

An update from the Chief Executive



Catherine Hodgson
Chief Executive
The Brigitte Trust

This has been the Trust's 30th Anniversary year, and I'm proud to be its Chief Executive at this milestone.

I cannot be certain of how the Trust will operate in another 30 years but we do our best constantly to ensure that we will still be here providing the high quality care and support for our clients as we always have done and as our Founder, Brigitte Watkin, originally envisaged.

During 2015, not only did we celebrate our anniversary but we welcomed Her Royal Highness Princess Alexandra GCVO KG to the Trust to meet our volunteers, staff team, board members, patrons and a former client family who shared their story of the Trust's support for their late wife and mother.

The Trust is also the proud recipient of the Queen's Award for Voluntary Service (the MBE for voluntary organisations) in recognition of the work and commitment of its volunteers. In November our two most long serving volunteers were presented with the Award at a reception by our Patron, Sir Adrian White.

This also gave an opportunity for a reunion of many staff, trustees and volunteers from the very earliest days to the present time, including some founder members.

What of the future? Our intention is to consolidate our service in terms of its new expanded catchment. We will not look to expand further in the near future but we will concentrate on maintaining our service quality and provision.

We have several key aims:

To increase the number of Trust volunteers to ensure that we are always able to meet referral demand.

Provide a successful drop-in facility for client families and carers - providing our

service outside of the home for the first time.

We are looking at ways to provide our renowned training course to other providers and voluntary organisations.

We wish also to increase our engagement with GPs across our catchment by providing an App to refer people with life threatening conditions directly to the Brigitte Trust.

Our aim is to be sustainable, constantly improving our service and providing a continuity of support to people who are experiencing an exceptionally difficult and vulnerable time in their lives.

You will read later in the Newsletter about the changes we have made to our front line service delivery and hear from our two newly appointed Service Co-ordinators who act as a link between our clients, health professionals and our service. We are always looking for ways to improve and move our service forward.

Do refer to us.

Catherine Hodgson
January 2016

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**The Queen's Award
for Voluntary Service**



Deirdre and Wendy receive the Queen's Award

Support where it is needed - at home

Jane Bellingham - Service and Development Manager

Our referral system has been streamlined with two Service Co-ordinators now in place to serve our catchment area, and I welcome Sarah and Heather to their new roles. Our area map can be found on the back of this newsletter

We receive much positive feedback about our free service of emotional support and practical help at home. Our most recent statistics show that 43% of those we visit live alone, so having weekly visits from one of our volunteers can make a real difference. A reminder about our Dorking bereavement support group in partnership with St. Catherine's hospice for people at any stage of their loss – do feel free to refer your patients.

Our volunteers are the cornerstone of our service and I am proud of our Queen's Award this year which reflects their commitment – over 36 long service awards have been presented to volunteers in the past two years.

We value the strong relationships we share with such a wide variety of statutory and non-statutory services and look forward to working with you in the coming year.

Jane Bellingham

jane.bellingham@brigitte-trust.com



Jane Bellingham
Brigitte Trust Service
and Development
Manager

Introducing our Service Co-ordinators

Sarah Pattenden - East

I have been a part of The Brigitte Trust since 2010 when I joined as a volunteer. I always loved visiting and supporting clients each week and trying to make a difference in what were difficult times for them.

For the past four years I have been an Area Organiser responsible for Reigate & Banstead and Tandridge areas and once again I was constantly reminded of the kindness of the volunteers at The Brigitte Trust and all that they do for their clients.

At the beginning of October 2015 I was delighted to be offered and to accept one of the two new roles as Service Co-ordinator expanding the above area to include Crawley, Horsham, Epsom & Ewell and East Elmbridge. I very much look forward to working with many more health professionals in this new and larger area.

Call me on 07469 932192 or email sarah.pattenden@brigitte-trust.com



Heather Colbert - West

I started volunteering for the Brigitte Trust in 2013 after having a career break from my role as an Occupational Therapist to bring up my children. During my time as a volunteer I have worked with clients and their families seeing at first hand the support that our organisation can offer people at this difficult time in their lives.

In October of this year I started my new role as Service Co-ordinator for the West Area within the Trust. I am responsible for receiving referrals, contacting and assessing new clients and placing and monitoring volunteers within Guildford, Woking, Mole valley, Runnymede, Spelthorne and West Elmbridge. I

can be contacted directly on 07469 931697 or by email heather.colbert@brigitte-trust.com

I am always happy to meet with health and social care providers and groups to update you on our service, or to discuss potential referrals over the phone.

Our Service

The Brigitte Trust provides additional non-medical support at home for people with a life-threatening illness, their carers and family members. The service, which has been available for thirty years is free of charge and our volunteers help in many ways, providing:

Emotional support and a listening ear
Respite for carers
Support for those living alone
Transport, shopping and trips out
Bereavement support

The service, normally for three hours per week, is flexible according to the needs of the client.

The service may be accessed during and after a course of treatment or surgery, where the health or wellbeing of the client or carer is poor, where support is needed to sustain a caring role, and towards the end of life. Bereavement support for up to six months is also available to the family.

Practical help such as mentioned above is greatly valued by carers, who appreciate the opportunity for a weekly respite break.

In providing emotional support our volunteer will be sensitive to the individual and cultural needs of each person supported, with confidentiality maintained and respected.

Our volunteers come from a wide range of backgrounds. All are required to attend an intensive initial training course as well as monthly supervision and ongoing training. All volunteers have undergone full DBS checks.

Volunteers are not trained or insured to offer nursing or personal care.

How to make a referral to the Trust

You may simply telephone one of the Service Co-ordinators or the Brigitte Trust office with the details of the patient you wish to refer. The Service Co-ordinator will contact the patient to set up a visit to discuss how the Trust may help. Contact numbers appear on the back page and opposite.

A suitable volunteer will then be allocated and will make an introductory visit as soon as possible. Regular visits will be arranged according to the needs of the patient and/or carer.

“The Brigitte Trust has given us a better quality of life”

“Although she didn’t have long to get to know him, I found her understanding and compassion at the end of his life very moving and comforting”

Family members supported by The Brigitte Trust



Volunteer training courses 2016

Courses take place throughout the year, with introductory sessions prior to each course.

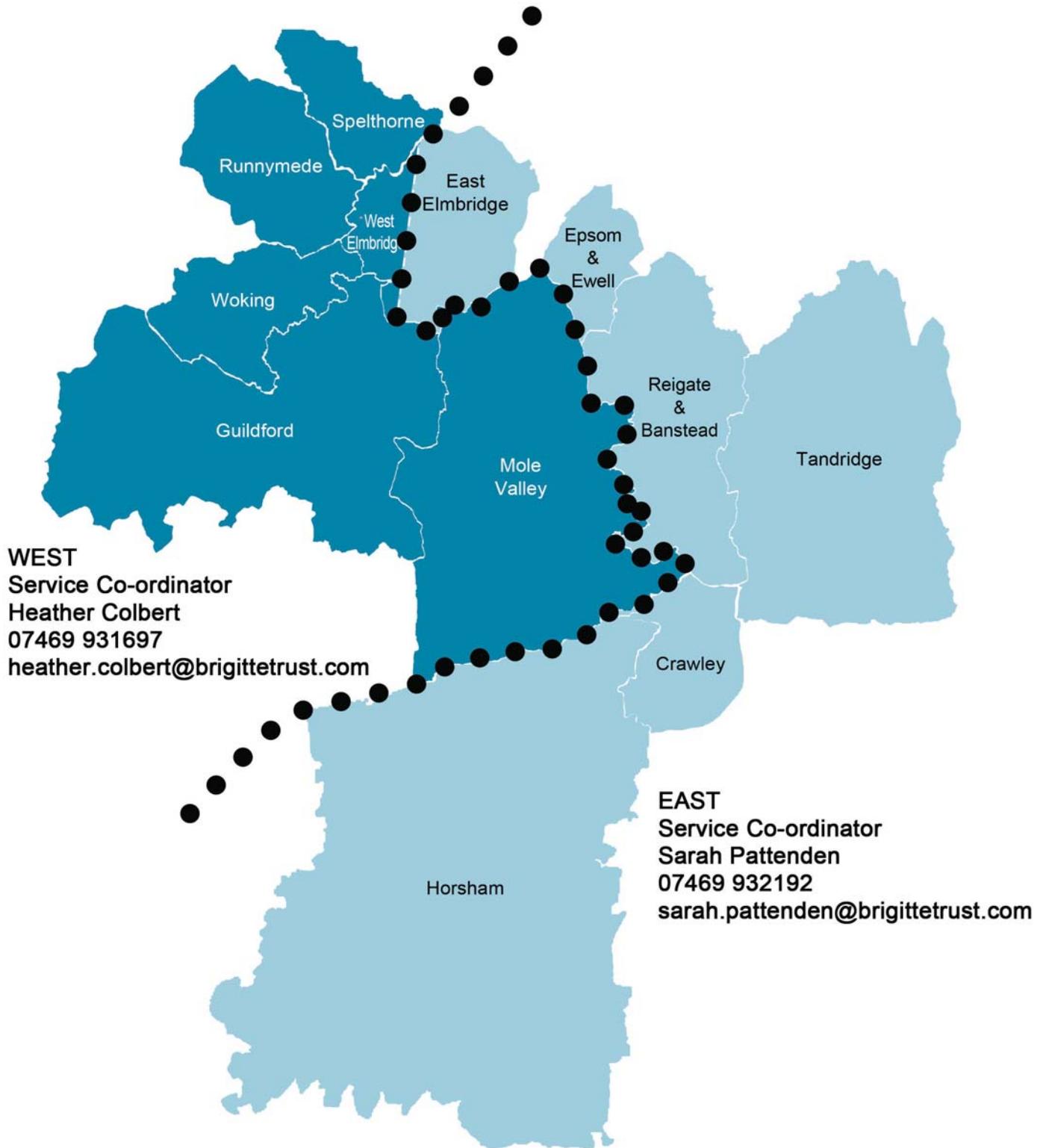
Sessions include:
Active Listening Skills
Assumptions
Awareness of Beliefs
Boundaries
Loss and change
Bereavement

Please check our website for more details.

An information pack for potential volunteers can be found on the training page of our website. Alternatively please ring Sharon Sillitoe on 01306 881816 to find out more.

Areas Covered

BY OUR FREE SERVICE



Emotional Support and practical help at home to people and their families facing life-threatening illness

The Brigitte Trust 316 High Street Dorking Surrey RH14 1QX
01306 881816 - www.brigitte-trust.org

Reg. charity 288923

