

Supporting excellent care at the heart of the local community

# friends of crowborough hospital newsletter

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## Successful year for Friends Social Day Service

The Social Day Service provided by the Friends of Crowborough Hospital was started in January 2015, as a transition from a previous NHS Health Care service. A number of the previous clients and volunteers transferred to the Friends from the previous provider – East Sussex Health Care Trust (ESHT).

The Friends' vision is of the Social Day Service as a community based service with sessions designed to facilitate social inclusion and beneficial activity for potentially isolated and often frail individuals within the community. Importantly, it is primarily the volunteers who are the facilitators of social interaction and activity for clients, and this makes for a highly valued service that is cost-effectively viable.

In August the Friends minibus was condemned as an expected MOT failure not worth repairing, and at short notice a non-accessible minibus service provided by Ashdown Cars was instigated as an interim arrangement. The trustees authorized the purchase of a replacement minibus and in October took delivery of an "only five years old" second-hand fully accessible minibus which provides a significant improvement compared to the old 14 year old minibus.

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# IN AND AROUND THE HOSPITAL

## STAFF NEWS

Sussex Community NHS Foundation Trust annual staff achievement awards took place on Wednesday, 22 November at the American Express Community Stadium, Brighton with over 220



members of staff attending. 11 awards were presented by Chair Peter Horn and Chief Executive Siobhan Melia.

The Outstanding Newcomer Award was awarded to Joanna Lightfoot, Healthcare Assistant, Inpatient Unit, Crowborough War Memorial Hospital.

Joanna joined us in September 2015. She has completed her Care Certificate, completed her diploma in Clinical Health Sciences and started the Foundation Degree Apprenticeship Course in September 2017.

This self-development has enabled Joanna to further her knowledge and build on her confidence.

She is goal driven and has aims that she wants to achieve. She wants to provide seamless care to the patients in her care and this then will provide continuity for both her, the ward staff and the patients.

(From SCFT webpage)

We received a request to print the following letter from a member of staff:

*I've worked at Crowborough Hospital for almost 11 years and on the 22nd January I will work my last shift in the Minor Injuries Unit. I am leaving to undertake Nurse training at Eastbourne University and I would just like to say goodbye and thank you to all the amazing staff I have worked with over the years. Thank you to my colleagues in MIU for always believing in me and for helping me achieve my dream of going to University, to finally become a Nurse. I have made friends for life and have enjoyed looking after our wonderful patients over the years. I will be very sad to leave Crowborough Hospital, however I am sure I will be back.*

*Luisa Rogers,  
Healthcare Assistant*



Good Luck Luisa!

Because the Friends are committed to supporting staff development, the FoCH trustees committee decided to offer a bursary to Luisa, to contribute towards the books she will need for her course. During her course, Luisa will meet the Friends Committee from time to time to report on how things are going.



Luisa wrote to the Chairman of the Friends:

*Dear Chantal and Friends of Crowborough Hospital, I would like to express how thankful I am on receiving your letter with regards to support with study books for my Nurse Degree. This means a great deal to me so thank you very much. I have loved every moment of working at Crowborough Hospital. I will certainly be carrying on working on the bank to help support myself and will keep in touch with my ongoing progress.*  
*Kind Regards,*

*Luisa Rogers, Healthcare Assistant, MIU*

## **IN AND AROUND THE HOSPITAL**

### **OUTPATIENTS Dept.**

The Christmas period proved challenging for the OPD team last year as we had team members off on annual leave as well as our fair share of 'feeling under the weather' but everyone rose to the challenge and still kept smiling.

We have had a few enquiries about new clinics from the Maidstone and Tunbridge Wells Trust which is exciting news and we hope they take up the offer to come to Crowborough soon.

The Retinopathy Service has been with us for their 3 month stint and leaves to go back to Uckfield Hospital at the end of February. They will return to Crowborough in June.

The 24 hr ECG service goes from strength to strength. From April 2017 until now - January 2018 - 310 patients have had a 24hr ECG test done. This figure includes patients from the Uckfield area as well as from the local population of Crowborough and the surrounding countryside.

The year ahead looks challenging and exciting and the Out Patient team would like to wish everyone a very Happy New Year.

*Sandra Barnes, Sister*



## **CROWBOROUGH BIRTHING CENTRE**

### **AN INVITATION TO EXPECTANT FAMILIES**

Come and meet the team at Crowborough, have your questions answered and see if the birth centre is where you want to have your baby. We run tours every Saturday at 3pm & 4pm. Call us to book a space 01892654080. We look forward to seeing you.



The lovely Community Maternity Support Workers have won an award for all the amazing work they do. Maidstone and Tunbridge Wells Trust awarded them a Patient First Team Winner certificate. We know you'll join us in sending them huge congratulations. Well done ladies, it's truly deserved!



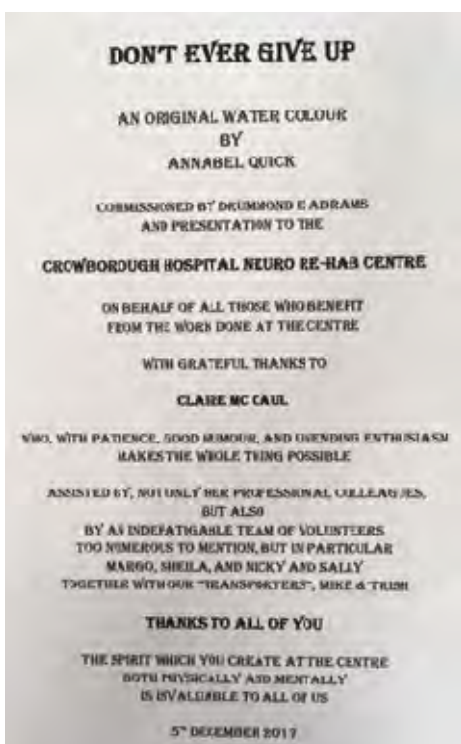
## **IN AND AROUND THE HOSPITAL**

### **NEURO REHABILITATION**

The Crowborough day centre continues to provide neuro physio rehabilitation to those who have problems with their mobility, strength and balance.

The Friends of Crowborough Hospital sponsored a Christmas party for staff, volunteers and patients. It was festive fun which everyone enjoyed. The social support from these weekly therapy sessions is in-valuable to patients who strive to improve their movement .This could be transfers from a wheel-chair to a chair, walking with a frame or walking independently . Drummond Abrams had commissioned a painting to put up in the day centre to reflect the determination of all the patients here. He dedicated it to the Tuesday team. We must also mention an appreciation to the Wednesday team of volunteers, Mike, Toni and Mick .

*Claire McCaul (EAST SUSSEX HEALTHCARE NHS TRUST)*



Drummond Abrams presenting the painting



## **VOLUNTEERS' NEWS**

### **THE FRIENDS' SHOP**

The Ladies of the Shop are looking forward to Spring. We continue to receive generous gifts of baby knitwear, peg bags, lavender bags, jigsaw puzzles etc. Thank you to everyone who generously donates their time and gifts these things to the Shop. The shop volunteers have just enjoyed their post Xmas lunch at Barnsgate Manor which was well supported on a cold January day, the shop remained open owing to the kindness of two of our volunteers. Crowborough is very fortunate to have lots of super markets but please remember our shop, we need your custom and our volunteers enjoy seeing you – they are always ready for a chat! We now have Easter cards and items suitable as gifts available.

*Maureen Bagwell*




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## **PAST EVENTS**

### **CHRISTMAS SINGING FOR FUN**

Due to the bad weather, numbers in the audience were down this year but those of us who attended had a very enjoyable evening. Directed by Mark Beesley and accompanied by Tea Humphrey, the choir performed a wide range of music from traditional carols such as Once in Royal David's City to the now well known Walking in the Air. The audience joined in joyfully with O Come All Ye Faithful and others.



Refreshments were provided by the Friends of Crowborough Hospital under the leadership of Miriam Boobier and donations were collected for the Friends.





## **FRIENDS NEWS**

### **FRIENDS SOCIAL DAY SERVICE**

Extract from Social Day Service 2017 Review continued from front page

#### **Social Day Service Support Group**

There is a Social Day Service Support Group led by President Dr Kate Stokes and including the HR Trustee / Volunteer Coordinator, Richard Hallett. These two trustees meet regularly with Jane Hayward, SDS Manager. The Charity Secretary and Treasurer also assist this group. Line management responsibility for the SDS Manager has transferred to Dr Kate Stokes

#### **Challenges of 2017**

Over the year the service has experienced a number of challenges quite apart from the task of routine operation and management. In addition to the purchase of the replacement minibus (see front page), the Trustees authorised the purchase of a large catering-style fridge-freezer to support the current meal provision. This has been installed and provides greater flexibility and some back-up stock of food.

#### **2017 in 'Facts & Figures'.**

At the end of 2017 there were 38 registered clients in total. 21 of these are registered to attend on Mondays and 17 on Fridays.

Over the course of the year there have been a total of 32 referrals, of which 19 started SDS sessions during 2017 and 2 new clients are waiting to start in early 2018.

For many clients the onset of winter adversely affects their health. As a result, during the winter our attendance numbers can drop to an average of between ten and fifteen clients. During the summer months there were typically between 15 and 20 clients per session, and often closer to 18 per session. In 2017 clients have been offered the opportunity to attend on both Monday and Friday and five people have taken this up.

It is inevitable that people will move on from the service from time to time. During 2017 some 15 clients ceased using the SDS for a variety of reasons.



#### **Other Matters of Interest**

The service has good community networks established; contacts have been made with a variety of organizations who have made referrals such as the local community navigator, the Neuro Rehab sessions, adult social services, "Derby and Joan", "Care for the Carers", Rumsey Court and Rotherfield St Martin. Various people have been encouraged to drop in and join the team for a cup of tea. The support worker from "Care for the Carers" will often call in if he is in the area and there are occasional visits from the "PAT Dogs" (Pets as Therapy). Volunteers continue to be the mainstay of the service and have remained incredibly loyal and reliable throughout 2017. Well established activities such as games, art therapy and cooking have continued and remain popular.



NHS Property Services have installed a new floor across the main room, which makes the Centre look much bigger and seems to be generally approved. During the summer good use has been made of the patio area, with plants donated by Jordan's Nursery, and organized by one of the volunteers who continues to maintain and water the beds and pots. In the spring the flower beds on the patio will be replaced.

#### **Finance**

The service operates at around £15 per client session with a net annual subsidy of £23,500 from the Friends to support the service. This is superb value for money and almost certainly out performs any comparable service in terms of cost effectiveness. This is only possible because of the work of our excellent and loyal volunteers and demonstrates their fantastic value not only to the Friends but also the wider community that we serve.

*Dr Kate Stokes, MD, Richard Hallett, MBE  
Social Day Service Support Group*

## FRIENDS SOCIAL DAY SERVICE cont.

### New Year Tea Party

The Social Day Service held its annual Tea Party on January 11<sup>th</sup>. Once again the room was transformed with table cloths and cake stands and we were all set for a party by the time people started arriving at 1.45pm.



This year we had several of us missing due to winter colds but never the less a good gathering.

Plenty of cake and chocolates, sausage rolls and sandwiches were eaten and endless cups of tea were handed out. Entertainment was provided by a gentleman called Jules who played guitar and sang. All in all a very enjoyable afternoon was had by each and every one of us.

*Jane Hayward, SDS Manager*



## DONATIONS and REQUESTS

**Collecting Boxes** from the establishments below totalled **£549.19**

Bricklayers Arms	Mayfield Dental Centre	Strops Barbers
CBC	Mermaid Dental	This and that
Field Buss	Middle House	Waitrose
Grove House	MIU	WE Cro
Hospital shop	Morrisons	Woodhill Surgery Mayfield
Kreshaa	News Plus	
Leppard Butcher Mayfield	St Dunstons Pharmacy	

### Group Donations -

**St Michael and All Angels Church, Withyham - £170**

**Individual donations and subscriptions - £385**

**Bt MyDonate** is a community service by BT which is extremely useful to charities such as ours with the only cost being the card fee taken by the processing bank, a matter of pence. During December the total amounted to **£280.75**

As always, we are extremely grateful to all donors, friends and businesses who so generously support us.

**In Memoriam** gifts were received in memory of the late Catherine Rawsthorne. We extend our condolences and our grateful thanks to her family and friends.

## REQUESTS

The General Ward - 2x specialist armchairs (£5540). These will enable good sitting posture, reduce the risk of pressure ulcers, improve ability to perform daily tasks such as eating, drinking, self help and interacting. Patients will also benefit from improved respiration and digestion compared to when lying in bed.

MIU - emergency trolley (£3275). This treatment chair/trolley will enable patients to be manoeuvred and laid down for comfort, practicality or in an emergency.

Inpatient therapy - 3 wheeled walkers (£267) to increase confidence, mobility and independence.

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## **FORTHCOMING EVENTS**

### **HOSPITAL FETE**

It may be early in the year but preparations for our annual August Bank Holiday Hospital Fete are already under way. This year the Fete will take place on Monday 27th August.

Our first meeting will take place on Saturday 21st April from 10 to 12 am at the Hospital Day Centre. Please come along or if you have any ideas of how we can raise additional funds at the Fete and are unable to attend, please send me an email at [fete@foch.org.uk](mailto:fete@foch.org.uk)

The silent auction has been growing in success and we would like to expand it. The great majority of items which the general public kindly donate are sold on one of the many stalls but occasionally we find items of a potential value that make them suitable to put on eBay or even to take to a local auction.

This is what we plan for 2018

1. Increase the number of items we put on eBay to maximise their value. If the items are large, we can say "Collection Only". This will of course reduce the number of bidders. However if items are small enough to be sent by post then the world is our oyster. If you have any suitable items, please let me know and one of us can come and have a look.
2. Material goods are not the only items we can auction. If you are a local service provider you can provide us with an "Auction of Promise". For example, a window cleaner can offer to clean the windows of someone's home. We would then auction this promise which would also include the value of the gift. There are many more examples like key cutting, shoe repairs, picture framing, computer repairs or consultancy, furniture repairs, electrical or plumbing services, printing services, artwork design, gardening, decorating, etc
3. Local shops and restaurants could also make a donation of a meal or goods

*Ricky Booth  
Crowborough Hospital Fete Committee*



# Friends of Crowborough Hospital

Registered Charity No. 231379

Patron: Mrs Sara Stonor DL, Her Majesty's Vice Lord-Lieutenant of East Sussex



As part of changes coming to UK Data Protection law, we are sending out the following information to all those with whom we have contact.

## Privacy Notice

We process personal information for certain legitimate purposes of the charity, which include the following:

- where the processing enables us to enhance, modify, personalise or otherwise improve our services / communications for the benefit of our members, staff and volunteers
- to identify and prevent fraud
- to enhance the security of our network and information systems
- to better understand how people interact with our websites
- to provide postal & email communications which we think will be of interest to you
- to determine the effectiveness of promotional campaigns and advertising

Whenever we process data for these purposes we will ensure that we always keep your Personal Data rights in high regard and take account of these rights.

You have the right to object to this processing if you wish, and if you wish to do so please inform us in writing at our registered address. Please bear in mind this may affect our ability to carry out tasks above for your benefit.

15Dec2017



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Founder Patron: The late The Dowager Marchioness of Abergavenny



Caring for the Heart  
of the Community

## Friends of Crowborough Hospital

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Registered Charity No. 231379

Inland Revenue Charity Code:  
YAF88PG



Social Day Service tea party

## Membership

We hope that those of you who are not already Members would be interested in joining the Friends.

Membership is just £10 a year, or you can become a life Member for a larger sum. If you would like details of this, please get in touch. If you would like to pay by standing order, we would be happy to arrange this for you.

For those who are tax payers we can arrange (at no cost to yourself) for the Inland Revenue to make an additional payment to us equal to the amount of tax that you would have paid on your donation or membership (Gift Aid). In this way, your donation can be of even greater value. Changes made by the Inland Revenue in respect of how Self Assessment tax forms are completed for charitable donations mean you will need the Code (shown above) if you complete such a form.

As a Member you can be as involved as you wish, joining one of the committees, or just supporting the work of the Friends by attending events during the year.

If you would like further information on any aspect of the Friends or would like to become a volunteer or a Member, please get in touch with us at the address above, or by phone or e-mail.



### Office Opening Times

*The Friends' Office is not manned every day due to lack of volunteers. If we are closed, please leave a message; written, telephone or e-mail and we will contact you as soon as we are able.*

*Mail can be left in the black letterbox outside the office.*



## Donations / Membership

I/we would like to make a donation to support the work of the Friends of Crowborough Hospital.

Our donation includes a £10 membership subscription (yes/no).

I/we enclose a donation of £ .....

The Friends may reclaim tax ..... ☐ (Gift Aid)

Name .....

Address .....

Post Code .....

Telephone .....

E-mail .....

Date .....

Please send details of how I/We may make regular donations ☐ (Standing Order)

Donations should be returned to:  
Friends of Crowborough Hospital  
Crowborough Hospital  
South View Road  
Crowborough TN6 1HB

Jan '18