



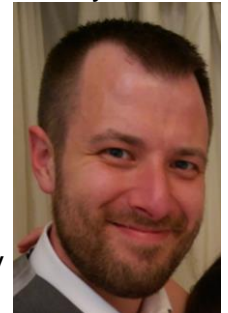
Volunteering Today

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

May 2017

Welcome to the latest edition of the Volunteer Services Newsletter.

Volunteering continues to be success across the Trust. Volunteers working alongside our staff are creating an improved experience for patients/clients. The benefits of volunteering are widely recognised, increasing the demand for volunteers. We currently have 522 volunteers and are keen to recruit more! Please tell your friends/family!



Peter Irvine

End of an Era – Hospital Radio



It's with great sadness we announce that Hospital Radio within the Ulster Hospital has now come to an end.

Ulster Hospital Radio was established in 1978 and for almost 40 years have entertained and comforted patients during their stay in hospital.

As well as delivering this service, the volunteers also carried out fund raising on behalf of the SE Trust to provide items to improve the patient experience.

Volunteer Services arranged a lunch to recognise and celebrate the commitment of the SE Trust Hospital Radio Volunteers. Frank Kane kindly presented a cheque of £2,000 to Colm McKenna, Chairman of the SE Trust on behalf of Hospital Radio to help improve the Patient Experience.

The SE Trust would like to thank all of the Hospital Radio Volunteers who through the years have delivered a wonderful service and freely gave their time - it's a service that we are sure will be missed.

Current Opportunities

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.

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

Dawn Stephens Interview – Ward Sister

For 2 years now, Ward 20 has welcomed volunteers onto their ward and regularly has 10 – 12 volunteers based in their ward every week.

Dawn Stephens, Sister of Ward 20 has been keen to bring in volunteers as she recognises the qualities and energy that the volunteers bring to the ward.

How long have you had volunteers?

“Two years having regular quota of volunteers. Originally took them as my own children were at an age looking for opportunities to volunteer elsewhere and realised the benefits and wanted to offer chances that I hoped others would do for my children.”



Do you think volunteering is important? *“Absolutely. Gives a realistic picture of what wards and nursing is like. They need to find out now if they like it or not.”*

Do volunteers make a difference to the staff in wards? *“If staff know that the volunteers are chatty and engaging to the patients then this can free up the staff to do more demanding tasks as the volunteers can chat and help the patients e.g. give out the breakfast menus and help them decide what they want etc.”*

Do volunteers make a difference to the patients in wards? *“Some patients are in Ward 20 for up to 12 weeks and they get used to the volunteers coming in. They look forward to the volunteers coming in and chatting to them and often ask the nurses when they are coming. The volunteers provide companionship to patients at mealtimes and can help get them more comfortable to eat.”*

Would you recommend all wards take volunteers? *“Absolutely. They add so much to the ward with their energy and compassion. They give staff confidence that there will be a volunteer in a bay who can help keep an eye on the patients.”*

What skills would your ideal volunteer have? *“Cheerful, chatty and use their own initiative.”*

Many thanks to Dawn and everyone within Ward 20 who have been so welcoming and kind to all of our volunteers.

Many of these volunteers have gone on to university to study medicine/nursing which wouldn't have been possible without their experiences in the ward to boost their skills and confidence.

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

Volunteer Services on (028) 9056 4817
Or email: volunteer@setrust.hscni.net

Saul Rooney

Saul Rooney, aged 17, has been volunteering within Ward 20 of the Ulster Hospital since May 2016. Saul is one of our younger volunteers who recognised how volunteering would help him develop the skills required for his future career within medicine.

Why do you volunteer?

Saul says "I initially wanted to volunteer to help develop my skills and help with my personal statement for university. But soon I loved coming on to the ward and catching up with the patients and how they'd been."

What are your general duties on the ward?

1. Wash hands and put apron on
2. Give out breakfast menus to patients
3. Help patients complete these and collect
4. Ask the nurses if there are any patients to specifically chat with if they've had no visitors etc
5. Give out dinners/jugs of water/salt & pepper etc
6. Help make patients comfortable

What do you think you have gained from volunteering? "Without a doubt my communication skills have improved as I am chatting with patients of all ages from different backgrounds to myself. I love coming onto the ward and seeing the patients perking up to see someone new come in and chat with them."

Would you recommend volunteering?

"100%"

Many thanks to everyone within Ward 20 UHD for making Saul feel so welcome.

If you know of anyone who would be interested in volunteering within a Hospital Ward please contact

Volunteer Services on (028) 9056 4817

Or email: volunteer@setrust.hscni.net

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



Volunteer Representative

Volunteer Services is currently looking for a volunteer representative from both the Down and Lisburn areas. The Volunteer will attend Volunteering Committee meetings on a bimonthly basis.

Their role is to be the voice of volunteers, helping to shape Volunteer Services, develop new roles for volunteers and improve the health and wellbeing of patients/clients and carers.

If you are interested please contact Sonya Duffy, Volunteer Services Manager on (028) 9056 4817.

Can you find the different Volunteering Roles and Settings?

Please email your completed word search to me at peter.irvine@setrust.hscni.net

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

Closing date for entries is Wednesday 31 May 2017

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- Active Volunteers in SE Trust _ _V_ _ _N_ _ _D_ _ _E_ _Y_ _ _ _
- Number of different roles available T_ _ _T_ _ _H_ _ _
- Number of different locations available _ _ _E_ _ _ _O_ _R
- Time scale for application process _ _ _ weeks
- Staff employed in Volunteer Services _H_ _ _ _
- New volunteers started from 1st April 2016 – 1st April 2017 _ _E_ H_ _ _ _E_ _
_ _ _T_ _ _I_ _ _
- Average timescale volunteers stay for (anyone that left between 1st April 2016
– 1st April 2017) _ _ _T_ _ _ _N_ _ _V_ _N_ _U_ _ _ _O_ _ _ _ days
- Longest time volunteering _ _R_ _ _I_ _ _ _ years and counting!!
- Minimum age to volunteer within SE Trust _ _ _T_ _ _ _ years
- Millennium Volunteer certificates can be earned if you're between _ _ _T_ _ _ _
and _ _ _N_ _ _ _ _R

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