

Volunteering in Health

Annual Report 2023–24

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)
Ann Meyrick (Secretary)
Ken Goodsell resigned Sept 2023
Dr Dan Brett
Cllr Richard Ash
Alison Hinch

Accountants Westcotts Chartered Accountants
26-28 Southernhay East, Exeter, Devon EX1 1NS

Welcome

Chair of Trustees Report

As the Chair of trustees, I am proud to reflect on the exceptional dedication and commitment demonstrated by our volunteers, staff and supporters in advancing our mission to improve the health and well-being of the members of our community.

Throughout the year Volunteering in Health has made significant strides in delivering high quality volunteer services in support of the healthcare provision in the Coastal area, our volunteers have contributed 9,598 hours of service positively impacting the lives of countless individuals in need, whether it is providing companionship to lonely clients, supporting our medical professionals as well as completing administrative tasks, all volunteers have been instrumental in enhancing the overall client experience.

I am pleased to report that our financial position is stable thanks to the generous support of donors, partners and grant providers and I would like to thank Julia Street, our general manager, for the effort she continues to expend on chasing down those particularly important grants. Despite the challenges posed, our prudent fiscal management has ensured the sustainability and resilience of our programmes and services. I would like to thank Nicki Engert, our Office Manager, and Lauren Wade our Trustee with particular responsibility for Finance, for all they have done this year to achieve this success.

While we have achieved significant milestones, just having completed our 15th year as a charity, the ongoing issue of our future office base has tested our resilience and adaptability, however, these challenges have also presented opportunities for innovation and growth. Looking ahead we are committed to exploring new partnerships enhancing our volunteer recruitment, training processes, and expanding our service offerings to meet the evolving needs of our community.

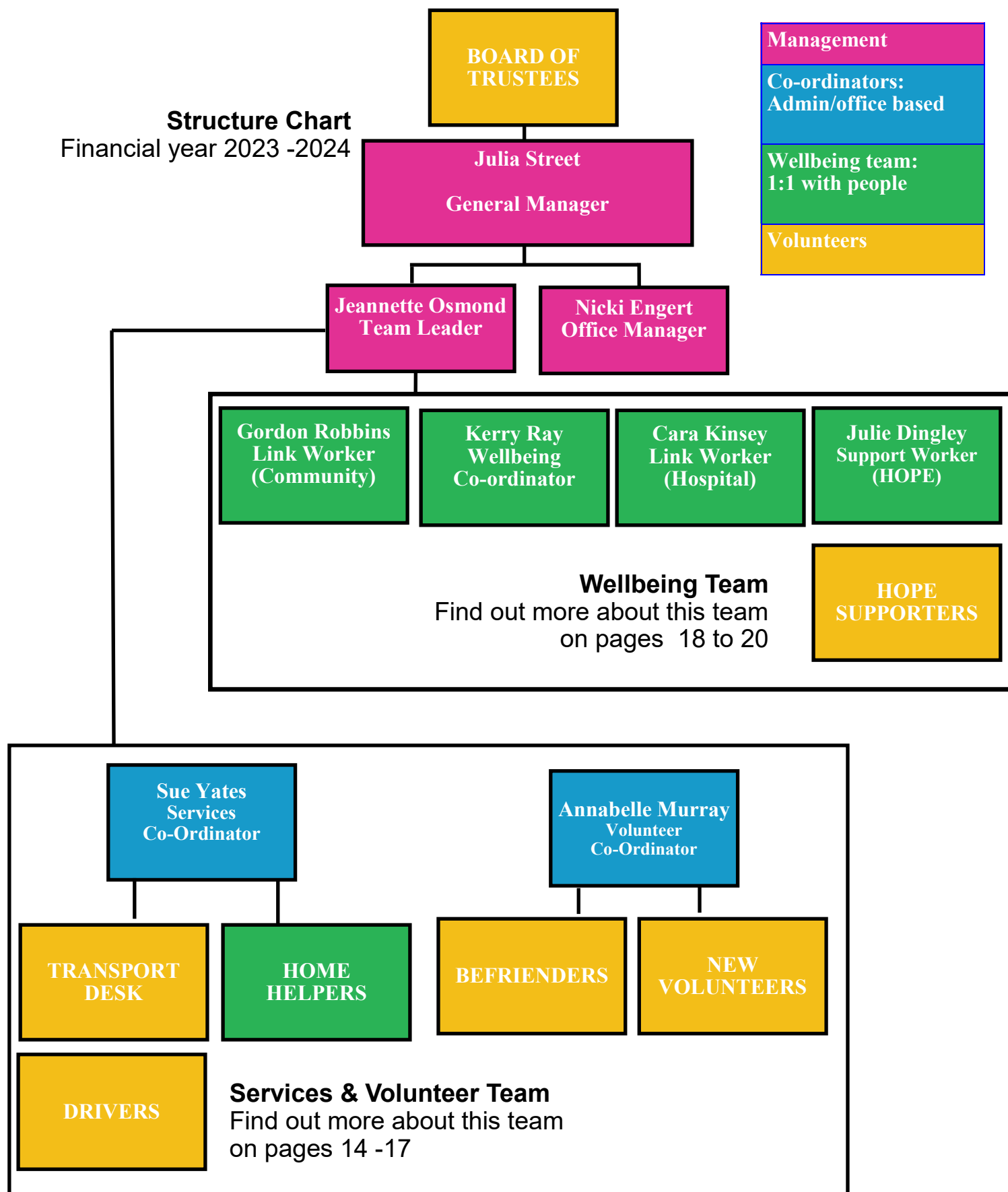
Building resilience is crucial for charity organisations such as ours as we operate in dynamic environments with limited resources and face various external pressures. Volunteering in Health is all about resilience, our volunteers, staff, and our clients demonstrate their own individual resilience every day. A prime example of resilience is the amazing strides our clients make when they become graduates of the HOPE Course and go on to make contributions in such a positive way to our community. Brighter Days is a shining example of that resilience.

I would like to extend my heartfelt thanks to our resolute volunteers, staff, trustees and supporters for their unwavering commitment and passion. Your collective efforts have been instrumental in driving the success of Volunteering and Health and making a positive impact on the lives of those we support.

In closing, I am confident that with our shared vision and collaborative spirit we will continue to be effective in the well-being sector and beyond. Together we can build a healthier more compassionate community for all.



Structure Chart
Financial year 2023 -2024



Contents

3	Chair of Trustees Report
4	Organisation Structure Chart
6-7	Manager's Report
8	Finance Summary
9	Ways to Support Us
10-11	Office Manager's Report
12-13	Team Leader's Report
14	Services Coordinator's Report
	Transport
	Home Help
15-16	Volunteer Coordinator's Report
17	Team news
18-20	Wellbeing Services
	Home from Hospital
	Social Prescribing
	Memory Loss
	Palliative Care
	Wellbeing Co-ordination
	The HOPE Course
21	Thank You

Manager's Report

Our 15th year as a registered charity. We ended the financial year with excellent results, and over 1800 active clients on our database, supported by our dedicated staff and volunteer team.

Funding continues to be a challenge for the Voluntary sector, consequently staff retention and scope of services we can continue to offer have been impacted. However, the team have been magnificent, showing resilience and dedication to our vision and aims.

Changes to team included Sue Yates, Transport and Home Help Services Coordinator leaving for a new post. We would like to thank her for her hard work during her time with ViH. Anna Lavis, took over as Services Coordinator in March and is doing an amazing job in reducing our lead times, creating a cohesive Home Help team and improving all aspects of the service to meet the needs of the community. She helped in the recruitment of our pilot role of Personal Assistant/Enabler, Kayleigh Aldridge, who came on board in June. Kayleigh comes with a wealth of experience in the care sector and has helped us refine our risk assessments, set up the parameters of the service delivery ensuring we can deliver it safely. Much of her PA work so far has been in supporting people to organise their paperwork, signpost for help with benefits and offer sitting services for carers respite. Client feedback has been very positive, and we will be growing this service.

Cara Kinsey stepped down as Home from Hospital Link Worker in March and was replaced by Tracey Aldridge. This is a remote role, based in Dawlish Hospital and requires a person with an understanding of the NHS systems and increasingly of dementia. We were thrilled when Tracey came on board as her background is predominately community based. She has worked with Community Nurses, supported End of Life patients, and cared for people with dementia and their families. Dementia is her passion, and she currently runs 2 groups for younger people with a diagnosis of young onset dementia and their carers. She has fitted in really well to the Dawlish hospital team and is now supporting the hospital volunteers to help her meet the needs of the patients on the ward.

Kerry Ray who joined us in 2021 as Wellbeing Coordinator, provided outstanding support to her wellbeing clients going above and beyond to make positive changes for their circumstances. Kerry had the opportunity to move to a full-time post with the Firefighter's Trust, in March.



Yasi Jeffrey has been employed on a short-term contract as the new Wellbeing Coordinator. Yasi is an experienced teacher, latterly specialising in SEN, currently training to be a counsellor and worked for Alzheimer's Society providing support and signposting those newly diagnosed with Dementia. She's Teignmouth based and has experience in sourcing and securing funding for SEN through qualitative outcome data collection. She has a passion for connecting with people.

Gordon retired in August, he has been an outstanding team player and amazing support to Jeannette, ViH and our clients. Huge thanks and best wishes go to Gordon Robbins, from the "ViH Family" for his well-earned retirement.

We welcome Anna, Yasi, Tracey and Kayleigh to the team.

We regrettably have had to suspend the Devon Carers' sitting service, **Time for you** as we have not been able to attract volunteers to support the service. We've launched a paid sitting service as part of our PA role, as the need for carers' respite continues to grow.

Nicki has made great progress with our new accounting systems. She has modified Charity Log, our client record management database. It is now configured to enable staff to input data in such a way that stats required for our grants can be extracted more easily and we can run reports which speeds up the process.

Our Future Plans

The lack of regular ongoing support for people experiencing poor Mental Health is an increasing pressure for ViH. People of all ages are being referred with serious mental health concerns and suicides have occurred in our community that have impacted us all. The NHS has placed emphasis on suicide prevention in Torbay and South Devon, as we have a higher than national average number of people across the generations taking their own lives. We have received funding to upskill our team to help understand and recognise potential warning signs. We cannot underestimate the pressure our staff and volunteer team are under in supporting the greater needs of the community. Organisationally, we are attending relevant training and having wellbeing reflection catch ups with staff and volunteers to ensure the team feel supported. Thanks go to Jeannette for the direction and support she provides for all the team.

We continue to work with Teignbridge CVS, distributing Devon County Household Funds to the neediest in our society, to help pay for utilities, food, household items and enabling/cleaning services for people returning home from hospital. We have also continued supporting Ukraine families.

We have raised awareness of ViH and its work, with talks to local organisations including U3A, Shaldon Hub and Dawlish ladies' group, by attending Heat cafes and supporting the memory cafes at Alice Cross Centre with transport.

A group of ViH staff & volunteers joined Nina in her sponsored Parkrun in September raising funds for ViH.

We regularly attend the charity Bingo at Teignmouth Rugby club.



The Future

The cancellation of the of a state-of-the-art Health & Wellbeing Centre in Teignmouth is a blow to ViH and the wider community. It leaves us with great uncertainty around our office space within Teignmouth Hospital. We will focus on closer working with other voluntary sector organisations, such as Alice Cross Centre, Assist Teignbridge, Pow Wow café, Teignmouth Community Larder, Dawlish Community Transport and Dawlish Hospital, to make clients aware of the support we can all provide and where they can access further help, with an aim to reduce costs and submit joint funding applications to prevent duplication. We must ensure voluntary services continue against a backdrop of reduced statutory services.

Our work will focus on early intervention and prevention, in line with NHS England's goals. We are working with Torbay NHS trust on Falls Prevention and suicide awareness, to engage with clients at an earlier point and to support them fully on their improved wellbeing journey. Lonely people who are disconnected from their community will be supported through group work such as HOPE, Brighter Days, Counselling and wellbeing calls from our wellbeing team.

We must continue to create sustainable income streams such as Home Help & PA/Enabling as well as develop more innovative ways of funding our work, so we can meet the ever-increasing demand for our services.

Volunteers are at the heart of all that we do at ViH. With the diligent support of both Annabelle and Anna, we will build on their skills and experience to increase our reach into the community.

Thank you to all involved in our work and those who support by other means.

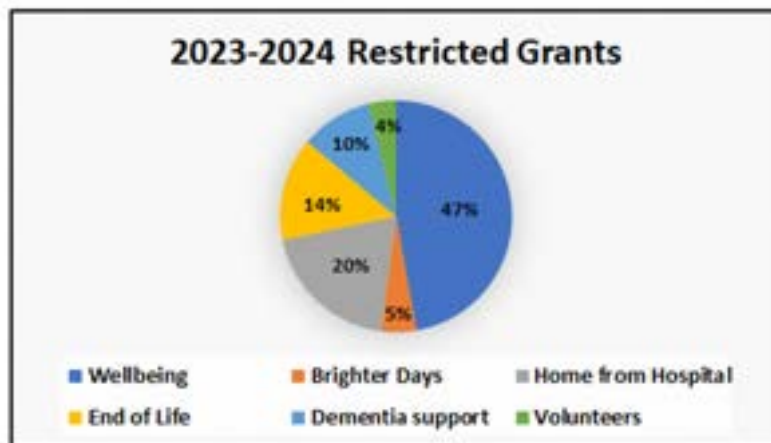
Julia Julia Street General Manager



Finance Summary

Total income received was £185,000 with expenditure of £192,000 resulting in a small deficit at year end. We have seen an overall reduction of 13% in income received compared to last year (2023: £211,000).

Income from Grants was just over £92,000, which is similar to last year (2023: £87,000). 82% of our grant funding was received from the Wellbeing Partnership, supporting provision of our core Wellbeing services such as Dementia support, End of Life/Palliative Care, Hospital Discharge, one-to-one support and HOPE courses.



Other grants included:

CLASP Fund: £4,430 Brighter Days
National Lottery: £20,000 Volunteers
Albert Hunt Trust: £4,000 End of Life
Totnes Caring: £1,090 Wellbeing
David Gibbons: £1,000 Volunteers
Devon Car Forum: £786 Transport

Grants deferred to 2024-25:

Claire Milne: £10,000 Core Costs
Norman Family: £2,000 Brighter Days

We have also received continued support from the Friends of Dawlish Hospital with a £12,000 donation towards the cost of our Hospital Link Worker.

Home Help continues to be in demand and generated a little over £30,000 in income this year, which is on par with last year (2023: £30,000). Transport to medical appointments is also a key service we provide for the community, and income from this was £22,000 (2023: £21,000).

Overall Expenditure is 17% less than last year (2023: £229,000) with a significant reduction in staff costs which reflects the changes in team structure over the last 12 months.

General running costs are mostly consistent with last year, but they do show a drop in Phone and IT costs. The reduction shown reflects higher IT costs incurred last year with a switch over to Office 365.



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

Ways to Support Us

Fundraising and Donations

A huge **THANK YOU** to everyone who has raised funds or donated to Volunteering in Health. Fundraising activities have raised over £3,000 in this financial year.

Our fundraisers got even more creative with their ideas which this year this has included a Park Run, Charity Telephone Box, Bingo Nights and even a Christmas single with a local Elvis impersonator.



Raised £350



Raised £1325



Raised £785

We have made a really strong start to the new financial year with a fantastic Quiz Night in June. The event was organized and hosted by Paul Millen with support from the Brighter Days group. The evening was a great success and raised £1,010. That is a new record for us for a single evening of fundraising!

Friends of Volunteering in Health

In September 2023, we launched the 'Friends of Volunteering in Health' which enables anyone to become a regular supporter of the charity by pledging to make a small donation every month.

Regular donations are really important as they give VIH the reassurance of knowing we have a consistent stream of funding, making it easier for us to plan what services or projects we can support. It also gives the donor a stronger relationship with the charity being able to support a cause which aligns with their personal values and community spirit.

We are delighted to say that many people have already kindly signed up to become our Friends. Their monthly donations range from £3 per month to £25 per month and every single donation is most gratefully received. In the first six months, our amazing Friends have donated over £600 to VIH.

If you would like more information on how to become a Friend, please contact Nicki Engert: Email: finance@volunteeringinhealth.co.uk

Alternatively, scan the QR code shown here to set up monthly donations through Total Giving. Thank you.



And don't forget to shop through EasyFundraising to generate a free donation to VIH every time you shop online with one of the partner retailers!

See the website for more details:

www.easyfundraising.org.uk



Nicki

Nicki Engert
Finance Manager



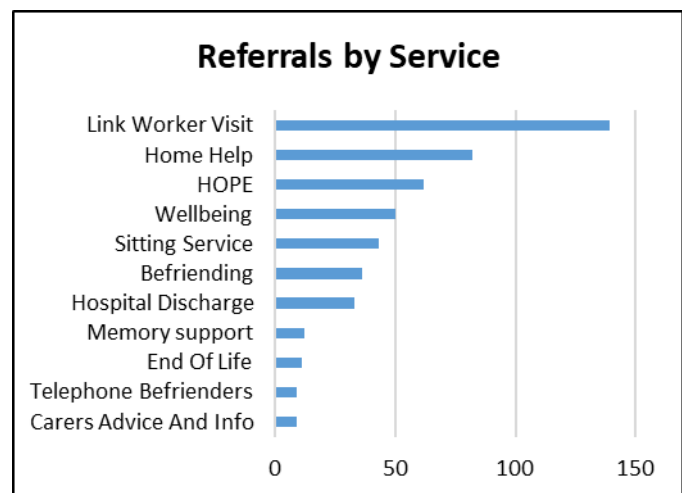
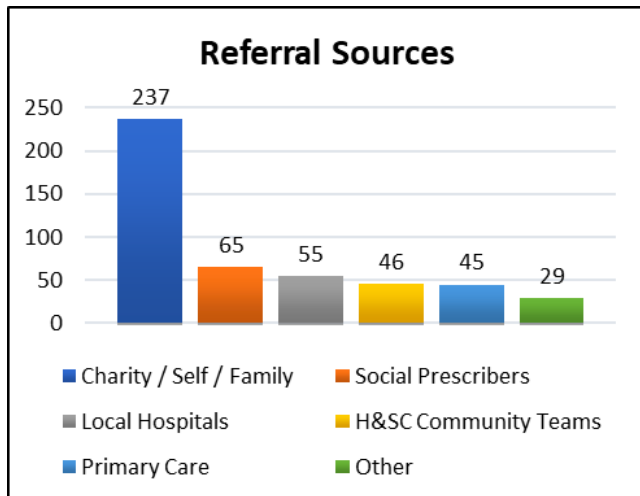
Office Manager's Report

Over the reporting period from April 2023 to March 2024, we have supported over 1400 clients:

Total number of new referrals received: 486 (*excludes Transport service*)

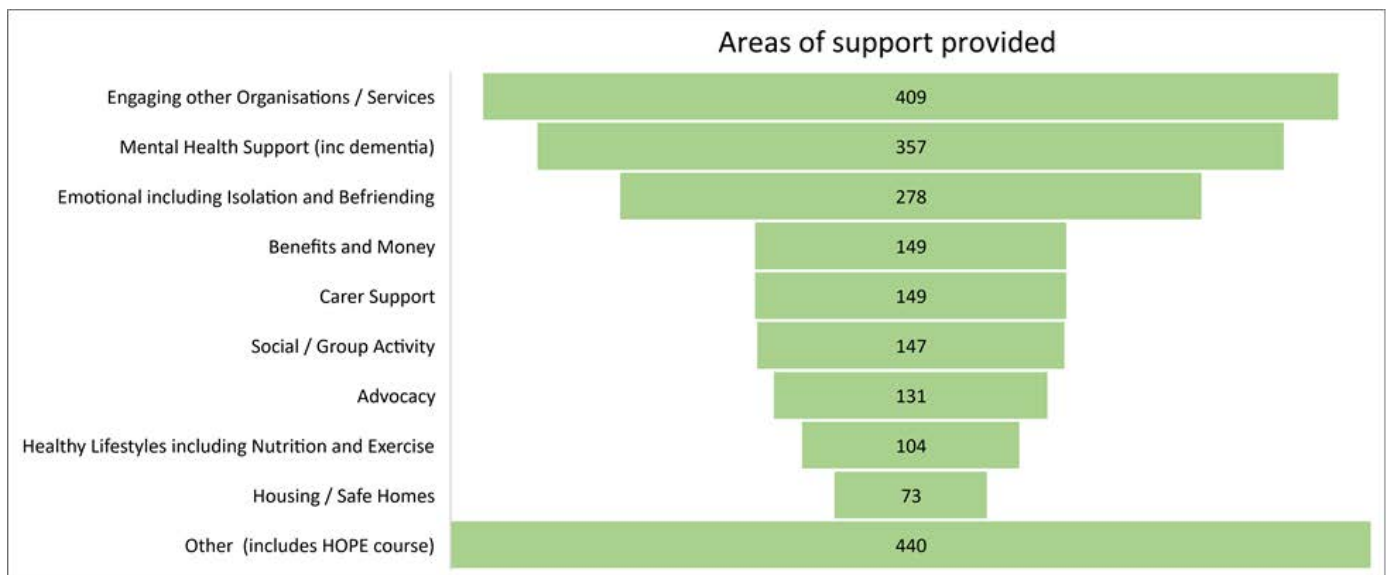
The highest number of referrals we received were from individuals themselves or family/friends reaching out for support for their loved ones.

Similar to last year, our statistics show that the Link Worker support, advice, signposting to services (whether within VIH or external) was the most utilized service over the last 12 months.



We have facilitated six HOPE courses across the year, attended by 52 people.

We provided many different types of support to our clients, with the top two areas being engaging with other organisations and mental health support.



The average VIH staff head count during the last 12 months was 19 people.

However, all of our paid staff are part time, so taking this into account we have the equivalent of just 6.5 Full Time staff.

Office Manager's Report

When you look at our statistics, the number of people we have been able to support, connect with and empower is amazing. This truly is a reflection of our dedicated team of staff and all of the volunteers who come together to support us. Thank you all for your contributions this year.

The more visible side of the staff team is naturally those who are client facing. Those who interact directly with our clients providing support out in the community with face to face visits, practical help and signposting, running HOPE courses and other wellbeing activities.

However, behind the client facing side of Volunteering in Health there is a base infrastructure, which no charity or organisation could survive without.

Being able to run our office from Teignmouth Hospital is one of the keys to our success as we are able to work closely with the hospital teams to react quickly to support clients in need. It provides a base for our staff to work collaboratively together and a hub where we can answer calls or drop in visits from clients, volunteers and professionals alike.

The back office function is equally important to the success of the charity but unfortunately it is an area which often goes unrecognised and is even harder to find funding for.

Many of the grants we have been successful in applying for this year have been 'Restricted Funds', meaning that the grant provider has stated specific restrictions on what the funds can be used for. Frequently, this excludes our core running costs and overheads.

This year we are hoping to raise awareness of the full costs associated with running our Charity and the necessity to secure funding for the 'behind the scenes' infrastructure as well as the projects and services at the fore front of our organization.

"Infrastructure is rather more like a skeleton than scaffolding. You need it all the time and, unlike, scaffolding, you can't dispense with it."

Would you consider making an unrestricted donation or grant which could help towards the core costs of running Volunteering in Health?

Are you a local business who would like to support us, perhaps sponsoring an event, fundraiser or promotional marketing costs?

Would you like to become a 'Friend of Volunteering in Health' and help us with regular support by making a small monthly donation?

For any more information, please contact us at finance@volunteeringinhealth.co.uk

Thank you.



Nicki

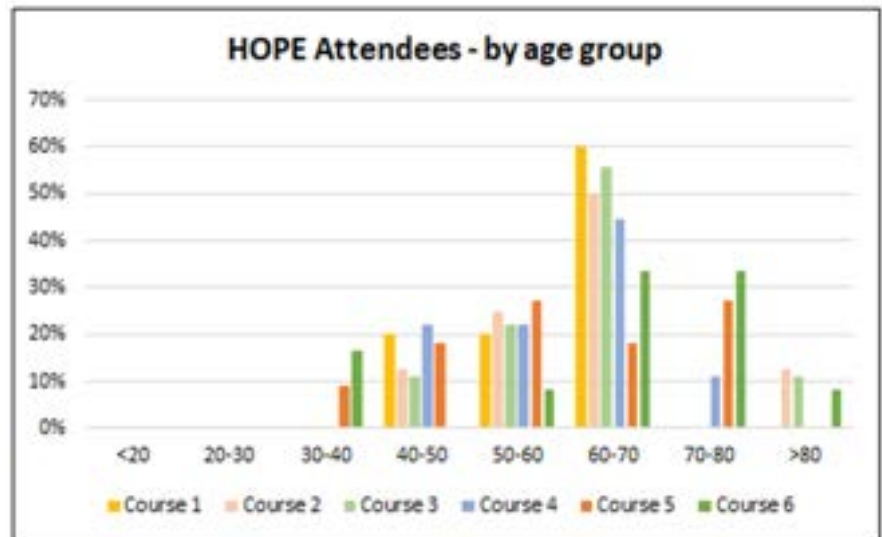
Nicki Engert
Office Manager



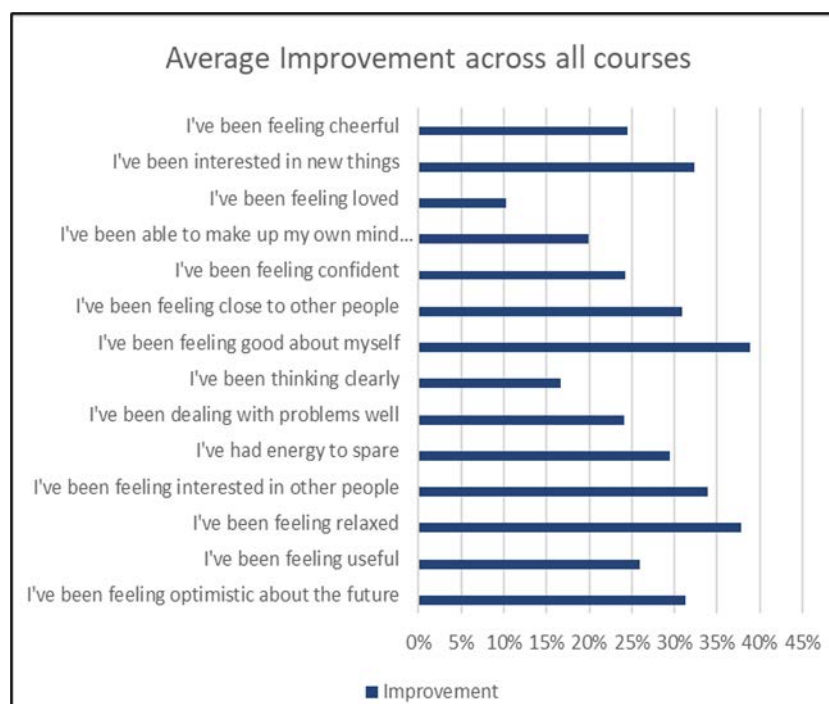
Team Lead Report

The Wellbeing Team have had a busy year with a clear focus supporting over 486 clients. As always, our aim has been to address the needs of our clients and the community we serve. Our personalised approach, coupled with an informed level of understanding, experience and training is what gives the Volunteering in Health Wellbeing Team a unique edge. This year we have gained more volunteers helping to support the many different wellbeing services that we provide. This has helped us to open new pathways to connect, support and empower our clients.

NHS HOPE courses that run for six weeks have continued to thrive with a course being provided every two months of the year consistently throughout the year 2023 - 2024. The HOPE courses have moved from strength to strength with some amazing volunteers giving hours of their time to cofacilitate the HOPE course and work alongside Volunteering in Health's five HOPE facilitators. Combined, the wellbeing volunteers and staff bring; support, knowledge, skills and lived experiences to make the ViH HOPE courses an amazing, FREE, to the client, community provision.



'The Volunteering in Health courses are 'totally unique' it feels like a family that instantly had my wellbeing at heart. Walking in was a big deal, but that feeling of worry and dread quickly disappeared. I had a drink made for me and the table looked colourful and inviting. There were healthy snacks, flowers and low calming music playing in the background. I just knew I was safe, my mind and body relaxed, ready to work, since then I have never looked back'.



Team Lead Report

Brighter Days Volunteering in Health successfully gained funding from Devon Community Funds-Communities Local Action on Suicide Prevention (CLASP) fund to provide an additional support group that would follow on from the HOPE courses and in July 2023 a new initiative 'Brighter Days' emerged. Wellbeing volunteers, clients, and a wellbeing staff member started to meet up fortnightly, connecting with a combined interest - to thrive in a supportive group where fun, smiles, laughter, and giggles are all so important. There are tables to allow the sharing of hobbies and art, issues are discussed and listened to, and experiences shared to find solutions. Discussions have ranged according to individual need; housing, cost of living, mental and physical health needs: suicide, pain, grief, and loss being some examples.

Our special thanks go to the Teignmouth branch of the Benevolent Lodge 303 who have provided Brighter Days with a new space to meet without charge allowing a weekly meet up with extended hours.

End of Life and Dementia Support Service The Wellbeing Team support encompasses our End of Life and Dementia Support. These services have dedicated staff members and volunteers that make up teams that work hard to address the needs within the community. This might be someone sitting with a person who is End of Life or supporting someone that is caring for someone with Dementia. A wide range of referral sources for these services, reflect a high need for this type of support in the community. ViH staff work closely with community services and other organisations including; Devon Carers, Rowcroft Hospice and Dawlish Hospital.

Hospital Discharge Support The NHS is experiencing unprecedented pressure within the community hospitals. The ViH Hospital Support Worker role is vital to the stay in hospital and discharge of patients and welcomed by our NHS colleagues. This support to staff and patients prior to discharge, ensures a safer return home and after discharge helps to prevent readmissions. We now have 'The Boutique' based at the ViH office on the lower ground floor at Dawlish hospital. Hospital staff and Barton Surgery can now benefit from a stock of necessities to support patients Wellbeing. The 'Boutique' holds clothes, shoes, new undergarments, coats, health provisions, non-perishable food alongside leaflets and sign posting information. This service has provided 60 items to help support patients and discharges.



Wellbeing coordination The Wellbeing Coordinator continues to support clients on a 1:1 basis, face to face, either within the home or at a meeting place. This support is person-centred, consisting of up to twelve sessions and is in high demand especially since covid. Sometimes our wellbeing services operate together to provide a full improved wellbeing pathway of support. A wellbeing client may benefit from a HOPE course after some individual Wellbeing sessions or attend the course with a Wellbeing Coordinator supporting them with the initial few sessions. The Wellbeing Team also have phone and text support that can be accessed if needed at any point in a client's journey with Volunteering in Health. This support can come at any time when people need additional help, sign posting and guidance towards other services. The support also focuses on setting positive goals and aims to allow a person to continue along their journey with support and can highlight to others in the Wellbeing Team that further support may be needed.

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. Thank you for all your hard work, dedication and commitment.

Jeannette

Jeannette Osmond
Team Lead Client Services



Support Services

Transport

Transport is at the core of our organisation and the original reason for ViH being established. 15 years on and we are busier than ever with transport appointments and drives now extending to 7 days a week.

A team of **20** volunteers – **16** of whom are drivers, make up our amazing volunteer transport team that make this service happen. They work tirelessly ensuring that their clients are collected, taken to their appointment, wait up to 2.5 hours and returned home safely with professionalism and kindness.

One client stopped me in the street and said “Your drivers are amazing, my brother recommended you to me, as you supported him whilst he was undergoing chemotherapy. He had the same driver for all his appointments and my brother really appreciated having a friendly face and person to talk to, who was not a family member. It really helped us all”

We had 4 regular desk operatives this year volunteering 10 -12.30, daily, taking calls from clients, logging them onto the computerised diary system, matching drivers to the request, and informing clients of their driver. This is critical to the smooth running of the service.

Throughout this year, we have made an incredible **1,247** drives – a little more than last year, **49** of these were WAV drives. We have clocked up **28,300** miles and provided a staggering **2,426** volunteer driver hours.

There has been a number of changes with 3 desk operatives leaving, and 3 drivers leaving. We have 1 new desk operative and 2 new drivers but we are struggling to attract new volunteers to the service which does put additional pressure on the other staff.

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.

Our Home Helps build a rapport with their clients, becoming the eyes and ears for checking in and referring to additional services if they see a change in circumstance or health in their client.

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.

We provided **1705** hours of service for **61** clients and we gained **32** new clients. We have a part-time Home Help team of 7. The waiting list is slowly diminishing and we are looking for new staff.

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.



Welcome
Anna
Anna Lavis,
Services Co-Ordinator

Thank you Sue
Sue Yates,
Services Co-Ordinator



Volunteering Report



Volunteers

This year's key endeavor has been to centralise our focus on the wellbeing of our volunteers, appreciating that their lives are busy, and, in many cases, they are dealing with difficult life situations and circumstances, as well as helping clients with multiple needs.

We have been growing a culture of connection between our volunteers through regular coffee catch ups in local coffee shops and small events like the nature Forage in Shaldon. We have introduced 1-2-1 'wellbeing catch ups' with the Volunteer Coordinator to support the welfare of volunteers.

In the year ahead, we want to further build on the 3 key aims of ViH for our volunteer community, to grow and flourish collectively and individually, through 'Supporting, Empowering and Connecting'.

Supporting workshops & training

Since March '23, ViH have held three Core Training Sessions covering 'Boundaries, Confidentiality & GDPR', delivered to 98 volunteers. The 2024 training program final session is in October. By the end of 2024, all core volunteers and new recruits will have completed this essential training, creating a set standard for supportive, quality, volunteering. Volunteers rate the overall training as 4.72 out of 5 and its benefit to their volunteering as 4.56 out of 5.

'It was very well presented. I was well informed, and it was very good. It all went really smoothly.'

'The aspect of the training that has challenged me most is thinking about boundaries and all the various scenarios and possibly unintended consequences'

'I feel more prepared for situations where boundaries might be challenged and how to say things in the right way'

At the beginning of 2024 a ViH volunteer facilitator, John Elliot, started to develop a bespoke workshop, to help foster a fresh approach to pathways of engagement between staff, volunteers and clients, via active listening. In its infancy, it has already proved beneficial to those that have attended, with plans to deliver further sessions throughout 2024/25.

'This gave me a view of how other people perceive me and the value I can bring which sometimes I don't see in myself'

'I learnt lots from the proactive listening session. I picked up that if we really listen there are several opportunities to spread the work that ViH does.'

'The main revelation I had was I can listen, I just need to slow down, take time to think about what is being said and stop thinking about what I am going to say next'

Coffee Catch Ups

We started the monthly Coffee Catch Ups because ViH operate across the whole of Teignbridge and we wanted to ensure that volunteers, from all areas could access a Catch Up on their doorstep. We have had 7 catch ups, achieving a cross section of all volunteer types attending, making for dynamic conversations, celebrations of achievements, demonstrating the scope and impact of the collective volunteer team.

A recent Catch-Up was attended by drivers, be-frienders, telephone befrienders, and 2 staff members, went for an impromptu cold dip in the sea!



Volunteering Report

Connecting

We had 45 hours of volunteer 121 telephone catch ups, all our lone-operating befrienders have received support with their client engagement. The Volunteer Coordinator has weekly 'Open Tuesdays', for volunteers to come to the Hub for any support they require, building on our volunteer wellbeing strategy. Since July 2024, the Volunteer Coordinator has instigated face to face wellbeing catch ups specifically for the volunteer. It's early days, but volunteers are indicating that their wellbeing has improved since volunteering, one volunteer encapsulates the catch ups in these terms:

'Being heard, being valued, sharing suggestions for improvement and a nice coffee outside in the sunshine!'

Recognition for 3 ViH volunteers through The Majors Award for Volunteering 2024 has also been successful this year, spanning the ViH service delivery: A Hope Group Volunteer, a Befriender and Driver, and a long-standing Telephone Befriender and letter writer. Demonstrating the commitment and quality of the services our volunteers deliver. On receiving the award one volunteer told the audience, *"She felt it was a privilege for her to be able to write to people locally"*. She added that *"ViH was an amazing charity with wonderful staff and volunteers, she was delighted to be part of what they did."*

For ViH it is important to recognise all our volunteers, and as part of volunteer week all volunteers received an email of appreciation with a certificate of recognition, with one-liner feedback to the volunteer coordinator, such as,

'oh, lovely idea!'

'thank you, much appreciated.'

Empowering

Throughout the period of March '23- April '24, ViH retained 105 active volunteers and undertook a further 26 volunteer inductions, creating new volunteer opportunities across the spectrum of our services. Alongside these roles, we also facilitated 11 more befriender matches which utilised 9 of our already active volunteers, helping to reduce the client waiting list. During this same period, for numerous life reasons, ViH had 20 volunteers cease volunteering over a range of roles which therefore meant we increased our active volunteer community by 6 volunteers in this timeframe.

To ensure all roles met with our risk mitigation and volunteer approval, 40 DBS applications were processed on behalf of active and new volunteers, ensuring safe standards for all.

From March '23 - April '24, through our volunteer's effort and time, we have collectively added **9,598 hours** of community service in supporting health care needs within the Teignbridge locality, this is an increase of **1,258 hours** from last year. This equates to **£115,176.00** in monetary terms.

Our volunteer team helped to raise funds for the charity, picture GP Dan Brett and his amazing Christmas Cards and work with Lesley Presley, local Elvis impersonator who recorded a downloadable single raising £785. Thank you Dan & Lesley!

'It is my pleasure to continue to build on the work we started to put in place in the last financial year, pushing towards the goal of seamless processes in recruitment, retention and the development of individual volunteer's skills. Fostering a collective cohesion for all our active volunteers to be supported through. A big Thank You to all the ViH volunteers without whom, as can be clearly seen in this report, what we do at ViH would not be possible.'



Team News

Gordon Robbins

We said goodbye to Gordon on 28th August with a small celebration and special caterpillar cake.

Gordon joined ViH in 2016 as a volunteer, initially to be a driver and then started to volunteer with Jeniffer, doing reminisce work at Palm Court Care Home.



ViH gained funding for a new paid role of Link worker, linking clients to services in the community, from which social prescribing evolved. Gordon became our first Link Worker, an integral part of the staff team contacting in excess of 300 people a year. He was the first point of contact with ViH for many of our clients, over the phone, gaining the client's confidence so that a home visit could be organised, to do "the deeper delve" as he called it.



We asked Gordon to think of a piece of work he carried out for ViH that had meant a lot to him.

Volunteer, Gordon Robbins, has made a huge difference to the life of one of our clients, Michael. Each week, Gordon visits Michael, who is a wheelchair user living in a nursing home so doesn't get out and about much. Michael told our Reminiscence Co-ordinator, Jeniffer Gillett, that Gordon's visits are the highlight of his week. Throughout his life, Michael has been a keen poet and now Gordon takes his handwritten poems away and types them up for him, even posting some to the queen! He wrote a beautiful poem for Her Majesty for her birthday and was absolutely thrilled to receive a reply!



One of the pupils from Shaldon School is also a keen poet and has been matched with Michael as a pen pal and they are enjoying sharing their poems with each other.

Now Gordon is helping Michael research his family history and brings in print outs of his findings for Michael. Thank you, Gordon for all you have done.

Jeannette Osmond

We were delighted to celebrate Jeannette's 10th year with Volunteering in Health this year, well done Jeannette and she is still smiling!



Congratulations to **Julie** on turning 60, looking fabulous!



Connecting

Link Workers meet clients in person (or over the phone) to better understand their situation, goals and barriers to achieving them. 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.

Social Prescribing/ Link Worker



We work alongside the Coastal Primary Care Network, Social Prescribers, 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 Help, or where we are not sure which service is best for someone. To assess their needs and undertake a risk assessment. We did **131** Link worker visits. We received **65** Social Prescribing referrals from April 2023 - March 2024.

Gordon Gordon Robbins Link Worker

Home from Hospital

We work to help people who have been admitted to Dawlish Hospital return home safely and happily. We continue to support them (and their families) to keep them well at home and this helps reduce the risk of readmission to hospital within 28 days. **132** people were supported through this service from April 2023– March 2024.



Cara

Cara Kinsey Link Worker



Tracey

Tracey Aldridge
Dawlish Hospital Support Worker

Case Study for Home from Hospital

A patient with Dementia on the ward at Dawlish Hospital was struggling to adjust to her surroundings and was very unsettled. The patient had a teddy bear she looked after, like a baby.

We located a vintage pram for sale locally and after hearing the story the seller donated the pram to the patient and delivered it without charge, from Exmouth to Dawlish.

The patient beamed when the pram was delivered to her. Ward staff commented that the patient appeared to be much more relaxed and calmer. The patient was able to take the pram with her to her nursing home.

The husband commented that the pram was very similar to the pram his wife pushed their first-born child around in, over 60 years ago.



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.

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. It can also include attending social events, as we recognize that it's not always easy attending somewhere for the first time.

Julie

Julie Dingley
Support Worker

Thanks again to Devon County Council & Teignbridge CVS, Household Support fund, I was able to help more clients who were struggling with the cost of living crisis. We were able to assist with food vouchers, topping up electricity meters, help at home when being discharged from hospital 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, 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 attend the music morning at Alice Cross with her granddaughter. I went with her for the first session and she was made very welcome and saw a few familiar faces. I was so amazed that once the music started she never stopped singing and she knew every word of the songs. After I went with her for the initial visit, she then had the confidence to keep attending regularly and went on to join other social activities.



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.

92 people completed the Wellbeing Co-ordination programme from April 2023—March 2024

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. We had **62** referrals, Jeannette, and her volunteers supported **52** people to complete the course.

Memory Loss and Palliative Care

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. This year we have supported 87 people dealing with memory loss.

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 **50** people through this service.

Jeannette

Jeannette Osmond
Team Lead

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 Gordon Robbins and all he has done for ViH
- A special thanks to David Head, a wonderfully generous kind hearted man and great volunteer for ViH. We all miss you so much

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

- Sue Wroe, Teignbridge CVS, and the other Wellbeing Partnership partner charities helping us all to grow and develop so that we can better support our communities
- Our statutory sector partners—Louise Dawson and 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 and Teign Aid based there helping those facing homelessness and more
- 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 Time for You sitting service
- Jackie Jackson's Teignmouth Community Larder for helping our clients as times have become harder with the cost of living crisis
- Our volunteer drivers who donated their mileage expenses
- National Lottery, CLASP, Claire Milne, Norman Family, Totnes Caring, Albert Hunt Trust, David Gibbons
- Friends of Dawlish Hospital
- Scott Richards for supporting "The Boutique" at Dawlish Hospital
- Southern Area Car Forum
- Teignmouth Rugby Club for hosting regular fundraising bingo nights
- Teignbridge Community Lottery
- Pauline Janin and all of the Nordic Walking Group who are walking the Dartmoor Way
- Dan Brett, Lesley Presley and all involved with 'Christmas with Elvis'
- Gerald Penney and Ashleigh Way Post Office for support with 'ViH Connect' Telephone Box
- Nina Hocking for raising funds with her Park Run, Alex Carter and family for the Turkey raffle
- Benevolent Lodge 303 Teignmouth, Paul & Norrie Millen and the Brighter Days group
- 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
- David Leyland for his support with the local Ukrainian families

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

Digital Support Case study

Sarah and her husband Terry live in a caravan.

Sarah had a heart attack many years ago and now has a stent. She is very immobile and has broken bones in her ankle and back from several recent falls. We ensured that OT's and physio have been in and made relevant adaptations in the van. Sarah sleeps on the adjustable sofa in the lounge and finds it comfortable.

Terry hates leaving her in the lounge at night in case she needs him or falls off the sofa.

Aside from giving relevant information on benefits, and signposting, I asked what mattered most to them.

Terry told me of his fear of leaving Sarah when he goes out. He is scared to do the shopping, go on GP visits and can't even meet friends on the site for fear of Sarah falling over.



With money from technology funding we received, we were able to supply and set up a monitor for Sarah and Terry which works in conjunction with his mobile phone.

We set the monitor up in the lounge and now Terry can speak to and see Sarah on his phone, even at night.

When we called to see how they are finding the monitor, they told us that it has made life so much easier.



It gives Terry peace of mind and has enabled him to attend GP visits and do their shopping with complete peace of mind, knowing that Sarah is safe and happy.

He can check she doesn't fall from sofa, day and night and can now leave her knowing they can still communicate

and see one another on the camera.

Terry's social life has blossomed and Sarah now feels secure and happy that her loved one is getting a break.

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

