

Spring 2023 Staff Newsletter

Welcome to an overdue newsletter. There is a good deal of material to share and we hope it is useful. As always, please respect that the contents are for staff only.

1. Welcome new starters
 - 1.1. Starting in a new job is always a challenge but moving to a new country to do so is a far greater one. Welcome to our most recent new starters. We hope you are beginning to feel at home and among friends. Remember to share your experience with Jo, our Learning and Development Lead or HR team. Everyone is invited to suggest ways for us to improve the way we prepare new staff to take on the full responsibilities of their role.
 - 1.2. Among those attending the recent induction sessions was our new Chaplain Father Tony Furlong who will be taking up residence in St Joseph's in the very near future following which he hopes to be able to spend much more time in the Hospital than has been possible since he joined us last autumn.
2. Resident staff move
 - 2.1. St Joseph's is finally ready to welcome its new residents. The builders kept unearthing new problems but that is not surprising in an old building that has already had to go through many changes over the years. HR are working with Jo Speed, Sharon and the caretakers to ensure that the move goes safely. Expect them to be rather busy for the next couple of weeks.
 - 2.2. With office accommodation being so limited and having only half of St Hugh's available for meetings, we have taken over part of the large communal room in St Joseph's for use for meetings or just as quiet and private office space. It can be booked for use via Reception and is known as "St Joseph's meeting room".
3. Builders to start on female staff changing room
 - 3.1. Once St Margaret's residents have moved across to St Joseph's, the contractors Flint will commence work on their next project for Holy Cross. This one will see the first floor rooms converted into offices for all managers and those who work closely with them.
 - 3.2. As Part of the conversion work we will be creating a quiet room in St Margaret's for anyone who wishes to take their break away from the hubbub of the staff dining room.
 - 3.3. The work will start with inserting a new lift between the floors. The lift will be entered at the ground floor from the lobby between the female staff changing room and the dining room. It will rob some space from the changing room but we have found ways to make up for the space lost.
 - 3.4. The work is to start after the Easter holiday and apart from the changing room there will be some disruption while work progresses on the first floor. We will keep everyone informed through further newsletters or emails to all staff.
4. Looking to the future
 - 4.1. The Trustees have recently repeated a clear statement about their commitment to establishing a new Trust body to which ownership of the Hospital can be transferred when the time is right.
 - 4.2. There have been changes among the senior management in recent months and we and the Trustees understand that this may have been unsettling for staff.
 - 4.3. Our Trustees wished to allow a breathing space between the departure of the last CEO, Ross, and a new person taking up the post. Steps are now being taken to commence the process of seeking applicants for the role. As Interim Chief Executive, I am determined to continue supporting the Hospital for as long as I am able.
5. Seeking to recruit staff

- 5.1. As well as new senior management positions, we are looking to recruit registered nurses and Nurse Associates, as well as people interested in establishing themselves on a career path to a role as a healthcare professional.
- 5.2. With the end of the school year in sight, we would love to hear from young people who would be interested in taking up an opportunity to serve an apprenticeship with us. If you know any, please encourage them to look at the Hospital website.
6. Updating our website
 - 6.1. We are in the process of ensuring that all parts of our website are up-to-date with correct information that is as useful as we can make it. If you see anything that needs to be changed or could be improved, please get in touch with Jo Phillips.
7. Getting feedback from patients and visitors
 - 7.1. The best way to learn is to listen. Sometimes that can be hard as none of us like to be criticised. However being open to new learning is one of the hallmarks of being a professional and we hope that all staff working at Holy Cross understand their responsibility to act in a professional way at all times.
 - 7.2. The Management Team is well aware that staff serving patients may be exposed to demands and comments that sound unreasonable. For visitors, we also understand how emotionally draining it can be to visit a loved-one in hospital who shows little or no sign of getting back to how they once were. It is only by following the Sisters example of showing compassion that we can sustain the standards of service for which Holy Cross has such a special reputation. However, all the Managers are aware and will respond to occasions on which visitors are considered to step over a line to being abusive. This must be challenged and those involved warned that such behaviour will not be tolerated. All staff must feel safe and supported to report abusive behaviour to their team leader and to do so as soon after the event as possible.

That's all for now. We hope to arrange some Your Say sessions soon. In the meantime, please feel free to ask your line manager if you have questions arising from the Newsletter.

I will finish by taking the opportunity to wish everyone happy Easter Holidays and many opportunities to enjoy Spring sunshine.