

Introduction

The report details the achievements of the volunteers during 2014/15.

Key Points

- Services provided by the volunteers
- The number of volunteers and how they are distributed across the different services.
- How the money raised by the charities has been spent on the Trust.
- Plans for 2015/16

Action required by the Council of Governors

To receive the Voluntary Service Annual Report for 2014/15

Voluntary Services Report 2014-2015

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Voluntary Service Manager



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Welcome

To the Annual Report for 2014-2015

Introduction and Review of 2014-2015

I am pleased to report that 2014 – 15 was once again a very busy, rewarding and successful one for the Voluntary Services department. Demand for volunteering opportunities has never been higher. Enquiries and requests continued to come in from a diverse range of people from across the district.

The service currently has nearly 400 registered dedicated volunteers working in over 30 different areas and roles. They continue to give their valuable time unconditionally to support the hospital. It was a pleasure to know that this good work was recognised and appreciated not only by the hospital staff, patients and visitors but also by our local MP Kris Hopkins. Mike Yates, the Chairman of Airedale New Venture was invited to attend 10 Downing Street to represent the volunteers at Airedale Hospital for a Charity Champions event.

The two hospital charities, Friends of Airedale and Airedale New Venture both had their AGM's in 2014 and presented many of their long serving volunteers with certificates and badges. The AGM's were supported and attended by senior Trust staff and volunteers.

In August 2014 the hospital hosted the second Thank You day for the volunteers. The lunchtime event was held in the marquee and allowed staff to pay tribute the volunteers who carryout vital work in various roles. Denise Todd Matron and head of the Endoscopy Unit Julie Blackburn gave a speech about the new unit. They thanked the volunteers for the donation of more than £60,000 in new equipment. Airedale NHS Foundation Trust Chief Executive, Bridget Fletcher, and Chairman Michael Lugar officially thanked the volunteers for the commitment they show to the hospital. Bridget Fletcher said:

'Our army of volunteers dedicated an enormous number of hours of their free time to support the hospital. We are very grateful to them all and can never thank them enough for the work they carry out.'

Eileen Proud, chair of Friends of Airedale, said:

'It is good to see so many management representatives here to say thank you in person.'

Late last year the Friends of Airedale shop became the 'Friendly Coffee Shop' after it was extensively refurbished and upgraded. In fact the whole main entrance area was given a makeover. The shop and reception area looks so much more welcoming and appealing. Everyone appears to have appreciated the works. The shop is now busier than ever and the area has a café style atmosphere.

In November Wendy Firth retired from her post of Head of Facilities under the MARS (mutually agreed resignation scheme). She had worked for the hospital for nearly 30 years. Everyone wished her well for the future. Rita Oddy was successful in being appointed in the role of Head of Facilities. She had previously been the Domestic Services Manager within the Facilities department.

As part of the hospitals Internal Audit Plan for 2014/15, Trust Management requested a review of the system and processes in place for effective management of Volunteers who undertake activities on behalf of the Trust. I am pleased to say the audit results were positive and the review received 'significant assurance'. It was found that overall the Volunteers Service at the Trust was well managed and provides a positive and valuable input into the specific areas that the Volunteer contribute their time to. There were a number of medium and low level recommendations where processes could be improved further and these are being acted upon by the service.

'The hospital would not be the same without our army of dedicated volunteers. They provide a range of valuable services that enhance both the patient and visitor experience and also the work of staff'

Voluntary Services Manager

A LOOK AT SOME OF THE SERVICES PROVIDED BY THE VOLUNTEERS

There are currently over 30 types of services that volunteers are involved in at the hospital. A few of these are highlighted below:

Breast feeding peer supporter volunteers

The hospital is committed to supporting breastfeeding mothers, and therefore we have a network of women volunteers, who provide breastfeeding information and support to pregnant women, new mothers and their families. Breastfeeding peer support is recognised as an effective way to increase the number of women who choose to breastfeed and to help them to continue breastfeeding for as long as they wish. It has been found that breastfeeding peer support is highly valued by breastfeeding mothers - in the early days after the birth of their baby, many mums find it really useful to be able to discuss any queries they may have about breastfeeding with a Peer Supporter.

Breastfeeding Peer Supporters are mothers who have breastfed their babies and who have had training on breastfeeding and the support of mothers. They continue to receive support, supervision and further training as they support breastfeeding women in their community.

At antenatal classes or clinics, breastfeeding drop-in groups or post-natal wards, Peer Supporters provide breastfeeding information to pregnant women, support women as they start and continue to breastfeed, discuss the introduction of solid food, returning to work, moving on from breastfeeding and sources of local support.

Dignity Room

The hospital's Dignity Room was an initiative that was originally set up by 2 members of staff who noted that patients were going home in only their nightwear. Or that they had come into hospital wearing nightwear due to an emergency, normally the hospital would have to wait for someone who was able to bring in

their clothes, which would delay their discharge and take up much needed beds and resources.

The dignity room has since become a permanent resource and is funded by the two hospital charities - Airedale New Venture and Friends of Airedale. The Dignity Room stocks a range of essential items which are all provided free of charge, including slippers, warm clothing, underwear and toiletries such as soap, shaving foam, razors, toothpaste, toothbrushes, shampoo and combs. It enables patients who have been admitted to hospital in their nightwear and without toiletries to access day to day essential items. This allows them to go home or be transferred to other places of care wearing day clothes. Maureen Wood (volunteer) and her team of dedicated volunteers ensure the room remains well stocked.

The Dignity Room has been so successful that a couple of years ago it was a finalist and highly commended in the Nursing Times annual awards, in the category 'Enhancing Patient Dignity'.



Ena Senior who is a volunteer and was a patient (featured in picture opposite) was helped with clothing from the Dignity Room.

Guides and Information

Coming into hospital as a patient or visitor can be quite stressful if you are not sure where to go. Hospital services and facilities often move around and this can make it more difficult for people to find their way from one place to another.

Our team of 30 volunteer hospital Guides are on duty Monday to Friday, from 10am to 4pm. Our friendly Guides provide a warm welcome to all members of the public when they attend the hospital for treatment or to visit relatives.

The Guides assist and direct them to where they wish to go, whether this is to an out-patient appointment, visiting a patient on the ward or to get refreshments from vending facilities or visit our hospital restaurant.

Last year the Guides and Information Section assisted over 20,000 patients and visitors. During the Christmas period, the Volunteers also sort and deliver the internal Christmas

cards for staff and patients throughout the hospital.

HODU (Haematology Oncology Day Unit)

The volunteers on HODU complement and assist the staff on the ward to provide a hospitality and housekeeping service to the patients and relatives visiting the ward. They offer hot/cold drinks to patients before, during or after treatment and also to the relatives if required. They also help to serve meals at lunchtime and provide an informal befriending service. They also assist with other duties when required such as taking/collecting prescriptions to/from Pharmacy.

'The volunteers provide an extremely valuable



2015 Voluntary Services Statistics

Total number on register at 21st April 2015: **380 Volunteers**

New recruits during 2014-15: **58**

Resignations during 2014-15: **37**

Number of married couples: **21**

Average length of service: **7.2 years**

Percentage of male volunteers: **33%**

Percentage of female volunteers: **67%**

Percentage of volunteers recorded as having a disability: **2.5%**

Numbers of volunteers in different Ethnic Groups:

Asian **0**, British **291**, Caribbean **1**, Indian **3**, Irish **6**,
African **1**, Other White **3**, Jewish **2**, Pakistani **10**
Not specified **63**

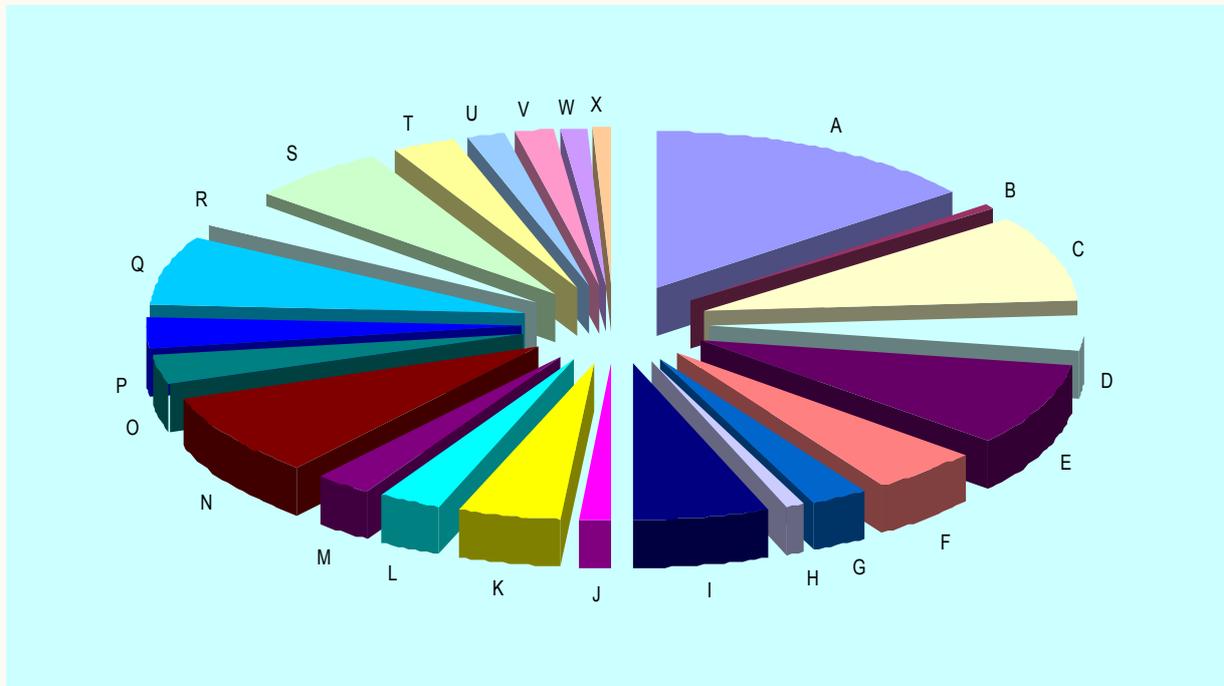
Numbers of volunteers in different Faith Groups:

Baha'i **1**, Christian **264**, Hindu **2**, Muslim **5**, Sikh **1**,
Jewish **2**, No religion **28**
Not specified **77**

Complaints against volunteers: 1 (resolved)



Chart showing the number of Volunteers in each Section



A	Friends Shop (66)	M	Saturday Social (12)
B	Red Cross (3)	N	Patient Experience (15)
C	Patient Feeding (32)	O	Flowers Chapel (12)
D	Adult Inpatient Feedback (17)	P	Breast Feeding Support (9)
E	ANV Shop (33)	Q	Guides (30)
F	ANV Trolley (21)	R	Library (11)
G	Cardiac Support (8)	S	Transport (29)
H	Childrens Development Centre (3)	T	Radio Airedale (8)
I	Chaplaincy (27)	U	Car Boot Sales (6)
J	ANV Dignity Room (5)	V	*Others (12)
K	Chapel Wheelchair (14)	W	Oncology (3)
L	Befrienders (5)	X	Aire Unit (2)

*Others includes the following Volunteers:
 Calligraphy (1), Children's Unit (1), Pat
 Dog (2), Chapel Organist (1), Outpatients
 Stall (1), Database (1), In Abeyance (5)

Funded Requests From The Trust By The Charities 2014 - 15

Endoscopy Light Processor Kit	10,632
Monitors for Emergency Department	52,100
Bariatric Leg Holders for Theatre	7,293
Bed Covers	203
Bariatric Hoist with Scales for Children's Ward	5,165
New Wheelchairs for general use	5,000
OV Mountings for Children's Ward	720
Garden Figurines, Tree Seat & Shed for Dementia Garden	641
Bariatric Garage to store Wheelchairs	6,947
Adjustable Ophthalmic Chair for Outpatients	918
Pride of Airedale Award	1,250
Wall Murals for Wards 4	6,499
Wall Designs for Ward 4	722
Wall Graphics for Ward 4 & 6	1,316
Bedside Tables for Ward 9	2,700
Communication Aids	170
Wall Pictures for Ward 21	488
Wall Pictures for Ward 18	1,505
Graphics for Ward 7	459
Chairs, Tables and bedding for Maternity	1,809
Alterations to Seats in Main entrance	648
Four Chairs for Ward 9	1,000
Refurbishment of the Friends of Airedale Shop	72,000
Total	£180185

Agreed Funding Requests From The Trust (yet to be invoiced)

Menat Mammography Room Installation	1,645
New Gym Equipment	12,192
Water Fountain	290
Pharmacy Carrier Bags	672
Direction Signage - Wayfinder	20,000
Upgrade to Outpatients' Area	100,000
Wall Murals, designs, graphics & pictures for Wards 4, 6, 7, 9	3,922
Artwork Pictures for Ward 18	3,600
Thera-brainer for Day Hospital	7,194
Wifi Wireless Controller	3,804
Wifi Guest Access Controller	1,700
Wifi ; Annual costs	1,940
36 Wifi Tablets	3,600
Roller Shutter Door for Chapel	2,000
CCTV camera for shop and lights for bookcase	1,630
Upgrade outdoor play area for Day Nursery	12,426
Portable Saturation Sensors for Children's Outpatients	1,350
Chairs for waiting and clinic rooms in Audiology dept	4,658
Cleaning machine for entrance areas	2,362
Seating and breastfeeding dolls for Parent education	1,602
Chairs & Coffee tables for ward 1	3,200
Total	£189787

2015 ONWARDS

We expect 2015-16 to be just as busy

We expect 2015-16 to be just as busy, if not busier than previous years with request for volunteering opportunities remaining high. We hope to maintain and improve retention rates for volunteering roles from the hospitals pool of nearly 400 volunteers.

We will continue to work with managers and staff to maintain, support and further develop roles and services delivered by volunteers to enhance the patient experience and deliver the Right Care values. We will also continue to work closely with and support the work of the two hospital based charities, Airedale New Venture and Friends of Airedale.

We realise it is important to recognise and promote the importance and value of volunteering throughout the Trust. We will therefore ensure that the contribution volunteers make is recognised and rewarded. We will continue to work with and support Friends of Airedale and Airedale New Venture to award Long Service Awards to volunteers. This initiative provides volunteers with a certificate to recognise the first five years of active volunteering and is awarded at the charities AGM's. Volunteers who have completed 5 years, and multiples of 5 years are awarded a lapel badge recognising their achievement. We will also continue to use the hospitals Annual Public open Day as an opportunity to celebrate and promote the contribution made by volunteers.

We will continue to improve our communication process to keep volunteers, staff, patients and the public updated on the work our department does. The volunteers newsletter produced twice a year will help to keep them updated with developments around volunteering, the hospital and on topics of general interest. We will continue to use the

various notice boards located in the hospital to provide potential and current volunteers with information about volunteering. We will encourage the use of email amongst volunteers to send correspondence as this can be both quicker and more cost effective in comparison to traditional correspondence methods.

Most importantly we will continue to support, develop and appreciate our volunteers. We will continue to ensure volunteers feel supported and appreciated in their roles and maintain an open door policy, to enable volunteers to come and discuss any issues they might have.

