Volunteer Training as Part of Compassionate Isle of Man

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Our strategies
One Purpose

Supporting you to live well, your way, to the end of your life

Three Commitments

Delivering what matters to you
Working in partnership
Keeping things simple

Five Goals

1. Support people to be independent
2. Reach more people, earlier with easier access
3. Share, learn and educate
4. Drive innovation for better care
5. Be sustainable and fit for the future
Is there Unmet Need for Palliative and End of Life Care?

All deaths 2013-18

Comparing death certificate and Hospice data, categorising those with conditions who may have benefitted from palliative care, shows:

- 34% Palliative and Hospice
- 30% Not palliative but Hospice
- 2% Not palliative not Hospice
- 34% Palliative but not Hospice
What are the Major Challenges in End of Life Care?

Information taken from interviews of professionals:

Lack of support for carers

- Impacts on carers’ wellbeing
- Long-lasting poor experience for family
- Impairs ability to keep someone at home
Volunteers as Stakeholders

1. What Matters to You
2. Recognising Your Contribution: strengths based approach
3. How can we attract more volunteers
4. Shaping the future for Compassionate IOM volunteers
Our volunteers have received training on...

Our volunteers receive specific training in order to equip them with the right knowledge and skills to enable them to support local people on the Isle of Man.
Roger’s Innovation Adoption Curve
Dedicated Volunteers

Volunteer support

We are extremely grateful for the support received from our caring and compassionate volunteers.

Since launching 1 year ago we have had...

- 23 Active volunteers
- 194 Hours of training
- 19 Training sessions
Future Roles of Volunteers

- Communications
- Monitoring and Evaluation
- Service Design
- Governance
- Recruitment and Selection
- Service Delivery

Volunteer Involvement
Quotes: 106.5 Hours of Volunteer Based Feedback

“Really good thing- I feel we supported them really well”

“Brought it home – one person’s illness and how it impacts on the wider family. How you are the strongest person before hand and then it changes!”

“Life is like a box of chocolates...you never know what your gonna get.”

(FOREST GUMP)

“We did just enough...just in time!”
References

- https://www.hospiceuk.org/what-we-offer/community-volunteering-hub
- https://www.volunteerscotland.net/media/1436178/volunteering_health_wellbeing_full_report.pdf