



Integration Joint Board
Clinical and Care Governance Committee

16th July 2018

This Report relates to
Item 4 on the Agenda

Patient Services Report – Spiritual Care and Volunteering

(Paper presented by Joan Pollard)

For Discussion and Noting

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SECTION 1: REPORT CONTENT

Title/Subject: Patient Services Report – Spiritual Care and Volunteering
Meeting: Clinical and Care Governance Committee
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Submitted By: Joan Pollard
Action: 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 April and May 2018.

2. Recommendations

2.1 The Clinical and Care Governance Committee is asked to:

- **Discuss this report**
- **Note the progress within Spiritual Care and Volunteering**

3. Background

- 3.1 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.
- 3.2 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 accordance with the Draft CEL (2013) National Delivery Plan (NDP) for Health and Social Care Chaplaincy and Spiritual Care.

4. Main Body of the Report

Spiritual Care

- 4.1 NHS Scotland defines “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”

- 4.2 A Spiritual Care Service is guided by the National Delivery Plan's five overarching outcomes and key deliverables as outlined in the draft CEL (2013).
- 4.3 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:
- to 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;

Spiritual Care Volunteers

- 4.4 The spiritual care volunteers continue to provide a person centred approach to supporting patients and their loved ones in the Dumfries and Galloway Royal Infirmary (DGRI) with positive feedback from patients and ward staff. The Spiritual Care Volunteers have become accustomed to clarifying that the patient or loved one is aware of a request for spiritual care assistance or support. This ensures that no-one feels spiritual care is forced upon them without their consent and respects their confidentiality. This clarifying process also protects the Volunteer from an awkward encounter and ensures that patients and staff understand how to access spiritual care appropriately and the best standard of spiritual care support is provided. The Spiritual Care Volunteers sometimes refer patients to the patient folder in their rooms to find more information via the spiritual care leaflet.
- 4.5 Unfortunately the Spiritual Care Volunteer who was providing support at Thomas Hope Hospital has had to leave the team. Our thanks are expressed to the volunteer who was a real asset to the team. The Spiritual Care Lead continues to meet with other people interested in the Spiritual Care Volunteer role. The most recent prospective volunteer may join the team by the end of the summer which will maintain the current total of spiritual care volunteers at six. Our newest spiritual care volunteer has been shadowing a more experienced volunteer in DGRI and will soon be confident enough to visit patients alone.

Staff Care and Wellbeing

- 4.6 The Spiritual Care page on Beacon continues to be gradually populated with appropriate information on access to staff support, patient support, volunteers and bereavement.

Referrals

- 4.7 The Spiritual Care Lead continues to respond to requests for staff support and some staff may be referred to the local Relationship Scotland charity in Dumfries. Referrals are received through various routes including Line Managers, Occupational Health and Social Work Services. Staffs are aware that they are able to contact the

Spiritual Care Lead directly to arrange an appointment and some also approach the Spiritual Care Lead on an ad hoc basis.

- 4.8 The Spiritual Care Lead continues to raise awareness of staff support as and when opportunities arise and by request.

Patient Listening Service (formerly CCL – Community Chaplaincy Listening)

- 4.9 We have three new volunteers who plan to attend the Community Chaplaincy Listening (CCL) training with NHS Lanarkshire in the summer, all have already attended a CCL update day at Perth Royal Infirmary. This proved to be an informative and educational day in which the new prospective volunteer listeners met with other listeners and spiritual care staff from around NHS Scotland to hear how other Patient Listening Services function. The Spiritual Care Lead, two volunteer listeners and practice managers at Gillbrae and Craignair updated the Patient Listening Service current literature from leaflet design to more patient friendly postcards. They are also more concise and have been distributed to both health centres.

Values Based Reflective Practice

- 4.10 The Spiritual Care Lead is due to meet with the NHS D&G Values Based Reflective Practice (VBRP) cohort groups in June. They agreed at their last meeting to meet more regularly and have been updated about national training opportunities in 2018.

Sensitive spaces in DGRI

- 4.11 The finalising of the sensitive spaces project, is ongoing, most installations are complete except for a few final pieces like the display of the hand-held objects, which will be in place by the official opening of the new DGRI on the 12 July. The Spiritual Care Lead and volunteers have been asked to spend a few minutes with the Princess Royal when she visits the sanctuary on the 12 July.

Volunteering

Recruitment & Training

- 4.12 Refresher Training for volunteers who have been with the organisation for more than two years recently took place with 18 attending. Two Volunteer Corporate Induction Training courses took place in March and June with a further 30 new volunteers.
- 4.13 The Volunteer Co-ordinator is carrying out a scoping exercise in the Combined Assessment Unit (CAU) with staff and volunteers to identify the need and role for potential volunteers for this area.
- 4.14 Four new training courses were introduced and delivered during April and May. They included Wheelchair Assistance training for 46 Welcome Guides to provide additional support to visitors and patients, Sensory Awareness to raise awareness of the needs of those with sight and hearing loss, Fire Safety and Dealing with

Conflict, giving volunteers a basic awareness of managing conflict in their volunteering roles.

Rural Communities

- 4.15 The Volunteer Co-ordinator is carrying out consultation meetings with staff in rural communities, cottage hospitals, Galloway Community Hospital and Midpark to identify volunteering needs and aspirations and to discuss what is involved in the rolling out the Volunteering Programme. When this is completed it will give an indication of priority areas and timelines for volunteering programme throughout the region.

Peer Support Meetings

- 4.16 Peer Support group meetings continue to take place with a focus on young people, Mountainhall, Welcome Guides, and Critical Care Unit volunteers. In July, three meetings will take place with volunteers from eight wards. The purpose of these meetings is for volunteers to meet other volunteers, feel supported, and discuss what is working well, what needs to change and channelling new ideas.

Volunteers' Week 2018

- 4.17 Volunteers' Week was the national celebration of volunteering from the 1-7 June. Volunteers' Week is an occasion to recognise volunteers and celebrate the difference volunteering is making in NHS Dumfries & Galloway.
- 4.18 This year the tagline is '**Volunteering for All**', which gives an opportunity to promote volunteering throughout the region by highlighting that volunteering is for everyone.
- 4.19 A planning group of NHS D&G volunteers worked to raise the profile of volunteering in Wigtownshire and Nithsdale throughout Volunteers Week. The Volunteer Co-ordinator and volunteers took part in a Volunteering Workshop in Wigtownshire and provided an information stand for five days in DGRI Main Atrium, giving volunteers the chance to meet members of the public, share their stories and encourage potential new volunteers to find out more.
- 4.20 In addition to this, Volunteers hosted a Quiz Night to celebrate their achievements and learning throughout the year. This was held in the Duncan Rooms at Easterbrook Hall and was well attended by both staff and volunteers.
- 4.21 A local garden centre kindly donated an Eucalyptus Gunnii Azura tree, which has been planted in the grounds of DGRI, to recognise Volunteer week.
- 4.22 The Volunteers from Mountainhall are hosting a Vintage Afternoon Tea which will be held on 2 July in Crichton Hall to celebrate Volunteers week and NHS 70th anniversary.

Official Opening of Dumfries and Galloway Royal Infirmary

- 4.23 Seven volunteers will be presented to HRH Princess Anne at the official opening of the Dumfries and Galloway Royal Infirmary. This comprises two Ward Volunteers, two Welcome Guides and three Spiritual Care Volunteers.
- 4.24 The regular Thursday Welcome Guides will, as normal, be covering the Main Atrium, Outpatients and Women and Children's departments and an additional 12 volunteers will be present to act as marshals outside the entrance to the hospital and meeting and greeting dignitaries in the Education Centre.

Investing in Volunteers Award

- 4.25 The Development Plan and supporting evidence for Investing in Volunteers (IiV) will be submitted to Volunteer Scotland early July 2018. The IiV standard comprises of nine indicators which NHS D&G will be measured by. The indicators are designed to cover all the aspects of volunteer management.
- 4.26 During August/September 2018, Volunteer Scotland Assessors will carry out a variety of interviews with randomly chosen volunteers, members of the Board, Person Centred Health & Care Committee, Volunteer Steering Group members and NHS staff working with or supporting volunteers. This will include Senior Charge Nurses and/or Volunteer Champions in Wards. The Quality Assurance Panel will meet in October 2018 to consider the application for Investing in Volunteers Award.

Patient and Carer Information

- 4.27 Patient Services have been working with cottage hospitals to review and update the patient and care information shared and displayed in their buildings. As well as streamlining the information in public facing areas, Patient Services are working with colleagues to introduce bedside folders consistent with the approach in DGRI.
- 4.28 Patient Services have also been working closely with the Equality Lead to review interpretation and translation provisions for patients. Potential improvements have been identified and an action plan is being developed.

5. Conclusions

- 5.1 N/A

SECTION 2: COMPLIANCE WITH GOVERNANCE STANDARDS

6. Resource Implications

6.1. There are no resource implications within this paper.

7. Impact on Integration Joint Board Outcomes, Priorities and Policy

7.1. 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

7.2. The paper provides evidence to support the ambition of the strategic plan to actively promote, develop and support volunteer opportunities

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

- Healthcare Quality Strategy (2010)
- Patient's Rights (Scotland) Act (2012)
- Person Centred Health and Care Collaborative
- Scottish Government Commitment : A Nation with Ambition
- Refreshed Strategy for Volunteering in the NHS in 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

8. Legal & Risk Implications

8.1. None identified

9. Consultation

9.1. Not required

10. Equality and Human Rights Impact Assessment

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

11. Glossary

DGRI	Dumfries and Galloway Royal Infirmary
IJB	Integrated Joint Board
NHS D&G	National Health Service Dumfries & Galloway
GCH	Galloway Community Hospital
liV	Investing in Volunteers
HDL	Health Department Letters