

Volunteering in Health

Annual Report 2022 –23

Reference and administrative details

Registration Number 1182615 (previously 1136804)

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

The trustees Alwyn Oakley (Chair)
Manuela Grossmann (Vice)
Lauren Wade (Treasurer)
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Welcome

I am pleased to present to you the annual report for Volunteering in Health, highlighting our achievements, challenges, and future plans.

Firstly, I am delighted to report that our organisation continued to thrive and expand our volunteer base. We have over 130 active volunteers who have dedicated their time and expertise to helping us achieve our mission of providing care, support, and assistance to vulnerable individuals in our community. Our volunteers have contributed over 8,300 hours of service, allowing us to make a significant impact on the lives of those we serve.

In the past year, we have extended our services and increased our reach to include more areas in the community, working with local charities and health organisations to identify gaps in services and respond to the needs of those who require our help. One new service, we call our 'Quiet Lounge', as we held our first group in the Quiet Lounge of the Clifden Hotel, Teignmouth, brought people together to share ways to deal with the anxiety they were experiencing, especially following long periods of lockdown. We collaborated with Emma from Recovery Devon,

We also continued to invest in training and development initiatives, ensuring our volunteers have the necessary skills and knowledge to provide high-quality care and support to our clients. Additionally, we launched a new programme focusing on health promotion, encouraging individuals to take ownership of their health and well-being.

However, we faced some challenges, particularly with funding, as resources became increasingly scarce due to the current economic climate. We have responded to this challenge by developing new partnerships and innovative fundraising ideas, including virtual events and crowd-funding campaigns, which have helped us to sustain our operations and meet our objectives.

Looking ahead, we aim to further strengthen our partnerships and collaborations with local organisations, as well as increasing our volunteer recruitment and engagement activities. We will also focus on expanding our support services, particularly in the mental health and wellbeing area, and investing in the necessary resources and infrastructure to ensure we can deliver on our objectives.

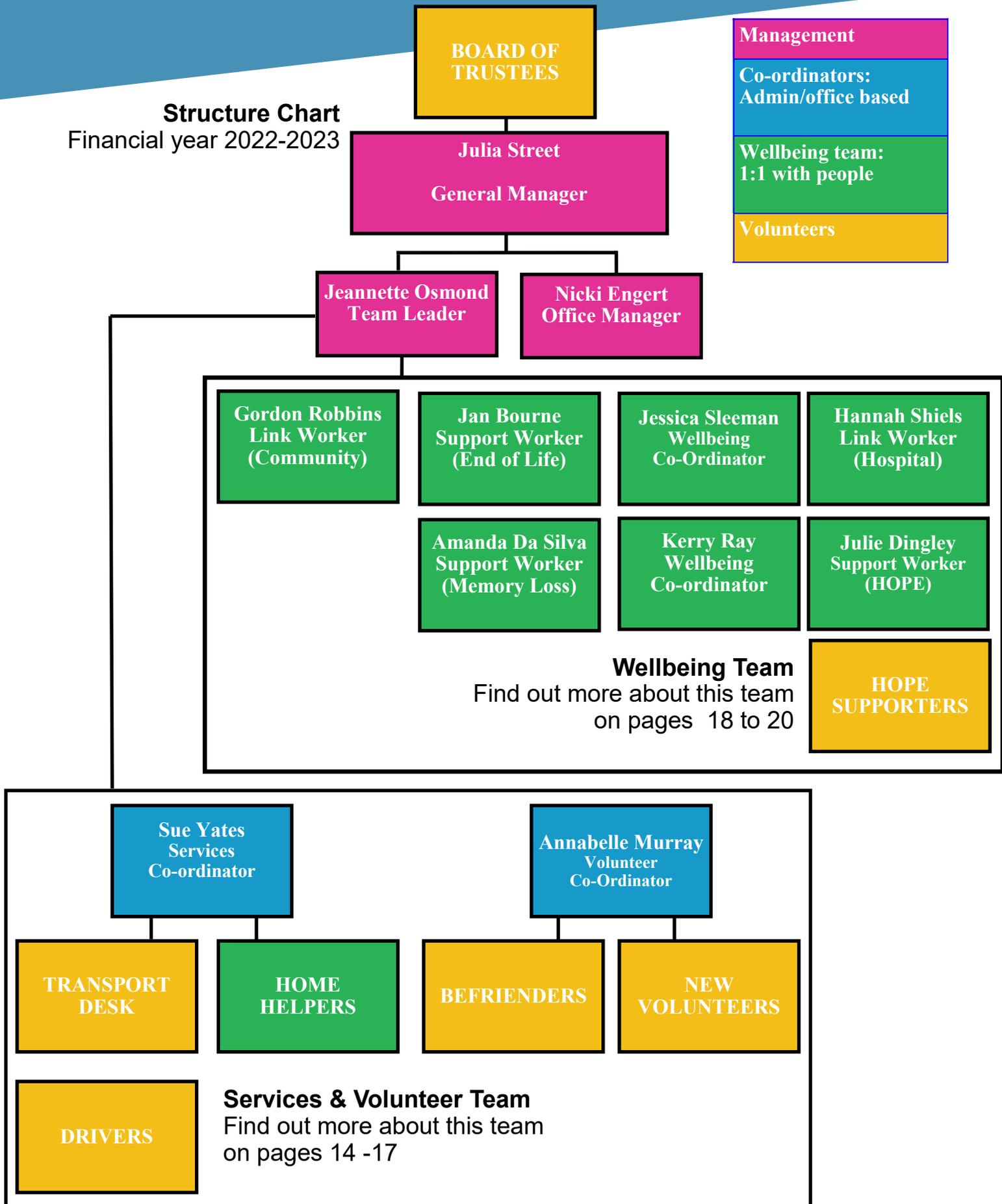
In conclusion, I would like to express my gratitude to our trustees for their guidance, our volunteers and staff for their continued dedication and hard work, and to our clients for their trust and support. I believe that our unwavering commitment to our mission and our focus on innovation and improvement will enable us to overcome any challenges and continue to make a significant impact on the lives of those we serve.

Alwyn

Alwyn Oakley
Chair of Trustees



Structure Chart
Financial year 2022-2023



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Manager's Report

My first year at VIH, has seen continuing change and improvements to our processes and service delivery. We were delighted with our year end result, as seen in the accounts, and thanks go to Nicki for her vigilant watch over our expenditure and control of finances.

Sue joined the team last September to run the Transport and Home Help services. We are delighted at her success in bringing both services close to breakeven, which is the first time in many years. Despite a tough job market, she has recruited 2 new Home Helps to the team, Sam, and Nicola.

Annabelle took up the Volunteer Coordinator role last November and has carried out essential work in reconnecting with, training and energising our volunteer team. We now have a far more professional, structured recruitment, induction and ongoing management process. Consequently, volunteers have gone on to take up roles with greater responsibility, under the guidance of Annabelle and our staff team.

We have implemented Microsoft 365 to allow more flexibility in our working practice, helping with remote working and home working. Training continues to help the team learn to make use of this amazing suite of tools. In addition, we are redesigning Charity Log to suit our needs and Nicki and Lauren have successfully moved our accounts to a digital solution.

Hannah Shiels stepped down as Dawlish hospital link worker in March and we would like to thank her for her work, in supporting patients with their hospital discharge. She was briefly replaced by Jess, who was offered an opportunity to move back into clinical psychology, in which she is trained, and left VIH in June. Thanks go to both for their time with VIH and best wishes for the future. Home from Hospital link worker is one of the few secure NHS funded roles, which meant we were able to recruit, and Cara Kinsey joined us in July. She comes with a wealth of experience, having worked for Rowcroft. She is a HOPE practitioner and a complimentary therapist. On day one in post, she was already trying to source a pram and doll for a patient with Dementia on the ward through Facebook, which she succeeded in finding and brought great comfort to that client.

Recognition goes to Jan Bourne, who retired in April, after a career spanning many years in the NHS. She was sister of District Nurses at Teignmouth Hospital working to bring clinical, nursing and voluntary services together as a cohesive team. She moved to the voluntary sector to work for Westbank, supporting older people to have better quality of life and friendship, through group outings and activities. She joined VIH in 2016 as Dawlish Hospital link worker and then became the Palliative care/ end of life worker in the organisation and expert in this field locally. Jan has a passion for supporting people to have equality and dignity to the end of their lives. Jan has remained as an essential volunteer with VIH. She supports some of our clients to end of life and is guiding, training and managing our group of 5, Palliative, support volunteers. We are very grateful to still have Jan as part of our team.

Projects we have run this year include, "Flasks for life", which enabled housebound and those on low income, to save a little money, by only heating the kettle once in the day and keeping the water warm in a VIH flask. During the summer the flasks are used to keep water cool. Currently the nursing team are distributing the flasks with record sheets, so they can monitor their patient's fluid consumption in a day.

Our Future Plans

We are working with Teignbridge CVS supporting 16 Ukrainian families in Teignmouth, Shaldon and Bishopsteignton, to settle and live in our community. We help with housing, benefits advice, improving language skills, accessing services and relieving isolation, through regular bring and share events. We celebrated Eurovision at the Alice Cross Centre with 40 of our guests and some of our host families. Thanks go to David Leyland for his support to our Ukrainian guests and Teignmouth Baptist church for hosting activities.

We have continued to raise awareness of VIH with collections in the town with friends from Probus at Christmas, attending Heat cafes and memory cafes at Alice Cross Centre, launching many digital ways to raise funds for the organisation through Easy fundraising, Teignbridge Lottery and 'Friends of VIH' regular donations.

We regularly attend the charity Bingo at Teignmouth Rugby club. Thanks go to Jeannette for bringing in a crowd to take part each time. We are the beneficiary charity on 28th Sept – eyes down at 7.30pm.

The Future

We will focus on the cost of living crisis as we move into autumn and winter. We will work to distribute Devon County Council Household Support Fund to the neediest in our society, to help pay for utilities and food. We will support with income maximisation for these families with CAB & Assist Teignbridge. We will work with Alice Cross Centre, Pow Wow café, Teignmouth Community Larder and Dawlish Hospital, to make clients aware of the support we can all provide and where they can access further help. This will also help link clients to places where they can make friends, eat fresh, meals and stay warm in Heat cafes and "Warm Hubs", locally.

We are receiving more and more self-referrals from carers who are at breaking point. Often elderly couples are trying to support each other, when no other family are nearby. They are both unwell and the strain of caring can bring them into crisis. We must recruit more sitters to provide the essential respite these carers and families need.

Lonely people who are disconnected from their community will be supported through Group work such as HOPE, Quiet Lounge, Keeping HOPE and wellbeing calls from our wellbeing team.

We must focus on bringing in funds and developing more innovative ways of funding our work, so we can meet the ever-increasing demand for our services.

Volunteers will continue to be key in our work and we will build on the relationships with them, upskilling and training, to enable them to work alongside our staff to provide greater reach.

The building of the new Health & Wellbeing Centre will start soon, completion is estimated in late 2025. VIH will be making plans to be ready for the changes that this will inevitably bring to us.

My personal thanks go to all those involved with our work and who support us by other means. We couldn't do it without you!



Julia
Julia Street

Finance Summary

We have received total funds this year of just over £217,000 plus we carried forward £7,400 from last year in deferred income. This results in total income of £224,000 from which £15,218 will be deferred into the next financial year. Our total expenditure for this year was £224,000.

We have received £81,000 in grant funds this year, which is a 20% reduction compared to last year. £75,000 of this grant funding was from the Wellbeing Partnership. This funding supports the costs of providing our core Wellbeing services such as Dementia support, End of Life/Palliative Care, Hospital Discharge and 1-2-1 Wellbeing support and HOPE courses.

We also secured a number of smaller grants enabling us to run some further specific projects.

The 'Flask for Life' project was set up to help with the ongoing cost of living challenges many people are facing at the present time. We ran a number of events in the community and gave away free thermos flasks preventing people from having to reboil a kettle multiple times each day.

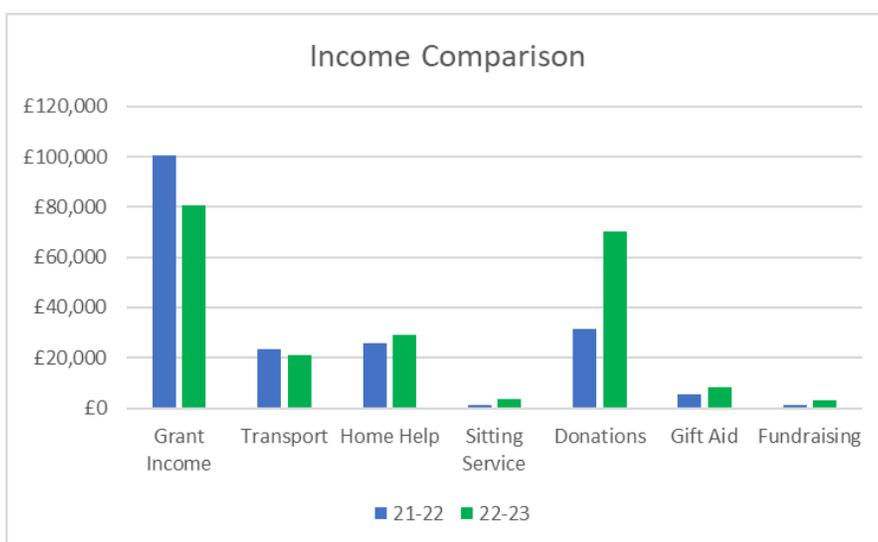
Our much needed "Quiet Lounge" anxiety support groups were also able to continue this year thanks to grants received from Devon Mental Health Alliance and the ForTeign fund.

Our Home Help Service continues to be in great demand, and we have seen a 13% increase in income from this service over the last 12 months. Transport to medical appointments is also a vital service we provide for the community, although the income received is slightly less than last year.

This year our donations were more than double the year before. We received continued support from Dawlish League of Friends with a £12,000 donation towards the cost of our Hospital Link Worker plus very generous anonymous donations of £30,000 and £18,000 respectively which have supported the costs of our Link Worker and co-ordinating and supporting our team of volunteers.

With the restrictions of Covid hopefully behind us now, we were able to step up our fundraising activities this year. We held Tabletop sales, Rotary raffle tickets, Music fundraisers, Bingo nights and Life Drawing classes.

Our full Annual Accounts will be available on request from finance@volunteeringinhealth.co.uk



Ways to Support Us

FRIENDS OF VOLUNTEERING IN HEALTH

If you would like to make a regular monthly donation to support our charity, we would invite you to become a 'Friend of Volunteering in Health'.

Our Friends commit to a regular donation of £3, £5, £10 a month by Standing Order.

If you would like to become a Friend, please contact Nicki Engert at the Teignmouth Hospital office, or email finance@volunteeringinhealth.co.uk for a Standing Order form, or for more details.



Volunteering in Health are one of the charities taking part in the local community lottery. Tickets cost £1 per week and every week there is a chance to win a top prize of £25,000 plus some smaller cash prizes or extra tickets for future draws.

Visit the Teignbridge lottery for communities website for further details or to buy tickets www.teignbridgelotteryforcommunities.co.uk/support/volunteering-in-health



You can raise FREE donations for Volunteering in Health every time you shop online – just use easyfundraising! Over 7,500 brands will donate, including the big names like John Lewis, Expedia, Argos, Tui and many more.

Visit the website for more details or to sign up www.easyfundraising.org.uk

Or scan the QR code below:



Nicki

Nicki Engert
Finance Manager

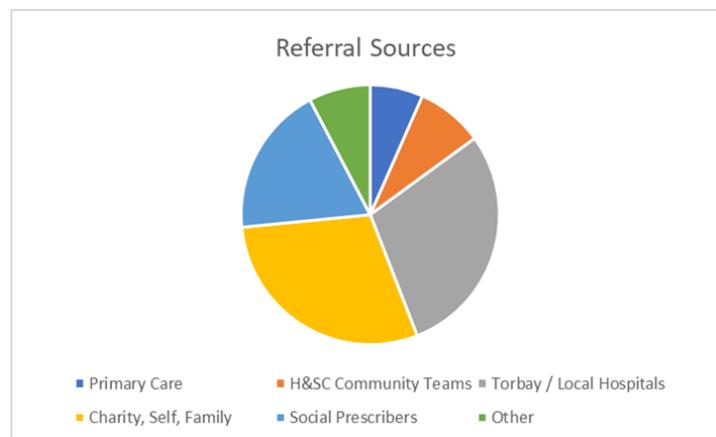


Office Manager's Report

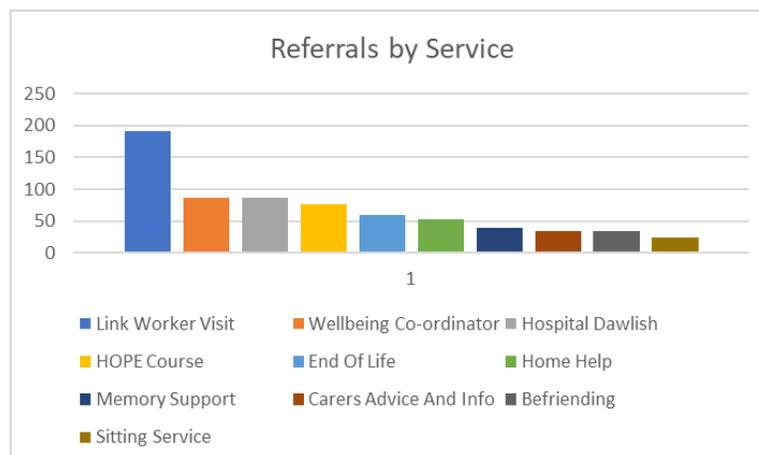
This year has seen lots of change for our team with a restructure of personnel and roles and also a new IT system to learn. The reduction in headcount has meant that many of the team have needed to be flexible in their roles and help to support each other in bridging a few gaps. This has been challenging at times, but I am really proud of the whole team for embracing the changes and maintaining a positive attitude throughout this transition.

Whilst undergoing our internal changes, we have continued to provide much needed support to our local community. Overall, this year we have supported over 1200 clients.

We receive referrals from many different sources. The majority of our referrals this year have come to us as self-referrals or from concerned family members. We have also seen a large number of referrals from the local hospitals seeking ongoing wellbeing support for clients for when they are able to return home

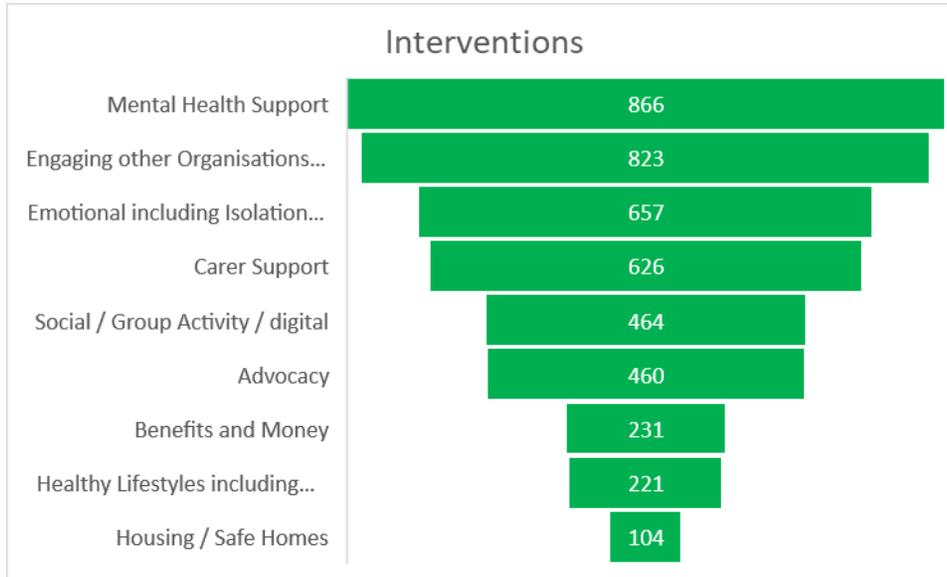


Link worker visits and calls are crucial for supporting and connecting our community not just onward to VIH services but also signposting to other organisations where appropriate. The chart below shows this was the most needed service we provided this year by quite some way.



Office Manager's Report

Our Wellbeing team have provided many levels of support this year, with Mental Health and/or Emotional and Isolation support being the most needed within our local community.



We are also continuing to promote and hopefully grow our client base for our Transport, Home Help and Sitting Services.

All the statistics shown here are only possible because of the hard work and dedication of our small team of paid staff and our wonderful, supporting volunteers, so thank you all for your amazing work this year.

Nicki

Nicki Engert
Office Manager



Team Lead Report

Wow what a year and haven't we been busy as a client facing team at Volunteering in Health!

This year we have found ourselves being able to provide additional groups offering services to address the 'identified needs' within the community, as well as our usual services. The provision of additional services has given staff a chance to; expand their skills and learning, teamwork and work towards their own professional goals.

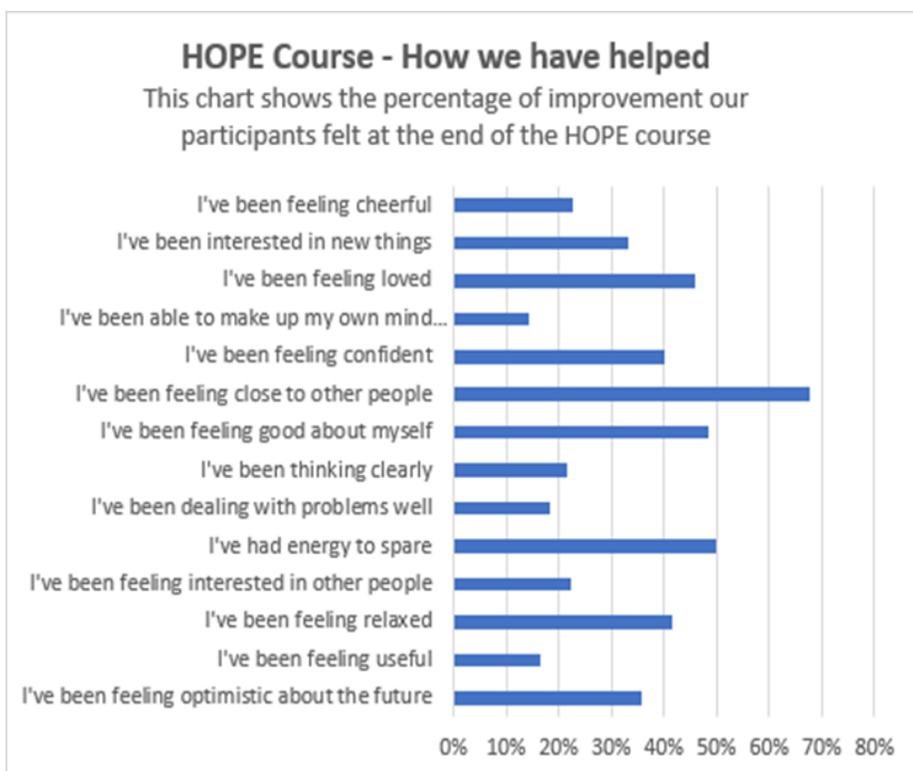
The size of the team has seen some movement with this and staff have all risen to the challenges, not only by providing support to each other, but by expanding and enhancing their roles with a number of amazing, focused and dedicated trained volunteers.

Looking forward, our focus as a team is to continue to provide solid foundations and a strong underpinning of all services from which Volunteering in Health can continuously build upon – it's been exciting and refreshing to have this approach and gives a bright future for us all to work towards.

An example of a new group that has been provided is 'The Quiet Lounge' - a group that aims to help support people to understand anxiety and how it can affect people's lives. The aim is that with the knowledge people can move forward with an understanding, creating hope for the future.

"The Anxiety group helped at the time I needed it the most, I could put everything that was in my head into perspective at my times of struggle." Anonymous

The HOPE course was delivered to **76** people and continues to thrive using various venues throughout our catchment area. The groups are always well attended and demand is there and we currently have people on a waiting list for future groups. It is in the planning to collaborate with other charities working in a multi-agency way to strengthen the provision of HOPE groups.



This is something new and exciting and again another example of how Volunteering in Health are looking to the future.

Further training of HOPE facilitators is planned for a staff member and a volunteer.

We took the statistics from one course and collated them to show improvement – an interesting read that shows growth and improvement using the measuring tools, a request by the NHS.

Team Lead Report

We have listened to HOPE attendees who have requested to continue meeting. The feedback was; that by communicating and connecting they were finding that the tools from the HOPE course were supporting a self-management approach to their needs. By obtaining a grant we have now started a unique group named 'Keeping HOPE' that will enable a transition from a facilitated HOPE service to a self-managed Keeping HOPE, with Volunteering in Health providing guided personalised support.

'Keeping HOPE is great it's every two weeks and it's a nice way to have continued support at 'life's pace'. Everyone comes with different scenarios - it's nice to feel included and a sense of purpose. My therapy dog Elsie is welcomed and the group voted for him to be the Keeping HOPE mascot 😊 so proud'. Enya



'I have moved from Wellbeing 1:1 to the HOPE group. Since attending Hope as a client I have now become a HOPE volunteer. I am excited as I am not so isolated and have met some great people. My confidence has had a huge boost and I find it easy to say things rather than the words just staying in my head. I am still in pain but have a reason to get up and out, I manage my pain by pacing and setting small achievable goals.' Melanie

Over the past year, the whole of the client facing team and their volunteers, have worked together to offer a flexible, forward thinking, professional approach. By working with the wider whole team all have continued to offer services, sign posting and support to many. Thank you for all your hard work, dedication and commitment.

Jeannette

Jeannette Osmond
Team Lead Client Services



Support Services



Transport

Transport is a valuable service within our community. Our amazing volunteer drivers & transport desk operatives are the heart of this service. Without their support, dedication, care, and flexibility we wouldn't be able to continue.

We currently have a team of **29** volunteers – **23** of these are drivers, to include drivers based in Chudleigh. They work tirelessly to ensure that their clients are collected, delivered to their appointment and taken home again, safely with professionalism and kindness – a client recently commented how our service is preferable than a taxi, due to this.

We have 6 desk operatives who work on individual days, from 10 – 12.30, taking calls from clients, logging them onto the computerised diary system, matching drivers to the request, and informing clients of their driver. This role is rewarding with a sense of satisfaction felt when we have filled a drive. All our desk operatives have empathy and compassion especially dealing with the most vulnerable people in our community.



Throughout this year, we have made an incredible **1,210** drives – a little less than last year, but we have been faced with many difficulties, such as strikes within the NHS; **54** of these were WAV drives. We have clocked up **27,378** miles and provided a staggering **2,438** volunteer driver hours. We have taken on 3 new drivers, and 2 new desk operatives.

Thank you to everyone who is involved in our Transport Service for your continued support.

Home Help/Enabling Service

Our Home Help/Enabling service supports clients in Teignmouth, Dawlish and Chudleigh with practical tasks around their home (cleaning, laundry, shopping). They work alongside the client to promote independence, enabling the client to take part in activities that they would not otherwise be able to, with a focus to reconnect with the community and their social life if possible.

One of the wonderful things about all of our Home Helps is that they build a rapport with their clients. This enables the team flexibility within their working lives – as many of our team have a young family, and can base their hours around school and holidays.

Recently we have added 'enabling' as part of the role of Home Help, as it has been realised that our team are not only cleaners, but are an integral part of someone's week, offering a listening ear, or a helping hand with many other aspects of their lives.

Throughout the year we have provided an incredible 1729 hours of service. We have a dedicated Home Help team and currently have 8 team members. The waiting list is slowly diminishing and with our ongoing recruitment drive, we are hoping that we will soon be able to fulfil all the requests for Home Help.

Thank you to all the team for your continued hard work, and support. If you would like to join our team, please contact info@volunteeringinhealth.co.uk for more information.

Sue

Sue Yates,
Services Co-Ordinator

Charity CIO no. 1182615

Volunteering Report



Volunteers

This year has been about creating a new start with all our volunteers post covid.

I have been in post as the Volunteer Coordinator since November 22, and the drive to restructure how we have been engaging and equipping our volunteers has been my top priority. Focusing on supporting our volunteers collectively and individually, giving opportunity to hear what they have to say about their experiences, delivering a training program that is accessible for all, and ensuring our client's and volunteers welfare is at the centre of all we do. This has all been going on, whilst simultaneously making certain all our volunteers' data and DBS is up to date and GDPR correct.

As expected, 'returning to normality' after the pandemic has meant that many 'during covid volunteers' returned to work. Some volunteers had changes to their situation or moved to different locations, which depleted our volunteer force, but only temporarily. Despite 49 of our 144 volunteers stepping down since last year's report, as of July 23, we have an amazing 130 volunteers who have been actively engaged with me. Since January 23, we have been seeing a steady stream of new volunteers joining our volunteer cohort.

Workshops

In February and April 23, we ran 2 volunteer workshops with 53 volunteers attending. This created an opportunity to socialise and to learn more about all the services ViH offers.

The key aspect the volunteers reported back benefiting from was 'listening to staff talk about the services' and as a result, we had 14 volunteers indicate interest in being part of our newest service for 'End of Life'. We now have a team of 6 volunteers that are dedicated to the EOL Team and are linked to 10 clients each week.

The workshops received a 4.75 out of 5 for the overall rating by our volunteers.



Training

We have run 2 Essential Core Training events in March and June 23, with another one scheduled for late November 23, to ensure all our volunteers participate as a benchmark of quality volunteering. The core training covers 'Confidentiality, Boundaries and GDPR' and to date (July 23) has been undertaken by 57 participants. The effectiveness of the Training was reported as 4.67 out of 5. We want to encourage all our volunteers to attend the training by the end of 2023.

Chudleigh Together

Over the last 5 years, ViH has worked together with an organisation called Chudleigh Together. They have been instrumental in creating local knowledge and connection, to help frame our volunteer delivery there, and to help signpost clients that need our support under the care of MaryAnne McFarlane, who has undertaken this task voluntarily and consistently for the duration of the collaboration. In July, MaryAnne made the difficult decision to step down with ViH taking on the full delivery with the 'Chudleigh Together Community Group' meeting quarterly to assist the ViH's Coordinator with any local input needed. ViH wants to take this opportunity to thank MaryAnne for all her and Chudleigh Together's endeavours on behalf of the community of Chudleigh.

Celebrating Volunteer Week

As part of our Volunteer Week we ran our very first 'Forum Day'. This was held at Bitton House in Teignmouth, consisting of core training and 'volunteer and client journey awareness'. ViH were thrilled that a call out to local charities to collaborate resulted in 10 volunteers and staff from two other local charities participating and because of its success, we anticipate holding a Forum Day each year for further charities collaboration and knowledge sharing. One charity reported back on the phone the following day, *"we were able to see gaps in our delivery clearly during the Forum Day 15 and already we have had a meeting and have changed our procedures, thank you"*.

Volunteering Report

Our volunteers reported the key areas that challenged them were Boundaries, Journey Awareness and GDPR. They rated the overall day 4.5 out of 5 and made these comments,

"We are appreciated in whatever sphere we are working and that there is always someone on the end of the phone if needed."

"I found it really useful talking to other volunteers about their journeys and what they have experienced along the way."

A Picnic Cream Tea, volunteer celebration, on the Den was a great success. Staff and volunteers enjoyed sunshine, hula-hooping, and scones. A big thank you to The Alice Cross for organising

Who our volunteers say they are!

Since January – July 23, 60% of our volunteers have reported back to us with information that helps us understand the services they want to be involved in. When linking this with our Charity Log data, this is how our volunteers look:

44% are based in Teignmouth, 13% Dawlish, 13% Chudleigh, 11% Shaldon and 8% in Bishopsteignton.

The services that our volunteers say they want to be part of are 40% face to face Befriending, 25% Transport, 23% Telephone Befriending, 22% sitting for carer respite, 19% want to be part of our general administration team 19% our latest service 'End of Life'.

57% of our volunteers want to help lonely and isolated people, 44% want to engage with people struggling with depression and anxiety, 33% want to assist with group work, 31% want to support clients that are going through 'end of life' and 28% want to bring quality connection to clients that have Dementia.

With 130 volunteers, serving the community with a conservative approximation of 1 hour per week, this equates to 8,340 hours per year connecting with our clients. This is the equivalent to 4.58 full time staff at 35 hr. week. We estimate that would equate to a saving of about £125,000 if we were paying for this volunteer time.

To top it off, 31% have said they would like to do a coastal pathway walk to Fundraise for ViH, and we are in the process of networking with South West Coast Path Organisation to hopefully deliver this early 2024.

ViH have introduced more volunteers into the office as part of an Admin Team; we have an End-of-Life Team that meet regularly at the Hub; The Transport Team – which regularly have a bacon sandwich breakfast together; The marketing and fundraising Team which meet with our manager as a think tank – this needs lots of coffee!

It is powerful when a volunteer reports on the ViH team vision, *"I liked the general upbeat positive attitudes to moving forward"*, and *"I look forward to beginning my journey and gaining knowledge and experience"*. To all ViH Volunteers - Thank you!

Annabelle

Annabelle Murray Volunteer Co-Ordinator



Sitting Service

Time For You - Sitting Service

Time For You is designed to provide carers a much needed opportunity to have a few hours break from their role. Working alongside Devon Carers we provide volunteers who come to your home and spend time with the person being cared for, enabling their carers the chance to take a break, meet a friend, go for a walk or just the opportunity to do a weekly shop without fear of leaving your loved one alone at home. As this is a service provided by our volunteers the fee is minimal, in some cases free of charge. Our sitters do not provide personal care but offer companionship and the chance for carers to have a worry free break.

I recently spent some time with a couple who have been receiving visits from one of our sitters for over two years now. Tony developed Lewy Bodies Dementia and Parkinson's, seven years ago. At that time, he was carer for his wife, who suffered with Meniere's disease, debilitating arthritis and severe anxiety. Tony's diagnosis turned his wife's world upside down. She was now the primary carer and as Tony's dementia worsened so did his physical condition and he developed spinal degeneration. Tony's condition meant his wife could no longer leave him alone, he wandered regularly and needed constant supervision to keep him safe.

The couple had a Volunteering in Health home help, so contacted us to see if we could offer any other support. Our Memory Support Worker, Amanda Da Silva, visited them to assess their needs. She liaised with the Occupational Therapy department at the hospital to ensure they had an up to date care plan and regular visits from the Intermediary Care team to support them. Amanda then made a referral to Devon Carers for funding to provide them with a weekly sitter. Within a few days of their referral we were able to match them to a sitter who has been visiting them weekly ever since. "The sitting service has made a vast difference to my life" the wife said, "I can't wait to get out. Those few hours of freedom a week mean so much to me."

Their sitter was also keen to express how rewarding she finds being able to help a family, she has grown very attached to the couple over the last few years.

We currently have two sitters who volunteer with us, they make such a huge difference to the families they support.

We would love to be able to recruit more volunteers for this role to enable the carers who do such a fantastic job looking after their loved ones, an opportunity for respite.

If you believe you would be suited to the role of volunteer sitter, to provide companionship and enable carers to take a break please contact our office on 01626 771695.

All volunteers will be trained for this role and DBS checked.

By Kerry Ray, Wellbeing Co-Ordinator.



Connecting

Link Workers meet clients in person (or over the phone) to better understand their situation, motivation, goals and barriers. Once the Link Worker has got all of this background information, they will connect 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. Assist Teignbridge, CAB, food bank, pharmacist, Alice Cross Centre, TAAG, local gym). The Link Worker's role is to help people find and access the support they need, rather than to be that support.

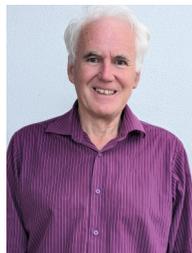
Home from Hospital



We work to help people who have been admitted to Dawlish Hospital return home safely and happily, and then continue to support them (and their families) to keep them well at home and reduce the risk of avoidable readmission to hospital within 28 days. **155** people were supported through this service from April 2022– March 2023.

Hannah
Hannah Shiels
Link Worker

Social Prescribing



We work alongside the Social Prescribing Link Workers for The Coastal Primary Care Network, based at GP Surgeries, to help connect people with the right services for them. I am also responsible for meeting people who have been referred for a Befriender or Home Helper, or where we are not sure which service is best for someone. To assess their needs and undertake a risk assessment. We did **191** link worker visits. We received **120** Social Prescribing referrals from April 2022 - March 2023.

Gordon
Gordon Robbins
Link Worker

Memory Loss



We work with people who are dealing with memory loss and dementia, and their families, to understand what is happening and find practical solutions to things which may be becoming more difficult. We work closely with the memory café at Alice Cross Centre, The Ness Centre, and other local organisations. We also provide a Sitting Service for carers, Time for You, so they can have time out. We have a waiting list of people who need this service, so we are looking for volunteers to help with this role. We supported **25** people with our sitting service. This year we have supported **100** people dealing with memory loss.

Amanda
Amanda Da Silva
Support Worker

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. 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.

Palliative Care



We work with people who are coming to the end of their life, as well as their families, to help people understand what is happening and to get everything in place that they need to, including working with them on Advanced Care Planning. We work closely with Rowcroft Hospice. This year we supported **60** people through this service.

Jan

Jan Bourne
Support Worker

Next Steps Wellbeing Support



I support people with their onward journey after they have either completed the HOPE course or received one to one wellbeing from the Volunteering in Health team. I make weekly calls to people who may be facing any number of difficult challenges, this could be struggling with their mental health, loneliness, or isolation. The support I aim to give is not just a brief phone call, it is a listening ear when people can be at a very low point in their lives. We can also provide information or signposting to other organisations that may help in specific areas.

This year, thanks to some funding made available through Teignbridge CVS, I was able to help many clients who were struggling with the cost of living crisis. We were able to assist with food vouchers, topping up electricity meters, and any other requests that met the criteria from the fund.

We offer empathy and time that helps people to know that they are not on their own – always leaving an open door for them to contact us if they need additional support.

Case Study for Wellbeing Support

I began my Health and Wellbeing Support with a lady in August after she had completed her Health and Wellbeing sessions with one of the VIH Wellbeing Co-ordinators. I was phoning her fortnightly to work on the goal of empowering her to walk to a local café alone for the first time and meet me there. We planned a date and before the meet up I called her to reassure her that all would be ok. We met up successfully and this was a huge achievement for her. She enjoyed a bacon roll and a drink and she connected with a few familiar faces at the café which built up her confidence that she could do this again. Her smile was so broad as you can see by the photos which she has consented to me sharing.

Julie

Julie Dingley
Support Worker



Empowering

Wellbeing Co-ordinators provide a Health Coaching service for a set period of time (usually around 12 weeks) to help clients achieve their goals (which may have been identified with the help of a Link Worker). The key to good Health Coaching is empowering the client to make long term, sustainable changes for themselves, so that they are ready to move on after the 12 weeks and have the tools they need to keep making positive changes to their lives to improve their health and happiness. **100** people completed the Wellbeing Co-ordination programme from April 2022—March 2023

Wellbeing Co-ordination



I help people focus on preventative measures such as working towards personal goals around diet, exercise, and community. This has been challenging over the past year as so many people have been dealing with anxiety. One of the key activities which has helped has been the anxiety café, The Quiet Lounge, which is a good stepping stone to help clients build their confidence. I have delivered this course for 2 groups of clients and really enjoyed this addition to my role.

Jessica

Jessica Sleeman
Wellbeing Co-Ordinator

Wellbeing Co-ordination



In my role as a Wellbeing Coordinator, I work on a one-to-one basis with clients with age ranges anywhere from 18 to 100! Every client is different and has their own set of needs and challenges, this means I can be very creative with the support I offer. The luxury my role affords is that I can spend time with my clients outside of a clinical environment. We arrange to meet at their home, for a coffee or a bracing walk along the seafront. This often helps clients to feel more at ease and open to discuss what is most important to them. Sometimes it can be as simple as needing encouragement and company to try new things, such as a group they have often thought of joining but felt too self-conscious to attend alone. Others can be more complex and are often battling with past trauma. The link we have with the primary care network, means I can contact services directly to expediate further help for them. I am very passionate about the work we do; clients speak so positively about wellbeing and have often found the experience to be 'life changing'.

Kerry

Kerry Ray
Wellbeing Co-Ordinator

The HOPE Course

We run the HOPE course and work mainly with loneliness, isolation, depression and anxiety. This is a six week course where people can meet peers and support each other towards their individual goals. This covers topics like mindfulness, celebrating success, gratitude, and SMARTER action planning. Jeannette, Julie, Amanda, and Jessica all help out with running the courses.

Thank you

Thank you so much, as always, to all of the Volunteering in Health team:

- the staff you've met during this report who have continued to work tirelessly to support so many people in our community
- the trustees who make sure everything is running smoothly, looking to the future to ensure our sustainability, and providing support and expertise to the team,
- the volunteers, without whom the charity could not function. Your voluntary hours enable the charity to do so much good in our community
- A special mention to Mary Anne MacFarlane, volunteer, Volunteer Coordinator at Chudleigh Together and her team and good luck in her retirement from this role

And to wider service providers:

All our generous anonymous donors, and anyone who has donated or fundraised for us, to help Volunteering in Health continue its good work

- Dawlish League of Friends
- David Head, John Pearce and the Teignmouth Probus Club
- Pauline Janin and all of the Nordic Walking Group who are walking the Dartmoor Way
- Teignmouth Rugby Club for hosting regular fundraising bingo nights
- Teignbridge Community Lottery
- ForTeign fund and Devon Mind for supporting our 'Quiet Lounge' groups
- Teign Housing for funds to support a residents' HOPE group
- North Teignmouth Community Church
- Richard Terry, Life Model
- Southern Area Car Forum
- Friends and families who have donated in memory of their loved ones
- Everyone who has become a 'Friend of Volunteering in Health', with a regular monthly donation
- Our volunteer drivers who donated their mileage expenses
- Sue Wroe, Teignbridge CVS, and all the other Wellbeing Partnership partner charities so effectively has enabled us all to grow and develop so that we can better support our communities
- Our statutory sector partners—particularly the Coastal Health and Wellbeing Team based at Teignmouth Hospital for continuing to be so welcoming and appreciative of our work.
- Homeless in Teignbridge Support for supporting some of our neediest clients with food and toiletry parcels when they are needed most
- Alice Cross Centre for providing activities for our clients to attend and meet people, and for the use of meeting space, so that we can hold in-person meetings in comfort! The Heat Café has been a great meeting point for our clients
- Assist Teignbridge for their advice and support with our volunteers and help for our clients in making benefit claims.
- Dawlish Community Transport for working with us to improve transport across the area
- Healthscape for helping several of our staff and some of our clients and volunteers to overcome their fears and get swimming in the sea, which has helped them feel more confident, happier, and make new friends
- Devon Carers for supporting the sitting service we provide for carers, Time for You
- Jackie Jackson's Teignmouth Community Larder for helping our clients as times have become harder with the cost of living crisis
- David Leyland for his support with the local Ukrainian families
- Dawlish WI
- Scott Richards Solicitors

If you are interested in helping us with a donation, or leaving a legacy to help our work go on, please contact us to find out how. 01626 771695 info@volunteeringinhealth.co.uk



Energy Saving tips

Provided by: Local Energy Advice Partnership

Use a thermos flask to keep hot water hot.

Boiling your kettle just once and using the hot water rather than boiling your kettle three times a day, could save you 14 pence per day. Over a year this could add up to a staggering £50+.

Add this to all the other energy saving tips below and you could be saving significantly on your energy bills.

Avoid using standby on electrical devices

Devices on standby mode can use almost as much energy as when they are being used.

Reduce showering time by one minute

Showers are some of the most energy hungry appliances in our homes. Reducing your shower time will save you energy and water.

Replace one bath a week with a shower

Baths use up far more water than showers (about two and a half times more).

Wash up in a bowl rather than the sink

A washing up bowl takes less water to fill.

Turn the thermostat down by one degree

This could reduce your heating bill by up to 10%. You can use thermostats and Thermostatic Radiator Valves to keep the rooms you use most warm.

Wash clothes at 30°C

Reducing the temperature of your wash from 40°C to 30°C could cost you 40% less.

Only boil as much water as needed

Two thirds of people overfill their kettle, often boiling twice as much as needed. Boiling only as much as you need means your kettle will boil quicker too!

Turn off lights that aren't being used

It's always best to turn off lights that aren't being used, even if only for a short time.

Dry clothes outside

Tumble dryers are amongst the most energy intensive appliances in the home. Drying clothes outside could reduce the amount of condensation in your home and can help reduce issues with damp and mould.

CAN YOU HELP?

Have you got some spare time?

As little as an hour a week can make a real difference to a person in your community

Could you visit a lonely person, drive someone to a medical appointment, sit with a person to give their carer a break?

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

Call our Volunteer Co-Ordinator, Annabelle, on 01626 771695 to find out how you can join us

TRANSPORT SERVICE

Medical appointments can be at any of our local hospitals, clinics and GP surgeries, getting to these places if you live alone and don't drive is a huge challenge

Our team of 23 volunteer drivers made over 1,200 trips to medical appointments last year, covering nearly 30,000 miles

We desperately need more drivers and transport desk helpers

Call our Services Co-Ordinator, Sue, on 01626 771695 if you can help us



HOME HELP SERVICE

Do you need practical help at home?

Our dedicated team of Home Helpers provide:
Light cleaning, shopping, ironing, laundry

And now enabling, accompanying people to do shopping or to an appointment, opening of letters and help with finding other services to support you at home

Contact us if you are interested in becoming a Home Help or if you need our services

DONATE

To donate to VIH to help us continue our work, please scan the QR code to access our Total Giving Page

A 'Friend of Volunteering Health' makes regular monthly donations by Standing Order to support us

You could consider leaving a gift or legacy to Volunteering in Health in your Will, to leave a lasting legacy that supports your community

Contact the office on 01626 771695 for more details or a Standing Order form



The Queen's Award
for Voluntary Service



Volunteering in Health

Supporting - Connecting - Empowering

Scan this QR code with your phone's camera to
make a donation to Volunteering in Health

