

# Volunteer News

The newsletter for our volunteers who support unpaid family and friend carers



## Issue 3, 2023

We would be pleased to receive contributions, photos, stories or updates for the newsletter. To contact us:

**Call: 01992 58 69 69**

**Email: [volunteer@carersinherts.org.uk](mailto:volunteer@carersinherts.org.uk)**

**Visit: [www.carersinherts.org.uk](http://www.carersinherts.org.uk)**

Carers in Hertfordshire, The Red House, 119 Fore Street, Hertford, Hertfordshire, SG14 1AX.

**Your Volunteer Team:** Alex Daar, Nicki Bird, Leslie Asaiah-Asher and Julie Hayes.

*Making Carers Count*

## Volunteer Vacancies

We are still looking for more volunteers who could help us with registering carers so they can access our support.

Please see full volunteer role description here: [Information Carer Planning Service Admin Volunteer Role](#) or visit:

[www.carersinherts.org.uk/support-us/volunteer-with-us/](http://www.carersinherts.org.uk/support-us/volunteer-with-us/)

In addition, we are developing new roles for volunteer drivers for our Borehamwood Seniors Club based in Borehamwood. We also need volunteers to help the clients at this Club get on and off the bus. We are creating a list of interest currently for these roles. Please let your friends and family know too.

If either of these roles would be of interest to you please email [julie.hayes@carersinherts.org.uk](mailto:julie.hayes@carersinherts.org.uk).

## Remembering Mike Ormerod



We are very sad to have to let you know that one of our longest serving volunteers Mike Ormerod has passed away. Mike was one of our first volunteer Mentors and also gave several years of service to Carers in Hertfordshire as a Trustee and Chair. Mike served on many co-production boards bringing his personal experience as a carer for his mum with dementia and his unique wisdom and judgement to improve services for all carers. We will miss his kind and wise support in so many areas of our work.

We are sharing our condolences with Mike's family through a book at the Hertford Office. If you wish us to include your sympathies in the book, please email your words to the Personal Assistant to our Chief Executive by the 9<sup>th</sup> of June.

[Laura.McGrath@carersinherts.org.uk](mailto:Laura.McGrath@carersinherts.org.uk).

## Keep In Touch Team End of Year Update



*Cate Mitcham-  
KIT Team*

I want to say a very big thank you to all the Keep In Touch (KIT) team volunteers they have made 4557 calls to carers during the year. I also want to thank Dianne Brown and Karen Mitchell. Without their incredible admin support this service would not run as smoothly as it does.

We currently have 21 volunteers, 4 volunteers have become inactive and 2 volunteers have left KIT to do other volunteer roles in Carers in Hertfordshire. 6 other volunteers have left for other reasons such as getting full time work, travelling and grandchild minding.

I ran 10 training sessions through the year, 7 events for day KIT calls, 3 events for the extended hours service. 16 potential volunteers booked onto the dates out of which 7 joined the KIT Team. I am looking forward to working with all again through the next year.

### A Case Study

#### KIT Call:

Carer said was coping fine but the main issue was she has applied for a grant for someone to make her house accessible for her husband, but the company hadn't been very helpful. Could we look into this?

#### Call from Carer Support Adviser (CSA):

Carer explained some of the issues that had been faced for the adaptations to their home. She said she had been making progress but it had not been easy.

#### Actions agreed:

Carer would like to know more about the Involvement Team at Carers in Hertfordshire as she would like to do something to raise concerns about the process they had been through.

#### Outcome achieved:

The carer was experiencing difficulties that we could not directly help with but both the KIT team and CSA were there to listen to her and offer emotional support. The KIT call was the catalyst to include this carer with the work that is done by our Involvement Team

## Training and Diary Dates

All active volunteers need to update their **Safeguarding Training** once a year. You can book onto any course and when you ring in to book our staff can tell you when you last trained.

24th May 10 am at Hertford venue

31st May 10 am on zoom

15th June 1 pm on zoom

29th June 10 am on zoom

### Understanding your Smartphone

**Course:** This course, run with Step2Skills, will teach you how to use all the main features of your smartphone and enable you to navigate these with confidence. The course will run over five Mondays starting on 5th June, 1pm – 3pm. It is being held at Bedwell Community Centre. [Book Here](#)

### Beginners Digital Photography

**Course:** The course runs on Wednesdays from 7th June to 5th July 2023, 1pm – 3pm, at Meriden Community Centre, **Watford**, WD25 9ET. [Book Here](#)

### Volunteer Network Events

#### Wednesday 21st June 10-1pm on zoom

**Spot the Signs of Suicide Training.** A course organized for Carers in Hertfordshire Volunteers. "Our training looks at broadening the understanding of those who are risk and developing confidence in spotting the signs of those who may be in distress. It provides practical steps and details further signposting information. It also examines the importance of self-care in a supporting role."

**Monday 5th June 1.30-3.30 pm at Breaks Manor in Hatfield Celebrating Carers and Volunteers with CreamTea event.**

**July** - we will be organising a walk, details to be confirmed.

**Please book a space at any event by ringing 01992 58 69 69 or email: [contact@carersinherts.org.uk](mailto:contact@carersinherts.org.uk).**