



VEnable

Examples of good practice

March 2013

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1. Dundee Food Train

www.thefoodtrain.co.uk

The Food Train began operating in Dundee in January 2012 and is the fourth area in Scotland to run this service, along with Dumfries, West Lothian and Stirling. The food train concept began 1995 following a community survey of older people which found that many of them struggled with their weekly grocery shopping.

The service supports older people, aged over 65, who often don't have access to computers and normally rely on family, friends and neighbours. The aim is to enable them to live independently at home by engaging volunteers to deliver shopping. The food train volunteers also put away the shopping, chat with the older people, and help with small tasks such as loosening lids.

The Food Train relies on volunteers to provide the service and offers opportunities for people of all ages and abilities to volunteer. The Dundee Food Train currently engages around 50 volunteers.

2. Monifieth Befrienders

www.monifiethbefriending.co.uk/

This scheme provides friendship for socially isolated older people and the bereaved of any age. It was established in 2000 and employs two part time Project Coordinators who recruit, screen and train volunteers. They also have responsibility for evaluating and sustaining the project by investigating future funding opportunities. They currently have 23 volunteers providing one to one befriending to 26 older people.

The purpose of the scheme is to reduce loneliness among older people living in Monifieth who are socially isolated because of illness, disability or associated difficulties in their life. The scheme now also offers a befriending service for bereaved people of any age living in Monifieth.

Their befriending objectives are:

- To enhance the quality of the older person's/ bereaved person's life
- To support and promote his/her welfare
- To provide direct support, to alleviate the pressures for families who care for older relatives at home
- To provide volunteers who will encourage more involvement in the community

The Monifieth Befriending Scheme has received positive feedback from volunteers about their involvement in the project. The organisation offer regular support for volunteers with monthly meetings where volunteers can chat

with each other and co-ordinators. The volunteers have a considerable age range from mid 20's to early 80's and come from various backgrounds. Some of the feedback from volunteers is highlighted below:

“Everyone is so friendly – I feel as if I have a whole new social life.”

“If I'm at all fed up, she cheers me up – I know she gets something out of my visits, but I get a lot more.”

“I feel well supported by Monifieth Befriending Scheme.”

All volunteers receive any required checks (such as PVG), training and support to equip them for their role. They also issued with photographic ID cards. Volunteers are then matched with a client, visiting them in their own home but also, where the client is mobile, taking them out shopping, for a coffee etc.

Monifieth Befriending Scheme accepts referrals from all sources including family, friends, organisations or the client themselves.

3. Contact the Elderly

www.contact-the-elderly.org.uk/scotland/

Contact the Elderly is a national charity which provides Sunday afternoon tea parties for older people who are isolated from family and friends, or are too frail to leave home without some help. The charity has been active in Scotland for over 40 years and there are 60 groups in Scotland, including five in Tayside.

One Sunday afternoon a month, volunteer drivers take older members to and from volunteer host's homes for tea, cake and companionship. The charity has volunteer drivers, hosts and group co-ordinators.

Nationally Contact the Elderly's Development Officers currently support over 650 volunteers in these groups, enabling over 700 guests to get together in small groups, to enjoy afternoon tea once a month on a Sunday. Most groups go out at least every month so that's 720 tea parties a year in Scotland alone! Many of the original groups are still running after 40 years – with most of the original volunteers. This is testament to the dedication of the volunteers involved and the staff who support them.

Referrals of older people come from different sources including Primary Care teams, Social Services, Benevolent Societies, other voluntary organisations, family and self-referrals. Volunteer Centres refer prospective volunteers and raise awareness of volunteering opportunities. This need for volunteers is also recognised in libraries, community centres, colleges, sports centres, local media, and through exhibitions. The volunteering roles are also promoted on the [Volunteer Scotland website](#) which promotes opportunities in Scotland.

Quotes from volunteers and members:

A volunteer said: "Meeting Constance and the other older people in the group has brought me closer to the local community. It's fascinating to hear stories from their lives. It makes you look at your own in a different light"

A member said "It's good getting out and meeting people and it is fun for us to get-together. It has made such a difference to my life"

4. Kinross-shire Volunteer Group and Rural Outreach Scheme

www.volunteerscotland.org.uk/Organisation/Detail/88938/0/Kinross-shire-Volunteer-Group-and-Rural-Outreach-Scheme

This Scheme has 38 active volunteers who provide a variety of services for people of any age who have a need in the community. This can be for transport to hospitals, health centres, community centres, shopping or visiting relatives. They have currently supported 244 different individuals during 2012, of which 93% were aged over 60. Most users of the scheme are residents of sheltered housing complexes.

The majority of requests for volunteer transport are to access local health centres and the main hospitals in Perth, Dundee, Dunfermline and Kirkcaldy. They also responded to 165 non- medical requests to take service users to 29 different locations, mainly visiting family in hospitals and helping with shopping, but have also included help to attend funerals, prisons, banks and business offices, a driving assessment centre and a disability tribunal.

As the scheme is reliant on volunteers and support around 200 clients at any one time they promote that they always require new volunteer drivers. They also promote that volunteers find the service they provide very rewarding.

5. The WRVS Home from Hospital Service in Perth and Kinross

www.wrvs.org.uk/service/1237-perth-kinross-service-hub

WRVS established this volunteer support for older people coming out of hospital. On discharge, ward based staff can refer older people for six weeks of volunteer support to assist them to resettle at home, by carrying out a range of tasks such as prescription collection, shopping and transporting people to appointments. However during 2012, this service received only four referrals a month from NHS hospital ward staff in Perth and Kinross. WRVS reported that despite re-advertising the service in March 2012, this did not result in an increase in referrals. WRVS are now liaising directly with community hospitals in Perth and Kinross to develop an approach to increase referrals from wards to the service.

6. '4-Ever-Friends' Befriending Service

www.damh.org.uk/4everFriends.aspx

'4 Ever Friends' provides support and friendship, through the provision of volunteer befrienders, to individuals who are aged over 60 years old and experience mental health difficulties. It is managed by the Dundee Association for Mental Health. They have 25 regular volunteers who provide 1:1 befriending with older people for 1-2 hours per week. The service focuses on breaking down isolation and addressing individual social needs. As part of this the service also offers opportunities for small group interaction as well as 1:1 befriending.

The service has a big focus on matching the volunteers and older people based on interests, personalities and needs. Volunteers are recruited carefully for personality and attitudes and provided a six session induction training programme.

Older people can access the service through a referral process, where an application is made on behalf of the older person by someone working with them. The project is viewed as filling a gap for older people who can otherwise become isolated.

Quotes from referral agencies:

"It has boosted the residents I would say 100%"

"We would definitely tap into that service again as there is a need and what they do prevents people being admitted to hospital"

*Since undertaking VEnable work this project is no longer available due to lack of ongoing funding.

7. Mid Lin Day Care

www.mid-lin.org.uk

Mid Lin Day Care is a charitable organization in Dundee providing day care for older people five days a week. They offer meals, various activities, companionship and support with the main objective being to increase independent living.

There are approximately 30 volunteers involved, undertaking three main roles as drivers, carers and escorts. They employ a Volunteer Development Worker who, as part of a team of five staff, plays a key role in recruiting, supporting and supervising volunteers.

Volunteers get involved with the organisation through a variety of sources including:

- Dundee voluntary action/volunteer centre: They have a long running successful relationship where the Volunteer Centre signposts volunteers looking for opportunities.
- Local community: having originally started as a church based organisation Midlin Day care still retain good links with the local churches and community and have gained volunteers through word of mouth. They have examples of more than one family member volunteering.
- Family and friends of service users: The centre reports that often family members of friends of older people become a volunteer as they 'want to do a bit more'. They promote a positive, family friendly atmosphere which can appeal to family members of relative who are already involved. For example, a current board member volunteer became involved through her husband accessing day care services.
- University: The organisation receives referrals from the local University and promotes volunteering opportunities at student / volunteering fairs.
- Local prison: They have a relationship with the local prison and work with the rehabilitation of offenders offering volunteering opportunities to integration into the community.
- Secondments: They receive volunteers on short term placements from other organisations who sometimes become involved longer term.

The Acting Manager reports that Mid Lin Day Care recognise the value volunteers give and acknowledges that without volunteers the project could not provide services. They have no challenges in recruitment as the wide variety of sources and referrals they receive works well. They offer both long term and short term volunteering opportunities where people can have a 'taster' experience of volunteering with the organisation. They supply references and formal training and have found that many volunteers use their experience to go on to access jobs in the care sector. Although volunteers leave, this does not present any issues as they often talk about the project to others who also come and volunteer.

Having a dedicated Volunteer Development Worker role is viewed as key in ensuring the successful involvement and experience of volunteers.

8. Single Point of Contact, Angus

www.volunteerangus.org.uk/

In 2012, the Volunteer Centre Angus established the Single Point of Contact (SPOC) service to provide better information about, and referral routes to, local volunteer support. Presentations were made to GPs and other agencies in health and social care to publicise the service. The SPOC is based on the four community planning areas within Angus, for each of which there is a named contact person to whom GPs and other agencies can refer people for volunteer support. To date, good links have been established with a number of general practices, for example, there has been joint work in Monifieth between the general practice and the local befriending service to plan how to increase GP referrals of older people. SPOC arose from an earlier successful pilot of social prescribing for people with low level mental health problems (the Positive Pathways Project) in seven general practices in Angus. This support is provided for a wide variety of user groups, including older people.

9. Listening Project

The Listening Project runs in three GP surgeries (two in Dundee and one in Perth & Kinross). It was started by the Head of Spiritual Care at NHS Tayside and involves trained volunteer listeners based in the practice. GPs can refer patients to the volunteer listener for psychological needs, worries or a need to talk. There has been positive feedback from patients and GPs who are positive about having the volunteer based in the surgery and the continuity of the volunteer. Three other General Practices have requested the service. However, one of the problems is finding space within the practice. Other challenges are gaining the confidence of GPs and the support of staff, selling the benefits of volunteering to people and having proper processes in place to protect both the volunteers and patients. The service is now based at the Royal Victoria Hospital and will be establishing a well-being centre that will involve listening project services for staff.

10. Supporting Older People with Dementia

In Perth Royal Infirmary some NHS visitors/befrienders have been using the 'This is Me' patient book, to assist them in engaging with patients who have dementia. This was launched by Alzheimer's Scotland to support people with Dementia who are going into hospital and provides key information about a patient's life, interests and family, as well as medical information. The books are personal to the person with dementia and may contain pictures and photos that capture key moments and people in their life. The book can be collated by various individuals including family members and carers. Volunteers can be directed to patients in most need by staff on wards and then use the book as a prompt to talk to the patients and stimulate conversation based on their personal life. The books are created using materials that can be wiped clean to adhere to infection control requirements.

It was reported that volunteers were also using the resource 'The Daily Sparkle' to interact with older people with dementia. This resource is supported by Age UK, Dementia UK and the NHS. It provides reminiscence materials such as quizzes, stories and puzzles that are geared towards stimulating the mind and engaging with the persons' long-term memory. The resource comes with carer notes for planning reminiscence sessions and how to use the tool.

11. Dundee Celebrate Age Network (CAN)

www.dundeecan.org.uk

In 2007, CAN was set up in partnership with Dundee City Council to ensure agencies and organisations hear what older people in Dundee have to say. In 2010 CAN's audit of forum members/ volunteer hours showed that 120 hours had been spent by volunteers on health and social care activities - not direct service provision, but meetings and responding to consultations etc. They are also involved in other initiatives including:

- developing a database of services and support for older people as part of the development of a helpline in conjunction with Dundee Information and Advocacy Service.
- undertaking a pilot project in collaboration with Dundee City Council of an Information and Contact project. This involves volunteers making contact with socially isolated people, identifying goals in relation to health and social care support needs and then making direct referrals to services as agreed.
- Sharing and informing local activities such as the 'Walking Leaflets' pilot Mayfield area of Dundee where volunteers have been visiting sheltered housing delivering information and advice.

12. Perth and Kinross Health Communities Collaborative

www.coproductionsotland.org.uk/resources/case-studies/co-production-in-community-led-health

Perth and Kinross Healthy Communities Collaborative (P&KHCC) is a community led social marketing initiative jointly funded by Perth and Kinross Community Health Partnership and Perth and Kinross Council. This project operates within 17 different communities within Perth and Kinross. It involves over 200 local older people working in co-production with professionals and multi agency representatives, to impact on issues within their own communities.

By engaging with older community members, who have local knowledge of the barriers and motivations of their peers, the collaborative gets an insight into what really matters locally. Through this engagement the project works with the older community members empowering them to identify issues and needs specific to their community. They then come up with, and test, ideas to deliver on the desired behavioural changes to impact on improving mental health and wellbeing using the 'Plan, Do Study, Act' methodology. This method of shifting the focus of control from statutory bodies to communities has created a highly successful 'bottom up' interagency working template.

The project began by focusing on reducing falls in the over 65 age group, followed by incorporating physical activity for older people and keeping active. From year three to the present day, the project has focused on mental health and well-being and physical health. The success of the P&KHCC is the commitment of local people targeting their peers with uniquely tailored interventions to influence behaviour change to those living in their communities. Working in co-production also reduces costs, maximises efficiency, shares skills and workload, builds community capacity and promotes community development.

13. Angus Gold

www.angusgold.com

Angus Gold was originally created through external funding in 2005, from the then Scottish Executive. Since 2008, Angus Gold has been part of the core provision within Community Learning & Development Service, in Angus Council's Department of Education. Initially, Angus Gold was set up to look at ways in which the 50+ age group could be encouraged to become more involved and included in society through gaining the necessary skills and confidence to do so. A primary focus was to support access to suitable and affordable opportunities to learn about new information technology. In 2012, Angus Gold has three main work areas: computer training classes, seated exercise classes and Angus Gold Forums. These forums are "places where the 50+ population can get together to discuss and learn more about local and national issues that affect their lives and how they can influence and contribute to the decisions taken around these issues". There are Angus Gold Forum meetings in Arbroath, Carnoustie, Montrose, Kirriemuir, Brechin, Forfar and Letham.

14. Angus Carers

www.anguscarers.co.uk

Angus Carers was highlighted as an example of good practice in relation to the support they provide to improve the quality of life for carers in the community. Examples of the volunteering roles are outlined below:

Volunteer Roles	What is this?
Sitting Service	This service is greatly appreciated by carers. A volunteer will offer a couple of hours on a weekly, fortnightly or monthly basis to sit with the person who needs care, allowing the carer to go out and have some time to themselves knowing that the person they care for is safely looked after. One carer said, "I try to never miss my time with 'F' as it is so rewarding. We are, I feel, a good match and both enjoy each other's company"
Young Carers Transport	Young Carers (8-18 years) need transport in order to attend the support groups and activities organised to give them support and time off. This could not be done without volunteer drivers.
Office Cover	Volunteers help on a monthly or occasional basis in the office. As well as helping to answer the phones they assist with making up information packs and many other tasks.
Mailings	Volunteers help both with sending out the newsletter and also with many other large mailings.
Fundraising	Some volunteers enjoy helping us to raise funds through a variety of events and activities. Funds raised help to provide activities and support for carers.
Specific Skills and Talents	Some carers volunteer using particular expertise. It could be from craftwork to hill walking, from IT skills to relaxation techniques.
Board of Directors	The Board of Directors are all volunteers who bring various expertise or experience of caring.

15. Strategic approach to volunteer support in Angus CHP

Angus CHP has adopted a strategic approach to health related volunteering with the outcome of 'building health into communities'.

The primary drivers are:

- Facilitate communities to be empowered and engaged
- To address equality and diversity issues
- Develop a compact agreement and ensure long term sustainability
- Build volunteer management, support and capacity
- Create supportive policy, planning and best practice.

The main strands of health related volunteers supported by Angus Community Health Partnership (CHP) are:

- NHS directly managed volunteers (112 at present)
- direct and indirect support to patient groups, for example. Chronic Obstructive Pulmonary Disease (COPD) support group which now has 90 members in three locations
- self managed community groups – mainly self sustaining but support given by CHP and Angus Council for annual Long Term Conditions (LTC) event
- partnership and community engagement, for example Angus Gold and Angus Activity Programme for people with LTCs
- third sector commissioning, for example Arthritis Care courses in self-management
- collaboration with Angus Volunteer centre on, e.g. single point of contact and time banking
- joint working, for example the Connecting Communities (C2) programme – an accelerated form of community development involving, in Angus, a range of partners including local communities, the police, fire and rescue service, NHS, voluntary sector and community partnerships.

The CHP has developed a General Manager's Endowment Fund from non-attributed endowments from the Angus area. This aims to promote community health and wellbeing through supporting the self management of long term conditions, development of health related community groups and innovative projects that help people to improve their own and their community's health.

The risks identified in the report are resourcing and reduced funding to support volunteering as demand increases. Although high unemployment can increase the pool of volunteers, there are also expenses of disclosure checking, education and training.

16. Angus Long term Conditions Alliance support group

www.altcsg.org.uk

This group has undertaken promotion work in general practices and other service points to provide information about support services for people with a long term condition. This was particularly successful during the flu vaccination campaign last year as it proved to be a good way to capture the target audience, whilst they were at the local practice for their vaccination.

17. Alzheimer Scotland in Tayside

<http://dementiascotland.org/services/aberdeen/grampian-tayside-and-shetland>

Alzheimer Scotland provides a local branch in all three local authority areas of Tayside. Within these areas, Dementia Resource Workers and Advisors are employed to provide support and advice.

Services include:

- Day care
- Integrated day care
- Evening care
- Information
- Carer support,
- Music Cafe singing group

Volunteers provide support for local projects such as driving, helping out at events, socialising with service users and gardening.

18. The Perth and Kinross Community Transport Group

Perth & Kinross Community Transport Group (PKCTG) was formed in 1998 and members include community minibus operators, community car schemes, Perth & Kinross Council and others with an interest in Community Transport.

The main aims of PKCTG are to:

- Promote and provide information on Community Transport;
- Support Community Transport providers;
- Help develop Community Transport services;
- Provide help with training and communications.

PKCTG meet every two months to discuss issues affecting Community Transport in Perth and Kinross

*Since undertaking VEnable work this project is no longer available due to lack of ongoing funding.

19. Angus Cardiac Group

www.anguscardiacgroup.co.uk

Angus Cardiac Group is a patient-led support group that was established in 1992 with a view to supporting cardiac care and rehabilitation in Angus through member support, social contact, fundraising, partnership working with health professionals and the local authority, and the promotion of patient involvement with the NHS. The group involves volunteers in many of these activities. Membership is not confined to those with coronary heart disease but is open to partners, carers and family members of those with cardiac disease.