

**CLASSIFICATION**  
Unrestricted

		<b>item:</b>	SFT4049
<b>Date of Meeting:</b>	07 June 2018		

<b>Report Title:</b>	Voluntary Services Annual Report
<b>Status:</b>	<b>Executive Sponsor</b>

**(presenting):** Glennis Toms, Jo Jarvis attending to present :

For noting
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<b>Executive Summary:</b>
As at 31 <sup>st</sup> 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.

<b>Board Assurance Framework – Strategic Priorities</b>	Select as applicable
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**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

<b>People</b> - We will make SFT a place to work where staff feel valued and are able to develop as individuals and as teams	
<b>Resources</b> - 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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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

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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

## 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.

### 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 50 volunteers

### 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

### 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.