



Southern Health
and Social Care Trust

Quality Care - for you, with you

Making a Difference



**SHSCT Volunteer Report
2014/2015**

Introduction—Meet the Team



Carolyn Agnew

Head of User Involvement and Community Development

Volunteer Coordinators



**Kate
Johnston**

**Gerardette
McVeigh**

**Caroline Avery-
Cunningham**

Welcome to the Southern Trust's Annual Volunteer Report for 2014/2015.

During the past year, there were:

- **346** volunteers across the Trust
- **240** new volunteers registered
- **160** new volunteers placed
- with **73** pending placement start

Collectively volunteers in a variety of roles contributed an incredible **33,216** hours. This equates to **885** working weeks which is a staggering **17** years worth of additional support to enhance the delivery of Trust services during 2014/15 to improve the patient and client experience.

In addition to the range of volunteer roles available across the Trust a further **5** new roles were developed including:

- COPD - mentoring and peer support role (pending)
- Macmillan Information & Advice Centre - information given through leaflets and signposting service for people effected with cancer
- PWB information Trolley - leaflets given on the wards
- Befriending - volunteer companion with service users on the Autism spectrum (pending)
- Befriending - this role is an extension to the befriending role . As well as supporting older people in the community this role will also befriend adults with dementia and adults with mental health conditions



In September we welcomed Caroline Avery-Cunningham into the team as the new Volunteer Coordinator for the Newry & Mourne locality.

Caroline has worked for the Health Service for 26 years within Mental Health and Disability and Human Resources Directorates.

Caroline will be working 20 hours per week and will be available on the following days:

Tuesday	10.30 - 5pm
Thursday	10.30 - 5pm
Friday	10.30 - 5.30pm

Leadership and Corporate Commitment

The Southern Trust has prioritised volunteering within all aspects of its business agenda and has established a range of effective supporting mechanisms that reflect this. The Trust's Volunteer Policy promotes and provides guidance on the appropriate involvement of volunteers throughout the Trust to ensure that the interests of recipients, volunteers and staff are adequately protected.

The work carried out by volunteers is welcomed and greatly appreciated. The Trust supports the view that there is a very valuable and purposeful role for volunteers, which is separate and distinct from that of paid workers and therefore not job substitution. Operating within the constraints of its policy, the Trust aims to offer volunteers a variety of interesting and satisfying tasks that will enhance the quality of care or service provided to service users without impinging on the role of paid staff.

The Trust actively encourages partnerships with the statutory, voluntary and community organisations in the development of volunteering. Not only is the work of volunteers valued, but also the commitment and resources of the Volunteer Support Agencies which operate in some areas to organise and co-ordinate volunteers.

The Trust is committed to involving volunteers, whether through the direct involvement of volunteers in its work, or that of independent service providers, or through the many voluntary organisations that provide health and social care services.

The following outcomes from 2013/2014 show how the Trust will ensure the further development and sustainability of volunteering therefore adding value to core Trust service provision:

- Volunteer Action Plan developed for 2013/2014
- Volunteer progress continually monitored and reviewed
- Support to staff and volunteers and the continued promotion of Trust Volunteer Policy and Procedures
- Development of Volunteer publicity stand
- Participation in HSCB Steering Group to develop regional Volunteer Strategy and Action Plan for HSC and response to consultation

Volunteers are real ambassadors for the Southern Trust. They provide an added dimension to the quality of care and are regarded as an invaluable part of our Trust service. The contribution made by volunteers would not be possible without the support of our staff who welcome volunteers into their wards, teams and departments on a daily basis and fulfil the role of key worker to ensure that the volunteer is supported in their role.

Examples of the progress which has been made to further enhance volunteering across the Trust and to further develop and refine the mechanisms and structures previously developed are detailed overleaf.

HSC Southern Health
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VOLUNTEERING SERVICE

"Volunteering is the commitment of time and energy for the benefit of society and the community, the environment, or individuals outside one's immediate family. It is undertaken freely and by choice without concern for financial gain."

'Making a Difference' Document 1995



Advantages of being a Volunteer

- Develop new skills
- Discover your hidden talents
- Increase your confidence
- Meet new people and create friendships
- Make a positive impact on your local community
- Receive relevant training
- Enjoy it and have fun!

Current Opportunities

- Befriending
- Meal time support
- Meet and greet
- Entertaining
- Volunteer support
- Arts and crafts

'YOU CAN MAKE A DIFFERENCE'

www.southerntrust.hscni.net

MAKING A DIFFERENCE

Developing Volunteering Together

The Volunteer Service in the Southern Trust are continually looking for ways to improve the service it delivers to volunteers, placement providers and volunteer beneficiaries. Volunteer reviews are completed after the first six weeks of the placement and annually thereafter. We also ask for feedback from volunteers, placement providers and those who benefit from the volunteer activities.



“Volunteering has given me the confidence to return to study with the outlook of employment” Emma (Volunteer)

“By volunteering as a mealtime support volunteer and gaining that experience I have now been accepted into nursing. I know my volunteering assisted with this as prior to volunteering within the Trust I was unsuccessful” Carol (Volunteer)

Key Worker, Here to Help Volunteer, *“The feedback from members of the public is very positive and the role is proving very beneficial”*

Eoin (Service User), *“I love having volunteers in our Centre carrying out the 6 week project, I really love the music week”.*

“I had time for myself my husband and my other child. Excellent service and could not recommend it highly enough. Well done for providing a life line.” (Summer Scheme – Children and Disability user of volunteer service)

“I get so much out of my volunteering. It is great to be able to help someone in need and know what I am doing does make a difference.” (Volunteer – Befriender)

Key Worker MacMillan, *“With the service now operating 1 year, I am delighted to say with the assistance of the volunteers it is going from strength to strength”.*

Valuing Volunteering

The Southern Trust continues to recognise the contribution made by volunteers in a number of ways. At our Annual Volunteer Recognition event in June 2014 over 75 volunteers attended. Speakers included a key worker, a volunteer and a beneficiary of the volunteer service.

Long Service pins were awarded to 36 volunteers ranging from 5 to 20 years of Trust volunteering. As always, it was an opportunity to say a big thank you to all those who give up their valuable time to help others.

Youth volunteers (16-24yrs) received their Millennium Award certificates. One volunteer was recognised for reaching her 200 hours, six were recognised for their 100 hours and 26 received their 50 hours certificates.



Volunteer Recognition Event



Long service awards



Millennium Volunteers

Trust Excellence Awards

This year seven volunteers and four groups of volunteers were nominated for the Trust Excellence awards. These annual Awards recognise the exceptional achievements and contributions of individuals, teams and volunteers in their work with service users, their colleagues, partner agencies and the wider Trust. One volunteer and two groups of volunteers had been shortlisted for the Excellence Awards Ceremony which took place on 14th May 2014. Congratulations to Dorothy Gates 3rd Place in "Behind the Scenes" category and Volunteer Drivers 3rd Place in "Community Service Awards for Excellence in Volunteering".



Dorothy Gates



Volunteer Drivers

MAKING A DIFFERENCE

Volunteer's Story—Joy Hynds & Emma O'Hare

Joy volunteers within Meadows Day Centre in Portadown as a volunteer support . This is her experience of being a volunteer in the Southern Trust .

How did you come to be a volunteer?

As I was new to the area I wanted to become involved in the community and I wanted to do something of help. I got Gerardette's business card and made contact with her, we met up and I got registered.

What's involved in the role?

I chat with service users when they arrive and help them take off their coats and hang them up; I encourage service user to complete crafts etc either on a 1-1 basis or in a group. I also help out at meal times, helping to cut up food for the older people and encourage them to eat their meals.

What's in it for you?

I like volunteering with older people, they have taught me to knit which is great. I get satisfaction each week; the staff are great and I feel we are like a big family.

What advice would you give someone considering getting involved in volunteering in the Trust?

It is a good idea, if you have some spare time to help people it is very beneficial and it means a lot to the people you help.



Emma volunteers within the Promoting Wellbeing Team in Newry and has been there for 7 years.

How did you come to be a volunteer?

I was signposted through Volunteer Now @ Ballybot House, Newry in 2008 where I also volunteer.

What's involved in the role?

The title of my volunteer role is "Admin Support" to the Promoting Wellbeing Team @ John Mitchel Place in Newry. I photocopy, put together conference packs, mailshots, filing, data input, answer the phone and take messages.



What's in it for you?

I am a happier person. I have developed and enhanced my existing office skills, especially with computer work. I also get to participate in the working environment of a great group of people that I have come to know and respect. I look forward to my Thursday afternoons which are always full of fun and banter.

What advice would you give someone considering getting involved in volunteering in the Trust?

It's a positive move for personal development that also gives back something.

Key Worker's Story—Sr. Caroline Stretton

Sr. Caroline Stretton is the ward manager for 2 South Craigavon Area Hospital. Ward 2 South was one of the initial wards to take on the pilot of the mealtime support volunteer service.



The volunteers have been a great asset to the ward.

The 15 minutes prior to mealtime the volunteers would go round the ward and greet the patients offering them a napkin and helping them get ready for their meal. We are one big family here and the volunteers have fitted right in with the rest of the team. As a manager I am conscious of the busy ward and I like to ensure I make contact as much as I can with the volunteers when they are in and offer what support I can.

It has been satisfying to be able to help some of the volunteers who have chosen nursing as a career with interviewing preparations; I have spoken with volunteers and invited student nurses from the ward to give some input as they have the most recent knowledge and information on preparing for interviews. I believe it is a two-way process, our way of giving back to the volunteer what they give to us on the ward. I was delighted to hear that two of the volunteers on our ward has been successful in getting into nursing.

In conclusion I believe the success to this service is the dedication of the volunteers and the real benefits are for the patients, especially for those who need support as they are getting help quicker which allows them to enjoy a hot meal on time which increases patient satisfaction.



Volunteering within our Hospitals– Over 77 Active Volunteers

There are many different roles open to volunteers in Southern Trust hospitals. Some roles involve working with hospital staff, while others involve spending time with patients. There are currently more than 77 volunteers working between Craigavon Area and Daisy Hill hospitals and South Tyrone Hospital. A striking feature of the volunteers is their diversity. They range between students through to retirees, and from those in full-time employment to the unemployed, and come from a wide range of ethnic backgrounds. Below are some examples of how volunteering within our hospitals is making a difference by enhancing the services we provide.

Meal Time Support Volunteers

The Mealtime Support Volunteers provide valuable support and encouragement at mealtimes for patients who require it, to help optimise recovery and wellbeing through good nutritional care. Over the past year we had 49 active MTS volunteers Trustwide.

Here to Help

A volunteer led signposting and directing service supporting people coming into the hospital setting. Both in Craigavon Area and Daisy Hill hospitals. The service in Craigavon Area hospital celebrated 5 years in February. Currently 23 volunteers are in place between both hospitals.

Macmillan Information and Advice Centre

Macmillan Cancer Support has opened a new information centre in the main entrance to Craigavon Area Hospital which has offered a brand new volunteering opportunity. The volunteers were trained and the service opened in August. It operates Monday - Friday 10am - 4pm. Currently 11 volunteers support the running of the service with three pending.



Volunteering with Children, Families and Youth services—Over 79

By volunteering with the Trust, volunteers can make a real difference to the lives of the most vulnerable; children, families and young people. Working directly with children, young people and families volunteers can help them build a brighter future and are highly valued for the contribution that they make. Below are some examples of how volunteering with children, families and young people is making a difference.

Supporting Children with Disabilities

The Trust volunteer service continues to work alongside social work teams, who care for children with a disability, to develop summer schemes. The scheme is going from strength to strength with families from the Armagh & Dungannon locality now availing of the summer scheme. The schemes continue to evaluate and review how they are doing and take on board feedback from families, children and volunteers. This year 42 volunteers supported 21 families Trust wide over the summer months.

"I had time for myself my husband and my other child. Excellent service and could not recommend it highly enough. Well done for providing a life line."

Summer Scheme – Children and Disability user of volunteer service

Summer Scheme Volunteering Opportunity



Oakland Respite Unit

Oaklands Respite Unit is located in Armagh and provides respite to families who have a child with a disability. Volunteers assist and encourage children to participate in activities on a 1-1 or in small groups.

Grace is an excellent Volunteer. She interacts very well with the children and all staff have very positive comments about her. Deputy Manager

Children's Wards

This year 21 volunteers were registered, trained and placed within the children's wards in both Craigavon Area Hospital and Daisy Hill Hospital. These placements offer huge value in the delivery of service. Ongoing Key Worker training is offered to staff within the wards in order to support and provide supervision to the volunteers.

Supporting Children with Disabilities

Continued support is given to partnership working with Banbridge District Council and Goal-line. With Banbridge District Council three volunteers supported staff in the delivery of a two week summer scheme in Gilford Community Centre and in Goal-Line youth club four volunteers supported their 2 - week summer scheme.

MAKING A DIFFERENCE

Volunteering within Mental Health & Disability Services - Over 92 Active Volunteers

Mental Health and Disability services really appreciate the work and support of volunteers. There are many volunteer roles within these services, all of them rewarding and all offering the opportunity to help people lead more fulfilling lives or to gain valuable experience in the mental health and disability sector. Below are some examples of volunteering within Mental Health and Disability services.

Physical & Sensory Services

The Physical Disability and Sensory Impairment Division provides day care within Manor Centre, Station Road Resource, Millview Resource Centre for adults with a physical disability, sensory impairment or brain injury for the purpose of rehabilitation, maintenance and/or respite.

Volunteers play an important role providing support to staff with arts & crafts, music, woodwork as well as a 6 - week school project.



Learning Disability

Jane volunteered within Orchard House Supported Living Unit in Loughgall and achieved her 200 hour millennium award. She stated she loved her time there, made lots of friends and that "volunteering at Orchard House helped me secure a place to study nursing at Queens University".

Eden SEC, availed of the school project where 12 volunteers from the local school delivered a six-week project with the service users. Everyone involved got great benefit from the project. The service users remarked that the music week was fantastic. The centre also has two volunteers supporting the centre on a weekly basis.



Befriending for Adults with mental health conditions

Bluestone - two volunteers currently volunteer here, library support and picture framing. These volunteers are committed and get great satisfaction knowing that what they do is making a difference to the service users.

New volunteering opportunities have been developed as a Befriender to service users within Support and Recovery Team at St Luke's Hospital.

Glanree - one current Befriender to tenant and referrals in for both learning disability tenants in supported living and person's own home in community.

Mental Health & Disability Services - Volunteers' Story

This is the story of how 3 friends from Aughnacloy - **Bertha, Margaret & Ethne** became volunteers within McCague Centre in Aughnacloy. This Centre is open 4 days per week for adults with a learning disability.

How did you come to be volunteers?

We are part of the Group "Friends of McCague" and thought that we could become volunteers. We felt perhaps there was a role within the Day Centre or perhaps could assist in accompanying service users on trips outside the Day Centre. We approached staff of Day Centre who then put us in contact with Kate Johnston, Volunteer Coordinator. We met with the Manager, Deputy Manager and Kate to see how we could become involved.

What's involved in the role?

Ethne - It was suggested that I used my musical skills to lead a music therapy workshop on Thursday mornings. I play the keyboard and service users participate by playing their percussion instruments, singing and signing (Makaton).

Margaret - I have an interest in arts and crafts so on Wednesday afternoon assist the staff and service users with the different arts/crafts projects such as making cards, pictures, etc.

Bertha - My interest is in baking and cooking. So once per week I help Colette with the service users to bake buns, scones, pies, etc.

What's in it for you?

We enjoy the interaction with the service users. It is very rewarding to give something back.

Ethne - I encourage the service users to make suggestion about what they would like me to play and it is very rewarding when service users come up with new songs for me. If I don't know the song I look them up on the internet and try to have them ready for the following week. It was particularly rewarding when I was able to tell one young man that he had taught me a new song which I have in turn passed on to my junior church choir.

What advice would you give someone considering getting involved in volunteering in the Trust?

When the roles were first suggested we were a bit apprehensive of taking it on as we had never taken part in anything like this before and was concerned that we did not have adequate skills. However, the service users have led us in a very positive direction and we have discovered communication skills that we did not know we possessed. This is a very rewarding voluntary role and would say to people "give it a try – you may surprise yourself".



School Projects Trust wide



Lisanally Day Centre



Meadows Day Centre

School Projects

The service continues to support the development of the intergenerational volunteering partnership between local schools and Trust Day Centres. This year 85 young people have been recruited and have undergone volunteer induction training. The Volunteer Service worked with nine schools across the Trust. Keady High School, City of Armagh High School, Royal School Armagh, Fivemiletown High School, Portadown College, St. Michael's Grammar School Lurgan, Kilkeel High School, St. Louis School Kilkeel and St. Joseph's Crossmaglen.

The projects were delivered over a six week period - a reminiscence project and an itinerary based project e.g. art & craft, quiz and music project took place in nine of the Day Care Centres which included Keady Day Centre; Lisanally Day Centre, Armagh; Clogher Day Centre; Eden SEC, Portadown; Meadows Day Centre, Portadown; Manor Centre Lurgan; Donard Day Centre, Newry; Slieve Roe House, Newry and Shanlieve Supported Living, Newry.

Comment from Student - "I really enjoyed interacting with the service users and found the Reminiscence Project very interesting".

Comment from Service User - "I loved working on our project and writing a poem we had great fun with the students".



Eden SEC



Clogher Day Centre

School Projects Trust wide



Keady Day Centre



Eden SEC



Lisanally Day Centre



Meadows Day Centre



Donard Day Centre

MAKING A DIFFERENCE

Volunteering within Older People Services - over 62 Active Volunteers



Rachel
Volunteer

Clover Social Centre for Older People

Clover Social Centre is located on St Luke's Hospital site in Armagh. It is a Centre for older people over the age of 65 and provides a social outlet for older people who are independent. There is not a set programme of activities but rather the service users determine what they would like to do. At present they are knitting blankets and toys for Romania. Other activities include arts/crafts, bingo, etc but mostly it is a chance to meet with other service users for a chat over a cup of tea. The centre is open two days per week - Monday and Tuesday and two volunteers provide support to staff - Anne on a Monday and Rachel on a Tuesday.

"The volunteers are fantastic! They fit in very well and the service users are extremely fond of both of them. It's great to have the support and an extra pair of eyes".

Christine, Deputy Manager
Clover Social Centre

Mealtime Support

Lurgan Hospital & Loane House, South Tyrone Hospital

The mealtime support role has been developed in OPPC. Six volunteers currently support the three wards in Lurgan Hospital with this service and nine volunteers in Loane House, South Tyrone Hospital.



REACH Project

The REACH (Regenerating Environments and Communities Health) project is now in its final year of Big Lottery Funding. Over the last five years Trust REACH volunteers have played an important role in supporting staff to deliver community lifestyle programmes such as walking, cycling wellbeing programmes and cooking skills. To build sustainability in the final year REACH has progressed Community Health Champion Volunteer roles in partnership with Neighbourhood Renewal. Community Health Champions are people who, with training and support, voluntarily bring their ability to relate to people and their own life experience to transform health and wellbeing in their communities. These volunteers are aligned with Voluntary organisations in the local area. In 2014/2015 12 Community Health Champions were trained in the N&M area. In the year ahead further training for Community Health Champions will be offered in the CB and AD localities.



'Care in the Home'

The Trust continues to fund the British Red Cross 'Care in the Home' scheme. This is a short-term care and support in the home for people after an accident or illness, giving them the confidence to continue their daily lives. The service can be provided following a stay in hospital or to prevent unnecessary hospital admissions. There are now 35 active community volunteers and 110 people used the service between April 2013 and March 2014 which equates to 304 contact hours.



Partnership Working

Collaboration and partnership working is also crucial to the work of the Trust Volunteer service. Partnerships with Volunteer Now, A&D Community Services, C&B Volunteer Centre and the Confederation of Community Groups (CCG), Newry help promote and support volunteering across the Trust area.

Within Armagh and Dungannon and Newry and Mourne the Trust funds two Good Morning Good Neighbour Services through A&D Community Services and CCG.

In Newry and Mourne:

- 45 Good Morning clients per quarter receive daily calls
- 80 Good Neighbour clients registered for befriending
- An average of 34 volunteers per month support delivery of the Good Morning Service
- An average of 65 volunteers per month support delivery of the Good Neighbour Service
- In 2014/15 the Good Morning service was provided for a total of 167 regular service users and the service made a total of 31,980 calls ranging from 5 - 20 minutes. This approximates at an average of 10 minutes per call to 5,330 volunteer hours speaking directly to older people and supporting their needs
- The Good Neighbour service provides an average of 1 visit per client per week by a pool of 65 volunteers. This equates to 6,240 volunteer hours face to face support

“The service makes me feel connected with others and valued within my community”

“How encouraging and powerful it feels to know that there are such helpful people out there”

“Life can be lonely so it is a great feeling when you know someone is thinking of you”

In Armagh and Dungannon:

- 85 Good Morning clients per are registered to receive daily calls
- 85 service users receive calls up to 365 days a year
- 7 volunteers are registered to deliver the Good morning service
- Approximately 31,025 calls per year are made to vulnerable service users offering a valuable lifeline for clients seeking to maintain living in their own homes
- 27 Good Neighbour clients registered for befriending (15 Armagh, 12 Dungannon)
- 21 Service users receive regular visits, weekly, fortnightly or every 3 weeks depending on availability of volunteers, staff and client needs/requests
- 16 volunteers are registered to deliver the Good neighbour service

Within Craigavon and Banbridge the Trust funds therapeutic volunteer placements for people with a disability through the C&B Volunteer Centre.

- 120 volunteer registered since 2011
- 80 volunteers in therapeutic placements
- 149 capacity building training days

“I have discovered through my training and placement that although I have a disability I am a special person with many skills”

Volunteer Resources

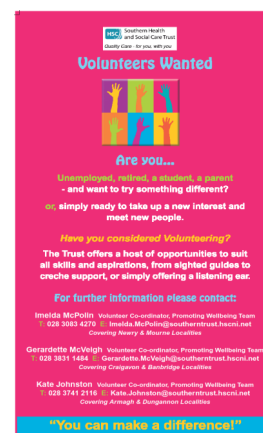
What support is available for Volunteers?

- Volunteer Information Pack
- Volunteer Coordinators
- Key Workers
- Reimbursement of out of pocket expenses
- Training



What support is available for Trust Staff?

- Volunteer Policy and Procedures
- Volunteer poster and leaflet
- Adult Physical Disability Team Volunteer Leaflet
- Key Worker training



**Are you interested in helping others?
Would you like to make a difference?
Then join us!**

The Southern Trust welcomes volunteers from all walks of life and offers a host of opportunities to suit all skills and aspirations. **Do you have a particular skill or talent?** If you have a particular area of interest that you would like to volunteer in, tell us about it and we will do our best to explore the options available eg Can you play music, sing, dance? Do you have a talent in alternative therapies such as aromatherapy, hand massage? Do you have an interesting hobby such as collecting stamps, postcards? Do you have a gift for photography, card making, painting, knitting or crochet? Can you tell a good story or give a talk on local history? Whatever your gift or talent, please get in touch.

Volunteer Service Contact details

If you are interested in volunteering, please contact:
Rebekah Lee, centralised administrator: 028 38344973

Volunteer Coordinator Contact details

Kate Johnston
Volunteer Coordinator,
Promoting Wellbeing Team
Tel: 028 3741 2116
Email: kate.johnston@southerntrust.hscni.net
Covering Armagh & Dungannon

Gerardette McVeigh
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Covering Craigavon & Banbridge

Caroline Avery-Cunningham
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Promoting Wellbeing Team
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Covering Newry & Mourne