



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

Making a Difference



**SHSCT Volunteer Report
2017/2018**

Making A Difference

Introduction

Welcome to the Southern Trust's Annual Volunteer Report for 2017/2018. 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. For this we owe a huge debt of gratitude to all our volunteers and the staff who support them.



This report provides an up-date on the progress made by the Trust against the action plan under 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 an 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 and 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 2017/2018.

***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 by three Volunteer Coordinators based in each of the PWB locality teams.

Volunteer Coordinators



Kate Johnston
Armagh & Dungannon



Gerardette McVeigh
Craigavon & Banbridge



Donna Sloan
Newry & Mourne



In February 2018 we welcomed Donna Sloan into the team as the new Volunteer Coordinator for the Newry & Mourne locality. Donna has worked for the Health Service for eight years. Donna will be working 26 hours per week and will be available on the following days:

Monday to Thursday

Farewell

In October 2017 we said farewell to Deirdre Magill the Volunteer Coordinator for the Newry and Mourne locality.

We were sad to see her go but wish her all the best in her new post.

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.

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

Donna Sloan – Newry & Mourne

Tel: 028 3083 4270

Email: donna.sloan@southerntrust.hscni.net

If you are interested in
volunteering, please contact:

Rebekah Lee,

Centralised Administrator:

028 3756 3946

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

Volunteering in Southern Trust - Fact and figures

The number of volunteers across the Trust fluctuates throughout the year. Therefore our best approximate for 2017/18 is that there were:

323 active volunteers across the Trust of which **205 new volunteers**
registered with 155 new volunteers placed and 40 with pending placement start

Collectively volunteers in a variety of roles contributed an incredible **31,008 hours to the Trusts' business in 2017/18**. This equates to **827 working weeks** which is a staggering **17 years worth** of additional support to enhance the delivery of Trust services during 2017/18 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 and two were reinvigorated including:

- ♦ **Delirium Companion (Acute - pilot Trauma Ward, Craigavon Area Hospital (CAH))**
- ♦ **Meet & Greet (OPPC - Lurgan Hospital)**
- ♦ **Volunteer Companion/Befriender (Acute - Emergency Department CAH & Daisy Hill Hospital (DHH))**
- ♦ **Volunteer Buddy (Acute - Day Surgery)**

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 2017

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 that volunteers make to enhancing service users experience. Guest speakers on the night include a volunteer and key worker with our Trust's Chairperson hosting the event.



Making A Difference

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

The national theme for Volunteers' Week 2017 was
'You make a difference'

The national message this year was a **'call to action'** to others to think about what they can do.

How can you make the difference?'

Seventeen volunteers were recognised for reaching a milestone of 5-20 years service. They received their service award pin along with a certificate of recognition. Sixty nine young people received their Millennium award certificate and pin for reaching 50 and 100 hours of volunteering. It is always an honour for the Trust to say a big thank you to all those volunteers who give up their valuable time to help others.

Long Service Awards



L-R Kate Johnston, Volunteer Coordinator, Gerardette McVeigh, Volunteer Coordinator, Carolyn Agnew, Head of Service, Gerard Rocks, Assistant Director Promoting Wellbeing, Monica Kierans, Volunteer and Martine Brown, Volunteer

Making A Difference

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

Volunteer Recognition Event



Making A Difference

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

Recognising and Valuing Volunteering

As well as the regular annual trust wide volunteer recognition event, the contribution and success of volunteers is recognised at smaller local events throughout the year.

New Breastfeeding Peer Support volunteers to support new mums to Breastfeed

Breastfeeding Peer Support Volunteers were recognised at an awards ceremony to celebrate their successes in completing Open College Network (OCN) Level 2 accredited training. Breastfeeding Peer Support Volunteers are local mums who have breastfed their own children and who, following specialised training, offer encouragement and support to their peers. New mums can be linked with a Peer Support Volunteer as soon as they leave hospital. They can call the volunteer for support and advice over the phone or if necessary, they can organise to meet them in person.



By sharing their own skills and experiences, Peer Volunteers can help new mothers to overcome many problems with breastfeeding and encourage them to discuss any issues or concerns. The Volunteers have been presented with polo shirts so they are easily recognisable to new mums.

Community Health Champions



The Craigavon/Banbridge area Community Health Champions have worked hard in their communities over the past year, helping people to become healthier and happier.

Their efforts were recognised at a celebration event.

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 **81 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 (and on the next page) are some examples of how volunteering within our hospitals is making a difference to enhancing the services we provide.

Promoting Wellbeing Hub



This year a new volunteer role was developed to provide a sign posting and directing service to health and wellbeing related issues.

We have one volunteer currently in place within Craigavon Area Hospital with two more in the recruitment process.

The Health and Wellbeing Hub in Craigavon is proving to be popular in terms of staff and public alike requesting resources to help improve health and wellbeing.

**Hospital
Setting**

The new and reinvigorated roles within the Acute setting highlighted below demonstrate how our volunteers enhance the hospital experience for services users .



Dementia/Delirium

There will be bespoke Dementia/Delirium training delivered to the volunteers by the Ward Manager of the Trauma ward within Craigavon Area hospital (where the role will be piloted) along with the Volunteer Coordinator within the C&B locality .



This reinvigorated role will support service users within this department providing a befriending role, a listening ear and companion if required. Currently there is one volunteer in place with two more starting in the near future.

Making A Difference

Children
& Young
People

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

Children's Paediatric Centre



Over the past year we have had **eleven volunteers** providing play support to children wards within Daisy Hill and Craigavon Area hospitals. The Ward Managers believe the volunteer role enhances the patients' experience in the ward and see the benefits that this role brings not only for the volunteer but for the children and their parents.

"I have loved my volunteer experience. I enjoy the interaction with the children and their parents."
Volunteer

Supporting Children with Disabilities

Continued support is given to the summer scheme in Dungannon Leisure Centre. The Volunteer Service in partnership with Mid Ulster Council and 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. **Ten volunteers** helped with the scheme over the summer.



"Volunteers really add to the scheme and the young people enjoy the interaction with the students."
Key Worker



CAMHS Peer Mentor

A new volunteer role as Peer Mentor within CAMHS connect was developed. **Four volunteers** are currently placed and help support a number of programmes including music and art. They also help to support the Autism Summer Festival with the music.



Mentors

This Trust wide role has been running for a number of years with great success. We currently have four volunteers in the scheme. Supporting young people in a community setting.

"I've been volunteering as a mentor with the YPP for a year now and have found it so encouraging that I've been able to make a difference in the young person's life. Not only to be a positive influence but also just by giving my time to help someone else is very rewarding."

Judith - Volunteer

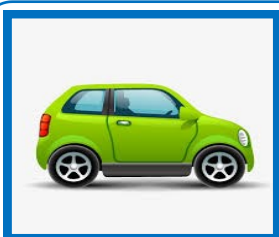
Theme 2: Enable volunteering to develop while not replacing the role of paid staff

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

Mental Health and Disability Services

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. There are currently **74 active volunteers**.

Below are some examples of volunteering within Mental Health and Disability services.



Volunteer Drivers

Volunteer Drivers have been part of the volunteer service for a number of years. There are currently **30+ active drivers** Trust wide who transport service users/clients on a variety of runs, eg. to and from day centres.

"Met lots of interesting people and very thankful for the opportunity to do this."
Volunteer

"Really appreciative of all the time and dedication given by the volunteer drivers"

Key Worker

School Project

A 6-week music project took place in the Willows ward in the Bluestone Unit, Craigavon Area hospital. The project was delivered over a six week period by **four volunteers**



Learning Disability

The Laurels Day Centre in Newry also offers volunteer opportunities and encourages volunteers in befriender roles to take part and assist group activities. Volunteers also provide one to one support. This works very well and the enthusiasm of the volunteers is greatly appreciated by both the staff and service users.

"I enjoy my volunteer role in The Laurels and feel valued in my role by the staff and service users."

Volunteer

Physical and Sensory Services

Millview Resource Centre in Bessbrook is a day-care facility for those aged 18+ with a physical disability. The management and key workers in Millview continue to offer support to volunteers each year as part of the annual summer project in partnership with St Pauls High School. The volunteers are involved in the delivery of arts & crafts, fun quizzes and storytelling sessions. They are hoping to use the experience and knowledge gained in Millview to improve their prospects for University entry and career progression.

"The staff in Millview made our volunteering much better with their encouragement and support."
Volunteer

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

School Projects

The service continues to support the development of the intergenerational volunteering partnership between local schools and Trust Day Centres. This year 34 young people have been recruited and have undergone volunteer induction training. The Volunteer Service worked with **four** schools across the Trust:-

- ♦ Portadown College,
- ♦ Kilkeel High School
- ♦ St. Louis School Kilkeel
- ♦ 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 5 of the Day Care Centres which included Meadows Day Centre, Portadown; Donard Day Centre, Newry; Slieve Roe House, Newry and Shanlieve Supported Living, Newry and Teach Sona, Crossmaglen.



Comment from Student

"I thoroughly enjoyed taking part in this project, it was great interacting with the older people; the music round went down well with everyone."

Comment from Staff

"It is a pleasure to have the students each year, the service users love to see them coming along each week. Everyone gets involved in the project and we all have fun completing the tasks."

Comment from School

"St Pauls volunteer students last year all got university places. This is in part to do with them volunteering for the Trust at Millview resource centre. Seven in total – 5 students doing Nursing and 2 Social work. They were the wee pilot that was done over an academic year rather than the summer."

Making A Difference

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

Quotes from NM Summer scheme 17/18

"I wanted the opportunity to work with a child with special needs and I found it a fulfilling experience."

"The induction training prepared me for what the role entailed and I fully achieved my expectations."

"I expected to learn about the responsibilities of working with a disabled child and I feel this was achieved and will help me make decisions about my future career."

"I got to experience life from another perspective where you have to care full time for someone else."

"The volunteer role presented me with a hands on approach to working with someone with learning disabilities and I looked forward to it every week."

Meadows Day Centre



Millview Resource Centre



Making A Difference

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

St Paul's Volunteers helping out



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 policies as appropriate
- ♦ Review volunteer recruitment processes in light of new Safeguarding Vulnerable Groups guidelines
- ♦ Provide 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
- ♦ 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
- ♦ Have a clear policy on reimbursement of volunteers' out of pocket expenses

Volunteer Training

The Southern Trust values the time and dedication that our volunteers contribute and recognises that appropriate training is necessary to ensure consistency across all areas. Corporate Mandatory Induction Training is provided to all volunteers covering policies, health and safety, back care, infection prevention and control and corporate governance. This demonstrates our continued commitment to provide a high quality safe and effective service to all our service users by ensuring everyone who volunteers with our organisation has a high level of knowledge and skill relevant to their role. This commitment includes our volunteers who are made aware of the support they can expect from key workers and volunteer co-ordinators.



Safeguarding Children and Vulnerable Adult Awareness Training

This course is offered twice a year to all volunteers and is available on various sites across the Southern area. **Twenty two** volunteers availed of the training. The volunteers find this training of great benefit to them not only in their volunteering role but outside of it, one volunteer said:-

"I found the training very effective."

We offer a wide range of role specific training courses throughout the year such as:

♦ Meal time support training	♦ Disability awareness training
♦ Visual awareness training	♦ Sign language training

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

Further information on support and training available for volunteers can be found on the Trust website: <http://www.southerntrust.hscni.net/about/Volunteering.htm>

Theme 3: 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 and Banbridge Volunteer Centre and the Confederation of Community Groups (CCG), Newry help promote and support volunteering across the Trust area.

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

With over **150 Volunteers registered**, the Placement & Access Project continues to support people with disabilities and provide respite hours for their carers. The Volunteer Centre has continued to invest time and effort into developing new innovative placements recognising the diverse needs of volunteers and the importance of ensuring that placements afford the volunteer the opportunity to engage in meaningful activity. This year, the project supported **25 new volunteers** to take up therapeutic placements within local Community groups and organisations including, the Fitzone Foundation, The Cedar Foundation, Appleby Trust, Children's Dreams and Craigavon Cowboys. Ongoing support has continued to be given to the Therapeutic Placements providers and volunteers. During 2017/18 Craigavon & Banbridge Volunteer Centre provided **25 individual induction sessions, 30 confidence building sessions** and **10 Disability Awareness sessions**. Ongoing evaluation has continued to be captured; below are some quotes from a recent Development Day organised by the Volunteer centre and attended by Carers and volunteers.

"Paul was really lonely and isolated at home and my heart went out to him. I attend a support group for carers supporting autism and someone told me about the Project. I contacted Donna and within 10 days Paul started in his retail placement. Knowing that Paul is happy in his placement I can really enjoy my few hours to myself every Wednesday." **Joan (Carer)**

"This Project is my life line I would be lost without the staff." **Linda (Volunteer)**

"A part time job came up recently in my placement, and with the help of the staff in the Volunteer Centre I went for the job and got it. I am so delighted. Without my confidence training I would not have went for the Job." **Ann (Volunteer)**

"I had attended a few other organisations before coming here but I got no support and had a setback. My Doctor told me about the Project. It has changed my life I am now volunteering for a luncheon club and I love it thanks girls." **Mandy (Volunteer)**

"I have made new friends and I am not lonely anymore." **John (Volunteer)**

"My son has severe Asperger's, however he is really intelligent and has a Masters in media Studies but he could not get a job as he has no experience. I was referred to the Project by a Nurse, he was in a media placement within a week and six months later he now has a new job. I am on the Project myself now as I have suffered a breakdown once again the Staff worked wonders I am volunteering in a charity shop. Keep up the good work girls."

Carmel (Carer and Volunteer)

Making A Difference

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

Gives consideration to good volunteer management in commissioning or procuring services

Within Armagh and Dungannon and Newry and Mourne the Trust funds two

Good Morning Good Neighbour Services

through Armagh and Dungannon Community Services and Confederation of Community Groups.

'Good Morning' is a free service delivered by Armagh and Dungannon Community & Voluntary services. The service delivers a 365 day per year telephone service for older and vulnerable people living in the Armagh City and District and the Dungannon and South Tyrone Borough council areas.

In 2017/18 the project provided services to 79 Service users delivered by 6 volunteers

'Good Neighbour' is also a free to service user and is both a backup service to 'Good Morning' and a standalone service for older people. A dedicated team of volunteers in the local community provide a home visit on a regular basis.

The Good Morning Neighbour project offers additional services such as information and sign posting, referral on to other service providers, arrangements and reminders for appointments and medication, securing and delivering Warm Packs for individuals and evening medication text reminders. The project also runs, manages or hosts social, information and networking events specifically for service users and older or vulnerable people

In 2017/18 the project provided services to 18 Service users delivered by 11 volunteers.

Good Neighbour activity has decreased with volunteers leaving and no suitable volunteers having been recruited despite significant advertising in and on various media. An advertising campaign in local papers, social media and through partners and other agencies costing over £400.00 resulted in only 1 successful recruitment for Good Neighbour befriending.

Armagh and Dungannon

If you would be interested in becoming a Good Morning or Good Neighbour volunteer, please contact:

Seamus @ Good Morning Xtra,

Tel: 07843 478433

Email: youcanhelp@live.co.uk
www.youcanhelp.org

VOLUNTEERS WANTED

Loneliness is associated with
increased risk of coronary heart disease and stroke
increased risk of high blood pressure
Research shows lacking social connections is as damaging to our health as smoking 15 cigarettes a day
campaigntoendloneliness.org

HOME ALONE
and
NOT JUST FOR CHRISTMAS
VOLUNTEER BEFRIENDER'S

CAN YOU SPARE 1 HOUR A WEEK TO HELP AN OLDER PERSON LIVING ALONE 365 DAYS A YEAR?

Community & Voluntary Services

Contact Seamus @ Good Morning Xtra
T: 07843478433
E: youcanhelp@live.co.uk
W: www.youcanhelp.org
Charity No: NIC100180

Making A Difference

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

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

Newry and Mourne

In 2017/18 the Confederation of Community Groups 'Good Morning' service was provided for a total of 179 regular service users and the service made a total of 30561 calls ranging from 5 - 20 minutes.

This approximates, at an average of 10 minutes per call, to 5093 volunteer hours speaking directly to older people and supporting their needs.

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

The 'Good Neighbour' service provided an average of 1 visit per client per week by a pool of 71 volunteers to 85 service users.

This equates to 6,708 volunteer hours (average 1.5 hours per visit) providing face to face support.

54 of the 85 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."*

All performance targets were met for the project. All of the key targets for the project including numbers of Good Neighbour volunteers, Good Neighbour service users, and referrals to Good morning from the Trust and community, Good Neighbour volunteers, Good Neighbour services users, referrals to other service users were exceeded.

The number and spread of Trust referrals has continued to improve this year. Confederation of Community Groups received almost twice as many referrals from the Trust as from Community sources.

"Terrific scheme...lovely sociable folk to talk to."

"I feel that all the Good Morning folk are my friends."

"I couldn't do without it."

*"Just to say that it is a brilliant
and worthwhile service."*

"I love my calls and hate to miss them...keep them coming."

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 beneficiaries

Volunteer's Story

Fatima Khan

(Children's Ward Daisy Hill Hospital)



How did you come to be a volunteer?

My dad, who's a staff member in the Southern Trust, mentioned that there are volunteering opportunities that I may be interested in; so I contacted my local volunteer coordinator. I attended an induction day where the key workers, along with the volunteer coordinator, explained what the befriender role would involve. I also learned that safeguarding training was required before becoming a volunteer, so I attended the next available session.

What's involved in the role?

Many young people feel anxious or stressed when they are admitted in hospital, so it is the role of the befriender to help divert the worry and help normalise the patient's environment. This is done by encouraging the young patients to take part in activities such as playing board games, painting or reading. This valuable social interaction engages the patients who may have been feeling lonely and allows them to feel more relaxed in the hospital setting.

What's in it for you?

Volunteering within the Southern Trust has enabled me to make a positive difference in the lives of many children and knowing that I'm giving back to the community is such a rewarding feeling. Volunteering has also helped me gain confidence as it has given me the chance to try something new and build a real sense of achievement. In addition to this, the fact that I have given up my free time to help others makes me an appealing candidate for universities and future employers.

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

I would firstly advise people to have a browse through the volunteering opportunities on the Southern Trust website as that will give them an understanding of what's on offer. When they have identified something they would like to get involved in, I would say they should contact their local volunteer coordinator and meet with them to get to know more about the role.

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

Volunteer's Story

Lynne Collie

(Here to Help, CAH)



How did you come to be volunteer?

After my mum died in 2009 I decided that I wanted to dedicate some of my time to supporting and caring for others. The first place I looked for volunteering opportunities was on the Southern Health and Social Care Trust website, which led me to Gerardette McVeigh and an introduction to the various volunteering opportunities available throughout the Trust.

Prior to contacting Gerardette I had never considered volunteering; however, it has become an integral and extremely rewarding part of my life now.

What's involved in the role?

My first volunteer role with the Trust was as a befriender to the elderly, which involved visiting an elderly gentleman for one hour each week to talk, listen, support and provide company. It seems such a simple role and a small contribution of time each week, but its value, to both befriender and elderly person, is beyond measure. After over six years as a befriender, I moved on to a short-term role as a meet and greet volunteer at the Mandeville Unit at Craigavon Area Hospital before taking up my current role as a Here to Help volunteer at the hospital. This is a varied and hugely enjoyable role supporting visitors and patients in the hospital. Help can be in the form of giving directions, accompanying people to the area of the hospital they are looking for, helping patients to check-in for appointments, locating wheelchairs and requesting porter service and signposting visitors. In a nutshell, it is about being a welcoming, friendly face to everyone who comes through the hospital doors with a query or request for help and about making their visit to the hospital that little bit easier.

What's in it for you?

There are many personal benefits to volunteering: friendship and meeting like-minded people, learning new skills, building confidence and great satisfaction and enjoyment from doing something that really matters to you and is of help to others. I think it also brings a sense of perspective to your life when you interact with people in a wide range of situations who are perhaps experiencing difficulties or challenges. It makes you grateful for the good times in life and aware of how important it is that we support, care and make time for each other as human beings.

Volunteering with the Trust is also about belonging to an organisation dedicated to looking after our health and well-being and it is a privilege to be a part of this, no matter how small.

Continued on next page

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

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

Please lift the phone and have a chat with Gerardette or one of the other Volunteer Coordinators for the area. There are various volunteering opportunities in the Trust and with Gerardette's help and guidance you will find the one that suits you best in terms of your available time, location and what you would enjoy most.

The Trust is very grateful to its volunteers for their role and contribution and the choice is always yours to give as much or as little time as you can. For some roles, there may be a particular skill required (e.g. driving) or a little training before you start your role, but in the main the most important skill you need is to just be yourself, because volunteering with the Trust is all about people and a genuine desire to provide care and support within our community.

Volunteer's Story

Anne Ardis

Volunteer



How did you come to be a volunteer?

I had worked for nearly 40 years in Local Government and when I retired I decided I would like to give something back to my community. I had talked this over with a family member who worked for the Trust and they were able to get information for me from the Trusts' Volunteering Department.

What's involved in the role?

I attend the Clover Social Day Centre mostly for a few hours each week, I offer support with activities such as quizzes, bingo and crafts. I also go with the users on day trips about 4 times a year, offering help and support to the officer in charge.

What's in it for you?

It is a very rewarding experience and I have enjoyed attending the courses offered to help me in my role.

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

Volunteering can prove an effective way to re-establish a sense of identity, as well as a purpose in life. It is an excellent way to meet, share and learn with people and therefore I have no hesitation in recommending volunteering with the Trust.

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

Volunteer's Story

Finn Oversen

(Meal Time Support, Daisy Hill Hospital)



How did you come to be a volunteer?

I became a volunteer by linking with the volunteer coordinator in John Mitchel Place Newry and from there it was very easy. The process isn't long at all and you can do the same by asking your careers teacher or even just searching up your local Trust and looking for the contact details.

What's in it for you?

I have acquired and developed many valuable skills and qualities that I'm sure will be of great benefit to me as I go on to hopefully study medicine, such as empathy, communication (which is very important, for instance with patients who can't hear very well or have certain conditions such as dementia) and interpersonal skills.

These skills and qualities and the experience you acquire can be used in personal statements and CVs, volunteer work is sometimes more valued by employers than formal work experience. You will also improve your confidence (I feel I definitely did!), another big benefit of volunteer work is the gratitude of those you are helping, being a volunteer is just as much about helping people and making a difference as it is gaining experience.

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

The advice I would give to someone considering volunteering in the Trust would be -go for it, and have a 'can do' and approachable attitude. Putting yourself out of your comfort zone isn't easy but I guarantee you the experience you will gain, the friendships you will form and the difference you will make will make it all completely worth it.

Theme 5: Support Staff to ensure volunteers are involved effectively



In line with the HSC 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 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
- ◆ 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

Further information and copies of these documents are available on the Trust website and SharePoint using the following links: <http://www.southerntrust.hscni.net/about/Volunteering.htm>

<http://sharepoint/oppc/uicd/volunteering/SitePages/Home.aspx>

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 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 with your local Volunteer Coordinator.

Making A Difference

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 2017/18 the Volunteer Service: updated the Volunteering Policy and Procedures and taking guidance from Corporate Governance on the new data protection regulations.

Developing Volunteering Together

In line with the Trust Corporate priorities of being a great place to work, valuing our people and being a good social partner within our communities the Trust sought the views of its volunteers on the current recognition event.

The Volunteer Recognition Event is a formal evening that recognises the valuable contribution volunteers make within the Southern Trust that support and enhance our service delivery. Back in January 2018 a questionnaire was jointly developed by the Trust's Volunteer Coordinators and sent out to all the registered volunteers within the Trust asking how they would like the Trust to show its appreciation and recognise their contributions.

 Southern Health
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Quality Care - for you, with you



Survey report
Volunteer Recognition Event
Jan to March 2018

A report summarising the feedback from the survey was developed together with a feedback flyer which was sent to all volunteers so that they could see what is changing as a result of their feedback. These documents can be downloaded from the Trust website and SharePoint using the following links:

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

<http://sharepoint/oppc/uicd/volunteering/SitePages/Home.aspx>

Making A Difference

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

Developing Volunteering Together

During 2018/19, the Volunteer Service implemented the recommendations outlined in the feedback flyer below.



Survey Report - Volunteer Recognition Event Jan to March 2018



308 surveys were disseminated

35% return rate

Results should be viewed as low to fairly representative of the total population survey

A summary of the findings indicate

- ◆ Overall satisfaction with the format of current recognition event and indication that the event should continue on an annual basis
- ◆ Motivation to attend included:-
 - * meeting other volunteers and sharing and hearing about experiences
 - * desire to help others
 - * hearing what the Trust is doing
 - * enjoyment of celebrations events
 - * appreciation for recognition shown by Trust
- ◆ Barriers to attendance included:-
 - * only recently becoming a volunteer
 - * not available due to holidays / exams / timing / location / busy
 - * prefer small scale event
 - * did not feel the need for public recognition

A summary of recommendations

- ◆ Format of the event should remain the same
- ◆ Venue should be rotated across the 3 localities on an annual basis
- ◆ Hold the event later in June but keep the time of the event in the evening
- ◆ Continue to have an annual event
- ◆ Provision of recognition ribbons for competing 1 years volunteering with the Trust

Quotes from some of the volunteers who attended the event

"I love celebratory events. Gets people together and you can feel the energy buzz. It's important to promote the 'feel good factor'."

"Attended event to be recognised for the valuable time we give spending with older people."

"Very interesting evening, very enjoyable."

"I do not seek recognition for this as I am only too happy to do it."

"Be aware where people travel from (distance) so having a couple of venues would help every other year."

"I would like a Volunteer newsletter highlighting role of a particular volunteer, what they do, what they enjoy about it."

"I have attended one of your Volunteer evenings in Craigavon and thank you for the Christmas greetings."



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