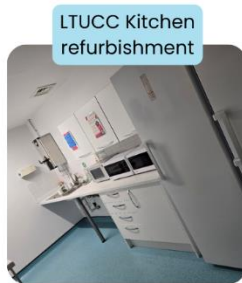
We have been hard at work completing refurbishment and improvement works across many HIF working areas over the last few months, thanks to the efforts of our Capital Design and Estates Teams.

Our new Post Room is now complete, following inspection and final organisational tweaks by our Post Team. Thank you to Colin, Graham and Jamie, plus our ProjectSEARCH intern Damien, who spent a rotation with the Post Team over the winter.

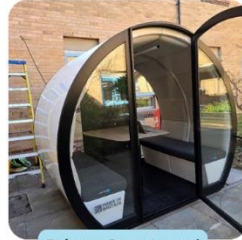
Our Capital Projects Team, as part of the recent Wellbeing project, have also been busy completing various improvement works across the HDH site and we would like to congratulate them on successful completions:



Multi-storey car park resurfacing



LTUCC Kitchen refurbishment



Briary Courtyard Wellbeing Pod



Corridor bump rail refurbishment



New Maternity Ward Conservatory Roof



New Domestic welfare area

and many
MORE

NATIONAL HEALTHCARE ESTATES & FACILITIES DAY



18 JUNE 2025

Celebrating our Estates & Facilities Heroes



HAPPY RETIREMENT

WE WISH A FOND FAREWELL TO SOME VALUED COLLEAGUES

Over the last few months, we have had three of our long serving colleagues retire and we would like to take this opportunity to wish them a long and happy retirement!

Our Post Team gave Graham Cloake a discrete send off recently, following over 50 years of service in the NHS. Graham is not a fan of big celebrations, so did not want lots of fuss, but there was cake! We wish Graham lots of open road time on his Harley Davidson.

Our Domestics Team also saw the retirement of two of their colleagues. Kathleen Turner has retired after an incredible 35 years of service, and Phill Frost has also retired following 15 years of service.

We would like to thank all of our incredible colleagues for their service and we hope that Graham, Kathleen and Phill enjoy a long and fruitful retirement, they will all be sorely missed by their HIF colleagues, as well as wider Trust colleagues.



HDFT IMPACT

MEET YOUR IMPROVEMENT MANAGER, ROB YOUHILL

Hello everyone, I'm excited to introduce myself as your dedicated Improvement Manager. Over the next few months, I'll be working closely with you on our improvement model which is called Impact.

The goal of this programme, Impact, is simple: to help us all work together towards our HIF Company and team goals, to match and join up our efforts, and create meaningful positive change. With this programme, we aim to make improvement a part of our daily routine, ensuring everyone feels confident and empowered to contribute at all levels. Many of you will have been on the Culture workshops run by Sammy Lambert (Associate Director of Business Modernisation and Service Improvement). The Impact work will build on these and be specific to your areas.

This model is about using information, numbers and data to guide us. By looking at clear evidence, we can track our progress, solve problems effectively, and see how our efforts make a difference. Most importantly, we'll celebrate our successes, big and small, so that we recognise and value the positive changes we make together. I will be working closely with Sammy to deliver this programme for HIF.

I'm here to support you in this journey. Let's work together to make Impact a tool for success and improvement for all of us.

Looking forward to meeting and working with you all!



KITE AWARDS 2024

CONGRATULATIONS TO ALL HIF WINNERS!



LONG SERVICE AWARDS

THANK YOU FOR YOUR SERVICE

Our Colleague Recognition Awards, incorporating our Long Service Awards was held in March this year, with a wonderful event at the Radisson Blu, Durham.

teamHDFT received fantastic sponsorship from Sovereign Healthcare, Morgan Sindall Construction, Turner & Townsend and many more.

We would like to say thank you and congratulations to our HIF colleagues who were recognised for their long service:

- Zoe Bramhald-Denny (25 yrs)
- Peter Hindle (25 yrs)
- Jean Marshall (25 yrs)
- Susan Symmonds (25 yrs)
- Kathleen Turner (35 yrs)
- Michael Phillips (40 yrs)



WELLBEING EMPLOYEE ASSISTANCE PROGRAMME

CiC is our new employee assistance programme, which has replaced the previous VivUp service. CiC is an independent, free and confidential advice service for all teamHDFT employees and their families. CiC is available 24/7 by Freephone (0800 085 1376 or 020 7938 0963) or by email (assist@ciwellbeing.com).

CiC offer a wide variety of support including financial and legal advice, nutritional guidance, emotional support including structured counselling, physical health advice and confidential, in the moment, support.

Their dedicated managerial advice helpline is also available at 0800 085 3805.

This programme also includes a comprehensive wellbeing digital platform called Ele (Elevate your Wellbeing), which is an app featuring over 6,500 lived experience videos, podcasts, a directory of support organisations and a variety of other resources.

Access to Ele is via <https://HDFT.elewellbeing.co.uk>

When logging in for the first time, please use:

Username: hdfd@elewellbeing.co.uk Password: HDFTWelbeing



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 lanyard. Call 01423 553400, email: hdf.occhealth@nhs.net or visit <https://www.hdf.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 hdf.reachstaffnetwork@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 hdf.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 hdf.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 hdf.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 hdf.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 hdf.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 hdfworkingfamilies.carers@nhs.net to join.

FREEDOM TO SPEAK UP

WHAT CAN YOU DO

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 the team, who 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 by email at: hdf.freedomto.speakup@nhs.net. This address is kept completely confidential, so please feel free to use this to raise any concerns or ask any questions.



Test your skills with our puzzle page - Our wordsearch celebrates our Catering Service, just in time for their new Summer Menu!



HIF WORDSEARCH

E T H Q L N B Q K V U K B S W O B X H Y E L H C H
L U O N P A S T A U E C X O Q P I V V O M J E E H
P I I A I V K I U X Y G L U H B Q F R M B A R S K
P H C Y S Q K R W Z Z V E P W M N Z I D G R Q M T
A E B L O T S Y S M L J V T J X T L O Z I F D P E
N T A G G X I L X M M R T P A P U A M O Y V E E Q
O A U H J Y A E B J C K M M C B V R T Z Z H E T Z
J H S X W Y N R P O D T C Z A X L S R U J X D Y Z
S Q F P W S E U F Z X A N F T G I E L V E M Y R K
K G Y H E A D P Y R K K A S E H C J S A L A D R X
W B S A K X C I R E D J T N R C D R A T S U C U Y
P I M F O K A J B Q D Y V B I I G W R F E F C H
F O A O N K A E J R E M M T N W U C Q H A I R H Y
M S H J K Z V A B E O S F K G D R T S S N L E N Y
T X O V H F F N O Z M X P S F N G D X R B I I N C
J Q U H C N U L Y V E L R I R A H I K P L Y T M O
X E Y W V B B J I L L J E N H S I U V N J T C Y C
B U E N W C N V J A E C U T L C U R I K G C B K X
M P K F R V A M N Y T K T W A D M Z U I E L A C Q
I T E Z F J S A K B T U G S F L U N I D E X D V O
W W I F U O N O L W E N Z X S G O V U M O B S P Z
U G V D E A C I Y O F M X A H K T C Q F N Z M R J
Z Q I T B I T C Y Q A C B Y Q T D E O B W K S C R
C G K G P Z U C L Q Y A E F A C X L K H P Q Y T J
O R U P T R K P E H S N O Y N P D I X Y C B S I E

SUDOKU

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

TO FIND:

Apple
Banana
Breakfast
Cafe
Cake
Catering
Chips
Chocolate
Coffee
Curry
Custard
Fish
Herriots
Lunch
Omelette
Pasta
Salad
Sandwich
Soup
Toastie
Vegetables



Answers at the back - no cheating!

YEARLY PLANNER 2025

January International Sticky Toffee Pudding Day 	February 	March Pancake Day British Pie Week Eid-Al-Fitr 
April Good Friday 	May British Sandwich Week 	June 
July 	August National Burger Day 	September 
October World Vegetarian Day  Diwali 	November 	December Christmas 

JOIN US IN HERRIOTS FOR SOME DELICIOUS TREATS THROUGHOUT 2025!

HIF KINDNESS SURVEY

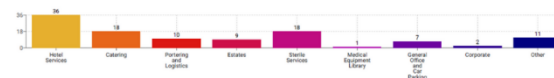
OUR FIRST DEDICATED SURVEY – THE RESULTS ARE IN!

In the past, HIF have collaborated with our Trust colleagues to facilitate the quarterly staff surveys via InPulse. However, following feedback from HIF colleagues, we took the decision to produce our own tailored survey, which we hoped would provide more relevant and useful results that we could then act upon, as needed.

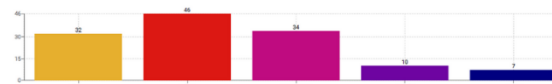
Our first survey, Kindness, was launched recently and we received 132 responses from HIF colleagues, both substantive and bank. The results were encouraging, with over 60% of staff looking forward to coming to work and feeling enthusiastic about their jobs. Conversely, we also had responses from less than 10% of colleagues who have never or rarely felt enthusiastic about their roles and this is something that we will be looking to address.

We are delighted that a wide range of colleagues responded to our survey and we would encourage all colleagues to watch out for future surveys and to respond honestly. We cannot change for the better if we do not know something needs changing!

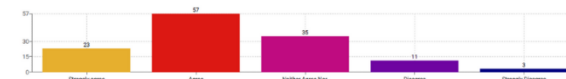
Which department do you work for?



I often/always look forward to going to work



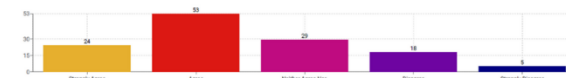
I am able to make suggestions to improve the work of my team/department



I would recommend my organisation as a place to work



My organisation is proactively supporting my health and wellbeing



If you would like to view the full results report, please speak to your line manager or contact Emily Reid at emily.reid11@nhs.net



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.

Ways you can support:

HHCC will be celebrating throughout 2025, as this will be the 30th year of the hospital charity enhancing patient care and the wellbeing of our service users. There are many events being

planned by HHCC throughout the year. Look out for exciting updates throughout the year, by subscribing to our Newsletter, following our social media pages and keeping in touch with HHCC! If you would like to share how the Charity has supported you during the last 30 years, please do get in touch, as we would love the opportunity to share your stories!

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.

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!



To Donate:

Contact the HHCC Team at teamHDFT by emailing: hdfc.hhcc@nhs.net or scan the QR code below:



FOLLOW US

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 or scan the QR code below:



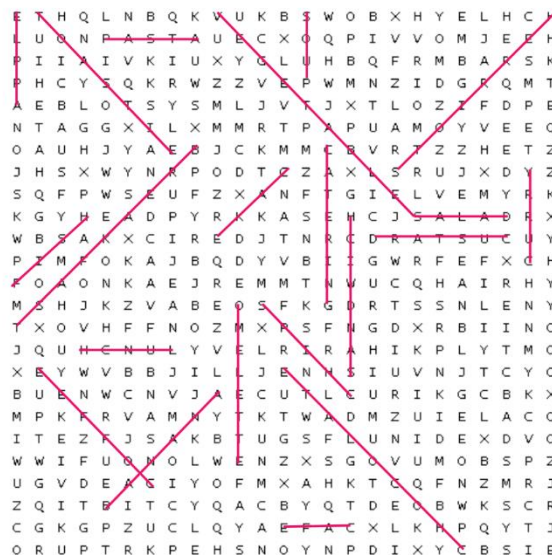
Answers



SUDOKU

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

HIF CROSSWORD



HIF COLLEAGUE FORUM

To join our Colleague Forum,
email: anna.pugh1@nhs.net



LOCATION:
**HIF BOARDROOM, 17
WETHERBY ROAD**

TUES 20 MAY, 1-2PM
THU 26 JUNE, 11-12PM
THU 22 JULY, 11-12PM
TUES 12 AUG, 2-3PM
MON 22 SEPT, 11-12PM
TUES 18 NOV, 11-12PM