

## **Ryedale Carers Support**

### **Report of Volunteers Survey undertaken in February 2018**

#### **Introduction**

This survey was the eighth to be carried out by Ryedale Carers Support (RCS) with the purpose of seeking the views of volunteers on ways of improving the service offered and to give them the opportunity to comment on their volunteering experience with RCS. There is also a requirement by funding and referring bodies to monitor and evaluate the service at regular intervals.

The total number of volunteers registered with RCS at February 2018 was 122, compared to 106 at the time of the 2016 survey, an increase over the two years of 13%. Each volunteer was sent a questionnaire to complete and return, 66 (79) forms were returned, a response rate of 54% (75%). The results from the 2016 survey are in brackets

#### **Length of time with RCS and age profile**

39% (53%) of volunteers responding to the survey had been with RCS for more than 5 years. 37% (32%) had been with the service for between 1 and 5 years, and 24% (15%) for less than a year. This reflects the ability of Ryedale Carers Support to successfully retain and recruit volunteers.

Nearly all the volunteers who responded were over the age of 40. 1% (0%) were in the 20-40 age group, 26% (35%) were in the 41 – 65 age group and 73% (63%) were over 65.

#### **Hearing about the service**

- 15% from articles in the Gazette & Herald
- 23% from leaflets
- 50% by word of mouth
- 12% from other sources such as GP surgeries, libraries, WRVS and ex users of the service.

The findings were broadly similar to those found in the 2016 survey.

#### **Do you need more support from RCS to fulfil your role as a volunteer?**

11% felt they did need more training and suggested topics were:

- Dementia Awareness

- Diabetes Awareness
- Epilepsy Awareness
- Basic First Aid for older people and those with dementia

74% did not need any more training

5% did not answer the question

The volunteers were asked if they would like peer support:

10% said yes

76% said no

14% did not answer the question

The comments were:

- I feel well supported - the knowledge that I can always phone the office is very good
- I do not need more support, but I enjoy attending training talks. I always come away with nuggets of information. Also, interesting to talk to other volunteers
- Very well informed on all matters
- I feel OK about it all
- With the clients I have been allocated I do not feel I need extra support
- It is always beneficial when volunteers get together and share ideas and experiences

## **VISITING CLIENTS**

### **Were you satisfied with the introductory visit?**

94% said yes

4% said no

2% did not answer

Comments:

- The carer did not attend

### **Do you have any concerns about your visits?**

89% said no

9% said yes

2% did not answer

**Comments:**

- Of the four families I have been introduced to, one ran smoothly, the others have been problematic in terms of the carer remembering that I was coming

- Sometimes I have difficulty making contact with the person. This is mainly due to a level of confusion
- About client's mobility and safety
- Lack of co-ordination/information re carers/professionals also visiting

## **SUPPORT AND COMMUNICATION**

### **Do you feel sufficiently aware of what is expected of you as a volunteer?**

97% said yes

1% said no

2% did not answer

There were no comments

### **Are you happy with the administrative support from the RCS office?**

97% said yes

3% did not answer

There were no comments

### **Are there any other comments you would like to make about RCS?**

- Always very helpful and give advice where necessary
- I have always known that there is somebody on the other end of the phone to support and advise me
- I enjoy the training /talks you organise
- Very Happy. Staff always get straight back to me if I contact them
- Good jobs done by all
- I think you are doing a very good job and all the people I visit appreciate the service
- Excellent service
- You all do a wonderful job
- An excellent organisation providing care and friendship to those in need
- The organisation communicates and supports its volunteers very efficiently
- Excellent organisation. Sorry to leave but moved to a different area. Will always have fond memories of my time as volunteer and felt I was making a positive difference to the family I visited
- Support and advice are always readily available
- Glad I got involved, I think I get as much out of it as the person I visit
- The staff at RCS are well organised, approachable and helpful. They appreciate and acknowledge the role of volunteers

- Visits are always greatly appreciated, and all my clients have expressed sincere admiration for the work of RCS, both carers and the family. It's a rewarding thing to be involved with the work of RCS
- RCS offers a vital service to the community and offers through the management and their volunteers much needed support and relief to hard pressed husbands and wives who are valiantly trying to care for the one who is not well
- Just to say I think you are an absolutely fantastic charity, which is run professionally, and everyone involved is very approachable and friendly! Keep up the amazing work that you all do, and I will definitely be back volunteering when my own health has finally been sorted out.
- It is an extremely well-run organisation and support is always there if I need it. Everyone is approachable and friendly which helps to make it successful
- I feel that although the organisation has got bigger it has not lost the personal touch
- I am thoroughly enjoying my volunteering but think more people should be aware of the sitting service. I am sure there are lots of carers who would benefit from some 'me' time
- Felt welcomed straight away and find the ongoing support and information days very useful
- They do a very good job