

Here to help:

Multiple Perspectives of Volunteering
in Healthcare Organisations



better **skills**
better **jobs**
better **health**

More than a
**‘spare pair
of hands’**

Welcome to this resource which has been produced by Skills for Health for people advising on the range of volunteering opportunities in the health sector.

It is a sister publication of ‘Careers in Healthcare: A Guide to Volunteering in Healthcare Organisations’, which is available on the Skills for Health website www.skillsforhealth.org.uk

This booklet offers multiple perspectives of volunteering. Three in-depth case studies show the benefits of volunteering in the NHS, in the voluntary and community sector and in the independent sector.

We hear from the volunteers themselves, the healthcare professionals they are placed with, and the people who receive help from volunteers.

Skills for Health would like to thank the organisations which agreed to be featured and the people who agreed to be interviewed:

- Aintree University Hospitals NHS Foundation Trust
- One25
- The Royal Hospital for Neuro-disability.

Thanks also to Annette Clark from Skills for Health who acted as reviewer and to Rosie Hopley (www.rosiehopley.com) who researched the case studies and wrote the booklet.

A unique perspective

Volunteers are sometimes known as the ‘hidden’ workforce in the healthcare sector. This resource is designed to explore what volunteers do in closer detail. The case studies take an in-depth look at the value of volunteering based on a series of interviews with three organisations that deliver health related services – in the community, in a rehabilitation setting and in a busy acute hospital setting.

We will hear from the volunteers themselves, and the reasons why they choose to volunteer. Healthcare professionals and colleagues in the organisations tell us their views of the volunteers, and we also have a perspective of patients and service users.

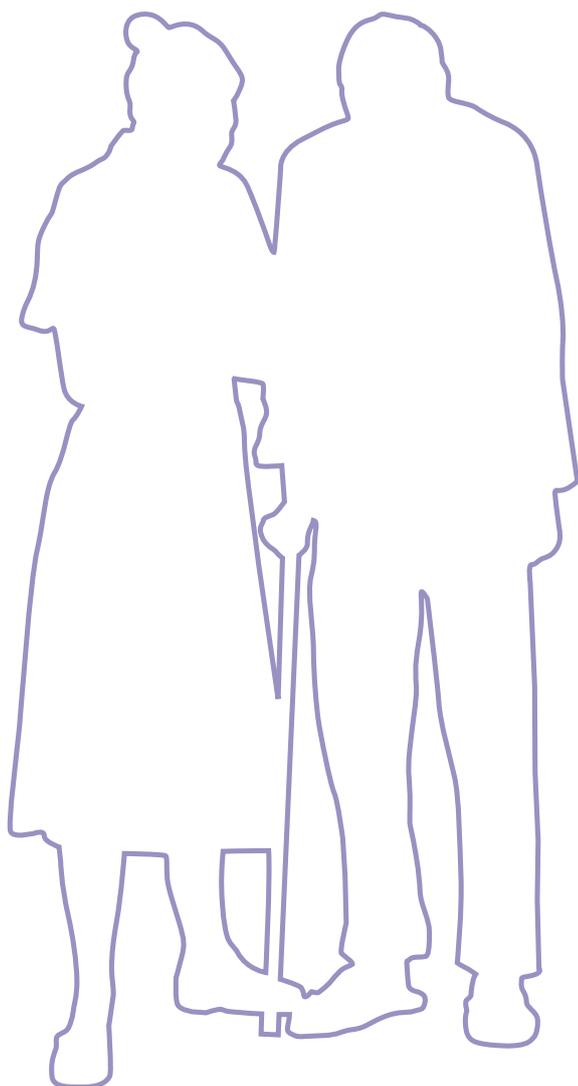
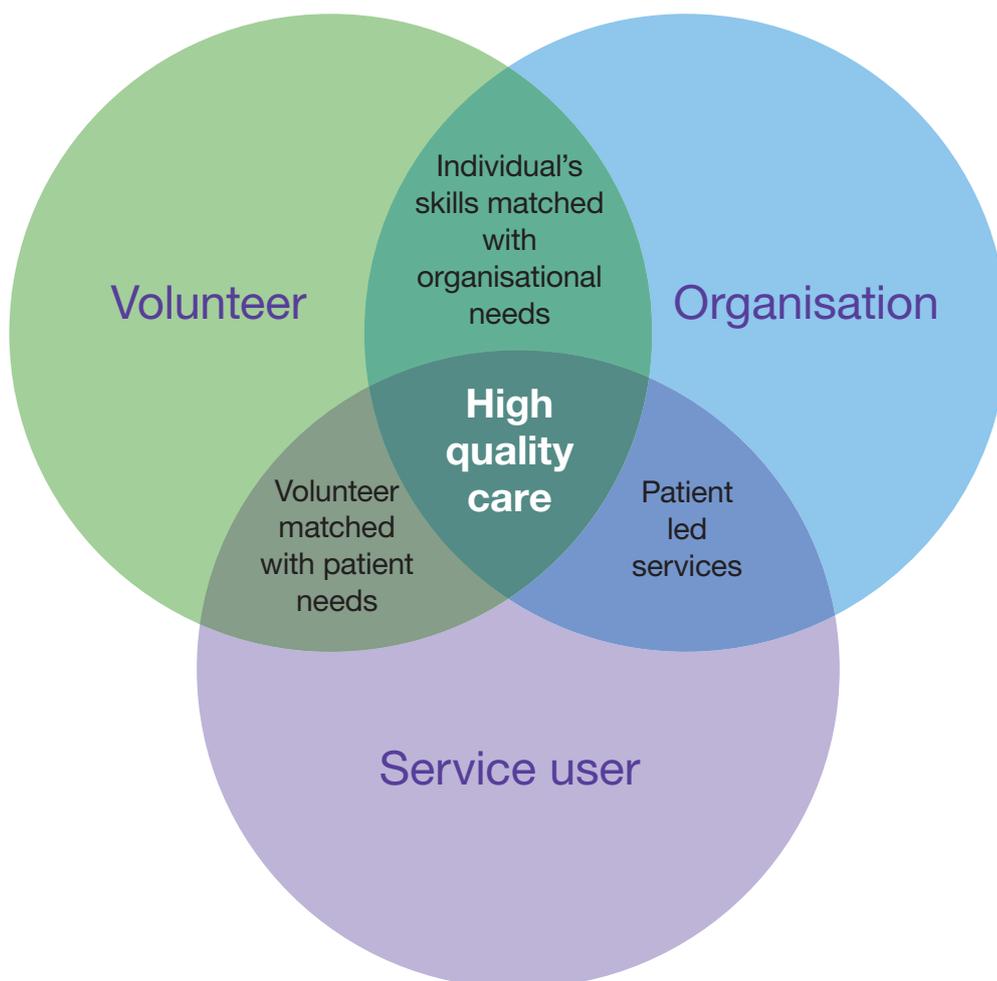


Diagram 1: A three-fold view of volunteering in the health sector

The diagram below illustrates the inter-relationship between volunteers, service users and healthcare organisations. Our aim is that the case studies will show how effective volunteering is often at its best when the three circles intersect, helping to contribute to high quality patient care, release staff time for other duties, and develop volunteers who feel valued.



The Aintree Model – the value of successful volunteering



It seems that there's no age barrier to volunteering opportunities in one of the largest hospital trusts in the North West region. As long as people can commit to four hours each week, on a regular basis, younger and older people alike are welcome to join Aintree University Hospitals NHS Foundation Trust's Volunteers Scheme, which has a national and international reputation for its innovative approaches.

Support from the Trust comes from the Board and right across the organisation. Jim Birrell, Chief Executive Officer of the Trust says:

“The Trust Board places immense value on the input of the volunteers at Aintree. It is difficult to see how this Hospital would function without this service today.”

How do the volunteers benefit?

- Many gain permanent employment – so far 720 volunteers have entered nurse training with a further 450+ gaining employment in the Trust
- Satisfying and enjoyable activities
- A feeling of 'belonging' and 'making a difference'
- Opportunity to learn new skills and gain valuable work experience
- Improve social life and social inclusion.

How does the patient benefit?

- Better informed through health promotion days
- Companionship
- Help with taking meals
- Someone on hand to run errands e.g. visiting the shop, or collecting pension when patient has no one else to help

- Access to refreshments through tea trolley
- Company when waiting in clinics/x ray
- Therapies from volunteer complementary therapists such as massage therapy, holistic therapy, Indian head massage.

How does the Hospital benefit?

- Volunteering improves the patient experience
- Frees up staff time
- Gives important support for relatives
- Enriches the local and hospital community through Trust events
- Builds links with external partners
- Staff benefit from short pamper sessions from volunteer complementary therapists, aiding relaxation and improving well being.

CASE STUDY: The Aintree Model

An award winning approach

The volunteer scheme received The Queen's Award for Voluntary Service by a community group in 2005, and in 2006 the Volunteer Services Manager received an MBE for services to the NHS on Merseyside. The scheme has built on this success more recently having secured £1.2 million in lottery funding and set up a charity to support long term sustainability.

Volunteer Services Manager Terry Owen has been developing the service, which draws people from all over Merseyside. Volunteers range in age from 16 to 85 years, with 60% women and 40% men.

Terry explains how the volunteers make a tangible difference to patients, relatives and staff:

"Our volunteers come from all walks of life. They carry out a wide range of activities, from spending time chatting to patients on the wards, to offering alternative therapies to patients or helping support the staff at meal times."

In an average week, the volunteers give over 2800 hours of voluntary service to the Hospital. They provide many invaluable services such as tea and refreshments to patients and relatives, a library service, they run errands, act as 'meeters and greeters' in the Outpatient Departments at two hospitals, and provide massage services and beauty therapy treatments for breast cancer patients.

Re-inforcing good practice

Volunteers really get to the heart of hospital services, and are even helping to highlight good hygiene practice by demonstrating alongside staff infection control prevention methods. A dedicated team of 108 regular volunteers provide tea and refreshments to patients, their relatives and staff in the A&E Unit, volunteering from 9am to midnight seven days a week.

 *Volunteers create good memories out of bad situations. It is a superb service. I don't know how we would have managed without it.* 

Lisa Griffiths,
Clinical Business manager A & E Department, University Hospital Aintree

More recently, volunteers have been introduced into the Intensive Care Unit carrying out simple tasks such as answering the door and offering refreshments to patients' relatives. The scheme has been warmly welcomed and helped to release staff time.

From volunteer to employee

With the high unemployment record in the area, the Trust has taken a proactive approach to pre-employment programmes. Volunteering is used as a training and recruitment ground for potential employees of the Trust.

In the past five years, 720 volunteers who have completed 100 hours (evidenced by a certificate) and shown their reliability and commitment have been accepted onto nurse training within Aintree Hospitals. A further 450 volunteers have found paid employment within the Trust in roles such as admin assistant, healthcare assistant, laundry assistant and porter.

CASE STUDY: The Aintree Model

Volunteering that is embedded in the local community

Each month, between 100 and 150 people attend the volunteer open day/induction session and from these around 70% are recruited to the volunteer programme. Everyone has access to a comprehensive range of training sessions such as infection control, equality and diversity, customer care, manual handling. After further screening and a one to one interview, volunteers are matched to suitable placement areas.

The Trust also provides work experience for approximately 510 students each year, who come from over 100 schools across Merseyside. This helps to inform young people when making important career choices, and almost 70% of the 15-16 year olds who follow the Trust's structured two week work experience placement return to the Trust as volunteers within two years.

Accessible and open to all

Of Aintree's 700 plus volunteers, 140 define themselves as having an impairment. The Trust has specifically focused on engaging and supporting disabled volunteers and many ward managers recognise the benefits of having a diverse pool of volunteers. Disabled volunteers carry out tasks such as meeting and greeting, newspaper distribution, mail outs and distribution, word processing and also support the Infection Control Clean Your Hands Campaign by checking and renewing posters each month. Forty eight disabled volunteers have been recruited into permanent paid roles in the health sector.

Training and work opportunities

The Trust is increasing training provision in Customer Care for volunteers and encouraging those who are interested to undertake NVQs level 2 and 3. It is also focusing on further developing existing good relationships with Jobcentre Plus to facilitate a Work Preparation Programme for disabled people back into the workplace. In future, it also hopes to further enhance training opportunities by appointing a Volunteer Training Manager, subject to funding.

Research carried out by Liverpool Hope University students found that the volunteer scheme "...is of great value and benefit to volunteers, patients and staff of the NHS Trust." The volunteers are a major asset to the Trust and are estimated to contribute more than £750,000 worth of activity.

Learning from Aintree's success

Aintree is keen to share its successful strategy so that healthcare organisations in other parts of the UK and across Europe and America can understand better how volunteers make an impact on the quality of patient care.

Dawn Grant (Lead Nurse for Support Workers & Volunteers) and Charlotte Mackenzie Crooks (Volunteer Services Manager) from Chelsea & Westminster NHS Foundation Trust visited the Aintree Hospital in February 2010. They came to find out more about how the award winning volunteer service was run and to see whether the Aintree model of volunteering could be used in their Hospital.

Charlotte and Dawn said *"This was an excellent visit that was very thought provoking and inspirational. It is incredible what the Volunteer Service has achieved at Aintree and much of what we learnt will be of great help to us. Chelsea & Westminster Hospital has a vibrant and active volunteer group but we are always looking at ways to expand our services. We want to thank everyone we met for making us feel so welcome."*

To find out more about the Aintree Volunteers Scheme please see http://www.aintreehospitals.nhs.uk/careers_at_aintree/voluntary_work.asp



CASE STUDY: The Aintree Model

“ In their own words . . .

“My experience as a volunteer building on my previous role as a full time minister in the Church of England and prior to that 11 years as a qualified nurse in the NHS has enabled me to gently progress back into employment, which has helped to give me back purpose.”

*Rev. Paul Taylor, Chaplain,
Aintree University Hospitals NHS Foundation Trust*

“My experience of volunteers has been really positive. Where they have been on the wards, making tea and taking it around to patients, families and staff, their presence has been invaluable – particularly for patients to have someone there to have a chat with if they don’t have relatives or friends around.”

*Jo Cope, Nutrition Team Dietitian,
Aintree University Hospitals NHS Foundation Trust*

“I was made redundant from my clerical role in a bank and am now looking for volunteering opportunities as a possible route into a job at Aintree Hospital. I don’t mind what I do: portering, laundry, cleaning – it’s all experience whatever you do.”

*Sue Lees, prospective volunteer,
Aintree Hospital NHS Trust*

“The best thing about volunteering is that I feel we have this affinity with the A&E staff that makes us a whole team. And the patients appreciate the small things the volunteers do, like organising phone calls, arranging taxis or just chatting with them.”

Eric Nall, A&E volunteer for 10 years

“Even though we only do simple tasks, you can tell the patients really appreciate it especially if they have been sitting here a long time. As I’m going to be studying nursing at university I decided I should get some experience and volunteering has helped me to put in the extra time into my career and helped me to get accepted onto the course.”

*Shannon Quinn,
A&E volunteer since October 2009*

“I think it is brilliant what the volunteers are doing here and that they want to do it. The whole attitude here from the doctors down has changed for better – they smile, you are acknowledged, they are candid with you.”

Margaret Williams, patient

”

One25 helps sex workers step away from the streets



One25 is an award-winning Bristol based charity helping women who are abused and trapped in a life of street sex-work. Over the past 15 years, the charity has been supporting women to break free and build new lives away from violence, poverty and addiction.

The majority of the women they see on the streets are homeless, malnourished and suffering from chronic ill-health and many have friends who tragically have died young as a result of this lifestyle. One25 encourages them to 'Step Away from the Streets' – whether it's for a brief respite in their outreach van, an afternoon at their drop-in centre, or permanently, with the help of one-to-one caseworkers and their mother and baby home Naomi House.

Why do people volunteer at One25?

When asked why they volunteer¹, respondents taking part in a recent research project say volunteering helps them to:

- Fulfil a desire to help others
- Give something back and make a difference
- Be part of a team/community
- Meet new people and build relationships
- Gain personal purpose and meaning
- Expand current occupational knowledge
- Gain new understanding and deepen learning
- Enrich their CV.

Volunteers offer help in many ways. They are involved with speaking and awareness raising, fundraising, supporting events, and cake baking. Volunteers also support, where appropriate and with the necessary training, main services to women. For example they join staff on the Night Outreach service offering food and drinks, condoms, and advice on healthcare services. They are also involved with the afternoon drop-in which provides a safe, women only space where clients can relax, enjoy a home cooked meal, access healthcare and use hygiene and laundry facilities. Volunteers are invaluable at events such as the Christmas party for mums and their children, and the summer outing to the beach or an adventure park.

¹ Lowen, Natalie. and Dr Parker, Jennifer. (2010). Step away from the streets: Investigation into the psychological benefits on volunteers who work with sex-workers and exploration around the motivations of volunteers at the One25 project.

CASE STUDY: One25

200
different women
are seen by One25
every year

Other services available to women include:

- General health nurse and doctor clinics
- Sexual health nurse & doctor
- 1:1 counselling
- Red Cross – massage/hand and nail care session/skin camouflage (make-up covering up injecting/violence scars)
- Local drug agency which helps women with addiction issues
- Therapist offering pedicure and general foot care and massage
- Homeopathy
- 6 week courses on topics such as Self Esteem and Mindfulness
- Shiatsu practitioner
- Training in baby massage at Naomi House.

170
women are socially
excluded and trapped
in a lifestyle of street
sex-work

Escaping from chaos

Typically, One25 sees around 200 different women every year, 170 of whom still work on the streets. Of these 170, all are socially excluded and trapped in a lifestyle of street sex-work, multiple chronic health needs, and addiction to heroin, crack cocaine and/or alcohol. Added to this, of those that are still working the streets

- 99% are addicted to one or more class A drugs and/or alcohol
- In 2009 One25 recorded 173 violent incidents reported to the charity by the women including domestic violence, rape and armed attacks
- All suffer from chronic physical, mental and/or sexual health problems and half suffer from acute ill health²
- 92% suffer from malnutrition³
- 66% are homeless².

The casework approach and integrated health provision have started to make a radical impact, enabling women to talk, make and attend appointments, or to take steps to arrange detoxification programmes.

Of the 77 women receiving casework support in 2009, 14 stopped working on streets during that year, 15 maintained exit from street sex-work; 48 accessed drug treatment including 31 going into detox/rehab and giving up drugs/alcohol; 77 used health services; 28 accessed therapies including counselling, group work and massage; 30 were securely housed and supported to maintain that tenancy and 32 were involved in training, education or employment.

² Jeal, N and Salisbury, C (2004) @Self reported experiences of health services among street based prostitutes' British Medical Journal 65 pp 123

³ One25's own statistics

CASE STUDY: One25

Innovative approach helps to break the cycle

In January 2009, One25 opened Naomi House, the only supported mother and baby home in England and Wales for women with addictions and a history of sex work. This is an innovative residential family unit providing intensive, therapeutic and practical 24-hour support for up to five pregnant women or mothers with babies where maternal substance misuse and risk from sex-work has been a problem.

The new mums are encouraged to give regular feedback on suggested changes or additions to the project, which the staff and volunteers implement when they can. One recent suggestion from 'Jennie' which has been taken on, was for certificates for each month of drug/alcohol abstinence, as she had left school without qualifications and felt her confidence and motivation would be increased by this formal recognition of her achievement. Another recent request was for more art therapy and massage sessions from 'Sally', who said: *'This is amazing! I feel so calm. Why do we need drugs?!'*

The service has quickly built an excellent reputation – all statutory and voluntary services involved speak highly of the project 'excellent service', 'the best new service in Bristol for many years' and all would work with Naomi House in the future.

Making the break to a new life

After they have broken free from drugs and sex-work for two years and have built up enough self-esteem, some of the women return to the project to volunteer. They also help plan the improvement of the project and can sit on interview panels.

One volunteer is 'Jessica', a former client who with the support of One25 has exited sex-work and drug use and has her children in her care now. She helps out at the charity's summer trip and Christmas party and the support she has received has enabled her to become a volunteer fundraiser for another local charity. Jessica says ultimately she'd like to work at Naomi House.

Other clients tell of the impact of One25 and how staff and volunteers have made a life changing difference:

 *Most days the van food was all I would eat. Without knowing that the yellow van was coming round I don't know what I would have done. It was really great coming in, especially knowing you were safe.* 
Outreach Van Client

 *You taught me that it's the simple things that help, the normal everyday activities that most people take for granted. It's about being prepared to listen in a non-judgmental way.* 
Drop-in Client

 *The best thing about Naomi House is being able to keep my baby. I love her more than anything in the world. Last Christmas I wouldn't have dreamed I'd be here, caring for my baby and learning new things. I'm in control now and making life better for both of us.* 
Naomi House Client

CASE STUDY: One25



Recognition of excellence in community healthcare provision

Thanks to its pioneering approach, One25 has gained national recognition in recent years. In 2010, One25 was featured on the C4 programme 'Secret Millionaire'. The charity's founder, Val Jeal won an MBE for her work with One25 and in May 2009, the charity won the England Award from the Prince's Foundation for Integrated Health, receiving a personal commendation from Prince Charles.

The charity won a 2010 GlaxoSmithKline (GSK) IMPACT Award, and £25,000, in recognition of its outstanding work in supporting vulnerable women to break free and build new lives away from violence, poverty and addiction.

Helen Hill, Income Generation Manager at One25 commented how the award has given a boost to the staff, volunteers and to the vulnerable women they support:

"We were so excited to hear that One25 had won an IMPACT award. We are seeing an increasing number of women asking for our help to escape their unhealthy lifestyles. This award helps us to maintain our proactive health outreach and support more vulnerable women to take control over their health."

Dee Parkin, Therapeutic Caseworker at One25 commented:

"The complementary therapies deal with the issues rather than plaster over them. The therapies enable the women to explore the reasons behind their need to blot out all memories or feelings with heroin. The treatments work wonders with building up their self-esteem and our volunteers are invaluable in facilitating and supporting this provision."

For more information please visit: www.one25.org.uk

Royal Hospital for Neuro-disability – finding ability in disability



The Royal Hospital for Neuro-disability (RHN) was founded in 1854 by Andrew Reed, a minister and one of the great 19th century philanthropists. Today it treats and cares for nearly 250 people from its site at Putney, south west London. Many residents stay for years in a warm and friendly environment that has become their home, others a few months. The medical charity provides a range of services including profound brain injury services, neurological rehabilitation, neuro-behavioural rehabilitation, respite care, and a home and community unit to support self care for those with long term needs.

Finding ability in disability

The RHN believes that all residents and patients should have the opportunity to enjoy an optimal quality of life. It knows that meaningful recreational programmes can make a huge impact on people's quality of life. There is a dedicated Recreation and Leisure team who work closely with 150 enthusiastic volunteers to help make this a daily reality.

Kathryn Parkinson, Volunteer Co-ordinator, set up the volunteer programme from scratch 21 years ago, and she explains how the volunteers make an enormous difference to everyday living at the RHN:

“Our volunteers can be very modest about the impact of their activities at the Royal Hospital for Neuro-disability, and may see it as just giving a few spare hours a week. But their contribution goes much further than this. You only have to look at the patients’ and residents’ faces – they love seeing the volunteers, spending time with someone who is there to be with them, and prepared to listen, or help them enjoy life through activity.”

Leisure and recreation adds more to life

The Recreation and Leisure team, in collaboration with the multi-disciplinary team and volunteers, provide a total of over 92 activities, and over 35 of these activities and services involve volunteers:

Weekend activities	Snack bar and shop
One to one befriending	Church services
Music activities	Gardening groups
Art and craft clubs	Fundraising
PAT dog visits	Reading/InterAct groups
Baking group	Computer sessions
Seasonal and cultural events	Boccia/sports clubs

CASE STUDY: Royal Hospital for Neuro-disability

“Recreation and Leisure is an important part of life,” Kathryn says. “Our leisure choices play a large part in defining who we are as individuals. People who require care at the RHN often need a high level of support and time to access an activity of choice. Volunteers help provide this support and enhance the lives of individuals through the sharing of interests, being a friendly face and a contact with the outside world.”

Around 500 people enquire about becoming RHN volunteers annually, and after a careful screening and application process including personal interviews, approximately 60 people join the team each year. When surveyed, the most popular reason for volunteering at the RHN is that people simply want to help; followed by wanting experience for a career.

The volunteers range in age from 16 – 90+, and many are students who are able to use their volunteer experience to support future study in medicine, psychology, speech and language therapy, physiotherapy, music therapy, occupational therapy and nursing.

Growing friendships through gardening

Jane Sadr-Hashemi has been volunteering at the RHN for 18 months. Initially she thought this would support her MSc application, but then the volunteering took on a life of its own:

“Early on I decided that I was not going to pursue my studies. But volunteering provided a perfect way for me to keep up my skills and knowledge – I have a degree in psychology – and, now that my children have grown up, give a bit more now I have time to offer regular help.”

Jane has built a strong rapport with the residents and patients, and regularly pairs up with Tom Gardner for the weekly gardening club. He says:

“I’m a gardener by nature and a gardener by name!”

Tom has spent the past year growing wallflowers, tulips and his favourite – snowdrops. A pumpkin he grew was used to make soup and a pumpkin pie. Tom really enjoys the gardening club for many reasons:

“The best bit is getting out into the fresh air and the warmth. It’s nice to meet other people in the gardening group and see what they have grown – one of the other residents grows potatoes! I like telling other people about my family and having a chat.”

CASE STUDY: Royal Hospital for Neuro-disability



Art and laughter

Diana Rolfe has been volunteering at the RHN for 10 years in a wide range of activities including a past lunch club, befriending, dance and music group and craft club. Diana has been visiting Zita, a long term resident, for the past nine years:

“Zita has become a good friend and we know how to make each other laugh. Zita has locked-in syndrome and communicates through a computer, although she is not too keen on using it! Fortunately we have a very good rapport so we communicate through smiles and laughing a lot of the time. Zita is always really pleased to show me her latest work, which this week was a bag she did at the craft club.”

Diana has stayed with the charity for so long because it offers flexibility and an opportunity to try something new, as she explains:

“The RHN is very good at giving volunteers a new role if you need a change, as it can be quite full on and intense. Volunteering here really helps to ground you and put life in perspective. I love coming here – I can’t explain why, but I just do.”

Reaching people through pet therapy

Emma Charlton is a volunteer who helps with Pets as Therapy (PAT), and she has been volunteering on a weekly basis with her specially trained pet dog Billie Jean for the past five years. Emma explains how Billie Jean is able to reach people in a way that complements other therapies:

“When we go on our residency visits, people love seeing Billie Jean. Sometimes they cry, because touching a dog enables them to remember something special. It helps to unlock feelings, and I find that the residents may talk a lot more with me and Billie Jean – having a dog helps to break the barriers. They’ll talk to me about their families, about special events like weddings and holidays. Even though patients might be in splints, you’ll see a hand uncurl from the splint so they can touch Billie-Jean’s ears.”

CASE STUDY: Royal Hospital for Neuro-disability

150 Words from other volunteers and staff

enthusiastic
volunteers

Jeanette Arslan, RHN volunteer for four years.

"Volunteering has been great for me. I really enjoy meeting the residents and staff, who are very welcoming. I have a degree in psychology, so I really appreciate the opportunity to chat with the psychologists at RHN, and apply my experience in the Neurobehavioral Rehabilitation Unit. My time here has helped me realise that I'd like to work in clinical rehabilitation and in future I'm considering taking a clinical doctorate."

over 92

activities provided by
the Recreation and
Leisure team, in
collaboration with the
multi-disciplinary
team and volunteers

Dante Rossi, Occupational Therapist Technician who runs the computer room.

"Volunteers are very useful in the computer room, as some residents need an extra person to help them with their computer work, and they provide one to one assistance. Volunteers have also helped us to provide the new "Computers on Wheels" service to the residencies for people who can't access the computer room. It has made a huge difference and allowed residents to chat and share photos with each other over the internet."

Russell Wigley, Occupational Therapist

"I help run the baking group, and although it's relatively new we are making all sorts of lovely foods with residents who are already keen to bring in their own recipes and give others a taste of some of their favourite things. Two volunteers have been helping out with people with Huntington's disease and long term care residents – we are really looking forward to growing this service in the future."

Recognition of the worth of volunteers

One volunteer, Maud Reilly, was honoured at 11 Downing Street in March 2010 for her 23 years of voluntary service at the RHN. Although Maud, 94, is one of the longest serving volunteers, she has one thing in common with the other volunteers – a willingness to commit.

Without this willingness, many charities like the RHN would face challenges in providing a range and high quality of services, and it's well recognised they make a valuable contribution to the multi-disciplinary team approach. The staff see how the volunteers complement what they do in meeting people's health and social needs and add a lot to the quality of patient care.

Top facts

- Each year, volunteers give over 10,500 hours to the RHN
- This is worth close to £150,000 to the charity
- Volunteers also play an important part in raising £2million each year as part of the RHN's fundraising activities
- The RHN's stand at the Affordable Art Fair in October 2009 was creatively directed by two volunteers: it featured the work of 18 residents and raised £16,500.
- Volunteers commit to at least 3 – 6 months, with befriending undertaken as a minimum of a year long commitment
- Women are more likely to volunteer than men – 85% of the RHN's volunteers are women, 15% are men
- Volunteering is popular across all age groups – 17% of the volunteers are aged 16-24, 25% aged 25-40, 41% are aged 41-65, and 17% are over 65
- Volunteers are provided with dedicated training programmes such as safeguarding vulnerable adults, and also access certain staff training programmes e.g. psychology lectures.

To find out more about volunteering opportunities, please see <http://www.rhn.org.uk/volunteers> or email volunteers@rhn.org.uk

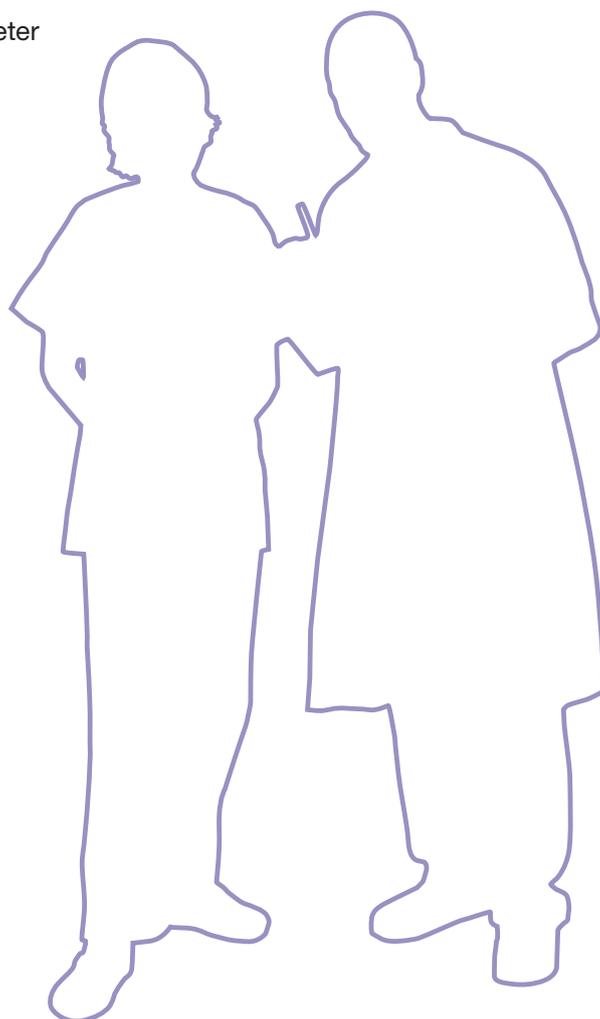
Want to know more?

We hope you found the case studies of interest. If you would like to read more examples of the kind of activities that volunteers are involved with, please take a look at Skills for Health's sister publication 'Careers in Healthcare: A Guide to Volunteering in Healthcare Organisations'.

There you'll find out how volunteers have:

- Helped to tackle health inequalities and isolation in Angus
- Raised the profile of healthy living in Tower Hamlets, London
- Delivered vital trauma services to people in Haiti
- Supported breastfeeding mums in Stirling through peer support
- Boosted ambulance service capacity in Northern Ireland
- Tackled dementia needs through an innovative cafe in Exeter
- Taken control of their long-term health condition in Birmingham
- Built service capacity for people living with HIV in Manchester
- Revitalised older people's care using innovative computer based activities in Edinburgh.

To find out more see the [Skills for Health website www.skillsforhealth.org.uk](http://www.skillsforhealth.org.uk)





www.skillsforhealth.org.uk