

Introduction The organisation has been involved for some time with Employer Supported Volunteering. In recent years we have seen a significant increase in the number of requests for Employer Supported Volunteering projects. At the same time, the fundraising team was tasked with further developing corporate relationships.

Aims The aims were to:

- develop a more professional response,
- develop creative and interesting opportunities
- use ESV as a springboard for further engagement with companies.

Methods The Voluntary Services and Corporate Relationships teams developed an approach which included clear policy and procedures and a project bank across the organisation. All enquires are channelled through the Corporate Relationships team, and visits to companies are made before and after each activity to manage expectations and develop the relationship further.

Activities in the hospices include gardening, wrapping Christmas presents, and putting up or taking down Christmas decorations. Whilst in retail ESV volunteers became involved in window dressing challenges, as secret shoppers, or taking part in sorting challenges which are also involve the collection of donated goods from the participating company.

The Fundraising team also seek support from companies with bucket shakes, bag packs, and marshalling at large events.

Outcomes Outcomes from the project include:

- Completion of much needed organisational projects, eg development of play areas, sorting of stock for retail
- Stronger, more productive partnerships with companies
- Long term relationships - companies want to come back
- Individuals becoming regular volunteers

Conclusion The organisation is committed to further investment in this work and acknowledges that developing these relationships takes time and energy. The organisation has benefited greatly from creative and engaging projects that have provided benefit to children, young people and families and have helped develop strong corporate partnerships through volunteering.

P27 VOLUNTEER HOSTS

Karen Clarke. *St Wilfrid's Hospice, Eastbourne, Eastbourne, UK*

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Background Autumn 2013 the hospice relocates to its new 20-bedded facility. To offer a more worthwhile and less segregated volunteering experience, a generic volunteer role was created to replace Ward Helpers, Receptionists and Day Therapy Helpers.

Aim

- Offer a positive, friendly greeting to visitors via a well-informed, approachable "Host"
- Create a volunteer 'workforce' aligned to the vision of the hospice as a community resource
- Develop a flexible team able to respond to changing demands
- Provide peer support and integration.

Approach

- Consultation meetings: (i) volunteers affected and (ii) wider volunteer community. Meeting 1: Design and vision for the new building; Meeting 2: Potential role changes and consultation; Meeting 3: New roles and invitation to express interest.
- Consultation with a volunteer focus group resulting in:
 - creation of volunteer Host Liaison role (to oversee the volunteer Hosts on duty)
 - weekly rotation of Hosts
 - Host 'uniform'.
- Visits to the new hospice.

Outcomes

- 77 existing volunteers have applied and been offered Host roles
- 49 unsolicited external applications received.
- Feedback:
 - "I now feel very excited and privileged to be part of the beginning of the new life of the Hospice."
 - the "meeting did a good job of clarifying what's proposed and is another step towards the new set-up.... All feeling very positive"
 - "... having walked around the new build today, and with your input as to how life will probably be I cannot think of anything better to offer our town and neighbourhood".

Application "Volunteers: Vital to the future of Hospice Care" (2012), states that volunteers are vital to the high quality experience of those who seek help from hospices. The role of volunteer Hosts demonstrates a new approach to volunteering and offers volunteers a rewarding and life enhancing experience.

P28 ENGAGING VOLUNTEERS IN DATA COLLECTION TO EVIDENCE SERVICE ACCOUNTABILITY

Linda Henson. *St. Catherine's Hospice, Crawley, UK*

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Hospices are required to measure performance as evidence in making a difference to the lives of the communities they serve and to use this data to improve service delivery. This demands workforce capacity and capability as well as sustainability in data collection processes. In an innovative approach, a hospice successfully widened the scope for volunteers within their organisation, by engaging them in data collection using the St Christopher's Hospice Patient Priorities Measure (SKIPP), a validated outcome measure for use in specialist palliative care settings. SKIPP was piloted for 3 months across the day and inpatient unit. A project lead trained and managed volunteers in the agreed pilot process. Key clinical champions were identified in each department to support the volunteers administering the questionnaires and to discuss any emerging 'surprise' concerns requiring a more immediate clinical response. Supervision/support meetings were agreed monthly for volunteers, facilitated by the project lead. The volunteers were very committed, evidenced by the 82% rate of returned initial questionnaires. All trained volunteers remained with the programme and reported feeling very positive, valued and recognized for the life skills and experience they brought and for being able to contribute to hospice service evaluation. The pilot proved very successful as volunteer engagement limited the opportunity for bias through nurse 'gate-keeping' and reduced the need for the nursing capacity to undertake this additional work. The volunteer's feedback contributed

Abstracts

to refining the process for future use. The pilot was successful at two levels, SKIPP yielded valuable data to inform the hospice quality accounts and proved an effective tool in patient assessment and service evaluation. The positive results provided sound evidence that using volunteers in a more diverse way within a hospice can yield greater engagement and role satisfaction for volunteers and add value to the organisation as a whole.

P29 **WILLEN HOSPICE - SUPPORTING VOLUNTEERS TO SUPPORT PATIENTS AND THEIR FAMILIES**

Sue Whear. *Willen Hospice, Milton Keynes, United Kingdom*

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Title Supporting Volunteers to Support Patients and their Families

Background Patient and Family Services provide emotional support to patients and their families through Carers Support, Young Peoples Support and Bereavement Support. This is facilitated by volunteers who have been trained in offering skilled support for people who are going through a very difficult time.

Aims

- To train volunteers to a high standard, equipping them with the skills to support patients, carers, children and young people and those who have been bereaved.
- Provide regular supervision for volunteers, offering support, guidance and structure.
- To develop volunteers through 1:1 reviews.

Approach Used Volunteers work in one of the departments three services Patient & Carers, Young People's or Bereavement Support. They are required to complete a 9 week training programme including:

- Losses
- Grief Responses (including age appropriate)
- The Journey of Cancer
- Communication, Listening Skills
- Pre-bereavement
- Attitudes towards Death
- Beginnings, Middles, Endings
- Bereavement
- Practical Activities
- Boundaries, Supervision
- Policies, On with the Job
- Safeguarding Children & Adults

Monthly supervision takes place with volunteers by way of client caseloads; update on the Hospice and Department and a topical discussion. 1:1 meetings take place annually and are centred on the volunteer, their development, guiding them to use their skills appropriately.

Outcomes Patients and their families are supported by skilled, committed volunteers, giving them the opportunity to talk about their emotions, in a safe, confidential setting helping them find their coping strategies.

Volunteers are valued, nurtured and respected for the work they do.

Application to Hospice Practice Patient and Family Services combines support and activities through volunteers for patients and their families delivering innovative methods of support and services which encompasses the Hub model, bringing it to the centre of the community.

P30 **RECOGNISED, VALUED AND SUPPORTED? A CARERS BEFRIENDING SERVICE IS AN INNOVATIVE WAY OF DEVELOPING THE USE OF VOLUNTEERS, IMPROVING QUALITY OUTCOMES IN END OF LIFE CARE**

Cheryl Scott, Olwen Sutcliffe, Jessica Seed. *St Catherine's Hospice, Preston, UK*

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Introduction The Carers Befriending Service (CBS) is a free service developed by Hospice Social Workers, influenced by the Carers Strategy (2010) and Improving Supportive and Palliative Care for Adults with Cancer (2004).

Aims It provides an inclusive equitable service, supporting carers of people with a palliative diagnosis over 18 years who are mainly housebound and socially isolated. They have to be known to the Specialist Palliative Care Team, have an unpaid carer who provides substantial emotional/physical care on a regular basis.

- Enables the carer to take a break from their caring role.
- Assist's to reduce carer stress.
- Additional companionship and support to the cared for person.
- Information to the carer and cared for person.
- Reassurance to the carer in the knowledge that a trained volunteer is with the cared for person in their absence.

Methods Consultation with service users and carers about the development of a CBS.

Literature review undertaken and visiting/researching other end of life care CBS's.

Assessment documents developed.

Fifteen volunteers trained and 10 recruited.

Outcomes measured by a review process using a solution focused method.

Results September 2011 – December 2012, 38 referrals, Befriended 17.

Aims have been met and carers took breaks by utilising the befriending service for varied reasons. Visits provide up to 4hrs a week, with 2hrs sessions being the most popular.

Befrienders provide emotional support and act as a link with the Hospice, improving vital communication processes at the end of life.

Service users satisfaction outcomes 'excellent'.

Conclusion Carers Befriending offers a best practice service enabling carers to take a break. A unique emotional relationship is developed with the befriender, improving quality of life and general well-being.

Research supports volunteers can make an important contribution to end-of-life care and it meets the requirements of the Government's 'Big Society' principles.

P31 **NEIGHBOURLY SUPPORT IN OUR LOCAL COMMUNITIES**

Celia Pyke-Lees, Jane Cave, Elaine McDonough. *St Michael's Hospice, St Leonards on Sea, UK*

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Introduction In mid-2012, we decided to create a volunteer service to complement our Hospice at Home service, extend our ability to support a patient's choice to remain at home at the end of their life and widen the reach of our services.