

## Health and Wellbeing projects and activities FUNDING APPLICATION

### 1. Applicant:

Name	Lizzie Rapley
Organisation	Carer Support Wiltshire
Address	The Independent Living Centre, St. George's Road, Semington, BA14 6JQ
Phone number	01380 819606
Email address	lizzie@carersinwiltshire.co.uk

### 2. Amount of funding required from the Area Board:

£0 - £1000	
£1001 - £5000	✓
Over £5000 (please note – our grants will not normally exceed £5000)	

### 3. Are you applying on behalf of a Parish Council?

Yes	
No	✓

### 4. If yes, please state why this project cannot be funded from the Parish Precept?

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### 5. Project title?

Salisbury District Hospital - Stay With Me Volunteer service
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### 6. Project summary: (100 words maximum)

We seek your help to fund the continuation and expansion of a new volunteer carer support service at Salisbury District Hospital. The purpose of the service is to raise awareness of carers and the support available to them.

Volunteers will visit the wards, sitting with carers and sharing information, as well as helping to run a carers café at the hospital. We currently have one volunteer running a limited pilot service. We would like to recruit and train nine more volunteers, provide uniforms and a tablet for volunteer use, as well as bespoke printed information detailing the support services available.

**7. Which Area Board are you applying to?**

Salisbury

**8. What is the Post Code of the place where your project is taking place?**

SP2 8BJ

**9. Please tell us which themes best describe your project:**

<input type="checkbox"/> Intergenerational projects	<input type="checkbox"/> Heritage, history and architecture
<input checked="" type="checkbox"/> Older People Support/Activities	<input type="checkbox"/> Inclusion, diversity and community spirit
<input checked="" type="checkbox"/> Carers Support/Activities	<input type="checkbox"/> Environment, recycling and green initiatives
<input checked="" type="checkbox"/> Promoting physical and mental wellbeing	<input type="checkbox"/> Sport, play and recreation
<input checked="" type="checkbox"/> Combating social isolation	<input type="checkbox"/> Transport
<input type="checkbox"/> Promoting cohesive/resilient communities	<input type="checkbox"/> Technology & Digital literacy
<input type="checkbox"/> Arts, crafts and culture	<input type="checkbox"/> Other
<input type="checkbox"/> Safer communities	

If Other (please specify)

**10. About your project**

**Please tell us about your project (a strong application will address all of the following):**

How does your project support local needs and priorities?

According to the 2011 Census, there are more than 4000 unpaid carers living in Salisbury. Currently, only 2192 of those are registered with us – a little over 50%. It is widely recognised that supporting carers helps to reduce hospital admissions and enables carers to continue caring for longer. By supporting the carer, we can not only help reduce the likelihood of the person they are caring for being readmitted to hospital, but also improve the wellbeing, financial situation and long term health of the carer.

New research by Carers UK has found that 8 in 10 people caring for loved ones feel socially isolated. Carers can be hidden and hard to reach, meaning many go unsupported until they reach breaking point. Salisbury District Hospital offers us an otherwise rare opportunity to engage with high numbers of local carers. Not only are hospitals a key place for identifying and engaging with carers, they are a key place for engaging with carers in crisis. Either they are visiting a loved one in hospital, and facing new or increased caring responsibilities, or they themselves are inpatients, which can cause high levels of stress as they are likely concerned about a break down in care for the person they usually support.

The need for this service has already become clear, through conversations between our current volunteer and the carers and staff she has encountered. At present, the volunteer is only able to visit one ward out of fourteen. We are seeing increasing demand from ward matrons as they learn about the service but we need more volunteers and resources in order to meet this demand. The volunteers will also be available to sit with elderly and vulnerable patients when

there is no carer or family support present, helping to ensure that vulnerable and isolated adults are not left unsupported.

How many older people/carers do you expect to benefit from your project?

A similar volunteer service is already in operation in the Royal United Hospital in Bath. On average, with just 5 volunteers, 900 carers are reached at the RUH in each 3 month period. A pilot service has also recently launched at Great Western Hospital in Swindon, where a single volunteer has engaged with 36 carers over the first one month period, resulting in 9 immediate referrals.

This project will take some time initially to become established and embedded within the hospital, but will then form an integral part of the service offered to patients and carers. With 10 volunteers in place, we expect to engage up to 2000 carers over the course of the first 6 months.

How will you encourage volunteering and community involvement?

As a service run by volunteers, this project will put volunteering and community involvement at the centre of its operation. The hospital will recruit and manage the volunteers, and Carer Support Wiltshire will provide carer-awareness training.

How will you ensure your project is accessible to everyone (for example: people living with a disability or on low incomes, or vulnerable, or socially isolated etc.)?

This service is particularly aimed at people who can be otherwise hard to reach or socially isolated. The service is completely free of charge, making it accessible to everyone, regardless of their income level. Furthermore, by having the volunteers visit the wards, we are bringing the service to the end user, rather than them having to seek it out.

Volunteers will share information about support services and ensure carers have details of how to contact us. Where they have consent, volunteers will be able to refer carers to us directly, so that a Carer Support Wiltshire support worker can then make contact with the view to providing further ongoing support.

How will you work with other community partners?

We have already been working in partnership with Salisbury District Hospital for some time now, to improve carer recognition and involvement in patient care. Through this project we will be building on this work to further embed carer support in the hospital.

We also work closely with other Wiltshire charities. This includes Age UK Wiltshire, with whom we co-locate at offices in Salisbury city centre, and Alzheimer's Support, who have a staff member based at the hospital one day a week. Our close working relationships allow us to share learning and best practice, aiding improvements to our services for our end users, and also mean our support workers are familiar with the activities of other organisations and how to efficiently refer someone eligible for support.

The volunteers will gradually develop a good general knowledge about other voluntary and support services in the community, building up a general resources folder of contact details. This

has worked well for volunteers of the Royal United Hospital support service, who have, over time, built relationships with a wide range of local support contacts.

## 11. Safeguarding

**Please tell us about how you will protect and safeguard vulnerable people in your project (You must address all of the following):**

- Please provide evidence of your commitment to safeguarding and promoting the welfare of older/vulnerable people and their carers.
- How do you make sure staff and volunteers understand their safeguarding responsibilities?
- Who in your organisation is ultimately responsible for safeguarding?

All volunteers will undertake safeguarding training, provided by Salisbury District Hospital.

Salisbury NHS Foundation Trust is signed-up to the 'Policy & Procedures for the Safeguarding Adults at Risk in Swindon & Wiltshire'. The Trust is registered with the Care Quality Commission and therefore is required to fulfil the CQC requirements on safeguarding individuals within their care. The Trust is also required to have Safe Recruitment Practice and Policies. There are a number of officers responsible for safeguarding at the hospital: The Chief Executive's role is to ensure that the Trust complies with relevant legal and statutory requirements; The Director of Nursing is the Executive Lead for Safeguarding and Mental Capacity Act; The Deputy Director of Nursing has Management responsibility for Safeguarding.

Carer Support Wiltshire is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults engaged in the breadth of its activities. We have a safeguarding policy which outlines the duty and responsibility of staff, volunteers and trustees working on the behalf of Carer Support Wiltshire in relation to the protection of vulnerable adults from abuse. All staff undergo mandatory Safeguarding Vulnerable Adults from Abuse Training which is refreshed every three years. Managers undertake the Wiltshire Council Safeguarding Vulnerable Adults from Abuse Training for managers. The designated Vulnerable Adult Protection Officer at Carer Support Wiltshire is the chief executive. The role of the designated officer is to oversee all instances involving adult protection that arise within the organisation. They will respond to all vulnerable adult protection concerns and enquiries. Specialist training is provided for this member of staff.

## 12. Monitoring your project.

**How will you know if your project has been successful? \*required field**

The success of the project will be measured by the number of carers engaged by the volunteers and the number of subsequent referrals to Carer Support Wiltshire. We expect to see an increase in the number of referrals generated by engagement with staff and volunteers at the hospital. These referrals may also, in turn, lead to case studies which we expect will identify specific improvements to carer wellbeing and additional soft outcomes.

We will also review patient and carer feedback via the hospital's Patient and Carers survey. Salisbury District Hospital have historically struggled to provide support for carers, contributing to rebound admission or longer hospital stays. Over the past 12 months, having received support and input from Carer Support Wiltshire, they have seen vast improvements in carer feedback. Further improvement is still needed however. With the introduction of this service, we expect

the Patient and Carers survey to reveal greater satisfaction, feelings of involvement and improved wellbeing of carers visiting and admitted to the hospital.

**13. If your project will continue after the Wiltshire Council funding runs out, how will you continue to fund it?**

Once the volunteers are trained and have access to bespoke resources, the service will become largely self-sustaining. Any additional costs will be minimal and be met by fundraising by Carer Support Wiltshire.

**14. If this application forms part of a larger project (eg a community navigation project), please state what this project is and approximately how much the overall project will cost?**

N/A

**15. Finance:**

**15a. Your Organisation's Finance:**

**Your latest accounts:**

Month March Year 2017

**Total Income:**

£ 1,276,003.00

**Total Expenditure:**

£ 1,275,989.00

**Surplus/Deficit for the year:**

£ 14.00

**Free reserves currently held:**

**(money not committed to other projects/operating costs)**

£ 334,756.00

**Why can't you fund this project from your reserves:**

The reason for holding unrestricted reserves is to enable the charity to deliver to its objectives when faced with the loss of a major income source, shortfalls in forecast income, or emergency or unforeseen expenditure. In an extreme case, the reserves need to be sufficient for the charity to cease operations. This consists mainly of six months reduced running costs and winding up costs.

**15b. Project Finance:**

Total Project cost	£ <b>1986.47</b>
Total required from Area Board	£ <b>1986.47</b>

Expenditure

£ 1986.47

Income

£ 0  
Tick if  
income  
confirmed

NB. If your organisation reclaims VAT you should exclude VAT from the expenditure

(Planned project costs [help](#))

Tablet for volunteer use	£ 401.99
On-ear headphones	£ 20.00
Tablet covers for hygienic purposes	£ 7.00
Volunteer uniforms	£ 120.00
Business cards	£ 50.00
Vertical banners	£ 200.00
Leaflets	£ 195.00
Support worker admin time	£ 490.50
Carer Awareness Trainer	£ 367.88
Travel expenses - CSW trainer	£ 89.10
Travel expenses - Volunteers	£ 45.00
<b>TOTAL</b>	<b>£ 1986.47</b>

16. Have you or do you intend to apply for a grant for this project from another area board within this financial year? \*required field

- Yes  
 No

17. Please list which area boards you are intending to apply, including this one (You can apply to a maximum of 3 Area Boards for the same project in a financial year) \*required field, if Yes to Q11.

Salisbury

## 18. DECLARATION

**Supporting information - Please confirm that the following documents will be available to inspect upon request (You DO NOT need to send these documents to us):**

### Quotes:

I will make available on request 1 quote for individual project costs over £500 & 2 quotes for project costs over £1000 (Individual project costs are listed in the expenditure section above)

### Project/Business Plan:

For projects over £50,000: I will make available on request a **project or business plan** (including estimates) for projects where the **total project cost** (as declared in the financial section above) exceeds £50,000 (tick only when total project cost exceeds £50,000).

**Accounts:**

- I will make available on request the organisation's **latest accounts**

**Constitution:**

- I will make available on request the organisation's Constitution/Terms of Reference etc.

**Policies and procedures:**

- I will make available on request the necessary and relevant policies and procedures such as Child Protection, Safeguarding Adults, Public Liability Insurance, Access audit, Health & Safety and Environmental assessments.

**Other supporting information (Tick where appropriate, for some project these will not be applicable):**

- I will make available on request evidence of ownership of buildings/land
- I will make available on request the relevant planning permission for the project.
- I will make available on request any other form of licence or approval for this project has been received prior to submission of this grant application.

**And finally...**

- I confirm that the information on this form is correct, any award received will be spent on the activities specified.