

Nurturing and Growing Our Volunteer Workforce

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Volunteers and Companions in ABUHB

Feedback from our wider population

Feedback from patients

Feedback from relatives and friends

Feedback from staff

Feedback from volunteers

Feedback from Helpforce, regulators, external bodies

"What matters to me"

Service Change

Wider Determinants of Health

The Beginning *(A Prescription for Loneliness)*

- Loneliness: A Public Health Issue



Growing Volunteering Through the Life Course

Multigenerational

- Children and Young People (schools, colleges, YOT's etc)
- Adults
- Older Adults
- **Opportunities for all**

*"I want to
be a
dementia
nurse"*

Workforce
of the
future



Older
people
maintaining
skills

Life Course Approach - Inclusion

Children and Young People

Adults

Older People



Volunteering Benefits

Sense of Worth/Feeling Valued/Self Esteem

Sense of Belonging/Community/Life Satisfaction

Learning New Skills/Employability

Reduced Volunteer Loneliness

Increased Self Confidence

Making a Difference



Our wonderful volunteers 🙌 Barbara from CHAaT, Rupert and Anthony are at Ysbyty Ystrad Fawr hospital celebrating #VolunteersWeek2019 . Thank you for everything you do. You make a huge difference 🙌 @Kat1702Kt @justaniklepixie @martineprice1 @AneurinBevanUHB @BevanChc



4:01 AM - 6 Jun 2019

- **"People need people.**
- **What many people are struggling with is a sense of purpose in their lives.**
- **People need to feel needed"**

- Hugh Irwin
- (Previously Head of Thrive At United Welsh)

Investing in Volunteer Training

(**Tailored** to suit the
volunteer audience/role)

Volunteering Role (**Values and Beliefs**)

Compassionate Communication

Equality, Diversity, Inclusion, Safeguarding

Infection Control

Welsh Language, **British Sign Language**

Lone Working

Moving and Handling (where required)

Dementia Friends & **Digital** Training

Volunteer Support & Maintaining Morale

ABUHB Dedicated Volunteer Team who offer:

Introduction to Area

Companied Induction

Placement Review

Buddy/Point of Contact/Wellbeing Checks/Listening Events

Supervision

Involvement at all points e.g., views on new roles, offering new roles, on Stakeholder Panels

Expert By Experience Groups

Group Email **Communication**

Psychological **Wellbeing** Support, access to immunisations etc

Out of Pocket Expenses

Annual Training Updates

Celebration Events, award nominations, letters of **thanks**



Our Current Volunteer Roles



Hospital Ward
Based Volunteers

Community
Befrienders

Telephone
Befrienders

End of Life
Companions

Dementia
Companions

Digital
Companions

Play Volunteers

Mental Health
Wellbeing
Volunteers
(Woodshed)

Therapy Dogs

Babbi Volunteers

Welcomers

Hear in Your
Community

Cardiac Rehab
Buddy Volunteers

Breastfeeding Peer
Support

Arts and Craft
Volunteers

Adult Mental
Health Support
Volunteers

Faith Volunteers

Neonatal
Volunteers

Recovery Through
Activity Volunteers

Patient Experience
Volunteers

Mass Vaccination
Volunteers

Friendship Clubs
(Volunteer Led)

Ukraine
Resettlement
Volunteers

Seldom Heard Voices (**Experts by Experience**)

Volunteer Recruitment/Peer Support

LGBTQ+

Ethnic Groups

People/Carers Living with Dementia

Welsh Speakers

People with Additional Learning Needs

Religion and Spirituality

Additional Training/Opportunities

- Cultural Awareness
- British Sign Language Conversational Training
- Active Offer (Welsh)
- Learning Disabilities Internships





Partnerships

- Shared Volunteer Vision

- Partnerships Driving **Innovation**

**End of Life Companions
Volunteer To Career**





Could you hold the hand of a stranger?



Some people who come into hospital may not have anyone to visit them.

It may be because they have no family, or they may have friends and family who live far away or who can't be with them all the time.

Sadly, this means that some people may die without someone holding their hand.

Could you be a Companion to them?

Aneurin Bevan University Health Board are working with Marie Curie and Helpforce to develop an end of life Companion Volunteer Service.

Spending time with patients and their relatives, we are looking for compassionate Companion Volunteers to provide emotional support, a listening ear and to simply be there for people at this difficult time.

In return we will offer you:

- An exciting opportunity to be part of an innovative service that will make a real difference to people

End of Life Companions

(Helpforce and Marie Curie)

Governance Framework



Volunteer to Career (Helpforce)

People who may not hold, or are unable to gain, a formal care qualification but have a passion for supporting people and seeking paid employment

- 3 Month **Volunteering Placement**
 - Mentorship, training and support
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- **Volunteer to Career Pathway**
 - Opportunities across areas
 - Supports Organisational '**People Plan**'

Wellbeing Assistant Role

Direct and in-direct support

Accessing facilities and amenities on the ward and wider hospital site (running)

Providing pastoral support to patients/signposting

'Monitors' for example, checking people have had drinks etc

Supporting patients to eat and drink (non- complex swallowing)

Accessing patients' belongings

Communicating with their families and friends, including the use of technology (e.g., I-Pads)

Supporting mobilisation/exercise

Providing meaningful activities, particularly for those requiring enhanced care

Working with volunteers to support a programme of activity for individuals in ward and departments

Going Forward:

New Volunteer Roles In Progress

Patient and Community Connectors

Navigators (In Hospital)

Refugee and Asylum Seekers Support

Theatre Buddy's

Befrienders in Care Homes

Peer Supporters

Corporate Volunteering

Sincere thanks to all our Volunteers whose compassion and dedication makes such a difference to people's lives everyday.



Thank you for listening

Any Questions?

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