



NHS Tayside

ANNUAL REPORT FOR VOLUNTEERING IN NHS TAYSIDE

2017

Report No. G/18/103

Tracey Passway, Clinical Governance and Risk Management Team Lead

1. Introduction and Summary

This is an annual report for volunteering in NHS Tayside. NHS Tayside is committed to volunteering with around 1,000 volunteers providing a range of roles across acute services, in community settings and in people's homes. Well-embedded governance arrangements are in place for volunteering with a Volunteering Policy which was updated this year, a forum for Voluntary Services Managers to meet, a consistent process for recruiting volunteers and an agreed framework for evaluating the service. Plans for moving forward have been directed by recent publications including 'Realising Realistic Medicine' (Scottish Government, 2017) and 'A National Clinical Strategy for Scotland' (Scottish Government, 2016), also Government directives such as the response to the publication of Kate Lampard's report for the Department of Health: Themes and lessons learnt from NHS investigations into matters relating to Jimmy Savile (Department of Health, 2015).

2. Facts and figures in NHS Tayside

NHS Tayside has 858 'registered' volunteers on the national electronic Volunteer Information System (VIS) who are recruited directly by NHS Tayside to provide a variety of roles across acute services, in community settings and in people's homes. There is a natural turnover of volunteers, 87 applications are in progress, with currently 27 awaiting placement. In addition there are other volunteers who are not registered on VIS who support NHS Tayside including Public Partners, and volunteers who are registered with volunteer organisations such as the Royal Voluntary Service, the Chest Heart and Stroke Association, and the British Red Cross.

NHS Tayside is open to involving volunteers from a wide range of backgrounds, and provides additional support, including mentoring and peer support, as required. The diversity of the volunteer team is monitored through information routinely collected on gender, age, sexual orientation, disability, ethnicity and religion. This mechanism will identify any action required on the part of underrepresented groups, although at present it is felt that the composition of the volunteer team is relatively close to that of the local community.

From returned forms over the period October 2016 – August 2017 156 volunteers were recruited by NHS Tayside. 124 (79%) are female with 32 (21%) being male. For females, the highest proportion of volunteers comes from the 20-29 age group. For males, the highest proportion is by far the 60+ age group. A significant proportion of females (15%) are under 20 years of age and 22% are aged 20-29.

The number of volunteers within NHS Tayside who consider themselves to have a disability is 9 (6%) - 6 long-term illness, 1 sensory impairment, 1 learning disability and 1 other.

Volunteers described their ethnic origin as 88% of white origin, 6% Asian origin and 3% of black origin.

2.1 Volunteer Roles

There are a diverse number of roles for volunteers across NHS Tayside. Some of these are shown below. Volunteers complement the work of staff and are not used as a substitute for paid work.

Drivers	Peer support workers	Tai Chi
Breast feeding support	Spiritual care support	Art therapy
Complementary therapists	Craft sessions	Befrienders
Tea/coffee trolleys	Administration	Hand massage
Meaningful activities	Health information	Health Fund Shop
Welcoming/way finding	Obtaining feedback	Public Partners

2.2 Voluntary Service Managers

Seven Voluntary Service Managers (VSMs), who are employed by Tayside NHS Board, support Volunteering across Tayside.

VSMs within the Health and Social Care Partnerships are increasingly working with their social care colleagues who also have volunteer remits, and all VSMs are also linking more closely with third sector voluntary organisations.



Voluntary Service Managers receiving the Investing in Volunteers Award, left to right:

Alan Gibbon, Senior Chaplain
Susan Hamill, VSM
Tracey Passway, Clinical Governance and Risk Management Team Lead
Derek McFarlane, VSM
Linda O'Neill, VSM
Karen Thomson, VSM
Jane Laahs, VSM
Val Ewan, VSM
(Jimmy Orr, VSM, absent)

2.3 Where Volunteers Are Placed

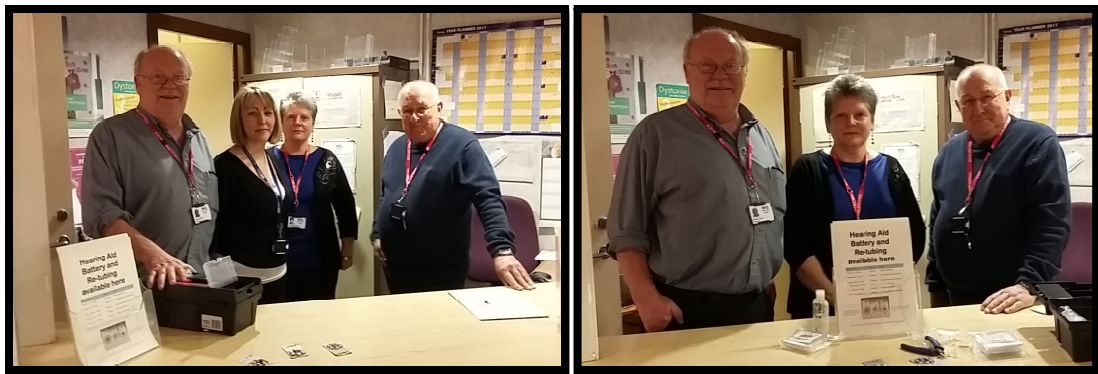
858 registered volunteers are supported by 7 Voluntary Service Managers (VSMs) and other staff, with management responsibility for volunteers, across acute services, each of the three Health and Social Care Partnerships, primary care and also Roxburghe House and Cornhill McMillan Centre. These VSMs support volunteers, staff and service managers and promote volunteering services across NHS Tayside.

369 volunteers are registered within Dundee, including Ninewells Hospital, Kings Cross Community Centre, Armistead, Royal Victoria Hospital, Roxburghe House, Glenlaw House, Kingsway Care, Dundonald Day Centre, Carseview Centre, Young People's Unit and Strathmartine Centre.

158 volunteers are registered within Perth and Kinross, including Perth Royal Infirmary, the Community hospitals, Cornhill McMillan Centre and the community.

272 volunteers are registered within Angus, and provide support within Stracathro Hospital, the MacMillan Daycare centres, Arbroath Community Hospital and Whitehills Community Centre.

65 volunteers are registered within 'NHS Tayside'; these volunteers provide roles Tayside wide including the Spiritual Care volunteers and breastfeeding buddies. There are 33 Public Partners.



NHS Tayside Health Shop Volunteers

2.4 Spiritual Care Volunteers

NHS Tayside Department of Spiritual Care offers volunteering within the hospital setting as well as within GP surgeries throughout NHS Tayside. There are currently 13 volunteers working in an inpatient setting with 15 within GP Surgeries. In Dundee volunteers have also been utilised to facilitate peer to peer volunteer support, leading to groups. Five volunteers are currently waiting to be placed and 13 are in training. Training for volunteers working in an inpatient setting has been reviewed in 2017, and volunteers have been part of that review process and in the future will be more actively involved in the support of new volunteers.

2.5 Young Volunteers

Younger people continue to come forward to volunteer looking for insight and experience of being involved in busy NHS environments. Volunteering can help improve communication and listening skills, self confidence and enable young people to meet new people and learn new skills. Young volunteers often volunteer to: support university applications; enhance CVs or improve employment prospects. NHS Tayside warmly welcomes the input of young people which undoubtedly enhances the experience for patients and families and supports staff.

2.6 Public Partners in NHS Tayside

Volunteers within NHS Tayside also include people who contribute to participation and engagement agendas. In particular these include the NHS Tayside Public Partners. Supported by the Public Involvement Team, these are people who give freely of their time to contribute to the development and planning of service changes. Whilst not providing a service, they are supported with induction and training in line with participation standards.

2.7 Volunteer Drivers

Volunteer drivers play an essential part of healthcare provision across Tayside. Roxburghe House in Dundee provides on average 100 single drives for patients per week. This is one aspect of volunteering that the NHS does rely on. For many people if they had to pay to attend appointments the costs would preclude them from accessing health services and compromise their health, particularly for services like dialysis or cancer therapies, when patients need to attend the hospital 3 or 4 times per week. If transport costs were provided by statutory services the costs would be phenomenal.

NHS Volunteer Drivers in Angus provide on average 48 single drives each week to Macmillan Day Care Centres. Voluntary Action Angus volunteer drivers now provide transport to hospital appointments for patients who cannot use public transport and have no alternative way of getting to their appointment; this service was previously provided by NHS volunteers.

The team of drivers within Perth and Kinross provide a valuable service throughout rural Perthshire for some of the most vulnerable patients thus enabling them to attend community support projects, hospital appointments, Anxiety Management and Psychiatry of Old Age group therapy sessions. During the recent interviews for the Investing in Volunteers re-accreditation drivers were happy to highlight the positive impact their voluntary involvement with local health services has on them.

Volunteers drove in excess of 16,000 miles taking patients to and from Day Care and for Cornhill Macmillan Centre appointments alone.

2.8 Peer Support Volunteering

Work has been ongoing this year to progress peer support volunteering in NHS Tayside. Three services have been prioritised: Renal, Parkinson's and Mental Health. There was already a well established breast feeding buddy support service which has expanded further in 2017.

2.9 Breast Feeding Peer Support

The Health Promoting Health Service (HPHS) and Maternal and Infant Nutrition Framework (MINF) require NHS Tayside to implement a breastfeeding peer support programme. Since 2007 a breastfeeding peer support buddy programme has been established which recruits, trains and supervises volunteers and complies with Investing in Volunteers (IiV) standards.

In April 2017 a Perth & Kinross volunteer co-ordinator was appointed, funded by NHS Tayside Community Innovation Fund and MINF, to help support Facebook enquiries and to establish and support breastfeeding groups in the community. 16 new volunteers have been recruited and trained and three new breastfeeding groups have been established in Perth & Kinross. This is an innovative approach to supporting local communities to support local mothers with breastfeeding.

In Dundee 10 new breastfeeding peer supporters were recruited in 2017 and trained to provide support to breastfeeding mothers in the postnatal ward in Ninewells Hospital. A closed Facebook page is also supported by the trained volunteers, offering out of hours support to breastfeeding mothers.

In Angus 4 breastfeeding peer supporters have been trained who provide on-line peer support via a closed Facebook page.

2.10 Renal Buddy Volunteers

This role, which was established several years ago, has provided an invaluable service to renal patients. The number of active volunteers has depleted and it was decided to re-launch the service. In partnership with the renal nurses and existing volunteers the role was reviewed. Information about the revival of the role was shared at the renal patient conference earlier in the year. A number of those attending were interested in hearing more about the role and becoming a Renal Buddy. An information afternoon brought around 15 people together to do this and a number of them are now going through recruitment and training.

2.11 Parkinson's Buddy Volunteers

In partnership with the national charity Parkinson's UK in Scotland, a Parkinson's nurse and a person with Parkinson's, a volunteer role has been scoped out. Initial work was done to establish the value of such a role. People with Parkinson's and their carers responded by saying they would value having someone to talk to about the condition at various times. To date 2 volunteers have come forward to be part of the pilot group. Recruitment and necessary training is now progressing. The initial pilot will run for 6 months then be reviewed. It is hoped to also recruit a volunteer who is a carer during the pilot. Providing support by both people with Parkinson's and their carers to people with Parkinson's and their carers will provide an all round enhancement to the service. Training for both of these initiatives will take place early in 2018.

2.12 Mental Health Peer Support Recovery Volunteers

In collaboration with Dundee Voluntary Action and the Scottish Recovery Network progress is being made to enhance support from mental health peer support recovery volunteers within inpatient settings, see section 5.3. The role of peer support recovery volunteers was raised at the Cross Party Group for Volunteering held in the Scottish Parliament and forms part of the current Mental Health and Learning Disability Service Redesign Transformation Programme; both local and strategic approaches are being taken to progress volunteering within mental health services.

2.13 Patient Feedback Volunteers

NHS Tayside currently has students volunteering to obtain feedback from patients after they have been discharged, over the telephone, and share this with clinical teams. There are currently 15 patient feedback volunteers covering 15 inpatient wards across Ninewells and Perth Royal Infirmary to collect feedback. The wards are finding this feedback invaluable and having an enthusiastic and committed volunteer to collect this has ensured the feedback is available and collected on a routine basis. Improvements wards have made in response to feedback have been reducing jargon when talking with patients; giving time for patients to clarify plans for when they leave hospital; checking in with patients to ensure they and their families are aware of, understand and feel involved in the decisions about their care and treatment.

Also in 2017, spiritual care volunteers supported NHS Tayside to test methods of obtaining patient feedback from patients with cognitive impairment. There were seven methods that were used during the testing phase and the volunteers participated in refining the methods and tools by initially testing them in community support groups for people with cognitive impairment. The results of these tests have been integral to shaping how to ensure feedback is effectively obtained from patients who are seldom heard.



Patient Feedback Volunteers

2.14 Ninewells Gift Shop

The Gift Shop at Ninewells is run by volunteers on behalf of Tayside Health Fund. Presently the Gift Shop has 19 volunteers; many have supported this for a number of years. The Gift Shop is open 10am – 4pm Monday to Friday. The Gift Shop Facebook page provides up to date information on what is available in the shop. A table outside the shop is available and donations of used books are on sale. This year to date the shop has made approximately £30,000.

A section has been introduced on the Staffnet pages under Hot Links – Fundraising and Donations. Staff can access information about the gift shop and volunteering there.



Ninewells Gift Shop, Level 9

2.15 Health Shop

The Health Shop in Ninewells Hospital opened in 1995 to provide relevant and easily accessible information in an informal and non-threatening atmosphere. The role of staff and volunteers within the Health Shop is to respond to requests for health promotion and disease management information which helps people to make healthier choices for themselves. Staff and volunteers are able to signpost to local and national organisations and sources of support to help people manage their condition and be better supported for everyday challenges. The Health Shop also provides a focal point for various health weeks and topics that volunteers are encouraged to participate in.

Since 1995, the Health Shop in Ninewells has expanded greatly due to the high demand for information provided. There are also smaller 'Shops' managed from the Ninewells site in Perth Royal Infirmary; Links Health Centre, Montrose, and Whitehills Health Centre, Forfar. The Health Shop Manager provides input to information points in Brechin Health Centre, Academy Health Centre, Forfar, and Abbey Health Centre, Arbroath.

The Ninewells Hospital Health Shop, located on the concourse, is supported by volunteers. Presently there are 5 volunteers. Following an initial pilot in Whitehills, Forfar, Ninewells Health Shop volunteers have been trained in changing tubing and batteries in hearing aids. This will support the work carried out at Audiology clinics. The service began in Ninewells in November 2017 and will be reviewed in March 2018.

This year the Health Shop has run 2 successful Heartstart Discovery training courses for volunteers. Due to their success further courses are planned for 2018.



Heartstart Discovery Training 2017

2.16 Radio Lollipop

Radio Lollipop provides play activities in ward 29 in Ninewells Hospital in the evenings. There are 13 active volunteers with 4 more currently going through the application process. Volunteers who are no longer active on the ward provide vital support with fundraising. At present there are 2 or 3 volunteers on the ward each evening Monday to Thursday; this is a great increase in volunteering numbers since the start of the year, and reflects on the increased activity on the ward for the children.

Fundraising has been successful, closing the year with a reasonable bank balance. This year there has been a quiz night, a bingo night, a car boot sale, a bag pack and a bucket collection. The co-coordinator has also given 4 talks to groups and received donations for these. Radio Lollipop in Dundee requires around £2,000 per year to

cover costs. Overheads include telephone and broadband for the radio (there is a radio at each bed space), liability insurance, t shirts, new games for the children, prizes, materials for crafts as well as this year the radio as it had to be sent to the manufacturer for repair costing £175.

The children and volunteers had great fun over Halloween Week, dressing up and had the staff and children telling jokes for a prize. Radio Lollipop volunteers continue to have a good relationship with the staff, patients and parents.

One of the patients appeared on Children in Need and an email was received from his mother thanking them for keeping his spirits up on the ward.



Radio Lollipop's Festive Fun

3. Assurance and Governance

The Nurse Director has overall responsibility for Volunteering in NHS Tayside. Strategic responsibility for volunteering has not been delegated as a function to the integration authorities and therefore continues to be provided collaboratively with leadership from the Health Board. There continues to be closer collaboration between the three Health and Social Care Partnerships, the Health Board, and the Third Sector Interfaces within the three localities to ensure a joined up approach to volunteering across health in Tayside.

3.1 Volunteer Working Group

The Volunteer Working Group meets quarterly, and membership includes the VSMs, and also other NHS staff who support volunteers and representatives from the three Health and Social Care Partnerships and Volunteer Centres. Volunteer coordinators from other organisations such as the Royal Voluntary Service also attend the meetings. The national lead for volunteering, based in Healthcare Improvement Scotland, has also attended and contributed to a number of meetings this year. A member of the Area Partnership is also a member of the Volunteer Working Group and contributes to discussions and activities. The Volunteer Working group oversees achievement of actions within the Volunteering Improvement Plan. A number of initiatives are planned for 2018.

3.2 Volunteering Policy

The NHS Tayside Volunteering Policy was reviewed and updated this year by the Volunteer Working Group in accordance with the document control policy. Changes made to the Policy include retention of records guidance and the section on Employee Supported Volunteering has been removed on discussion and agreement with colleagues in Human Resources. Finally a section has been added that includes contacts for local Third Sector Interfaces (TSIs) and reflecting greater partnership working.

3.3 Investing in Volunteers



Tayside NHS Board was successful in achieving reaccreditation this year for the award of Investing in Volunteers Award. Investing in Volunteers (iV) is the UK quality standard for good practice in volunteer management. Achievement of iV offers assurance of the quality of ongoing management support provided to volunteers.



iV Award 7th December 2017, Professor John Connell, Chairman and Ann Hislop, iV Manager, Volunteer Scotland

3.4 Recruitment and Monitoring, Systems and Processes

All NHS Tayside volunteers are registered locally onto a national database 'Volunteer Information Scotland' (VIS). Hard copies of volunteer records and files are kept locally with the VSM who supports them in NHS Tayside.

NHS Tayside volunteers undergo robust recruitment and selection procedures which are consistent across the organisation.

- volunteers submit an application form
- the form includes details of two referees who are contacted and provide references
- volunteers undergo Disclosure or Protection of Vulnerable Groups (PVG) checks commensurate with their role
- volunteers undergo occupational health clearance
- informal interviews are held
- volunteers are provided with written information about NHS Tayside's expectations and what volunteers can expect from NHST
- volunteers are given a name badge and volunteer lanyard to identify them as a volunteer
- risk assessment and training are provided according to the role
- corporate induction to NHST is provided

Volunteers receive local induction training as an absolute minimum. Additional training is provided for volunteers, for example some volunteers may attend

corporate induction, but this is not mandatory. Some volunteers may attend optional events such as dementia awareness training days. Quarterly meetings are held at Ninewells for volunteers, and each meeting has an education or training element, for example hand hygiene awareness or support for having difficult conversations with patients. Provision of training for volunteers in Social Care is unknown but it is envisaged that greater links can be made between third sector organisations with volunteers, and the training they provide. A part of the Lampard Report (Department of Health, 2015) is the recommendation that all volunteers should be required to undergo formal refresher training in 'safeguarding' at the appropriate level at least every three years; suitable adult and child support and protection training is being sought to achieve this both locally and nationally.

4. Links with Third Sector

This year has seen the development of the national programme: Clear Pathway. NHS Tayside has had a representative on this group and the outputs are expected early in 2018. Clear Pathway is a collaborative project to support safe, effective and person centred volunteering in NHS settings, with the focus on volunteers from third sector organisations. The programme was developed in response to the publication of Kate Lampard's report for the Department of Health: Themes and lessons learnt from NHS investigations into matters relating to Jimmy Savile (Department of Health, 2015). A Scottish Government Department letter DL(2017) 7 was published in May 2017 with a number of actions for Boards, including some that were relevant to Integration Joint Boards.

NHS Tayside has a number of arrangements with third sector organisations who provide services delivered by volunteers. Examples of these include:

- Bliss Scotland who support premature and sick babies and their families on the Neonatal Intensive Care Unit
- Lippen Care volunteers who support palliative care patients in Strathmore Hospice and the Forfar and Kirriemuir community and who provide additional resources for Angus palliative care patients through fundraising
- Radio Lollipop who provide play activities on the children's ward
- British Red Cross who provide drivers
- Royal Voluntary Service who support patients being discharged home from hospital.
- Chest Heart and Stroke working with people who have had a stroke and are still in hospital

4.1 Volunteers in other health settings

Within communities there is a wealth of volunteering associated with community involvement initiatives and projects using an asset based approach. Volunteers contribute to improving health either directly via NHS projects, for example there are NHS Walking Group Leaders, NHS Healthy Living Group Leaders, NHS Be Brain Active Café, NHS Seated Exercise Facilitators. Volunteers also support health more indirectly through, for example, healthy living initiatives in communities, community cafes, walking groups, organisations offering transport services, organisations offering befriending and food banks.

The three TSIs play a key role in supporting volunteers in other health settings, working closely within the Health and Social Care Partnerships and Tayside NHS Board.

5. Dundee Health and Social Care Partnership

The development of volunteering opportunities plays a crucial role in helping Dundee Health and Social Care Partnership to meet its vision that “Each citizen of Dundee will have access to the information and support that they need to live a fulfilled life”. The Partnership is working with volunteers and voluntary organisations across the city to co-produce and co-create services and supports, which enable people to live healthy independent lives. The role that every volunteer in the city plays is acknowledged and appreciated, and also recognise that volunteering itself builds capacity of individuals and communities in Dundee to live fulfilled lives.

Volunteers work with in in-patient and out-patient settings over 12 locations, hospitals, day care/health care centres and in the community across Dundee, including Mental Health, Learning Disabilities, Medicine for the Elderly, Old Age Psychiatry, Complex Paediatric Disabilities and Brain Injury. They support Nursing Staff, Occupational Therapy, Physiotherapy, and Speech and Language Therapists by assisting with the days planned activities. Meeters and greeters provide a friendly face for all patients and visitors attending the centres.

Within 2 areas there are Therapet Visitors, which the Partnership is fortunate to have. Therapet dogs come along with their owners to cheer and comfort the patients. Nursing staff and visitors are also delighted when the dogs visit.



Therapet

This year the Partnership has been working alongside Dundee and Angus College. Students who are studying Health and Social Care and Access to Nursing Courses are placed at Royal Victoria Hospital, giving them valuable volunteering experience for their course work.

The provision of hearing aid support in the community will be spreading to Dundee following implementation in Angus.

March this year saw the end of the Befriending Project for people with a learning disability due to the retirement of the Clinical Nurse Specialist and the volunteers who were University Students coming to the end of the course work.

The Partnership is extremely fortunate to have a tremendous group of conscientious and enthusiastic people who have made a regular commitment to patients and clients and are very fortunate in that the staying powers of the volunteers has been high and the commitment exceptional.

5.1 Volunteering in Palliative care settings in Dundee

The Voluntary Service continues to make a valuable contribution to the work of the Specialist Palliative Care facilities at Roxburghe House, Macmillan Day-care and the Community here4U service. The Community Volunteer Service is designed to help and benefit some of the Palliative Care patients who are managing to live at home. This part of the service continues to expand and many more referrals are coming from the Chronic Obstructive Pulmonary Disease (COPD) service which is resulting in a backlog of referrals for cancer patients.

The Complementary Therapy Service is also expanding with the addition of several new therapists. There has been a major recruitment drive this year. This has resulted in the service now having little or no vacancies at the moment. All volunteers are trained, supported and encouraged to develop closer involvement with patients, their relatives, carers and friends and also further complement the work provided by professional staff. A series of new training events are planned for 2018 and will be in collaboration with the in-house Education Service led by the Specialist Nurse Lecturers. The service is currently using the 'Volunteer Impact Assessment toolkit' to get feedback from both volunteers and staff on the impact of volunteering.

The Health and Social Care Partnership continues to support and develop volunteering opportunities through its "Community Capacity Building" workstream using Integrated Care Funding.

5.2 Community Cars

Community Cars is a volunteer-delivered door-to-door transport project for elderly and vulnerable people living across Dundee who are at risk of social isolation due to lack of accessible transport. It enables people to access medical appointments, social activities and day to day activities for example shopping, thus supporting their independence and wellbeing. In addition Community Cars develops and trains a team of volunteers, adding to the rich skills base of volunteers across the city. Demand for the service is high – currently there are 69 active members and 58 on the waiting list. During the period May 2016 – November 2017 3,672 journeys have been undertaken, users have been driven over 12,000 miles, and 3,015 volunteer driver hours have been contributed via the scheme. Of the people supported, 11 have dementia, 29 have hearing loss/are deaf, 39 have mobility issues, 10 suffer from conditions relating to strokes, 4 are registered blind, 7 have diabetes, 5 have high blood pressure, 6 have arthritis, 2 are amputees, and 5 are users of wheelchairs.

A recent user survey conducted on behalf of the service by a third party found a 97% customer satisfaction rate with the service, with the only negative feedback coming from customers on the waiting list who expressed the view that the service should have more drivers to meet demand. In response the Co-ordinator has actively focused on driver recruitment, increasing the driver pool by a third.

5.3 Peer to Peer Mental Health Support

The NHS Tayside Volunteer Strategic Lead has worked closely with the Mental Health Networking Coordinator at Dundee Voluntary Action and the Network Manager at the Scottish Recovery Network, supported by funding from Dundee Health and Social Care Partnership to progress mental health peer support recovery volunteers within inpatient settings. Collaborations culminated in a co-designed event that was held in November 2017 and attended by 45 people. The event was positive and ideas for taking forward will be progressed in 2018. A six week training course for people who have lived experience of mental health difficulties and who wish to

use their experience to help and support others is being delivered by DVA with taster sessions being provided to support those considering signing up to the full training.

5.4 Home from Hospital Service

The Royal Voluntary Service introduced a Home from Hospital Service in Dundee supporting older people aged 65yrs+ with their transition back into their homes and communities after a hospital stay.

With the support of over 50 trained volunteers a bespoke support service is offered to older people targeting outcomes related to:

1. prevention of ongoing health and social care provision
2. reducing readmission to hospital
3. improving the rehabilitation and socialisation of service users
4. enabling access to wider facilities, social opportunities and support services

Working with multiple hospitals in Dundee alongside a range of health professionals, the service has developed a successful and effective service that offers older people much needed support with discharge from hospital. There have been strong relationships built with Royal Victoria Hospital, Bluebell Intermediate Care Unit Hospital and Ninewells Hospital staff to ensure there has been a steady increase in referrals to the service reaching 80 older people per year.

The service is now very busy and in its third year has gained momentum and continues to grow. Over the last 12 months the service has expanded dramatically, supporting approximately 80 older people with 700+ service user interactions and over 5000 hours of volunteer time.

The service has been close to capacity more recently and is currently exploring ways as part of RVS Service redesign to reach older people more effectively. This process currently includes scoping and piloting a new On Ward Service to further maximise the impact of the service.

5.5 Making Recovery Real

The Making Recovery Real in Dundee partnership has just released its first film - Making Recovery Real in Dundee (One City, Many Recoveries). This records the personal stories of recovery from people who have their own lived experience of mental health difficulties, and shares the unique experiences of participants and their journey to recovery. The aim of the resource is to promote recovery and support recovery for others.

5.6 Chest Heart & Stroke Hospital One to One

Chest Heart & Stroke Hospital One to One: under the supervision of the Speech and Language Therapist working with people who have had a stroke and are still in hospital. Volunteers are involved in activities to help the person work on their communication skills e.g. reading a newspaper, making conversation, discussing hobbies and interests.

5.7 Community Companions

Community Companions is a befriending service for adults who experience or have the potential to experience social isolation and/or loneliness. The emphasis is placed on creating a friendship between the volunteer and the person in need of support, which makes the matching process crucial. Companions visit their match (Companionee) once a week for an average duration of 2 hours. It is up to both parties how they spend the time, whether it is going out for a coffee, joining in with a

social group or staying in for a chat. There are various activities that the volunteers and their Companionees participate in and all are person-centred for both parties. The project adopts an assets based approach, which encourages both the Companion and the Companioneer to learn from one another as well as use their skills and knowledge to benefit others within their community.

Community Companion Social Cafes are held within care homes and sheltered complexes in 7 locations throughout Dundee. Participants decide on the format of the café. Some groups get involved in an activity or a debate, others join in with some exercise and others merely enjoy the company of one another. Within a 10 month period a total of 555 people attended the cafes and associated events.

The Community Companion Project was acknowledged by care homes in the Care Inspectorate report for the positive affect it had on residents.

These befriending services support transformation of the way respite care is being developed. Carers or the person they care for can use the service to take time away from the care situation, giving both individuals a break. This has the ongoing effect of reducing stress on other services.

New models of befriending are being developed, including intergenerational befriending.

Community Companions currently has 28 active volunteers with a further 3 who have recently completed training and an additional 5 volunteers due to start their training. Throughout the year the highest number of volunteers has been 32, with the addition of the intergenerational work this will increase the capacity of the project.

There are currently 23 matches, 8 café volunteers and 1 media volunteer. This provides approximately 50 volunteer hours per week at present.

5.8 Care Home Volunteering

Volunteer Dundee has developed a programme to support the development of a framework for volunteering within care homes (public, private and Third Sector). As a result of the project a number of care homes will have achieved the Volunteer Friendly Award. Care homes have been supported to develop and implement policies and procedures to support best practice and have been provided with bespoke training for care home staff. As a result care homes have reported an increased confidence in taking on volunteers and can evidence progress towards creating meaningful roles and the allocation of internal resources.

“Preparing the various folders aided my understanding of the processes and how to recruit and support volunteers”

“I now have increased skills to ensure that the volunteers (+ staff and residents) get the most out of the experience”

“I have a much clearer understanding, increased confidence and motivation. Moved from an idea to now actually recruiting volunteers”

“Community spirit has been strengthened and supported as staff and volunteers work together with our residents”

5.9 Dial – OP

Dundee Health and Social Care Partnership continues to support Dial-OP. Building on its existing resources and identified community needs, Dial-OP has diversified its lines of work into three strands:

- **Information helpline** - a one-stop shop that individuals, community workers and associates turn to for trusted information on local services and resources.
- **Blether Buddies** – a telephone companionship service that provides a telephone call from trained volunteers. Phone calls take place on a weekly basis and create an opportunity for lonely and vulnerable people to engage in an ordinary conversation and re-connect with their community.
- **Morning Call** – a short daily telephone call on week days that offers lonely and vulnerable adults reassurance, connectivity and, if required, reminders for appointments or commitments of a different nature.

Dial-OP Information helpline is achieving its long-standing ambition to be a proven point of contact for community members, workers and organisations within and out with the Dundee area. Year on year more people are reaching out to Dial-OP through the telephone helpline. For the period April to October 2017, 222 people had engaged with the service – a 3.5% increase in contacts compared with the same period last year.

Dial-OP Telephone Befriending has recently rebranded as Blether Buddies after a consultation period with volunteers, service users and the wider community in order to better reflect the nature of the project. Blether Buddies has experienced a period of growth over the past months and currently sustains 12 weekly friendship calls. An additional 7 referrals have been received and are being currently processed.

Dial-OP Morning Call saw its first intervention in January 2017. Calls are flexible and depend on the requirements of the service users. 32 outreach calls are made daily by staff and volunteers from Monday to Friday, and reminders are also given to service users where requested.

Through the work of Dial-OP, support is provided to the people in Dundee by keeping them informed, connected and valued. This activity enables individuals to:

- easily access community information and support offered locally
- maintain and build on their existing networks or create new ones
- increase their sense of confidence and self-worth
- reconnect with their community
- provide reassurance to themselves and their families
- encourage social participation
- achieve positive outcomes related to health and wellbeing
- maintain independence and quality of life

5.10 Sources of Support Volunteer Programme

Sources of Support (SoS) Volunteer Programme enables individuals who experience poor health as a result of socio-economic factors or personal circumstances to receive the support they need to attend appointments or access community-based resources. The purpose of the service is to offer community-level support that helps people overcome any barriers they face when accessing a new and unknown environment. Barriers include, but they are not limited to, lack of confidence and self-esteem, anxiety, low mood and lack of motivation, and poor mobility.

Clients referred to the project are linked to a volunteer who offers the practical and emotional support that they require in order to be able to take part in social activities, community groups, or attend non-medical appointments. Those who are referred and successfully engage with the project benefit from the following:

- Increased opportunities for social participation, particularly amongst those most deprived and marginalised
- Reduced levels of anxiety and stress-related reactions, including outbursts of anger and panic attacks
- Increased reassurance and self-confidence in accessing services and joining activities
- Improved range, choice and supported access to non-medical sources of support
- Increased engagement in health-related activities beyond the support offered
- Greater ability to take control and better manage their condition

In addition to the established induction training and mental health and suicide-prevention courses, volunteers are given the opportunity to attend relevant awareness-raising sessions and training events that further inform their role and responsibilities and contribute to their personal/professional development. At this stage, the project has 11 volunteers eager to support individuals in their journey towards positive health and wellbeing outcomes.

6. Angus Health and Social Care Partnership

There are currently 272 active Angus NHS volunteers with another 24 recent applicants awaiting return of their Disclosure. Their ages range from 16 – 87. The volunteers come from a wide range of backgrounds and they all bring different skills, knowledge, abilities and life experience to the volunteer team. Additional support is sometimes needed to facilitate the safe and appropriate placement of volunteers with challenging disabilities such as blindness but every effort is made to enable inclusion.

Angus NHS Volunteers continue to support patients in ward environments, the Midwifery Unit and in outpatient areas in Arbroath Infirmary, Susan Carnegie Centre, Montrose Infirmary, Mulberry Unit, Stracathro Hospital, outpatient clinics and hearing aid support sessions in Whitehills Health and Community Care Centre, Forfar, and Montrose and Arbroath Health Centres.

Many of the ward volunteers also assist with infection control audits and obtain patient feedback for, "How Are We Doing?" reports, thereby providing a more independent level of assurance. Volunteers also provide patient support in health related community projects such as the Hearing Aid Support volunteer service, Breastfeeding Buddies and other health related initiatives.

Dedicated volunteer drivers provide transport for patients attending the Angus Macmillan Day-Care Centres in Arbroath Infirmary, Whitehills HCCC Forfar and the Macmillan Centre at Stracathro. Additional complementary therapists, hospitality volunteers, receptionists and an activity volunteer were recruited when the new Arbroath unit opened. After training, they joined the existing volunteer team to enable the provision of therapeutic input in all locations.

When Angus acute psychiatric services needed to temporarily relocate from the Mulberry Unit at Stracathro Hospital to Carseview in Dundee, their Peer Support volunteers agreed and have continued to travel with staff members to Carseview to continue their valuable input and minimise disruption for the patients.

The service in Angus is fortunate to have a very large number of 5th and 6th year pupils from local schools supporting patients as ward volunteers. They talk to

patients who have few visitors, play dominoes with patients, help them complete menus and assist staff serve meals and teas. Most of these volunteers work with the service for one or two school years before going to university or into employment but as one cohort moves on there are always more pupils eager to join. The patients find their input refreshing, staff appreciate their help and the pupils gain valuable people skills, self confidence and an insight into potential NHS careers together. Knowledge and skills are also enhanced through attendance at a range of training sessions. Schools and universities rate this volunteer experience highly.

The successful pilot of the twice weekly Volunteer Hearing Aid Support Service at Whitehills, Forfar, has now been extended and a weekly service is being provided at the Links Health Centre, Montrose, and Abbey Health Centre, Arbroath. It is planned that this service will be implemented in other locations.



Launch of the Montrose and Arbroath NHS Volunteer Hearing Aid Support Service

7. Perth and Kinross Health and Social Care Partnership

Perth and Kinross Health and Social Care Partnership works closely with the TSI at Perth and Kinross Association of Voluntary Services (PKAVS) and the area's dynamic third sector to deliver its ambitions. The Partnership is committed to working with local people to build on the skills, knowledge and resources of individuals and communities to co-produce creative solutions for the future.

Volunteers make up a large proportion of the third sector workforce through a wide range of formal volunteering roles, peer support and informal participation. Approximately 39,000 adults are involved in formal volunteering roles and contribute an estimated 5.5 million hours per year to the communities of Perth and Kinross.

7.1 Perth College Art Students

Within Perth, there is a continued partnership with staff and students who have been designing murals to enhance patient areas within Psychiatry of Old Age in-patient areas at Murray Royal Hospital. It has been useful for the students to gain an understanding of some of the difficulties and challenges older people face.

7.2 Rohallion Secure Care Clinic, Murray Royal

Volunteers are continuously involved within this challenging area. The Volunteer Psychology Assistant role has been extremely successful where the service were specifically looking to provide a volunteer opportunity for a fourth year undergraduate or psychology graduate with an interest in pursuing a career in Forensic Psychology and this will continue with further recruitment.

7.3 Moveahead Community Development (Adult Mental Health)

The volunteer roles include Book Group Volunteers, Art Facilitator, Creative Writing Facilitator, Social Buddies and Activity Volunteers. Volunteers regularly discuss local social opportunities with people, facilitating their exit strategy following this support. Such support is an initial step to prepare people to consider longer term social opportunities and contact will last for a maximum of 6 months. People are sign-posted to a range of local opportunities and activities based on their needs in conjunction with MoveAhead staff.

Most volunteers have experienced mental health difficulties themselves and have benefited from the support MoveAhead provides. As their personal recovery progresses they in turn have been able to take on a role which in some cases has resulted in paid employment. They continue to work really hard in partnership with MoveAhead to deliver local services to people in the community. Their commitment and dedication is greatly appreciated and MoveAhead could not provide the level of service they do without this voluntary involvement.

7.4 Community Empowerment

In 2017, Perth and Kinross HSCP has been working to inspire and support citizen involvement in the planning, design and delivery of services and support in communities. This has included the development of public and professional partner roles for people who use services, carers, third sector and community members, to bring diverse expertise and experience to roles in strategy, governance and work in localities. The Partnership involves volunteer stakeholders at different levels in its work. This ranges from health and wellbeing groups in communities where people can contribute to joint community action, to more formal involvement in the Partnership's governance through the Integration Joint Board.

7.5 Participatory Budgeting

As part of the Partnership's Communities First transformation project, a Participatory Budgeting project called 'Your Community, Your Budget, Your Choice!' took place in Craigie, Rattray and Crieff. 47 project proposals for ideas to support health and wellbeing in these areas were received from a range of voluntary organisations and groups. 1,562 local people voted for projects they felt would deliver the care and support required in their community. 21 projects were fully funded and a further 20 part-funded. Initiatives receiving the highest number of votes included adapted bikes for the disabled, Home Start volunteer course and the Crieff Tuesday Club.

7.6 YourCommunityPK

A new social media channel, 'YourCommunityPK', has been established to enable a partnership approach to sharing information, good news stories and encouraging online interaction with communities. Within a few months, the channel already has over 1,800 followers between Facebook and Twitter. Video case studies included third sector services such as Royal Voluntary Service, and 'Tales of a Grandson', which shares how performance art is being used in residential homes to improve the wellbeing of residents. These digital platforms have been a particularly effective way of promoting the rich volunteering opportunities available within communities.

7.7 Third Sector Services

Perth and Kinross has a wide range of commissioned third sector services and non-commissioned voluntary activity that supports health and wellbeing outcomes for local people. Services includes areas such as support for unpaid carers, mental health and wellbeing, learning disabilities, older people, community transport, information, advice, advocacy and equalities.

A snapshot of volunteering hours taken in 2017 across a small sample of 12 third sector organisations identified that 867 volunteers were giving an incredible 45,000 hours of support to support adult health, care and wellbeing each year.

7.8 Active Communities

The Live Active Leisure (LAL) Active Communities programme was designed to develop and deliver sustainable physical activity provision for inactive adults with co-morbidities to increase levels of physical activity to improve physical, social and mental health, and wellbeing. 2 principal outcomes are delivered aligned with the National Health & Wellbeing Outcomes:

- reducing isolation and improved health and wellbeing of communities
- working with communities to increase the number of accessible and sustainable physical activity interventions.

The LAL Wellbeing Team have supported the building of skills and knowledge at a community level, focusing on walking and strength and balance programmes that provide significant benefits to support older adults, in particular, to live independently. There have been 18 community based health walk programmes operating during 2017, including 2 new ones. Self-led strength and balance programmes also take place, led by community volunteers and partner services such as sheltered housing and care homes.

In 2017 there has been a significant focus on up-skilling volunteers in relation to specific health needs and issues in response to emerging needs and priorities. 23 walk leaders attended dementia training and 18 attended Macmillan Move More cancer awareness training resulting in dementia and cancer friendly status being achieved for 7 Stride for Life walks with provision in each locality.

There are 40 active Stride for Life project walk leaders and 15 students support strength and balance activity in care settings. 6 strength and balance groups/walking football are led and self-sustained by volunteers. Approximately 275 participants have benefited from increased activity levels, links to health awareness and screening and more social connections directly supported by volunteers.

7.9 Development of Time Banking

Over recent years, the Partnership has invested in the development of Time Banks; an informal, volunteering-based model that enables community members to offer each other some form of help or support in direct response to local needs.

In 2017, the TSI at PKAVS supported two Time Banks in Aberfeldy, and Blairgowrie and Rattray, to become independently constituted under volunteer committees and take forward their own goals as self-sustaining organisations. At the point of transfer in the autumn, the two Time Banks had over 150 volunteers between them and had enabled the exchange of over 4,200 hours of help and support in communities since their inception.

8. Partnership working across Health and Social Care and Third Sector Interfaces

The 10 volunteering principles referred to in last year's report were coproduced by working with the three Third Sector Interfaces across Tayside.

10 Volunteering principles agreed across Tayside

1. Fairness: Volunteers are treated fairly with robust policies in place to support this.
2. Equality: Volunteers are treated equally. Volunteering is open to all and demonstrates diversity.
3. Inclusion: Volunteers feel part of their organisation, and understand how their role fits in with the work of the team they volunteer with.
4. Reimbursement: out-of-pocket expenses are covered.
5. Support and Development: Volunteers are supported, invested in and have opportunities for personal development and access to training. Volunteers have a support worker or supervisor. This is adequately resourced and benefits the recipients of volunteering.
6. Valued: Volunteering contributions in terms of time, skill and impact are recognised. The contributions of volunteers are celebrated at the grass roots and at Board level.
7. Realistic expectations/appropriate roles: Expectations are realistic in terms of ability to recruit and retain volunteers and what is expected of them.
8. Be effectively engaged: Volunteers are informed about areas they are working in and have influence.
9. Safety: Volunteers are secure and supported in their working environment, physically and emotionally.
10. Volunteering is a resource that is unpaid, open and accessible and enriches the lives of individual human beings.

Over 2017 there has been greater collaborative working across health and social care, the TSIs and the Health Board. All three Health and Social Care Partnership Clinical Care and Professional Governance Forums across Tayside have discussed the implications of the Lampard report (Department of Health, 2015) on volunteering. The TSI Lead from Perth and Kinross and the Health Board Strategic Lead for volunteering presented jointly at the Perth and Kinross Forum, and in presenting a joint perspective helped to raise awareness of volunteering and quality assurance in the partnership forum environment. Within Angus there was an event held in September: Bringing it Altogether: A Strategic Volunteering Event. The event was attended by 50 delegates from across the voluntary and statutory sectors. A conclusion from the event was that whilst there is a genuine passion to volunteer within Angus, this needs to be better supported by both voluntary and statutory organisations. The outcome from the event is that the information will be the foundation of a local volunteering strategy that is taken forward as a Partnership Strategy by a group from different agencies and interests. In Dundee there are regular discussions about volunteering and presentations from third sector organisations; funding from the Partnership to Making Recovery Real is supporting progress with recruiting mental health peer support recovery volunteers in the inpatient setting.

9. Celebration of volunteering

In June 2017 NHS Tayside celebrated Volunteer Week with a stand in the Concourse at Ninewells and a celebration of volunteering in the Steeple in Dundee.



NHS Tayside Volunteer Week

A number of volunteers were presented with long-service awards from Tayside NHS Board Chairman Prof John Connell:



20+ years awards



15+ years awards



10+ years awards



5+ years awards

10. Cross Party Group on Volunteering

Tayside has representation on the Cross Party Group on Volunteering which was approved by the Standards, Procedures and Public Appointments Committee at the end of 2016. The Cross Party Group has helped increase the profile of volunteering within government meetings and has helped in supporting Scottish Government and joint working opportunities. The Tayside representative raised the value of peer support recovery volunteering in mental health and the need for more links to be made at a strategic level, for example within the Scottish Government Mental Health Strategy. The theme of Volunteering in 2017 was the Golden Thread which worked well throughout the year. The theme for next year will focus on inclusion and loneliness.

11. Plans For 2018

Tayside NHS Board will continue celebrating the contribution of volunteering in 2018 and completion of the actions contained within the 'Volunteering Improvement Plan 2018' will continue to strengthen and further develop volunteering across health in Tayside.

Volunteers have a clear role in helping patients to better manage their own conditions and this is a key driver for health. Initiatives around peer support volunteering will expand over 2018 and more conditions will be considered. Work is also planned to evidence the economic benefits of volunteering locally and this evidence base will be used to expand the Volunteering Service. Outputs from the Clear Pathway project will progress and closer relationships will form between all stakeholders across Tayside concerned with volunteering and health with the 10 Volunteering principles being at the core of developing a Tayside wide volunteer strategy.

A key theme from Scottish Government for volunteering in 2018 is inclusion and loneliness. Across Tayside a number of volunteer initiatives support these aims; a new initiative 'No one Dies Alone' taken from the Compassionate Inverclyde Programme will also be explored in 2018. Additionally more emphasis will be considered in 2018 around the actual act of volunteering in itself being a motivator for some people to reduce their own loneliness and isolation. Other actions within the Volunteering Improvement Plan 2018 include supporting volunteers through adult protection training, appropriate supervision and escalation routes. In 2018 processes for how volunteers are enabled to give feedback on health services will also be reviewed.

Finally, having successfully achieved the Investing in Volunteering reaccreditation again in 2017, Tayside NHS Board will continue to provide safe and effective volunteering opportunities that benefit people who are being cared for or who are receiving services, staff, and volunteers themselves. NHS Tayside Board will continue to work collaboratively with all key partners across the volunteering landscape.

12. References

Scottish Government, 2017. Realising Realistic Medicine,
Scottish Government, 2016. A National Clinical Strategy for Scotland,
Department of Health, 2015. Themes and lessons learnt from NHS investigations into
matters relating to Jimmy Savile,

13. Report Sign Off

Thanks to all Voluntary Service Managers and other colleagues who have
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