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



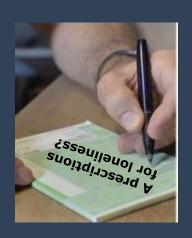














Growing Volunteering Through the Life Course

Multigenerational

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



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



- "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



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



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



- 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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