Croydon University Hospital Chaplaincy Team comprises people of different faith communities and different denominations. The Patient Promises, embraced by the Trust in 2010, reflect the ethos of the Chaplaincy Team and the commitment of all team members to work together in caring for our patients, visitors, volunteers and staff.

*The Patient Promises:*

We promise everyone in Croydon, whether you are in hospital, in the community or at home, that we will do our best to ensure:

- You feel cared for
- You feel in safe hands
- You feel confident
- You feel we value your time
- You feel it’s getting better

‘This is what the Lord asks of you, only this, to act justly, to love tenderly and to walk humbly with your God’

Micah 6:8
Croydon University Hospital Chaplaincy Department:

Throughout 2010 our 2 full time chaplains, Revd Hilary Fife and Revd. Leena Knowles have had the privilege of leading a large honorary and volunteer team.

Fr Francis Moran continues to co-ordinate the Roman Catholic team members with Sr Sheila Moloney (DMJ) who is on site four days a week. 8 priests in three parishes (Thornton Heath, West Croydon & Addiscombe) continue to provide the 24hour Roman Catholic on call service and an additional 4 priests from 3 other parishes assist with the weekly Roman Catholic ward visits. We have had a regular team averaging thirteen Eucharistic Ministers providing sacramental ministry to Roman Catholic patients and two Anglican Eucharistic ministers (in addition to ward chaplains who undertake this role as well) taking Holy Communion to Anglican and Free Church patients.

As always retirement, illness and individuals moving away has meant that the Christian team has fluctuated in membership across the year but following the training course for new chaplains in the autumn we hope to recruit new members early in 2011. During 2010 we have had over 40 Sunday Chapel volunteers working on a rota basis to provide teams each Sunday to bring patients wishing to attend worship from the wards. We continue to benefit from the support of two administrative volunteers, a volunteer Sacristan and a flower arranging volunteer assisting with floral arrangements in chapel for special occasions and at the request of families in memory of loved ones.

Music on Sundays has been provided by Pat & Leroy Samuels and Neville Foga on the first Sunday of the month, Eleanor Stockley and Maureen Lewis on the third with other Sundays being ably covered by Les Todd, John Collis and Neville Foga..

Dr Maheshwaran continues to support and advise our Hindu team which has comprised four members through most of this year.

Mr Shuaib Yusaf, Chairman of the Croydon Mosque and Islamic Centre continues to provide advice and support for the senior chaplain on Islamic matters. The pattern of referrals for a visit from a member of the Muslim team, or from the Imam, being made through the chaplain and the response co-ordinated by Mr Yusaf seems to be working well. Najma Patel, who trained on the 2009 course, has been visiting ladies on the wards. The feedback has been very favourable and we are hoping to recruit someone to work alongside Najma in 2011.

We continue to have representatives from the Sikh, Buddhist, Jewish, Greek Orthodox, Jehovah's Witness and Spiritualist communities available to visit on request.

Sally Peek continues to act as our secretary. Her 6 hours with us is still shared with staff counselling as it has not been possible for the HR directorate to make provision for secretarial support for the counselling service. Sally continues to make the three hours go a very long way!

Hilary, Shankari and Sr Sheila are pictured right at the Service of re-dedication held on 24th February representing our Anglican, Hindu and Catholic teams.
Equality, Diversity and Gender Committee – Religion Sub-Group

The group has continued to work with the other diversity sub-groups (Age, Race, Gender, Disability & Sexual Orientation) to drive forward the equality agenda and to act in a consultative capacity for the Chaplaincy Department it to reflect upon its core function and refine its priorities.

During 2010 membership has comprised Cynthia Davis, Acting Director of Nursing, as the Board representative; Hilary Fife as the Chairperson; Paul Ashcroft, representing the Jewish community; Elizabeth Brotherwood, H R Business partner; Revd Barry Goodwin, the Bishop of Croydon’s Adviser in Interfaith matters; Dr Maheshwaran, representing the Hindu community; Hilary O’Dell, Emergency Care Matron; Jenny Mitchener, representing the Roman Catholic community; Naina Shah, representing the Jain community; Mohammed Suleman and Shuaib Yusaf, representing the Muslim community. Following integration Linda O’Shea, Community Matron, has also joined the group.

During 2010 the group has met quarterly, with additional meetings arranged as necessary. Email and phone contact has continued between meetings. The group bring an expertise and constructively critical evaluation to spiritual care across the Trust and to the activities of the Chaplaincy Team. This year has been a busy year with the objectives set by the group plus the existing responsibilities and targets of the Chaplaincy Team. The objectives for 2010 included:

- The completion of the Chapel/Worship centre restoration.
- Increasing the profile/use of the Chapel/Worship Centre
- Reviewing the Intranet pages on Religious and Spiritual Care.
- Building on the success of the spiritual care champions
- Festivals publishing programme
- Considering the implications of the new Equalities Act for the Trust vis-à-vis religion.

Most of the above objectives were achieved but the recording of patient religion remains a problem. While the Spiritual Care Champions made a difference on wards which had a champion this resulted all other staff members abdicating responsibility in this area. As this is clearly not satisfactory it is an area we will need to return to in 2011.

Towards the end of the year we said good-bye to Hilary O’Dell and she moved on to chair the Gender Group and Elizabeth Brotherwood and have been pleased to welcome Sinead Lynch and Frances Hanrahan onto the group and to welcome Wendy Johnson back as our HR business partner.

Facts and Figures:

Our ward chaplains have continued to complete data collection sheets after each of their weekly visits. Visits are always patient-led and conversations are with the agreement of the patient. All such encounters fall within the strict guidelines of confidentiality expected of chaplains, as of other NHS staff.
‘Pastoral’ includes everyday conversation, the sharing of human concerns, joys and sorrows. ‘Spiritual’ refers to all encounters where conversation has moved beyond the everyday to a discussion of more abstract spiritual concerns – the patient’s hopes and dreams for the future, the principles of life that are important to them, their search for meaning in pain….. ‘Religious’ refers to all conversations and encounters where the patient has spoken about their faith, has explored where God might be in their present situation or has requested prayer/sacramental ministry or asked for a member of their own faith community/their own minister to be called to see them.

‘Short’ means any encounter up to 5 minutes in duration. ‘Medium’ means any encounter between 5 – 15 minutes. ‘Long’ means any encounter over 15 minutes.

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**Comparison of Visits 2008-2010**

![Comparison of Visits 2008-2010 graph]

![Chaplaincy Visits 2010 chart]

![Chaplaincy Visits 2010 table]

<table>
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<td>R - Long</td>
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![Chaplaincy Visits 2010 chart]
The recruiting of new team members during 2009 has enabled us to continue to maintain the level of patient visiting and even increase this which is pleasing. Our other faith teams have continued to visit regularly but do not at present keep visiting records in this form.

**Roman Catholic Statistics:**

![Roman Catholic Call Outs 2010](image)

St Andrew’s Thornton Heath received 71 calls involving 75 working hours. St Mary’s West Croydon received 52 calls involving 57 working hours. Our Lady, Addiscombe received 12 calls involving 18 working hours.

This totalled 135 calls and 150 hours work – and represents a 19.4% increase in emergency calls from 2009. The priests of the Croydon Deanery, led by Fr Francis Moran, are to be congratulated on their on-going commitment to Croydon University Hospital.

Sr Sheila made 1,114 bedside visits during 2009.

1,080 Roman Catholic patients received Holy Communion this year:
- 937 on the ward and
- 143 in the Chapel.
- 17 patients too ill to receive Holy Communion were prayed with.

9 Masses were held in St Barnabas Chapel, the celebrants drawn from priests from St Andrew’s. Thornton Heath with the exception of the special Thanksgiving Mass celebrated by Bishop Paul Hendricks.

On Ash Wednesday 54 people attended. On the Mondays during Lent the average congregation was 22. The Mass for the Feast of Saints Peter & Paul was attended by 46 people and the Thanksgiving Mass (29th September) by 30 people. Bishop Paul Hendricks and members of the priestly team are pictured left.

In addition two infants were baptised this year.
**Anglican & Free Church Statistics:**

The Anglican and Free Church Chaplain responded to 165 call outs during the year. This represents fewer calls than in 2009 and reflects the enormous contribution made towards the care and support of bereaved parents by the specialist bereavement midwives. This has led to far fewer, and far more appropriate, referrals and out of hours calls to the Chaplaincy Dept.

1,016 Anglican and Free Church patients received Holy Communion this year:
- 224 on the ward and
- 819 in the Chapel.

448 patients requested visits for prayer at their bedside.

2 infants were baptised this year.

290 families requested the bedside ‘Thanksgiving after Birth’ service for their babies. This represents a 10.6% increase from last year. This service is available for families of all faiths, the service being adapted to the faith of the parents requesting it.

The Chaplaincy Dept. was also invited to create a liturgy of reflection, prayer and on the labour ward on 28th June during a particularly challenging time for staff and parents there.

There was also one request to be with a patient unable to attend his wife’s funeral service, and to offer prayers and support at the time of the funeral service.

**Hindu Statistics:**

Our Hindu team visited 237 different patients during the year. Some patients received support from the team during several different admissions across the year. The number of visits made to each patient varied according to the length of their admission, some being visited just once and others receiving as many as 12 visits during a protracted admission.

Members of the team were also involved in organising a Diwali Display in the Chapel/Worship Centre on 17th November. The first display of this kind that we have put on it was well received and we plan similar events in the future highlighting the major festivals of different faiths. Mrs Visrolia of our Hindu Team (pictured left with Nick Hulme our Chief Executive) is to be congratulated for providing an excellent variety of traditional Diwali food which was greatly appreciated.

Our training course for new chaplains included members of the Hindu community and we hope to increase our Hindu visiting team in 2011.

**Other Chaplaincy Wide Activity**

The intensive areas of the Hospital (SCBU, ITU, HDU, & A&E) were visited several times weekly on average across the year (excluding emergency calls). SCBU was visited 113 times, A & E 189 times and HDU/ITU 199 times. We have found that regular routine visiting is
invaluable in terms of getting to know and being able to support staff. It also helps to explode the myth that chaplaincy input is only for times of crisis and has helped relatives feel confident in asking for support and in raising concerns.

**Referrals:**

We have continued to monitor the source of referrals in addition to the individuals our chaplains encounter on their routine ward visits.

The majority of our telephone and email referrals come from local clergy (27%) and hospital staff (27%) with referrals from patients families coming next (19.6%). Patient self-referrals account for 6.2%.

‘Other’ includes one referral from another NHS Trust, three referrals by fellow patients and two by visitors to other patients.

**Funerals & Memorials:**

Caring for the bereaved, especially those bereaved through pregnancy loss, continues to be an important part of the full time chaplains’ work. We have enjoyed a close and co-operative working relationship throughout the year with the newly appointed Specialist bereavement Midwives and have been involved in supporting parents at all stages during their loss - providing support and pastoral counsel for parents who have just had bad news during an antenatal appointment, supporting parents on the Labour and Gynae wards and assisting with the planning of the funeral. Liasing with the Hospital Registry, funeral directors, the Muslim Burial Society and other faith community leaders continues a regular part of the work. Frequently parents request that the chaplain conduct the funeral for their child. This year the chaplains have conducted 38 such funerals.

The senior chaplain has officiated at the monthly collective cremation services for non-viable foetuses (where parents do not wish to have a separate service) providing a respectful farewell for 74 babies. We have valued the support and co-operation of Croydon Bereavement Services especially on the couple of occasions when parents have come along unexpectedly and Crematorium staff have been willing to help the Chaplain arrange a brief individual service of farewell for these families.

In addition the Chaplains have conducted 42 adult funerals (20 contract funerals), interred ashes for two families and were asked to conduct a memorial service in the community. The number of adult contract funerals increased as expected in all probability as the result both of the increasing social isolation of the elderly and disadvantaged and also of the economic climate. Fr Francis and his priest colleagues have stepped in to conduct several hospital funerals where the family requested a Roman Catholic priest to officiate.
We have also facilitated two funeral services for babies held in the hospital chapel. Where the funeral is a contract one the graveside/crematorium committal has to take place first followed by a service in the chapel. It is encouraging that parents find the Chapel a place where they want their child’s funeral to take place and where they clearly envisage being able to return for anniversaries and on other significant occasions.

Two Butterfly Services were held during the year on 23rd May and 26th September. The Chaplains were again assisted in the planning of these by bereaved parents who contributed to the liturgy, assisted during the service, helped with refreshments, provided music and created the butterflies for parents to record their child’s name on. 40 attended the May service and 55 attended the September Service.

We conducted memorial services for 2 members of staff in the Chapel. For the first time this year these services were held twice at different times of day allowing more staff colleagues to be able to attend. This was well received and may well become the pattern for future such occasions. We held an All Souls Service of Remembrance in the Chapel on 2nd November and while attendance was small will run a similar service in 2011 with improved publicity. The Senior Chaplain was also asked to conduct the Palm Sunday and Christmas Memorial Services at Croydon Crematorium.

The Chaplaincy Dept. is also represented at the regular Mortuary Meetings and has continued to enjoy a good and co-operative working relationship with our Trust Mortuary staff essential in providing good care for our deceased patients and bereaved families.

The Barnabas Worship Centre

1,043 people attended Sunday worship during the course of the year. Services were held on all 52 Sundays.
Various special events have taken place throughout the year as part of the celebrations for the completion of the appeal and restoration work. These have been in addition to the regular worship. On weekdays a brief time of silent prayer continues to be held at 1pm with the ‘Prayer for Croydon University Hospital’ concluding that. The Eucharist has been celebrated weekly and we continue to value the support of our Sunday Volunteer Musicians and the team who bring patients from the wards. It has been encouraging to see a slight increase in staff attending Sunday worship when their duties permit.

We were pleased to welcome Bishop Nick Baines, Bishop of Croydon, to celebrate and preach on Easter Sunday and the URC Moderator Revd Nigel Uden who led worship and preached on 8th August. It was also a delight to welcome Bishop Christopher Chessun, the newly appointed Anglican Bishop of Southwark who visited the hospital on the day his appointment was announced and was present in Chapel to bless the banners created by members of St John’s Shirley and Shirley Methodist Churches. Bishop Christopher left a gift of a wooden holding cross for the chapel.

Bishop Christopher is pictured here with Iona Nelson-Ashley and Lawrence Amiaka. © Southwark Diocesan Communications.

The Worship Centre continues to be used by patients and staff of all faith communities. The newly installed screen which provided additional privacy for Muslim and Jewish staff to pray has been appreciated. The new book shelves at the back provide more appropriate space for the Holy Books of different faith communities and we have been grateful for gifts of Scriptures, prayer books and other prayer requisites from the Jewish, Hindu, Jain and Muslim Communities.

Special events associated with the restoration work included a concert ‘2SP’, special services led by the Revd Canon Colin Boswell, Vicar of Croydon on 7th July; The Venerable Tony Davies, Archdeacon of Croydon on 27th July and Bishop Paul Hendricks, Roman Catholic Auxiliary Bishop of Southwark on 29th September; two open days on 14th August and 4th September and a Service of Light, led by Bishop Nick Baines celebrating the completion of the Stained Glass Window Restoration on 15th December. We were delighted to welcome to that service the family of the late Mr Eric Jack Judge, original donor of the St Luke Window, members of the Relief in need Charity whose generous donation to the appeal had funded the majority of the work on the windows and members of our own Friends of Mayday who had funded the restoration of one of the Chancel windows.

Other special events included our annual service for Parkinson’s Awareness Week and for the first time the Worship centre was the venue for the Nurses day celebrations on 11th June. The latter event was very successful and we hope to host future such events in coming years. Some of the Christmas events were disrupted by the snow and icy weather but a Taizé Service for World Aids Day as well as the NHS Retirement Fellowship Carol Service and the hospital Carol Service went ahead as planned.
We continue to have our ‘Christmas Tree of Memory and Hope’, a tree decorated entirely in silver and white with stars available for parents to write the name of the baby they have lost. Parents continue to return year after year. One parent wrote ‘Thank you for the Christmas tree each year. I put a star on the tree and it is a real comfort for me’.

**Chapel Refurbishment:**

*‘Well worth the money spent on it – lovely’ (A visitor)*

The Chapel Appeal eventually ran to just over the calendar year. Launched on 18th September 2009 expecting to raise £30,000 the steadily rising costs, and the discovery that some aspects of the work were more extensive than anticipated, meant that the money needed rose to £60,000. The people of Croydon, and friends from further afield, rose to the occasion and our target has been reached. There were more coffee mornings and sales, another autumn batch of Chapel Chutney, generous individual donations, and gifts in memory of individuals who had loved and valued the Chapel. Melvyn, one of our Ward Chaplains, along with several enthusiastic friends made a sponsored parachute jump for the appeal on 24th July and the Croydon Male Voice Choir rounded our formal fund-raising events off with a wonderful concert, generously hosted by St Michael’s Church West Croydon, on 18th September.

*‘So light and beautiful. Well done all the workers’ (A visitor)*

Throughout the year things have been happening steadily. Water has been laid on. The prayer screen has been put in place. One by one the widows have gone away for expert restoration by Clifford Durrant and Son in Horsham. New altar frontals, candle-holders and worship materials have arrived. Beautiful banners – based on the biblical text ‘leaves for the healing of the nations’ – have been created. A brand new sound system has been installed. The roof and ventilation cowl have been repaired.

Under the expert guidance of our project manager Barry Winters the Chapel has been transformed. Barry is pictured above with Canon Colin Boswell & Hilary Fife at the celebration service on 7th July. The work has been done by a combination of dedicated, generous volunteers and professional craftsmen. All are owed a great debt of thanks.

*‘Thank you that the Chapel can remain open. After each check up I come to enjoy the peace and tranquillity and give thanks’ (A patient)*

Now we have a chapel that is once again fit for purpose, is much used and greatly valued. The year drew to a close with a great feeling of thanksgiving, and a realisation of the many possibilities that lie ahead for ensuring that this beautiful building can be made available to as many people as possible as a haven of peace and reflection.
Teaching:

The Chaplaincy Department has organised or contributed to a number of different teaching sessions within the hospital during the year including:

- Listening & Communications Skills Sessions for the Hospital Volunteers.
- ‘Breaking bad News’ sessions
- ‘Bereavement’ teaching for the F1’s
- ‘Religious faiths & their Approaches to illness and Death’ for the Ethics & Law Course organised by Dr Paul Diggory on 27th April.
- ‘Spiritual Care’ for the Student Nurses Inductions.
- ‘Breaking Bad news’ as part of the early Pregnancy unit Study Day on 4th March.

With the integration of the Acute and Community Trusts we have begun to explore how to provide teaching resources to community staff and have already delivered one teaching session for Community Paediatricians.

In addition to ‘in-house’ teaching Hilary has been invited to lead teaching sessions and deliver lectures outside the hospital including:

- ‘Bereavement among different faith communities’ for CRUSE in Croydon.
- ‘Ethics at the End of Life’ – Sanderstead Lent Course.
- ‘Spiritual Direction for the Elderly & those with Dementia’ – for the Southwark Spiritual Direction Course.
- ‘Ministry in the Light of the Meaning of the Cross’ – Downsview Methodist Church.

Rowena Griffiths was also invited to speak about her work as a lay chaplain in the hospital at the Vocations Guidance Unit Information Day at St Matthew’s House, Croydon.

Faiths and Festivals:

We welcomed a number of people on the Croydon Interfaith Walk on 3rd July. Participants spent time in the Worship Centre hearing about its place in the hospital and the way it is used by people of all faiths and none. The feedback was very positive – delegates commenting that they felt hospital chaplaincy was at the cutting edge of interfaith dialogue and work.

We were pleased to welcome Stephen Ison of ‘Jewish Care’ and facilitate a presentation by him to key members of staff on 10th June outlining the support ‘Jewish Care’ is able to offer staff and Jewish patients in hospital and after discharge. Hilary was also able to take up Councillor Bernadette Kahn’s kind offer to visit the Zakia Centre in September to learn more about the range of facilities offered there to support families and explore the way we will be able to work with the Centre for the benefit of local families and children.
The Gideons visited to replace bibles in patients’ bedside lockers and thanks to the generosity of the Al Khair foundation we were able to place copies of the Holy Qu’ran in an English translation on each ward. Many local faith communities supported the Croydon Advertister Christmas Appeal for our children’s ward and once again members of the Muslim community visited at Eid with gifts for the children and new resources for the ward.

On the 2nd November, for the first time, we were able to welcome members of the Sikh community (pictured right) to lead prayer in the Worship Centre. The prayer time, open to all, was organised by the Sikh Hospital Chaplaincy and formed part of a nationwide series of prayer events seeking the wholeness and well-being of all.

Networking:

We have continued to work hard at keeping in touch with the local community. Being available to patients, relatives and visitors as well as being involved in a number of different outside activities has enabled us to keep informed as to the views of Croydon University Hospital users and stakeholders and to inform and educate people about the spiritual and religious care that is an integral part of the holistic, patient centred care we have committed to in our promises to the People of Croydon.

The Chaplaincy was very involved in the Patient Revolution from which our promises to the people of Croydon developed. Hilary was involved in facilitating some of the sessions and the Chaplaincy assisted in efforts to engage hard to reach groups. Individual chaplains were involved in the Patient revolution road show – visiting housebound patients to hear their views and engage them in this process.

Leena continues to be very involved in South Norwood URC. Hilary continues to be honorary assistant minister at St George’s Church Shirley and Sr Sheila to serve at St Andrew’s Thornton Heath.

Networking activities during the year have included:

- Preaching and teaching engagements at South Norwood URC; St George, Shirley; St Barnabas, Purley; St Mark, Woodcote; All Saints, Kenley; St Peter’s, South Croydon and St Luke, Woodside.
- Visits to speak about Chaplaincy and spiritual care to local groups including Croydon Rotary, The Ladies Probus Group, Sanderstead Horizons group, South Croydon Day centre and St Mark’s Ladies Circle.
- Regular attendance at the URC Southern Synod meetings and URC ministers meetings.
- Speaking engagements undertaken by Les Todd, one of our Ward Chaplains at a number of Churches including New Life Christian Centre, Pawson’s Baptist; West Croydon Baptist; St John’s Congregational, Thornton Heath Salvation Army & Woodside Green Christian Centre.
- Regular attendance at ‘Faiths in Croydon’ Steering Group meetings convened and chaired by Revd Dr Barry Goodwin.
- A meeting with Les Kemp of the Nicheren Buddhist Community and Punyamati of the Friends of the Western Buddhist Order to discuss the care of Buddhist patients.
- Participation in a meeting on ‘Faith and the Big Society’ held in Jury’s Inn, Wellesley Road on 25th November.
- Sr Sheila continues to attend a number of meetings in connection with her role as Vicar for Religious, her membership of the Committee for the Ongoing Formation of Priests and her role as governor of Coloma School.
- Team members are also involved in Committee Work at Croydon University Hospital on patient user groups and as Foundation Trust Members here and at Moorfields Eye Hospital.

**Training and Development:**

**Information Governance:**
Both full time chaplains completed e-learning modules on information Governance.

**Monthly Chaplaincy Team Training:**
The regular evening training sessions included:
- ‘Religion and Spirituality’ by Revd Art Baron
- The ‘Ethics of Assisted Suicide’ by Revd Rosemary Shaw.
- ‘Bereavement and the Different Faith Communities’.
- A presentation on Health, Healing and Wholeness’ by Bishop David Atkinson.
- ‘Caring for Our Planet’ by Revd Dr Barry Goodwin.
- ‘Spirituality and Ageing’ by Revd Dr James Woodward.

**Quiet Day:**
Our Quiet day was held on Monday 14th June this year at the Emmaus Centre. Led by Sr Margaret Eason it provided an invaluable opportunity to reflect prayerfully on our work within the hospital, the challenges and opportunities it offers and the priorities we should be focussing on.

**Appraisal:**
In addition to the annual Trust appraisals both full time chaplains once again attended appraisal meetings with their respective denominations by whom they are licensed for their work within the hospital. Leena’s appraisal was conducted by Revd David Skitt, Synod Pastor and Hilary’s by The Venerable Tony Davis, Archdeacon of Croydon.

**The Full Time Chaplains:**
Both full time Chaplains attended various courses and workshops in line with needs identified at their appraisal and their own personal development plan and the requirements of their own denominations and professional organisations. These training opportunities included:
- ‘Effective Ministry with Wounded People’ at Trinity House led by Canon Andrew Wilson.
- Attendance at the College of Healthcare Chaplains London meetings which covered varied topics including ‘Research’, ‘Ethics for Chaplains’, Islamic medical Ethics’, ‘Medical Law’ and a presentation by the British Association of Spirituality’.
• ‘First Insights into Shia Islam’, Old Testament Figures in the Islamic Tradition’ & ‘Christian Theological Explorations in Relation to Islam’ led by Dr Chris Hewer at the St Ethelburga’s Centre, London.
• Conflict Resolution Skills organised by Croydon University Hospital Training dept.
• Diversity Awareness organised by Croydon University Hospital Training dept.
• The Spiritual Dimensions of Psycho-social End of Life Care – at St Christopher’s Hospice.
• Judaism – a one day course organised by the URC for clergy.
• Promoting Mental Health Well-being through Equality & Diversity’ held in the PGMC at Mayday Hospital.
• A tailor made session at Bethlem Royal Hospital organised by Canon Andrew Wilson looking at Mental Health Provision and ways of improving care when patients with mental health issues need admission to an acute hospital.

These training opportunities were in addition to the regular supervision Hilary receives from Revd Canon Hilary Johnson and Leena from Revd Rosemary Shaw and the regular spiritual direction for which Hilary sees Revd Canon Andrew Wilson and Leena, Revd Sue Henderson. Leena also managed to make a 2 day retreat in Sarum College, Salisbury

Additional Training Undertaken by team Members

Sister Sheila attended a residential conference in Liverpool ‘Faith in Health: Beginnings and Endings – Caring for the Whole Person’. Melvyn Demmen has been continuing his training as a Southwark pastoral Auxiliary with the Anglican Church. This has involved an extended placement in prison chaplaincy. Rowena Griffiths has attended the ‘Safeguarding Children & Vulnerable Adults’ course at Trinity House led by Canon Andrew Wilson and Jill Sandham and further training on ‘Bereavement’ led by Revd Lu Gale. Pauline Chapman has continued her work with the Community First Responders and currently does one four hour shift per fortnight plus fortnightly training evenings and occasional observation ride outs with the London Ambulance Service. Pauline is pictured to the right on her way from a meeting in the Chapel to a First Responders Training! She has also completed and Advanced First Aid Course; a training day relating to her work as a Purley Town centre Chaplain and workshops on ‘Sharing Hope in Crisis’ and ‘Celtic Spirituality’.

Chaplaincy Training Course

We ran the 10 week training course again this year for those interested in joining the Chaplaincy team as lay or honorary Chaplains. The course ran from September to November and attracted participants from the Christian, Hindu and Sikh faith communities. Additional teaching was provided by one of our Palliative Care Team, a member of the Infection Prevention and Control Team, Mrs Misbah Mansoor and Mrs Pushpa Visrolia speaking on the care of Muslim and Hindu patients respectively, Sr Deanna Spencer and Carol O’Reilly our Volunteer Co-ordinator. We are hoping to recruit up to 6 new ward chaplains as a result of the course who will begin their 6 month probationary period in January 2011.
Students and Visitors

Tom Lynch, a seminarian at Wonersh, began an extended placement at St Andrew’s Roman Catholic Church Thornton Heath. As part of that placement he will be doing one session a week at the hospital under the supervision of Fr Francis and Sr. Sheila. We were pleased to welcome a group of local Methodist ministers to the hospital for a tour of the building and a talk about the work here and how we can work with them to ensure continuity of care for patients. A small group of trainee Southwark Pastoral Auxiliaries also spend a morning with us learning more about Chaplaincy work and spiritual and religious care in the hospital context.

Committee Work:
The Chaplaincy department was represented on the following meetings & groups:

- Equality Diversity and Gender.
- The Religion Sub-group of E.D.A.G.
- The Race Sub-group of E.D.A.G.
- The Privacy and Dignity Committee.
- The Palliative Care MDT
- The Ante-natal Screening Group.
- Adult Safeguarding
- The Mortuary Meeting
- The Patient Information Group
- The Organ Donation Committee
- The Emergency Planning Group

Personnel:

We were delighted to share in Kathryn Percival’s Ordination on 4th July at Southwark Cathedral. Kathryn had completed a pastoral placement here at Croydon University Hospital prior to beginning her training for the Anglican Ministry at Ripon College, Cuddesdon. Her ordination was a truly joyful occasion and we wish her every blessing in her ministry at St Mark’s and St Swithun’s Churches, Purley. Kathryn is pictured here with her husband James.

Easter 2010 brought additional reasons for celebration as we learned that one of our longest serving Ward Chaplains, Rose Headlam, had been awarded the Pro Ecclesia et Pontifice medal for her work in Church, Hospital and local community. This is the highest medal which can be awarded to the laity by the Papacy.

We said good-bye to one of the Christian team during 2010 – Christopher Hedgcombe retired having been a ward chaplain for 5 years. Revd Linda Williams, one of our honorary Chaplains, moved to St Albans Diocese to take up a new post as team vicar at All Saints, Harpenden. Members of the team attended Linda’s induction. Another of our Honorary Chaplains, Revd Andy Dovey, left to resume full time work with BP but continues to provide on call cover and to support the work of the Chaplaincy.
It was with great sadness that we learned of the death of Robert Cockburn, for many years a valued member of the Chaplaincy Team. Representatives of the Chaplaincy team attended his funeral which was conducted by Revd Leena Knowles. A new altar cloth in Robert’s memory is being made for the hospital Chapel and will be blessed at a service in 2011. Ann Butler, one of the early members of the Chaplaincy Team also died during the year. We also leaned with sadness of the death of Joan Yirrell. She and her late husband were for many years valued members of our Sunday Volunteer team and in recent years she was a regular participant in the Chaplaincy ‘Choir’s’ Christmas Carolling in the main reception.

Fr Neil Vincent moved to take up responsibility as Parish Priest in South Ashford and Fr. Ugo left for a new ministry in Herne Hill. We were pleased to welcome Fr Andrew, Fr Neil’s replacement at St Mary West Croydon and Fr Augustine, Fr Ugo’s replacement at Our Lady’s Addiscombe, onto our Roman Catholic Priestly Team
Appendix 1:

2009 – 2010 Inpatient Admissions by Faith

Based on 78,363 inpatient admissions 49.7% were from one of the Christian denominations. Patient religion was not recorded in 24.4% of cases appearing here as unknown. Agnostics/atheists/humanists recorded as ‘none’ represented 12.7% of patients with the largest representation from other faiths being Muslim 6.2% and Hindu 4.1%

Appendix 2 shows the breakdown of Christian patients by denomination.
38,984 patients identified themselves as Christian. From this main denominations represented were:
Church of England – 54.8%
Roman Catholic – 23.5%
Although small in percentage terms there were significantly more Greek Orthodox (0.8%) admissions than expected.
Appendix 3:

Roman Catholic Chaplaincy Activity by Ward

<table>
<thead>
<tr>
<th>Ward Visits by Sister Sheila 2010</th>
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</thead>
<tbody>
<tr>
<td>B1 37</td>
</tr>
<tr>
<td>B2 9</td>
</tr>
<tr>
<td>CCU &amp; CPU 69</td>
</tr>
<tr>
<td>D1 63</td>
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<tr>
<td>D2 49</td>
</tr>
<tr>
<td>E1 23</td>
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<tr>
<td>E2 41</td>
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<tr>
<td>F1 70</td>
</tr>
<tr>
<td>F2 96</td>
</tr>
<tr>
<td>HDU 40</td>
</tr>
<tr>
<td>H1 59</td>
</tr>
<tr>
<td>H2 103</td>
</tr>
<tr>
<td>ITU 45</td>
</tr>
<tr>
<td>MAU 64</td>
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<tr>
<td>P1 43</td>
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<tr>
<td>P2 46</td>
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<td>P3 64</td>
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<tr>
<td>Q1 17</td>
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<tr>
<td>Q2 26</td>
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<td>Q3 18</td>
</tr>
<tr>
<td>W1 31</td>
</tr>
<tr>
<td>W2 30</td>
</tr>
<tr>
<td>W3 21</td>
</tr>
<tr>
<td>Maternity/SCBU 20</td>
</tr>
<tr>
<td>Rupert Bear 1</td>
</tr>
<tr>
<td>A&amp;E 29</td>
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<tr>
<td>TOTALS 1114 Visits</td>
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Roman Catholic Eucharistic Ministers Visits – 2010

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<tr>
<td>CCU &amp; CPU</td>
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</tr>
<tr>
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<td>1</td>
</tr>
<tr>
<td>HDU</td>
<td>3</td>
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<tr>
<td>ITU</td>
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<tr>
<td>B1</td>
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<td>4</td>
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<tr>
<td>B2</td>
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</tr>
<tr>
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<td>63</td>
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<tr>
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<td>42</td>
<td>1</td>
</tr>
<tr>
<td>E1</td>
<td>23</td>
<td>2</td>
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<td>-------</td>
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<td>-----</td>
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<td>23</td>
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<tr>
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</tr>
<tr>
<td>Q3</td>
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<tr>
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<tr>
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</tr>
<tr>
<td>W3</td>
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</tr>
<tr>
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<tr>
<td><strong>TOTALS</strong></td>
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<td><strong>17</strong></td>
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</tbody>
</table>
Appendix 4:

Chaplaincy Call Outs – Anglican & Free Church

Emergency Call Outs 2010 (1)

Emergency Call Outs 2010 (2)

Emergency Call Outs 2010 (3)
The Call Out response time for out of hours calls remains at 30 minutes where this can be achieved safely. The final graph shows one community based response. Now the Acute and Community Trusts have merged we will be exploring how the Chaplaincy Team can resource and support clients and staff in the community. We anticipate that emergency calls in the community setting will be infrequent as the individuals own faith group leader would normally be involved in such cases.
‘To God you shall all return
and He will declare to you all you have done’
From the Holy Qu’ran

‘O LORD, You have searched me and known me
You know when I sit down and when I rise up;
You understand my thought from afar.
You scrutinize my path and my lying down,
And are intimately acquainted with all my ways.’
From Psalm 139

This report has been prepared for members of Croydon Health Services NHS Trust, those responsible for the oversight & supervision of the Chaplains both within the Trust & their own denominations and for the members of the team themselves. It has been prepared in the awareness that as people of faith we are accountable not only to those placed in authority over us in Hospital and Faith Community but ultimately to the God we seek to serve.

H.Fife. Feb 2011