## Biff Newsletter Summer 2021 Beth Johnson FOUNDATION A future for all ages

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### The First Week of June is Volunteers' Week

**1-7** JUNE During an exceptionally difficult year, people from all walks of life around the UK have taken the time to volunteer and make a huge difference to their communities – just as they do every year. In this edition of our newsletter we will highlight the fantastic contribution volunteers make to BJF and to our communities more generally. Thank You!



## Joan Walley DL – Thoughts from Our Patron

As I write this, we are all hoping that the worst of the pandemic is behind us and looking to see what life will be like post Covid.

What strikes me most is that there are many of us who have used the last 14 months or so to rethink our priorities. Not surprisingly the pandemic has caused us to re-evaluate at least some aspects of our lives. And one of the biggest beneficiaries of this has been the increased interest in volunteering. This surge will dwarf the national figure of 19.4 million volunteers for 2018/19.

Close to home I have seen the Port Vale Community Foundation recruit volunteers from amongst club players and local residents alike sufficient to deliver 300,000 meals to people in need. I have seen volunteers respond to a call for help with a litter pick to help clear the bridleways, cycle track, footpaths, and boardwalk of rubbish at Ford Green Nature Reserve. They wanted to keep a precious nature reserve in pristine condition for the ever increasing number of people exercising, strolling, walking their dogs or just enjoying the nature on the doorstep. I'm sure too that my local community will have responded positively to the call for volunteers from the Brook GP Clinic to help support the mass rollout of vaccinations so essential to our protection from the virus.

Then there is the massive contribution that the many Beth Johnson Foundation volunteers make. I know how valued all their efforts are, and from my long association with the Haywood Hospital understand that our particular support for rheumatoid arthritis patients and families is worth its weight in gold. As patron I'm looking forward to finding out all about many other aspects of the volunteering that is organised by our Foundation.

So, in this June newsletter I would like to say a huge thank you to each and every BJF volunteer. We can take great pride that there are so many who give up their time to make a difference. The more we can shout out about and celebrate our volunteers' achievements, the greater the likelihood that more people will want to join in. And the more volunteer numbers swell, the greater the difference we can carry on making to people's lives.

I'd love to hear from those of you who have volunteered. What has it meant to you? Were you able to learn new skills? Did it meet your expectations? Is there more we can do to make the volunteer experience a special one? What could we do to encourage more to join the volunteer ranks?

As we celebrate National Volunteers week a heartfelt resounding thank you to everyone connected to our BJF volunteers.



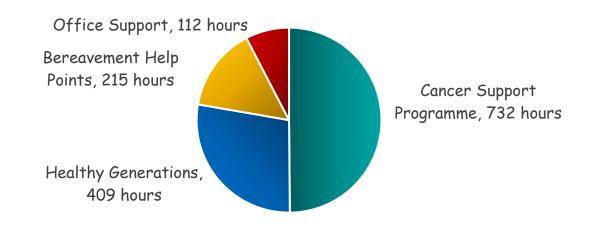
#### Joan Walley DL

### Volunteering - Annual Figures for 2020

The following summarises the number of volunteers helping with BJF projects and work streams in 2020. Volunteers helping the Patient Education and Resource Centre (PIER) are part of the NHS.



### Volunteers donated 1,468 hours to BJF Projects



These figures include all aspects of volunteering such as client support, receiving induction/training, attending supervision, volunteer meetings etc. The figures do not include board members who also donate their time to BJF.

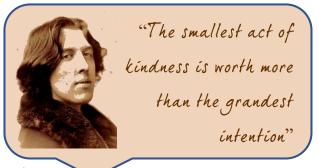
NHS Volunteers also donated over 2000 hours to the Patient Education and Resource Centre (PIER) as part of a joint initiative with BJF.

These figures are remarkable given that for most of this period we have been in some level of Covid lockdown!

### Thank You to Our Volunteers

Volunteering is a wonderful way to bring positive change to people, communities, organisations and society. The benefits of volunteering have been well documented over the years, including the impact on mental health and physical well- being.

As Oscar Wilde reminds us 'the smallest act of kindness is worth *more than the grandest intentions...*' and we have witnessed on many occasions that the smallest gestures often have the biggest impact on people. Knowing that someone outside of your family circle (for example) rings you on a regular basis, reminds us of the importance of humanity, thoughtfulness, compassion and caring.



As we look back on our lives during the pandemic, among the sadness of what has been lost during this time, we can also see strength, resilience and survival. The BJF has had to adapt its ways of working to survive and has continued to reach some of our most vulnerable people throughout these most difficult times. The vast majority of our volunteers have also stayed alongside us. Thank you. We never underestimate the difference volunteers make to the services we provide, and truly cherish the time they continue to give so generously.

We look forward to emerging from the pandemic stronger; learning lessons from our experiences; translating that learning to better inform and influence what we do and how we do it in the future. We do so safe in the knowledge that our small army of dedicated volunteers will steadily grow to inform and support the work that we do and the direction that we travel.

Thank you, on behalf of everyone here at the Beth Johnson Foundation.



## The Support We Have Provided

During the Covid Lockdown we have regularly reported on the support we have continued to offer to our clients through telephone calls, online virtual Zoom groups and by other means. As lockdown restrictions ease, we are beginning to return to more activities that involve direct client contact but always with due regard to Covid safety. We hope to reflect the changes brought about by the easing of lockdown in the next quarter's figures.

Meanwhile here is a summary of the people we have supported with our projects and workstreams through telephone calls and our online virtual groups in the three months of the Spring quarter, March through to May.



Thank you to all our staff and volunteers for continuing to provide excellent personcentred support despite the considerable challenges that Covid has presented over the last fourteen months.

## **Healthy Generations Project**

The Healthy Generation's Project has continued, throughout the year, to deliver Health & Wellbeing sessions and themed support zooms online. Group members have become new friends, welcoming new attendees into the HG family and providing support and companionship throughout the long months.

Our Health and Wellbeing sessions continue to be delivered as a rolling programme of sessions covering 5 topics: Emotional Wellbeing, Physical Wellbeing, Diet & Nutrition, Art and Wellbeing and Digital Skills.

Alongside these sessions we run regular Zoom support sessions, remembering our strap line...

### 'Physically distanced; Socially connected'

- Monday Mood Boosters Emotional Support
- Chuckles & Challenges Social Support
- Maggie's Poetry Moments Writing for Wellbeing
- Art for All Art for Wellbeing
- Local History Sharing our knowledge and learning together,

We are pleased that we are now able to offer at least one session daily.

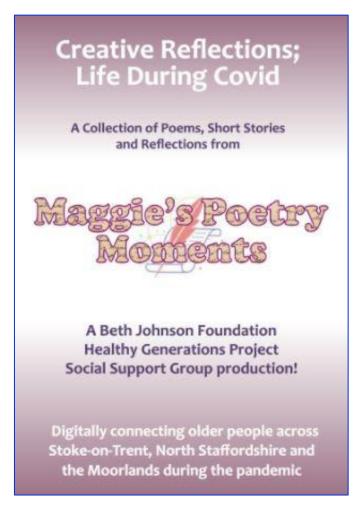
#### **Our Volunteers**

The Healthy Generations team would like to thank the volunteers who have given their time to the project and to the beneficiaries of the project, a huge total of **409** hours. Supporting community members to take part in the positive ageing sessions and co-hosting some of the daily zoom sessions, along with telephone tech calls and telephone welfare calls.

During the online zoom sessions volunteers have delivered digital skills workshops where beneficiaries have been able to receive one-to-one support from our volunteer tech buddies. This has included help with emails, social media and using mobile phones. Our tech buddies have also offered telephone support where appropriate.

### Maggie's Poetry Moments - Wednesday Zoom

Maggie, our wonderful volunteer, has co-hosted this weekly zoom session since the summer of 2020 and given an opportunity for our group members to develop their poetry skills. None of the group members thought that they were creative but with Maggie's support, encouragement and wise words. This has led on to our second publication <u>Creative Reflections; Life during Covid</u>. This wonderful booklet is a collection of poetry, short stories and artwork produced by our group members.



### **Appreciation**

Our Tech Buddy Volunteer Jon has successfully been shortlisted for the Support Staffordshire Star Award in the category 'Volunteering Support for the Over 65's' a great

achievement as nominations have been submitted from the whole of Staffordshire. Support Staffordshire will be hosting the event live online over YouTube, 7.30pm Tuesday 8th June 2021.

"I'm really happy about volunteering with Healthy Generations, it's so enjoyable. I'm speechless that I've been shortlisted for the Volunteer Awards Ceremony!"

### Volunteering as an intern

We were pleased to have the company of Michael, 2nd year Keele University Intern, during the beginning of the year. Michael helped to set up the History zoom, using knowledge acquired during his studies at Keele, in the Humanities faculty. This Friday zoom is now very popular and group members are sourcing information to share with each other and learning about the local area that they live in. They use the internet and their own resources to source themed historical information to share; this too promotes the use of digital skills.

### **Reflections from the past year**

During the year some of our volunteers have felt that virtual volunteering was not for them and have gone onto volunteer within the community as part of the Covid response. Others have returned to work and studies, even chosen to retire following the initial lockdown. We have wished them all well and every success, with the door firmly open for their return.

"All of the time that I have been with the Beth Johnson Foundation volunteering I have felt that I have been able to work with very kind and friendly people and I have managed to meet some incredible people through volunteering with the Beth Johnson Foundation I love seeing everyone's smiles showing that they are enjoying themselves so Thank you Beth Johnson Foundation"

> "Continuing Healthy Generations on Zoom was a learning exercise, but we are now becoming proficient practitioners. The skills gained from Zooming led to us participate in other interactions via Zoom; thus, had a bigger impact than Healthy Generations sessions themselves. Several participants have stayed connected to family, sung, written, and contacted long lost friends with their Zoom skills. Some have joined worldwide church congregations, meetings, quizzes, and online events"

Jane Snape Project Co-ordinator – Healthy Generations Project

Visit Healthy Generations on the BJF Website or visit our Facebook Page

### BJF: The Voice of Local Older People

Seeking to represent the voices of local older people is a BJF value and aim. We have a long history of involving local older people in the design and delivery of our work. Our projects visibly include volunteers in a number and variety of roles as we can see from this newsletter.

Behind the scenes, it is important to us as individuals and as an organisation, that we involve volunteers in the actual design of our work and that our volunteers help us in this way to represent the voices of our older generations.

For example, the founding of our Positive Ageing Programme (currently represented by the Healthy Generations project) started from a meeting between staff and volunteers at Parkfield House with a blank sheet of paper and a question: "How do we plan and prepare for later life?" The question itself came from consulting with local people about what *a future for all ages* means. It's essential that local people get to ask those questions and be part of the answers.

As we start getting ready to return to our HQ, we are also planning how we engage and involve our local communities in helping us to identify the challenges and the opportunities for older people today and in the future.

#### Lynne Wealleans, Director of Policy and Engagement

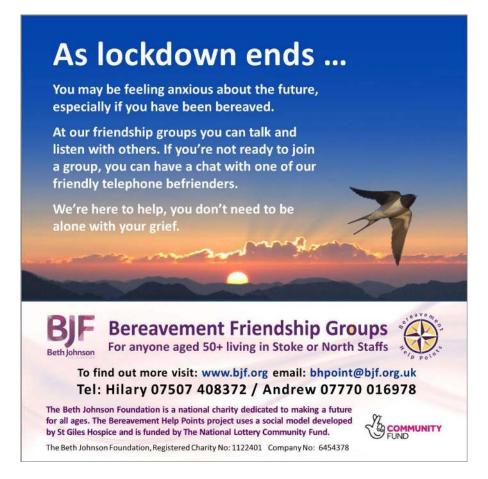
### Lianne Burton – A Social Prescriber Link Worker's Perspective on Volunteering

As a Social Prescriber I come into contact with patients who are lacking in confidence, would like to give something back, want to get back into work but lack experience, would like to have something meaningful to occupy their time etc. This is where we as Social Prescribers can and do talk with patients about the benefits of becoming a volunteer and actively encourage people to consider getting involved within an area that interests them. We support them to research opportunities and take the relevant steps to get involved should they so wish to. As a result of this some of our patients are now volunteering in local charity shops/local Food Banks/for the National Trust and other local charities. For those patients that have become volunteers we have seen improvements in people's mental wellbeing, raised confidence/self-esteem, it's given people purpose to some, even prospects of paid employment and impact on social isolation too.

Through the past 12 months Social Prescriber such as myself have also relied on the support of volunteers to help our vulnerable/shielding patient's. During these difficult times we have been lucky enough to have volunteers within the community to support the most vulnerable people to ensure they have access to day-to-day essentials such as shopping/medication, dog walking for those unable to leave their homes, parcel drop offs and collections etc. Volunteers and the support they have offered has been a lifeline to those with no support or for those who had needed to isolate. One of the positives to come out of COVID is the way communities have responded to the needs of others, people offering time/donations/befriending support to those around them and supporting one another through the challenges COVID has presented.

#### Lianne Burton, Social Prescriber Link Worker

### **Bereavement Help Points**



As lockdown measures start to ease, some people who have been bereaved during the pandemic are finding it very difficult to establish new relationships and activities on their own and being able to talk to others about their feelings and anxieties can really help.

The Bereavement Help Points project is offering a number of different services to help people start to build up a new life around their loss. We hope to be able to move to community based groups when it is safe to do so but will also continue with the existing Zoom and Telephone groups for the foreseeable future.

#### **Bereavement Friendship Groups (Zoom)**

Bereavement Friendship Groups are free social groups open to people aged 50+ living in Stoke-on-Trent or North Staffordshire. Talking openly to others who have experienced bereavement can help reduce feelings of isolation which is particularly important while we are living with the Coronavirus restrictions and as Lockdown slowly comes to an end. The group meetings provide information on coping with both the emotional and practical aspects of losing a relative or friend; a chance to chat to trained volunteers; and an opportunity to meet others in a similar situation.

To maintain safety, groups are currently meeting online. People can join in from a computer, laptop, tablet or smartphone and we can offer technical support to anyone who needs help to join Zoom.

#### **Bereavement Friendship Groups (Telephone)**

Additionally, we have introduced a group for people without internet access who dial in using a telephone. This gives more people access to the support of a social group - being able to talk to other people who have all experienced a bereavement has provided a much appreciated source of support and friendship.

#### **Telephone Befriending**

We are also able to offer short term one to one telephone befriending for those who are not ready to join a group. A trained befriending volunteer will call on a regular basis at an agreed time. Our befrienders do not provide a counselling service, but they are good listeners - we can refer to local counselling services if this is what is needed.

#### Hilary Stefanelli, Project Lead - Bereavement Help Points

#### For more information and meeting dates please contact: <u>bhpoint@bjf.org.uk</u> Tel: Hilary 07507 408372 / Andrew 07770 016978

#### Visit Bereavement Help Points on the BJF Website or visit our Facebook Page



## Patient Education and Resource Centre (PIER)

How lucky we are to have such a lovely team of volunteers who give their time and energy to the PIER project.

There are currently 16 volunteers committed to this project which is based at the Haywood Hospital in Burslem.



The main roles of a PIER volunteer are:

- To meet with users of the Patient Information Centre and provide a welcome.
- To help patients and visitors access the information they require by directing them to the appropriate resource.
- To encourage and assist patients, carers and relatives to access online information.

The majority of volunteers are or have been patients at the Rheumatology department at the Haywood Hospital and so have a wide range of knowledge in this area and can completely empathise with others who are looking for information and ways they can help with the self-management of their conditions. Of course, you don't need to be a patient to volunteer with us. We have people from many walks of life with many different interests.

As well as helping to run the PIER, volunteers can also get involved in all sorts of fun activities such as:

• Fund raising for the Haywood Hospital including sponsored swimathons and bike rides and helping out with the 'Bright Ideas' project.



• Reading for Health project within patients on the wards.



- Promoting and joining in with physical activity sessions, such as Tai Chi and gentle exercise, held at the hospital and in the community.
- Health promotion activities
- Haywood Summer Fair.



- Seasonal cake bake competitions.
- Arts for Health Programmes e.g. pottery clay making and photography projects.



We also aim to get out and about as often as we can. Visiting local heritage sites, areas of common interest and of course our annual Christmas meal, giving everyone the chance to show of the party outfits!

Although we have not been able to meet each other in person during the Covid 19 pandemic, we have all remained in touch by the internet and social media. Supporting patients has also taken place using virtual technology.

I know that all PIER volunteers miss the face-to-face contact with patients, carers, fellow volunteers and staff and are looking forward to returning as soon as it is safe to do so.

Many thanks to Volunteer Patricia Callaghan who has composed this fantastic poem about volunteering and the benefits that can be had for all.

### **Become a Volunteer**

Become a volunteer today it's really good for you It brings a sense of purpose to everything you do

Like a morning cup of tea it's welcome and refreshing When you need an extra boost that first sip a blessing

Volunteering gives that boost and makes your day worthwhile Sharing things with others can really make you smile

It has the feel good factor when you work within a team Of volunteers who just like you who want to live the dream

Of making someone happy in a really worthwhile way Whether it is just an hour or the best part of a day

Every minute given makes a difference to us all The gift of time is precious however big or small Global welfare, climate change or local charity Volunteers are needed to preserve humanity

Whatever cause is right for you whatever makes you proud Take that plunge and join the volunteering crowd

Everyone is welcome and we all have time to spare The reward is overwhelming when you show someone you care

Donating time and sharing skills is worth its weight in gold Choose to be involved today and get yourself enrolled

Become a volunteer today it's good for you and me It won't cost you a penny, this precious gift is free!

 ${\ensuremath{\mathbb C}}$ Patricia Callaghan May 2021

As manager of the PIER centre, I would really like to thank all volunteers, who give so much of themselves to make the centre so friendly and informative. You are a joy to work with!

If you are interested in volunteering in the PIER or would like to know more about the centre please contact me at <a href="mailto:june.brammar@mpft.nhs.uk">june.brammar@mpft.nhs.uk</a>

June Brammar, Project Manager

## Dementia Advocacy

Unlike other projects at The Beth Johnson Foundation the dementia advocacy project does not use volunteers. However, this was not always the case, back in 2001 the project was externally evaluated by Charlie Murphy an independent Researcher who at that time was based in Sterling University. During the time of the evaluation the project did use volunteers inherited from the Citizen advocacy project previously run by BJF. The evaluation highlighted that the role of a volunteer although always invaluable was not appropriate for the project, therefore partnership with volunteers working with the Dementia advocacy project ended. However, we recognise the importance of the volunteers' input into the project, some of whom had been with the Citizen advocacy project for over ten years. Volunteers are highly acknowledged for their contributions to all the work they currently participate in and have done with the Beth Johnson Foundation.

The Dementia advocacy project during COVID, similarly to other projects at BJF, have vastly needed to alter methods of support provided for the client group we support. However, we concede that in many instances we are not able to support our clients in the appropriate method they require. We are hopeful with the easing around COVID rules by Government we are able to provide the service our clients deserve primarily via face to face visit.

Similarly, to any situation where there are dire consequences COVID has given us some benefit. The peer support group that dementia advocacy facilitates previously met monthly but since COVID the group have met weekly via Zoom - a benefit for many members. Peer support group members are actively supporting and buddying up with members especially members not able to join us via Zoom. This initiative is an area we were previously attempting to promote prior to COVID but since COVID members have organically budded up with other members. Members not able to Zoom say how truly grateful they are to receive news from other members. One member said it made her feel "loved" during these awful times. Two of the peer support group members were in the shielded cohort of people during lockdown and these two particular members have voiced how beneficial letters telephone calls and especially photographs from other members have been.

#### Comments from out Peer support group include:

### "Coming on a Zoom meeting is like going the pub with your mates"

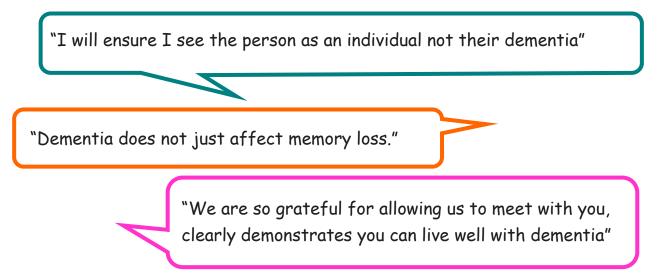
"One member visited another member "outside' on his birthday 'to take him a memory book of photographs of the peer support group meetings. The member had been shielding, his comment on receiving this **"I feel like Johnny smiler again"** 

#### No words needed. The joy seen on John's face after receiving his birthday gift...



The Peer support group are always keen to participate in activities relating to dementia and recently we have carried out some partnership work with a younger group of adults who have mental health issues. This work entailed peer support group members being given afternoon tea a disposal camera and three postcards. Members asked to enjoy the afternoon tea whilst taking photographs of local landmarks important to them. We are hoping in the near future COVID permitted for both groups to meet together to discuss the landmarks and what they mean to the person living with dementia and the younger adult. The photographs will eventually be put on a designated website which we will be sharing on BJF website. Over the years the Dementia advocacy project has been involved with First year medical students at Keele. Students previously visiting our Peer support group talking to members giving students some insight into living with dementia. In many instances removing the preconception the Medial students had around dementia. This year meetings were different all carried out via Zoom. In total we facilitated seventeen students.





The photo below shows some one of our Zoom meetings with students (published with the permission of those present)

#### Betty Machin, Dementia Advocacy Manager

Visit Dementia Advocacy on the BJF Website or visit our Facebook Page



## Linking Generations Northern Ireland

#### Thanks for Supporting National Intergenerational Week 2021

LGNI were delighted to represent National Intergenerational Week in Northern Ireland this year in partnership with our friends across the UK, Generations Working Together (Scotland), The Cares Family (England) and Bridging the Generations (Wales). You can catch up on the full recordings of our special webinar series exploring Intergenerational Approaches to Education, Care Homes and Age-Friendly Communities.

#### LGNI launches new research report on the benefits of Intergenerational Approaches to Education and Learning for Children and Young People

To mark EU Day of Solidarity between Generations (29th April) we launched our latest research exploring the benefits of Intergenerational Approaches to Education and Learning. You can access the <u>full research report here</u>

With thanks to The Public Health Agency for supporting the research, Sarah McWilliams of Juniper Consulting for undertaking it, The Dept. for Education NI, The Education Authority, The CCEA for their ongoing support and to all the individuals that were consulted and interviewed as part of our research.

If you would like more information or to speak to a member of our team about how Intergenerational approaches could work for your school or organisation, please get in touch at <u>vicki.titterington@bjf.org.uk</u>.

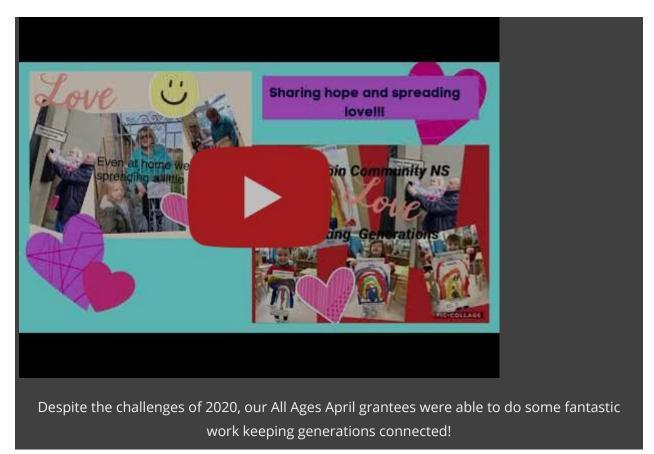


## Join us for our next session of training in Intergenerational Practice on Wednesday 16th June 2021 10 to 4pm

Delivered via Zoom, Costs: £25 CPD accredited // £10 non accredited

For more information about our Training Programmes please click here

### All Ages April 2020



In early Spring 2020, 21 groups across NI were successful in being awarded All Ages April seed grants of £150 to make intergenerational connections in their community. These included Nursing homes, Primary schools, Pony Clubs, Girl Guides, Community groups, Sports groups and Nurseries. Organisations demonstrated their patience and skills at revising and adapting activities safely, as they realised the overwhelming need for people to feel connected to others in such isolating times due to the impact of Covid 19 and to meet up either social distancing or virtually. A total number of 427 older and younger persons from nursery age to 80+ have taken part, to date. 100% enjoyed the experience and felt welcome and included. So many new connections were made and it is hoped these can be developed as we come out of lockdown and can meet up in person, safely.

#### What the participants said:

- *"It was a sense of connection with the community in these difficult times"*
- "So enjoyable, laughing, singing and storytelling together"
- "I felt valued and included, participating with my son"
- "We explored common interests, sharing knowledge and experiences"

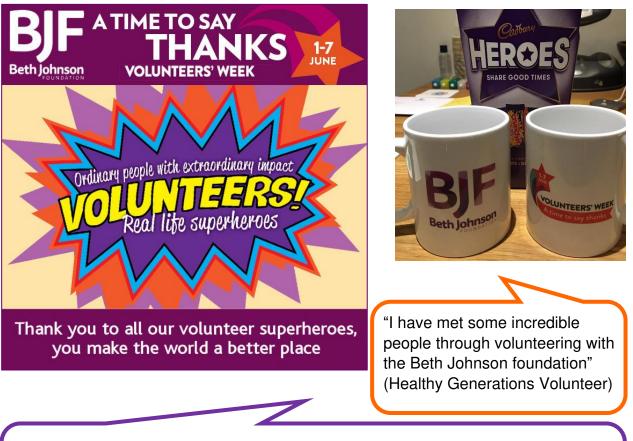
#### Vicki Titterington, Manager – Linking Generations Northern Ireland

#### Visit the Linking Generations Northern Ireland Website

## Volunteers' Week

To keep everyone safe we decided to hold our volunteers' week celebration on Zoom. Cheers everybody, and thank you for all your dedication and hard work!





"In 2014 I joined BJF after being made redundant and feeling worthless. I have done quite a few roles, I really enjoyed presenting the visual impairment training, that gave me a feeling of I can still do the job I loved. Thank you to Andrew and Hilary who run the best ship ever". Dianne

### **Message From a Volunteer**

I'd just like to say thank you to the whole team at Beth Johnson. I've been made to feel very welcome and always valued as one of your volunteers from day one. For me, volunteering has been the silver lining to the cloud of the Covid pandemic. I joined the Staffordshire Cancer Support Programme in April 2020 and began regular telephone support calls in May, transitioning to the Bereavement Help Points team when it launched in September.

I get a lot out of volunteering, and I think the team at Beth Johnson and the other volunteers are a really special group of people. Happy Volunteers Week!

#### Anna (Volunteer With Bereavement Help Points)

### Thank You from The Board

BJF's Board of Trustees extremely values the great contribution of the growing group of volunteers who give their time and effort to support our work.

Stories presented in this Newsletter indicate the significant contribution of this group to the various projects run by our organisation. Taking into account the specific Covid 19 restrictions, volunteers' help and support made it possible to deliver our services in alternative ways.

Furthermore, volunteering allows one to feel good about oneself. This relates to the notion of "mattering". Mattering refers to a perception that we have a role in the world, whereby we feel noticed and valued, and are giving value to others.

Therefore, involving volunteers benefits both our clients and our group of dedicated volunteers, especially during the current difficult time.

BJF should be proud of the way volunteers are recruited and managed. This notion makes our charity a better organisation – Well Done!!



Professor Ziv Amir Chair – Beth Johnson Foundation (On behalf of the Board)

## A BIG Thank You to All Our Volunteers!

#### **Beth Johnson Foundation**

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