



Volunteering in Health

Annual Report 2019-20



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

01626 771695

www.volunteeringinhealth.co.uk
info@volunteeringinhealth.co.uk

Registered Charity Number 1182615
Formerly Registered as 1136804

Our Charitable Objectives:

The relief of sickness and the preservation, protection and promotion of good health and wellbeing of the community in the general area of Teignbridge (specifically Teignmouth, Dawlish and Chudleigh).

The provision of advice and information services to patients, carers and families, complementing services provided by the statutory sector.



Volunteering in Health

Supporting - Connecting - Empowering

Annual Report 2019-20

Contents

Page 4—Welcome from our Trustees

Page 5—Manager's Report

Page 6—Finance Report

Page 7—Fundraising Report

Page 8-9—Who's Who

Page 10—Blue Zones

Page 11—Move Naturally

Page 12—Eat More Plants

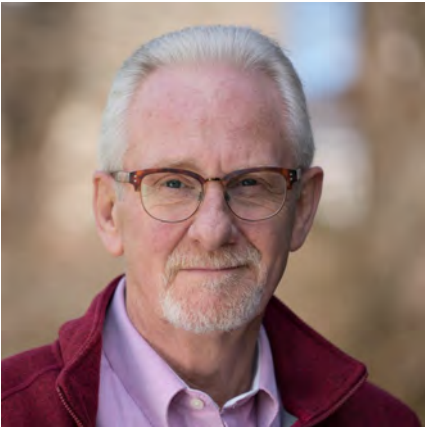
Page 13—Get Involved in Your Community

Page 8—Our Befriending Service

Page 9—Letter from a Befriender

Welcome

Our Chairman and friend Andy Davies sadly passed away on 6th August 2020. We are all desperately sorry to lose him and our thoughts and compassion are with his partner Ann and his daughters.



Andy Davies 1954—2020

Andy and his partner Ann have been involved with Volunteering in Health in one way or another since the very early days – back when we were squashed into a cupboard-sized office in the hospital! As well as being our Chair, Andy was involved with the Citizens' Advice Bureau, Bitton Park Bowling Club and the Patient Participation Group for Channel View Surgery. He will be greatly missed by our community.

A collection has been set up for Volunteering in Health in Andy's memory: <https://andydavies.muchloved.com/>

As a temporary measure, I have agreed to step into the role of Acting Chair of Trustees, until we can elect a new leader in September. I have been with Volunteering in Health for a number of years and benefit from the full support of my fellow trustees and our amazing team.

This year we have had some other changes to the board too, saying goodbye to Neil Howell and Judy Falcao. We thank them both for their time over the last few years, which has helped the charity develop and grow. We are pleased to welcome new trustees Dr Dan Brett and Lauren Wade to the board.

It has been a difficult year for all of us, and despite services having been suspended for a number of months, I would like to reassure you that we will continue to operate and re-build our service provision. We are all looking forward to the re-launch of our transport and home help services and are pleased to confirm that, as of mid-September, all our staff are back to work and supporting the community.

Over the coming months, it will be the role of the board to provide guidance to our teams of staff and volunteers, increase our reach and continue to work closely with our local partners and healthcare services.

I would like to take this opportunity to thank all of you for your continued support, encouragement, and understanding. Together, we can continue to support, connect and empower those in need of support!

Yours Sincerely

Manuela

Manuela Grossmann
Acting Chair of Trustees

Our Board of Trustees

Manuela Grossmann—Acting Chair of Trustees (Human Resources and Health and Safety)

Ann Meyrick—Secretary (Administration)

Alwyn Oakley—Trustee (Volunteers)

Ken Goodsell—Trustee (Governance)

Alison Upton—Trustee (Fundraising)

Alison Hinch—Trustee (Legal)

Dr Dan Brett—Trustee (Medical)

Lauren Wade—Trustee (Financial)

Manager's Report

This year has brought challenges for everyone with the coronavirus pandemic. The Volunteering in Health team has absolutely risen to every challenge and we have never been closer. From dealing with moving to working from home overnight, to getting to grips with Zoom, having some team members furloughed, our own loneliness and isolation, and (for many of us the biggest challenge of all) home schooling, everyone has been there to support each other. There is so much more understanding and appreciation of each other's job roles and how they can all fit together and complement each other so that our clients receive the best possible support when they need it most.

At Volunteering in Health, a huge amount of our work is about supporting people who are lonely, isolated, or anxious, and coronavirus exacerbated all of these conditions. However, in some cases our clients who are used to living a quiet life were able to teach us coping mechanisms! We saw a huge leap from 35 referrals in February to 124 in March. But we equally saw our community coming together, with 53 people coming forward wanting to volunteer for us in March, compared to normally taking on 2 or 3 new volunteers each month. All around the community, people were offering support with shopping and meal deliveries, and we were able to help connect clients with the right services for them.

It was a huge shock to lose Andy in August and this came after several team members had had recent bereavements of their own. Personally, my Grandma and my Mum both died during the summer. I was fortunate to experience first hand the excellent support of our End of Life Support Worker, Jan Bourne, who helped Mum to accept additional support from the Rowcroft Hospice at Home team in her last days.

Mum had over two years to accept and prepare for her death. During that time she was able to catch up with people from her past; say her goodbyes; finish walking the South West Coast Path; sort out paperwork and bank accounts to make things easier for us; share her wishes for how she'd like to die and be remembered. Not everyone gets that opportunity. It was much easier to talk to Mum about her funeral wishes when she was well and it didn't feel real. So I urge everyone to take some time whilst you're well to think about these things and share them with the people who need to know. These are really difficult conversations to have, but Jan and the rest of our team are there to help people have them, and to inspire, motivate and empower people to work towards their life goals. And to remember, however ill or lonely you are, there is always something to be grateful for each and every day if you look hard enough.



I can't thank the team enough for the support they have shown me and all of our hundreds of clients during the lockdown. I would particularly like to thank Manuela for her ongoing support; Amanda for stepping up to support the team when I couldn't; Nicki for taking on countless additional tasks; and Jeannette for being an absolute rock.

As difficult as this year has been, we have all learnt a lot and gained a different perspective which I hope will benefit us in the future.

Chloe

Chloe Myers
Manager

Finance Report

Working in the role of Accounts Administrator I can usually be found with my head buried in a spreadsheet and a smile on my face, as I love working with numbers and I love being part of such a great team. The pandemic brought with it some new challenges for me such as working from home, helping to cover for others and understanding furlough pay and reclaims, all on top of my normal day to day responsibilities.

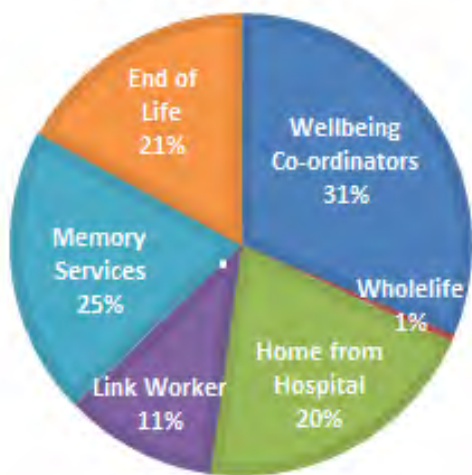
The coronavirus started to affect us at the very end of the financial year Apr-19 to Mar-20 so in terms of the Annual Accounts which are summarized here, there was very little impact. In fact, we had a great year!

We started the year (Apr-19) transferring assets and liabilities of £174,722 from our old Charity no. 1136804 to a new Charitable Incorporated Organisation (CIO) under new Charity no. 1182615. Our total Income for the year was £407,400 (including the transferred figure & deferred income) and Expenditure was £204,858.

Excluding the transfer figure for comparison purposes, the table below shows we have an overall surplus this year of £27,820 compared to deficits for the two previous years.

	2017-18	2018-19	2019-20
Income (excluding transfer funds)	£160,730	£193,788	£232,678
Expenditure	£196,818	£210,258	£204,858
Surplus/ Deficit	£-36,088	£-16,470	£27,820

GRANT INCOME



Total grant income received from Apr-19 to Mar-20 was a little over £102k, which is almost exactly the same as the previous year. Along with deferred income from last year, the overall grant total is £120,972.

Two thirds (68%) of this income was from The Wellbeing Partnership and along with other significant grants from Dawlish League of Friends (£12k) and The Coastal Primary care Network (£13k) and support from an anonymous donor this has enabled us to fully cover the costs of providing Wellbeing, Home from Hospital, Link Worker, Memory Services and End of Life support and carry £29k forward into the new financial year.

Our Transport service generated £34k from tariffs which is on par with the previous year. The Home Help Service brought in just over £31k in service charges (£5k higher than last year) and we also received a £3k grant. After deduction of expenditure and overheads, both services recorded a small loss. Tariffs and HHS charges were subsequently reviewed and will be increasing as these services safely resume.

The "Time for You" sitting service, which is provided entirely by our wonderful volunteers and supported by Devon Carers, contributed £2,333 to our total income received.



Fundraising Report

From Apr-19 to Mar-20 we received amazing support through Fundraising (£7,255) and Donations (£31,839). Plus on top of this we have we have been able to reclaim a further £3k in Gift Aid.



Special thanks to our very generous anonymous donor; Teignmouth Mayoral Grant; Associated British Ports; the executors of the late Mrs D.Hayward, and to everyone who has donated to us this year.

Fundraising events this year have included: Langstone Cliff Bingo nights (£1460), New Quay Inn music fundraiser (£321), Hula Hooping (£214), Cards (£198), Life Drawing classes (£850), Tea Party (£160), Bronx 'White Spirit' band (£245), Rotary quiz night (£115), and Chloe's marathon in Nice (£1000).



The Skydive team (L-R Amanda da Silva, Julie Dingley, myself, and Miia Thomas, along with Michael Pennance) have raised around £3000 between us however the jump has now been postponed 5 times due to bad weather! It is now on hold due to coronavirus but this will go ahead once it is safe to do so.

Looking forward to Financial year 2020-21, the good news is that we have not seen any major changes to our grant funding for our Wellbeing services, so we have been able to continue our work during the recent period of lockdown restrictions. However, we will be impacted by loss of income from the temporary suspension of Transport and Home Help Services and since the onset of coronavirus we have seen donations significantly reduce and so far this year, fundraising activity has not been possible at all.

We would like to thank everyone and anyone who has supported us in any way this year and hope that we can count on your continued support in the future.

Nicki

Nicki Engert
Accounts Administrator



A "Try Hula Hooping" Day at Shaldon Primary School was run by Hooperlative Health and Fitness in September 2019, raising £200 each for Volunteering in Health and The Alice Cross Centre.

More importantly though, it introduced 30 people to a fun new exercise! Hula Hooping is a great example of an exercise that anyone can do at home, burning calories with a smile!

Who's Who, and what do they do?

Chloe Myers is the Manager and is the main link between the staff and trustees

Jeannette Osmond – Team Leader and **Miia Thomas** – Office Manager manage the day-to-day running of the charity
Nicki Engert – Accounts Administrator deals with finances and supports with other administration needs

20% of all income received in the charity goes towards Management costs and other overheads

Link Workers (Social Prescribing/Connecting)

Link Workers meet clients in person or over the phone up to four times to better understand their situation, motivation, goals and barriers. Once the Link Worker has got all of this background information, they will signpost and/or refer the client to the most appropriate services for them. These may be within Volunteering in Health (e.g. Home Help, Transport, The HOPE Course, Volunteering) or with other organisations (e.g. food bank, pharmacist, Alice Cross Centre, TAAG, local gym).

At Volunteering in Health we have Link Workers working from Dawlish Hospital to support safe and timely discharge, and out in the community.

Support Workers (Supporting)

Support Workers provide ongoing low level support indefinitely. They work with people coming to the end of life, people with dementia, carers, recently bereaved people, and people who have been through the Wellbeing Co-ordinator support and need some ongoing contact to help them keep up with their goals.

Home Helpers and Befrienders and Sitters also fall into this category of providing long term support. It's not about making major lifestyle changes, but making life a little bit easier at a difficult time, and having someone to talk to openly without fear of judgement.

Wellbeing Co-ordinators (Health Coaching/Empowering)

Wellbeing Co-ordinators work with clients for a set period of time (usually around 12 weeks) to help them achieve their goals (which may have been identified with the help of a Link Worker). Some clients will attend a six week HOPE course during this time where they can meet peers and support each other towards their individual goals. This covers things like mindfulness, celebrating success, gratitude, SMART action planning. The key to good Wellbeing Co-ordinator support is empowering the client to make long term, sustainable changes for themselves, so that they are ready to move on after the 12 weeks.



Volunteering in Health

Supporting - Connecting - Empowering

Jan Bourne is our Hospital Link Worker at Dawlish Hospital, working to help people return home safely and happily and continuing to support them (and their families) to keep them well at home and reduce the risk of avoidable readmission to hospital. **Gordon Robbins** is our Community Link Worker.

Prospective volunteers have a Link Worker interview with our Volunteer Co-ordinator **Erin Valko**, to establish their interests, motivations, skills, and barriers, allowing us to match them to an appropriate role (which may sometimes be with a different organisation) and offer any additional support they may need.

Funded by The Wellbeing Partnership, Dawlish Hospital League of Friends, an Anonymous Donor

Amanda Da Silva specialises in supporting people with dementia and their carers, as well as those who are interested in the Time for You Sitting Service. **Jan Bourne** specialises in End of Life and also supports family members. **Julie Dingley** supports people who have had a Wellbeing Co-ordinator, with a specific focus on those who have completed the HOPE course. Many of Julie's clients are also volunteer telephone befrienders. **Sally Hocking** supports volunteer befrienders and sitters. **Sheila Goodsell** co-ordinates our Transport Service, supporting volunteer drivers. **Zoe Fogden** co-ordinates our Home Help Service and supports our Home Helpers. **Jess Rowe** is new to this team.

Funded by The Wellbeing Partnership, Devon Carers, Transport payments, Home Help Service payments

Jeannette Osmond is a Wellbeing Co-ordinator as well as Team Leader (and previously worked as a Hospital Link Worker too). **Teresa Patey** is a Wellbeing Co-ordinator who also runs the HOPE course for her clients and works mainly with loneliness, isolation, depression and anxiety. **Jess Sleeman** is new to this team and will be focussed on preventative measures such as helping people towards their personal goals around diet, exercise, and community (see pages 10-13 of this report for more information), also working with the Primary Care Network's new WholeLife project.

Funded by The Wellbeing Partnership, an Anonymous Donor, and The Devon Sustainability and Transformation Partnership

WholeLife

This year we discovered Dan Buettner's 2008 book, *The Blue Zones*. In the book, Dan visits the five communities in the world which have a longer life expectancy than elsewhere, with high numbers of centenarians (people aged 100 or more) living active, happy, healthy lives. He endeavours to find out their secrets and what we can all do to live longer, happier lives.

The five "Blue Zones" are found in:

Sardinia, Italy

Okinawa, Japan

Loma Loma, California

Costa Rica, Central America

Ithica, Greece



Dan Buettner met with hundreds of people across the Bluezones, trawled through the data, and narrowed it down to nine key lessons or strategies for us all to consider:

Move Naturally: Be active without having to think about it

"Hara Hachi Bu": Stop eating when you are 80% full

Plant Slant: Avoid meat and processed foods

Grapes of Life: Drink red wine (in moderation)

Purpose Now: Take time to see the big picture

Downshift: Take time to relieve stress

Belong: Participate in your community

Loved Ones First: Make family a priority

Right Tribe: Be surrounded by those who share your values

At Volunteering in Health, we have further narrowed this down to three key messages:

Move Naturally

Eat More Plants

Get Involved With Your Community

Move Naturally

The key here is to incorporate more movement into your daily life. That doesn't mean running marathons, joining the gym, or High Intensity Interval Training – though it might include those things! It's more about making simple lifestyle changes like walking instead of driving – even if that just means parking further away from the entrance to the supermarket or using the stairs instead of the lift. The most important thing is to find activities that you enjoy and will keep up with long term.

Teignmouth Promenade Parkrun has been running for nearly two years. Every Saturday at 9am, an average of 212 people get together to run 5k. Some of them do it in 15 minutes, some take up to an hour, but everyone welcomes and supports each other to complete the run. The Alice Cross Centre has even set up a Couch to Parkrun group to encourage people who might never have considered running to give it a go. There is a strong sense of community at the Parkrun which keeps people coming back week in week out. You'll spot our Support Worker, Julie, down there most (non-lockdown!) weeks!

In November 2019, our Manager Chloe took on her first marathon, running from Nice to Cannes. Far from the nice sun soaked run she'd been expecting, the race started in torrential rain, thunder and lightning! But all the months of training were worth it when she completed the marathon 20 minutes faster than her target time - and raised £1000 for Volunteering in Health to boot!



Case Study

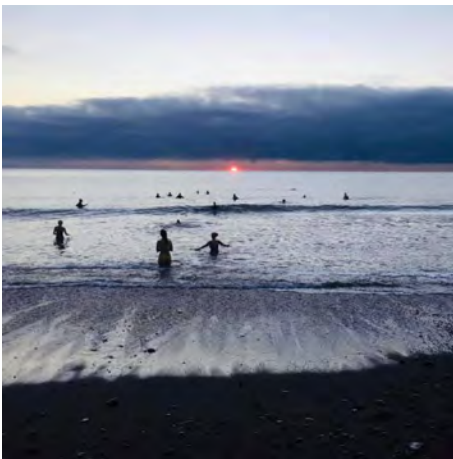
Pat, 70, was referred to us by her GP as she was very isolated and was expressing suicidal thoughts. She has IBS and was so anxious about needing the toilet when she was out that she had just stopped going out altogether. Through the six week HOPE course, she set a goal to go out for a short walk every day. First, she started gardening, getting her outside and doing something purposeful, but still safely close to her own toilet! And gradually she built up to taking a short walk each day. Having met that goal, she blossomed! She signed up for and completed a Sponsored Walk for a breast cancer charity (a charity close to her heart as a breast cancer survivor) and showed off her medal proudly to the group.

Pat told us that when she's out gardening or walking she completely forgets about her IBS, she feels like herself again. She's more cheerful and optimistic. Her IBS hasn't gone away but now it's not overshadowing everything else in her life, so she's not letting it stop her any more! The world is her oyster! And her GP has noticed the difference too. Now Pat talks to her GP about her hobbies, what she's been doing and what she's looking forward to, not just her health issues.

Eat More Plants

Dan Buettnner, and many scientific studies, have found that eating more plants and less meat, dairy, and processed foods, is one of the keys to keeping healthy. In many of the Bluezones, people did eat meat and dairy, but much less frequently and in far smaller quantities than in our typical Western diet.

In November we were part of an event at Riverford Organic Farm in Buckfastleigh which was put on for local GPs and other healthcare professionals. Consultant Gastroenterologist Dr Alan Desmond gave a presentation about how a plant-based diet can change our health outcomes and then asked us to sign up to a 28 day plant based challenge in January and February.



Over 100 local healthcare professionals took on his challenge, seeing remarkable results. The challenge was launched at an event at The Alice Cross Centre in January, with special guests Stephen and David Flynn – better known as The Happy Pear, celebrity plant-based chefs from Ireland. They gave free access to their Happy Heart course for all participants so that they had all the tools they needed to succeed. Whilst here, the Happy Pear also convinced a large bunch of hardy souls to join them for an icy “Swimrise” followed by a plant based warming breakfast at Café Ode in Shaldon, before heading to Shaldon School to talk to the children about healthy eating and living.

Volunteering in Health hosted a weekly Bring and Share lunch at the hospital throughout the challenge, where participants could share their successes and failures and support each other.

58 participants submitted health data at the beginning and end of the challenge: their weight, blood pressure and cholesterol. 66% of the participants had high cholesterol at the beginning of the challenge, but almost 80% finished the challenge with a healthy cholesterol. Those who started the challenge in the overweight or obese weight range saw an average weight loss of 5kg over four weeks, moving many of them into the healthy weight range.



But it was about more than the health improvements for the challengers. Now that those 100+ health professionals have experienced the benefits of a plant based diet for themselves, they are more likely to have conversations with their patients about diet and how improving their diet to include more greens, beans and grains can help prevent and treat some health problems, instead of or alongside medications.

Case Study

One of the local GPs had been supporting a lady in her 80s with Type 2 Diabetes for several years. This lady was on several medications, including insulin, and had received various dietary advice and other interventions over the years. Having attended the event at Riverford, the GP suggested that this lady try a plant based diet. One month later the patient returned having had to shop for new clothes twice after losing so much weight! This had had a positive effect on her Hba1c blood test, coming down from 85 to 70, and she was able to come off insulin.

Get Involved with Your Community

At Volunteering in Health we have always seen the value of community and we feel that six of Dan Buettner's nine lessons can be combined into this one. He found that in most of the Bluezones, people got together on an almost daily basis to relax and chat over a glass of wine. The wine wasn't the important bit; it was about being together and unwinding.

Most of the Bluezones are in places where people live quite traditional lives, with their families around them and often with a spiritual connection. Here in South Devon, people tend to move here when they retire so we have many clients (and volunteers) who don't have family locally, and many of us are not part of a religious community. But that doesn't mean we can't find other groups of like-minded people to build community with. Whether that's our volunteers, everyone on the Parkrun, a group at The Alice Cross Centre, all those who took part in the plant based challenge, or something else, community matters. And one of the key things we've learnt from Covid-19 is the importance of technology in keeping us in touch with each other, whether we live far or near.

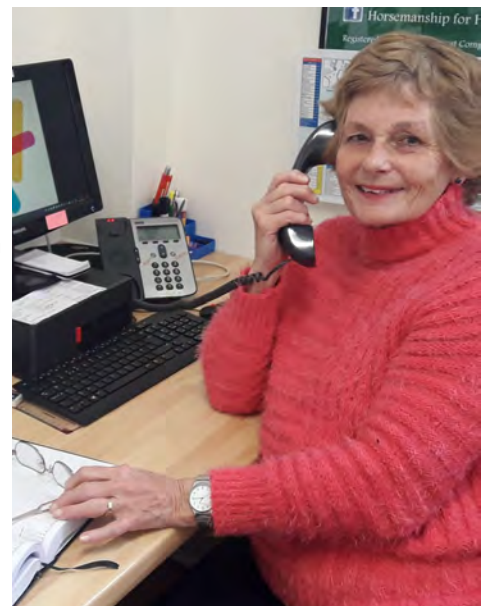


At Volunteering in Health we want to be impartial, finding the right group or activity for each individual. That means we don't run many activities ourselves but spend time building links with the other fantastic organisations in the area to understand what they offer. However throughout 2019 we ran a popular "KnitWits" group where people could come along and work on any knitting or crochet projects over a cuppa and a biscuit with a group of like minded people.

Case Study

Sue first became involved with Volunteering in Health in 2014 when she was caring for her husband who had cancer, who died in 2015. Throughout her time as a carer, we were regularly phoning her to offer support and a listening ear, and after her husband's death she attended our carers groups and lunches where she made friends and felt part of a community of people who understood what she'd been through. In 2016, Sue became one of our first pen pals with pupils from Shaldon School, and also became a volunteer befriender to a lady in Bishopsteignton. In 2019 Sue started volunteering on our busy transport desk, becoming a mainstay of the Volunteering in Health office team. Sue enjoys being able to give something back to the Volunteering in Health community which supported her through a difficult time in her life.

Sue said, "Having worked in pharmacy for many years until retirement 4 years ago I was delighted to be given the opportunity to work for Volunteering in Health as a volunteer. I am able to continue to work in an environment where I can give help and support where needed, working with a team and keeping in touch with the public."



Our Befriending Service

Over the last few years we have worked hard to ensure our befrienders are matched with those who truly need them, to make sure that befriending is viewed as a last resort and not a first. Now that we have a larger team, we are able to put the time in to empower people to get out there in the community making friends and to feel more independent and in control of their own health and wellbeing. Many clients who would previously have been given a befriender are now referred to a Wellbeing Co-Ordinator and often the HOPE course. Through this support they gain the confidence they need to get out into the community, and many even go on to volunteer with local charities too.

During lockdown however, our befriending service really came into its own. We had an influx of referrals for people who were shielding, many of whom were living alone. A weekly call from one of our volunteers made all the difference at what was such a scary time. Fortunately we also had an influx of volunteers—

	April 2019 — February 2020	March 2020 — May 2020
Volunteer Enquiries	5	17
Volunteer Starts	2	11
New Matches made	2	27
Total Befriending Matches	63	145

some existing volunteer drivers who were looking for a different role, others were people who had been furloughed from work and were glad of the sense of purpose in an uncertain time.

As you can see from the table on the left, we had a huge increase in our workload at the beginning of lockdown, with more new volunteers than ever joining us and being matched with clients.

Chloe and Jeannette both joined the charity early in 2014 and one of their first referrals was for a lovely chap called Jack. Jeannette met him in Dawlish Hospital and referred him to Chloe for a befriender as he had no family. As one of our early clients, he is one who has always stuck in our minds and brought a smile to our faces whenever his name has cropped up. Chloe and Julie have fond memories visiting at home with a Christmas surprise one year (pictured below).



Jack was matched with a lovely befriender, Charlotte, who visited him at home for five years, continuing when he moved into a care home and even throughout lockdown. Sadly Jack died in September 2020.

Charlotte wrote the letter on the following page to Jack to remember him. It is clear from her letter just how much befriending means to our volunteers as well as the people they are visiting.

Jack also had a Home Helper, Sharon, who helped keep his house clean and tidy. He was supported by our one of our Support Workers, and we were in regular contact with the solicitors who were acting as Power of Attorney and the Social Workers and Intermediate Care Team who were also involved with his care. Jack had some memory issues and it could get confusing having all these different people helping, but Charlotte was a constant throughout, helping him make sense of it all.

Thank you so much to Charlotte for sharing your memories of befriending Jack, and to all of our staff and volunteers, who make such a difference to people's lives - helping them feel less lonely, happier, more confident, and more connected.

If you would like to volunteer with us, please contact us at info@volunteeringinhealth.co.uk.

Dear Jack,

I was so lucky to be introduced to you when I volunteered to be a befriender with Volunteering in Health. When we met nearly five years ago, you had just come out of hospital and I could tell you weren't sure that you wanted anyone visiting you, but reluctantly you agreed! It took a little bit of time for us to get to know each other and get into a routine of visits.

I visited once a week and at the beginning you made me a cup of tea and we would chat about nothing in particular. I told you about my family and my work and you listened. Eventually you relaxed and told me about your late wife, your career as a mental health nurse, and all the houses you had lived in over the years.

You took great pride in your garden and sometimes we would do some weeding or pick the apples off the tree. Once you let me cut some roses; a huge bunch which looked gorgeous on my dining room table. You were a man of routine and kept your little bungalow so tidy. It annoyed you when it became more difficult to do the things you'd always done with ease.

One of your greatest pleasures was music and I was amazed that you had about five music centres in the bungalow and also an electric organ which you encouraged me to play around with. I wasn't very good but you enjoyed my meagre efforts. You had a beautiful Welsh singing voice and I would find the songs you loved on my mobile phone and we would sing along to Vera Lynn or Frank Sinatra!

As time went on, things got more difficult for you and you became confused and worried about things going missing and people coming into your house. You were a little forgetful and would misplace things. Once you lost a new pack of underpants and accused me of taking them and passing them onto my family! The following week, they had been found and following an apology, we had a good laugh about the situation.

When you went into the care home, you weren't at all happy to begin with and when I visited, you would try to persuade me to 'help you escape'. You wanted to go home. However, it wasn't long before you were settled and making the staff laugh and care greatly for you. You were like a cat with nine lives. You recovered from flu twice, colds, coughs, falls and you had to cope with shrapnel left in your body from the second world war. I loved to hear about your experiences in the army, the battle of El Alamein and your time at the prisoner of war camp in Egypt. You told me that when the war was over, it was difficult to get on a boat home; being quite small you were able to dodge to the front of the crowd and jump on board!

Most of all I loved to hear about how you met Marjorie and how much she meant to you. It was so sad that she died so young and just as you were about to retire. You would have loved to travel and see the world. In fact, you had a brand-new large suitcase in the loft just waiting for your adventures which never happened. The photos of your wedding were stunning and Marjorie was a beautiful woman.

We knew each other for nearly five years Jack and I can honestly say I became so fond of you and you taught me so much. I wasn't able to see you during the Covid 19 crisis but I wrote to you every week and luckily, I saw you (behind Perspex) a few days before you became ill. You were very cheerful.

I'm going to miss you but I will take so much from our friendship and remember you always.

Rest peacefully Jack. Thank you for the laughter.

Charlotte



Volunteering in Health

Thank you to all of our Trustees, Staff, Volunteers, Partners, Donors and Clients, for your continued support

Volunteering in Health

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

01626 771695

www.volunteeringinhealth.co.uk

info@volunteeringinhealth.co.uk

Registered Charity Number 1182615

Formerly Registered as 1136804