

# Volunteer Services



University Hospitals  
of Leicester  
NHS Trust

*Caring at its best*

# Our year, Our values



We treat people how we would like to be treated



We do what we say we are going to do



We focus on what matters most



We are one team and we are best when we work together



We are passionate and creative in our work





# We treat people how we would like to be treated



Many of our volunteers choose to give their time as a way of thanking the hospital for all of the help and support they have had. Reflecting on their own experiences helps them to offer the help and support to patients that they valued so much during their own journey through our Trust.

## Hairdressers and Time for a Treat

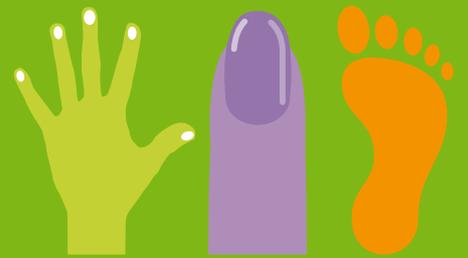
Volunteers to Oncology mean an awful lot, the added element they bring when they are on the ward is priceless, the opportunity for someone to sit and talk when they have no need to have ears and eyes anywhere else, the chance for hand massage or to get their nails done and a smile when they need it is endless gratitude.

We have regular volunteers who have been coming for years to support chemo suite and the ward and they become part of the family and a very special member at that, selfless and understated they are all little gems.

**Thank you to all of them.**

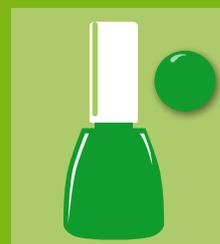
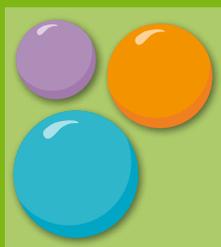
Kind regards

Tracy



<b>82</b>	<b>17</b>	<b>12</b>
Hand Massage	Manicure	Foot Massage

**Time for a Treat Service**  
13 volunteers





### Joe's help and thoughtfulness made our day!



“ We wanted to say a big thank you to one of your volunteers called Joe. We took our 91 yr old father to an outpatient appointment at the Derm Clinic LRI this afternoon. For my Dad it is a long way to walk back to the car park from the clinic. Joe could see that my Dad was struggling and he took the decision to come to us with a wheelchair in the corridor & asked my Dad if he would like him to take him in the wheelchair to the car park. Joe treated my Dad with the utmost courtesy and care. ”

It meant so much to me to have my hair clean and tidy and looking good when my visitors came to see me but mainly for myself – it made such a difference to how I felt even though I was still ill I suddenly felt much better.

**Thank you so much**

*Above quote from a patient*



Even when I was coping with studies, my own illness, attending appointments, my mum being ill and all the extra things I needed to do at home, my volunteering was the one thing I wouldn't give up. It gave me an escape, I met people and was happy, it was so different to the other things in my life – it is one of the most valued parts of my life...

The care received by me and my family is something I will not forget and I want to continue to give something back and help other people too – this is my deeper connection.



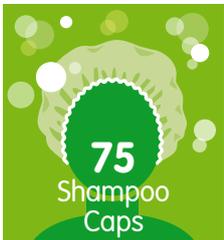
### Wonderful help for my recently disabled husband (5 stars)

“ We visited today to have eye tests. My husband has recently developed difficulties with walking. I hadn't thought about help but while we were looking to see where to go a buggy driver stopped and offered help. We were taken to the right place by a considerate and charming man who treated us with the utmost kindness and respect. We were handed on to another driver who was just as good. These people are volunteers and a credit to the organization. All the staff were great. ”

Feedback left on NHS Choices 7th September 2018



### 5 LRI Hairdressing Volunteers





# We do what we say we are going to do

Our volunteer Patient Visitors spent 3,132 hours chatting to patients and distracting them from their medical issues, always visiting with a smile, kind words, and showing a genuine interest in the patients.

## Forget Me not Volunteers

The Forget Me Not volunteers support patients with dementia and have spent 325 hours working with 406 patients doing a variety of meaningful activities this year:

-  Celebrating the Royal Wedding
-  Reminiscing about the past
-  Arts and Crafts
-  Music and Bingo
-  Helping with nutrition and hydration.



Sana has been brilliant with patients and has shown great initiative in identifying patients to support. She is committed and has demonstrated that she can help patients without the need for me to delegate - showing really great care and initiative. This is reflected in all the positive patient feedback.

The Happy Times Café opened 3 September 2018 giving patients with dementia and their families an opportunity to get away from the ward environment to somewhere more sociable and less daunting. We already have 3 volunteers helping in this area with nutrition and hydration, and activities.



University Hospitals of Leicester 

**Ward Support / Mealtime Assistant volunteers**

<b>CAN</b> assist in serving drinks and meals.	<b>CAN</b> Help patients to complete surveys
<b>CAN</b> Help any patients, who do not have swallowing difficulties, with their meals and drinks	<b>CAN</b> Assist patients with items from the activities box.
<b>CAN</b> Make beds.	<b>CAN</b> Take patients off the ward
<b>CAN</b> Look after flowers.	<b>CAN</b> Hairdressing, manicure and make up for patients (if trained).
<b>CAN</b> Visit and befriend patients.	<b>CAN</b> Shaving male patients (if trained).
<b>CAN</b> Run errands for patients.	<b>CAN</b> Complete patient profiles
<b>CAN</b> Assist the ward clerks with basic clerical duties.	





'The volunteers are all amazing and lovely warm hearted people'.  
**Sister, Ward 36, LRI**



### Ward Support

We introduced ward posters to our wards this year showing what volunteers you are likely to find on a ward and how they can help. This will help staff, patients and visitors to better understand the different tasks each type of volunteer can do to support patients.

**86** (LRI 61, LGH 14, GH 11) new Ward Support/mealtime assistant volunteers started on our wards this year helping patients with everything from eating and drinking to doing activities that will improve their experience in the hospital.



### Library

During 2018 our library volunteers have supported **22,801** patients around our wards and clinics.



### Emergency Department

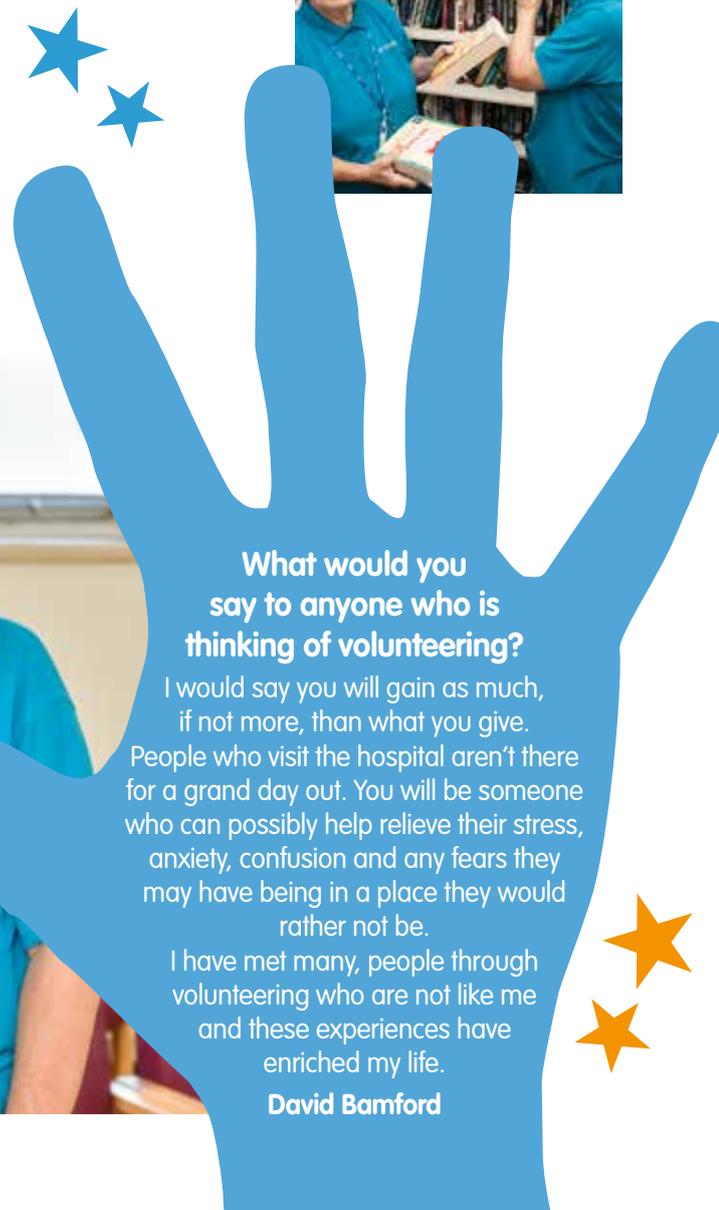
**13** volunteers in Emergency Department.

There is a volunteer in the department every day, including Saturdays and Sundays and some evenings.

The Assistant Chief Nurse Kerry Morgan says that the volunteers provide 'invaluable help'



"Once I read about the five Trust Values my mind was made up to become a volunteer"  
**David Bamford**



### What would you say to anyone who is thinking of volunteering?

I would say you will gain as much, if not more, than what you give. People who visit the hospital aren't there for a grand day out. You will be someone who can possibly help relieve their stress, anxiety, confusion and any fears they may have being in a place they would rather not be.

I have met many, people through volunteering who are not like me and these experiences have enriched my life.

**David Bamford**



# We focus on what matters most

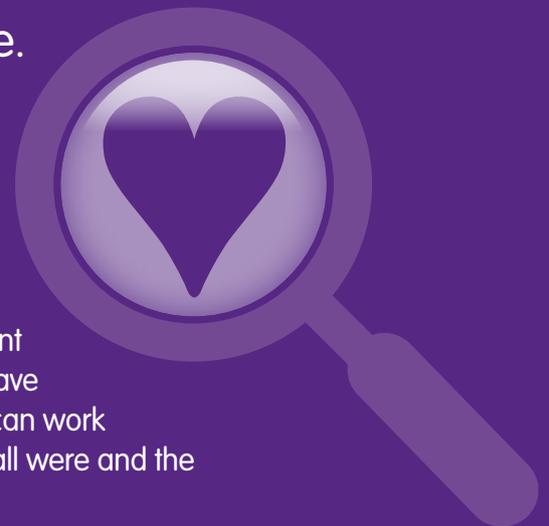


The Palliative Care Team involves volunteers to help support patients and their families who are approaching End of Life whilst in hospital. The VALE Project Volunteers provide company for patients, particularly those without visitors or who are anxious, and assist with mealtimes. Additional training is available to provide complimentary therapy such as hand massage.

Another 4 volunteers decided they would like to become VALE volunteers this year bringing the total number helping patients at life's end to 12.

## Some lovely feedback about VALE

I just wanted to let you know how appreciative that ward 15 at Glenfield were of Meena and Joyce. We asked them to come suddenly for a patient who was dying alone. The ward didn't know about VALE (although we have talked about it forever!) and they got to see first hand how compassion can work even coming from a stranger. Please pass on to them how thankful we all were and the lovely care they provided.





**Meena Joshi**

VALE Project Volunteer and  
Volunteer of the year winner



This is what Meena  
said on learning  
about her nomination

Thank you so much,  
words aren't enough to  
express my feelings.

We are a great  
bunch, working together  
to bring sunshine and  
make difference in  
someone's life every  
moment.

Huge thank you to  
our team, without  
your support I  
wouldn't have  
achieved this.

May God give me  
strength, courage  
and more time to  
continue to do this.

**Survey Volunteers**

Survey volunteers help to get feedback  
from patients about what matters most  
to them so that we can improve the  
services we offer to all of our patients.

These volunteers especially focus on  
those patients who may need extra  
help or encouragements to tell  
us about their experience.

**Rebecca Gardner  
coordinates and  
supports our Patient  
Survey Volunteers**



"The Patient Survey Volunteer  
role supports the Trust in  
gathering valuable  
information on the  
experience of patients  
using our services. The role  
involves speaking with  
patients, supporting the  
Trust's patient survey  
and other activities  
aimed at gathering  
patient feedback.  
Our volunteers are a  
really important part  
of the team."



**Numbers of volunteer surveys completed**

**202**

Experience  
of Care

**353**

Ward  
Moves

**193**

Entertainment

**418**

Survey  
Consultation



# We are one team and we are best when we work together



Leicester Hospitals Charity Shops are a joint venture between Volunteer Services and Leicester Hospitals Charity. They are an excellent example of how working as a team can make a real difference on many levels.

The Charity supports Volunteer Services by providing funding for volunteering activities and in turn volunteers promote the Charity and help raise funds to enable patients and staff to benefit from grants for projects and services outside of the mainstream funding. Our Volunteer Polo shirts are funded by Leicester Hospitals Charity and proudly display their logo on the back.

We now have a Charity Shop Manager in post with 8 volunteers at the General Shop and 17 at the Glenfield Shop.

Comparing the same 2 month period in 2017/18 and 2018/19 the shops have raised:

## Leicester General Charity Shop

- 2017/18 sold 101 items raising **£303.20**
- 2018/19 sold 256 items raising **£809.60**

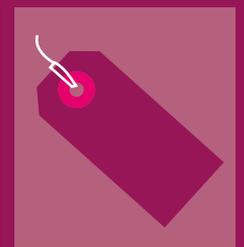
## Glenfield Charity Shop

- 2017/18 sold 360 items raising **£1065.15**
- 2018/19 sold 706 items raising **£3318.90**



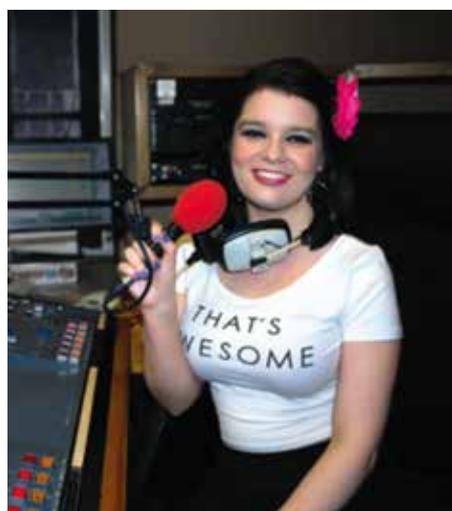
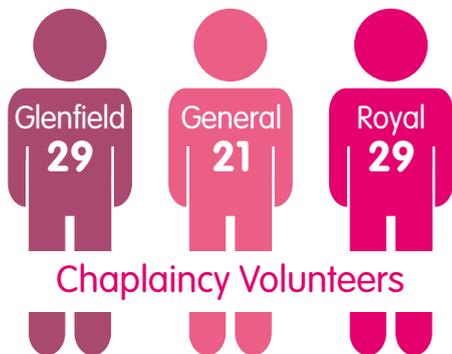
This shows an increase of 201%, Gift aid also increased 188% since 26/11/2018

*giftaid it*



## Chaplaincy Team

Multi Faith Chaplaincy team of volunteers and staff working together to provide Chaplaincy Visitors, Chaplain's Assistants, Prayer Leaders and wheelchair volunteers to collect patients for Sunday service.



## Hospital Radio Teams

Collecting requests from patients and presenting show to entertain them during their stay in hospital.



40  
Volunteers

**RADIOFOX**  
Your No.1 station in hospital



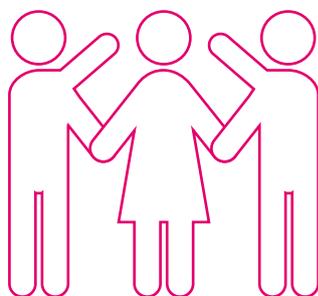
23  
Volunteers

*Radio Gwendolen*

## PAT Dog Team



PAT dogs are also part of our team, we have 5 PAT dogs visiting patients and helping to cheer them up and staff love them too!



## Development Plans

- Recruit more volunteers
- Increase footfall and presence of shops
- Increase Gift aid contribution by 50%
- Improve the management and quality of donations



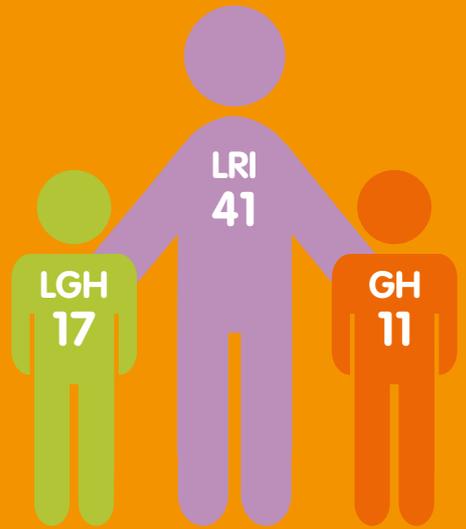


# We are passionate and creative in our work

Using the hospital map and trying to find the way to lots of different locations at Leicester Royal Infirmary can be challenging.

Ed and Richard both developed coded lists in their own time that they and other volunteers can use alongside the maps provided by the Trust to make it easier to locate different areas, and shared this with their fellow volunteers.

Both Ed and Richard constantly update the information and it is part of new volunteer training. Most of all it has made a huge difference to people needing help to get around the hospital, as volunteers can help much more efficiently than they did before.



**69 Meet & Greet volunteers**

many offering 2 or more shifts per week

Thank you



## Meet & Greet Service

**69** Meet & Greet Volunteers in total many offering 2 or more shifts a week (41 at LRI, 17 at LGH, 11 at GH). 2018 has seen the introduction of a Volunteer Meet & Greet Mentor role to support new Meet & Greet Volunteers through their first few weeks and to give a consistent approach to their induction training.

- 6** Meet & Greet Volunteer Mentors trained (3 at LRI, 2 at LGH, 1 at GH)
- 11** New Meet & Greet Volunteers mentored (10 at LRI, 1 at LGH)



## Buggy Service

- 5** New Volunteer Buggy Drivers trained



**£2,962.86** generously donated to the Patient Buggy Service in individual donations to the drivers

**£478.71** raised through a tombola and samosa sale at Glenfield Hospital

All funds contribute towards the maintenance and upkeep of the Patient Buggy Service helping Patients and Visitors to find their way and move around the hospital site more easily.

Meet & Greet Volunteers play a vital role in retrieving and making available hospital wheelchairs to patients. At the LRI we are using hospital wheelchairs as a form of transport to get patients from A to B, giving patients a telephone number to call (or to ask the clinic or department to call for them) when they need collecting so that the wheelchair can be available to as many patients as possible.

Buggy Service 2018	Journeys Completed	Passengers Transported	Wheelchair Journeys
LRI Inside Buggy	5665	9093	57
LRI Outside Buggy	3816	6802	342
Leicester General Hospital	5567	8707	124
Glenfield Hospital	6522	10335	57
Total for the Buggy Service	21570	34937	580

## Snapshot

From the 20th-24th May 2018 Meet & Greet Volunteers used wheelchairs to transport **60 patients** to and from their appointments at our three hospitals.

LRI  
38

LGH  
13

GH  
9





# Reward and Recognition



For the second 3 year period UHL Volunteer Services received the **Investing in Volunteers Quality Mark**.

A random selection of 42 volunteers and 15 staff were asked to feedback on their experiences of Volunteer Services in relation to 9 different indicators of good practice and standards.



## Volunteers Certificates

- 31** 5 year service certificates
- 10** 10 year service certificates



## Volunteer Thank You Event 2018

Attended by 300 volunteers each received the gift of a 'keep cup' and a free raffle ticket.





# A Huge Thank you...



## to Our Amazing Volunteers

A huge Thank you for another year of our amazing volunteers making a difference everywhere they go and in everything they do.



**VOLUNTEER**  
of the year  
**AWARD**

**Runners up:** Carole Prime, Jenny Mann and Margaret Alway, Patient Visitors LRI



**Winner:** Meena Joshi, VALE Volunteer



# Recruitment and Training



Volunteering in Leicester's Hospitals continues to attract many people with a range of skills and experience. We need volunteers to provide support and assistance to patients in many different areas of our hospitals.

2018 - 2019 has been an exciting and challenging year with many areas of volunteering being adapted to meet the needs of the Trust.

Our Recruitment Process continues to be successful in allowing volunteers to make informed choices about whether to commit to volunteering. Webpage and online registration of interest is the main route into volunteering. Online recruitment was open for 8 months during 2018 - 2019 with 439 online applications. Each application is shortlisted.

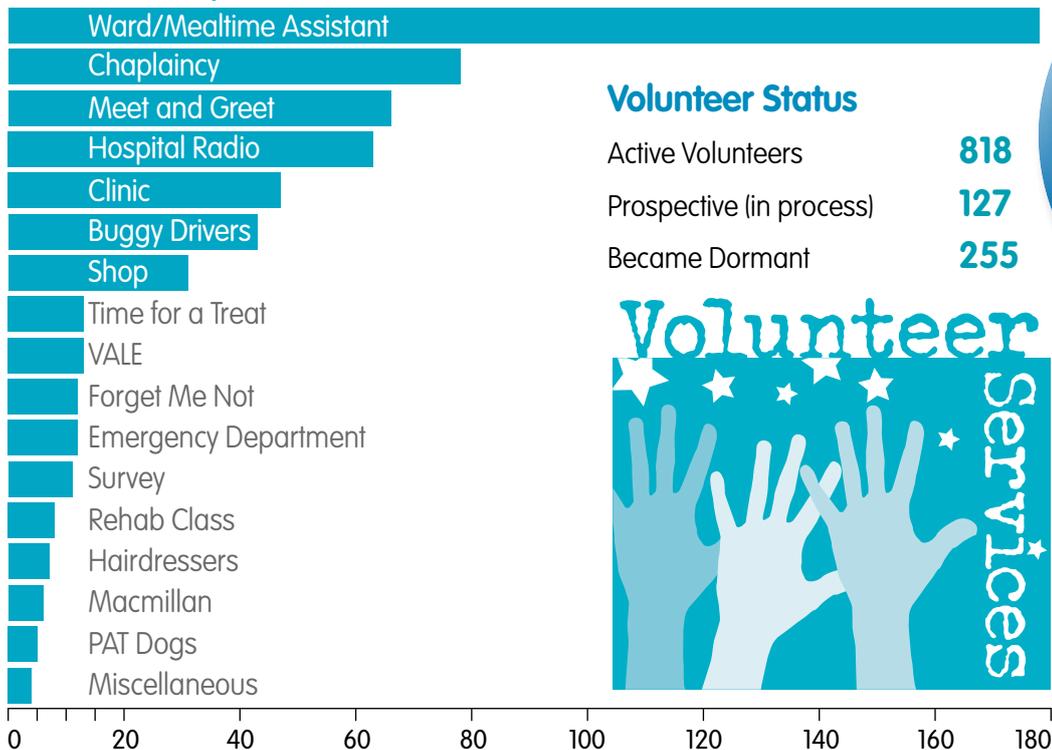
- 278** invited to one of 10 recruitment sessions held
- 164** attended
- 60** did not attend or withdrew
- 54** waiting for invitation for next available session

The way that most people find out about volunteering with us has now changed from 'word of mouth' to 'internet'.

Of those who stated 'other' the majority had found out from Leicester's Hospitals' staff or through support workers or other agencies – although one person said through divine intervention!



## Volunteers by Role



## Volunteer Status

Active Volunteers	818
Prospective (in process)	127
Became Dormant	255



Interested  
in Volunteering?

Call  
**0116 258  
7221/8868/  
3955**

## New development

The Pears Young Volunteers Project is an exciting new opportunity being developed for 16-21 year olds.

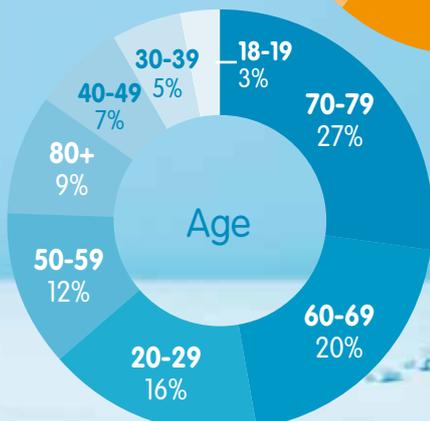
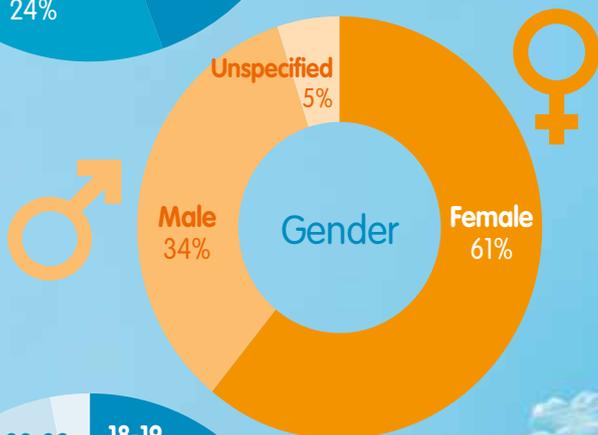
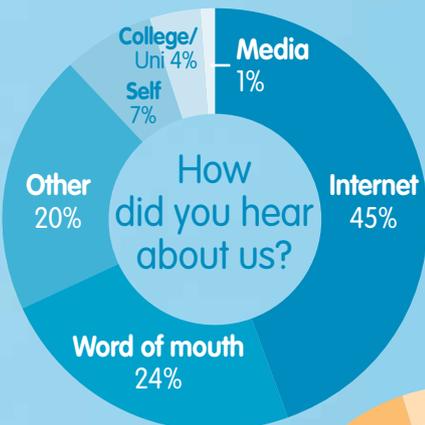
Young people who join the project will be supported and supervised throughout 12 weeks, with constant support and supervision should they need it. They will be involved in specific areas of volunteering and have the opportunity to gain ASDAN accreditation and a certificate awarded on completion of the programme.

The project is scheduled to start with our first young people in May and will be directed by steering group of young volunteers.



## Training

Induction training	214
Mealtime Assistant training	124
Other training	19



**Pears  
Foundation**

# Volunteer Services

**NHS**

University Hospitals  
of Leicester  
NHS Trust

# Thank you

*Caring at its best*

## to all our volunteers

If you would like this information in another language or format such as EasyRead or Braille, please telephone **0116 250 2959** or email [equality@uhl-tr.nhs.uk](mailto:equality@uhl-tr.nhs.uk)

اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।

إذا كنت ترغب في الحصول على هذه المعلومات بلغة أخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل

Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu

જો તમને અન્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કૃપા કરી ટેલિફોન કરો.



### For more information

about volunteering within  
University Hospitals of Leicester  
or to register your interest,  
please visit our website:

[www.leicestershospitals.nhs.uk](http://www.leicestershospitals.nhs.uk)  
or call **0116 258 7221/  
8868/ 3955**



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