



# THE FRIENDS OF BLANDFORD COMMUNITY HOSPITAL

Charity No. 800482

Milldown Road, Blandford Forum, Dorset, DT11 7DD

Tel: 01258 450095 (General Office) 01258 451456 (Shops and Fundraising)

[www.friendsblandford.org](http://www.friendsblandford.org)

Newsletter No. 51

SPRING 2016

## Blandford Hospital receives national accreditation for end of life care

'Seamless and sensitive care' and strong leadership have earned national accreditation for the Tarrant Ward here at the Hospital.

The ward, which provides end of life care, has been recognised by the prestigious Gold Standards Framework, which is a national health programme for reviewing and delivering end of life care.

In particular, the strong leadership of the hospital was recognised, as well as the high level of engagement shown by all members of staff and the way they worked together well as a team, ensuring that every patient receives efficient and appropriate care.

Darren Wickwar, Matron, said: "This is a fantastic achievement for the hospital but, first and foremost, recognition must go to our fantastic staff. The entire team is hugely passionate about the work they do and this is apparent in the high level of care they provide to our patients.

"End of life care can at times be very sensitive and emotional, it's about making the patient as comfortable and supported as possible and, at the hospital, we are always looking for ways to make this time more peaceful.

"The accreditation is a brilliant way to recognise the hard work of our team and we will continue to develop and improve the care we already provide to the community."

Caroline Abrahams, Charity Director for Age UK, added: "Better end of life care for individuals depends on good communication and the willingness and ability of health and social care professionals to take a person-centred approach. It should be the cornerstone of professional education and workforce development in health and care services".

"The Gold Standards Framework plays a crucial role through its training and accreditation programme in enabling front line

*Pictured here are some of the Tarrant staff recognised by the award*



health and care staff to initiate difficult conversations regarding the development of a person's end of life care plan, and ultimately deliver care that meets their needs and wishes."

Professor John Young, NHS England National Clinical Director for Integration and Frail & Elderly Care, commented: "It is a great pleasure to be presenting the GSF Quality Hallmark accreditation awards. I applaud the winners of these awards as they lead the way in providing skilful and compassionate end of life care based on a foundation of individual plans agreed between patient and those caring for them. We can all learn from their work."



**Thursday 17th March**  
**Doors 6.45pm,**  
**Eyes Down 7.30pm**  
**Dining Room,**  
**Blandford Hospital**

## Fundraising News...

Since our last newsletter in September the Fundraising team has been busy at the Cheese Festival, with the Autumn Fair, 3 Bingos and a Market Stall. Each event has been profitable for



the charity and the hard work of so many volunteers has certainly paid off. Our volunteers are front line ambassadors for the charity and we are always very proud of them.

### Fundraising 2016

The schedule is now fixed for 2016 and we are looking forward to another busy year. The dates can be found in the diary section on page 3 and we very much hope you will be able to join us.

Our next major event will be The Fashion Show at The Exchange in Sturminster Newton on Friday 15th April. Full details are on the back page. The show was such a success in that wonderful venue in 2014 that we decided we should go there again. The show will be followed by a clothing sale on the Saturday morning. Linda Prior and her team of helpers are already busy selecting garments to put the show together and we look forward to seeing you there!

The Golf Day will again be held at Ashley Wood Golf Club. Details can be found on the back page of this newsletter. If you would like to enter a team or know somebody that may be interested, the entry form is available from the Friends' Office or from [www.friendsblandford.org](http://www.friendsblandford.org). We are also looking for sponsorship for this event so if you can help in any way then please give me a call on 01258 451456.

Of course we also have bingos throughout the year, hope to be at the Sturminster Newton Cheese Festival again and are already planning our Autumn Fair. More details of those events will follow in the summer update.

We are grateful to those of you that submitted recipes for our "Friends' Feasts" book. It has been decided to keep this as a "work in progress" and continue to collect recipes until we have enough to complete the project. Watch this space!

My final words in this message are "Thank you". Thank you to our volunteers who always pull out all the stops to ensure success at our events and, of course, to our members and local people who come out and support us. We look forward to seeing you all again soon.

## Shop News...

Both of our shops have recently been redecorated and updated. They have been completely restocked with Spring/Summer clothing and fresh stock on every shelf. This is a great time to pop in and see what we have on offer, whatever you are looking for; it is always worth trying us first. There is nothing more satisfying than finding a real bargain and we have plenty of those! As we approach the end of the financial year our volunteer teams are hopeful that they will have exceeded last year's figures. This will be testament to their hard work and continuous effort. Not only do they generate such a fantastic regular income but they make every customer feel very welcome and valued. As Shop Manager, it is an absolute pleasure to hear great feedback from our customers about my volunteers. They are a fantastic team to work with and should be very proud of all that they achieve.

### OUR SHOPS CAN BE FOUND AT:

Innes Court, Sturminster Newton

Tel: 01258 471245

Open	Mon	9am – 4pm
	Tues – Fri	10am – 4pm
	Sat	9.30am – 12.30pm

Barnack Walk, Blandford

Tel: 01258 458390

Open	Mon – Sat	10am – 4pm
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**We are always looking for new volunteers in our shops who are either prepared to make a regular commitment of a few hours per week or fortnight or perhaps would prefer to work on an "as and when" basis.**

**If you are interested, please pop in to the shop for an application form or give me a call in the Friends' Office on 01258 451456.**

*Emma Sisson, Fundraising coordinator, February 2016*

*A special mention must go to Blandford Hospital Whist Club who ran Whist Drives at the Hospital from 1996 to 2015. During that time they donated over £10,000 to the hospital. This is an incredible amount that made a real difference to projects that the charity has been able to support.*

*Thank you to all of those involved.*





## A message from our Chairman...

Well now that the Festive Season is over, I can report that I have enjoyed some wonderful Christmas dinners with the volunteers and have met some interesting people. Tish and her

team pulled out all the stops and served us a fantastic Christmas dinner on each occasion which was enjoyed by all. I was amazed that we now have 61 volunteers involved with the Blandford Shop and 47 with Sturminster Newton Shop. There are another 48 involved with our Community Services that we provide through the office. Over 150 volunteers helping to enhance the patient care locally, something we should be proud of.

My main focus this year is to increase our membership, exploring ways of maintaining and increasing the number of people that are members of the Friends. As at the end of July 2015 we had 750 members compared to 1400 when our membership peaked several years ago. Consequently, we would like to recruit more members. We have been trying to increase our membership through our shops, events and our community services and I know this is having some good effect. To help this along I am in the process of setting up a small group of Trustees to focus on membership retention and expansion. You may ask why we need to increase our membership. The more members we have the bigger the influence we have on the local health services and the clinical commissioning group. Membership fees can be a minimum of £1 per year, but members are free to choose what they donate. Application forms are available from both of our shops, our website and the office.

There has been some very positive news for the hospital recently. Congratulations firstly go to Matron and Tarrant Ward on winning a National Award for Excellence for End of Life Care, following their completion of the Gold Standard's Framework. In achieving this award the ward has demonstrated top quality care for all people nearing end of life. Well done!



Secondly, I was asked to attend the Dorset Foundation Trust's Annual Heroes Award, and to present the winner in the Leadership Award. There were three people short listed and I was delighted to present the award with Simon Weston the

Falklands Veteran to Matron Darren for his outstanding leadership skills. Excellent!

Our efforts this year are focusing on reopening the Hydrotherapy pool so local people won't need to travel to Dorchester or Salisbury, upgrading the Operating Theatre which has become rather tired and outdated. We are also exploring the possibility of developing overnight accommodation for relatives of patients on Tarrant Ward. Another project we are involved with is looking at ways of increasing car parking as we all know the problems it's causing at the moment.

My final thought in this message is that if every member found one new member we would double our membership overnight, what a challenge!

*Steve Cole, Chairman, February 2016*

### How to contact us...

**The Friends' Office at the Hospital is usually open from 10am until 4pm, from Monday to Friday.**

**Tel: 01258 450095 (General Enquiries)**  
**01258 451456 (Shops and Fundraising Enquiries)**

**Fax: 01258 394055**

**Email: [friends.blandford@dhft.nhs.uk](mailto:friends.blandford@dhft.nhs.uk)**

**Website: [www.friendsblandford.org](http://www.friendsblandford.org)**

### Dates for your Diary...

Easter Bingo	Blandford Hospital	17 <sup>th</sup> March
Fashion Show	The Exchange, Sturminster Newton	15 <sup>th</sup> April
Clothing Sale	The Exchange, Sturminster Newton	16 <sup>th</sup> April
Bingo	Blandford Hospital	9 <sup>th</sup> June
Golf Day	Ashley Wood	24 <sup>th</sup> June
AGM	Blandford Hospital	6 <sup>th</sup> July
Cheese Festival	Sturminster Newton	10th/11th September
Prize Bingo	Blandford Hospital	22nd September
Autumn Fair	Corn Exchange	15th October
Christmas Bingo	Blandford Hospital	1st December

# RECENT SUPPORT FOR OUR HOSPITAL

After an exceptional period of financial support to our hospital with the redevelopment of the old Portman Ward into the now busy Portman Unit, we continue this year to help our hospital and the community. As our motto says - ***"We make a difference"***.

In the hospital we have provided £26,000 to enable the hospital to continue with the use of a vehicle for the Occupational Therapy Department who are now located within the Portman Unit. The van is essential to the "day to day" working of the department.



*Chairman and Treasurer at the official handover of the new vehicle with members of the OT Department.*

In June we renewed our financial support to enable two very much appreciated groups to continue, "Music & Singing in Tarrant Ward" and "Drumming & Singing in Tarrant Ward". Matron and staff say that these activities are enjoyed by the patients and certainly improve their stay in hospital. The costs are £80 per month and £150 per month respectively.

Matron approached us to see if we would provide a device which when connected to the TV in the day room supports activities for the patients. The tablet type device complements the present activities in the ward with varying activities such as bingo, play your cards right, enabling photos etc and a 3 minute video to be loaded to stimulate the brain and relieve boredom. We approved the cost of £5000.

August saw a request to help with a patient entertainment system which would provide a TV to each patient by their bed in Tarrant Ward. This was supported by Matron and the Ward Sister. We felt that this was certainly a way in which the Friends could - ***"We make a difference"***. We approved the cost £22,000.

Electronics continue to offer benefits that could enhance a patients experience in hospital and we received a request to provide a My Dementia Improvement Network (MDIN) System which supports meaningful activity sessions in the ward. Once again we approved the cost £7245.

A request was received from Tish who runs our wonderful kitchen and in-house services to ask if we would pay for some new flooring within the dining room which was not in this year's NHS budget. We considered this important as it reflects publicly our hospital image and we agreed to assist and approved the cost of £2068

Within the hospital we continue to provide many ongoing daily services. Daily newspapers at a cost of approx £200 per month, approved staff training and gardening, looking after the Millennium Garden and the internal courtyard in the Portman Unit.

During the year we also receive many requests for financial support from groups and organisations within the community. Within our constitution we are required to consider such requests providing they are from "not for profit", health related groups. All requests are scrutinised in detail which involves meeting the group in their place of operation, examining their annual accounts, establishing the health related work that they undertake and the support they provide within the community.

This year has seen Life Education Wessex receive a donation of £6200 towards their annual running costs to continue their very valuable work with children, touring the area, visiting schools and teaching the children the "safe facts of life".

In June we also donated £7500 to Blandford Youth Trust an organisation that we have supported for many years. The Trust pays the wages of Ken Reynolds who acts as a councillor at The Blandford School for the pupils. This is a very valuable service helping children at times of difficulty.

At the end of last year we received a request for financial support from a small local group linked to the Milldown Unit called "The Willow Tree Group" who meet in the bungalow behind Castleman House. They provide a weekly hot meal for members of the community who, due to their mental health would not leave their home to socialise and struggle with their pennies each week. This is the second year we have given a donation towards their running costs for 2016 and given them £3000. The Willow Tree Group



# & THROUGHOUT THE COMMUNITY...

also continues with their own modest fundraising, having a stall and raffle in the hospital reception twice a year by kind permission of Matron.

Just before the end of the year we were able to support another group assisting with mental health within the community. "Be Positive" provides vital support and facilities to members of the community that are suffering from mental health issues and Dr Kit Stone of the Milldown Unit says that this facility is invaluable. This group was supported by Dorset County Council until a couple of years ago when the annual grant was taken away suddenly in government "cut backs". This forced the group to vacate their small rented shop with meeting room in Tabernacle Walk. That was when they first approached the Friends for help last year, which we did donating £5000 for 2015 to assist to "kick start" their group again. This enabled them to secure a lease on a small shop with meeting room facilities on the first floor in Anchor Gateway off Salisbury Street.

This year we have donated £6000 towards their running costs for 2016 and they also continue with their own fund raising through their shop and fund raising events.



The picture (kindly provided by Nicci Brown of Forum Focus) was taken at the handing over of our cheque to Florence Spencer Group Leader of "Be positive" at the official opening of their charity shop. They also have a first floor meeting room with internet and kitchen facilities available for their service users.

We must also remember that on a daily basis we provide an extremely valuable community transport scheme to people in need throughout our rural community. This would not operate without our great team of volunteer



drivers, their cars and our own two wheelchair adapted minibuses.

None of this support would be possible without the ongoing support of our membership and I very much look forward to being able to update you on these and other projects later in the year.

*Mac McLaughlin,  
Deputy Chairman and Project Manager*

## Thank you...

Many local groups and organisations should be thanked for their support of our charity throughout the year. To highlight a few recent donations we would like to mention Mr Winston Leese and The Spetisbury Yuletide Brass (pictured here with Mac McLaughlin) who raised over £514 performing outside the local supermarkets and in local pubs in the build up to Christmas. Blandford Open Gardens donated £451; Ibberton Carol Singers raised £135 and Blandford Methodist Christmas Carol Service donated £160. Thank you all!





# Matron's Update...

As reported Tarrant Ward has become the first Community Hospital in Dorset to be accredited with the Gold Standards Framework (GSF)

Quality Hallmark award, this is mainly regarding advanced care planning and end of life care. The GSF feedback report described the team as trailblazers. The team had to provide evidence of their care to a panel of 4 during an inspection on the ward, team members were interviewed and a portfolio presented for review. This is a great achievement and as the Hospital Matron I am really proud of the team and the high standard of care they deliver to our patients. One of the ward Sisters and 2 Health Care Assistants attended a presentation in London to receive the award.

I am happy to share that we have recently had success in recruiting into all of our vacant posts within the hospital including domestic, porters, healthcare assistants and our registered nurse vacancies. Most vacancies were due to retirement/promotion. It has been a real challenge to us over recent months to recruit registered nurses. This is not only common in community hospitals in Dorset but nationwide.

The Friends have kindly funded an electronic device supporting the great work our activities co-ordinator undertakes, this is useful to many patients on Tarrant Ward. The system is very effective in calming agitation and distress in patients. It has numerous features including reminiscence and activities which can be accessed via touchscreen technology including music, photographs, famous speeches, poetry, radio shows, archive TV shows including Dads Army, Fawlty Towers and lots more. There is also bingo, karaoke, exercise sessions and quizzes within the activities section and it also enables Skype visiting.

We are currently seeing evidence of the following:

- Reduction in falls
- Positive indicators towards nutrition
- Meaningful Activities
- Reducing Length of Stay in Hospital

The Friends have also agreed to fund individual televisions on Tarrant ward which will greatly enhance the patients experience especially for those who aren't able to use the day room.

We are still in discussions and planning a pilot with Whitecliff Surgery with some joint working in our Minor Injuries Unit.

Our X-ray department is currently being refurbished at a cost of approximately £220,000, this will provide up to date equipment and environment. Unfortunately this has caused the department to close temporarily until the end of March.

Car parking remains a challenge to us and we are exploring ways to hopefully improve this with our estates team.

## Dorset HealthCare Heroes Staff Recognition Scheme

**We want to celebrate the brilliant achievements of our staff and we want you to help us!**

The Staff were asked how we should recognize our unsung heroes within the Trust, those people who we see working day in, day out, beyond the call of duty for our patients. Overwhelmingly, they said, "we just want to be thanked".

So the trust has launched Dorset Healthcare Heroes, a monthly and annual awards scheme to recognise the many brilliant people working across the Trust.

Anyone can nominate a member of staff, volunteer, bank worker or a team for that extra special thank you. Nominations are open all year, because we know that we have amazing people doing amazing things 365 days a year, around the clock.

Every month the Trust will recognize our heroes going "above and beyond" and once a year there will be an awards ceremony. There are 7 categories to choose from, the Trust values:

- Commitment to the quality of care
- Compassion and kindness
- Working together for patients
- Improving lives
- Everyone counts
- Respect and dignity
- Being a learning organization
- Volunteer award
- Bank worker award
- Leadership and management award
- Outstanding contribution award
- Team of the Year award

I am pleased to share that our Admin team have won an award for commitment to the quality of care, Sharon Munday (Tarrant Ward Activities Coordinator) & the Tarrant Ward Team won an award for compassion and kindness. The Hospital Services Team was nominated for an award for commitment to the quality of care and The Day Surgery and Outpatients Team were nominated for the team of the year award. I was awarded the Leadership & Management annual award in September, Steve Cole and Simon Weston the Falkland's Veteran presented me with the award in September which was a great honour.

*Best Wishes, Darren Wickwar, Hospital Matron*



# Community Services and Volunteering with the Friends... *Help us make a difference!*

We have been fortunate with the weather this winter so to date we have been able to continue with all planned social and shopping trips.

Like we always aim to do, we managed to arrange and fulfil all of our pre-Christmas excursions without a hitch or hindrance from the weather, all of which were thoroughly enjoyed by all participating. These ranged from Christmas shopping trips to get those vital presents, Christmas lunches, and not forgetting the pantomime.

We continue to be as busy as ever, the service continues to grow and the volunteers continue to come up "trumps"!!

This leads onto our post-Christmas volunteers' dinner. This was held in January and is our opportunity to say a huge "thank you" to all our volunteers for everything they have done throughout the year. The service simply couldn't and wouldn't operate so smoothly without their dedication and support. There are various volunteering roles in which you could support us, so if you would like to know more please give the office a call.



We can now start looking forward to the spring and begin planning our social trips.

For those of you who are not fully aware of our service, the procedure is as follows: any person requesting any part of our service will need a referral from their GP. This can be requested from your surgery, if your GP feels it is appropriate and that there is a need for our assistance and you meet the criteria.

Hospital car transport – this should be your last port of call i.e. if you do not drive, or currently unable due to your current position, have no family member or friend available, and public transport is not a viable option. All of our drivers are volunteers so it is not a guaranteed service but we certainly endeavour to fulfil as many requests as we possibly can. We do ask for a voluntary donation to help cover the costs as we reimburse the drivers for their fuel expenses.

Social Trips/shopping – again via a GP referral. This service is for those who would normally struggle to get their shopping. There are limited spaces for our shopping service but we currently have some available. As for the social trips, we currently have 100+ clients already on our database. Upon receiving your GP referral you would be placed on our client list. As you can appreciate these trips will be offered fairly and appropriately, but I will certainly endeavour to give everyone the opportunity. Most of the social trips are fairly seasonal.

## Just as a reminder:

There is often confusion around being a "Member of the Friends". This is to support The Friends and the work we do within the Hospital and community. To be a member an annual subscription (from as little as £1) is payable for which we are always grateful. All members will receive newsletters and information about our projects and fund raising events, together with annual accounts. However, this does not automatically entitle you to use our voluntary transport system or attend social/shopping trips on our minibus.

*Lisa Deverell - Community Services Coordinator*



## MEMBERSHIP SUBSCRIPTIONS

**Annual membership will be due at the beginning of April.**

**A subscription renewal form and envelope are enclosed for your use. If you do not already do so, please consider paying by Bank Standing Order this year and in future years.**

**Payment by this method will help significantly reduce our administration costs.**

**Please note, if you already pay by Standing Order, there is no need to send a subscription or complete the renewal form.**

**Thank you for your continued support.**

# Charity Golf Day Friday 24th June 2016 Ashley Wood Golf Club

Wimborne Road  
Blandford  
Dorset. DT11 9HN  
Tel: 01258 452253

The Friends of Blandford Community Hospital are pleased to announce we will again be holding a Charity Golf Day at The Ashley Wood Golf Club. It is a great opportunity to have a fun day on the Golf Course with food, drink and prizes to support a local good cause. Entry is £160 for a team of 4 playing a Shotgun start TexasScramble.

Further details and an entry form can be obtained from the Friends' Office on 01258 451456 Or downloaded from [www.friendsblandford.org](http://www.friendsblandford.org)



**'New to You' FASHION SHOW**

SPRING/SUMMER

**'THE EXCHANGE'**  
STURMINSTER NEWTON  
**FRIDAY APRIL 15<sup>TH</sup> 2016**

**DOORS OPEN 6.30PM**  
SHOW STARTS 7.30PM

**TICKETS £5 IN ADVANCE**  
OR £7.50 ON THE DOOR

AVAILABLE FROM HOSPITAL/CHARITY SHOPS  
ALL CLOTHING FOR SALE  
PLUS SALE TO CONTINUE APRIL 16<sup>TH</sup> 10AM -12PM

**FRIENDSBLANDFORD.ORG**  
**01258 451456**

REG CHARITY : 800482

*Should you wish to purchase tickets for the Fashion Show, please return this slip to the Friends' Office, Milldown Road, Blandford Forum, Dorset. DT11 7DD. Cheques, for £5 per ticket, should be made payable to "The Friends of Blandford Hospital"*

I wish to purchase \_\_\_\_\_ tickets for the Fashion Show on 15th April.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
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