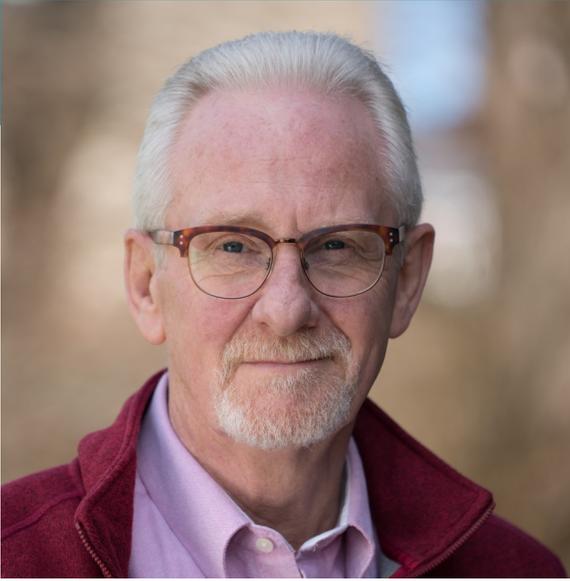




Volunteering  
in Health  
Annual Report 2018-19





I am now completing my first year as Chair of our Board of Trustees and what an amazing year it has been as we celebrate our 10<sup>th</sup> birthday, helping and supporting the communities of Teignmouth, Dawlish and surrounding area which includes Chudleigh.

We began all those years ago to provide patient transport to the three GP surgeries and have recruited so many amazing volunteers and paid staff to make us, in my opinion, the 'go to charity' of South Devon. As the local GPs look forward to a new era with new premises so we look forward to continue to work with them and the community.

As we acknowledge our 10<sup>th</sup> birthday I think we need to reflect on how many lives we have enriched in so many ways with the varied services we provide, which are highlighted in this publication. I want to make special mention of all the volunteers who have selflessly give up so many hours of their time to make Volunteering in Health the wonderful charity it is.

We have extended our services beyond recognition from when we first began and have a reputation that many businesses would envy. But let us not forget we are a charity which relies on income from various sources and without that income we could not survive. Please encourage everyone you know to support us both financially and with time at every opportunity. Please check out our new website which also includes an option to donate to Volunteering in Health.

This year has also seen us change our charitable status and constitution to a more relevant 'Charitable Incorporated Organisation' fit for modern times. I would like to thank those people involved in making it happen and for all their hard work. They include David Cox and Sue Wroe from CVS (Community and Voluntary Services) who have been very supportive in our endeavours.

I would like to acknowledge how fortunate we are in having such an incredible group of Trustees who give up their time to provide energy and support to ViH. This year we have welcomed to the Board of Trustees Ali Upton, Ali Hinch, Neil Howell and more recently one of our stalwart volunteers, Alwyn Oakley. We are also saying goodbye to our long-term Treasurer Carol Ramsay who is stepping away after many years of service. She will, however, continue as a volunteer driver - thank you Carol for your many years of hard work and dedication.

Ken Goodsell, the Past Chair, was a hard act to follow and I am glad he has remained on the Board. I am confident all of us involved in ViH, in whatever capacity, will continue to make our charity both sustainable and ready for future challenges.

Here's to the next 10 years.....

*Andy*

Andy Davies  
Chair of Trustees

# Chair's Report

## WE NEED YOU!

Do you want to make a difference to people in our community?



Could you give as little as an hour a week to visit a lonely person, or drive them to an appointment?

Would you like to join a friendly organisation that really values its volunteers?

Call our Volunteer Co-ordinator on 01626 771695 to find out how you could help.

## DONATE

Find us at [wonderful.org](http://wonderful.org) (or scan the QR code below) to make a donation to Volunteering in Health, safe in the knowledge that every single penny comes to us with no fees being taken.

You could also consider leaving a gift to Volunteering in Health in your Will so that you know that you will be leaving behind a lasting legacy that supports your community.



## HOME HELP SERVICE

Need some practical help around the house?

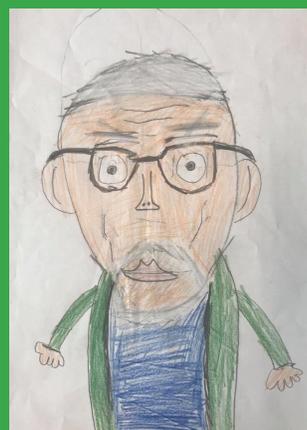
Cleaning  
Laundry  
Shopping

Provided by our friendly Home Helpers for £13.50 an hour

An average of 150 hours of Home Help were provided by the service each month in 2018-19 and the service continues to grow this year.

## TRANSPORT SERVICE

*Our drivers took people to over 2000 medical appointments in 2018-19, covering more than 48,000 miles*



*“I was taken to hospital by one of your drivers. He was so kind and caring and made the whole visit much easier. So thank you – I really appreciate the care and kindness you showed me.”*

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## Reference and administrative details

**Registration Number** 1182615 (previously 1136804)

**Principal office** Coastal Information Centre @ Teignmouth Hospital  
Mill Lane, Teignmouth, Devon TQ14 9BQ

**The trustees** Andy Davies (Chair)  
Manuela Grossmann (Vice)  
Carol Ramsay (Treasurer)  
Ann Meyrick (Secretary)  
Ken Goodsell  
Judy Falcao  
Neil Howell  
Alison Upton  
Alison Hinch

**Accountants** Thomas Westcott Chartered Accountants  
26-28 Southernhay East, Exeter, Devon EX1 1NS

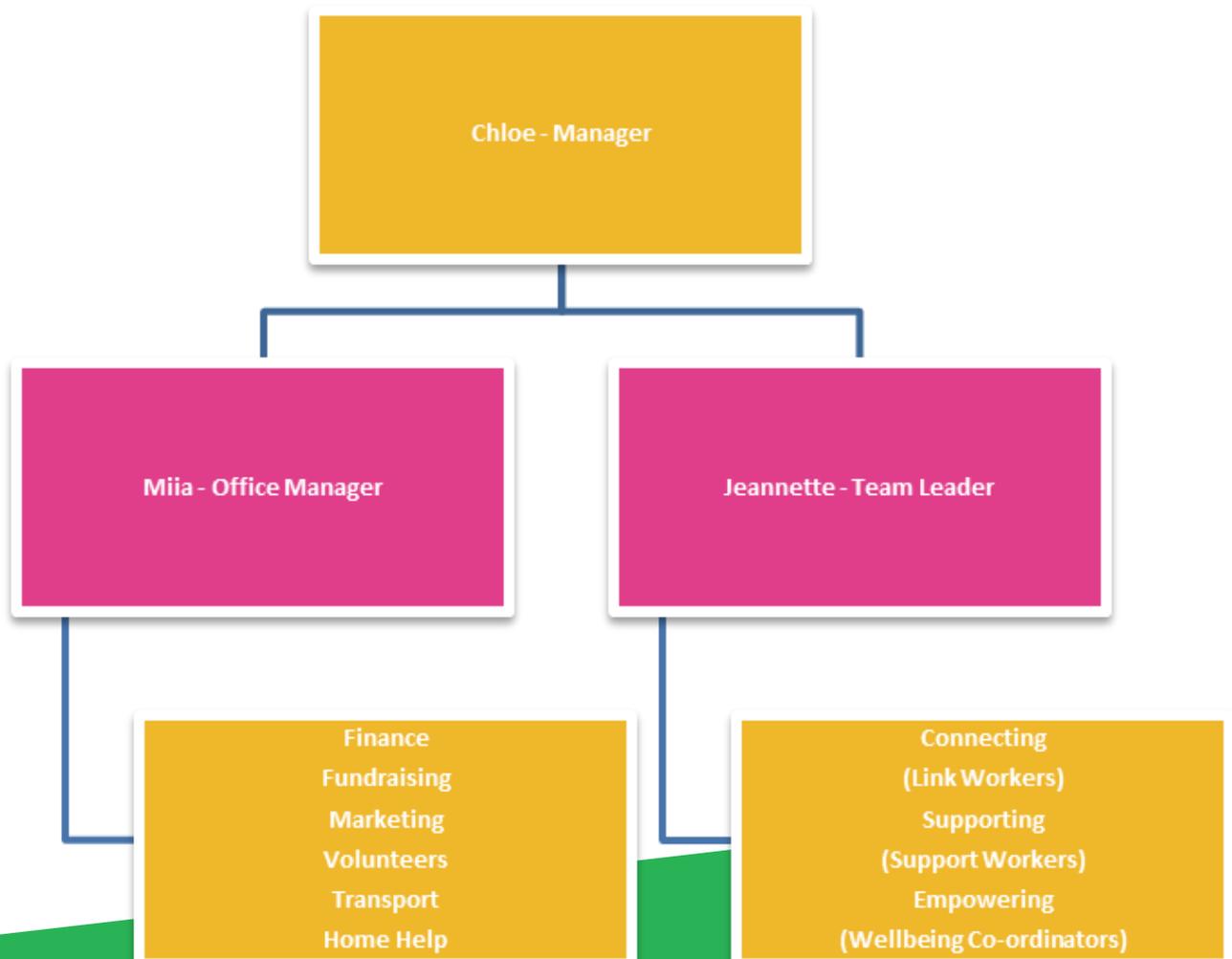
# Manager's Report

It's been yet another year of change and development at Volunteering in Health as we celebrate our tenth year supporting our community. We have restructured the team (see below) so that Miia and Jeannette both now have line management responsibilities and the client facing staff have more time together to share best practice. This new structure is working really well.

We are moving into our second decade with a new website and branding which we hope you'll love as much as we do! Our bright colourful new branding reflects how we have streamlined our services into three areas:

- ◆ **Connecting** – helping connect people to the right support and activities for them, whether provided by us or other organisations
- ◆ **Supporting** – supporting people long term, being a listening ear when it's most needed, with a particular focus on people with memory loss, life limiting conditions, and their carers
- ◆ **Empowering** – working intensively with people over a short period of time to help them set and achieve goals that will improve their health and wellbeing

We have employed a Link Worker, who undertakes most initial visits to get to know the person and what matters to them, so that they can be referred to the right place for them and be offered the correct support to help them access those services and activities. This has had a positive impact on the rest of the team who can now better focus on their own clients.



Over the past year we have seen a growing recognition and understanding of what we do, winning Teignbridge Council's Overall Community Champion Award in December. The Health and Wellbeing Team based at Teignmouth Hospital was also shortlisted for a Hospital Services Journal Award for Services Redesign, a large part of that redesign being the integration of the voluntary sector in what they do. We've had visits from NHS England, NHS Improvement, other charities, and CCGs from across the country who want to learn from us and we've presented at several large conferences about our work.



There is a national focus on providing more person-centred care, looking holistically at each individual to see how improving their wellbeing can have knock on effects for the rest of their health. All GP Practices will all be employing their own Social Prescribing Link Workers over the next few months in recognition of this. This is part of NHS England's Long Term Plan because they now recognise that community activities have such an impact on health and use of NHS services. They have set a target for 900,000 people to be referred for social prescribing nationally by 2024.

We have seen a growing number of referrals for people with mental health issues, so were really pleased to be able to put all staff through some mental health awareness training in February, thanks to an anonymous donation. The course was based around The Five Ways to Wellbeing, which we have used to structure the main section of this year's report (pages 8-13).

I'd like to take this opportunity to thank all of our fantastic trustees, staff, volunteers and supporters who continue to make this such a fantastic charity to be a part of. And a special thank you to all of our brave sky divers who leapt from a plane at 15,000ft this summer to celebrate our tenth year!



*Chloe*

**Chloe Myers**  
Manager

# Office Manager's Report

With the charity growing, and the subsequent restructure, I have taken on the Office Manager role. There have been several changes in the team. In the autumn we bid goodbye to our Volunteer Co-ordinator Em Flint. We were fortunate to replace her from among our volunteers – and Erin Valko joined us at the end of October.



Zoe Fogden took over as our Home Help Co-ordinator in September, managing and growing our team of wonderful Home Helpers. A special mention must go to Marie, who was awarded with a Mayor's recognition award in January (left) for her work in the community over the past 5 years - Congratulations Marie!

Nicki Engert joined us in the summer as the charity's first paid Finance Administrator, which has been a great help to the whole team, not just with the finances, but also sharing her spreadsheet expertise!

Sheila Goodsell continues to manage our Transport Service, where she supports our 40 or so volunteer drivers, and our transport desk volunteers to get local people to around 200 medical appointments each month. Sheila's Bacon Butty Transport Meetings remain popular, offering a chance for the Transport Team to get to know each other and share best practice.

With the team growing, finding space for everyone to work has been greatly helped by the use of two new laptops. This enables members of the team to find a quiet room elsewhere in the hospital to work, even when the office is at full capacity – a great help to me when the quarterly stats are due in!

I have really enjoyed catching up with my team through our 6 monthly staff reviews – everyone who works for Volunteering in Health is really invested in the charity and it has been lovely to have time set aside to hear new ideas for how we could grow and change as we face new challenges in the future.

It is a privilege to work with such a fabulous team, who always go above and beyond in all they do to support the local community and I am looking forward to the next year, knowing we have such a brilliant team to carry the charity forward.

*Miia*

Miia Thomas  
Office Manager



This year we have seen the team continue to expand and develop. We currently have 3.9 full time equivalent staff in client facing roles and continue to keep our administration time to an absolute minimum, thanks largely to the support of Miia with our statistics! The team is made up of 9 part time staff, who each bring different knowledge, skills and experience to their roles.

The team meets every Wednesday to go through the new referrals which have been received and to support each other with existing clients. This is a great opportunity for sharing best practice and knowledge and has really helped with developing relationships within the team so that everyone works together effectively.

The Volunteering in Health team feels valued and supported by all Health and Social Care staff at the hospital and would sincerely like to convey their thanks and appreciation for being part of such an amazing multi-disciplinary team working to provide integrated, holistic, and joined up support for our community.

Volunteering in Health has supported the team this year by providing training opportunities for everyone, including three of our staff now being trained HOPE Facilitators. Our HOPE course statistics have been showing amazing longer-term results thanks to financial support from the Alice Cross and Trim Teign.

As a team we now see a more diverse range of people, from those in their early 20s right through to their late 90s. We are seeing a rise in those with more complex needs, particularly around mental health, and this is where it is so valuable to have such strong relationships with the professionals in the statutory sector.

Though our clients have become more complex and diverse, we have simplified our services so that everyone gets truly personalised and individual support. We visit each new referral with an open mind, making no assumptions based on the background information we have been given. Rather than trying to understand their condition (that's what the professionals are there for!) we want to understand how their condition affects them and what is important to them.

The team provides a service that listens, supports and strives to achieve – with the support of management, trustees, volunteers and other staff members. The team is constantly moving forward in a supported and understanding way that allows them to work together to provide an excellent service that works with and for all.

Thank you to the whole team for all your hard work this year. Thank you also to the clients and volunteers who have shared their story with others to help people understand the work that we do and to inspire others to make positive changes to their own health and wellbeing.

*Jeannette*

Jeannette Osmond  
Team Leader



# Team Leader's Report

# The Five Ways to Wellbeing

This year we have had an increasing number of referrals for clients with mental health issues. Our staff wanted to build their confidence in supporting these clients effectively. Thanks to a generous anonymous donation, we were able to offer training to all staff with Action to Prevent Suicide. The team attended a half day “safeTALK” workshop about looking out for the signs of suicidal ideations and what to do to support those people, as well as a two and a half day “Connect5” course where they found out about The Five Ways to Wellbeing. These are a set of evidence based actions to improve personal wellbeing, compiled by the Centre for Wellbeing at the New Economics Foundation, and could be considered the wellbeing equivalent to eating your “five a day.” Over the next few pages we will give examples of how Volunteering in Health supports people in each of the Five Ways to Wellbeing to illustrate how we help people.



# Connect

Building and maintaining constructive relationships is an important part of wellbeing. Spending time around positive and supportive people means that you are more likely to have a better self-image, be more confident and feel able to face difficult times. In return, if you are caring and supportive to others you are more likely to get a positive response from them. After all, when “I” is replaced by “we” even illness becomes wellness!



Paul was suffering with anxiety and depression. After a visit to his GP he was referred to Volunteering in Health. Through conversations with our Wellbeing Co-ordinator, Paul was given information about “Andy’s Man Club” in Newton Abbot. With our support he was able to build up the confidence to attend, and he was able to connect with other men who were facing similar challenges.

It hasn’t made his anxiety and depression go away, but now that he knows he is not alone it feels far more manageable. Through befriending support we have stayed connected to Paul to give him the motivation and encouragement to keep going.

Paul’s confidence has continued to grow and, upon completion of our HOPE (Help Overcoming Problems Effectively) course, he joined our wonderful ever-growing team of volunteers as a telephone befriender. He now telephones several lonely people at home every week. As well as cheering up and supporting the people that he phones, it has helped him feel less lonely himself and has given him a sense of purpose and pride.



Our Link Worker visits people at home to get to know them and understand what matters to them, and then helps them to find the information, services, and activities they need. Often having the right information is all the client needs to get out there into the community connecting with people, but if there are other barriers to them doing this—such as confidence and motivation, transport, or finance—then they will be referred on to a Wellbeing Co-ordinator who will help break down those barriers first.

Having a Link Worker allows us to meet a large number of people and give them a little bit of support, whilst identifying those who need additional support and making sure that they get it. Since starting in October, our Link Worker has taken on 33% of all new referrals to Volunteering in Health—that’s an average of 41 visits per month, with 29% of these being referred or signposted to group activities such as those run by The Alice Cross Centre. Our Wellbeing Co-ordinators used to do these visits themselves, so this has freed up their time, allowing them to provide more support to their clients.

Our Hospital Link Workers are based in Dawlish Hospital five days a week, seeing every patient on the ward and working with them and their families to support them with a safe and timely discharge, ensuring they have all the information they need and correct services in place for when they get home. As a third of the patients are from outside of Dawlish and Teignmouth, this often means referring them on to other charities in the Wellbeing Partnership.

# Connect

# Be active

Regular exercise can lift your mood and increase your energy levels. It doesn't have to be strenuous or sporty to be effective. Choose something that you enjoy so that you're more likely to stick with it.

Jenny signed up to Trim Teign in February 2018, losing her target of a stone after a few months. When we launched Trim Teign at The Alice Cross Centre in May 2018 she kindly offered to volunteer, and is still one of several long-term members. She says that the weekly weigh in and exercise has become a healthy habit.

*"I thoroughly enjoy joining in with the Zumba group after weigh-in. It is such a fun group and it supports my fitness goals. Despite being frustrated with several ups and downs on the scales, I was delighted this week to have lost another 1.75lb and was so thrilled to be celebrated in the weekly mailshot as Trimmer of the Week! I find the factsheets, weekly support and exercise programme great value and ideal for anyone wanting to improve their fitness, and I love the fact that the modest fee goes to help local charities like Volunteering in Health and The Alice Cross Centre."*



We all know we should exercise more but it can be really hard to take that first step. Trim Teign was set up by volunteer Pauline Janin, and now runs every Monday at The Alice Cross Centre, with healthy cookery classes (or lunches made by a professional available to buy!), weigh ins with support, and exercise classes suitable for all levels of fitness and mobility. It has helped motivate over 200 people to eat more healthily and exercise more as a way to improve their own health and wellbeing, as well as being a sociable activity where people can make friends and support each other towards their weight and fitness goals. Best of all, every penny raised by the programme (over £1000 so far and counting) goes towards the post-HOPE group, where we invite everyone who has completed the HOPE course to get together each week and continue to build their friendships and support each other. An average 10 people attend the group each week—that's 40% of all HOPE course completers this year, and this helps them continue with the progress made on the course.



# Take Notice

Take time out during your day to savour the moment. Whether it's pausing for a tea break or talking to a friend, be aware of the world around you and reflect on what you're feeling. Awareness of ourselves and the world around us (sometimes called mindfulness) can improve our mental wellbeing. It can be so easy to get caught up in our busy lives these days that we don't always stop to appreciate the small moments that make life special.

The HOPE programme is a six week evidence based course designed to help people learn how to overcome their problems effectively. Three of our staff are trained HOPE facilitators and offer regular courses to our clients. During the course clients are introduced to ideas like mindfulness, the upward spiral of positivity, and gratitude diaries. Clients are encouraged to set goals for themselves and to start to work towards them during the course.



*"I would just like to say a huge thank you for all the help and support you have been during the HOPE course. I have found all of you very considerate, caring and understanding."*

*"I am so grateful to you for the invaluable help I have been given. I know I would not have got through without your intervention. Luckily the doctor put me in touch with Jeannette and I have continued to receive help during hard times. Most recently the HOPE course kept me engaged and I got so much from it."*



We recognise the value something as simple as giving someone the chance to speak and feel listened to can bring. Often our clients are asked by professionals and family members about their health or physical needs, but don't have much opportunity to speak about other topics. Simply being given the time and space to talk can make a huge difference. It can also help us get to the bottom of other things, such as reasons they've not been taking their medication properly or doing exercises that have been recommended by a physiotherapist, so that we can support them to make the necessary changes. Our staff are all offered free coaching sessions, to support them holistically with whatever they need, even if it's not directly work related.

# Take Notice

# Keep Learning

Setting challenges and learning new things can help improve your confidence and inject some fun into your day. Why not rediscover an old hobby, sign up to a course or take up an instrument?

Our Intergenerational Pen Pals project with Shaldon Primary School has now matched 90 pupils with 90 of our clients and they have all learnt a lot from each other. In April, local artist Tim Starkey ran an art class where the pen pals drew each other's portraits. Many of our clients hadn't done any drawing since their own school days and found this really nerve wracking! But the results were of course fantastic, and more importantly the session provided a real opportunity for the pen pals to connect and interact with each other in a new way.

Donna attended the HOPE course, which gave her the confidence and motivation to start something new. She started to come along to the 'KnitWits' knitting group on a Friday afternoon. This has given her an opportunity to socialise and continue to build up her confidence and is where she learnt to loom knit. Looming has given her something to focus on and keep her occupied and has helped her feel more positive mentally. She even gave a little talk about her looming and showed some of the things she has made at a group she attends.

*"The HOPE Course and then KnitWits group made me feel so much more confident. I've made new friends and now I've got a new hobby too! I love loom knitting and hope that one day I might even start selling some of the things I've made!"*



We encourage all of our staff, volunteers and clients to keep learning—whether that's by attending a training course, shadowing someone else in the team, learning new coping mechanisms on the HOPE course, or trying out a new hobby. Thanks to a generous donation from an anonymous donor we were able to organise a three day training course for all staff in the Spring where they not only learnt new skills, but got to spend some valuable time together getting to know each other better and finding out about each other's knowledge and skills. Some staff have also completed Coaching Skills and Health Coaching training this year which has been funded by the NHS.

Although the majority of our volunteers are retired, we have also had some younger volunteers who have been able to use volunteering as a stepping stone to university or new career opportunities. The grandson of one of our volunteer drivers kindly made us a short video, which he used in his portfolio, and he now works for the BBC. A previous volunteer went on to university and is now a Social Worker. This summer we had a work experience student from Teignmouth Community School who hopes to go on to become a doctor.

Medical students working in the local area, and new statutory sector staff, will often spend time shadowing our staff as part of their induction. The Health and Wellbeing Team at Teignmouth Hospital is a recognised as a national leader in integrated working and we have hosted several events for statutory sector staff from across the country to learn about what we do and how we make it work so well.

# Give

Altruism is a wonderful way to look after your wellbeing. Individuals who report a greater interest in helping others are more likely to rate themselves as happy. Allow yourself time to recognise how your role is giving something back to the community.

Pete has been a volunteer driver with us for more than five years. He told us, *"After retiring I wanted to keep busy and be able to give something back to the community. I really enjoy getting to know all the clients and I'm glad to be able to support them with getting to their appointments safely - there will be a time when we all need help! It's great to have got to know the staff and other volunteers as well and we have a laugh."*

Sophie has been volunteering in the office for a few months and helping at The Memory Cafe. She is also going to be a 'Meet & Greeter' at the hospital and has been on a NHS Trust training course for this. She was very happy and proud to get her volunteer ID badge! She says, *"I'm a volunteer on a Monday in the office and I help Amanda at the Memory Cafe doing teas and coffees on a Thursday. It's nice meeting new people. It's my first year without Mum, she passed away in November and it was a very sad time for me. On the happy side it's nice to volunteer as it takes my mind off Mum and keeps me busy."*



Basia has been a befriender for a number of years. She told us, *"I needed a voluntary opportunity that was flexible, due to family and other commitments. Volunteering is a good way to form new friendships and also lets me 'give & care' still as I'm a retired nurse. Sue and I have now become great friends and we have a lovely time together."*



Our almost 200 volunteers are from all walks of life and each brings their own skills, knowledge and experience to enable us to provide diverse support to our community.

About three quarters of our volunteers are female and 60+ but we welcome anyone! Many of our volunteers have moved to the area to retire and want to get involved in their new community, whilst others want to give back to the community they've lived in for years. Often our younger volunteers are with us to gain skills and experience to support their career development, or don't have any relatives living locally and want to connect with people from a different generation.

An impressive 60% of the hours Volunteering in Health work in the community are done by our amazing volunteers! That means, for every hour worked by a paid member of staff, volunteers will give an additional hour and a half of their time and making a massive impact in our community.

**If we paid our volunteers £10 a hour it would cost us an additional £250,000 a year!**

# Give

# Finance Summary

This year we have recruited Nicki Engert, an AAT qualified book keeper, as our first Accounts Administrator to help us get a better handle on our finances. Sadly our Treasurer of ten years, Carol Ramsay, is leaving the charity this year but will be replaced by new trustee Neil Howell.

Nearly three quarters (73%) of our expenditure this year has been on staff salaries and volunteer expenses as we recognise that our staff are our greatest asset.

Transport remains a very popular and well used service. Last year the service was running at a slight deficit but for 2018-19 the income collected in tariffs fully covered the running costs. The Home Help Service has also turned around a deficit from last year and income received exceeded the running costs.

Our total grants received this year was slightly in excess of £100k. This will support the Wellbeing Co-ordinators, Home from Hospital, Link Worker, End of Life and Memory Loss support. 70% of our grant income came through the Wellbeing Partnership. Working together to offer consistency across the whole of South Devon makes us a much more attractive prospect for funders!

At Financial Year end we have funds of £174,562.64. From this figure, reserves are set at £75,000 in line with our reserves policy and £26,260.92 is Restricted/Designated funding which is being carried forward. This leaves £73,301.72 of unrestricted funding to cover our overheads which include management, finance, volunteer co-ordination, fundraising, insurance, IT, stationary, and marketing.

Our full accounts are available as a separate document on the Charity Commission website or on request by email to [finance@volunteeringinhealth.co.uk](mailto:finance@volunteeringinhealth.co.uk)

## A message from our Treasurer

This is my final year as a Trustee and Treasurer of Volunteering in Health. I officially retire at the Annual General Meeting.

I have seen many changes over the years and am pleased to see how VIH has developed and progressed during that time, and I wish the organisation much success in the future. It has a vital role in the wellbeing and support of our more mature population.

Well done to all the amazing volunteers, staff and Trustees, long may you continue.

Best wishes,

*Carol*

Carol Ramsay



Over the past 12 months we have raised slightly over £21,500. Thank you to everyone who has helped towards this!

We started our fundraising year with a Bake Sale, where lots of fantastic cakes and bakes were donated and were judged by a professional chef. The top prize went to Eve Osborne who won a class at Ashburton Cookery School and the event raised an impressive £210.

Langstone Cliff Hotel continue to support a different charity each month with their regular bingo nights and this year we received £745 when it was our turn to host the event.



At Christmas and Easter, some of our volunteers knitted little robins and chicks, which flew off the shelves as soon as they went on sale. The knitted goodies raised nearly £1500.

In February, several of the local pubs supported our 'Don't Bottle it Up' campaign aimed at ensuring people knew where to go for help or support if they were lonely or isolated. The pubs all held summer themed parties, with the Blue Anchor even having a surf simulator! In total more than £250 was raised and we'd like to thank the staff and customers of The King Billy, The New Quay Inn, Blue Anchor, Bronx and Molloy's who all supported this initiative.

A Life Model approached us saying that he had chosen Volunteering in Health as his charity of the year. He donates all fees for his modelling to the charity and has modelled for a special class for us.

In addition to our Fundraising efforts, we have also received a very generous anonymous donation of £11,000 this year which has been very gratefully received. This donation has enabled us to increase the hours available for our Link Worker, Volunteer Co-ordinator and Wellbeing Co-ordinators.

We have also received £1096 donations in memory, £720 from Teignmouth and Dawlish Memory Cafes, £25 from our KnitWits group and £371 from our office tuck shop.

Thank you also to Shaldon Hub, North Teignmouth Community Church, Holcome Village Fellowship, Dawlish Rotary, Morrisons, Tozers Solicitors, SACF Car Forum and Devon Memory Café Consortium who all made donations this year.

Every single donation makes a difference and is much appreciated as it enables us to support lonely and isolated people to live more safely, happily and independently in their own homes.

Thank you to everyone who has helped with our fundraising this year!



# Fundraising and Donations

# Client Feedback

I cannot thank you and your team enough. My dad has Vascular Parkinson's and Jeannette has been a godsend, visiting us both, putting me in touch with people that can help and just being there to listen. She always retains a sense of humour and can put into words things I find hard to express.

I must thank you for helping to provide transport for my husband to the RD&E. It was such a help. I would never have got him there otherwise—he was kept in and needed urgent treatment. He is now home and doing reasonably well. I must also pay tribute to the driver—he was very kind and helpful.

I would like to say a huge thank you for all the help and support you have been during this HOPE course. I have found all of you very considerate, understanding, caring. The course has been very helpful and the work sheets very easy to follow, the sessions were not too heavy to cope with, although were in depth.

We love hearing your feedback—it makes it all worthwhile!  
We always take on board any constructive feedback too as we want to constantly improve and develop our services.

As part of the penfriend project, I have attended three events at Shaldon School: a violin concert, a Christmas party, and an art project. I have really enjoyed these. It was also amazing to see the changes in the school in the 90 years since I attended there myself.

It has been a mutually beneficial thing. We have had some wonderful conversations about the war, our childhood experiences, and about our working lives, but equally we have learnt from the children about their hobbies, interests, their Christmas, and about modern technology!

I get such a lot of satisfaction from being able to support and in some way mentor the young people in our community. It boosts my own self confidence knowing that I can still be useful and that all my past experiences and not wasted but given value and can be learned from.

Sharon is like one of the family, we have become very close. She is good hearted and I look forward to her coming—she is a ray of sunshine.

When Michelle visited Dad on Tuesday she found him unwell and had to call the doctors for him, which resulted in district nurses coming out and an ambulance being called. She very kindly let me know and was in contact with me throughout. I am so incredibly grateful to her for taking action when she did, it was lucky she was there that day.

Dad is doing so well and is so happy with his independence, it is lovely to see. The house is very clean and well organised for him.

We have had Sharon coming to my father for some time now. What a lovely person she is. She's always got a cheerful word for my father, and she gets on with things that need doing, often going far beyond what I expect from her.

I find her incredibly trustworthy and honest too. I'd like to think that she is now a friend, rather than just someone coming to help in the household. She's a real star!

I would like to say how delighted Dad and I are with both Ian and Michelle's services. Dad is very happy with them both and the peace of mind they are giving me is lovely. I was very pleased with how clean the house is when I was there last Friday and pleased to have the opportunity to meet Michelle, who was very keen to know if I had anything else I'd like her to do in the house and we were able to have a chat about that.

I am very grateful for the services ViH is providing for Dad, thank you very much.

# Home Help Service Feedback

Our Home Help Service provides practical help around the home with things like cleaning, laundry and shopping for £13.50 per hour

This feedback was received from an NHS employee that was supported by the Health and Wellbeing Team. One phone call and one visit from Volunteering in Health enabled this family to quickly reach all of the support they desperately needed, reassuring this lady and passing the information on to all the right people so they could get the right support.

There is nothing quite like experiencing life from an alternative perspective to fully appreciate the compassion, skills and knowledge from our colleagues. This unfortunate (or fortunate) experience happened to me quite unexpectedly.

As a non-medical staff member at Torbay Hospital, I attended a presentation at a Conference from the Health and Wellbeing Team at Teignmouth Hospital. At the time, I remember thinking “what an excellent service,” and then carried on with life.....but then life changed and my world was turned upside down.

My sister, who is a nurse by profession, had been caring for my 89 year old mother in her home. Then, out of the blue, she received the news that she had breast cancer and needed emergency surgery. Without hesitation I agreed that my mother should move from Wiltshire to Devon to stay with me. She arrived promptly with a large box of medication and various pieces of equipment. She had multiple needs and I had little idea about who to contact for which need!  
What to do first? Where do I begin?

After trying to struggle on, not knowing what I was doing, I remembered that presentation. Not knowing whether I would fit the criteria, I found the number for Volunteering in Health – the charity based in Teignmouth Hospital. I was seen really quickly and felt valued and listened to without judgement and with compassion. The relief was immense.

The following day, the first of many professionals arrived to assess and address each of my elderly mother’s complex needs. I did not need to repeat myself again and again, each had been briefed and was able to support us with a smile and with total professionalism. With help and guidance the service continued supporting us until we could arrange for permanent care services.

The service we received was fantastic and I cannot praise them highly enough, not just for the care and support for my mother but for us as a whole family.

Thank you.

The work that you do and the progress that you have made is inspirational – we have seen so many areas that haven't even thought about things that you have achieved. It would be great if we could replicate this elsewhere in Devon and the more we can promote what you are doing where we can, has got to be good.

Susan Joy, STP Programme Support Officer

I saw K today as a patient and was really impressed as to how well he has done since embarking on the HOPE course and the change it has had on his outlook on life and the future.

I am really pleased that he attended and engaged with the service and I think he is a fantastic example of the service doing exactly what it is intended to do. Hopefully he is going to get back into the work-force this year as well, which would be an even more amazing undertaking.

Dr Matthew Fox, GP

I referred a young lady to Volunteering in Health - she has complex health needs and is relatively new to the area, she does not have local family and is yet to find a network of friends.

VIH has seen this lady and listened to her objectives and interests and presented her with lots of opportunities in the local community. I am so pleased that she will see all the wonderful things and people on her doorstep. The response from this referral has been quick and compassionate. From what I have seen this is a wonderful service for local people. Thank you.

Rachel Rogers, Clinical Nurse Specialist

I recently suggested that a patient get in touch with you for some support and advice following her husband's admittance to hospital.

I have today spoken to her and she has confirmed she has been in touch with you. As a direct result of your help she is now able to visit her husband. The family in question are absolutely delighted and we are all so pleased for them.

We often refer patients and families to yourselves for support. You all do a marvellous job and it's great to be able to feed back such a positive outcome. I often speak to patients who are isolated through lack of transport, local family, or due to illness, and the services your organisation provides are invaluable.

Thank you!

Theresa O'Neill, Teignmouth Medical Group

# Feedback from Professionals

# Thank you

Thank you to:

- \* All of our Trustees, Staff and Volunteers who make this charity what it is
- \* Sue Wroe, Teignbridge CVS, and all our Wellbeing Partnership partner charities: Totnes Caring, Kingscare, Moorland Community Care, Dartmouth Caring and Age UK Torbay—working together so effectively has enabled us all to grow and develop to better support our communities
- \* All of the Health and Wellbeing Team at Teignmouth Hospital for continuing to be so welcoming and appreciative of our work
- \* GP Dr Mat Fox and Researchers Dr Felix Gradinger and Dr Julian Elston for their continued support and for bringing recognition to the whole of the voluntary sector
- \* Julia and everyone at The Alice Cross who provide fantastic activities and opportunities to socialise for so many of our clients
- \* All the volunteers at Andy's Man Club who provide such a welcome and needed space for many of our male clients struggling with their mental health
- \* Andy Cope, Adele Hearne and all the local pub landlords and staff who got involved with the Don't Bottle It Up project
- \* The late David Light and the Devon Memory Café Consortium
- \* Mark from WeGo Digital for designing our new website
- \* Homeless in Teignbridge Support for supporting some of our clients with food parcels when they are needed most
- \* Teignmouth Connection Hub for offering additional support to some of our most complex clients, particularly those with housing needs
- \* Gerry Willocks, Jackie Robinson, Jane Winston and all our other knitters and card sellers!
- \* Teignmouth and Dawlish Town Councils
- \* The David Gibbons Trust
- \* The Inman Trust
- \* The Better Care Fund
- \* The Incredible Fund
- \* Dawlish League of Friends for their continued support of our work in Dawlish Hospital
- \* Shaldon Hub, North Teignmouth Community Church, Holcombe Village Fellowship, Dawlish Rotary, Morrisons, Tozers Solicitors, SACF Car Forum and Devon Memory Café Consortium who all made kind donations this year
- \* Anyone who has stuck a pound in one of our collection tins!
- \* Julie Dingley for taking on so many new challenges this year and meeting every one, she really is the embodiment of Volunteering in Health!
- \* All of our fearless sky divers!







# Volunteering in Health

Supporting - Connecting - Empowering