

DSFS

NEWSLETTER

AUTUMN 2023

"SERVICE EXCELLENCE THROUGH OUR PEOPLE"

The royal seal of approval

Our Emergency Department was officially opened by HRH The Princess Royal on Wednesday, 12 July 2023.

Princess Anne visited the department to recognise the great work of Trust and DSFS colleagues, and the team who worked around the clock to deliver the £27m state-of-the-art build.

A huge thank you to the DSFS team for their support in the opening day of the new Emergency Department. As a small token of our appreciation, the DSFS team was provided with vouchers for the Café and Costa

DSFS colleagues have been instrumental in the success of the new Emergency Department and it's ongoing running - from security to domestics and portering - and many more roles besides.

Thank you to everyone who attended the opening - whether this was as part of the line-up to meet HRH or those who just came to show their support.

A 'Stop, Carry On' process with relevant colleagues looked at what worked well with the build and what can be improved for upcoming further projects/builds.



Pictured : Colleagues greeting HRH the Princess Royal

**GET IN TOUCH: TO SUBMIT FEEDBACK OR AN IDEA FOR OUR NEXT NEWSLETTER,
PLEASE EMAIL CRHFT.DSFSEMPLOYEEEDIRECTORS@NHS.NET**



Pictured : the DSFS support team at the opening of ED

Changes to the Board of Directors

After 42 years of service to the NHS and DSFS, Chris Tann has made the decision to begin a phased retirement. Chris began his career as an apprentice within the Estates Department and since then has held several key roles including Regional Energy Manager, Capital Development Manager, Head of Estates and currently DSFS Operations Director.

We will be recruiting a new Operations Director for DSFS. Chris will continue with his role until a replacement can be recruited and will be key in supporting this transition, sharing his extensive knowledge with the team. Following this, Chris will step away from his statutory Director position and membership of the DSFS Board.



Chris will assume the role of Project Director to take responsibility for a number of key projects and initiatives on reduced weekly hours until his retirement in March 2025.

On behalf of the Board, I would like to thank Chris for his hard work and commitment especially with the creation and development of DSFS and his contribution to the Director team.

Dennis Kentrop
Managing Director, DSFS

You spoke, we listened and as a team we...

We host our People Survey every other year, with the last one being in 2021. Following the survey, we used the Chat Box process to discuss specific issues that are important to our people. This is what you told us.

Your Health and Wellbeing

Teams have ensured that there is an open-door policy with managers, time to talk with each other and reviewed how we can ease any work pressures.

Resource, Pay and Reward

Several teams have analysed workload, team structures and roles to improve ways of working. Recruitment and retention approaches have been reviewed in various teams and some changes made.

Training and Development

Teams have reviewed the skills required, ensured training is accessible and available and we have proactively looked at skills gaps as well as training to fill these gaps. This has been an opportunity to create development plans in many teams.

Engagement with you

Several teams have set up working groups so that colleagues can play a proactive role in making improvements and helping to communicate.

Involvement in Important Decisions

Many teams told us that they didn't feel involved in important decisions affecting their role. These teams are now working together to improve this. Over the last month, directors have been visiting all our teams to assure them that we are working together to make improvements.

Recognition

We have created a Recognition Programme, which will comprise of a 'Colleague of the Month' award and a 'Head of Service thank you', as well as a 'Peer to Peer' recognition. More detail about this is included in this newsletter. We are also working with our leaders to improve communication, ensuring consistency, transparency, and quality to all our teams across the business.

DSFS People Survey 2023

Following the great feedback you have given us since the last survey - we want more - so we can continue to make improvements. We made the decision last year to hold our DSFS People Survey every two years rather than every year.

This allows us to have more time to gather the great feedback you give and make improvements and changes.

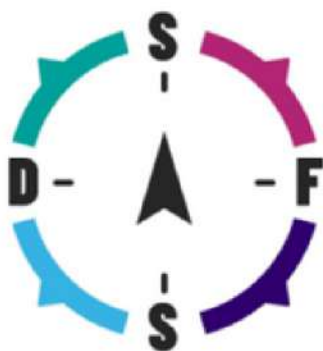
Our latest DSFS People Survey has now closed. You have given us some great feedback to help us continually make positive changes.

We will be in touch once the results of the latest People Survey are available.

Leading the DSFS Way

Last year we began a leadership development programme called 'Building, Leading, Working the DSFS Way'. This programme is designed to support the embedding of our values to guide how we all lead and work; initially by working with our leaders of all levels so they understand and give meaning to our values, our culture and how they can make improvements. We are now in the next phase, where leadership teams are working together to make specific improvements whilst leading the DSFS Way.

The great feedback we have had from our people, is forming the basis of the topics our leaders are using to help embed the values and begin to lead in the DSFS Way. Change does take time, so we will start this with our teams working together to improve the quality and timeliness of communication, creating a transparent feedback loop which will create consistency and structure around how supported colleagues feel throughout the business. Teams will be using our new recognition scheme as a way of creating a robust, high-quality and timely communication and feedback loop for them to launch, and then embed, the scheme. Your leaders will discuss this with you.



Building, Leading & Working
THE DSFS WAY

Responsive



We are always responsive to our customers' requirements and requests – acting promptly, doing what we've agreed, meeting and exceeding expectations and ensuring concerns are addressed and issues are resolved

Resourceful



We are resourceful in our approach - creative, imaginative and empowering; and giving everyone in our DSFS team permission to challenge 'the norm', to seek out solutions and to make decisions that improve the facilities and support services we provide

Reliable



We are always reliable - our patients and our customers can depend on us to provide environments for patient care and workplaces that are welcoming, safe, clean and sustainable, along with services that are high-quality, high-performing and focused on customer need

Respectful



We are respectful, kind and professional - helping and supporting our DSFS and Trust colleagues, our patients and our customers; presenting ourselves positively and meeting the highest quality standards in everything we do

Our new DSFS Recognition Schemes

You told us that you would like more ways to recognise colleagues and to see them appreciated as part of a DSFS Recognition Scheme. With this in mind, we have launched the following:

Colleague of the Month

This award is nominated by you and given to colleagues who have demonstrated behaviours towards our four values (Responsive, Resourceful, Reliable and Respectful). One winner for each value will be chosen each month and winners will receive £150 in vouchers. For eligibility, please refer to the Recognition Scheme Guide on the Intranet.

An electronic nomination form can also be found on the intranet (within the guide), or you can request one via email from crhft.dsfshumanresources@nhs.net. Paper forms can be found by the nomination box in the Estates Reception. Electronic forms should be sent to crhft.dsfsrecognition@nhs.net and paper forms should be posted in the post box at the Estates Reception. Nominations need to be posted and sent by the **last Friday** of every month and winners will be announced a week later and after the DSFS Board meeting.

Head of Service Thank You

Heads of Service will be given thank you cards to say 'thank you' to people in their teams, alongside a £5 Costa Voucher for a drink and a sweet treat (onsite).

Anyone can suggest a colleague to be celebrated to their Head of Service. There is no form to use for this award or time frame - it is awarded ad-hoc through the year. The Head of Service will have a set number of cards and vouchers for the year to distribute.

Peer-to-Peer Thank You

There are many occasions where we might want to thank a colleague for being kind, helping or supporting us. The Peer to Peer thank you card is for just that. These will be in departments for anyone to use at any time.



GET IN TOUCH: TO SUBMIT FEEDBACK OR AN IDEA FOR OUR NEXT NEWSLETTER,
PLEASE EMAIL CRHFT.DSFSEMPLOYEEEDIRECTORS@NHS.NET

Equality, Diversity and Inclusion



To support our Inclusion Pledge and help us to become truly inclusive we have now been given the Disability Confident Employer accreditation and we are working towards the Investors in Diversity accreditation.

The level two Disability Confident Employer accreditation, is a government led scheme which is creating a movement of change, encouraging employers to think differently about disability and take action to improve how they recruit, retain, and develop disabled people. As a business we are committed to being truly inclusive and as such we are ensuring we are supporting our disabled colleagues and removing barriers to recruiting people with different abilities.

We are beginning the process of working towards the Investors in Diversity accreditation with the National Centre of Diversity. In working towards this accreditation, we will be asking you for your opinions and feelings around our inclusivity and where we can improve. We will also be reviewing our policies and recruitment documentation ensuring that we remove any unconscious barriers for all our people.

Searching for the best talent



Project SEARCH is a one-year transition to work programme for young adults with a learning disability or autism spectrum conditions, or both. Working with DSFS, DFN have created supported employment internships for young people in their last year of education, helping them to take positive first steps into the world of work.

DSFS have had four placements this year. All have experienced working in different areas of the business including the shop and Costa Coffee, ICT, Clinical Engineering and as part of our theatre porters team. It has been a very positive experience for both the individuals and DSFS. One of the interns, Aidan, said: "It is important to celebrate neurodiversity and supported internships because people have different brains and deserve to have equal chances to get into work."

The team from the Shop @ the Royal said: "Aidan has helped us as much as we've helped him. His patience, care, understanding and compassion helped the environment to be a an even better place."

Alan Marples, Specialist Clinical Engineer said: "Having an intern has helped us to become more aware of the different needs of individuals, and also the qualities they can bring to the team".

DSFS will continue to support young adults through Project Search going forward.

**GET IN TOUCH: TO SUBMIT FEEDBACK OR AN IDEA FOR OUR NEXT NEWSLETTER,
PLEASE EMAIL CRHFT.DSFSEMPLOYEEEDIRECTORS@NHS.NET**

Award winning catering team!



Pictured: the DSFS Patient Catering Team

Congratulations to our Patient Catering Team, who were shortlisted for the Hospital Catering Association Awards, in the category '**Catering Service of the Year**'.

The patient catering team work closely with dieticians, ward colleagues and Sodexo to optimise patient care and improve nutritional outcomes. The team has an ethos of continual improvements to the service, with quick responses and actions to feedback often running several projects simultaneously.

A few of the projects they have been integral to include; the 'Help to Hydrate' project, which aimed to improve oral hydration for older patients within the Trust, and a monthly speciality snack programme for patients, funded by Charitable funds. The purpose was to boost patient morale and wellbeing and facilitate greater interaction between patients and colleagues to improve patient nutritional outcomes.

Also facilitated by the Patient Catering Team was a hot meal service to the Emergency Department, to support patient flow during unprecedented waiting times. Although none of the 'normal' practices applied, the team worked diligently to introduce a full meal provision within 24 hours. This rapid response met the needs of the patients, whilst working within the constraints of the service, keeping food safety at the forefront of the service.

The Hospital Food Review and allergen guidance highlighted catering in the hospital arena, with more people expressing an interest in nutrition and hydration. The entire catering team is eager to demonstrate their skills and service. The last twelve months has seen positive changes in the team, and as we continue to respond to the challenges faced by a busy hospital and an ever-changing world, we welcome the opportunity to showcase our team and highlight the integral role they play in the care of patients.

**GET IN TOUCH: TO SUBMIT FEEDBACK OR AN IDEA FOR OUR NEXT NEWSLETTER,
PLEASE EMAIL CRHFT.DSFSEMPLOYEEDIRECTORS@NHS.NET**



We really value you...

As a valued DSFS employee here are your benefits:

Huge range of BLUE LIGHT CARD NHS discounts and healthcare staff benefits



- Money saving deals and vouchers
- Travel and holiday deals
- Top hotel discounts
- Relaxing airport lounge and airport parking discounts
- Mouth-watering restaurant deals
- Money off fashion fixes
- Deals on mobile phones, utilities, and gym membership.
- Find out more at:

www.bluelightcard.co.uk/healthservicediscounts.php

Food and Drink Discounts



All DSFS employees receive a discount on Food and Drink from our catering outlets, **just show your ID badge.**

5% off Stagecoach bus travel



For all DSFS staff (using NHS Discount) Simply download the App

DSFS NEST Pension



Upon joining you can choose whether to pay 5% or 8% and DSFS will match which you choose. For more information, visit the NEST website:

www.nestpensions.org.uk/schemeweb/nest.html

Generous annual leave



Gives you 27 days leave upon joining which rises to 29 days after 5 years and 33 days upon 10-year service (pro rata).

Pay enhancements of 40%



If applicable to your role and contract, for any hours worked after 8pm and before 6am on Monday to Friday and for hours worked on Saturdays, Sundays, and Bank Holidays.

Elephant in the Room Psychotherapy



Free and confidential mental health support and counselling service.

Development and Training opportunities



We are committed to developing and growing our people wherever possible, whether in your own team or into a different area of the business. Speak with your manager for opportunities in your area.

24/7 anonymous Employee Assistance Programme offering information and support



- Counselling and Emotional Support
- Legal and Tax Advice
- Debt and Financial Advice
- Everyday matters and Family Care
- Guidance for managers
- Further information please click on the links above or:
Call: **0800 085 1376**
- email assist@cic-eap.co.uk
Visit: www.well-online.co.uk
- Username: DTlogin Password: wellbeing
Text relay: 18001 0800 085 1376

Electric car scheme



Find out more and the cars on offer at: www.nhsfleetsolutions.co.uk using the code VPD 166 to register.

Alternatively email enquiry@nhsfleetsolutions.co.uk, or call **0344 811 8282**

Cycle to Work Schemes



VIVUP up to £1000 for a bike with or without accessories. Via salary sacrifice
Green Commute up to £5,000 toward a bike or e bike. Via salary sacrifice.

Free cycle service and basic repairs drop / pick up service Chesterfield info@inclusivepedals.org.uk

Flexible working Opportunities



Depending on your team and role we offer different shift patterns, flexible working and hybrid working to help you balance work and home life.

Feeling valued focus groups

It was clear, following feedback from the People Survey, that many of our people didn't feel valued and respected in work and the Board was very concerned to hear this. As a result, further work has been undertaken by Jayne Moore, alongside Jo Cinch from Elephant in the Room. They talked to several teams and colleagues, and asked them how they were feeling and how we can improve the feeling of being valued and respected. This is what you told us:

- We will ensure all directors will be visible throughout the business – ('back to the floor' approach).
- We will acknowledge perceptions about pay and give clarity .
- We will create consistency and structure to address how supported colleagues feel throughout DSFS
- We will improve the quality and timeliness of communication and create a transparent feedback loop.
- We will feed back the findings, recommendations and improvement areas from the Focus Group work
- We need to have an ongoing, visible director presence and dialogue with colleagues around resources.
- We will embed a recognition process across the whole business.
- We will create a consistent, structured and sustained 'Time-Out' process for all teams/services.
- We will make better use of 'exit-interview' data.
- We will use the DSFS Anniversary to re-set and re-focus the business.



**ELEPHANT
IN THE ROOM
PSYCHOTHERAPY**



Appraisal Season

We want to remind you that the DSFS Appraisal Season now runs from the start of April to the end of September, to give you all more time to allow for quality conversations and not rush the process. We will also be providing training and awareness sessions to managers and colleagues throughout 2023 to ensure that we help not only Managers but all colleagues with how to have a quality conversation and the importance of this. Please ensure you have an appraisal booked in before the end of September.

**GET IN TOUCH: TO SUBMIT FEEDBACK OR AN IDEA FOR OUR NEXT NEWSLETTER,
PLEASE EMAIL CRHFT.DSFSEMPLOYEEEDIRECTORS@NHS.NET**

NEW colleague of the month awards

We recently launched our colleague of the month awards to acknowledge and celebrate all the people that go above and beyond in their daily roles. Thank you to everyone who voted and congratulations to those that were selected. This is something we will be doing on a regular basis so look out for updates.

Please note that due to the overwhelming response to the launch of our new Colleague of the Month scheme, we decided to recognise a few extra people in each category (for this month only).

Reliable

Peter O'Sullivan and Debbie Hunter were nominated for his excellent work to clean the drains, which required immediate attention due to an NHSI visit. Pete carried this task out over three days to complete 208 shower outlets. Pete was reliable and he got the job done in a timely manner, working closely with the mechanical team who also supported through the process. Most importantly, he was very respectful to our patients and visitors whilst performing this task. This was an important task that was required to improve overall standards, cleanliness and lower the risk of infection.



Pete O'Sullivan and Debbie Hunter

Zosia O'Coner was nominated for her excellent work and reliability, ensuring the PSAs on the wards are okay and have enough stock. She always goes above and beyond and is chatty and helpful, and always has a smile on her face.



Cheryl Hadfield

Responsive

Cheryl Hadfield is friendly and always has a smile and will help in any way she can. Cheryl is respectful towards patients and staff and is always there to solve issues and help where she can. She is respectful towards patients and colleagues, and is always there to listen to others. She is responsive when providing patients food and drinks, ensuring they have what they need and want. Cheryl is responsive as she shows empathy by understanding patient's needs.

Colleague of the month continued...

John Ker is part of the Wi-Fi project. He is so helpful, not only with the project team but with suppliers and customers. He engaged with staff to ensure that they knew what was happening and that they were happy with the installation. He saw an issue offsite in Buxton and instead of raising a job and waiting to have the problem fixed, he took the lead and ensured that staff wellbeing at work was met with desks and equipment being fit for purpose and comfortable to work with.

Fay Furness – A rapid recruitment event was organised to fill 35 PSA vacancies. Fay went above and beyond to adapt the process to fit with the requirements for a rapid timeline. In addition, Trac went down in the days prior to the event and Fay came up with some process changes which she owned to ensure we could still run the event. Fay went above and beyond to ensure the event was a success, always with a smile, being respectful and kind to all involved.



Reliable

Denise Bexton is always putting patients first, ensuring they are eating and drinking, and always offering cups of tea to keep them hydrated. She always goes the extra mile with a smile on her face to help resolve issues. She always makes you feel cared for and puts a smile on the faces of everyone she meets, including patients who are not feeling well, with her great sense of humour. *(Pictured below - top left)*

Wendy Umney is an excellent part of the team. She always comes on to the ward with a smile on her face and nothing is ever too much trouble. Wendy is respectful, she makes sure all patients are well fed, ensuring fresh jugs of ice-cold water are available. Her presentation of food makes it look more tempting to eat and improves the nutrition of our patients. SAU, where Wendy works changes very quickly, this doesn't faze Wendy as she adapts to the changing environment ensuring that patients are hydrated and ensuring she adapts to patients needs. *(Pictured bottom left)*



Colleague of the month continued...

Janette Kohn always puts patients first ensuring they are hydrated. Janette always has a smile for our patients and visitors and goes above and beyond to stop, listen and have a chat. You can rely on Janette to remember patients and staff preferences with drinks, and she is always respectful and caring when serving meals - showing how much she cares about her work with the high standards she delivers on every shift. *(Pictured on the previous page - bottom middle).*

Respectful

Helen Collier - is always polite and very helpful when serving meals and drinks and communicating with our patients and visitors. She shows respect for staff and patients on the ward just as they have respect for her. Patients have mentioned Helen, her service and how brilliant it is. Helen is always going the extra mile to support staff on a busy ward, and is always responsive to staff levels and goes above and beyond to make mealtimes run smoothly. *(Pictured on the previous page - bottom right)*

Angela Wildgoose - takes the time to talk to and listen to her colleagues, especially when colleagues are having a tough time outside of work. She is incredibly respectful, compassionate and cares for those around her, ensuring they are okay, they understand their work and she is always there to support. *(Pictured on the previous page - top middle)*

Rebecca Edwards - has always professionally and personally supported her colleagues and team, always going above and beyond. Rebecca has been respectful of colleagues needs and the needs of the team and business, ensuring work is delivered on time. Rebecca has gone above and beyond countless times and has been respectful to the changing needs and demands of the team and business, while staffing issues have been pressured.



DSFS in the news

You may have noticed a few familiar faces on BBC Look North, as part of NHS75, the NHS's 75th Birthday. Tracy Hands (Catering), Henry Kay (Electrical Engineering) and Maria Mathers (Domestics) were all interviewed about their roles with the NHS and working at Chesterfield Royal Hospital. Thank you to them all for sharing their story.



Tracy Hands



Henry Kay



Maria Mathers

Charity begins at home

One of our Directors, Stuart Ellis, has been raising money for his 22 year old nephew Lewis. Lewis was diagnosed with Leukaemia and had to undergo a bone marrow transplant. Stuart raised awareness for homelessness and £1100 through a 'sleep out' in March in sub zero temperatures with the most basic camp equipment (no fancy ground mats or hot drinks!). He also completed an eight mile kayak. The kayak was done with the support of friends on an open sea kayak (a bit like using a mountain bike on a road race) and was twice the distance he normally paddles on open water. The money is to help Lewis stay active and live life between treatments having had to give up his job twice now due to the treatment he has needed. Stuart would like to thank all of his colleagues, as well as family and his friends at Marsden Martial Arts for their kind donations and support with the trip.



The eight mile kayak



Stuart at the 'Sleep Out'