



Southern Health
and Social Care Trust

Quality Care - for you, with you

Making a Difference



**SHSCT Volunteer Report
2016/2017**

Introduction

Welcome to the Southern Trust's Annual Volunteer Report for 2016/2017. Volunteers are *true* 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 responsibility of key worker to ensure the volunteers are supported in their respective roles.



For this we owe a huge debt of gratitude to all our volunteers and staff who support them. This report provides an up-date on the progress made by the Trust against the **six key themes** of the HSC Regional Plan for Volunteering in Health and Social Care 2015-2018:

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

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 highlighted under each of the key themes. We hope you enjoy the small selection of volunteer activities highlighted to provide a flavour of the wider SHSCT Volunteer action plan and the progress made during 2016/2017.

Carolyn Agnew, Head of User Involvement and Community Development

Meet the Team

The Southern Trust's volunteer service is managed within the Promoting Wellbeing Division and supported through **three Volunteer Coordinators** (pictured below) based in each of the PWB locality teams.



Deirdre Magill
Newry & Mourne

Kate Johnston
Armagh & Dungannon

Gerardette McVeigh
Craigavon & Banbridge

Role of Volunteer Coordinator

The role of the Volunteer Coordinator is to develop volunteer roles in partnership with managers to enhance the patient client experience of the services provided. The Volunteer Coordinators also recruit, train and support volunteers and key workers to provide meaningful opportunities and appropriate support for those wishing to volunteer within health and social care.

The 'Meet the Team' video for the Volunteer Service can be viewed at :
<https://www.youtube.com/watch?FW0Bwhi3tWk&feature=youtu.be>

Volunteer Coordinator Contact Details & areas they cover

Kate Johnston – Armagh & Dungannon
Tel: 028 3756 4498

Email: kate.johnston@southerntrust.hscni.net

Gerardette McVeigh – Craigavon & Banbridge
Tel: 028 3814 1483

Email: gerardette.mcveigh@southerntrust.hscni.net

Deirdre Magill – Newry & Mourne
Tel: 028 3083 4270

Email: deirdre.magill@southerntrust.hscni.net



**If you are interested in volunteering, please contact:
Rebekah Lee, Centralised administrator: 028 3834 4973**

Volunteering in Southern Trust - Fact and figures

During the past year

- 404** volunteers were utilised across the Trust
- 279** new volunteers registered
- 219** new volunteers placed
- 60** with pending placement start

Collectively volunteers in a variety of roles contributed an incredible **42,016 hours**. This equates to **1,120 working weeks** which is a staggering **22 years worth** of additional support to enhance the delivery of Trust services during 2016/17 to improve the patient and client experience.

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

- ♦ **Volunteer Befriending (Linenbridge)**
- ♦ **Mentor (CAMHS Team)**
- ♦ **Volunteer support (Mental Health Services)**
- ♦ **6-week music project (Mental Health Services)**

Making A Difference

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 Regional Plan for Volunteering in Health and Social Care 2015 - 2018, the Trust continues to:

- ✓ Provide regular recognition for volunteers both formally and informally
- ✓ Ensure that staff at all levels are aware of the role and value of volunteers
- ✓ Have an employer-supported volunteer policy in place and encourage 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 - Volunteer Recognition Event 2016

A particular highlight in our volunteer calendar is the **Annual Volunteer Recognition** event held in June each year in Craigavon Civic Centre. This event is an opportunity to promote the volunteer service whilst celebrating the contribution volunteers make to service users experience. Guest speakers on the night included a volunteer, key worker and our Trust Chairperson and Assistant Director for Promoting Wellbeing who opened and closed the celebrations.



Long Service pins were awarded to **13 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.

The theme for this years Volunteers' Week was **"The Big Celebration"**

31 Youth volunteers (16-24yrs) receiving their **Millennium Award** certificates for 50 & 100 hours.



Theme 2: Enable volunteering to develop while not replacing the role of paid staff

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

- ✓ Produce an action plan to develop volunteering which is reviewed on an annual basis
- ✓ Increases the number and variety of roles available across all care programmes
- ✓ Review policy annually to ensure it supports volunteering
- ✓ Share volunteer roles with other Trusts
- ✓ 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 **122 volunteers** working between **Craigavon Area** and **Daisy Hill hospitals**. There is a broad diversity of volunteers and they range from students through to retirees, 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 to enhancing the services we provide.

Spiritual support Volunteer



This year **a new volunteer spiritual support role** was developed. This role provides a good quality pastoral, spiritual or religious care for patients in a hospital setting.

Having this role in place provides a sense of comfort and support to our patients; it also has a positive impact on their wellbeing by helping reduce patient anxiety.

We have **three volunteers** currently in place within **Craigavon Area Hospital** and **two** in the recruitment process for **Daisy Hill** and **Craigavon Area** hospitals.

Already this role is proving beneficial for our patients, one patient said

"I was so grateful for the volunteer coming to visit me, sitting with me and offering me some spiritual support."

Enable volunteering to develop while not replacing the role of paid staff continued

Following the successful implementation of the Macmillan Cancer Information & Support Centre at Craigavon Area Hospital, plans are underway to further develop an information centre at Daisy Hill Hospital.

The Volunteer led Cancer Information service continues to develop in Craigavon Area hospital with **2400 patients** using the service to date, supported by the Macmillan Health and Wellbeing Coordinator and **13 trained volunteers**. The Cancer Information Centre in Craigavon Hospital completed an assessment for the Macmillan Quality Environment Awards and has been successful in achieving this award. The service continues to map and promote existing services in support of recovery, health and wellbeing and through engagement with those affected by cancer. Needs and gaps are identified for the development of further services and support.

A planning group including representatives from SHSCT estates and Macmillan has been set up to scope a suitable location on the Daisy Hill site and it is anticipated a proposal will be submitted to Trust SMT by September 2017.

Breast Feeding Peer Support (BFPS) Volunteers

This year a new cohort of volunteers have been recruited for the scheme. The **14 new volunteers** are currently undertaking their OCN accredited training. Once this is completed they will join the other BFPS volunteers to make a **26 strong team** of BFPS volunteers providing breast feeding support to mums out in the community.



Theatres/ Day Procedure Unit Volunteers

Three volunteers are currently placed within Day Surgery in South Tyrone hospital. The volunteer befrienders spend time chatting to patients waiting for day surgery and when required signpost relatives to the waiting room. Recruitment continues for Craigavon and Daisy Hill Hospitals.

"I love the role befriending patients waiting on day surgery. As I would like to study medicine gives me great insight into what happens in a busy ward."
(Volunteer)

Enable volunteering to develop while not replacing the role of paid staff continued

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 support them build a brighter future and are highly valued for the contribution they make.

Below are some examples of how volunteering with children, families and young people is making a difference.

Volunteering in Children and Young People Services

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. In the N&M locality this is delivered through a partnership alongside the Confederation of Community Groups and the Trust's Volunteer Coordinator for the N&M area.

This year a total of **23 students registered** for the scheme through **3 schools** – Sacred Heart Grammar School, Our Lady's Grammar School and St Mary's High School.

Every year an evaluation is carried out with participating volunteers and the families of the children with a disability.

"It gave me an eye-opening experience to the challenges of family life when working with a child with autism"

(volunteer feedback)

100% of participating families would recommend the scheme to other families and 100% would like to participate in other similar schemes.

"I was able to give my time to my other children knowing that my son was getting a stimulating experience through interaction with the volunteers"

(parent of a CWD feedback)



Sure Start Armagh & Dungannon

The Volunteer service supports volunteers within Sure Start in Armagh, Dungannon and Coalisland supporting various programmes such as Baby café, two year old programmes, as well as a full summer activity programme for mums, dads and young children.

I really appreciate the opportunity to help out with the 2 year old programme. I learned so much and enjoyed being of help.

Supporting Children with Disabilities



Continued support is given to the summer scheme in Dungannon Leisure Centre. The Trust's Volunteer Service, in partnership with Mid Ulster Council & the Trust's Children's Disability Team, recruit and train volunteers to support to young people with a disability to take part in physical activity programmes over the summer.

15 volunteers helped with the scheme over a 6 week period.

Enable volunteering to develop while not replacing the role of paid staff continued

Mental Health and Disability services really appreciate the work and support of volunteers and there are many volunteer roles within these services. All of them are rewarding and offer the opportunity to support people lead more fulfilling lives or to gain valuable experience in the mental health and disability sector. There are currently **94 active volunteers**.

Below are some examples of volunteering within Mental Health and Disability Services

Music project

This year a new school project was developed within the Willows ward in Bluestone Unit.

Four volunteers delivered a music project. A music quiz and word search were just some of the weekly activities. Three of the volunteers played a musical instrument namely a harp, violin, saxophone and this was well received by patients and staff alike.

I really enjoyed playing the music for everyone. It was a privilege and I looked forward to it every week.
(volunteer)

This was a new initiative within Willows; the patients really enjoyed the project, it was a great experience which benefited the health and well being of the patients. We look forward to have the project back next year. (O.T Manager)

Learning Disability

There are a number of volunteer roles within Learning Disability Day Centres.

Aughnacloy Day Centre aka McCague Day Centre is open 4 days per week for adults with a learning disability. There are currently **three volunteers who have been active since 2014**. The volunteers are able to share and make use of their own particular skills and interests. Ethne plays the keyboard and sings as well as using Makaton. This is a big hit with the service users and they are able to request their favourite songs.

Margaret supports service users by working on arts and crafts projects including making cards, pictures, etc. Bertha enjoys cooking therefore supports the staff and service users while making buns and scones.

We enjoy the interaction with the service users. It is very rewarding to give something back.
(Volunteers Aughnacloy Day Centre)

Physical & Sensory Disability Services

Millview Resource Centre in Bessbrook is a Daycare facility for those aged 18+ with a physical disability. As well as hosting an annual summer project in partnership with St Paul's High School Millview has **three long-term volunteers** on site. The volunteers who participated on this years summer project have enjoyed the project and have felt it benefited them personally as they were able to draw on the experience for their University interviews.

1 volunteer described how the experience had....

"led to them being more confident in the company of persons with a disability, and how volunteering in Millview had opened up potential new career opportunities."

Making A Difference

Enable volunteering to develop while not replacing the role of paid staff continued



Keady Day Centre

Volunteering in Older People's Services



Meadow 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 **69 young people** have been recruited and undergone volunteer induction training. The Volunteer Service worked with 7 schools across the Trust, namely **Keady High School, City of Armagh High School, Portadown College, Kilkeel High School, St. Louis School Kilkeel, St. Joseph's Crossmaglen and St. Ciaran's Ballygalwey.**

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; Blue stone Unit, CAH, Donard Day Centre, Newry; Slieve Roe House, Newry and ShanLieve Supported Living, Newry and Teach Sona, Crossmaglen.

Enclosed is a comment from one of the students - ***"We thoroughly enjoyed the school project and I particularly enjoyed the music session in the Meadows."***

Comment from schools included - ***"It was a wonderful experience for the girls and they thoroughly enjoyed it. It's a good chance for the students to gain experience on what happens within Day Centres."***



Meadows Day Centre



Clogher Day Centre

Making A Difference

School Projects continued.....



Clogher Day Centre



Lisanally Day Centre



Donard Day Centre



Bluestone Unit



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 continues to:

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

Volunteer Training

The Trust values the time and dedication our volunteers bring to enhancing our services and we recognise it is necessary to provide appropriate training consistently across all areas. All volunteers are required to complete Corporate Induction Training which includes policies such as health and safety, back care, infection

prevention & control and corporate governance. This training demonstrates our continued commitment to provide a high quality safe and effective service to all our service users. It ensures everyone who volunteers within our organisation has a high level of knowledge about their role and what support they can expect from key workers and volunteer co-ordinators.



Volunteer Corporate Induction Training

Safeguarding Children and Vulnerable Adult Awareness Training

This course is offered twice a year to all volunteers and is available at various locations across the Southern area. We offer a wide range of role specific training courses throughout the year such as:

- Meal time support training
- Visual awareness training
- Disability awareness training
- Sign Language training

We also disseminate our wider promoting wellbeing training calendar offering volunteers the opportunity to participate on these free courses.

E Learning/Online Training

This year some of our volunteers accessed elearning/online training modules through the Trust.

Five of our FIT4U volunteers completed the online Moving and Handling training module and we hope to make this available to other volunteers in the future.

Further information on support and training available for volunteers can be found on page 19 or on the Trust website @:

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

Improving the experience of volunteers by building best practice continued

Give consideration to good volunteer management in commissioning or procuring services

Safe and Steady

As part of the Trust's implementation of the Northern Ireland Home Accident Prevention Strategy, The Promoting Wellbeing Division has established a new initiative '**Safe and Steady**' to engage the support of volunteers and voluntary organisations who help older people living in the community. The aim of the project is to reduce the risk of falls among older people as falls are the most common cause for hospital admissions and deaths from accidents within the home.

Serious falls can inflict great pain and injury and greatly reduce a person's quality of life and independence.

In January 2017, **13 volunteers** from the Newry and Mourne project 'Good Morning, Good Neighbour' were the first to engage in the project. These volunteers make daily/weekly calls to older people and some provide home visits to their clients. The group of volunteers each participated in a 2 hour awareness session and received an information pack focusing on how to prevent falls.

The session covered:

- **An introduction to falls**
- **6 key message on how to reduce falls risk**
- **Information on equipment and aids that can be helpful**
- **Information on services that can help**

As well as the awareness session Safe and Steady also provides free safety literature and a selection of small safety aids which can be made available to older people in need within the community.

For more information on the project or preventing falls contact Nina Daly, Accident Prevention Officer Nina.daly@southerntrust.hscni.net Tel: 028 3831 1524 or visit:

www.southerntrust.hscni.net/falls.htm

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.

Within Craigavon and Banbridge (C&B) the Trust funds therapeutic volunteer placements for people with a disability through the C&B Volunteer Centre and as well as benefitting the service users the project also provides **4,026 respite hours** for the carers of the volunteers registered.

- ♦ **126 volunteers** registered
- ♦ **122 volunteers** in therapeutic placements
- ♦ **48 capacity building** training days

"I have more confidence now after my training with the Placement & Access Project and I love my placement at the community garden."
(Volunteer C&B)

Improving the experience of volunteers by building best practice continued

Armagh and Dungannon

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

Good Morning Service

- ♦ **80 Good Morning clients** (Armagh 37, Dungannon 43) registered to receive daily calls per year
- ♦ **77 service users** received calls up to 365 days a year - Service user in hospital and 2 in respite care
- ♦ **4 volunteers** were registered to deliver the Good Morning Service
- ♦ Approximately **22,000 calls** were made during the year to support vulnerable service users offering a valuable lifeline for clients seeking to maintain living in their own homes

Good Neighbour Service

- ♦ **23 Good Neighbour** clients registered for befriending (**10** Armagh & **13** Dungannon)
- ♦ **19 Service users** received regular visits, weekly, fortnightly or every 3 weeks depending on availability of volunteers, staff and client needs/requests

Benefits of 365 Good Morning Service

- ♦ A service user's fall on New Year's Day was only detected due to the call on that day
- ♦ A service user's exposure to carbon monoxide was detected due to his conversation on the call. GMS supplied and installed a carbon monoxide detector
- ♦ A service user's worry about a bill from a hospital in France was alleviated when GMS provided an English translation of the letter
- ♦ We have helped more than **70 service and non-service users** deal with the scam telephone calls reducing them greatly

Service Users feedback included:-

"I am a diabetic and since I started getting the good morning calls I have been prevented from having a hypo a number of times. Thankfully I don't feel lonely."

"I felt very lonely and isolated...since getting the good morning calls I now sleep a lot better."

- ♦ **3 service users** awaiting volunteer placements, **1 service user** awaiting replacement volunteer. These service users receive a visit or a telephone call from staff at least once a month to continuously review their situation
- ♦ **15 volunteers** were registered to deliver the Good Neighbour Service

"Your service is outstanding, your time is precious, your reward priceless."

You give and never count the cost." (Feedback from Service User)

Newry and Mourne

- ♦ In 2016/17 the **Good Morning Service** provided for a total of **177 regular service users** and made a total of **32,106 calls** ranging from 5 - 20 minutes (speaking directly to older people and supporting their needs.) This approximates, at an average of 10 minutes per call to **5,351 volunteer hours**

Comments included *"I feel more confident within myself from talking to others."*

- ♦ The **Good Neighbour Service** provided an average of 1 visit /client /week supported by a pool of **71 volunteers** to **84 service users**. This equates to **6,856 volunteer hours** (average 1.5 hours per visit) providing face to face support
- ♦ 53 of the 71 Good Neighbour volunteers are aged 50+

"I appreciate the fact that I can live independently knowing that I

have the support of others in my time of need." (Feedback from Service User)

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 continues to:

- ✓ **Be clear about volunteers' roles and opportunities especially in relation to partner organisations**
- ✓ **Ensure 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 ask 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

Orla Fanthorpe is a volunteer in the Day Procedure Unit, South Tyrone Hospital

How did you come to be a volunteer?

For the career I wish to study, voluntary work is required. I spoke with a friend who informed me of all the volunteering opportunities that the health service offered to people of all ages and backgrounds. This motivated me to get in contact. I met with Kate and we discussed the different roles available and the role within Day Procedure Unit at South Tyrone Hospital sounded really interesting.

What's involved in the role?

In the role I chat to patients both before and after their procedures and ask about their experiences or just talk about things happening in life (for example, stories on the news etc.). Hopefully this helps to put the patients at ease who can be very nervous about their surgery.

Additionally, I walk alongside the nurses who take patients in beds down to theatre and provide post-procedure patients with refreshments such as tea/coffee and toast. I also help direct and advise relatives on where they can wait or go for coffee.

What's in it for you?

By being a volunteer, I feel that my communication skills have greatly improved. Also, I feel I have improved my ability to work in a team. As the career I wish to pursue involved aspects from a clinical setting, I found it was extremely helpful to converse with nurses and doctors on their experiences and duties thus confirming my desire to pursue that career.

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

For someone considering going into the Trust for voluntary work, I would tell them to go for it. The satisfaction after knowing you have helped someone for no financial reward is amazing.



Build an evidence base to support volunteering in health and social care continued

Millview Resource Centre, Bessbrook

We currently have 2 volunteers based onsite and a 'Pets As Therapy' volunteer who attends on a monthly quarterly basis. The role of the volunteer is to engage with service users and assist them with group and individual activities.

Volunteers, encourage service users to participate, provide one to one support and motivation and assist with facilitation of activities.

Volunteers are very much part of our team and integral to promoting a positive, friendly and welcoming environment for service users. As a key worker we aim to support the volunteers to build upon existing skills and knowledge whilst offering them the chance to undertake training for their CV and future employment if applicable.

Millview staff recognise the added value the volunteers give to our service users and we believe that enriches the experience that service users have at our centre.

By volunteers giving their time freely to the SHSCT, we believe that they are gaining lifelong skills and learn how volunteering for 1 hour per week or more can enable and enrich the lives of those with a disability.



We would also like to say that we will aim to continue to offer new volunteer opportunities at Millview Resource Centre and welcome the prospect to work with the volunteer coordinator to create new roles.

Build an evidence base to support volunteering in health and social care continued

More stories from those volunteering

Geraldine McDonald (Volunteer Fit4U, N&M Locality)

How did you come to be volunteer?

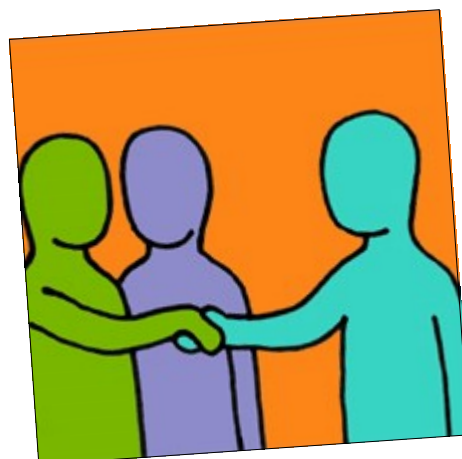
I have been volunteering for a number of years but didn't realise there was opportunities within the Trust for volunteering until I seen an advert on the background display on the computer for Fit 4 U project.

What's involved in the role?

I assist in the activities and setting out of the room for adults with disabilities. As well as encouraging the clients to participate in the activities my role also is to encourage the clients to treat the activities as a social outlet and form relationships with each other and staff.

What's in it for you?

I great satisfaction from seeing in some cases severely limited movement clients trying to participate in the activities and more importantly enjoying the social aspect of being with people that understand their limitations. There is a great team spirit among the group in Newry and they all get along great and encourage each other tremendously.



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

Give it a go. I personally get a lot out of being a volunteer. I give so little time compared to what I get back from this group of outstanding people. You never leave this group without a good laugh and a smile on your face.

fit4u
active lifestyles

Build an evidence base to support volunteering in health and social care continued

David Kearns, Meal Time Support Volunteer In Lurgan

How did you come to be a volunteer?

I was considering a career in medicine and wanted to get some practical experience on a ward. To this end I called the volunteer admissions service using the number on the Southern Trust website.

I was able to arrange an interview with the volunteer co-ordinator, Gerardette McVeigh, who explained the application process to me and advised which role would best suit me. All in all, the whole process took about a month.



What's involved in the role?

I am volunteering as a mealtime assistant, for an hour and a half a week. My main job is to help patients eat their meals, including feeding them directly but also cutting up food and providing encouragement.

As hygiene is crucial in the hospital, my role involves washing the patients' hands as well as my own. I also chat to the patients and keep them company. Finally, I simply do my best to make their time in hospital more comfortable; be that by fetching pillows or by finding the remote for the TV.

What's in it for you?

My time as a volunteer has helped me develop important skills, especially with regards to listening and communication. It has been especially useful for my Medicine interviews, as universities are

looking for applicants to show evidence of first-hand experience in the field. Volunteering gives you a great insight into the health service and it gave me a lot of great things to talk about.

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

I would definitely say go for it if you are considering a future in nursing, medicine etc. It really helped me out in terms of getting offers from universities. I would also advise you to look out for training opportunities, as there were only two a year for my position and there are only limited places.



Build an evidence base to support volunteering in health and social care continued

Liz Crilly - a volunteer in the N&M area who went on to become an employee in SHSCT

I worked with children and young people with special needs in residential settings in England for all of my working life.

In 2013 my life took a different direction, I moved to Ireland to live with my mum. My mum was diagnosed with Dementia and I cared for her until she passed away in early 2015. When I felt ready to work again I wanted to go back into the field of Disability. I was fortunate enough to get a job as a Bus escort, escorting adults with disabilities to/from their day centres.

I had been doing this job for a year and there was one particular day centre I got a nice feel about whenever I went there, I could see how committed the staff were to the people they took care of and I thought I would like to work there.

I approached the deputy manager and spoke about my interest and experience and she suggested Voluntary work. I took her advice and became a volunteer with SHSCT at the Day centre of my choice. My role as a volunteer required me to support and assist adults with learning difficulties in group and one-to-one support and to take part and complete tasks, taking direction from my allocated key worker and the day care workers.

My role required commitment from myself in regards to the time I could give, working as part of a team, following standards of conduct in regards to confidentiality, health and safety and equal opportunities. I was able to gain invaluable experience and knowledge of working in a Day centre and also show my own skills and knowledge of disability. I was also very fortunate that volunteering gave me the confidence to apply and be accepted by SHSCT to work as a full time day care support worker.



My advice for anyone considering volunteering for SHSCT is go for it because not only do they make you feel valued, they give you continuous support and guidance from the first time you meet your Volunteer coordinator and throughout your journey as a volunteer.

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 continues to:

- ✓ Provide training for staff working with and managing volunteers
- ✓ Take steps to ensure that those who supervise volunteers have the relevant knowledge and experience
- ✓ Include 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 regarding 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

What support is available for Volunteers?



- Volunteer Pack
- Volunteer Coordinators
- Key Workers
- Reimbursement of out of pocket expenses
- 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.

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 continues to:

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

Reviewing volunteer policies and procedures

During 2016/17 the Volunteer Service updated the Volunteer application form in partnership with Occupational Health and in line with the new regional guidance.



In January our service worked in partnership with Volunteer Now on developing a short film on volunteering in the Public Service for a conference. Volunteers on the Here to Help service and Meal Time Support service were filmed. This video will be showcased at an upcoming regional conference showcasing volunteer in the public sector.

Developing Volunteering Together

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

During 2016 the Volunteer Service recognised there was a gap in the collection of feedback. While annual reviews capture the views of volunteers and placement providers, there was no mechanism for capturing service user feedback on their experience of the Volunteer Service on an ongoing basis.

Following discussion it was agreed that a service user feedback card would be developed and piloted and one of the Volunteer Coordinators agreed to take the lead on this through the Trust's service improvement programme.

The card has now been developed and agreed by all interested parties, the pilot area has been chosen and feedback will be used to shape the final feedback card.



HSC Southern Health and Social Care Trust
Quality Care - for you, with you

DID WE HELP YOU?
VOLUNTEER SERVICE

The Trust's Volunteers are dedicated to making the service user experience more comfortable and a little friendlier for everyone.

Please describe your experience of using volunteer support whether as a patient/service user, family member or as a carer. We value your opinion.

