

# Volunteering Today

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

August 2020

Welcome to the latest edition of the Volunteer Services Newsletter.



## Welcome to the new Chairman of the SE Trust

Volunteer Services would like to extend a warm welcome to the new Acting Chairman of the SE Trust, Jonathan Patton. The Chairman is extremely supportive of Volunteering and we look forward to working with him in the future.

**The South Eastern Trust would like to express its continued admiration and thanks to all our Volunteers who have made our patients and clients feel supported in these difficult times.**



## How's your Sunflower?

We sent Sunflower seeds to all our Volunteers as a small thank you for their commitment to Volunteering. We hope these are growing tall, brighten up your garden and each time you look at it you realise how important you are to the SE Trust.

Don't forget to send us a selfie of yourself with your Sunflower [volunteer@setrust.hscni.net](mailto:volunteer@setrust.hscni.net)

Volunteer Services are looking at plans to restart Volunteering. It is our priority to ensure the safety of our Volunteers, Patients & Clients. This may mean a slight change to how our Volunteers carry out their role to meet with COVID-19 guidelines.

We will write out to our existing Volunteers once it is safe for them to return. Any new Volunteer opportunities will be promoted via email, Facebook & Twitter.

**The Trust recognises the importance of Volunteering involvement in improving the experience of patients and clients in Health & Social Care. Whilst waiting for a time to safely restart our existing Volunteer roles we were able to develop some new Volunteer roles to meet the needs of patients and those shielding at home during the Pandemic.**

## New Volunteer Roles

### Virtual Befrienders

We used technology to temporarily replace face to face befrienders. Volunteers made Telephone/Virtual calls to patients in Hospital and also to patients shielding in their own homes. The patients told us these calls brightened up their days and made them feel less lonely and isolated.



### Cardiac Investigations Delivery Driver

We are supporting the Cardiac Investigations Team who started a Drive Thru service to enable patients to safely collect cardiac monitors without having to enter the hospital. Volunteer Drivers collect monitors for those patients who are shielding and unable to get to the Drive Thru service and deliver them to their home. This service has enabled many patients to complete cardiac monitoring which is essential to their treatment and recovery.

The patients have been extremely grateful for the service volunteers have provided.

### Community Pharmacy Delivery Driver

We worked in partnership with Community Development & Health Network to support local pharmacies to deliver medication.

Our volunteers are delivering medications to Shielded patients to allow them to stay home and stay safe.

The Volunteers have been working in Pharmacies in Donaghadee, Downpatrick, Saintfield and Newtownards. Shielded patients and their families are very thankful for the support of volunteers.



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

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



## Volunteer Breastfeeding Peer Supporter

Our Volunteers are continuing to provide Breastfeeding Peer Support, encouraging Breastfeeding mothers over the phone or through text messages.

Despite the new burdens and challenges that lockdown brought for many people our Breastfeeding Peer Support Volunteers continued

in their role to support mums via text and phone calls. A lot of them had the added pressure of home schooling and/or possibly working from home.

They never wavered in their dedication to BFF and to the mothers who availed of the service. They are a true inspiration, motivated and passionate about their desire to support other breastfeeding mothers!

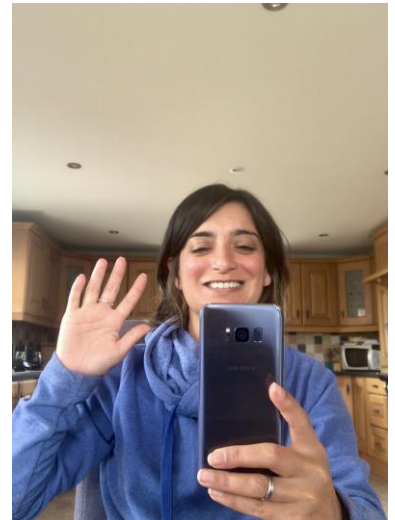
## Virtual/Telephone Befrienders Needed

### Virtual/Telephone Befrienders Needed

Volunteer Services are currently looking for Telephone Befrienders to chat with patients in our Hospital Wards.

Coping with Social Isolation has been a huge challenge during the COVID-19 Pandemic. Patients miss their family, friends and meeting new people. Having conversations, listening to others and sharing experiences enriches their lives

Following a successful pilot in 2 Wards in the Ulster Hospital – we are now looking for additional Volunteers as we expand this new service into other Wards across the SE Trust.



Could you or someone you know make a telephone call to a patient?

If you are interested in this role or would like more information then please contact Volunteer Services on (028) 9056 4817 or [volunteer@setrust.hscni.net](mailto:volunteer@setrust.hscni.net) who would be delighted to discuss the role with you and help you through the application process.

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