

Report to:	Trust Board (Public)	Agenda item:	SFT4049
Date of Meeting:	07 June 2018		

Report Title:	Voluntary Services Annual Report			
Status:	Information	Discussion	Assurance	Approval
	✓			
Prepared by:	Jo Jarvis			
Executive Sponsor (presenting):	Glennis Toms, Jo Jarvis attending to present			
Appendices (list if applicable):	2018 List of Volunteering Placements			

Recommendation:
For noting

Executive Summary:
As at 31 st March 2018, 597 volunteers were registered with the Voluntary Services Department, and volunteering within the main hospital. 106 volunteers are registered with the Hospice who are recruited and coordinated by Elaine Willman. The volunteers continue to give a large number of hours of their time to complement and enhance a variety of services to our patients across the hospital. This service is extremely well received by staff, patients and visitors, and reflects the strength of feeling and support for Salisbury NHS Foundation Trust by many members of the local community. Volunteers gave assistance in two ways: either directly, or indirectly as a member of a voluntary group or local branch of a national voluntary organisation.

Board Assurance Framework – Strategic Priorities	Select as applicable
Local Services - We will meet the needs of the local population by developing new ways of working which always put patients at the centre of all that we do	<input checked="" type="checkbox"/>
Specialist Services - We will provide innovative, high quality specialist care delivering outstanding outcomes for a wider population	<input type="checkbox"/>
Innovation - We will promote new and better ways of working, always looking to achieve excellence and sustainability in how our services are delivered	<input checked="" type="checkbox"/>
Care - We will treat our patients, and their families, with care, kindness and compassion and keep them safe from avoidable harm	<input checked="" type="checkbox"/>

People - We will make SFT a place to work where staff feel valued and are able to develop as individuals and as teams	☒
Resources - We will make best use of our resources to achieve a financially sustainable future, securing the best outcomes within the available resources	☒

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Voluntary Services works alongside the Organisational Development and People Department formally known as Human Resources Department enabling it to be involved with issues around the Trust and to keep up to date regarding changes to recruitment procedures. Jo Jarvis continues in the role of Manager and the Administrators post is held by Joshua (Josh) Clack who is on a fixed term contract until Mid-August 2018.

Voluntary Services has continued its support to the Hospice Volunteer Coordinator Elaine Willman, and we have worked together to ensure that volunteers at the Hospice feel a part of the hospital and not out on a limb and forgotten.

Applications. In the twelve months to 31st March 2018, 170 applicants applied to be a volunteer; this is an increase of approximately 30 applications from the previous year. 25 applicants who returned their form later changed their mind or were refused a placement due to either health checks or Disclosure & Barring checks. 126 new applicants started during the year and 19 applicants are currently completing their recruitment paperwork.

Trust Membership. All volunteers are given the opportunity to join the Foundation membership. The number stands currently at 218 members who are volunteers. Many volunteers have joined the membership as a member of the public rather than as a volunteer so we understand the real number of members who are also volunteers is higher.

Volunteer Governor. Pearl James has provided valued support to Voluntary Services and all the volunteers. Her first term of office to due to end May 2018 and it is believed her intentions are to stand for a second term if elected.

Staff Awards. Volunteers are included in the annual Staff Awards. The winner can be either an individual or a team of volunteers. The judging panel consisting of Pearl James (Volunteer Governor) and Nick Marsden (Chairman) and Colette Martindale who decided on the winner and who should receive Highly Commended.

The winner was Melvin Waterman (known as Lofty). Lofty is a Main Entrance Volunteer Guide who helps patients, visitors and staff find the department required and will even walk that person to the department to ensure they arrive. Lofty is always keen to help with any

one off projects such as the Staff BBQ last year and also the Ward Evacuation Training sessions. He is always keen to support Trust initiatives.

Adrienne Rawlings received the Highly Commended award. Adrienne volunteers twice a week on Radnor Ward, she helps by supporting the family of patients who may be going through some very difficult times. She will walk the hospital to collect items required by the ward, and she also helps to keep the staff in 'check'! Nothing is too much trouble for her and the ward thinks she is lovely.

Stay With Me Volunteers. In partnership with Sandy Woodbridge, Dementia Lead, we recruited 13 volunteers to sit with patients to help improve their mental wellbeing and to build confidence and self-esteem of patients, particularly those at risk of falls and who are confused. They have been provided with training on Dementia, and listening skills, and are able to signpost carers to relevant organisations for information and support.

Main Reception Volunteers. We recruited a small number of volunteers to 'man' the main reception desk. Their primary role has been to answer queries such as 'where can I get ...?' 'Who can help me with ...?' They have also been able to signpost the patient/visitor to the relevant people and department working in conjunction with our hospital guides how have continued to escort patients and visitors who are lost to the appropriate departments and wards as necessary. This has worked well but not without its resistance from some guides; we continue to lookout for other suitable volunteers to cover the available slots

Winter Pressures. I would like to highlight that our volunteers really stepped up to the mark during our winter pressures. They responded to our call for help either by taking on additional shifts in their area, or by adding a shift in an unknown area with many cancelling personal arrangements to fit us in to their busy schedule. With the Pharmacy department this led them to look at whether they could use volunteers full time to deliver drugs to wards in a more timely manner, they now have a small team of volunteers covering half the available sessions, and hoping to fill the vacant sessions soon.

Work Experience. We provide placements to pupils aged 14 and 15 in non-clinical areas, whilst those aged 16 and over can apply for clinical placements. We also provide placements to mature students who are contemplating a career change. All applicants attend an interview with the VSM Manager together with a member of staff from their placement of choice. If successful a 5 day (Monday – Friday) placement is offered. Placements become very competitive as several applicants are seeking the same placement at the same time.

We provided placements for 52 students in over 23 locations around the Trust. We would like to say 'Thank You' to all the wards and departments who agree to take Work Experience students.

Careers & Further Education Fairs. The VSM has continued to attend careers fairs held within local schools, colleges and the What's Next – Future Choices Fair at the City Hall in Salisbury. This gives us the opportunity to provide students with information regarding a career in the NHS and also on how to become actively involved through work experience and volunteering.

Volunteers Events. The Volunteer's Day was held on Friday 7th July 2017. The volunteers had the opportunity to bring a guest, whether that was their partner, friend or neighbour.

The numbers present at this was lower than in previous years and believe it was just the timing of it. The Volunteers Christmas Party was held in December. This was standing room only and it was lovely to see so many volunteers present. These events give the Trust a chance to say 'Thank you' to all the volunteers and an opportunity for the volunteers to meet with other like-minded people who help us.

The next volunteer's day is to be held on Wednesday 6th June 2018, from 2.00pm – 5.00pm for afternoon tea on Level 5. This year we will be presenting volunteers with Long Service badges, recognising those who have completed 5, 10, 15, 20, and 25 years' service. Board members would be very welcome to attend to meet some of our volunteers.

HelpForce are a new organisation working in partnership with The Kings Fund and Pro Bono Economics and are bringing together volunteers, charities and the NHS to provide better care by focusing initially on pathways through hospital settings. They plan to explore initiative new roles that volunteers can play to make the NHS work even better for us all. They are already working with 5 pilot Trust who are each developing local HelpForce projects to develop, test and measure new volunteer-centered interventions. We have a meeting with HelpForce (Paul Hargreaves (OD & P), Cara Charles-Barks (CEO), Carol Read (Innovations), and Jo Jarvis (VSM)) on Wednesday 9th May 2018 with the aim to be included in the pilot trusts. If successful, the backing from HelpForce could lead to the development and improvement of volunteer's roles across the Trust.

Conclusion

Voluntary Services Department is fortunate to have the full support of the Chairman and the Board members, and we would like to thank them for their support.

The number of volunteers currently registered with the Trust stands at 703.

The dedicated work and support the volunteers give can only go on with the support they receive by the Trust and the staff within it. In our challenging times we must not underestimate the support volunteers can bring to us. I would like to offer my thanks to all the staff and I would like to personally thank all the volunteers, both individual and those attached to voluntary organisations for their commitment and tireless support for the Trust.

VOLUNTARY SERVICES DEPARTMENT SALISBURY DISTRICT HOSPITAL

The following provide details of placements and locations within the Trust where Volunteers assist patients, visitors and staff.

The Volunteers

Our Volunteers gave assistance in two ways: either directly, or indirectly as a member of a voluntary group or local branch of a national voluntary organisation.

Direct Voluntary Staff

Direct volunteers enhance the services provided to patients, visitors and staff by providing help to particular wards or departments. There are many ways of offering voluntary help and many different areas to work in, for example, ward work, helping out at an out-patients department, and guiding patients and visitors around the hospital. Volunteers also offer help to one-off projects. There are volunteers in approximately 30 different locations within the Trust.

Other Volunteers and Voluntary Organisations

The groups that are active within the Trust cover all types of work, including ArtCare, Radio Odstock, Floral Societies, Pets as Therapy, the League of Friends, and the 'Stars' appeal.

These bodies play a vital part in the everyday functioning of the Trust, and of course are an essential lifeline to patients and visitors alike.

Their Services

The following gives a brief outline of the various services provided by both our individual volunteers and those members of the voluntary groups involved in Trust departments during the past year.

ArtCare

ArtCare have 11 volunteers who are professional artists who give their time to offer patients the opportunity to 'have a go' at art in hospital.

Audiology

Audiology has a volunteer who is able to help in the office and to change batteries and carry out minor cleaning to hearing aids received in the post.

Changing Faces

A volunteer, who is a highly trained individual, provides therapeutic hand care and cosmetic camouflage to patients. This service is greatly appreciated by the patients within plastic surgery.

Pets as Therapy (PAT)

Pets within the hospital make a huge difference to every patient they visit. They provide, and open up channels of communication between patients. Staff and visitors also like to offer 'affection' to the pets. We currently have just 4 dogs who visit patients with their owner and we are currently recruiting new owners/pets.

Cancer Services/Breast Reconstruction

Cancer Services currently has a volunteer who help the department by locating, collecting and preparing patients notes ready for the MDT teams. This process can be very time consuming and their help is invaluable to the team. They also have a couple of volunteers who help with the Breast Reconstruction Advice evenings.

Chaplaincy Visitors

The Chaplaincy is supported by 30 volunteers who are able to offer comfort, prayers and other spiritual support to patients at their bedside.

Clinical Psychology

The Clinical Psychology department have 4 volunteers who help with the delivery of their 'Engage' project. They have been providing our patients with stimulation and interaction through memory puzzles, discussion groups and reading. More cognitive stimulation and social interaction can help alleviate some of the problems that older people could face when they leave familiar surroundings to come into hospital and provide a more interesting and therapeutic environment for them. Sarah Homer now leads on this project and has taken over from Antoinette Broomfield.

Christmas Carols/Father Christmas

Choirs/bands visited the hospital to entertain the patients, visitors and staff on the run up to Christmas. Their visits are a pleasure and bring a smile to everyone's face.

Father Christmas visited the hospital together with Mrs Christmas and their two elves. They came on Christmas Day and supplied gifts to patients on, Burns Unit, Sarum, Maternity, and NICU, Laverstock and Radnor Ward. A special gift was left for the first born baby on Christmas Day, and every patient, visitor and sibling were presented with gifts. Reeves the bakers in Salisbury donated large Christmas cakes which were left with each of the wards.

Discharge Lounge

Volunteers provide refreshments for the patients whilst they wait to go home, as well as collecting prescriptions and getting lunch for them if necessary.

Floral Societies

Seven local floral groups provide us with a beautiful floral arrangement each week in the Chapel. Patients, visitors and staff welcome and appreciate these delightful floral arrangements.

Fundraising

Dave Cates, the Director of Fundraising together with his team of administrators continue to receive support from approximately 33 volunteers who work tirelessly raising funds. The Stars Appeal is attracting great interest and volunteers are embracing the campaigns with great vigour.

Horatio's Garden Friends

'Horatio's Garden at the Spinal Unit has 82 volunteers who help maintain the garden. In addition volunteers also provide patients on the unit with someone to sit and chat to, play games, read, and to help patients with gardening tasks. Volunteers have received wheelchair and bed moving training enabling them to take patients from the unit out to the garden. Activities are planned for the coming summer to ensure that the garden will be a social area for people to meet.

Hospice/Palliative Care

The Hospice has approx. 106 volunteers who offer a vast array of support to patients, visitors and staff. They also support the Day Centre and fundraising events. Elaine Willman now coordinates the volunteers and has worked well with Voluntary Services to ensure their volunteers receive appropriate training specific to their needs, and that recruitment is carried out correctly in a timely manner.

Hospital Guides/Self Check-In

This service always receives positive feedback from members of the public. We have a team of 20 dedicated and fit volunteers who assist our patients and visitors who enter the hospital by either directing them to the location of their appointment or to help them use the Self-Check-in screens. It has been known for them at times to help staff, and save them from getting lost!

Library Services (Staff)

The Library volunteers provide an excellent service helping to shelve books, photocopy and undertake other varied tasks within the staff library.

Lung Exercise and Education Programme (LEEP)

LEEP has a volunteer who assists the team by attending the courses for patients with severe respiratory issues. She provides careful encouragement and praise during the structured exercise sessions to the patients and that well earned 'cup of tea' at the end.

Pharmacy

Pharmacy already had 2 volunteers who helped to 'serve' the customers on the front desk and also help with the stock deliveries and returns. Volunteers will also deliver urgent stock to wards. During the winter pressures they had a team of volunteer 'runners' to deliver drugs to wards for patients who were waiting to be discharged, aiding to speed processes up. They have continued with this model and they found it very beneficial and they now have a total of 8 volunteers who assist them.

Readership Panel

Our readership panel volunteers provide an invaluable service by reading the information leaflets that are designed to be given to patients, making sure they are understandable and jargon free. The panel is made up of ex-patients, current patients and other interested parties and have all taken a course on 'plain English'.

Radio Odstock

Radio Odstock have 22 volunteers providing live and recorded programmes to our patients. They are currently looking at ways of improving their listening numbers and bringing their service more up to date.

Recycling

A team of 18 volunteers collect all unwanted furniture, equipment and office sundries such as desks, filing cabinets, folders, and box files. They repair some items to enable them to be reused; items that are beyond repair are dismantled, parts which have a scrap value are sold rather than being disposed of. With the departure of staff member Catherine Walsh the volunteers continued to keep the department running but not without it challenges. We are pleased to learn that a member of staff is being recruited to support and manage the volunteers/department.

Salisbury Hospital League of Friends (LoF)

The League of Friends continues to support the Trust. Their traditional sweets continue to be a hit with everyone. They have again been able to provide the Trust with the funds required for additional equipment for a number of projects.

Schools in the Community Volunteers

We received applications from sixth form students from various public and private schools within our local area who wish to volunteer. Many of the pupils have expressed a wish to pursue a career in healthcare, and attend once a week during term time to gain experience working within our Trust. Pupils are always polite and committed to their placement, staff and patients are always pleased to have their company.

Spinal Unit

There is a close working team of 39 volunteers who provide an integral service to the patients and staff on the Unit. Volunteers very often become a befriender to patients as they can be some distance from their home and their relatives, and provide an important service at mealtimes feeding patients or preparing/cutting their food.

Trade Unions & Staff Associations

We continue to have a good relationship with the Trust's Trade Union and Staff Association representatives, who are very supportive of the department's work.

Ward Helpers

A large proportion of our volunteers provide support to our patients during their stay in hospital. The volunteers provide a friendly face to the patients and staff throughout the ward, offering conversation, refreshments, assistance at mealtimes, and non-clinical 'tender loving care'.

Wessex Rehabilitation Unit

Wessex Rehab has 11 volunteers who help patients using the workshop. They create a number of products which they sell, and are able to produce wine racks, house name/number plaques and stools, and engraving to a range of materials. They are also able to produce specially commissioned items, and have produced a number of staff badges and door signs for the Trust.