



Southern Health  
and Social Care Trust

*Quality Care - for you, with you*

# *Making a Difference*



**SHSCT Volunteer Report  
2015/2016**

## 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 2015//2016. This report provides an up-date on the progress made by the Trust against the action plan under the six key themes of the draft HSC Regional Plan for Volunteering in Health and Social Care 2015-2018:

- Provide leadership to ensure recognition and value for volunteering in health and social care
- Enable volunteering in health and social care to develop to add value to but not replace the role of paid staff
- Improving the experience of volunteers in health and social care by building best practice
- Build an evidence base to support volunteering in health and social care
- Support staff to ensure volunteers are involved effectively
- Enhance service user experience of health and social care

The Regional Plan for Volunteering in Health and Social Care 2015-2018 is currently being finalised and is expected to be launched later in 2016.

### Volunteering in the Southern Trust - *Facts and Figures*

During the past year, there were:

- **410** Volunteers across the Trust.
- **319** new volunteers registered,
- **248** new volunteers placed, with
- **71** pending placement start.

Collectively volunteers in a variety of roles contributed an incredible **42640** hours. This equates to **1137** working weeks which is a staggering **22** years worth of additional support to enhance the delivery of Trust services during 2015/16 to improve the patient and client experience.

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

- Volunteer Spiritual Support (Chaplaincy Service)
- Mentor (Autism Services)

### Farewell

In February 2016 we said farewell to Caroline Avery-Cunningham who stood down from her position as Volunteer Coordinator for the Newry and Mourne area. We wish Caroline all the best for the future.



In March 2016 we welcomed Deirdre Magill who was appointed as the new Volunteer Coordinator for the Newry and Mourne locality. Deirdre will be working 26 hours per week and will be available Tuesday to Thursday each week.

## Theme 1: Provide Leadership to ensure recognition and value for volunteering in health and social care

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. In line with the HSC draft Regional Plan for Volunteering in Health and Social Care 2015 - 2018, the Trust:

- ✓ Provides regular recognition for volunteers both formally and informally
- ✓ Ensures that staff at all levels are aware of the role and value of volunteers
- ✓ Has employer-supported volunteer policy in place and encourages staff to volunteer, in particular those leaving the workforce e.g. in retirement to consider volunteering as an option to sustain wellbeing.

### Recognising and Valuing Volunteering

The Southern Trust continues to recognise the contribution made by volunteers in a number of ways both formally and informally.

#### Annual Volunteer Recognition event June 2015

Volunteers' Week is celebrated annually during the first week of June. The theme for this year was "*Championing Volunteering*" and placement organisations were encouraged to highlight stories of individuals who already volunteer and to identify volunteer champions who have made a huge difference within their communities through their volunteering effort.

Over 70 volunteers attended our Annual Volunteer Recognition event in the Civic Centre, Craigavon. Hosted by the Trust Chair, Mrs Roberta Brownlee, speakers included a key worker, a volunteer and a beneficiary of the volunteer service. The Trust Choir, consisting of staff volunteers and service users, provided the entertainment for the evening.



Volunteer Recognition Event



Long Service Awards

'Long Service' pins were awarded to 33 volunteers to recognise 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. Sixteen volunteers were recognised for their 100 hour and 50 received their 50 hours certificates.



Millennium Volunteers

## MAKING A DIFFERENCE

### Provide Leadership to ensure recognition and value for volunteering in health and social care

#### Christmas Thank you

Each year every volunteer registered with the Trust receives a Christmas message of thanks from the Trust Chair and Chief Executive. Volunteers tell us that they really appreciate this simple gesture and that it makes them feel valued in their volunteer role.



#### Staff Awareness of volunteering

##### Presentation to Trust Board

Such is the commitment of the Southern Trust to volunteering, the Head of User Involvement and Community Development was invited to attend a Trust Board meeting on 26th November 2015 to provide an overview of the Volunteer Service and its impact across the Trust. Two volunteers accompanied the Head of Service and as part of the presentation outlined their role and provided feedback on their experience in their volunteer placement.

- Hilary Jenkinson outlined her role as an Activity Support Volunteer in Appleby Social Education Centre and spoke passionately about her experience and the benefits this brings to her and the service users in this day centre for adults with a learning disability.

***“I really enjoy my role at Appleby in particular the interaction with service users and staff. I was delighted to have the opportunity to share my experiences with Trust Board members and it’s good to know other people are interested in what we are doing”.***

- Brian McConnell spoke movingly about his role as a Meal Time support volunteer in Ward 2 South, Craigavon Area Hospital, how this was valued by the older people on the ward, the staff and the satisfaction of knowing that his one or two hours a week made such a difference.

***“I value the opportunity to be able to make a positive difference in people’s lives. It speaks to the core of all of us as human beings. My volunteer role provides me with the privilege to care for, comfort and console people when they are at their most vulnerable”.***

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.

#### Volunteer Policy

The Trust’s Volunteer Policy and procedures 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. In addition, the Trust’s Corporate Responsibility policy supports each employee to undertake voluntary activities for up to 1 day per annum.

In addition to Trust staff involved in the Trust choir, there are also **14** retired staff who have returned to volunteer in a range of placements across the Trust.



## Theme 2: Enable volunteering to develop but not replace the role of paid staff

In line with the HSC draft Regional Plan for Volunteering in Health and Social Care 2015 – 2018, the Trust:

- ✓ Has an action plan to develop volunteering which is reviewed on an annual basis
- ✓ Increases the number and variety of roles available across all programmes of care
- ✓ Reviews policy annually to ensure it supports volunteering
- ✓ Shares volunteer roles with other Trusts

### Developing Volunteering Together

The Volunteer Service in the Southern Trust is continually looking for ways to improve the service it delivers to volunteers, placement providers and volunteer beneficiaries.



### Meal Time Support Evaluation

An evaluation of the pilot took place in the autumn of 2015 for the purpose of establishing the benefits of this role and the impact it had for the service user, staff on the wards and the volunteers. Qualitative and quantitative methods were used to collect the data. This included use of questionnaires; focus groups and one to one interviews.

The findings indicated that this role has proved beneficial for all involved in that:

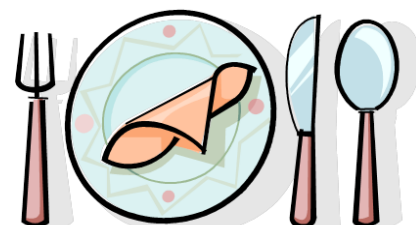
- The role complements service delivery and enhances the patient experience.
- Patients are benefiting from the support and companionship of the volunteers.
- Patients are receiving their meal quicker and they have time to eat it while it is still hot and fresh.

Staff have a good knowledge about what the volunteer role entails and would like to be able to give more time to the volunteers. However the volunteers feel they are being adequately supported.

In terms of the Meal Time Support training it was suggested that input from an existing volunteer would enhance the learning and understanding for new volunteers. The volunteer will speak about their experience and what to expect going into the role. Volunteers also highlighted that they would like to have more hands-on exercises so they are fully aware of how to carry out the practical elements of the role and feel confident feeding a patient.

As a result of the feedback from the evaluation the Volunteer Co-ordinators plan to explore options to:

- Extend this role to other wards and within day care settings.
- Explore the further development of the Meal Time Support role.
- Provide key worker training for staff on the wards so they are fully aware of the Meal Time Support role and what their responsibilities are in supporting volunteers coming onto their ward.
- Include more hands-on practical exercises and input from a volunteer in future training.



## MAKING A DIFFERENCE

### Enable volunteering to develop but not replace the role of paid staff

**Increases the number and variety of roles available across all programmes of care.**

#### *Volunteering within our hospitals*

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 **106** volunteers working between Craigavon Area and Daisy Hill hospitals. Volunteers range from students through to retirees, those in full-time employment and those unemployed, with 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 service is now in its fourth year and is going from strength to strength. Over the past year we had **49** active MTS volunteers Trust wide providing valuable support and encouragement for patients who require support at mealtimes, to help optimise recovery and wellbeing through good nutritional care.



#### **Mandeville Unit**

The volunteers play a valuable role within the Mandeville Unit by befriending the service users, talking to them, sign-posting or accompanying them to other areas of the hospital. Currently **2** volunteers are in place.

#### **Macmillan Information and Advice Centre**

The information centre is in its second year within the main entrance to Craigavon Area Hospital. It offers an information and sign-posting service to those affected by cancer and for their carers/family. There are currently **15** trained volunteers supporting this service.

Opening hours are:  
Monday -  
Friday 10am  
- 4pm.



#### **Here to Help**

The scheme continues to be a valuable service within Craigavon Area hospital and Daisy Hill hospital. Currently **28** volunteers are in place between both hospitals. The volunteers support people coming into the hospital setting by signposting and directing them to the services they need.



## Enable volunteering to develop but not replace the role of paid staff

### Increases the number and variety of roles available across all programmes of care. *Children and Young People's Services*

By volunteering with the Trust, volunteers can make a real difference to the lives of the most vulnerable. During the year we had over **70** volunteers working directly with children, young people and families including **64** active over the summer months. 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.

#### Summer Scheme Volunteering Opportunity

##### Supporting Children with Disabilities

Continued support is given through partnership working with ABC Council and Goal-line. With ABC 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.

This year partnership working with the Children's Disability Team and Mid Ulster Council enabled the provision of a summer scheme

in Dungannon Leisure Centre. **15** volunteers helped with the scheme over a 6 week period.



##### Summer Scheme - Children with Disabilities

The Trust's Volunteer Service continues to work alongside social work teams, who care for children with a disability, to develop summer schemes. 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.

"Without exception the young volunteers were a wonderful addition to our home life during the summer break. From the off, they won the hearts of both my children and instantly developed a natural, unforced, genuine friendship which required no assistance. They all demonstrated great warmth, personality, interest, compassion and respect and this was felt by us all".

Parent of child who accessed the volunteer summer scheme.

#### Children's Wards

This year we undertook a review of the volunteers within the children's wards and agreed a way forward that was beneficial to all. Within Craigavon Hospital the volunteer service is offered two evenings per week and four sessions at the weekend. One volunteer will support each session. Volunteers in Daisy Hill Hospital offer the sessions 7 evenings and again one volunteer will support each session. Currently **21** volunteers are registered, trained and placed within the children's wards in both hospitals and continue to enhance the experience of those using the service and their families.

## Enable volunteering to develop but not replace the role of paid staff

**Increases the number and variety of roles available across all programmes of care.**



### Step up to Serve

#iwill is the UK wide campaign led by the charity Step Up To Serve, that aims to make social action part of life for as many 10-20 year olds as possible by the year 2020.

The campaign is backed across UK society and led by HRH Prince of Wales with renewed support from all the main political parties. The campaign's vision is that every young person in the UK takes part in high quality social action and helps them to develop their own skills while having a positive impact on the community. The Southern Health and Social Care Trust signed up to this pledge and agreed to continue to provide placements for young volunteers within health care facilities and embrace the six principles of quality youth social action by:

- Working with our partners – local council, community & voluntary groups and local schools/ colleges by providing volunteer roles within the Southern Trust area that enhance young people's (aged 16- 24 year olds) learning and development that will support their future aspirations.
- Being innovative in our approach to create and develop volunteer roles and opportunities that are beneficial to the young person as well as the Southern Trust. Through this approach young people will have a sense of achievement as they will be supporting their local community.

Two of the Volunteer Coordinators presented at the second anniversary event of the campaign in November 2015 providing an overview of the volunteer placements and support available for young people volunteering within the Southern Trust.

*Pictured left - right: Nuala McKeever, Compere, Gerardette McVeigh, Volunteer Coordinator SHSCT, Wendy Osbourne, Chief Executive of Volunteer Now, Kate Johnston, Volunteer Coordinator SHSCT*





## Enable volunteering to develop but not replace the role of paid staff

### Increases the number and variety of roles available across all programmes of care.

#### **Mental Health and Disability Services**

There are currently over **94** active volunteers within Mental Health and Disability services. Below are some examples of the volunteer roles available:

#### **Pets as Therapy**

One volunteer is currently in the 'Pets as therapy' role attending Windsor Day Centre one day per week along with her dog. He is a big hit with the service users and they look forward his visits. The staff at Windsor identify service users who are dog lovers and they are able to go for a short walk within the facility. *"The Service Users love to spend quality time 1-1 with the dog and it's great to see the expression on their faces"* Key Worker.



#### **Learning Disability**

There are two volunteers volunteering within Eden SEC supporting the centre on a weekly basis. They support the service users on a 1-1 basis or group setting by befriending and supporting them at meal times.

Throughout 2015/2016 there were three volunteers at Orchard House, Loughgall supporting volunteers with activities such as arts & crafts, cookery and on outings.

"I get so much out of volunteering, it's great to be able to help someone else and know that I am making a difference".

Volunteer Orchard House

#### **Physical & Sensory Services**

Volunteers continue to play an important role providing support to staff with arts & crafts, music, woodwork as well as 6-week schools projects. Volunteers are placed in day care centres - 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.



#### **Befriending for Adults with mental health conditions**

Bluestone - the two volunteers are currently in place and continue to provide support within the library and picture framing. The volunteers get great satisfaction from their roles within Bluestone.

Glanree - one Befriender continues to visit a tenant in Glanree Supported Learning Unit. Theresa shares her story with us - see page 16.

## Enable volunteering to develop but not replace the role of paid staff

**Increases the number and variety of roles available across all programmes of care.**

### **Older People's Services**

There are over **60** volunteers supporting older people in roles such as befriending, activity support in Day centres, Meet and Greet and Mealtime support in Non-Acute Hospitals.



Clogher 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, Portadown College, Kilkeel High School, St. Louis School Kilkeel and St. Joseph's Crossmaglen. Banbridge Academy and St. Cairan's Ballygally came on board this year.

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 Meadows Day Centre, Portadown; Crozier House, Banbridge, Donard Day Centre, Newry; Slieve Roe House, Newry and Shan Lieve Supported Living, Newry and Teach Sona, Crossmaglen.

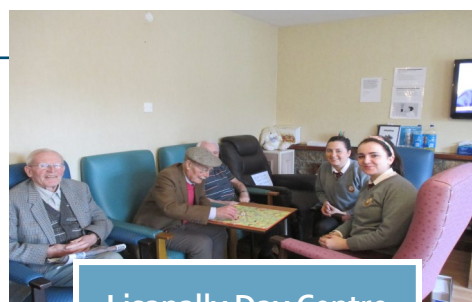
Comment from Student - ***"I thoroughly enjoyed my time at Clogher Day Centre interacting with the service users and loved listening to the stories they had to tell"***

Comment from Schools - ***"It's a great chance for the students to gain experience on what happens within Day Centres. They love spending time with the service users and staff have been very helpful"***

Comment from Service User - ***"We had great fun with the students each week. We really liked the music week where we could dance and sing to the music"***



Eden SEC



Lisanally Day Centre



## School Projects Trust wide – supporting older people



Keady Day Centre



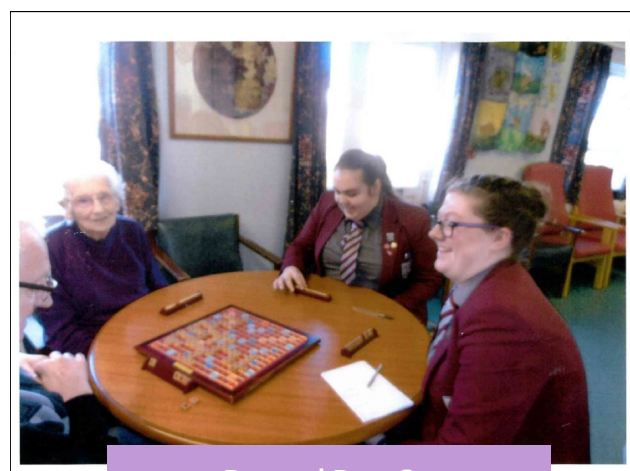
Eden SEC



Clogher Day Centre



Meadows Day Centre



Donard Day Centre

**Enable volunteering to develop but not replace the role of paid staff****Volunteer's Story - Sinead**

**Sinead is currently a Meal Time Support Volunteer in the Gillis Ward Mullinure Hospital, Armagh and she has also previously volunteered with the REACH project and with Surestart.**

**How did you come to be a volunteer?**

Throughout my final year of my BSc Food and Nutrition degree I had been eager to get involved with some extra curriculum with volunteering being an avenue I had considered. At that time, I was also considering further study in the field of Dietetics with the intent of pursuing a career in this field. In light of this, I knew it was essential for me to gain some relevant experience in this area before applying, which ultimately led me to take a gap year. This was pivotal in my decision to become a volunteer, fully focusing my efforts on the commitment required to be an active volunteer within the Trust.

**What's involved in the role?**

From September 2015 I have been an active volunteer of the Promoting Wellbeing team within the Southern Trust. To date I have been involved with a number of programmes including REACH, Cook-It, Sure-Start and Meal Time Support. Overall, my role is to provide guidance, support and encouragement to different age groups within the community, from young to old, from healthy to unwell individuals to assist them to improve their health and wellbeing.

**What's in it for you?**

My role as a volunteer has provided me with the opportunity to gain relevant experience and insight for my future studies and career as a Dietician, having the opportunity to work closely with patients in health care settings for example, the Meal Time Support programme. Not only that, this experience has been a very humbling one, putting other people's need before your own and being selfless with your time. I've felt needed and my efforts appreciated as well as thoroughly enjoying the groups of individuals I have worked. On a personal level, my role as a volunteer has been a very rewarding one and ultimately, an invaluable experience.

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

I would advise giving some thought and consideration before getting involved. There is an element of commitment involved and I feel you will only truly be able to both give and take something away from this opportunity, if you are willing to fully commit yourself and be actively involved in the voluntary programmes available within the Trust. For those who are interested, I would highly recommend and encourage people to get involved.



## Theme 3: Improving the experience of volunteers by building best practice

In line with the HSC draft Regional Plan for Volunteering in Health and Social Care 2015 – 2018, the Trust:

- ✓ Provides volunteers with the necessary information and/or training to carry out their role, including any policies as appropriate.
- ✓ Has reviewed volunteer recruitment processes in light of new Safeguarding Vulnerable Groups guidelines.
- ✓ Provides clear information about the opportunities, recruitment and selection procedure, what volunteers can expect from the Trust and what the Trust's expectations are of those choosing to volunteer with the Trust.
- ✓ Gives consideration to good volunteer management in commissioning or procuring services.
- ✓ Seeks to involve a diverse range of volunteers reflective of the community.
- ✓ Implements an equality monitoring system for volunteers.
- ✓ Bench-marks volunteering practice against national volunteer management standards.
- ✓ Has a clear policy on reimbursement of volunteers' out of pocket expenses.

### Supporting Volunteers

The Trust values the work of volunteers, recognises that appropriate training is necessary and ensures that this is made available for all volunteers. Corporate Induction Training is offered to all new volunteers and includes: volunteer policy, health and safety, back care, infection prevention and control and corporate governance. This provides a great start for the volunteer and ensures that they have a good understanding of their role and what support is provided to them.



Volunteer Corporate Induction Training

Safeguarding Children and Vulnerable Adult Awareness Training - is offered twice yearly to all volunteers with sessions being held in various venues throughout the Trust.

Role-specific training is compulsory for volunteers to attend. This training provides the volunteer with specific training to carry out a particular role such as:

- ◆ Meal Time Support Training
- ◆ Walk Leader
- ◆ Cycle Leader

Other training offered includes:

- Visual Awareness Training
- Disability Awareness Training
- Sign Language Awareness Training
- Macmillan volunteers - scenario training

Further information on support and training available for volunteers can be found at page 20 or on the Trust website:

<http://www.southerntrust.hscni.net/about/Volunteering.htm>



Visual Awareness Training

## **Improving the experience of volunteers by building best practice**

### **Gives consideration to good volunteer management in commissioning or procuring services**

Collaboration and partnership working is also crucial to the work of the Trust Volunteer service. Partnerships with Volunteer Now, Armagh & Dungannon Community Services, Craigavon & Banbridge 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:**

- In 2015/16 the Good Morning service was provided for a total of **184** regular service users and the service made a total of **32,750** calls ranging from 5 - 20 minutes. This approximates, at an average of 10 minutes per call, to **5,458** volunteer hours speaking directly to older people and supporting their needs
- The Good Neighbour service provided an average of 1 visit per client per week by a pool of **78** volunteers. This equates to **6,621** volunteer hours (average 1.5 hours per visit) providing face to face support.
- 55 of the 78 Good Neighbour volunteers are aged 50+ .

***“These services provide me with a feeling of independence as I know I can talk to the volunteers about any issues or concerns I have and be directed to other support”***

#### **In Armagh and Dungannon:**

- **87** Good Morning clients per year were registered to receive daily calls
- **80** service users received calls up to 365 days a year
- **6** Volunteers were registered to deliver the Good Morning Service
- Approximately **29,200** calls were made during the year to vulnerable service users offering a valuable lifeline for clients seeking to maintain living in their own homes
- **34** Good Neighbour clients registered for befriending (**17** Armagh, **17** Dungannon)
- **28** Service users received regular visits, weekly, fortnightly or every 3 weeks depending on availability of volunteers, staff and client needs/requests
- **21** Volunteers were registered to deliver the Good Neighbour Service

***“I depend a lot on these services as life can be lonely but knowing someone is thinking of you helps to reduce that feeling of being cut off from the community”***

**Within Craigavon and Banbridge** the Trust funds therapeutic volunteer placements for people with a disability through the C&B Volunteer Centre as well as benefitting the service users the project also provides **3,496 respite hours** for the carers of the volunteers registered .

- **117** volunteers registered
- **98** volunteers in therapeutic placements
- **52** capacity building training days

***“I am now moving into the mainstream project and I am so proud of myself the girls have given me so much support and I know if I need them they will be there for me “***

## Theme 4: Build an evidence base to support volunteering in health and social care

In line with the HSC draft Regional Plan for Volunteering in Health and Social Care 2015 – 2018, the Trust:

- ✓ Is clear about volunteers' roles and opportunities especially in relation to partner organisations
- ✓ Ensures that the involvement of volunteers complements and supplements the work of paid staff. Volunteering is not used to displace paid staff or undercut their pay and conditions of service
- ✓ Only asks for information needed to make a placement and this is recorded in a consistent manner
- ✓ Assess the impact of volunteering by asking volunteers for feedback about their role and their involvement with the Trust. In addition the Trust also seeks the views of the placement provider and service users benefitting from the volunteer service.

### Volunteer stories

***Ethan Gilkinson volunteers in Ward 2 South in Craigavon Area Hospital as a Meal Time Support Volunteer and also in the Macmillan Information & Advice Centre. This is his experience of being a volunteer within the Southern Trust.***

#### How did you come to be a volunteer?

I got in contact with the Trust through friends that told me about the volunteering opportunities available at Craigavon Hospital.

#### What's involved in the role?

As a Meal Time Support Volunteer my role would be to offer encouragement to patients during meal times, cutting up food and feeding patients who do not have any swallowing needs.



#### What's in it for you?

The valuable experience I have gained has given me the opportunity to be considered and accepted into medical school.

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

It will give you a good insight into the careers that you can pursue in healthcare by seeing first hand what its like to work in a hospital environment. This will allow you to decide if this is the right path for you and the experience gained will significantly help you stand out from other applicants. It is also a very satisfying and rewarding role if you are volunteering to just give something back.

## Mental Health & Disability Services - Volunteers' Story

Theresa O'Hare is a befriender with a service user from Glanree House, Newry.

### How did you come to be a volunteer?

My background was working with individuals with learning difficulties so I was aware of the important role volunteers made in their lives. Now retired, I believe I could give some time to this worthy cause.

### What's involved in the role?

My present role involves befriending an individual with a learning disability. We both have bus passes so, weather permitting, we plan trips to different towns and cities. Otherwise we just have a chat over a cup of coffee and scone. Sometimes I support the individual prepare an evening meal.



### What's in it for you?

I myself find volunteering rewarding and uplifting. It doesn't have the restraints or pressures of work so is more relaxing. Being involved through the Volunteer Scheme gives me guidance, training, and support and I feel there is backup should I have any questions or doubts. A younger person may find the experience and training open up job opportunities for them but I'm happy to leave that era behind.

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

#### *Give it a go!*

The drawn out process at the beginning, may seem unnecessary and daunting but these are in place to protect you and those you come in contact with.

#### *Communicate with your Volunteer Coordinator.*

Don't be afraid to highlight any concerns or responsibilities which may hinder you. Remember they are there to help you maintain your placement.

#### *Don't give up!*

There will be times when other personal commitments must come first but don't just drop out. Explain the situation and put them behind you. Always remember many lives are enriched because of your generosity and dedication and life becomes so much more rewarding for both them and yourself.



## Key Worker's Story - Rhonda Richardson - Fit 4 U

**Rhonda Richardson is Fit 4 U Coordinator and Key Worker for volunteers within the programme.**

The Fit 4 U Programme has a number of volunteers across the Trust supporting people with disabilities on a weekly basis to participate in physical activity and leisure opportunities in the local community.

Fit 4 U volunteers are a great asset to the Fit 4 U Programme and enhance the service user experience.

Volunteers meet and greet service users on arrival, escort or act as a sighted guides as required, encourage service users to participate, provide one to one support and motivation and assist with facilitation of sports and activities.



Volunteers are part of the team and integral to promoting a positive, friendly and welcoming environment for service users. As a Key Worker, I value the contribution and commitment of volunteers and aim to provide as much support as I can. I inform volunteers of training opportunities, both for personal development and development of the Fit 4 U service.

Volunteers gain experience and develop new skills in working with people with disabilities. The Fit 4 U service users benefit immensely from the weekly commitment of volunteers, but equally volunteers gain a lot of personal satisfaction from making a positive difference and worthwhile contribution to a person's life.

I believe volunteers are key to the success of the Fit 4 U programme. Kind words of encouragement and taking the time to listen can make a real difference, especially for those who need that extra support and encouragement.

## Theme 5: Support Staff to ensure volunteers are involved effectively

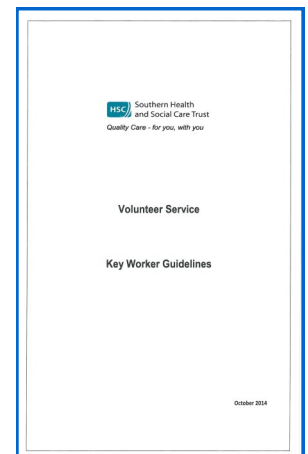
In line with the HSC draft Regional Plan for Volunteering in Health and Social Care 2015 – 2018, the Trust:

- ✓ Provides training for staff working with and managing volunteers
- ✓ Takes steps to ensure that those who supervise volunteers have the relevant knowledge and experience
- ✓ Includes information about how the Trust involves volunteers in the Trust corporate inductions for staff

### What support is available for Trust Staff?

There is a Volunteer Coordinator based in each Trust locality who can provide advice, guidance and support with any aspect of the Volunteer Policy and Procedures. In addition the following resources are available to support staff working with and managing volunteers:

- Volunteer Policy and Procedures - available to download from the Trust intranet: <http://vsrintranet.southerntrust.local/SHSCT/HTML/PandPdocuments/57VolunteerPolicyProceduresReviewedFinalversion.pdf>
- Volunteer Policy and Procedures training
- Key Worker training
- Key Worker Information leaflet



## Theme 6: To enhance service user experience of health and social care

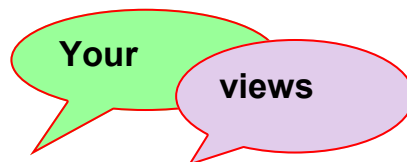
In line with the HSC draft Regional Plan for Volunteering in Health and Social Care 2015 –2018, the Trust:

- ✓ Regularly reviews volunteer involvement including policies and procedures
- ✓ Consults service users about the impact of volunteers to inform role development

### Reviewing volunteer policies and procedures

During 2015/16 the Volunteer Service:

- \* Updated the Volunteer Induction checklist form, making it more user-friendly to suit the community and acute settings
- \* Updated the Volunteer application form in partnership with Human Resources to include the recommendations of the Rehabilitation of Offenders (Exception) Order, Northern Ireland, 1979
- \* Developed Key Worker Guidelines to support key workers who supervise volunteers



### Consulting service users to inform volunteer role development

As part of the evaluation of the Meal Time Support role, patients were consulted on their experience of this service. The feedback indicated that service users/patients found the support from the volunteer very helpful especially the practical support.

**"I would like to thank my volunteer for her help and loving care"**  
Service User of Acute services

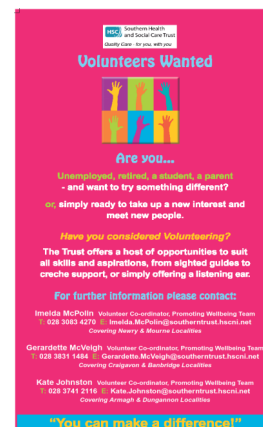
**" I love having volunteers come to our Centre we have great fun doing the projects"**

Service User within a Day Care setting

## Volunteer Resources

### What support is available for Volunteers?

- Volunteer 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
- 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 e.g. Can you play music, sing, dance? Do you have a talent in alternative therapies such as aromatherapy, hand massage? Do 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

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 Volunteer Coordinator  
 Promoting Wellbeing Team

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 Covering Newry & Mourne