

FREE



East and North Hertfordshire
NHS Trust

EAST AND NORTH HERTFORDSHIRE

volunteers

ALL ABOUT VOLUNTEERING IN OUR TRUST

2023

Help deliver high-quality,
compassionate care
to the community



Ready to Start?

Find the perfect role to suit you





Funded by
UK Government

THERE'S NOW A CHEAPER WAY FOR ALL TO TRAVEL BY BUS WITH THE HERTFORDSHIRE SAVERCARD



Find out more www.hertfordshire.gov.uk/savercard





in this issue...

- 3. Foreward from the Chief Executive
- 5. East North Hertfordshire volunteers
- 7. Benefits of volunteering
- 9. How COVID-19 has affected volunteering
- 11. Young volunteers

Our Volunteer Roles

- 13. Hospital guides
- 15. Department assistants and Administration volunteers
- 15. Wheelchair wardens
- 17. Response volunteers
- 19. Patient companions
- 20. Forget-Me-Not volunteers
- 23. Butterfly volunteers
- 25. East & North Hertfordshire Hospitals' Charity volunteers
- 27. Friendly Faces/Activity Trolley volunteers
- 29. Supportive exercise and speech and language therapy volunteers
- 31. Therapy dogs
- 33. Other hospital volunteer roles
- 35. Thank you
- 39. How to become a volunteer



To view this magazine online
please scan this code, or visit:

www.stevenage.smilepublications.com

Personal, caring and independent.

*The complete
funeral service*

24 hour service

Private Chapels of Rest

Bespoke Funeral Plans

Own Crematorium

STEVENAGE • 01438 316623

HITCHIN • 01462 438422

KNEBWORTH • 01438 812365

BUNTINGFORD • 01763 274111

WELWYN GARDEN CITY • 01707 390018

WELWYN • 01438 714686

HERTFORD • 01992 582052

WARE • 01920 468551

LETCHWORTH • 01462 684292

HODDESDON • 01992 471709

HARWOOD PARK • 01438 812515

HARPENDEN • 01582 762570

AUSTIN'S

FAMILY FUNERAL DIRECTORS

www.austins.co.uk

Harwood Park

*The perfect setting to commemorate
the life of your loved one*



Crematorium and memorial
gardens created and managed by
the Austin family in the beautiful
Hertfordshire countryside.

www.crematorium.co.uk

Serving the local community for ten generations

Foreword

from the Chief Executive

When you volunteer, you are making a very special gift to your local community. When you volunteer in hospital, you are giving this gift of your time to some of the most vulnerable members of our society, and to those who are going through some of the toughest times of their lives. This is a truly precious gift indeed.

The East and North Hertfordshire NHS Trust is blessed with a team of dedicated volunteers who bring an incredible range of skills, experience, knowledge and know-how to our hospitals, making life a little easier for our staff, and improving the experience of the patients and other visitors who come through our doors. Without the support of our volunteers, the Trust would find it far harder to deliver the high standards of care and experience which we strive to offer everyone in our community.

To those of you who already volunteer with us, I would like to say thank you from the bottom of my heart, on behalf of all my colleagues in the Trust. We truly appreciate all the time that you give us and the difference that you make to our lives. To those of you who are thinking of volunteering, I would encourage you to join us.

We can promise you the most fulfilling and rewarding way of spending your time, with encounters and experiences which you will remember for the rest of your life.



Adam Sewell-Jones
Chief Executive, East and North
Hertfordshire NHS Trust

“

*To those of you who
already volunteer with us,
I would like to say thank
you from the bottom of my
heart, on behalf of all my
colleagues in the Trust.*



Walk amongst our dinosaurs
after dark - if you're feeling
brave enough!

DINOS AFTER DARK 2023

Friday 20th - Sunday 22nd October and
Friday 27th - Sunday 29th October

ZSH
ZOOLOGICAL SOCIETY
OF HERTFORDSHIRE

DISCOVER THE FUN!
**PARADISE
WILDLIFE PARK**

 **WORLD OF
DINOSAURS**



Scan the
QR code
to book now

Live your best life

in a Quantum Care Home



Our Care Homes:

- ✓ Quality, personalised care, day and night
- ✓ Warm and welcoming surroundings
- ✓ Fully trained staff
- ✓ Full activities programme
- ✓ Excellent menu choices, freshly prepared on site by our Chefs
- ✓ Short term care available as a when you need it
- ✓ Q Club Day Centre available in nine homes across Hertfordshire

If you're looking for care, either for yourself or a loved one, we can help guide you through the process. Contact us on **01707 393293** or at enquiries@quantumcare.co.uk. Visit our website at www.quantumcare.co.uk for further information.




CONVALESCENCE CARE | SHORT BREAKS | RESIDENTIAL | SPECIALIST DEMENTIA CARE

EAST AND NORTH HERTFORDSHIRE

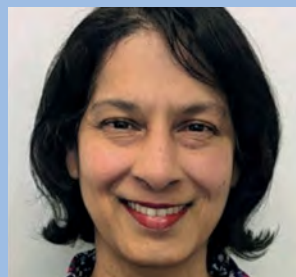
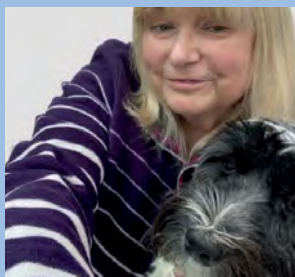
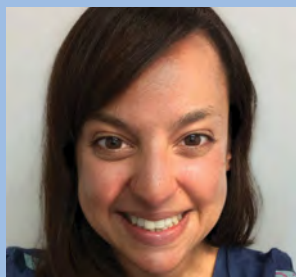
volunteers

WELCOME TO THE VOLUNTARY SERVICES TEAM

Volunteers do an incredibly important job within our hospitals by supporting the excellent patient care provided by our staff. We have more than 300 dedicated and friendly volunteers, helping us at East & North Hertfordshire NHS Trust. Each volunteer is committed to improving patient, carer and visitor experiences across the Trust. Our volunteers provide an invaluable service to us and we are always welcoming more people to join our dedicated team.

If you are interested in volunteering, there are plenty of different roles you can choose from. This booklet will give you some information about the opportunities available, which utilize the diverse range of skills, experience and motivations of our volunteers.

If you would like to find out more about volunteering with us at East and North Hertfordshire NHS Trust, please visit www.enherts-tr.nhs.uk or call us on 01438 284760. We would love to hear from you!



Meet the Team (L-R)

Claire Lyon

Jane Shaw

(with therapy dog Maple)

Tilly Leitao

Val Westaway

Rachel St John-Murphy



HM Government

Take a breath of fresh air. Take in the view. Take the bus.

Get out and about for **free*** with
your concessionary bus pass.



*Travel restrictions may apply.

Apply and check eligibility at www.hertfordshire.gov.uk/olderpersonsbuspass



Benefits

of volunteering

Here are just a few of the ways in which your volunteering can help our community:

You will help our hospitals to run more smoothly – all of our volunteers do real work which helps the smooth and efficient running of the hospital. The East and North Hertfordshire NHS Trust is an enormous organisation, and our staff need the support of our volunteers 365 days of the year.

You will help patients to access the health care they need – volunteers call patients to remind them of their appointments, and help them to find their way to the clinics and wards when they arrive.

Reunite visitors with their loved ones – directing visitors to the correct wards, delivering special messages to patients, and helping to connect patients with loved ones via video calls are all important services that volunteers provide.

Ensure that medical staff have the supplies they need to hand - helping with restocking store cupboards and glove/mask/apron dispensers, as well as delivering vital medication to wards, are all ways in which volunteers can ease the burden on our clinical staff.

Help your hospitals care for more patients – we all know that the capacity of the NHS is stressed. Discharging patients who are ready to go home is an important way of increasing capacity. Volunteers help by delivering discharge prescriptions to wards, and play a busy role in our discharge lounge, helping to

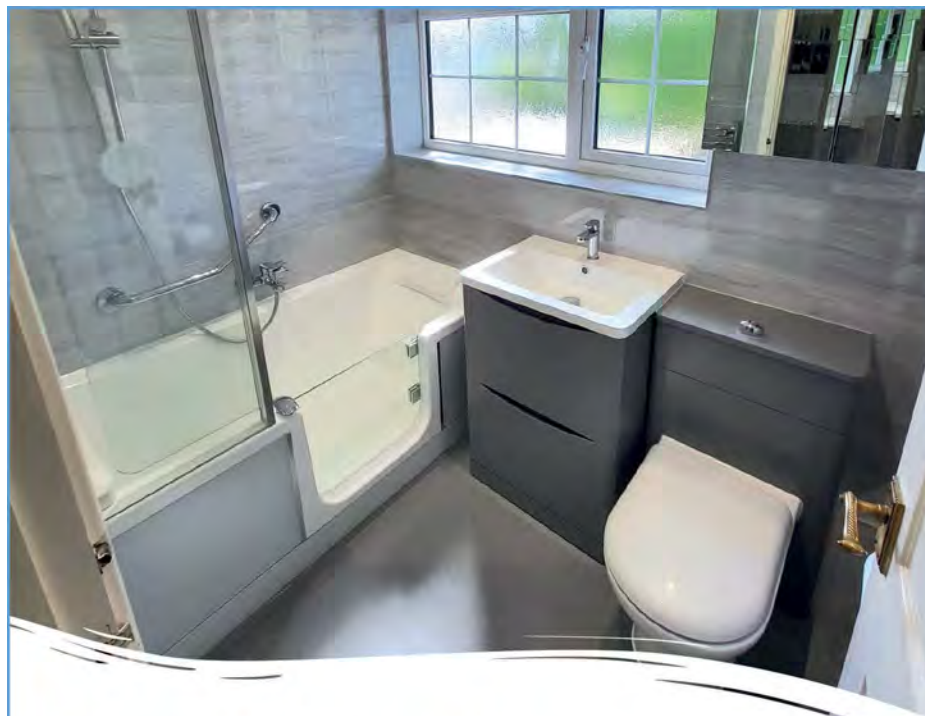
Volunteering your time and skills can make a big difference to our patients' experience. It can also have great benefits for you too, by allowing you to:

- Give something back to your local community
- Feel valued and part of a team
- Learn and develop new skills, knowledge and experience
- Enhance your CV and employment prospects
- Meet new people and make friends
- Do something different and have fun
- Make a positive difference to other people's lives
- Increase your self-confidence
- Remain active and alert

free up bed space on the wards. Volunteers also help in clinics, ensuring the smooth throughput of patients, answering phones and doing important admin tasks, giving clinical staff more time to see patients.

Boost patients' spirits on the wards – no matter how good the care, being in hospital is an unwelcome event in most people's lives, and boredom, anxiety and depression can be a problem. Volunteers can take the time to chat to patients, provide them with crossword puzzles and other activities, or provide other welcome distractions, such as a visit from a therapy dog. These interactions can mean the world to a patient who is lonely or anxious.

Support patients and families at a difficult time in their life – not all of our patients have family and friends on hand to visit them, and the friendly support of volunteers can be essential for them. Families too, often need support when their loved one is in hospital, and we have specially trained volunteers who play a vital role in supporting patients and their families at end of life.



Looking for an **Accessible** Bathroom?

FREE
Home Visit

**Look no
further...**

From
£5,650



Access And
Mobility Bathrooms

accessmobilitybathrooms.co.uk

01438 561681 | info@accessmobilitybathrooms.co.uk

★ Trustpilot



How COVID-19

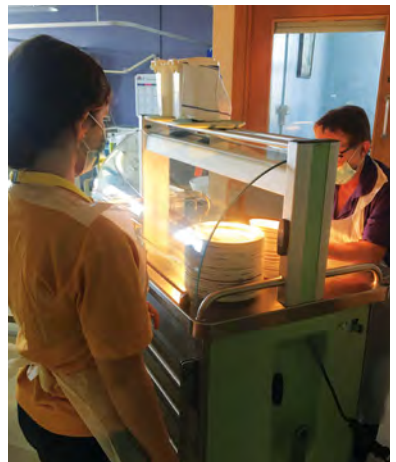
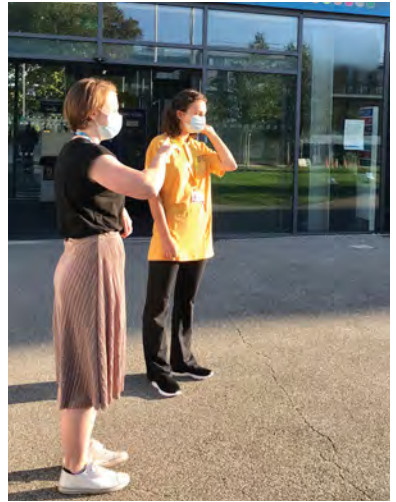
has affected volunteering

The global pandemic and the need to keep patients, volunteers and staff safe has had an enormous impact on how Voluntary Services has operated since March 2020. All our volunteers are required to provide information about their vulnerability to COVID-19, helping us to place them only where it is safe.

You may also be required to wear PPE whilst volunteering in the hospital – usually a mask, but in some cases you may also need to wear a disposable apron and gloves.

An understanding of infection control is also important and so, as part of your volunteer induction, you will receive some specific training on this issue. We will never send you to volunteer with patients who we know are covid positive.

However, we cannot guarantee that, as in other public spaces, you will not come into contact with the virus.





Herts Careline

Because independence
is important



Your trusted community alarm and telecare service

24/7 emergency control room help to support you after your hospital stay



0300 999 2 999 www.care-line.co.uk



STUNNING 2, 3 & 4 BEDROOM
HOMES IN KNEBWORTH,
STEVENAGE COMING SOON



Scan to find
out more

All imagery is illustrative and may vary from shown



0333 321 8641
croftgardens@croudacehomes.co.uk

croudacehomes



**CHARTERED ACCOUNTANTS
AUDIT & TAX SPECIALISTS**

Getting it Right...



**ICAEW
CHARTERED
ACCOUNTANTS**

We are an established firm, providing tax and accountancy services tailored to your needs.

We offer a range of services including:

- Free initial consultation (Quote LQE2)
- Preparation of capital gains tax returns
- Preparation of personal tax returns
- Inheritance tax planning

www.hicks.co.uk



8 Harding Parade, Station Road, Harpenden, AL5 4SW Tel: 01582 463 590 Email: tax@hicks.co.uk

First Floor, 99 Bancroft, Hitchin, SG5 1NQ Tel: 01462 451 321 Email: hitchin@hicks.co.uk

Registered to carry on Audit work in the UK by the Institute of Chartered Accountants in England and Wales.

Young volunteers

16 – 18 year olds

East and North Hertfordshire NHS Trust welcomes applications to volunteer from young people who are still in full time education. We recognise the benefits for school students of gaining knowledge and practical experience in a hospital environment, helping some of the most vulnerable people in their local community.

Patients enjoy meeting and chatting with younger people on the wards, and the students themselves gain a valuable insight into the working life of an acute hospital, and having contact with healthcare professionals, and this can help them to decide whether a career in nursing, medicine or any of the allied disciplines is one for them. University applications are also enhanced by being able to demonstrate practical experience in a medical setting.

We ask young people to commit to volunteering for one 3 hour shift per week for 6 months, so as to make all the recruitment and training costs worthwhile, many of our young volunteers enjoy their experience so much that they continue to volunteer far longer than this.

If you are interested in work experience or work shadowing for a short period of time i.e. a few days, we regret that the Voluntary Services Department cannot arrange this for you.

All applications for work experience placements are now accessed through the NHS Talent academy.

<https://nhstalentacademy.org.uk/>

All applicants must be over 16.



Young volunteer, Neha, talking to clinical staff on a ward.

READING WELL



**Find helpful reading
at your local library**

Recommended by
health professionals
and people with lived
experience



www.hertfordshire.gov.uk/libraries



Libraries
Connected



Supported jointly by public funding from
ARTS COUNCIL
ENGLAND

THE
READING
AGENCY



Kingfisher Club

Our weekly Kingfisher Clubs at Letchworth Garden City, Old Welwyn and Welwyn Garden City provide a happy day full of fun activities, singing and laughter for local people who are experiencing memory impairment, loneliness or social isolation.

Sessions run from 10am to 3pm and cost just £18, including hot drinks, snacks and a nutritious, two-course lunch.

To find out more, call us on **01462 683307**
or email enquiries@fgch.co.uk

First
Garden
Cities
Homes



Hospital guides

Volunteer Nigel tells us about what it's like to be a hospital guide:

"If you arrive at the Lister Hospital Main Entrance on a Wednesday afternoon, the chances are that the first 'official' faces you'll see will be mine and my colleague Jan's. We are volunteer hospital guides, supporting, and sometimes covering for, reception desk staff. We deal with enquiries about how to get to outpatient departments, wards, the pharmacy, pathology and the like, give directions to the shops, cafes, bus stops, and deal with various car parking enquiries. We try to ensure a constant supply of wheelchairs (my obsession Jan tells me!) for transporting some patients to their destinations. The vast majority of the people we meet are very grateful for our help and many express their thanks to us.

In common with many other volunteers, I was inspired by having been a hospital patient (in my case for a broken heel). The medical staff were excellent, but I could see that there were roles for non-clinical people to support and help them. So, once recovered, I registered with Voluntary Services, and chose the role of hospital guide, as it is active and varied and enabled me to help smooth people's way into the hospital. My training included observing some already experienced guides, and then I was given my first shifts with one of them. That was back in 2018, and with the exception of a short absence during Covid, I've been here ever since, in partnership with Jan for most of that time.

We're both retired secondary school teachers and consider that experience serves us well in our volunteering role as we have to deal with all manner of enquires and situations.

Why do we keep doing it? Well, the NHS has been there for us when we've needed it, and we welcome the chance to support the busy medical staff as they look after others like us. We enjoy meeting all sorts of people, and it feels very worthwhile to be a reassuring, helpful and friendly presence for people arriving at hospital. Some of them are understandably anxious and we try to ease that with welcoming smiles and a cheerful chat. Both Jan and I are proud of the work we do here and would thoroughly recommend you join us!"



Nigel and Jan
Hospital Guides



REFURBISHED LUXURY CARE HOME IN LETCHWORTH

This regency style, purpose built home couples luxurious accommodation and facilities with first-class residential, nursing, dementia and respite care for 50 residents.

Located in the popular town of Letchworth Garden City, White House Care Home has been designed to offer support, care and an inviting and friendly ambience.



50 Luxury Rooms | Resident Chef | Café | Courtyard Garden
Cinema Room | Hair and Nail Salon | Private Dining | Conservatory
Varied Activities Programme

FOR FURTHER INFORMATION:

T: 01462 533777 • E: info@whitehousecare.co.uk

www.whitehousecare.co.uk

Gillison Close, Letchworth Garden City SG6 1QL

RESIDENTIAL | NURSING | DEMENTIA | RESPITE CARE

Department assistants and **Administration volunteers**

Departmental assistants are attached to a particular department within the hospital, for example the pharmacy, the endoscopy unit or the renal unit. Jobs can include greeting patients, making refreshments, making up beds, topping up cupboards, running errands, collecting prescriptions from pharmacy and completing surveys. The actual duties will vary depending on the department and the roles it undertakes.

Administration volunteers support teams and clerical staff by undertaking routine tasks. Some of these roles require basic PC skills. Unlike department volunteers, administration volunteers are not patient facing. At present there are quite a few unfilled vacancies so we would particularly welcome applications to this role.

Both of these roles allow a volunteer to establish themselves as part of a team and to relieve pressure on staff by undertaking some of the more essential routine work.



Shamirah
Volunteer

Wheelchair warden

The hospital has a supply of wheelchairs for patients to use when they are on site. As you can imagine, these get left in different places all over the hospital, and we are in desperate need of volunteers who are happy to round them up and bring them back to where they are most needed i.e. the front entrance of the hospital. This is a never ending but essential job, and if you are happy to spend your shift of 2 or 3 hours walking round the hospital and car parks, retrieving wheelchairs and bringing them to Reception then we would love to hear from you! Many of our patients and all of our Hospital guides, will be very grateful to you!

Stevenage Careline

The only alarm service that has an emergency response team that **responds to all calls**, providing support to anyone who feels they need it.

The alarm service can help you if you:

- are a relative and needs reassurance that your loved ones can call for help
- want peace of mind 24 hours a day
- feel unwell
- if you have a medical condition
- have fallen or are prone to falling
- concerned about your safety, live alone or feel vulnerable

For more information contact us on:
Specialist.support@stevenage.gov.uk
01438 242666



LET YOUR PROPERTY WITH US

Our FREE service includes;

- Great financial incentives
- Tenant match service
- Financial checks for all prospective tenants
- Full inventory
- 3, 6 & 9 month property checks
- Dispute resolution
- Viewings undertaken by our team

If you own a property in Stevenage or the surrounding areas, we would love to hear from you

Stevenage
BOROUGH COUNCIL

NEXT STEP LETS

✉ Nextsteplets@stevenage.gov.uk ☎ 01438 242909

NHS
Hertfordshire
Talking Therapies

Our service can help you to...



Hertfordshire Talking Therapies offers psychological help and practical support for people experiencing a wide range of common mental health conditions. It is part of the national NHS Talking Therapies, for anxiety and depression programme.

To refer yourself to this free NHS service:

- 0800 6444 101
- www.hpft-iapt.nhs.uk



We accept referrals from people who are aged 16 years and over and registered with a GP in Hertfordshire.



Follow us on Social Media:
Hertfordshire & Mid Essex Talking Therapies



for anxiety and depression
Service provided by Hertfordshire Partnership University NHS Foundation Trust

Response volunteers

This role was developed during the pandemic as a more flexible opportunity for volunteers, and also as a more responsive service for staff, able to deal with ad hoc requests for help from all over the hospital. A response volunteer does a 2 ½ hours shift and reports in to the Voluntary Services Office. When a call comes in for help, they go to the relevant area, help with that task, and then come back to the office, to be sent off on a new assignment. Response volunteer, Michelle Salisbury, tells us about her experience:

“In 2021, my mum was diagnosed with stomach cancer. I accompanied her to the Lister Hospital for her appointments, and the amazing staff in the MacMillan Centre, who took such care of my mum, inspired me to volunteer my time.

I started my volunteering in January 2022, coming in two afternoons a week, and have clocked up nearly 300 hours of service. As a Response volunteer my role is very varied, and I go wherever I am needed in the hospital. I could be on the wards serving meals and offering hot drinks to patients, or taking the activity trolley around giving out puzzles and craft activities. I love working in the Pharmacy, delivering medications to patients, or helping out with admin work for the Hospital Charity, and I am a regular in the discharge lounge. A wonderful new role I have taken on is escorting the Therapy Ponies on their visits. Seeing ill and elderly patients interact with the ponies is so moving and fulfilling – I regularly have to

dab my eyes on these occasions!

Even the smallest things you do for someone - finding a wheelchair, directing them when they are lost - can mean so much. Patients tell me I've been sent from heaven, that I'm an angel. They are so grateful for the help you give them; often the conversation goes “Oh you volunteer! You don't get paid! Oh thank you so much!” But, believe me, I may have helped them a little bit that day, but I am also getting an amazing amount out of it myself. If you are thinking of volunteering, then there's a way for everyone to help, young or old. Believe me, you will not regret it.”

At the moment there are three Response Volunteer shifts available per day **(8.00 – 10.30am, 10.30-1.00pm and 1.00-3.30pm), Monday to Friday**. The role involves a lot of travelling across the hospital site, and may involve moving and handling tasks.



Michelle and Mark
with Romeo and Charlie the therapy ponies

WhiteTrees provides specialist **Residential Care**
and **Education** for vulnerable young people



SEMh TEACHERS (All subjects)

Salary: £33,500 - £47,000

SEMh GRADUATE TUTORS

Salary: £27,000 +

SEMh TA's

Salary: £17,000 - £19,000

Experience: Working with pupils who have Social, Emotional & Mental Health needs is advantageous but not necessary.

Start Date Required: Sept 2023 & Jan 2024

Location: Bishops Stortford & Coggeshall



REGISTERED HOMES MANAGERS

Salary: £36,400 - £47,720 OTE £62,080

DEPUTY HOMES MANAGERS

Salary: £33,280 - £34,320 OTE £38,640

(Excluding sleep-ins & on-calls)

**CHILDREN'S RESIDENTIAL
SUPPORT WORKERS**

Salary: £27,200- £32,400

(Including sleep-ins & on-calls)

Locations: Bishops Stortford, Sawbridgeworth, Braintree, Ware, Saffron Walden & Harlow



Salary is dependent on qualifications and experience.

Join our amazing team!

Call us on: 01279 505 326

www.whitetrees-group.co.uk



Scan the QR code to view all of our vacancies and make an on-line application.



Patients companions

One of the most popular volunteer roles in the hospital is that of 'Patient companion'. These volunteers are assigned to a particular ward, and do a regular weekly 3-hour shift, covering either the breakfast, lunch or evening meal service. Activities include helping to serve meals and clear away, making teas and coffees, chatting to patients and tidying around bedsides, and any other admin or housekeeping tasks the nurses need help with.

There's a lot to learn in this role, so we will aim to buddy you up with an experienced patient companion to begin with, who will show you what to do and explain the details of the role. Once you feel confident, we can assign you to your own ward for your preferred shift time.

Chris Goward, a patient companion on elderly care tells us about his experiences:

"In the three hours I'm at the Lister, I chat to patients about life, family, carers, what's wrong with us, getting home, train driving, anything you like! From my own past experience, I know what it's like wanting to be well, and how welcome any little bit of company can be. I help a bit with patients who find it difficult to eat, and sometimes with doing any exercises they know they should be doing.

Some things stand out. One patient knew that his wife was in the hospital for several days but on a different ward. The ward

sisters arranged between them that I could take him in a wheelchair to visit his wife, and they spent an hour together – an opportunity for conversation and photos for the family. Clinical staff don't often have an hour or two to spare for things like this, and it can make such a difference to the patients. Likewise, there often isn't time for staff to help a patient make a phone call to a partner, or reassure them not to worry that they haven't done anything to talk about when they get through.

Generally after three hours I come out tired, humbled and hungry, but at the same time really glad to have had the opportunity to do something I feel is worthwhile."



Chris Goward
Patient Companion

Forget-Me-Not volunteers

Research suggests about 25% of hospital beds are used in providing care for people living with dementia. At the Lister, we have an average of 74 people a day who are living with dementia in our inpatient wards. Being in hospital can be a scary time for anyone, but even harder if you have dementia and are away from the care and support and familiarity of family and friends.

Forget-Me-Not volunteers come under the direction of our Admiral Nurse – who is the clinical lead for dementia within the Trust. These volunteers undergo specialist training as well as their usual volunteer induction. Their role is to spend time with people with dementia, helping them do activities and exercises which will help to stimulate, calm and divert them, and make them feel more comfortable and cared for in their unfamiliar surroundings.

Admiral Nurse Ruth Bradford shares her thoughts about the Forget-Me-Not volunteers:

“This volunteer role makes such a difference both to the person with dementia and their families. The

volunteers have conversations with family members and complete a ‘This Is Me’ document (Alzheimer’s Society). By knowing more about the person with dementia the volunteer’s interactions can be more specific and include conversations with them about their family, where they have lived, their job, places they have travelled to and hobbies. The information is shared with the ward staff to enable everyone to deliver person-centred care and understand what matters to the person with dementia and their family.

During one session a volunteer spent two hours with a lady who was lonely, anxious and finding it hard to settle. The volunteer used information from the ‘This is me’ form to socially interact and provide interactive activity. They had a cup of tea together and the volunteer encouraged the lady to eat biscuits as she had been eating very little. The volunteer also identified that the lady was in pain and pain relief was administered by nursing staff. The lady was calmer and it freed up the nurses’ time to deliver care to other patients.”

“

As a nurse that used to work at the Lister Hospital on the wards, and for my Nan who is a current inpatient with dementia, I know how valuable your service is. Thank you so much for all you do.

“

It brought me comfort to know that Kerry was spending time with Dad, and providing mental stimulation in an otherwise long and boring day in hospital.

As for the volunteers themselves, they find the role very satisfying and fulfilling.

“

I love this role and really enjoy making a difference to people's experience in hospital. It is a privilege to learn about their past and their lives, and chat about the things that matter to them. It is very rewarding, knowing that I can make a difference, not just to the person with dementia, but also to their family with the comfort this brings.



Forget-Me-Not
Volunteers **Kerry**
and **Sonia** with
ward manager **Nola**



Dear Nan &
Grandad,

when you smoke
near mummy,
I smoke too.

Please stop!

Love Bump x

Grandparent or parent-to-be?

Breathing in other people's smoke is very dangerous for children

More than 80% of cigarette smoke is invisible and odourless, so no matter how careful you are, children still breath in harmful poison.

This is the same for babies in mum's bump.

Contact Hertfordshire's Stop Smoking Service for free, non-judgemental advice and support. We will help friends and family of pregnant people get support to stop smoking and quit for good.

Hertfordshire residents who are not pregnant are able to access a stop smoking service via your Mental Health ward or your Acute Trust while you are an inpatient, your GP Practice, a Community Pharmacy or Hertfordshire Health Improvement Service.

Get help today

www.hertfordshire.gov.uk/stopsmoking
healthimprovementservice@hertfordshire.gov.uk
0800 389 3998
or ask at your local hospital.



SCAN ME



Hertfordshire

Butterfly volunteers

The Butterfly Volunteers are an award winning service, funded by the East and North Hertfordshire Hospitals' Charity. The service began as a project, following a CQC report stating that although the hospital had 'good practice' in place for end-of-life patients, there was room for improvements. The Palliative Care Team, inspired by a project at another hospital, created the Butterfly Volunteer Project, with the motto: "No-one should have to die alone". Six months on the project became a service and now, nearly seven years on, has 49 volunteers, who cover seven days a week, 52 weeks a year. The Butterfly Volunteers are a compassionate, caring group of people, who sit with patients in the last days and hours of life.

Last year they made 2000 visits, and for 1130 of those visits the patient were alone, for whatever reason. The Butterflies are often also able to support and comfort the patient's friends and family, helping them

through a very difficult time. Every visit is unique, and the volunteer will work with the patient and their visitors, to determine any needs at that particular time. Today we average at seeing over 50 people a month, offering respect and dignity to all at the end of life.

The Butterfly Volunteers don't all come with a medical background, but what is essential is that they have a compassionate and sensitive nature, and are confident in communicating with staff, patients and their visitors. This is a different kind of volunteering, and of course it is not suitable for everyone. The majority of the patients we visit are unresponsive, so sometimes silent company or just holding a hand is all that is needed. All the volunteers have training to help them within the role and are supported by the Butterfly Co-ordinator, and the Specialist Palliative Care team.



Layston Grove

CARE HOME

We offer a warm, safe and friendly environment and are currently accepting bookings for full time occupancy, respite care and dementia care.



For more information please contact a member of our friendly team on **01763 274327** or visit **www.laystongrovecarehome.co.uk**

Layston Grove care home, Keen Avenue, Buntingford, Hertfordshire SG9 9SU



Here for you



08 088 088 088

A confidential freephone number for anyone affected by domestic abuse. Contact us and we will signpost you to the help you need.

Freephone 08 088 088 088

Monday to Friday: 9am-9pm
Weekends: 9am-4pm

Confidential email: kim@mailpurple.org

Free • Confidential • Anonymous

hertsdomesticabusehelpline.org

Registered charity number: 1184899



RECRUITING NOW



Become a Foster Carer with Hertfordshire County Council

Increased pay for foster carers

You'll receive:

- training & allowances
- excellent local support



Scan the QR code to find out more

FOSTERWITHUS



East & North Hertfordshire Hospitals' Charity volunteers

East and North Hertfordshire Hospitals' Charity, raises funds to enhance patient care. It funds cutting-edge equipment, research, training, small refurbishments and those extra special touches within our hospitals to support our patients, staff and families. The charity team relies on a team of dedicated volunteers to help them organise fundraising activities and to help support their wonderful donors.

Fundraising volunteers help the staff with day-to-day running of charity activities. Volunteering tasks may vary from general administrative work, data entry, promotion/marketing as well as supporting at events in the hospital or out in the community. The hours given to the charity by volunteers are invaluable and make a genuine impact by freeing up staff time for even more fundraising activities.

Volunteers for the charity can take on flexible roles with no minimum weekly commitment. The roles not only support the charity but also allow volunteers to learn new skills in a friendly team, and to enhance their CVs which will help when seeking paid employment.

If you would like to find out more about any of the charity's volunteering roles, please go to www.enhhcharity.org.uk or contact them on charity.enh-tr@nhs.net for an informal chat about current volunteering opportunities.



The 2022 East and North Herts NHS Hospitals' Charity Colour Run

Charity volunteer, Ann Meldrum, has been celebrating after raising over £6K this year for our Children's Ward. She tells us:

"I love working with the charity team to support them with raising vital funds for wards across the hospital. I have always been passionate about supporting the Bluebell Ward, and I have personally organised many fundraising raffles and tombolas to give back to that team, who do such an incredible job looking after our children and young people.

The best thing about volunteering for the charity, is that I can do it whenever I have spare time and I can commit to supporting the events that are local to where I live. I help on the charity event stalls and run collections, and I also promote their work by putting up posters in my local community and handing out flyers at local events. I know that even giving a small amount of time is hugely appreciated by the fundraising team, and it's so wonderful when you see the difference being made by the money you have helped to raise. It motivates me every day."

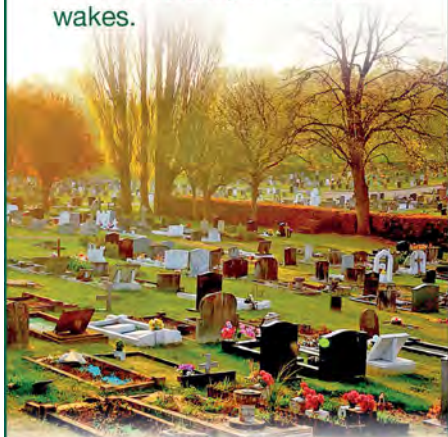


Weston Road Cemetery

Opened in 1988, Weston Road Lawn Cemetery is situated in over nine acres of woodland in Stevenage.

The cemetery features:

- A wide range of ways to memorialise your loved ones
- Grave maintenance packages, so you can feel secure knowing their plot is cared for all year
- Hire of the chapel for small wakes.



For more information, call **01438 367 109** or email **cemeteries@stevenage.gov.uk**

INSTONE
MEMORIALS

Memories set in stone



Come and talk to our team about your memorial. We also restore, add inscriptions, clean and repair existing memorials in all areas.



Please call us to make an appointment or talk about your needs.

01438 748 476

www.instonememorials.co.uk

114a High Street,
Old Town, Stevenage,
Herts. SG1 3DW

YOUR ADVERT HERE.

SUPPORT THE
WORK OF YOUR
LOCAL HOSPITAL
VOLUNTEERS



Call **01245 914060** to discuss how your advert can make a difference in the next edition or visit **www.smilepublications.com**

Friendly Faces / Activity

Trolley volunteers

A problem for many of our patients – particularly when they are starting to feel better – is finding things to do and coping with boredom. Our doctors and nurses - busy providing the best possible medical care - sadly don't have much time to sit and chat, so we have recently established a new group of volunteers to help tackle this issue. Our Friendly Faces volunteers spend an hour or so visiting a ward with an activity trolley, spending time with each of the patients. It is incredibly rewarding to know that you have helped someone's day simply by spending 10 or 20 minutes with them. This is a very flexible volunteering opportunity.

Volunteers don't commit to a fixed day or time, but simply book in for a visit whenever they have the time to come in. The timings and frequency of your visits are therefore entirely up to you, which is ideal for people with other commitments. **Volunteer, Alice Rowlands, tells us about her experiences:**

"I really enjoy volunteering at the Lister as it gives me a chance to make a difference to the experience of patients at the hospital, whilst developing my own confidence and learning more about how a hospital works. My role as an Activity Trolley Volunteer, involves visiting wards and offering patients activities such as puzzles and craft sets, reading them short stories, playing a game of cards, or simply having

a chat. My favourite part is getting to know individual patients, whether that's through completing a crossword puzzle together, talking about their experience in hospital, or learning about the pets they have back at home. It's great to see how even a short conversation can lift a patient's mood, and I find the whole experience extremely rewarding. My time volunteering has also taught me a lot about the incredible work of the staff at the Lister, and inspired me to want to work in healthcare myself in the future. It's amazing to be able to meet, interact with and help such a wide variety of patients and staff during my visits, and I love being able to give a little something back to my local community."



Alice (right) and friend Louise
take the Activity Trolley to the patients
on the wards

BATHE AND SHOWER SAFELY WITH A BMAS BATHROOM

ACCESSIBLE BATHROOMS MANAGED FROM DESIGN TO COMPLETION

Make your bathroom practical without sacrificing style, with design and mobility advice from our experts at BMAS.



CHOOSE BMAS

- ✓ Appointments in Herts, Hunts, Cambs and Beds
- ✓ Hitchin Showroom
- ✓ Experienced, local team
- ✓ High-spec fixtures, fittings and finish
- ✓ Traditional customer service (no call centres)
- ✓ Finance available*



**"TOTALLY SATISFIED WITH THE FINISHED
SHOWER ROOM - HIGHLY RECOMMEND"**

★★★★★ ★ Trustpilot Rated Excellent

Call for your free design and quote
01462 547 039 [bathingmobility.co.uk](https://www.bathingmobility.co.uk)



*Credit is subject to status and affordability. Terms & Conditions Apply. Mobility Bathing Group Limited, FCA no. 673828, Unit 20-21 Padgets Lane, Redditch, Worcestershire, B98 0RA, trading as BMAS is a credit broker, not the lender and is authorised and regulated by the FCA. Credit is provided by Novuna Personal Finance, a trading style of Mitsubishi HC Capital UK PLC. Authorised and Regulated by the FCA.

Supportive exercise and speech and language Therapy volunteers

Patients in hospital may need the help of physiotherapists or speech and language therapists. These specialist therapists will 'prescribe' physical exercises to strengthen muscles or keep patients mobile, or speech and language activities to help restore a patient's speech after, for example, a stroke.

However, it is not possible for the therapists to spend time with every patient every day, and so we have volunteers to help out both therapy teams. These volunteers receive specialist training from the appropriate team, and once competent and qualified, visit patients themselves and help them to do the exercises and activities prescribed. This helps to motivate patients to do their exercises and maintain their physical strength, or build up their speech and language skills more quickly. The supportive exercise volunteers and the speech and language therapy volunteers work closely with the therapists, who direct them as to which patients to see, and they also help by keeping notes of their sessions so that the professionals can see what progress is being made.

Both of these roles are unusual in that they allow volunteers to become actively involved in the clinical care of our patients. Because of the amount of training and staff time that you will receive, it is important that you commit to volunteering regularly and in the long term in either of these roles. If you feel you cannot offer this commitment, then this is not the role for you. Vacancies

do not come up that often, and the role is only open to volunteers over 18 and who are not in full-time work or education.

Supportive Exercise Volunteer, Jenni, tells us her thoughts about the role:

"In early 2021, I answered a call to assist the Physiotherapy department carrying out simple exercise routines for bed/chair bound patients. A four-week period of tuition and supervision took place, including how to do the necessary record keeping and using PPE when on the ward. I do one session per week, and at each one, the Physiotherapist briefs me and provides a list of patients for me to see. There is no physical contact with a patient - it is all about instruction and demonstration. We have access to written information, with photos of the exercises if required. Most of the patients are very co-operative and glad to be helped to do their exercises; of course there are a few reluctant ones, but they don't have to take part if they don't want to, or don't feel well enough. This is an interesting and different role to do as it allows you to work directly with the patient and contribute to their physical wellbeing and care."



Jenni
Supportive Exercise Volunteer

YOU'RE IN GOOD HANDS

For Life Insurance, Income Protection, Pensions & Investments, contact **NFU Mutual Hertford and North Herts**
01920 469173 | Hertford_NHerts@nfumutual.co.uk



L J King, K J Mitchell & R A David is an appointed representative of The National Farmers Union Mutual Insurance Society Limited (No. 111982). And an introducer to NFU Mutual Select Investments Limited, a member of the NFU Mutual group of companies.



LOOKING TO ADVERTISE



SUPPORT THE WORK OF YOUR LOCAL HOSPITAL VOLUNTEERS

Call **01245 914060** to discuss how your advert can make a difference in the next edition or visit **www.smilepublications.com**

NHS
Blood and Transplant

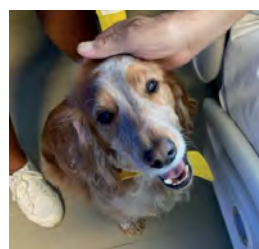
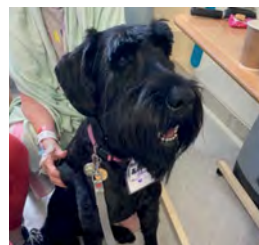
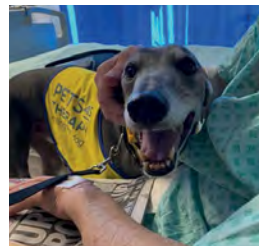
Your NHS needs you

Save a life
Give blood

The need for blood never stops

Therapy dogs

The hospital is lucky enough to have a team of therapy dogs who each visit regularly. All dogs and owners take a behavioural assessment to ensure the dogs are suitable for visiting hospitals, residential homes and schools. These assessments are carried out by one of a number of registering charities, such as Pets As Therapy, or Therapy dogs Nationwide. The dogs themselves are simply pet dogs; they don't need special training to do this job, just good, basic obedience. Temperament is key; a therapy dog needs to be friendly and outgoing, enjoy meeting and being petted by strangers, and able to stay calm in an environment where there may be sudden loud noises, people moving about, and new sights and smells. The dogs and their owners are assigned to particular wards so that they become familiar with the surroundings and staff on those wards, and most of the dogs visit on a weekly or fortnightly basis. Patients, visitors and staff love having a dog on their ward. Many of our patients have pets of their own and are missing them whilst in hospital, and a visit from a dog can help to fill that gap. For others, it's a chance to have a cuddle with a dog and a good chat with the owner, bringing a bit of variety and interest into their day. The presence of the dogs is very soothing and reassuring for many patients, particularly children, or those who are anxious or worried, and we hear many moving stories of how a patient has been helped by a therapy dog. Staff enjoy these visits as well – they have busy and stressful jobs, and a few minutes spent with a visiting dog can help them to relax and reinvigorate for the rest of their shift.



Therapy dogs (top to bottom) Punch, Rozie and Barney giving cuddles to patients.



During the last year, we have also been lucky enough to have a team of therapy ponies, visit the wards on a regular basis. They bring a lot of smiles, laughter and pleasure to the patients they visit.

Therapy Pony Charlie

Brings a smile to a patient's face!



HENLEYS MEDICAL SUPPLIES

Tel: 01707 333164
Fax: 01707 334795
www.henleysmed.com

Brownfields, Welwyn Garden City,
Hertfordshire AL7 1AN



togetherall

Register today for **FREE**
mental health support

So much in the world right now can
feel uncertain and challenging—
but you don't have to feel alone.

Create meaningful connections
with others at Togetherall.

www.togetherall.com



SCAN TO JOIN FOR
FREE TODAY



**VOLUNTEER
DRIVERS
NEEDED**

North Herts &
Stevenage Community
Transport Service

**Community
transport**

Using your own car
Mileage paid

Interested? 01462 689402 | transport@nhcvs.org.uk



bikestop.

MOTORCYCLE CLOTHING,
HELMETS AND ACCESSORIES

Independent retailer supplying
the world's finest riding gear to
motorcycle and scooter riders

01438 317038

www.bikestop.co.uk

104 High Street, Stevenage
Herts, SG1 3DW




HILS Health & Independent
Living Support

HILS provides hot, nutritious meals and friendly
Pop-in Visits to people in their homes, 365 days a year.

Scan the QR code to visit our website and find out how
our range of services can support your independence.

Contact us today:
Tel: 0330 2000 103
Email: info@hils-uk.org




Please
return all
equipment
(crutches,
wheelchair,
etc) when
you have
finished
with them

Thank You • Thank you • Thank You



**STAY
CLOSE
GO
FAR**

**NHC students are
future NHS staff**

Our new mock ward brings the industry
into our classrooms, building students'
confidence and skills. Your dream career
starts with North Hertfordshire College.

www.nhc.ac.uk





Other Hospital Volunteer roles

Sew Dementia

Sew Dementia are a community-based group who make and donate items for patients diagnosed with dementia or confusion. They produce goods such as activity blankets, cloth books, dolls and aprons, all designed to have a calming effect, as well as providing activity for patients who may be agitated and distressed. They are made with various textures, colours and interactive pieces. New members are always welcome, as are donations of fabric and haberdashery – please contact Theresa on **07432 095868**.



Knit 'n' Natter

Knit 'n' Natter are a community-based group who knit for our inpatients at the hospital. They produce and donate knitted

goods such as shawls, baby hats, blankets, toys and other items by request.

Musical Volunteers

Live music on our wards is wonderful for patients, staff and visitors. It can transform the atmosphere on a ward and lift the mood of everyone who hears it. If you have a musical talent you would like to share with our patients, then please do get in touch to talk about it. All our musical volunteers are escorted on the wards, so you would not need to be registered and security checked, or go through our volunteer training. The times, duration and frequency of your visits would be entirely to suit you.

Macmillan

Chemotherapy Unit – Lister

This group of volunteers chat to patients and make tea and coffee for those waiting for clinic appointments or having their chemotherapy.



Macmillan Support Volunteers – Lister

These volunteers meet and greet our service users, explaining resources available and assisting with clerical duties in the Macmillan information centre.

(You- or a family member - must be at least 2 years post-treatment for you to apply).

Chaplaincy Volunteers – Lister

A rota of volunteers supporting the hospital chaplains by visiting patients on the wards, taking patients to Sunday chapel and assisting them during the service.

Entertainers

Throughout the year we have visits from children's entertainers, magicians, pantomime characters, puppeteers and others, who visit patients and brighten up a long day in hospital. We would love to have more of these visits so if you can help us please contact the voluntary services office.





Proud to *support*

Jeff Skidmore Agricultural Ltd

The quality of our service is our reputation

Hawkins Grange Farm, Hawkins Hall Lane, Datchworth SG3 6TF

T: 07767 313087 • 01438 814447

www.jeffskidmore.co.uk

Best wishes to all staff, patients & volunteers from

Expressions

Unisex Hair Salon

2 Station Approach, Knebworth, Hertfordshire SG3 6AT

Tel: 01438 813985

BD Electrical Contractors Ltd

Providing a Quality Service Since 1985

T: 07970 972445 // 07850 762343

Domestic & Industrial Installations • Electronic Design & Repair

www.bd-electrical.com

LBP OPTICS LTD

T: 01767 600877

www.lbp.co.uk

sales@lbpoptics.com

G & Y Plumbing

Unit 9b Pilkington Farms, Hoo Lane, Offley, Hertfordshire SG5 3ED

07904 170 854 • 07870 586 867 • 01582 416 622

Joseph Rochford Gardens Ltd

01707 261 370

sales@rochfords.net • www.rochfords.net

Pipers End, Letty Green, Hertford, Hertfordshire, SG14 2PB

Allan Dyson Asbestos Ltd

Stevenage - 01438 360656

Work@DysonAsbestos.com

www.AllanDyson-asbestos.co.uk

AD BLY CONSTRUCTION LTD

Groundworks • Civil • Insitu RC Frames

Telephone 01438 821779

info@adbly.co.uk • www.adbly.co.uk

Thank you

We would like to say a big thank you to all of our volunteers! Thank you for helping improve patient experience and staff productivity. Thank you for supporting our Trust in delivering high quality, compassionate care to our community, particularly over the last few difficult years. Thank you to those who turn up week in and week out. Thank you to those who come in every now and then. Thank you to those who come in at short notice. You are all instrumental to the smooth running of our services and to putting smiles on our patients' faces. On behalf of everyone in the Trust - thank you for giving us your time, your experience, your expertise, and crucially, your warmth and compassion. We appreciate everything you do!

“

A big thank you to the volunteers for caring enough to give your time, patience, selflessness, dedication and empathy. Thank you for all you do! Your volunteer work is noble and greatly appreciated, it means so much to our patients and staff!

Infection Prevention and Control Team

“

A big thank you to the volunteers for their relentless support to the team and warm smiles to our patients! It is a pleasure working with you all! (Ward 10B)

“

A big thank you to our volunteers for always being willing, being reliable and giving your time to our patients. We all appreciate you. Thank you! **(Ward 6B)**

“

On behalf of 7A's staff, we want to extend our deepest appreciation and say a big thank you for your invaluable support. Your dedication, selflessness and hard work have made a remarkable difference in our kitchen operation and in the lives of those we serve. We say thank you! (Ward 7A)



Proud to *support*

Living Well Homecare

www.livingwellhomecare.co.uk

01438 300360

2nd Floor, Unit 3, Gateway 1000,
Arlington Business Park Stevenage, SG1 2FP

Best wishes to staff, patients & volunteers from

Ecobat Resources

The UK's leading Rolled Lead Sheet manufacturing company

01707 324595

sales.uksheet@ecobat.com

Optima Accountancy Services Ltd

7 Paynes Park, Hitchin, Hertfordshire SG5 1EH

01462 429770

Best wishes to staff, patients and volunteers from

Hawkstone Builders Ltd

01438 357896

Unit 15, Shangri-La Farm Business Park, Stevenage, SG1 2JE
www.hawkstonebuilders.co.uk

ASM ENGINEERING LTD

Heating Engineers

Wilbury Way, Hitchin

Alban Locksmiths

205 Hatfield Road, St Albans, Hertfordshire AL1 4SY

01727 839353

www.albanlocksmiths.com

Aim Electrical Services

07732 183 147

www.aimelectricalservices.co.uk

**THANK YOU FOR YOUR
SUPPORT**

Thank you

“

The Pharmacy Department is extremely lucky to have such dedicated and lovely volunteers like Sukhvinder and Bernard, as well as the very helpful ad hoc volunteers we get. We are very grateful for their selfless support and thank them from the bottom of our hearts. (Inpatient Pharmacy Team)

“

A big thank you to the volunteers for making a difference, for giving your time to help us and our patients, for brightening our days and for all the little things you do, we do notice them. Thank you so much.
(The Endoscopy Booking Office)

“

Thank you to all our volunteer guides for all that you do to help our patients, visitors and staff. You have also given us valuable help in checking and putting up new signs. Many thanks! (Communications Team)

“

Thank you to all of the amazing volunteers at our Trust for everything you do to support and give back to our Hospital Charity. We couldn't make a difference without you!
(The Charity Team)

“

As Chaplains, the coverage of the work we do here at the Lister Hospital would not be as extensive as it is without the help and support of our invaluable team of volunteers. Our trained volunteers are caring, compassionate and there for all patients, whatever their faith or beliefs may be. On behalf of the wider team, we are ever so grateful for our team of volunteers. They do make a difference and we are so proud of them all. (Rev Michael Sijuwade, Chaplaincy Team)

Proud to support **NHS** volunteer services.

Smile has worked alongside **NHS Trusts** and its volunteer networks across the country for more than three decades, championing the work and invaluable support these services offer to patients, family, friends and all visitors.



To help us offer our continued support, please contact us on **01245 914060** if you would like to advertise your business.

smilepublications.com



How to become a volunteer

Please email us on volunteer.enh-tr@nhs.net and we will go through the process with you. Or call us on **01438 284760**.

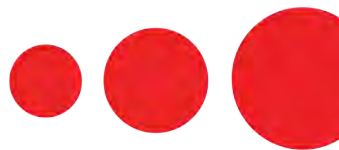
- Once we've heard from you we will send you an application form so we can find out more about you and the role you'd like to volunteer for in the hospital.
- We'll ask you to bring in some identification so that we can run a security check on you, and provide you with clearance to volunteer with patients on the wards.
- After your induction training we will write to you with a mutually agreed date to start your volunteering.
- We'll stay in touch with you and email you to check that all is well with your placement. We will be here at any time for advice and support - we want you to be able to give us your best, and to enjoy your time here at the hospital.

What you can expect from us:

- To be given all the necessary training and information you need to fulfil your role.
- To be given identification badges and uniform if appropriate.
- To be treated as a valued member of the hospital team.
- To be given support and advice when it is needed.
- To be appreciated for the work you do on our behalf.



Smilespotlight



Paradise Wildlife Park

01992 470490

info@pwpark.com

www.pwpark.com

Please see page **4** for more information.



First Garden City Homes

01462 683307

enquiries@fgch.co.uk

www.fgch.co.uk

Please see page **12** for more information.



Hertfordshire County Council

0800 389 3998

healthimprovementservice@hertfordshire.gov.uk

www.hertfordshire.gov.uk/stopsmoking

Please see page **22** for more information.



SSAFA the Armed Forces charity

0204 566 9129

east.region@ssafa.org.uk

www.ssafa.org.uk/volunteer

Please see **inside back cover** for more information.

DISCLAIMER

This publication was produced by Smile Publications Ltd, (Company No. 13264619) at no cost to East & North Hertfordshire NHS Trust. Production costs were met in full by the advertising the publication contains. East & North Hertfordshire NHS Trust and Smile Publications Ltd do not make any recommendations as to the fitness of the advertisers appearing in this publication to carry out their services and no recommendations should be deemed to have been made. Artwork and/or plates originated for use in this publication remain the property of Smile Publications Ltd and must not be reproduced without the written permission of the publishers.

Smile Publications Limited, 3 Wheelwrights Yard, The Street Hatfield Peverel,
Chelmsford, Essex. CM3 2EA Tel: 01245 914060 © Smile! 2023



An on-demand bus service serving villages in North and East Herts and fixed destinations in Key Hub Towns.

Improving connections between rural areas and town centres, as well as expand access to employment, education, healthcare and shopping.

**The service operates from
07:00 – 19:00 Mon – Saturday**

10:00 – 16:00 Sundays and Bank Holidays

Evening Service 20:00 – 23:30 Fridays and Saturdays

Journeys can be booked in real-time or booked in advance for future journeys.

Booking your HertsLynx

Call: 01992 555513 • Online at bookings.hertsynx.co.uk
or download the app just search 'HertsLynx'



www.intalink.org.uk/hertsynx



**YOU'VE GOT THE
SKILLS.**

**WE'VE GOT THE
OPPORTUNITIES.**

**ALL WE NEED IS
YOU.**

VOLUNTEER WITH YOUR LOCAL SSAFA TEAM IN HERTFORDSHIRE

We need your skills at SSAFA, the Armed Forces charity to continue making a lasting difference to the lives of serving personnel, veterans and their families.

To find more about a volunteering role that will make the most of your knowledge and experience ring a staff member at our East of England Hub on 0204 566 9129 or send an email to east.region@ssafa.org.uk or visit ssafa.org.uk/volunteer

ssafa | the
Armed Forces
charity

Registered as a charity in England and Wales Number 210760 in Scotland Number SC038956 and in Republic of Ireland Number 20202001. Est. 1985-36040321



Are you looking
for care
for yourself
or a loved one?

TLC Care are proud of their 2 award-winning, luxurious, state-of-the-art care homes situated in Potters Bar.

Cooperscroft Care Home and Cuffley Manor Care Home are a stone's throw away from each other, both providing outstanding care to all our residents with beautiful surroundings and a range of great facilities.

To book your tour or for further information, please see the details below.



 **TLC**
Cooperscroft
Care Home

Coopers Lane Road, Potters Bar
Hertfordshire, EN6 4AE

01707 861423

tlccare.co.uk/homes/cooperscroft

 **TLC**
Cuffley Manor
Care Home

Coopers Lane Road, Potters Bar
Hertfordshire, EN6 4AA

01707 861424

tlccare.co.uk/homes/cuffley-manor

Residential Care • Nursing Care • Dementia Care • Respite Care