

Volunteers Services Annual Report 2015-16

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Executive Summary

Context

To provide the Trust with information relating to the Services provided by volunteers during 2015-16 and an overview of the developments planned for next year.

The Volunteer Services within University Hospitals of Leicester has just completed another year of maintaining the standards set by our Investing in Volunteers Quality Mark.

Volunteer Services have 659 active volunteers involved in supporting patients and their families within the Trust (this excludes Royal Voluntary Services and other organisations providing volunteers within our Trust).

Our Volunteer Services are developed and delivered in line with Trust overall objectives to ensure that the needs of patients are met, and consistently meet the standards required by the Trust values.

Conclusion

Volunteers are an invaluable resource within UHL. They are constantly seeking ways to improve the patient journey through our hospitals. They bring us feedback directly from patients and visitors and from their own observations. They action change often in the simplest manner – from fetching a chair for someone who is waiting in an area with no seating to requesting amendments to signage that patients are finding difficult to follow.

They continue to be the most flexible of people constantly adapting and developing their roles to meet the needs of the Trust and the patients who use our services. They recruit new volunteers for us – leading by example and promoting the value of volunteering within UHL to others who may want to join our team.

They continue to offer their help and support because they genuinely want to make a difference and we look forward to another year of involving them and valuing their contribution.

Input Sought

The Trust Board are asked to:

- Receive and note this paper for information
- Continue to support the services provided by Volunteers within the Trust

For Reference

Edit as appropriate:

1. The following **objectives** were considered when preparing this report:

Safe, high quality, patient centred healthcare	Yes
Effective, integrated emergency care	Yes
Consistently meeting national access standards	Not applicable
Integrated care in partnership with others	Yes
Enhanced delivery in research, innovation & ed'	Not applicable
A caring, professional, engaged workforce	Yes
Clinically sustainable services with excellent facilities	Yes
Financially sustainable NHS organisation	Yes
Enabled by excellent IM&T	Not applicable

2. This matter relates to the following **governance** initiatives:

Organisational Risk Register	No
Board Assurance Framework	No

3. Related **Patient and Public Involvement** actions taken, or to be taken:

Volunteers work across the Trust and provide invaluable feedback from a patients and public perspective upon services provided. The 'Message through a Volunteer' allows patients to give anonymous feedback to the Trust on experiences of care.

4. Results of any **Equality Impact Assessment**, relating to this matter:

The volunteering team work closely with the Equality Manager to explore the equality impact of how and where volunteers work across the trust, constantly exploring innovative ways of ensuring anyone can volunteer.

5. Scheduled date for the **next paper** on this topic: Not Applicable

6. Executive Summaries should not exceed **1 page**. My paper does comply

7. Papers should not exceed **7 pages**. My paper does not comply



University Hospitals of Leicester **NHS**

NHS Trust

Caring at its best

Volunteer Services Annual Report 2015-16

Prepared by: Alison Reynolds
Information provided by Volunteer Services Team

Purpose: To provide the Trust with information relating to the Services provided volunteers this year and an overview of the developments planned for next year.



Overview

The Volunteer Services within University Hospitals of Leicester has just completed another year of maintaining the standards set by our Investing in Volunteers Quality Mark.

Volunteer Services have 659 active volunteers involved in supporting patients and their families within the Trust (this excludes Royal Voluntary Services and other organisations providing volunteers within our Trust).

Volunteer Services have responsibility for verifying volunteers from other organisations have followed an application process comparable to that of the Trust. We also check their DBS certificates and update them, and provide an induction training session for them

All of our volunteers wear a clearly identifiable aqua blue polo shirt and an ID badge which has greatly improved their visibility, raised the profile of volunteering and enabled people needing help to clearly identify a volunteer who may be able to support them.

Our Volunteer Services are developed and delivered in line with Trust overall objectives to ensure that the needs of patients are met.

Volunteers consistently meet the standards required by the Trust values.

Recruitment Process

All potential volunteers are first asked to join as Trust members. This gives them access to information about the hospitals and services and an on-going relationship with the Trust. This requirement has also increased the numbers of younger people joining the Trust as members.

A new process was introduced in April 2015 requiring potential volunteers to apply using an online registration of interest form. This enables us to screen applications and select those volunteers who show a good understanding of how they might be able to make a difference to patients within our trust.

Paper 'Registration of Interest Forms' are available for those who do not have access to the internet and there is also a facility for potential applicants to receive help with completing their form.

Of the 355 applications received online 271 were shortlisted and invited to recruitment and 173 attended recruitment sessions.

Recruitment was frozen from December 2015 to February 2016.



On-line applications re-opened on 1st February and a total of 41 applications have been received, of which 27 have been shortlisted for recruitment in March and 13 have been declined.

We are currently reviewing this process to determine whether it is the most effective way of recruiting committed volunteers to our Trust.

Placements

Once a volunteer has completed all of the necessary training and checks they will be offered a choice of placement within the Trust.

On average the placement time from being referred to completing final details and starting is usually within two weeks. Delays are usually due to volunteers not being proactive or less often to ward staff not being available to meet the volunteer.

Although the new tighter recruitment process has reduced the number of volunteers completing the training and checks and then not actually starting volunteering, there are still problems with some volunteers. The problems usually arise with young volunteers who find that their circumstances and availability are more difficult to predict.

This has influenced our action plan for this year to target older volunteers in our recruitment activities.

Volunteer Training

All volunteers complete an initial Induction training but many choose to enhance their volunteering by undertaking additional training after their initial six week review.

Training Session	No. Trained
Mealtime Training	120
Dementia Champions	54
Older Peoples / Falls Awareness	36
If Looks Could Kill	20
RESUS Training	33



Volunteer Roles

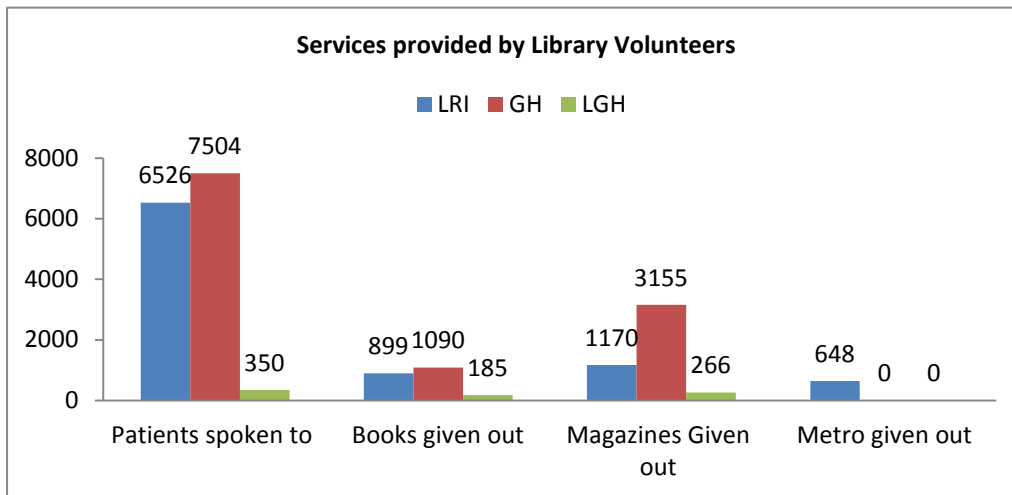
Library

During the past year we have recruited a total of nine new Library Volunteers, three at Glenfield Hospital and five at Leicester Royal Infirmary and one existing volunteer has transferred from another role at Glenfield Hospital. This means that all the rounds on these sites have three volunteers and therefore can still run even if one volunteer is away. We also have two excellent volunteers in other roles that are happy to cover at these sites should we need them.

We now have the Metro delivered to the Leicester Royal Infirmary and the Library Volunteers take these papers these on their rounds. These have proven to be very popular with the patients particularly as the newsagent's trolley service doesn't operate on all wards.

A number of patients at the Leicester Royal Infirmary requested age appropriate colouring books over the last few months so we have added these, along with colouring pencils and felt tips to the library trolleys at all three sites to see if they are popular.

In total our library volunteers have spoken to **14,380** patients, handed out **2,174** books, **4,591** magazines and **648** Metros.



The library volunteers provide contact with patients regardless of whether they want a book often identifying the need for other volunteer services to be provided for that patient such as a visit from the hairdresser.

During the year we have had a number of large donations. The Ulverscroft Foundation donated £2,000 worth of large print paperback books as well as a number of large donations from their standard print section. We have also received a sizable donation of audio books on cassette which are great for any patients that struggle to read. We purchased cassette players for patients to borrow so that they can play these books.



Forget-Me-Not Volunteers

We introduced a record sheet this year to enable us to monitor Forget Me Not Volunteers:

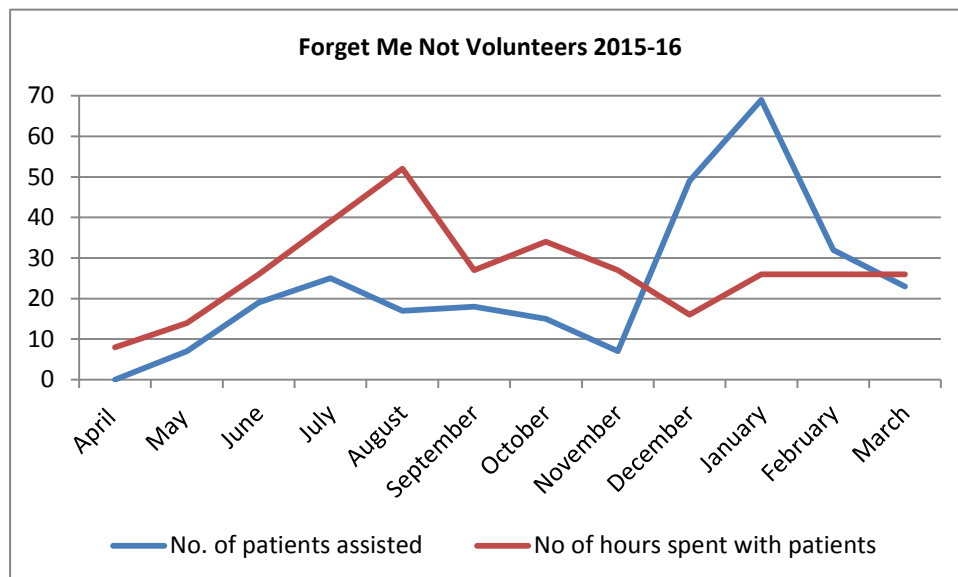
- Types of activities with patients
- The wards they help on
- Number of hours they spend helping patients with a dementia.

Activities in order of prevalence:

- Talking/reminiscing
- Music/singing
- Listening to music/stories
- Mealtime help

Forget Me Not Volunteers also help with afternoon teas and other events organised by the Meaningful Activities Facilitators. This allows a relaxed, social environment which seems to promote eating and drinking even with patients who have been struggling with this. Arts and crafts are used regularly often to promote special events throughout the year such as festivals or special activities.

The chart below shows how many patients have been helped and how many hours volunteers have given to do this.



Ward Based Volunteers

All ward Based Volunteers receive mealtime assistant training and basic food hygiene and are asked to arrange their volunteering with the ward to cover the times where their skills can best be utilised.

The mealtime assistant training has been developed to include essential food hygiene information and some practical input from Interserve relating to the meals service.

We have tried to resolve some previously identified problems relating to non-attendance of volunteers and lack of staff engagement and awareness of volunteers by introducing:

- Volunteer Signing in folder on each ward/area
- Volunteer on six week review programme
- Link volunteers into PE nurses on Older Peoples Wards

The folders are issued to each ward/area and are identical in appearance. Signing in sheets are collected each quarter. **ALL** volunteers accessing ward are asked to sign in and out. This creates a record of the actual number of volunteer hours given to each ward and the type of volunteers visiting each area.

The six week review cards ensure that a member of ward staff signs for the volunteer each time they attend and encourages attendance and communication between the ward and the volunteer. It also encourages the volunteer to complete a reasonable period of volunteering in an area allowing them to 'settle in' and feel like they are contributing to the ward and are part of the team. This can be an important factor in whether they continue volunteering.

At the end of six weeks we contact the ward for specific feedback about that volunteer and meet with the volunteer to discuss their voluntary placement. At this point the volunteer will be offered additional training (Older People's Champion, Dementia Champion, etc.).

If the placement is suitable for all parties then the volunteer will remain in that placement if not they may be offered an alternative.

Sometimes if attendance has been poor they are placed on a second six week review.

Volunteers can accrue hours towards award certificates. They have green cards that need signing by the ward on each attendance.

All of these incentives can encourage volunteers to complete a programme of volunteering that is mutually beneficial to both themselves and the Trust.



Of the **226** placements made this year **132** have been Ward Support/MTA roles. The table below shows the areas where volunteers are placed.

Role	LRI	LGH	GH	SMBC
Anthony Nolan Cord Blood	1			
Blood Test Centre		1		
Breast Feeding Peer Support	1			
Chaplaincy Volunteer Visitor			1	
Chaplaincy Wheelchair Pusher	1			
Clinics (breakdown below)	7	3	4	
Emergency Department	5			
Forget Me Not	10			
Library	6		4	
M&G	13	1	2	
Macmillan Information Centre	3			
Midwife Research	1			
Patient Visitors	9	1	2	
Psycho-oncology	1			
Radio Fox	1			
SALT Support		1		
Survey	1	2	1	
TAA	3			
TFAT	1	1	1	
VALE project	1			
Ward Support/Mealtime Assistant	80	28	13	1
Total for Each Site	145	38	28	1

Breakdown of clinics:

Clinics	LRI	LGH	GH
Anti Coag			1
Cardiac Rehab		1	
Diabetic		1	
DVT/TIA	3		
Hearing Services	1		
ICD Cardiac Rehab			3
Ophthalmology OPD	1		
Radiology		1	
Radiotherapy	3		
Total for Each Site	7	3	4



Patient Visitors

This year we were able to recruit 12 new Patient Visitor Volunteers although we did have had eight sadly leave for various reasons.

The patient visitor handbook has been produced in conjunction with existing patient visitors offering support and guidance about visiting patients was introduced in 2015.

Patient visitor training including communication skills and dealing with difficult situations was introduced to give support to this group of volunteers.

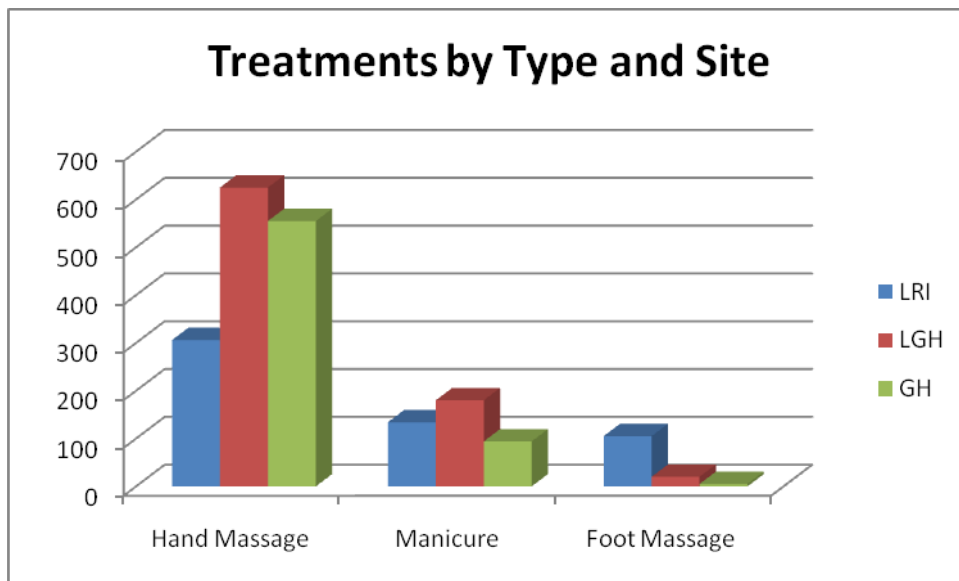
Record sheets are now completed by patient visitors recording which wards they have visited enabling a better spread of visitors across the sites and helping to identify areas requiring support.

During this year 2,975 volunteer hours were spent visiting patients.

We plan to increase the number of patient visitors across the three sites and also the number of visiting hours.

Time for a Treat Service

The Time for a Service has 24 volunteers across the three sites who delivered a total of 2,011 treatments:



Training sessions to new volunteers (including those who provide treatments as an additional service within their roles):

Session	No. Trained
Hand Massage	13
Manicure	6
Foot Massage	1
Total Sessions	20

Look Good Feel Better Workshops

These workshops offer ladies who have a cancer diagnosis and are undergoing treatment. Each participant receives a gift bag of donated products and a chance to try different techniques for make-up especially following treatment which may have resulted in hair loss and skin changes.

Adult workshops	16
Teen workshops	2
Total patients attending	192

Because hand massage training has been delivered to other Trust volunteers, including patient visitors, ward supports and Forget Me Not Volunteers, we have been able to expand the service to include 11 extra wards across the three sites.

Hairdressers

There are seven hairdressing volunteers all based at the Leicester Royal Infirmary.

Over 220 patients both male and female, have received the services of the hairdressers from shaving heads to blow drying and curling.

Currently only seven wards are regularly covered, with all of these displaying posters advertising the services. Patients, visitors and staff can all request a visit from a hairdressing volunteer in advance or just ask them on the day they are on the ward. There are many other wards who would welcome the support of the hairdressers and we continue to try and recruit additional volunteers to enable us to expand the service to meet the need.

Extra Activities

- Time for a Treat delivered hand massage at a Bereavement Event at the Leicester General Hospital
- Mini manicure and hand massage at MacMillan Cake Sale in Osborne Reception.
- Time for a Treat was also represented at a cancer awareness event at Leicester Town Hall where we delivered hand massage.



- Look Good Feel Better was the chosen as the 2015 Charity for Birstall Women's Institute after one of their Members attended a workshop and nominated us. They managed to raise over £2,000.
- Time for a Treat delivered hand massage at a Pancreatic Cancer Awareness Day held in Scraftoft

We have been invited back to several of these events for this coming year.

Some patients donate to the service and this year donations have been received to the value of £148.40. In addition to this we received a donation of £2,000 from the Birstall Women's Institute, who chose Time for a Treat as one of their members had received the service whilst undergoing treatment at the Leicester Royal Infirmary.

Survey Volunteers

The Survey Volunteer role was developed for volunteers in 2013 to support the Trust in gathering information on the experience of patients using our services. The role involves speaking with patients, supporting the Trust's patient survey and other activities aimed at gathering patient feedback.

These volunteers have a specific interest in surveying and are supported and coordinated by the Patient Experience Team.

The small team of eight survey volunteers coming in each week and have helped to gather feedback from patients on a number of topics.

We also have 239 volunteers who regularly volunteer in another area but who are happy to be contacted to help out with surveys when needed as an additional activity.

Between them they have carried out more than **1,800** patient interviews this year. Although surveying initially began using paper forms, in 2015 volunteers embraced a new electronic method which allows quicker access to data collected.

Emergency Department Volunteers

We have recruited six new Emergency Department volunteers this year but have lost two bringing the total to 12 volunteers attending once or twice a week. This means that evenings and Saturdays are the only times when we have no volunteers in this area. Going forward I would like to get at least three volunteers per day attending so that morning, afternoon and evenings are all covered seven days a week.

These volunteers need to have a special skill set and we only place volunteers here who have previous relevant life or work experience.



Their role is varied and unpredictable from sitting with relatives whose loved ones are in RESUS, to handing out tea and sandwiches to patients, or accompanying people to other departments for treatment or tests the volunteers are always fully engaged and involved with supporting patients and enjoy the unpredictability of the role.

In September 2015 this group of volunteers were awarded the Caring at its Best UHL Trust Volunteer of the Year Award.

Chaplaincy

The Chaplaincy Service continues to be an area of the Trust that involves many volunteers in delivering its services to patients and their families.

Currently there are a total of 82 chaplaincy volunteers across the three sites taking three separate roles within the service. These volunteers are from a range of faith backgrounds representative of our patients and the chaplaincy team. Some of the minority faith representation is provided solely by volunteers.

Active Volunteers	
Chapel Assistants	36
Chaplaincy Visitors	22
Chaplains Assistants	24

Between them these volunteers have provided a total of **3,873** hours of patient support up to end of February this year (no March totals yet).

Meet and Greet

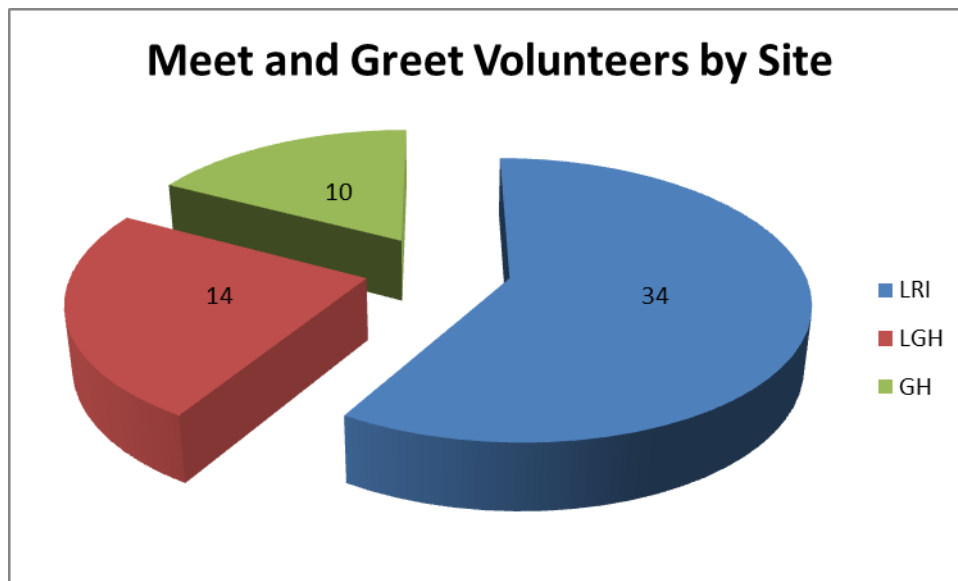
The Meet and Greet Volunteers at all three sites provide a much needed service welcoming, guiding and escorting patients and visitors to the hospitals. They also are involved in the arranging of other tasks such as collecting prescriptions, delivering flowers and cards to wards and searching for much needed wheelchairs for the reception areas.

This year we have introduced new fleeces, which are the same colour as the volunteer polo shirts and enable volunteers to remain visible and easily recognisable when outside of the building.

Volunteers help hundreds of patients and visitors each month to find their destination within our hospitals but until recently have only been available 8.00am-4.30pm Monday to Friday. The Leicester Royal Infirmary site can have up to six volunteers helping at the Balmoral Reception at any one time.



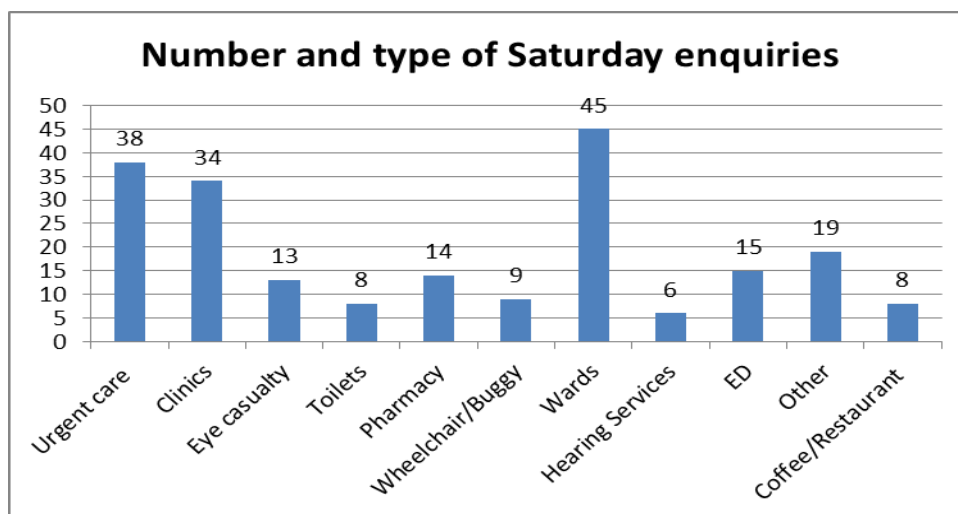
The physical changes at the Leicester Royal Infirmary, building work, relocation of clinics and access issues to many areas has resulted in an increase in the demand for volunteers to transport people in wheelchairs.



Saturday Meet and Greet Pilot

This year we have introduced a pilot service to try and ascertain the level of need for volunteers to support patients and visitors to the Balmoral Main Reception at the weekends.

We have recruited one very reliable volunteer who has been attending on a Saturday 10.00am-1.30pm. She has monitored both the number of people she has helped and the type of enquiries. This is to determine whether there is a genuine need to provide this service at weekends. The following chart shows a **4 week** average Saturday sample.



Buggy Service

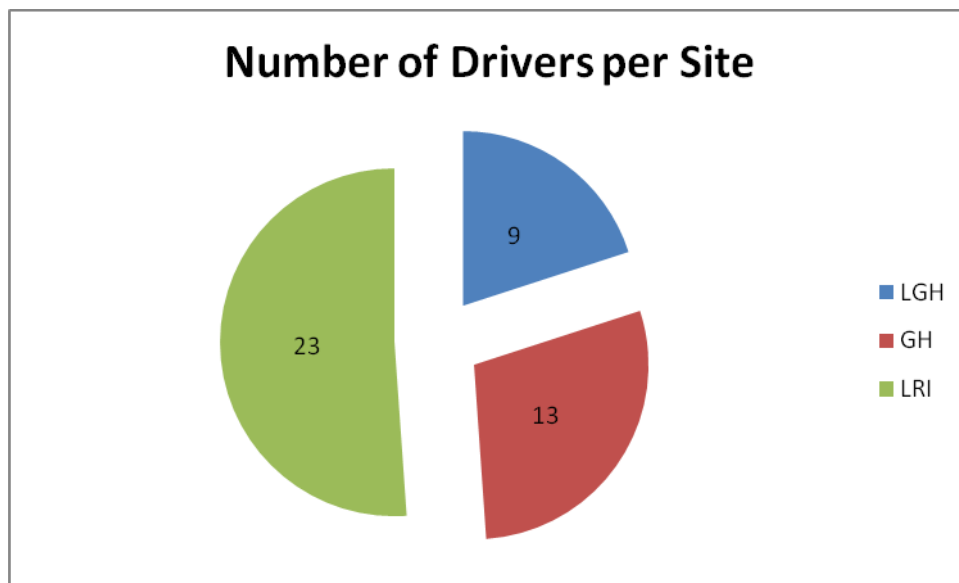
The Buggy Service continues to thrive and provide an invaluable service to patients and visitors to all three sites.

The service has been without a coordinator for some time but we managed to secure a six month secondment to enable the service to continue and for the following developments to take place.

A member of Volunteer Services Team, Lisa Crouch, took on the secondment and undertook and passed the Vehicle Operator Training.

The Buggy Coordinator and three others (one member of Volunteer Services staff and two volunteer buggy drivers) completed Train the Trainer Training (Training and Assessing Operators of Bradshaw Passenger Assistance Vehicles) delivered by Bradshaw in July 2014. They all achieved the qualification which is valid until July 2020.

This has enabled us to recruit and train **nine** new drivers during the secondment; **seven** have completed outdoor vehicle training and **three** Indoor vehicle training.



In addition the temporary coordinator has:

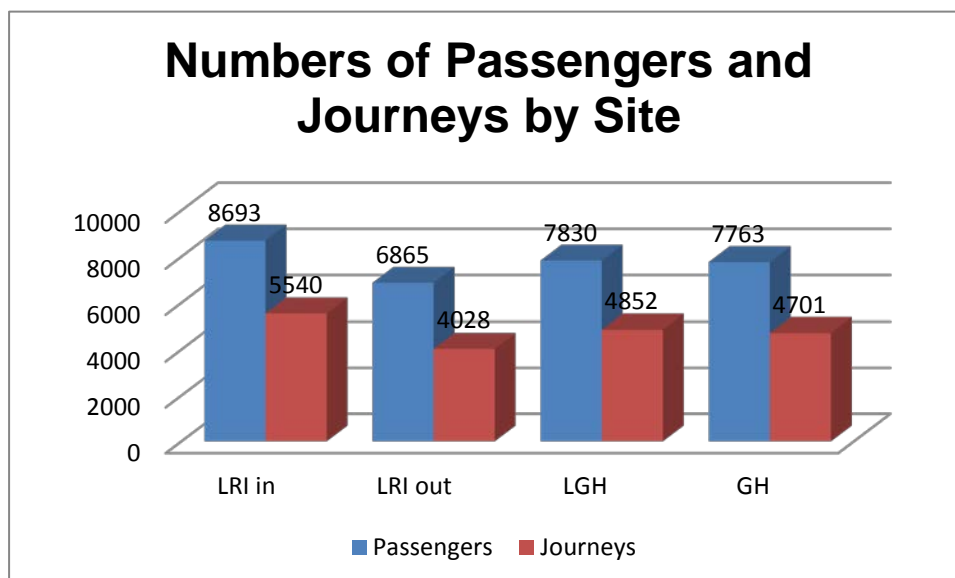
- Taken delivery of brand new Leicester Royal Infirmary buggy and registered it for road use
- Revised the driver handbook
- Arranged for drivers to access Winifred Street car park to allow them to start their shift on time



- Promoted the service by:
 - *Creating new updated posters.*
 - *Replaced large sign in Leicester Royal Infirmary reception to now display accurate information*
 - *Replaced out of date posters in clinics and public areas of all three sites*
 - *Distributed and updated posters and sent to GP surgeries*
 - *Distribution of flyers to all wards and clinics at each site*
 - *Arranged newly printed donation envelopes and business cards to promote professional image*
 - *Produced new updated livery stickers for each vehicle*

This year our Buggy Service received donations (envelopes available on each buggy) in excess of £2,000

This year our patient buggies driven solely by volunteers have carried a combined total of 31,151 passengers on 19,121 journeys around our hospitals



Valuing Our Volunteers

Although our volunteers are more than satisfied with a 'thank you ' and knowing that they have made a difference to the people they have helped we also try to show our appreciation in other ways.

Our annual Thank You Event in June 2015 was attended by around 300 volunteers who were treated to entertainment a buffet and a vote of thanks from senior members of staff within the Trust



Each edition of Together magazine contains volunteer stories and news. We try to feature individual or groups of volunteers who inspire others by their contributions and encourage new volunteers to come forward.

We made a short video about the value of volunteering to older people and how their involvement can benefit all concerned. The volunteers enjoyed telling their stories and we showed it at Leicester's Marvellous Medicine talk in January 2016.

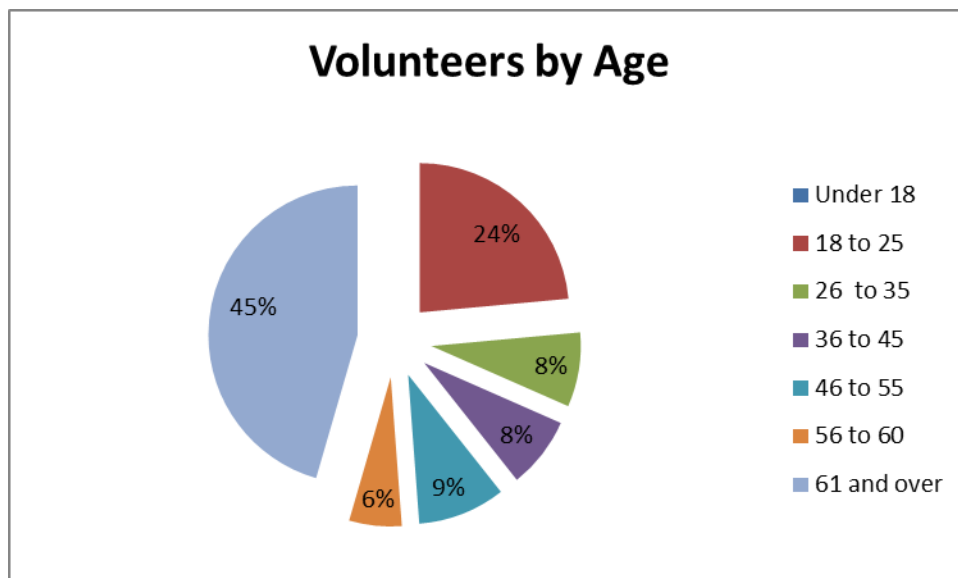
We also reward our volunteers with certificates recognising the number of hours they have completed within UHL. During 2015 the following Certificates were awarded:

No. of Hours	No. of Volunteers
50hrs	70
100hrs	24
150hrs	2
200hrs	3

Many other volunteers choose not to complete their signing cards and collect a certificate.

Proposed Actions for 2016-17

Although we have almost a 50% split of volunteers over and under 50 years of age the younger volunteers seem to be more likely to move on or be unable to commit to regular volunteering.



We consistently attract a higher percentage of younger volunteers for who we have a high throughput, poorer attendance and less hours of volunteering each week, and in total.

Recruitment

Our focus for recruitment this year will be on attracting older volunteers who offer:

- More life experience
- Regular commitment
- Longer period of volunteering
- Greater understanding of the needs of patients

By:

- Targeting groups of older people – talks
- Through membership – Medicine for Members Talk January 2016
- Together Magazine Article
- Volunteers Calendar
- Volunteer Video – ‘Never too old to Volunteer’

Volunteers in Community Hospitals Sites

Working in partnership with the Community Alliance to recruit and place volunteers in community locations to support the UHL services being offered there through the provision of volunteers.

New Emergency Floor and Department

Working to provide a team of volunteers to support the transition to the new Emergency Department, and the changes in Balmoral level one.

Also to adapt and develop the Buggy Service to meet the needs of the changing layout at the LRI and other sites and provide support to enable patients to access all areas safely.

E- Greeting Service

To update and develop the patient e-greeting service delivered by volunteers.

Investing In Volunteers

To continue to maintain the current high standards set by the Investing in Volunteer Quality Mark.




To re-visit all indicators required and ensure that improvements have been made to improve on any acceptable standards achieved during previous assessment.

Summary

Volunteers are an invaluable resource within UHL. They are constantly seeking ways to improve the patient journey through our hospitals. They bring us feedback directly from patients and visitors and from their own observations. They action change often in the simplest manner – from fetching a chair for someone who is waiting in an area with no seating to requesting amendments to signage that patients are finding difficult to follow.

They continue to be the most flexible of people constantly adapting and developing their roles to meet the needs of the Trust and the patients who use our services. They recruit new volunteers for us – leading by example and promoting the value of volunteering within UHL to others who may want to join our team.

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Caring at its best

