

Carer Support Wiltshire

# Volunteer News

Volunteer Newsletter Issue No. 10



Viv Bass winner of the Marsh award and Alan Docherty Reaching Communities team leader

Spring review 2016

**As the first quarter end draws near you have achieved a lot!**

### **Carers Café**

We have a wonderful team of volunteers facilitating monthly cafes. Some are big and some are small but they are all places that a carer can get a little time out from their caring role amongst people who empathise and understand them. Recently the café leads and deputies met with myself to discuss marketing (increasing the café membership) and to contribute ideas around delivering some out of hours (not 9-5, M-F) activities. There were some great ideas and the next quarter will set the way forward.

We have 2 brand new café's at Winterslow and Shrewton and we are looking at getting another café of the ground in South West Wiltshire. Carer Support Wiltshire are quite blessed with a wonderful team of Carer café volunteers and there is room for more. if you know anyone who is keen to get involved put them in touch with Vince [vinced@carersinwiltshire.co.uk](mailto:vinced@carersinwiltshire.co.uk) or 0800 181 4118.



**Café volunteer leads meeting—Semington (May 2016)**

## **Telephone Talk and Support**

The service is presently at capacity. Our team of volunteers get a great amount of satisfaction and enjoyment, often being the highlight of a carer's day. A friendly chat does wonders for the wellbeing of a carer who has become a little lonely and isolated in their caring role. One carer said her Talk and support volunteer had been "phenomenal, supportive and sympathetic; never supercilious". The carer is doing well and thought that Talk and Support had benefited her enormously.

## **Befriending (one 2 one)**

Our befrienders regularly visit a carer or meet for a coffee. We are fortunate to have volunteers who recognise that with loneliness and isolation the risk of becoming less connected with friends, family and the local community brings with it a propensity for ill health.

"I look forward to her visits. Since the visits started I feel much happier and more confident to venture outside. We only go for a short walk but it makes the world of difference for me".

## **Support**

### **Counsellors**

Our volunteer counsellors are doing marvellous work supporting carers with more complex needs. We are constantly looking to expand this much needed service. Like the talk and support service, they are running at capacity.

### **Pampering**

Our volunteer therapists have been providing carers with complementary therapies such as Indian head massage, reflexology and back & neck massage. We are currently looking at expanding the service, hoping for qualified volunteers to present themselves.

## In and around the office

### Admin support volunteers

The admin team are enormously grateful to the small team of admin volunteers who turn up every week. We would like to build on the volunteer team with a more involved set of tasks. If you're interested give Vince a call.

## Out and about

### Events – Carers week

We had a splendid time during carer's week raising awareness of carer's issues across Wiltshire. Markets at Salisbury, Marlborough and Devizes saw us manning the stands. Chippenham ended the week with the Walk a Mile in my shoes event and a fun day for all. Thank you volunteers, you were fantastic!



Bob, Glenda and Earl Selkridge with Catharine



Earl and Megan—One off volunteers at the Walk a mile in my shoes event

**And finally:**



Viv Bass has been recognised for her volunteering work with Carer Support Wiltshire — winning the Marsh Award for Carers. Viv was named the south west regional winner for 2016 in recognition of the level of support and advice that she offers other carers. A recent tweet on our twitter feed said “Hey well done Viv you’re a legend!” we agree

## Training for volunteers

We ask that volunteers with regular and close contact with carers undertake mandatory training in line with staff. Topics include:

- Safeguarding
- Lone working
- Equality and diversity
- Health and safety.



Undertaking the training, which will keep you up to date with our current working practices, will mean that you are better equipped to carry out your role and makes things safer for all, it will also add to your set of skills. You are welcome to attend training sessions at the carers centres when possible however we appreciate this isn't always easy for

volunteers, due to travel and time commitments, so we are looking at alternative ways of providing training and will keep you informed. More on training to follow.....

**Thank you volunteers!**  
**We could not do it without you.**