

# Volunteering Today

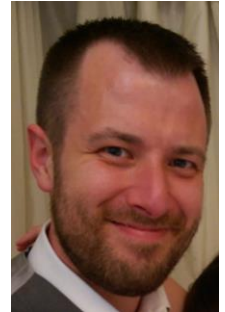


“Volunteers are not paid, not because they are worthless; but because they are Priceless”

December  
2016

Welcome to the latest edition of the Volunteer Services Newsletter.

Volunteers are a continued success within the Trust, working alongside our staff, creating a better experience for patient/clients. The benefits are widely recognised, increasing the demand for volunteers. We currently have 520 volunteers and are keen to recruit more! Please tell your friends/family!



Peter Irvine

## Emergency Department – Ulster Hospital



Declan O'Hare, aged 17, recently started volunteering within Emergency Department (ED) of the Ulster Hospital. Declan is one of our younger volunteers who recognised how volunteering would help him develop the skills required for his future career. Declan is hoping to study medicine and has been volunteering primarily within the Observation and Ambulatory wards in the ED.

*“I was initially wary about approaching patients, but I have now developed the confidence to walk up to patients and chat to them.”* Declan finds that offering cups of tea and coffee to the patients to be an effective ice breaker. He chats with patients of all ages.

If an older patient in ED is moved to a different ward – Declan accompanies them to help them settle into the new environment.

Many of our older patients are frightened, distressed and isolated when they come into ED. Volunteers are a great support, spending time with patients and bringing them activities to keep them occupied.

Declan expressed his admiration for the ED department staff. *“The department is always busy with patients needing attention, beds to be made and notes needing updated. I am impressed by how all the departments work together, doctors, nurses, physio’s and OT’s with a collaborative approach to patient care.”*

Many thanks to everyone within ED for making Declan feel so welcome.

If you know of anyone who would be interested in volunteering within ED please contact

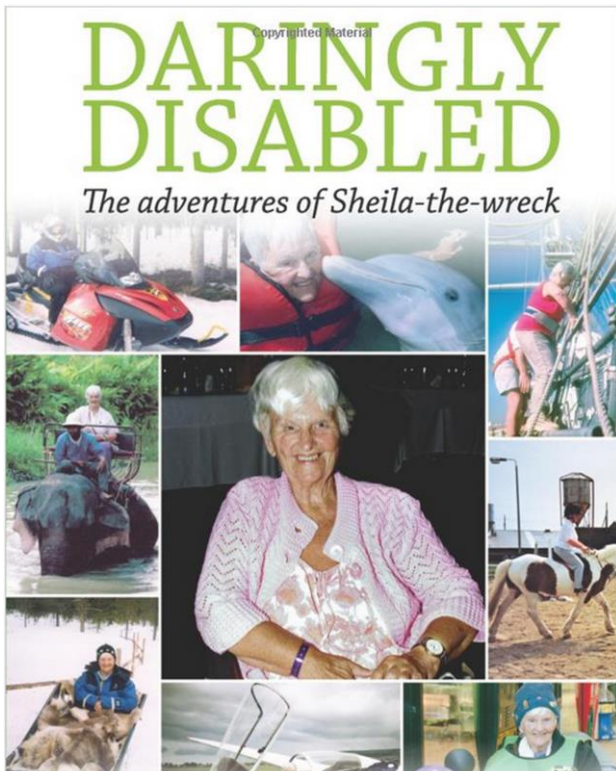
**Volunteer Services on 028 9056 4817**

**Or email: [volunteer@setrust.hscni.net](mailto:volunteer@setrust.hscni.net)**

*Volunteer Services office is open Monday to Friday 9am to 5pm*

*If you are interested in volunteering please contact Sonya Duffy on (028) 9056 4817 or email [volunteer@setrust.hscni.net](mailto:volunteer@setrust.hscni.net)*

## Daringly Disabled



Sheila Taylor is a service user and long-time supporter of the Trust through her volunteering and Trust User Forum activities. Sheila most recently acted as experience expert as the Trust explored a quality improvement initiative aiming to improve the hospital site for service users with mobility difficulties.

Sheila has written a book, “*Daringly Disabled*”, a humorous account of Sheila’s adventures and experiences. Sheila recounts her escapades as she lives life to the full regardless of her disability – focusing on what she can do rather than what she cannot. An entertaining and inspiring read, with foreword written by Anne Hailes – Sheila is donating all sales proceeds to the Samaritans (where Sheila is a committed volunteer).

To order your copy of “*Daringly Disabled*” (£9.99), please contact Conor Campbell (Trust Governance and Patient Involvement Manager) [conor.campbell@setrust.hscni.net](mailto:conor.campbell@setrust.hscni.net)

Your support is greatly appreciated.

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### Current Opportunities

- Meeter & Greeter:** Welcoming patients and visitors at Downe Hospital and helping them sign in for appointments and directing them to waiting areas.
- Caring Communities:** Regularly visit a patient / client in their own home ‘for a chat and a cup of tea’ (to reduce feelings of loneliness and isolation) and subsequently arrange to take them out to other venues that offer opportunities for friendship and camaraderie.
- Physical Activity Volunteer & Coach:** Assist clients with organised day to day activities under the supervision of staff. Organised activities may include: Walking Football, outside walks, table top games, Boccia, New Age Kurling, Chi Me and dance. Take part in physical activity in a positive way and in doing so encourage participation in organised physical activity sessions.
- Newcroft Lodge – Befriender** Supporting the staff within the centre with different activities and chatting with the residents
- Voluntary Laundry – Twinbook & Poleglass area** To deliver clean laundry to the client’s homes and take dirty laundry back to Lagan Valley Hospital for cleaning.

## Jim Wynn

Jim started as a volunteer within Ravara Training Resource Centre in June 2013 as an Activity Volunteer. Jim primarily helps within Ravara with their Walking Group to encourage the clients to join him and the staff for their weekly walks in the local area. Since then Jim also volunteers in Balloo TRC and the Ulster Hospital as a Meeter & Greeter.

Sonia Byrne, Manager of Ravara TRC says *“Jim is an excellent volunteer and has such a lovely way with the clients who love to see him arrive.”*



### **Why do you volunteer?**

Jim says *“I have always had empathy for those less fortunate than myself. When I retired I thought it would be an ideal opportunity to work with people with learning disabilities and possibly enrich their lives to some degree.”*

**What do you think you have gained from volunteering?** I have gained the trust and friendship of the trainees. I have gained a better understanding of the needs of the trainees. Personally it has helped me utilise my free time by doing something worthwhile.

### **Would you recommend volunteering?**

*“I certainly enjoy volunteering and would encourage anyone with some free time to give it a go. Try it and see. You won’t be under any obligation. Putting some effort into your activities will reward you time and time again.”*

Physical Activity Volunteers encourage clients to be active which has a positive impact on their health and wellbeing. We are keen to recruit more volunteers to help with physical activities in Training and Resource Centre. If you are interested or know of someone who may be interested, please contact Volunteer Services on 028 90564817.

### **Volunteer Services are now on Facebook**



Volunteer Services are now on Facebook. Please **Like** us to receive updates on Volunteering within the SE Trust such as:

- Volunteering Opportunities
- Volunteer Stories
- Exciting competitions

**Just search for Volunteer Services SET to find us**

### **Ulster Hospital Ladies Committee**

Volunteer Services would like to express our thanks and admiration to UHD Ladies Committee for their continued support.

For many years now they have been passionate about improving the experience of patients at the Ulster Hospital.

This year alone Ladies Committee has bought **almost £2,000 of equipment** out of monies raised through profits from the shop trolley. We are really appreciative of their kindness and support and hope they will continue to work with us in the future.

## Can you find the different Volunteering Roles and Settings?

Please email your completed word search to me at [peter.irvine@setrust.hscni.net](mailto:peter.irvine@setrust.hscni.net)

All completed entries will be entered into a prize draw for a mystery prize.

Closing date for entries is Friday 13 January 2017

P	X	R	V	P	E	E	R	A	D	V	O	C	A	C	Y	P	V	H	C
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- Activity Volunteer
- Befriender
- Caring Communities
- Cancer Services
- Church Services
- Driver
- Ex Patients Guild
- Ladies Committee
- Meeter & Greeter
- Patient Perception
- Peer Advocacy
- Play Volunteer
- Trust User Forum
- Tutor
- Voluntary Laundry
- Ward Volunteer

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