



Volunteering in Health

Annual Report 2021-22

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)
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Welcome

This has been a year of change for Volunteering in Health. Firstly, we said goodbye to Chloe Myers, who had been our manager for a number of years, and we thank her for the development she supervised within Volunteering in Health during her time with us. The appointment of our new General Manager, Julia Street, has brought much needed business knowledge and acumen to our team.

While we were able to weather the lockdown issues of Covid, we now must respond to the long-term changes to society resulting in different demands on our charity. Not only are we asked to respond to the health issues associated with Covid, but there are also additional issues of Long Covid, and the increased cases of anxiety referred to us that have been exacerbated by the isolation experienced in lockdown.

While there are ever increasing demands on our staff and volunteers to meet the needs of our clients, we are experiencing a reduction in the requests for our fee-paying services. Prior to the pandemic our Transport and Home Help services provided a much-needed income which supported the running of our charity. Due to the reduction of face-to-face medical appointments and a reticence of clients to have visitors in their homes these services have now become loss making. In addition, funding for some of our other services such as the High Intensity Users project has been withdrawn. The Trustees always apply the principal of using our available finances to provide efficient services, consequently we have found it necessary to restructure our staff. As a result, we have made some redundancies. Redundancies are always an unpleasant reality for all concerned. The new structure will be able to continue the delivery of our services and adapt to any future change.

Our Charity is about volunteering and our volunteers have continued to be the backbone of the Organisation. Our drivers, transport volunteers, befrienders and all our other volunteers continue to give help and support to the lonely and isolated members of our community.

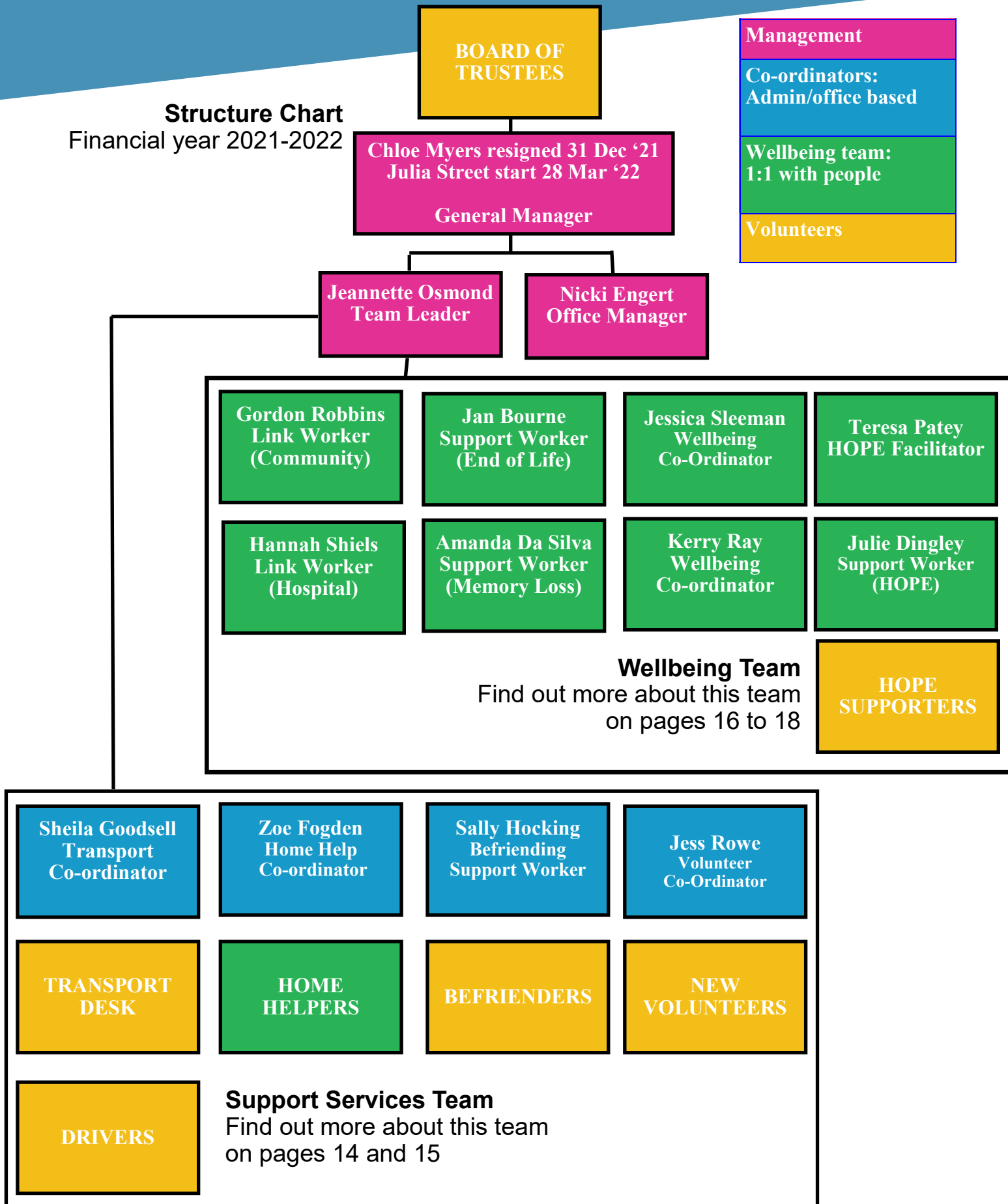
On behalf of the Trustees, I would like to thank everyone, staff, volunteers, donors, and supporters for their excellent contribution to Volunteering in Health.

Alwyn

Alwyn Oakley
Chair of Trustees



Structure Chart
Financial year 2021-2022



Management
Co-ordinators: Admin/office based
Wellbeing team: 1:1 with people
Volunteers

Gordon Robbins Link Worker (Community)	Jan Bourne Support Worker (End of Life)	Jessica Sleeman Wellbeing Co-Ordinator	Teresa Patey HOPE Facilitator
Hannah Shiels Link Worker (Hospital)	Amanda Da Silva Support Worker (Memory Loss)	Kerry Ray Wellbeing Co-ordinator	Julie Dingley Support Worker (HOPE)
Wellbeing Team Find out more about this team on pages 16 to 18			HOPE SUPPORTERS

Sheila Goodsell Transport Co-ordinator	Zoe Fogden Home Help Co-ordinator	Sally Hocking Befriending Support Worker	Jess Rowe Volunteer Co-Ordinator
TRANSPORT DESK	HOME HELPERS	BEFRIENDERS	NEW VOLUNTEERS
DRIVERS	Support Services Team Find out more about this team on pages 14 and 15		

Contents

6-7	Manager's Report
8	How We Can Help
9	Queen's Award for Voluntary Service
10	Office Manager's Report
11	Team Leader's Report
12	Finance Summary
13	Our Future Plans
14-15	Support Services
	Transport
	Home Help
	Volunteers
	Befriending
16-18	Wellbeing Services
	Home from Hospital
	Social Prescribing
	Memory Loss
	Palliative Care
	Wellbeing Co-ordination
	The HOPE Course
19	Thank You

Manager's Report



I joined VIH on 28th March 2022, just as this financial reporting year ended.

I have worked in the voluntary sector for 12 years running a local community centre, providing services for the over 50's. (Alice Cross Centre). I have a background in Sales & Marketing and general management, in a number of industry sectors, both in the UK and abroad. More recently worked for a housing association, managing a leasehold retirement complex for the over 55's.

I have always believed in collaborative working and through my CCG Coastal Engagement group role I have been very involved in scoping how the voluntary sector could work more closely with GP Surgeries and NHS services, providing connected health and wellbeing support in our community, and the design for the new health and wellbeing centre, to be built next year.

I am passionate about connecting people to services, community, and empowering everyone to achieve their goals, so the chance to work for VIH was an excellent opportunity.

2021- 2022 has been a year of change for our charity. COVID restrictions lifted we returned to the office and transport, befriending, Home Help services and face to face meetings started up again. The community needed us more than ever, helping them to connect with services and empowering them to rebuild their lives. It was instantly apparent how many more people were suffering with anxiety and other mental & physical health conditions.



During 2021, Erin Valko and Mia Thomas left in June and July, after 5 years with the charity and Chloe Myers, the manager, left in December .

Chloe had been with the charity for 10 years, as volunteer coordinator and then manager. Her vision, creativity and local connections have enabled the charity to work more closely with the NHS, and run numerous innovative intergenerational community projects with schools, local business, other charities. Many of these involved fun and hula hoops! I would like to thank Chloe for her enthusiasm, and inspiring work, she is greatly missed.

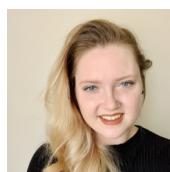
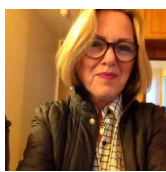
During the last 3 months of the financial year, Jan – March 2022, the charity was run by our office & finance manager, Nicki Engert and Team Lead, Jeannette Osmond. On behalf of the trustees, staff, and volunteers, we thank them for their work and dedication.

My first task was to review the organisation and provide a critique for the board of trustees. I would like to thank the VIH team and the wider Coastal Services Community team at Teignmouth hospital for their openness, patience, and support in these early days, to help me fully understand the role that VIH plays in wellbeing support.

In the process of reviewing the organisation it was apparent that VIH has been heavily impacted by the Covid pandemic, as have many other organisations. A slow return to face-to-face appointments, loss of volunteers in key roles and difficulty in recruiting home helpers, all impacting on the viability of chargeable services. A loss of funding in the Wellbeing Partnership and the resignation of the transport coordinator, Sheila Goodsell, in May 22, had a further impact on our structure and services, prompting us to review the way we do things.



We took the difficult decision to consult and restructure. During this process Sally Hocking, Zoe Fogden, Jess Rowe, and Teresa Patey have left. Sheila Miller home help has also decided to retire. Sheila Goodsell had been with us for nearly 6 years and Sally Hocking for over 5.



We are enormously grateful to them all for their dedication and hard work over the years

We are delighted to be welcoming 2 new people to the team as Volunteer Coordinator and Services Coordinator. At the time of writing are not in post but they will be with us very soon.

Since April 2022, we have worked on the process of re-establishing our community connections and raising the profile of the charity again, commencing with successful tabletop sales in May and at the Queen's Jubilee in June. We will be attending Bingo at Teignmouth Rugby club, for which we are the beneficiary on 22nd Sept – eyes down at 7.30pm.

The Shipwrights Pub, Shaldon, kindly hosted a charity night with the Estuary Buoys band offering their session for free to raise funds. We hope to do more events like this.

The community nursing team asked us to run an event in the first week in May to support the annual event "Dying Matters". This is a time to encourage all communities to talk about dying, and dying well, and supporting those that are left. Our Palliative Care worker, Jan Bourne, brought local hospices, funeral directors, solicitors, and nurses together to provide information and support to our clients at both Teignmouth Hospital and Barton surgery in Dawlish. This event led to Scott Richards Solicitors nominating us for the proceeds of their centenary celebrations at Sandy Park, Exeter in July.

We are building our links with the Wellbeing Partnership, now commissioned by the newly formed One Devon. The One Devon team from DCC & NHS (Dr Mat Fox, Amy Howard, Councillor McInnes, Tim Goldsby) visited us at the hospital with Anne-Marie Morris MP where we were able to showcase our work and provide evidence of how we fit with the wider team.

Members of the Wellbeing Partnership met with James Boulton, commissioned to review End of Life Services in Devon, and we have been invited to provide a representative who will sit on the One Devon working group that is working towards developing an End of Life 5-year strategy for the whole of Devon.



There have been many changes in the organisation and I anticipate a very busy second half of the year, with lots of new developments in collaborative working with other local charities, NHS, and local support agencies.

I have been made to feel very welcome at VIH; I am in admiration of the team and their fantastic work and am really looking forward to what we can achieve in the coming months and year.

Julia

Julia Street
General Manager

How We Can Help



Heavenly Home Helpers

“Hello, I am calling because I believe you are not charging me enough for the service I receive, and I would like to pay more.” Are words rarely uttered or rarely heard!

However, these very words were said to me just a few weeks ago when I answered the office phone. The service the gentleman was ringing about, adamant he should pay more for, was Home Help. He went on to tell me that his wife had been suffering from a terminal illness for some time and that he didn't know how he could have managed over the last few years without his home help, Mel. They had help from nursing staff and other agencies, but he said the regular visits from her made such a difference to them both. She was willing to help with anything, picking up prescriptions, making sure they had a comforting cup of tea and giving the house a good tidy. The most important thing to them both was that she took the time to sit and ask how they were and to be genuinely interested in the answer.

This client wasn't alone in singing the praises of Mel and the work she does. I have been working with a client for several months in wellbeing. She is a lovely lady who is very isolated due to her location and finds it extremely difficult to leave the house. Isolation, as we know often leads to depression and anxiety and a great deal of loneliness. However, from my very first meeting with her she always enthused about her wonderful 'Little Mel.' Melanie visits twice weekly, ostensibly to help with housework, but she does so much more. I will arrive to find her tucking into a delicious lunch Mel has prepared whilst taking the time to chat and share stories about her family, having whisked off the sheets, popped a load in the washing machine and pushed around the Hoover! When I asked my client what it means to her to have Mel's visits she said, “knowing Mel is coming makes me feel safe, a little happier than I would've been. She oozes kindness from her face, she is such a lovely girl.”

Mel is not alone in receiving such high praise from our clients, we receive many appreciative phone calls and thank you cards. Our Home Help staff feel a sense of achievement in their roles and have struck up close relationships with many clients. Mel told me how much she enjoys her role in Volunteering in Health, knowing she is part of someone's routine, who they rely on and can off load to when things are difficult whilst offering up a kind word and some reassurance gives her a real sense of doing something good.

Kerry
Kerry Ray
Wellbeing Co-Ordinator

You can read more about our Home Help Service on page 14 and our Memory Support Palliative Care services on page 17.

The Queen's Award



The Queen's Award for Voluntary Service

Volunteering in Health is proud to have been honoured with The Queen's Award for Voluntary Service; the highest award a voluntary group can receive in the UK. Since 2009, Volunteering in Health has worked closely with the local statutory sector to support people to live more happily and independently, empowering people to make long term changes to improve their health and wellbeing.

Volunteering in Health is one of more than 200 organisations to receive the prestigious award this year and one of just two in Devon. The number of nominations remains high year on year, showing that the voluntary sector is thriving and full of innovative ideas to make life better for those around them.

Representatives of Volunteering in Health received the award crystal and certificate from David Fursdon, Lord-Lieutenant of Devon. Ann Meyrick and Alwyn Oakley attended a garden party at Buckingham Palace in May 2022, along with other recipients of this year's Award.

Chair of Trustees, Alwyn Oakley, says: "We are delighted that our work supporting people in Teignbridge has been recognised. Our skilled staff and volunteers are committed and caring individuals and I am proud to be part of this community."

This recognition comes after volunteer driver, Peter Ward, (below) was awarded the British Empire Medal in 2020 for his community service driving people to their medical appointments.



Peter says,

"I'm just a small cog in a very big wheel and I feel very honoured and privileged and proud."

The Queen's Award for Voluntary Service aims to recognise outstanding work by volunteer groups to benefit their local communities. It was created in 2002 to celebrate The Queen's Golden Jubilee.

Office Manager's Report

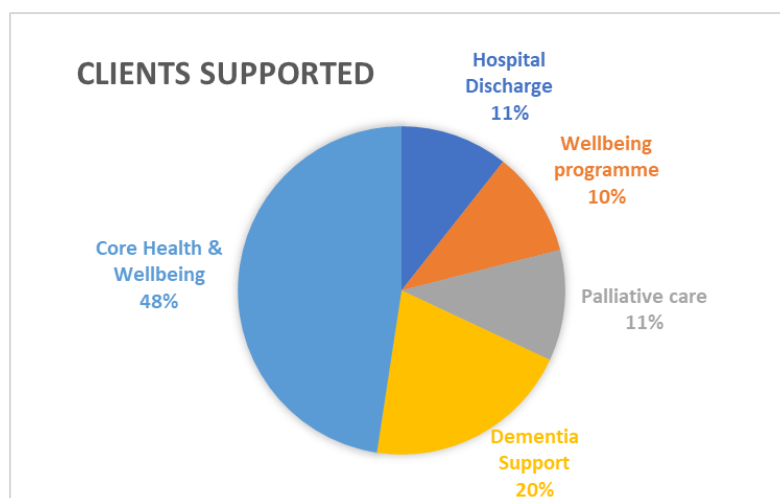
This year I will have worked for VIH for coming up to four years. I started with the charity back in 2018 as an Accounts Assistant and after completing my AAT Bookkeeping qualifications, I moved up to the role of Finance Officer at the end of 2019.

This year I have now also taken on the additional responsibilities of the Office Manager role. There were some big shoes to fill as I was taking over from the amazing Miia Thomas who left us in Summer 2021 to pursue her calling to become a Baptist Minister.

Following the intermittent closures and restrictions of last year, I'm pleased to say our offices at Teignmouth hospital are now fully open to staff and visitors! It has been so lovely to have the office back up to full strength and to be able to welcome everyone back to VIH.

As well as the day to day management of the office, one of my key responsibilities is to collate the statistics for the VIH and so here's a short summary of our year by numbers:

1427 people in total were supported by our Wellbeing team this year



152 people helped with discharge from hospital and ongoing support

148 people supported to set goals and improve their wellbeing

156 people received palliative care support from the point of diagnosis onwards

292 people (and carers) provided with dementia support

679 people helped with core health and wellbeing support

And in addition to the Wellbeing team, our Support services have also provided:

1923 hours of Home Help service

1375 journeys completed by our volunteer drivers

So I'd really like to take this opportunity to thank all of our staff and our fantastic volunteers for all of their hard work and dedication in helping so many people over the last 12 months.

Nicki

Nicki Engert
Office Manager

Charity CIO no. 1182615

Team Leader's Report

The Wellbeing Team have continued to support both community members and professionals throughout a year of changing times. The team holds a clear focus to; **Connect, Support and Empower** all involved with Volunteering in Health.

It has been a busy year for the team who consistently strive to provide a high standard of support. New projects have emerged in collaboration with other agencies bringing together; volunteers, staff, trustees and external agencies.

Our HOPE courses have been operating with a mixture of staff and dedicated volunteers throughout the past year, providing group sessions for those wanting to improve their health and wellbeing. Hope course participants work to gain an understanding of different ways they can enhance their life by managing their conditions with practices such as; pacing, mindfulness and gratitude, whilst setting clear focused goals. Another HOPE course is scheduled to begin in November this year.

We continue to provide Link worker support in Dawlish Hospital helping with the transition from 'Hospital to Home'. Our daily presence in the hospital allows us to work in a multi-disciplinary environment connecting with patients and professionals towards supporting a full and complete discharge. We continue to support on their return home with an aim to prevent further re-admission. A Volunteering in Health Home Help, befriender or another of our support services may be introduced to the client or they may be supported to connect with another community service.

The office Link Worker is often the first point of contact when people either; phone in or visit the Volunteering in Health office. The Link Worker through conversation will discuss the persons needs and 'what matters to them'. With this information the connecting and sign posting begins - internally or externally. This role has been challenging over the past year although as provisions and services open up again our Link Worker is able to continue supporting and connecting.

We have continued to provide Palliative care support working closely with statutory and non-statutory agencies. Our aim is to work with people and provide support including 'Advanced Care Planning', helping to remove worries and concerns in difficult and sometimes challenging times.

Due to the demand for bereavement support we now have volunteers that give some short individual 1:1 support prior to the person working with a support group provided by another local charity.

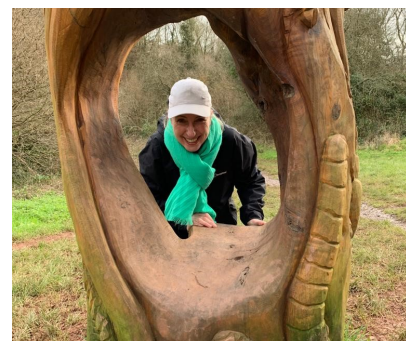
Our Memory support service continues to support people in the community. Connecting people to services such as the Memory Café's and using volunteers to support with phone calls and visits. Coupled with the Memory support service is our Sitting Service, this provides carers with an opportunity have time to themselves whilst knowing that one of our volunteers is 'sitting' with the person they care for. This service is hoping to grow and expand over the next year.

Wellbeing Coordination continues to support people on a 1:1 basis for a period of up to 12 sessions. The focus is goal orientated support that aims to encourage realistic goals to be identified and broken down. This in turn enables the person to move forward towards achieving their identified goal. The goals are monitored by using simplistic measures to identify outcomes with the aim to support and empower positive change helping to create informed choices. Statistics are kept for all our wellbeing services and reported on a quarterly basis.

All the work undertaken by the Volunteering Health Team focusses on a personalised care approach. We work in partnership with the NHS, Devon County Council and the Voluntary sector to support the wellbeing of those within our community.

Jeannette

Jeannette Osmond
Team Leader

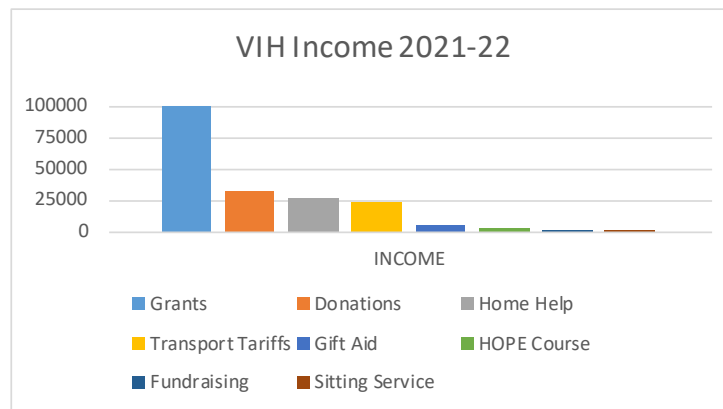


Finance Summary

Our Wellbeing team continue to be primarily funded by Teignbridge CVS through the Wellbeing Partnership (WBP); 85% of our grant funding this year was received through the WBP. Dawlish League of Friends also continue to support Volunteering in Health with funding towards our Hospital Discharge Link Worker at Dawlish Hospital.

We also received a £1,000 grant from Teignbridge CVS this year, which enabled us to provide IT equipment to some of our clients to help tackle isolation and loneliness.

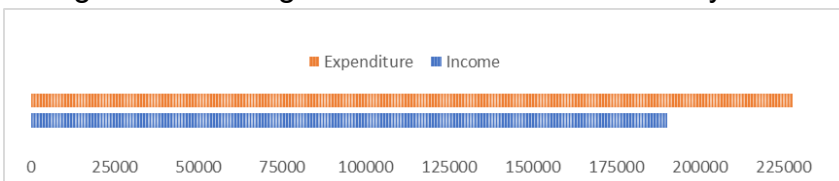
We are also very thankful to an anonymous donor who has made significant donations that have helped to support services such as our Link Worker and Volunteer Co-ordination where there is no direct source of grant funding.



Our Transport and Home Help Services continue to generate income for Volunteering in Health but unfortunately neither service has yet recovered to pre-pandemic levels. Annual income on each service was around £10k lower than before the pandemic. We will be making a significant effort to promote and grow these services again over the next year.

Fundraising events were still quite limited this year. Fortunately, we were finally able to complete our Skydive in July 2021, with a team of six leaping from 15,000 feet, raising over £4,200 for Volunteering in Health. We also arranged a Life Drawing class which raised an additional £225.

Our general running costs and overheads are very similar to last year.



Our Expenditure has exceeded our Income this year, however we have sufficient funds and continued support to confidently move into the next year.

Nicki

Nicki Engert
Finance Officer



Our Future Plans

The next months will involve building our links with other local groups, including NHS primary & secondary services, and collaborating with other voluntary sector organisations to create good connections to prevent duplication of services.

We will be building our volunteer base to work more closely, in small dedicated teams, with our paid staff, so we can support clients more effectively and increase the number of referrals we can manage.

We are improving our IT infrastructure and moving to cloud -based technology with Microsoft 365, which will enable greater flexibility for remote working, sharing our data and keeping up with the fast moving pace of communications.

The next months will see increasing hardship for us all and VIH will be at the heart of supporting people to get through these times. We aim to reach more into the community to provide pop up wellbeing & signposting surgeries in Alice Cross Centre, Pow Wow café, GP surgeries and Dawlish Hospital, to make clients aware of the support we can 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 the new “Hot Cafes” and “Warm Hubs” being set up locally.

With the help of Em Connick from Recovery Devon and Teignbridge CVS we recently piloted an exciting new service **The Quiet Lounge** – an Anxiety café.

GP surgery-based Social Prescribers, flagged a need for anxiety support, post COVID, and approached the voluntary sector for setting up a service to help in supporting people. VIH’s pilot took place at Cliffden Hotel and inspired the name of the “Quiet Lounge.” Over six weeks, 10 participants learned how anxiety shows up first in their bodies, then thoughts, and behaviours. A look at human biology and behaviour as well as a safe space to share the challenges and the wins of living with anxiety long term.

VIH see this group work as an important way for clients to start the journey of gaining the confidence to access more support through attending HOPE courses for example. We hope to move clients onto being able to attend other activities in the community. We also see this as an opportunity to gain volunteers from the group and offer clients the chance to up-skill and become part of something that could help them to go on to gain employment.

Our next Quiet Lounge will start later this year with new funding from ForTeignFund.

In transport we have a great opportunity to apply for Devon County Council’s “Connecting You” fund for tackling isolation using transport. We want to be able to meet more of our drive requests. We will be applying for help to provide social drives to activities and places, with emphasis on using the Wheelchair Access Vehicle (WAV) to enable people to access the seafront or local parks. We will be calling our project “**Miles of Smiles**” we will aim to achieve a number of miles over a year and hopefully encourage people to donate towards those miles.

In 2024 we anticipate the new Health & Wellbeing Centre will be complete and we will be moving in with the Coastal Team and GP surgeries to provide even more services for the community; and there will be much work to prepare for this move.

So, watch this space, or more importantly if you want to help us achieve these goals, you want to put something back, or you want to up-skill or donate, please come and talk to us; contact us, we need you more than ever.

Thank you *Julia*

Support Services

Transport

Despite the fact that many of our drivers were clinically vulnerable themselves and some did not return to volunteer for us, we have retained a transport driver volunteer team of 28, 5 providing transport services in Chudleigh. We also have 6 transport desk administrators who come in each morning of the week to take calls, log them onto our computerised diary and match the drivers to the requests.



Our Transport service ran throughout this year and we made an incredible **1,375** Journeys of which **117** were Wheelchair Access Vehicles (WAV) drives. Collectively they clocked up **27,136** miles and provided **2,663** volunteer driver hours . Our WAV service is one of very few in this area and is always in demand.

This is with the backdrop of increased petrol prices and Covid still prevalent in our community !

Thank you to all our amazing drivers! Also thank you to our Transport Desk Team, who have been so patient and flexible with the changes. Thank you to Richard Winterton for the wonderful care he takes over our WAV vehicle. We are glad to have you all back on board.

A huge thank you to Sheila Goodsell for all her amazing work with transport over the years and to Nicki Engert who has covered the role so much this past year .

Home Help Service

Volunteering in Health has a team of eight Home Help staff who provide support with cleaning, shopping and other household tasks. Our dedicated team are also a lifeline for a lot of clients who are lonely and isolated and really look forward to their company as well as receiving the practical help.

Every one of our Home Helpers takes the time to get to know their clients. Having the VIH team behind them, they always know that they can raise any health or wellbeing concerns so we can offer additional support in other areas if needed.

During the last year, our Home Helpers have provided an incredible **1,923** hours of service for their clients. Thank you to all of our amazing team.

Thank you to Zoe Fogden for her time running this service for us.

We are looking to grow the team and recruit more staff to this service as we currently don't have the capacity to cover all of the requests we receive for Home Help support.

If you are interested in joining the Home Help team, please contact info@volunteeringinhealth.co.uk for more details.

Volunteers

When Covid hit in Spring 2020 and shielding letters were sent out, many of our volunteers had to step down to protect themselves from the virus. We are really delighted that so many have returned now. We are pleased to have welcomed many new volunteers too.

We have 144 active volunteers; each brings their own skills, knowledge and experience to enable us to provide the incredible support we do for our community and to continually develop our services utilising their skills.

70% 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! If we paid our volunteers £10 a hour it would cost us an additional £250,000 a year! Thank you to all of our volunteers, no matter how much or little you give, you are helping make this a stronger community and a happier place to live.

We are working on creating smaller teams of volunteers, dedicated to working in a particular area of our service provision, based on the success of the model of medical transport, which is almost entirely run by volunteers. With the increase in referrals and people needing more complex support, our staff need a team of people to help them with admin and phone calls etc. for critical End of Life work, HOPE courses and Dementia support.

We want to build a fundraising team to help bring in essential donations and raise our profile in the community again, since that has been missing during the pandemic.

We thank Jess Rowe for her vital work in supporting volunteers and we are really looking forward to the arrival of our new Volunteer Coordinator, who will be working closely with our volunteer team to make these and many other exciting things happen.

Befriending

This is an original and core service provided by VIH, and remains one of our most essential Offerings; we receive referrals every week. We are always looking for more volunteers to help with this service. Increasingly clients are at home, alone and isolated as they are returned home from hospital and they need to have a friendly person to talk to.

We currently have 77 befrienders providing support to nearly 100 clients.

Often telephone befriending relationships have turned into wonderful friendships, and many of our befrienders and clients now meet regularly. We continue to work closely with Chudleigh Together to support people in Chudleigh with befriending and transport.

We run our **Time for You** Sitting Service to give carers a break. We really need more people to help with this essential work.

Thank you to every single one of our befrienders who made this year a little easier for the people who needed them most. Thank you also to Sally Hocking for her amazing support of our befrienders.

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 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. 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. 152 people were supported through this service from April 2021– March 2022.

Hannah

Hannah Shiels
Link Worker



Social Prescribing

We work alongside the Social Prescribing Link Workers for The Coastal Primary Care Network, 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 received 125 Social Prescribing referrals from April 2021 - March 2022.

Gordon

Gordon Robbins
Link 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 156 people through this service.

Jan

Jan Bourne
Support 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 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. This year we have supported 292 people dealing with memory loss.

Amanda

Amanda Da Silva
Support Worker



Next Steps

After our clients have been through our 12 week wellbeing programme and/or the 6 week HOPE course, we offer them some ongoing support to help them keep up with their goals long term, and to catch them quickly if they need some more in-depth support. Many of these clients go on to be supported by or even become volunteer telephone befrienders or help out with future HOPE courses as a way to give back.

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. 148 people completed the Wellbeing Co-ordination programme from April 2021—March 2022

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 about their health and getting out and about, and there have been less activities to support people to join. One of the key activities which has helped has been the anxiety café, The Quiet Lounge, it's a good stepping stone to help clients build their confidence.

Jessica

Jessica Sleeman
Wellbeing Co-Ordinator



Wellbeing Co-ordination

In addition to being a wellbeing coordinator, I use our case studies to create informative and newsworthy articles for the local press. We regularly feature in the Health & Wellbeing and Care sections of The Mid-Devon Advertiser. I also create posts for social media to promote our work more widely.

Kerry

Kerry Ray
Wellbeing Co-Ordinator



Wellbeing Co-ordination

I work with people who need to overcome barriers such as housing, relationship breakdown, debt. Only once these barriers are removed or reduced are people able to work towards more preventative goals and live their happiest, most fulfilling lives. Many of these barriers have been exacerbated during the pandemic, with people confined to their homes and many jobs at risk.

Jeannette

Jeannette Osmond
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 things like mindfulness, celebrating success, gratitude, and SMARTER action planning. Jeannette, Julie, Amanda, and Jessica all help out with running the courses. Thank you to Teresa Patey for her dedication to the provision of this service.

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
- Everyone involved in the Queen's Award for Voluntary Service—a group of clients, volunteers, trustees, staff, community members, statutory sector staff, local councilors and more all gave their time to help us achieve this recognition—thank you so much!
- A special mention to Mary Anne MacFarlane, volunteer, Volunteer Coordinator at Chudleigh together and her team
- Em Flint & Recovery Devon for their support in running the pilot anxiety café , “The Quiet Lounge”

And to wider service providers:

- Sue Wroe, Teignbridge CVS, and all the other Wellbeing Partnership partner charities—working together so effectively has enabled us all to grow and develop so that we can better support our communities
- Our statutory sector partners—particularly the Health and Wellbeing Team based at Teignmouth Hospital for continuing to be so welcoming and appreciative of our work, and to Tom Wood from Devon Partnership Trust for supporting us with mental health challenges, giving our staff the confidence to support more complex referrals than ever
- 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 Richard Newton Hall for providing an excellent venue for our HOPE courses
- 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

Finally, thank you to:

- 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
- Southern Area Car Forum
- Arnold Clark
- Donations received in memory of Sheila Higgin
- Everyone who sponsored and supported our skydivers
- Our volunteer drivers who donated their mileage expenses
- Marsh Christian trust
- Charities Aid Foundation
- A M Partridge
- Richard Terry, Life Model
- Teignmouth Probus Club

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



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for Voluntary Service



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