AVSM
At the heart of volunteering in palliative care

Short Talks – 2017

Compassionate Neighbours

A new way of working?

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Compassionate Neighbours Roll Out

St Joseph's Hospice

A new way of working….?

What is it?

t Joseph's
Hospice

Our Aims

1. To enable local people to apply their compassion effectively.
2. To develop local people's confidence in the value and usefulness of the relationships they can build with each other and local people struggling with illness, age or loneliness.
3. To develop the skills and knowledge people will need to conduct a social relationship in which they can offer useful social support as identified by the person.
4. To build up teams of local people who are the Compassionate Neighbours, promoting practical compassion in local communities.

LOVE

SPECIALS
HOT FOOD

Department for Culture Media & Sport

St Joseph's Hospice

nesta

50 YEARS StChristopher's
More than just a hospice

Princess Alice Hospice
Caring when it matters

NORTH·LONDON HOSPICE

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St Clare Hospice

Greenwich & Bexley community hospice

St Joseph's Hospice

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Embrace them or lose them?

A call to action!

Debbie Usiskin
North London Hospice
And Sanna Tyrvainen- St Luke's Hospice (Plymouth)
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The rewards of face to face engagement

Carole Snow, Volunteer Services Manager
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The Rewards of Engaging with Volunteers through Dementia Friends

Carole Snow
AVSM Conference
November 2017

Dementia Friends
An Alzheimer's Society initiative

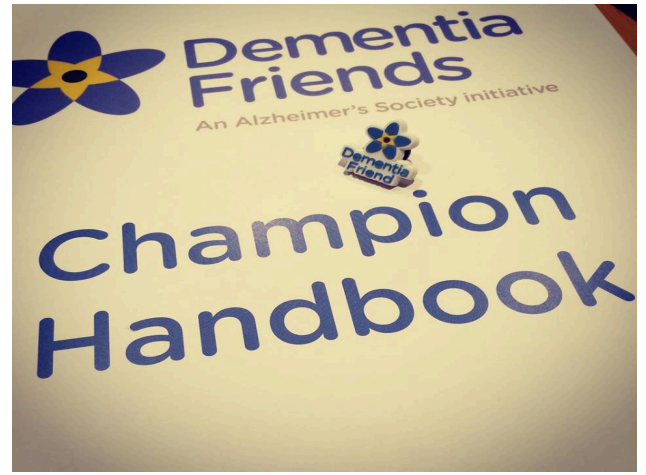
Why

- Speaker at a previous conference
- Dementia Friends Champions
- Wirral Hospice Pledge 2015
    - 100 employees, 500 volunteers

Working to become Dementia Friendly

How

- Training – Dementia Friends Champion
- Call out to volunteers to train
  - 5 volunteer Dementia Friend Champions
- Monthly sessions
  - Education team
  - Volunteer team



The Challenges

- The numbers
- Volunteers nervous about delivering sessions
- Resistance to attend
  - Personal experiences
- Time!

How did we do?

- 5 volunteers trained to deliver sessions
  - 3 regulars
- Dec 2016
  - 387 volunteers Dementia Friends
- Jan 2017 onwards
  - Incorporated into induction programme for volunteers

The rewards

- Hospice and shops – increased dementia awareness
- Empowered volunteers – pride – integral to the success
- Employees and volunteers together at sessions
- Face to Face engagement
- Bringing in new people into the Hospice

The Unexpected Benefits

- Appreciation shown
- The demand for the sessions
- Re-engagement with volunteers – personal interaction
- Personal satisfaction
- One of the simplest things I've implemented and one of the most rewarding …….

What is the Dementia Friends programme?

Alzheimer's Society's Dementia Friends programme is our biggest ever initiative to change people's perceptions of dementia. It aims to transform the way the nation thinks, acts and talks about the condition. Stigma and lack of understanding cause many people with the condition to experience loneliness and social exclusion, so Dementia Friends hopes to tackle this by creating more communities and businesses that are dementia-friendly and more inclusive of people affected by dementia.

- What is a Dementia Friends Champion?

- A Dementia Friends Champion is a trained volunteer who runs Information Sessions
- for friends, family, colleagues and the wider community. The Information Sessions
- cover five key messages that we want everyone to know about dementia, and help
- people to think what they could do to help. Dementia Friends Champions attend a
- Volunteer Induction day and then organise their own Information Sessions, with
- support from their Dementia Friends Officer.

- www.dementiafriends.org.uk

Alzheimer's Society
United Against Dementia

What is a Dementia Friend?

A Dementia Friend is someone who either:

- attends an Information Session, or
- watches the Dementia Friends online video.

They learn five key messages about dementia, a little bit about what it is like to live with dementia and then turn their understanding into a practical action that could help someone with dementia living in their community. Their action could be as big or as small as they choose – because every action counts!

- What is an Information Session?

- An Information Session is a face-to-face Session that lasts 45-60 minutes and is rub
- by a Dementia Friends Champion, which anyone can attend to learn a little more
- about dementia. It covers the five key messages everyone should know about
- dementia through activities and discussion, but it is not training. Anyone who
- attends is asked to commit to a dementia friendly action and is able to become a
- Dementia Friend.

- www.dementiafriends.org.uk

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United Against Dementia

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Volunteer Rewards

The Feel Good Factor

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1–7
JUNE
VOLUNTEERS' WEEK