



Integration Joint Board  
Clinical and Care Governance Committee

2nd May 2019

This Report relates to  
Item 7 on the Agenda

# Patient Services Report Spiritual Care, Volunteering and Patient & Carer Information

*(Paper presented by Joan Pollard)*

*For Discussion and Noting*

<b>Approved for Submission by</b>	Eddie Docherty, Executive Nurse Director, NHS Dumfries and Galloway
<b>Author</b>	Joan Pollard, Associate Director AHP, NHS Dumfries and Galloway
<b>List of Background Papers</b>	None
<b>Appendices</b>	None

<b>Direction Required to Council, Health Board or Both</b>	<b>Direction to:</b>	
	1. No Direction Required	X
	2. Dumfries and Galloway Council	
	3. NHS Dumfries and Galloway	
	4. Dumfries and Galloway Council and NHS Dumfries and Galloway	

## SECTION 1: REPORT CONTENT

<b>Title/Subject:</b>	Patient Services Report – Spiritual Care and Volunteering
<b>Meeting:</b>	IJB Clinical and Care Governance Committee
<b>Date:</b>	2nd May 2019
<b>Submitted By:</b>	Joan Pollard, Associate Director AHP, NHS Dumfries and Galloway
<b>Action:</b>	For Discussion and Noting

### 1. Introduction

- 1.1 This paper provides an update on the progress and activities of the Patient Services Team related to Spiritual Care, Volunteering and Patient and Carer information for the period of January and February 2019.

### 2. Recommendations

- 2.1 **The Clinical and Care Governance Committee is asked to:**
  - Discuss this report
  - Note the progress within Spiritual Care, Volunteering and Patient Information

### 3. Background

- 3.1 NHS Scotland defines Spiritual Care which can be given in one to one or group relationships, is person-centred and makes no assumptions about personal conviction or life orientation and requires NHS Boards to provide Spiritual Care in Dumfries and Galloway in accordance with the Draft CEL (2013) National Delivery Plan (NDP) for Health and Social Care Chaplaincy and Spiritual Care.
- 3.2 NHS Dumfries and Galloway is undergoing a reinvigoration of its volunteering programme, initially in response to new ways of working in Dumfries and Galloway Royal Infirmary and is now working to offer volunteering opportunities across the region

### 4. Main Body of the Report

#### 4.1. Spiritual Care

NHS Scotland defines; **Religious Care** is given in the context of the shared religious beliefs, values, liturgies and lifestyles of a faith community.

**Spiritual Care** can be given in one to one or group relationships, is person-centred and makes no assumptions about personal conviction or life orientation.

**Spiritual Care** is not necessarily religious, but religious care should *always* be spiritual.

A Spiritual Care Service is guided by the National Delivery Plan's five overarching outcomes and key deliverables as outlined in the CEL (2013).

Arising out of HDL (2002) 76 and CEL (2008) 49, together with the increasing integration and development of Spiritual Care, there are 13 core requirements for the delivery of spiritual care services across inpatient and primary care as well as integrated care settings. The basic requirements of NHS Dumfries & Galloway are:

- employ a Spiritual Care Lead based on their qualifications, experience, pastoral/relational abilities and capacity to demonstrate a mature, reflexive, spiritual world view;
- provide levels of staffing commensurate with the delivery of a high quality, integrated, proactive, responsive, spiritual care service;
- provide appropriate accommodation, information accessories, practical resources, a dedicated sanctuary and quiet room in inpatient settings;

#### 4.2. **Bereavement Support**

The first Child Bereavement UK Scotland (CBUK) educational conference took place at Easterbrook Hall on 14<sup>th</sup> March to raise awareness about the value of training staff to know how to appropriately support children, young people and parents who have been bereaved. Over 100 people from across Dumfries and Galloway health and social care and education signed up to attend the conference with a number of NHS departments, Partners and Third Sector who participated in the 'market place' to provide information on local services. The conference raised awareness across a broad spectrum of sectors and professions to enable local people to become more aware of the value in providing appropriate bereavement support and encourage those who already do to network, learn together and share best practice.

The Director of CBUK Scotland met with the Spiritual Care Lead and Palliative Care Consultant to discuss future plans for CBUK Scotland to support Dumfries and Galloway over the next year in the provision of educational conferences, information and plans to host 'drop in' bereavement support groups across the region for families to attend.

The Spiritual Care Lead and other NHS staff continue to signpost people to appropriate bereavement support information online, within Dumfries and Galloway if available and further afield if accessible.

A 'Conversation for Life' workshop was facilitated within a locality in January to raise awareness about why having a conversation about the wishes of loved ones will benefit everyone in a family not only at the end of life but any time. There was positive feedback about the workshop which was experiential and professionals gained more confidence to support conversations with patients and their families when the time is right.

#### 4.3. **Staff Care and Support**

The breakdown of staff support referrals January – February 2019:

<b>Referrals</b>	<b>Jan-19</b>	<b>Feb-19</b>
New referrals for staff support	6	4
Return appointments	13	6
<b>Total</b>	<b>19</b>	<b>10</b>
<b>Appointments</b>		
<b>Reason for support</b>	<b>Jan-19</b>	<b>Feb-19</b>
Bereavement/Loss	5	2
Family/Personal	7	1
Health - Physical/Mental	7	6
Work Concerns	0	1
<b>Total</b>	<b>19</b>	<b>10</b>

\*Appointments included supporting teams

#### 4.4. **CCL – Community Chaplaincy Listening**

One of the CCL volunteer listeners has stood down from their role at a health centre. The GPs and Practice Manager agreed they would like to continue facilitating the Patient Listening Service and the Spiritual Care Lead will pick up any ad hoc referrals until an existing listener, already facilitating the Patient Listening service at another health centre, is able to begin supporting the practice in May.

Two more spiritual care volunteers completed the CCL training and it is hoped they will be ready to facilitate a Patient Listening Service at other interested health centres during 2019.

#### 4.5. **Value Based Reflective Practice**

The Spiritual Care Lead completed the Dynamics and Processes training for Values Based Reflective Practice (VBRP) and plans to meet with the local Community of Practice, encouraged by Medical Director, Ken Donaldson. It is hoped this meeting will regenerate local interest and the practice of VBRP, including raising awareness of the benefit of VBRP, for staff across all of NHS Dumfries and Galloway.

#### 4.6. **Volunteering**

Volunteers on the NHS D&G Volunteering Programme are working in partnership with staff in Midpark and rural communities, Realistic Medicine and Mountainhall Treatment Centre to help enhance services and provide a collaborative approach throughout the region.

#### 4.7. **Midpark and Rural Communities**

At a recent meeting with a Senior Charge Nurse from Midpark a plan to develop a three month pilot project was agreed. This will commence in March within the Glencairn Ward, working predominantly with people with dementia.

In the rural communities, fourteen volunteers have been recruited and will start placements in March

- 2 - Lochmaben Community Hospital
- 2 - Annan Community Hospital
- 1 - Newton Stewart Community Hospital
- 2 - Galloway Community Hospital
- 7 – Volunteers for Cancer Information Drop-in Centre in Newton Stewart Health Centre

#### 4.8. **Collaborate Survey**

During January 23 volunteers assisted Clinical Efficiency Manager/Realistic Medicine with Collaborate Surveys in the Dumfries and Galloway Royal Infirmary (DGRI). The survey covered Outpatient Bays 1, 2 and 3 and Rheumatology and Orthopaedics. Approximately 500 surveys were returned. The purpose of the survey was to take a snap-shot of patient experience during this five day period. The Clinical Efficiency Manager said:

“It was an overwhelming moment for me to see that the volunteers were so selflessly dedicated and enthusiastic and helped us in attaining what we had planned for. I am extremely grateful for all their help and support.”

#### 4.9. **Mountainhall Treatment Centre**

Meetings with Welcome Desk volunteers and General Manager - Facilities and Clinical Support Services regarding the changes at Mountainhall Treatment Centre (MHTC), have given an opportunity for open dialogue. In addition to this, two familiarisation visits have taken place to ensure volunteers were informed of the changes for outpatients and visitors and to help support a smooth transition for out-patients and visitors. The impact this has been that volunteers have felt included, valued and listened to as part of NHS team.

#### 4.10. **Statistics & Training**

Recruitment and training continues to be ongoing with 10 new volunteers taking part in the January 2019 Induction training and nine participating in the dementia awareness training. The statistics and training table below indicates an increase in volunteering with 28 volunteers regularly committing to dual roles and/or multiple sessions covering an additional 61 volunteering opportunities on a weekly basis. In addition to this 13 volunteers participated in the March Induction Training.

<b>Statistics</b>		
<b>Current Volunteer Roles</b>	<b>As at 31<sup>st</sup> Jan. 2019</b>	<b>Proposed 2019</b>
Breast Feeding Peer Support (6) / Maternity Link (4)	10	30
Cancer Information and Support	11	12
Combined Assessment Unit	5	7
Falls Prevention	2	7
Food Satisfaction	5	7
IDEAS Team	3	4
Infection Control	10	12
MacMillan Cancer Pathways Public Involvement	11	11
Pets as Therapy	1	5
Specialist Outpatient Rheumatology	3	5
Specialist Outpatient Cancer Neck & Head	1	1
Spiritual Care - DGRI	5	10
Spiritual Care - Patient Listening	2	34
Ward Children Family Entertainer	1	1
Ward Paediatrics	2	3
Ward Volunteer	64	126
Ward Volunteer Care of Older People	9	18
Ward Volunteers - Hand and Arm Massage	2	2
Welcome Desk (MHTC)	15	20
Welcome Guides	55	55
Welcome Guides - Critical Care Unit	6	10
<b>Total Volunteering Opportunities</b>	<b>223</b>	<b>380</b>
<b>Less: Dual Roles/Multiple Sessions</b>	28	
<b>Total Number of Current Volunteers</b>	<b>195</b>	
Applications in progress or completing training	50	

#### 4.11 **Volunteers Exiting**

Three volunteers exiting from their volunteering roles have gone onto positive employment destinations. One volunteer's new role is as a Carer, one as a Health Care Support Worker and one as an administrator for a business.

#### **Volunteers exiting between 1<sup>st</sup> December 2018 and 31<sup>st</sup> January 2019**

<b>Reason</b>	<b>Count</b>
Employment	3
Ill Health	2
Study Commitments	1
Unable to commit	3
<b>Total Exiting</b>	<b>9</b>

#### 4.12 **Electronic Sign in for Volunteers**

Over the last number of months discussions have taken place with IT staff and General Manager of IT to install an electronic sign-in via BEACON for all volunteers. Once fully operational, this will assist with volunteering statistics providing number of volunteering sessions/hours each month. It is planned that this will be piloted within the near future with a group of volunteer Welcome Guides and Ward volunteers.

#### 4.13 **Moving and Handling Training**

Thirty volunteers participated in wheelchair assistance training between January and March 2019. This additional training was primarily for Ward volunteers who requested this training to enable them to provide assistance for visitors and their families who require wheelchair assistance to and from the wards on evenings and weekends.

#### 4.14 **Peer Support Group Meetings**

NHS D&G are working in partnership with Scottish Health Council, Dumfries on a series of Peer Support Group meetings for volunteers. This will ensure that all volunteers have a voice, share experiences, have an opportunity to network and influence service improvement in Dumfries & Galloway. The following comments were received from one of the recent meetings using emotional touch point cards.

<b>Participants chose these cards</b>	<b>Comments</b>
<ul style="list-style-type: none"><li>• <b>Glad</b></li><li>• <b>Supported</b></li></ul>	<p><b>Glad</b> to be a volunteer. Rewarding to help people and to give something back in life and I get a lot of satisfaction back.</p> <p>Very much <b>supported</b> by own team but also of other volunteers and lots of support from Co-ordinator Margaret McGroggan.</p>
<ul style="list-style-type: none"><li>• <b>Fortunate</b></li><li>• <b>Eager</b></li></ul>	<p><b>Fortunate</b>... to be chosen as a guide as it fills a big space after being made redundant from a busy job.</p> <p><b>Eager</b>... to do a good job and to do the best I can for outpatients or staff.</p>
<ul style="list-style-type: none"><li>• <b>Appreciated</b></li><li>• <b>Needed</b></li></ul>	<p>I feel <b>needed</b> and <b>appreciated</b> for being there and comfortable in my role.</p>
<ul style="list-style-type: none"><li>• <b>Thankful</b></li><li>• <b>Appreciated</b></li><li>• <b>Welcomed</b></li></ul>	<p>Children's Ward Volunteer I am <b>welcomed</b>, feel <b>appreciated</b> and so incredibly <b>thankful</b> to have found my 'niche'.</p>
<ul style="list-style-type: none"><li>• <b>Satisfied</b></li><li>• <b>Proud</b></li></ul>	<p>'<b>Proud</b>' to be called a volunteer and very '<b>Satisfied</b>' after each session that I have been helpful.</p>

<ul style="list-style-type: none"> <li>• <b>Accepted</b></li> <li>• <b>Looked after</b></li> </ul>	<p><b>Accepted</b> – as an important part of the hospital – by both staff and patients.</p> <p><b>Looked after</b> – by the other members of the team – always ready to help.</p>
<ul style="list-style-type: none"> <li>• <b>Comfortable</b></li> </ul>	I feel <b>comfortable</b> in my role as a welcome guide.
<ul style="list-style-type: none"> <li>• <b>Pleased</b></li> <li>• <b>Enthusiastic</b></li> </ul>	I am very <b>pleased</b> to be a volunteer and enthusiastic. It has fulfilled a need for me and hopefully I’m helping others.
<ul style="list-style-type: none"> <li>• <b>No card selected</b></li> </ul>	“Feel I’ve done something really useful each week” “Feel supported”

Discussions have taken place with the General Manager and Lead Nurse in Acute regarding Ward staff taking part in a similar exercise to volunteers. This would enable the voice of staff to be heard regarding volunteering in wards, help improve service provision for patients and their families and give an opportunity for volunteer feedback to Ward staff on their volunteering experience on wards.

#### 4.15 **Good News Story: SVQ Award in Volunteering Skills**

The Volunteering Skills Award provides formal recognition through participation in volunteering activities, enabling candidates to develop a wide range of skills and personal development.

Two NHS Dumfries and Galloway volunteers participated in a pilot programme using their volunteering at DGRI as the basis for recording and reflecting on their experience. Both completed modules in this award and were recently presented with their SVQ Award in volunteering skills which they said has helped boost their confidence about what they are doing as volunteers.

Thanks go to Organisational Development and Learning for funding this pilot and to Duncan Harkness, training consultant for supporting the volunteers through this process.

### **Patient and Carer Information**

#### 4.16 **Information for Carers**

Patient Services worked with Strategic Planning and Commissioning and the IT Department to develop a new Carers page on Beacon. The page is designed to help staff access relevant Carer’s information more easily, whether for themselves or patients/families they are supporting. This page is now live.

#### 4.17 **Surgery School**

Patient Services have worked closely with the Colorectal ERAS Team to develop a patient information package to help patients prepare for and recover from major surgery. As a result of this work, a leaflet has been developed inviting patients to attend Surgery School. The Colorectal Surgery Patient Information Book and Diary have been updated. This booklet will be given to patients when attending Surgery School and includes a lifestyle diary for patients to complete, and website

addresses for patients to source further information if they wish. An exercise booklet has also been developed in consultation with Physiotherapy, to encourage patients to be active prior to surgery. An evaluation of the resources and Surgery School will be carried out in 4-6 months.

## **SECTION 2: COMPLIANCE WITH GOVERNANCE STANDARDS**

### **1. Resource Implications**

1.1. There are no resource implications within this paper.

### **2. Impact on Integration Joint Board Outcomes, Priorities and Policy**

2.1. Provides evidence towards delivery of local integration outcomes:

- Outcome 3 – People who use health and social care services have positive experience of those services and have their dignity respected
- Outcome 5 – Health and social care services contribute to reducing health inequalities
- Outcome 7 – People using health and social care services are safe from harm
- Outcome 8 – People who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide

2.2. This paper provides event to support the ambition of the strategic plan to actively promote, develop and support volunteer opportunities

2.3. The paper links to national policy direction as below:

- Healthcare Quality Strategy (2010)
- Patient's Right (Scotland) Act (2012)
- Person Centred Health and Care Collaborative
- Scottish Government Commitment – A Nation with Ambition
- Refreshed Strategy for Volunteering in NHS Scotland and the supporting Volunteering in NHS Scotland A Handbook for Volunteering (2014)
- Dumfries and Galloway Health and Social Care Strategic Plan 2016-19
- Supports delivery of HDL (2002) 76
- Draft CEL (2013) National Delivery Plan for Health and Social Care Chaplaincy and Spiritual Care

### **3. Legal & Risk Implications**

3.1. None identified

### **4. Consultation**

4.1. Not required

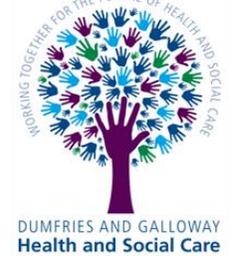
### **5. Equality and Human Rights Impact Assessment**

5.1. Not undertaken as spiritual care and opportunities for volunteering apply to all

## **6. Glossary**

6.1.	NHS D&G	NHS Dumfries & Galloway
	DGRI	Dumfries & Galloway Royal Infirmary
	NDP	National Delivery Plan
	CCL	Community Chaplaincy Listening
	BFPS	Breast Feeding Peer Support
	CAU	Combined Assessment Unit
	PAT	Pet's As Therapy
	IDEAS	Intervention in Dementia, Education, Assessment and Support
	MiP	Macmillan Cancer Pathways Public Involvement

## Dumfries and Galloway Integration Joint Board



### DIRECTION

(ISSUED UNDER SECTIONS 26-28 OF THE PUBLIC BODIES (JOINT WORKING) (SCOTLAND) ACT 2014)

1.	Title of Direction and Reference Number	
2.	Date Direction Issued by Integration Joint Board	
3.	Date from which Direction takes effect	
4.	Direction to	
5.	Does this direction supersede, amend or cancel a previous Direction? If yes, include the reference number(s)	
6.	Functions covered by Direction	
7.	Full text of Direction	
8.	Budget allocated by Integration Joint Board to carry out Direction	
9.	Desired Outcomes	
10.	Performance Monitoring Arrangements	
11.	Date Direction will be Reviewed	