Welcome

As the Employee Director for NHS Ayrshire & Arran, I am pleased to have been asked to provide the Welcome for Spotlight. I have been around the health service for almost 40 years and volunteers have been part of that time in a variety of ways.

I started my career as a student nurse before becoming a registered nurse in the early 80’s and at the time I joined a trade union. Over the years, I became very active with them whilst still progressing my nursing career. The role of the Employee Director is a position that is given to a trade union representative who will represent all the other trade unions. With it also comes the position of a Non Executive Director on the NHS Ayrshire & Arran Board.

Volunteers make a real difference and are truly valued by patients, staff and visitors. From raising funds, playing music, to having a chat with a patient who has no visitors and helping to tidy a ward notice board, these are all activities that improve patients’ experiences. It is clear that the NHS would be a poorer place without the support of its volunteers.

2018 is a significant year for the NHS and young people. In July, the NHS turns 70 years old and, as part of its themed years programme, the Scottish Government made 2018 the Year of Young People. In this issue, you can meet Beth who is a 17 year old Ward volunteer who at times may well be having a chat with a patient who was born at a time when there was no NHS. From 17 to 70 plus!

This issue of Spotlight focuses on young people. All the articles were chosen and written by Spotlight volunteers and I think they have done a great job in helping us to recognise these young volunteers.

Finally, 2018 is a significant year for NHS Ayrshire & Arran because our Investing in Volunteers (iIV) award renewal was achieved in January. This award is managed by Volunteer Scotland (VS) and assesses the quality of volunteer management and involvement. Well done to everyone who participated in the renewal process.

To all our volunteers, I want to thank you. Stewart Donnelly

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Meet Beth – Ward volunteer

What is your idea of a typical hospital volunteer? Someone recently retired, perhaps, who has a little time on their hands and who wants to give something back to the community? Probably your thoughts would not immediately turn to teenagers and recently I caught up with one of them. Beth Murdoch is aged 17 and has been a Ward volunteer in Station 3 at Ayr Hospital since September 2017 for a few hours per week.

So what motivated her to volunteer in the first place? Beth explained ‘as a final year school pupil, I have a number of periods allocated for study purposes and want to make the best use of this time. I am considering a career in the NHS and volunteering gives me an opportunity to gain some relevant experience.’

The patients she helps are mostly older people who are waiting to leave hospital. Beth spends time chatting and playing board games especially with patients who normally only have a few visitors.

Beth obviously volunteers alongside ward staff and I wondered whether they found her presence on the ward intrusive. Beth says ‘on the contrary the nursing staff take a genuine interest in me. For example, the staff ask about my progress in exams but they also provide me with a vital role in identifying appropriate patients for me to talk to.’

Beth also finds the patients are quite happy to interact with a younger person and are often interested in her own life experience. Some have great stories of their own to tell and her encounters have not lacked their humorous moments. For example, Beth has coped with strong accents from the Scottish islands and once was even mistaken for a waiter in a restaurant!

Looking ahead, Beth feels that she has gained useful experience which will stand her in good stead for a future NHS career. She has been given the opportunity to see what a ward is like in real life and this has confirmed that her choice of career is the right one. With other family members involved in the field of healthcare, her parents are naturally supportive of her volunteer work but Beth stresses she has not been pressurised in any way.

As a young person, she is not alone in being a volunteer. Beth reckons that around half of her friends are engaged in volunteering of some kind including helping out at the Ayrshire Hospice or in charity shops. As she says, ‘volunteering is so rewarding especially when you feel you are making a difference even to the extent of causing someone to smile. It is a truly symbiotic activity, good for both patient and volunteer, and I would strongly recommend it to anyone.’

As I took my leave at the end of the interview I had the feeling that the NHS is about to gain a first class recruit!

James McBroom, Spotlight volunteer

Meet Kerri – Ayr Hospital Shop volunteer

Here we have Kerri Marr, another young volunteer. This time with Ayr Hospital Volunteers in their shop. You can meet Kerri on Friday evenings between 5.30 pm and 7.30 pm.

Kerri started volunteering at Ayr Hospital when she was 15 years old as part of her Duke of Edinburgh award, and is still there at the grand old age of 21! When asked why she volunteers, she says ‘I love making a difference to the shop customers and enjoy the interaction with them and also the hospital staff many of whom have seen me growing up over the years’. Her grandmother used to be a volunteer, and it was she who suggested to Kerri that it may be something she would enjoy—how right she was!
Meet Kerri – Ayr Hospital Shop volunteer (continued from page 2)

As part of her role, Kerri looks after the shop, tending to customers and ensuring stock is kept up to date and replenished. If someone wants something special, she tries to ensure the item is in stock or ordered. On occasions she has assisted in the tea bar when they are short of volunteers. She loves volunteering and would recommend it to any young person who wants to gain experience and improve their CV, as it is both worthwhile and rewarding.

Although Kerri is in full time employment, she has no intention of giving up her volunteering role, as she gains so much satisfaction from it. As she says she would miss the interaction with the customers, especially with gentlemen who are trying to buy items for their wives who are in a hospital ward, and who definitely need pointing in the right direction!

It is very encouraging to have young people like Kerri, who hopefully, will still be volunteering with NHS Ayrshire & Arran for many years to come.

Margaret Milligan, Spotlight Volunteer

Child Protection and Adult Support and Protection training

Both Child Protection and Adult Support and Protection learning presentations will be included on the next Volunteers Induction DVD. But until the DVD is released, all staff who have responsibility for volunteers should raise awareness of both these areas and explain how their volunteers can report any concerns they may have as a result of their volunteering. If you are a volunteer and have not received this training, please raise this with your NHS staff contact.

Volunteer training update

As you are likely to have read earlier, young people are now recruited as Ward volunteers with an aim to improve patient and staff experience. Many of them are hoping to learn new skills within a hospital environment, helping them to understand the lives of others and perhaps even consider a healthcare profession. The more training young volunteers can get, the more benefit there is to hospital staff, patients and to the volunteers themselves.

Having taken a few of the training courses on offer myself, I have gained an insight into the many difficulties that arise for patients, staff and volunteers. We now have a significant number of young people as Ward volunteers and the training provided for this role is excellent (and is mandatory before starting). During the day, presentations on Hand hygiene patient contact, Understanding dementia as well as Communications and boundaries are covered. I learned things about dementia that I had no knowledge of previously, especially in relation to communicating with patients who have dementia.

There is also training available within NHS Ayrshire & Arran’s Health Improvement Programme and below are examples of some of the training that I think young volunteers may find useful and interesting, especially if they are thinking of a career in healthcare.

- Blood Borne Viruses Level 1 – Provides a basic level of information.
- Healthy Young Lives - Develops basic skills and confidence around health and wellbeing for young people.
- Promoting Mental Health Improvement - Develops an understanding of mental health improvement and its role in promoting wellbeing and preventing illness.
- Tackling health inequalities within health and social care – Explains what health inequalities are and what they mean for a role in health and social care.
Volunteer training update (continued from page 3)

Volunteers who are recruited by NHS Ayrshire & Arran who want to know about additional training should contact their NHS staff contact to find out more.

Anita McClelland, Spotlight volunteer

Guiding and Scouting in Paediatrics

Elizabeth Bell is one of three 22nd Ayrshire Crosshouse Hospital Guide and Scout Group Leaders who volunteer in Ward 1B (paediatrics), University Hospital Crosshouse. Their aim is to provide a Scouting and Guiding experience for young inpatients and their visitors by involving their own young people and ‘warranted’ adult leaders in activities with patients. These additional ‘warranted’ adult leaders are recruited, trained and managed by the Guide and Scout movement.

Elizabeth was a former nurse for 43 years before retiring but has also been involved in Guiding since she herself was a Brownie. She has been a Brownie Guide leader with 1st Springside unit for 23 years. In recognition of her services to Guiding, Elizabeth has even been invited to a Garden Party at Holyrood, to meet the Queen.

In 2010, on the Girl Guiding Centenary, the decision was taken to introduce volunteer Guiders and Scouts to Paediatric wards. As a result, for one hour a week on Tuesday evenings, Elizabeth and two Scout Group Leader volunteers visit Ward 1B in University Hospital Crosshouse to interact with the children and their parents, sometimes reading or drawing. This earns the children a special badge (see picture) and a signed certificate.

Elizabeth arranges a rota for girls from her own unit and warranted leaders to help her on a Tuesday. In this way the patients can experience a sense of social normality whilst being in hospital. Elizabeth says her Brownies have completed badges in book keeping, overnight camping and first aid but are also advised on patient confidentiality before going on a ward.

Apart from her Guiding responsibilities, Elizabeth also volunteers in the Crosshouse Hospital Volunteers Tea Bar, the Shop and also takes the Sweet and Refreshment Trolley round the Maternity Wing. Elizabeth is a very busy lady!

With all her years of nursing experience, Elizabeth says that there are no downsides to her volunteering, indeed she ‘loves doing something for the community’. In the course of volunteering, Elizabeth often comes across people she has met during her nursing career and enjoys family updates and the warm ‘thanks’ from previous patients. She modestly agrees that her most proud achievement is her ability to help people.

Elizabeth’s life skills mean she can manage a variety of situations and make her an ideal Guide Group Leader for the Paediatrics ward.

Volunteering has been a really good experience for Elizabeth and her ambition for the future is to continue to enjoy her volunteering experience. Spotlight agrees 100%.

Lee Weipers, Spotlight volunteer

High Alert! NHS Ayrshire & Arran’s Handbooks for staff and volunteers are under review by the Volunteering Improvement Group and it is hoped they will be finalised by the end of summer 2018. Please look out for news updates.
Crafty news for patients with dementia

A local craft group, who make items for patients with dementia, have very kindly donated some lap quilts, knitted dollies and a twiddle muff for patients in Station 9, University Hospital Ayr to use. The articles have different textures and are decorated with zips, buttons, badges, etc to occupy and stimulate the patient. They have been found to have a calming effect and the patterns, textures and added details stimulate conversation in a patient who may otherwise have difficulty communicating.

The craft group would be grateful for any donations of badges, e.g. scout, guide, sports organisations etc to incorporate into the design of a quilt. They are also keen to have photos of footballers, perhaps from earlier times, or photos of trains, classic cars or other items that would appeal to older gentlemen. The photos would be transferred on to fabric and would act as a memory prompt for those with dementia. All donations must be clean and of good quality.

If you can help, donations may be passed to Gill Rogers, Eglinton House, Ailsa Hospital

Helen, Ward volunteer, Station 9

Editorial comment: as this issue’s focus is on young people, are there any youth organisations interested in supporting this project? If yes, please call 01292 513669.

Even our youngest patients benefit from some crafty volunteers!

‘Here in NHS Ayrshire & Arran we are fortunate to have a number of unsung local heroes who provide lovely quilts and knitted items for the babies and children in our care. We thank all the people who sew and knit for us very much’

Jean Davies, Clinical Nurse Manager Paediatrics

Volunteer evenings — new time of the year!

In the past few years, NHS Ayrshire & Arran has provided a corporate thank you to volunteers usually at the end of November or beginning of December.

In February 2018, the Volunteering Improvement Group (VIG) requested a review of the recognition events. A survey was undertaken and feedback suggested it was time for a change regarding the season of the year that the events were held. It also suggested that the format, venues and times should remain the same. The VIG has therefore agreed to move the evenings to May.

It is hoped that those volunteers who were unable to attend due to travelling in the dark evenings will now be able to come along and we look forward to meeting you in May 2019.
Have your details changed?
We have to ensure that all our records are kept up to date. Have you recently changed your address or telephone number or even got married? Or have your emergency contact details changed? You need to inform us of these changes so we can update the Volunteering Information System and your personal files.

Your personal information is important to us but we need your help to ensure it is accurate. It will not be distributed to other organisations or individuals outside NHS Ayrshire & Arran without your consent and will only be used for the purpose for which it was supplied.

It is also important that you notify Gill Rogers if you have stopped volunteering or have been absent for longer than 3 months. At that stage we will ask you to complete a leaving questionnaire and return your ID badge and any uniform you might have been given.

If you are not volunteering for NHS Ayrshire & Arran your own volunteer managers will advise.

Saltire awards is a national initiative for young people aged 12 – 25. It celebrates, recognises and rewards the commitment and contribution of young volunteers in Scotland. If you are a volunteer within this age group you can record your achievements, training, new skills and certificates in a personal on-line journal keeping them handy for university, college or work applications Find out more by visiting the Saltire Awards website: www.saltireawards.org.uk

Quote for this issue
To see each and every human being with a smile of happiness is my wish.

Malala Yousafzai, who at 17 years old became the youngest winner of the Nobel peace prize.

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The Participation Network
NHS Ayrshire & Arran engages with a virtual group of patients, carers, members of the public and community groups who have an interest in health and social care services, collectively known as the Participation Network. Members are provided with information and opportunities to be involved on a wide variety of health related topics based on their health and social care interests. Volunteers are very welcome to join NHS Ayrshire & Arran’s Participation Network.

The Participation Network has a working group that helps support and promote public engagement across Ayrshire.

All members of the Participation Network receive member’s cards which they can use to access discounts and special offers from a variety of businesses and services across Ayrshire.

If you are interested in finding out more about the Participation Network please telephone 01563 575416 or email: ParticipationNetwork@aapct.scot.nhs.uk

Editorial membership:
Volunteers are: James McBroom, Anita McClelland, Margaret Milligan and Lee Weipers.
Supported by Gill Rogers, Person Centred Care Officer (Volunteering)

If you have any suggestions on future content for this Newsletter or if you want to join the Team, please contact Gill Rogers—see contact details below.

Please note:
All articles are either written or edited and approved by volunteers. If you see any errors please let us know by contacting Gill Rogers by email: gill.rogers@aapct.scot.nhs.uk or phone 01292 513669