**I-Can-Do Service VOICE Co-design Session 4-20240308- transcript**

8 March 8, 2024, (1h 30m 47s)

Brief note about participants

V1: Volunteer in lunch club and had friends who lived with dementia

V2:

V3: Had family member with dementia and was a volunteer in charity shop

V4: had family member living with dementia

V5: Retired volunteer manager

V6: Carer for a family member who lives with dementia and had volunteering experience

V7: Trustee of volunteering organisation that work with homeless people

I1: Researcher from Manchester Metropolitan University

I4: Researcher from Manchester Metropolitan University

Cannot decipher = (unclear + time code)

Sounds like = [S.L. + TIME CODE]

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| I4  0:16 | Our project name is ICanDo Service which is regarding the volunteering for people with dementia. So, in this project we have two parts. One part is about how to make out this service more scalable and publicise and the other part is about the digital prototype development. In today's 2 hour sessions, we will take like 10 minutes ….have a short introductions of how this project develops and what we have done in the previous months, and then we'll have a discussion about service development which will take like 45 minutes. We will have some discussions on the volunteering support and also how we should develop this service further to make it scalable. And after that discussions will take 5 minutes break and then we'll go into another discussion about the digital prototype and during the time that you will have a chance to explore the website and we'll discuss further about it. And finally, we'll have 5 minutes wrap up to about the session. So it's everything's OK. |
| I1  1:47 | Right. Thank you. |
| I4  1:47 | OK. so let's let me give you a little bit of background of where the ICanDo Service started from as [I1] has mentioned it before the session starts. So we have the Ido service. designed by our previous colleague, [name of the colleague] from 2020 to 2022, which is the time of COVID. It is the service designed to support people, after they have the diagnosis of dementia, which help them to stay socially connected and some and let them to feel they could still make the contributions and feel valued. So the Ido service is developed with various stakeholders like people with dementia, their care partners, loved ones start from the service provider, which is the dementia service Like [name of dementia organisation] with researchers, of course, and designers so we throughout the development of the service, we develop a booklet called ICanDo pathway booklet to deliver the service and the next the next bit we will talk, give you a little bit idea of what the booklet is. So the booklet look like this, so it's a physical booklet that we just capture the essence of the booklet so the whole service had three sessions, so people with dementia will work with the well-being mentors, which usually the dementia support workers, and both of them will work through the three sessions. The first sessions is explore their strength and interest to find out what they want to do and what they asked, what they're good at, and which is an individual sessions. And for the second sessions it will be at the group sessions and people with different people with dementia and well-being mentors will work with people from Community volunteering service and based on what they are good at and their interest to find out what is on offer in terms of volunteering work or the leisure activities that their local communities could offer and what they actually want to do after the sessions, so that is the group session. Session 3 is how they could realise their plan of activity, so it will be an individual session. Yes, I I've seen [V5]. you have a question? |
| V5  4:53 | Just a short question. Session one with whom is going that good this is happening. Is it somebody or a group of people or one to one meeting? There is like a person who support that person or. |
| I1  5:07 | Yes. So the format is for the first and the last third session is one to one and with of the person with dementia who has the diagnosis with what we call the well-being mentor, they can be a dementia worker or possibly a social prescriber. At the moment we're working with the dementia worker from [name of dementia organisation] here in Manchester. But there are possibilities of other care professionals who can take on that role. |
| V4  5:41 | So professionals then, yeah, OK. |
| I1  5:43 | We would expect that those to be professionals of some sort, yeah. |
| V4  5:47 | Yeah. Thank you. |
| I4  5:49 | So yeah, in the third sessions, people with dementia, the well-being man. |
| I1  5:55 | Do you want to move on this slide? |
| I4  5:57 | OK, so it's basically. There are three well-being mentor sessions and people with dementia got referral to the service and then they will explore what they can do in the free well-being mentor sessions. So here is the example of sessions. In session one, so they will be exploring their interests and strength in a relaxed environment. And then see what they love to do, what they are, what their strengths, and what is there anything that's close to their community that needs their contributions so. And session two will be something that work with different people in a group to explore what they… what is on offer. |
| I1  7:02 | Yeah. So that includes then a small number of people with dementia. The well-being mentor and the Volunteer Services Volunteer Services Organisation who have an overview of what's in available in terms of activities and volunteering opportunities in, in their vicinity, in their close location. And each of the sessions is sort of organised so that there's a little bit of a welcoming set. But getting to know each other relaxation and before, socialising before going into the actual session to try and give people confidence and allow them to sort of really sort of flourish in those sessions and strive off a little bit. They the shock from the diagnosis. So, the third session is then with well-being mentor, the person with dementia and somebody from the volunteer services and ideally their carer, and it's about because it's about. Thinking again of what they found interesting, you know what their interests were? What their what they potentially thought might be a nice thing to do and then to actually start thinking hands on about. About how they might be able to hang on, [V6]'s just joining us at last. So making hands on decisions as to what is what needs to be put in place to facilitate to enable people to participate in the volunteering activity. So and this is as far as we got with the service in this first project and now this follow on project that we're involved in now, we knew that the bit about volunteering wasn't really developed. We just got people interested and then they could take it forward if they wished on you know or not. But there wasn't what we felt was that they probably needed to be more support system to actually enable people to do that. We found that there was in house volunteering within the dementia organisation, for example. They could volunteer not as participant but as a volunteer in a dementia cafe or some similar things. Sometimes a charity shop or so. But it was quite limited. And then there's the external volunteering, which obviously is much less supported in terms of the mechanisms that are available so. Throughout this project, which started in September, so in November and December, we had the first Co-design sessions with people from volunteer from Dementia organisations, people with dementia, as well as some carers. We've asked them what they thought was needed. And so we've expanded our idea of what the service needs to include in that. So it's obviously got people need to access the service, but that's usually through dementia organisation. But it could be perhaps a little bit by that it could be through their GP and the social prescribers or it could be through the voluntary …memory assessment services. So once that are in the service, they get to 3 sessions and they can be repeated as necessary. But then they need to go into volunteering, so they need some training perhaps. Some introduction to volunteering. If they're not that familiar with volunteering, so perhaps some shadowing, then they get into actually into volunteering and they might need some support there as well. So we're thinking of whether it's possible to have another volunteer who can support them in the volunteering. And then there will need to be a review session, which we haven't yet developed, which is in progress which allows at regular intervals the dementia worker or well-being mentor to review how is the person with dementia doing? How do they feel about the volunteering? Do they want to continue. Or do you want to change anything? Do you need something that's perhaps a little bit less demanding after half a year or a year? And eventually, as the illness progresses, there will come a point where they will have to move on. So thinking about how to manage that transition out of volunteering. And then becoming. Perhaps through becoming a participant in the first instance, but also perhaps a certificate of achievement etcetera. So this is the sort of main overview and we have another diagram. Sorry, lots of diagrams here. I hope they're helpful in sort of understanding the service more of the persons of interventions. So how the flow diagram, how the individual persons involved in this sort of are involved in the service and how they move through the service. So obviously the pink one is the person living with dementia. They attend the session, so they come into the service. It's allocated by. Being meant to attends the session. And then begins volunteering. And they are accompanied very closely by the well-being mentor. That's the blue boxes introduced through the dementia organisation. At that, they're accompanied by their carer, who then attends the third session, or care partner or care friend, whoever they may be. And then we've got the volunteer services as well. And this particular diagram hasn't split out. So we have involved the volunteer services organisations, the actual volunteer organisations who might offer a particular aspect, let's say city of trees or The lunch club or something. And then, potentially, the volunteer body who supports the person diagnosed with dementia. Hello, [V6]. Sorry I just interrupted for a moment. I'm glad you've made it in. |
| V6  14:03 | Hello. I'm sorry about that. It's been an absolute nightmare, but I'm here and I'm happy I was here. I've been here for about 10 minutes but I was trying to come down. |
| I1  14:11 | OK, good to meet you, [V6]. You'll just want to sort of obviously we've gone through in all the introductions, but would you like to just very briefly introduce yourself where you are and what your motivation is of joining us today? |
| V6  14:27 | Sure. [INTRODUCES THEMSELVES AND DESCRIBES A PERSONAL RELATIONSHIP TO SOMEONE WITH EARLY ONSET DEMENTIA] So that's why I sort of I'd love to be involved in this now. Thank you. |
| I1  15:55 | Brilliant, thank you so much. [V6], thank you for joining us. So obviously what unites us here all is very much sort of experience from the sort of healthcare and volunteering side and especially experiences with dementia or memory loss in one way or another so. |
| V6  16:17 | I mean I can also add that actually [DISCLOSES A PERSONAL MATTER] |
| I1  16:32 | OK. Yeah,. Thank you. so that it was a sort of short overview of the service and where we are. So next slide now. So we want to look a little bit in this, this part of the session about the service development. [I4], do you want to take over again? |
| I4  17:22 | Yeah. First of all, we would like to discuss about service development. So the first questions that we would like to ask is, do you have any experience in volunteering, especially with vulnerable populations such as older adult or people with disability. So how do you feel about this idea and what do you think that reward from the volunteering? Or do you have any thoughts about the obstacles to volunteering? |
| V6  18:04 | Yes. So on that one, I am a volunteer for people with severe mental health conditions. I work with a local mental health trust in London, I think there's two things to say about that. One is the training is really important, but so is supervision because it's actually quite tough and sometimes you really don't want to hear what you're hearing or you're having to support people while extremely unwell or struggling with money to an extent, which is emotionally draining and difficult to take on and you know from experience, usually there is no supervision or it's very basic and the person is not able to supervise properly. So I haven't got that knowledge or that ability. And that's a shame. And I think that's an important point. And also I think a support group for volunteers where they can support each other, learn from each other's experience and not feel too lonely, feel that there are other people in the same position as them having gone through the same and having found solutions or helpful tips or even only support or even only been listened to and understood is so important. So that's a very good point as well, I think. And the last thing is about the training. I think things in writing such you can then take home and look again at your leisure as and when. That's quite helpful. And signposting because there's always a support groups or organisation that can help you when you're feeling low or a bit lonely or a bit lost. So all those things are quite important as part of volunteering, I'd say from my experience anyway. |
| I1  19:43 | Lovely. Thank you. That was. |
| V6  19:43 | And obviously, things that also feelings that you are being appreciated so having some thank you from time to time and feeling you're really making a difference to the people's life to people you're supporting and helping. That's also very nice because I think a lot of people do volunteering because it's rewarding. So if you're not really appreciated you don't, you're really struggling and nobody cares or realise that the case and you know it's tough. |
| I1  20:13 | Yeah. Great. Thank you. That that's really clear. [V4], I think is next. |
| V4  20:23 | Yeah, I've got [PEOPLE I KNOW WITH LEARNING DIFFICULTIES], so I do a lot to help them and I think there are a lot of barriers. The people that already have difficulties like take up a lot of time and they have to work as well. So I think that always online options are helpful, but I believe face to face is very valuable as well for people. If you've got the ability to do that. But if there are options. People to join in and help, maybe volunteer online and help facilitate groups and things like that. That's always quite useful. |
| I1  21:04 | Great. Thank you. [V5]. |
| V5  21:11 | Uh, just a couple of examples among many. As I mentioned earlier, I was volunteering for a gentleman [WITH DEMENTIA]. So initially we were going for a walk and Alzheimer's Society from Newcastle did have an excellent matching in a way. They organised that interview. So I went to his House and I had a good long chat about his wife and the worker who was there present at the time. But we've agreed we were going together for a cup of coffee or juice or something like that. [I LIVED VERY CLOSE] so I was able actually to go and have a book with that gentleman. And then how the illness progressed. He was moved to the care home. And literally one of the obstacles for me would be that I was wondering if I'm making any difference because he couldn't talk, but the only sort of thing which I believed help me to continue to do that, was that he was sort of happy-ishman. He saw me coming and spending the time with him and chatting and trying to make conversation, which didn't happen. But I still told him stories and so on. So I stayed usually for an hour and so on. And then that gentleman died literally nearly a year ago. And I continued to talk to his wife, who is 86 at the moment, and I go every Monday from 5 to 7, helping with the IT needs and using iPad, iPhone. Sort of trying to send emails and stuff and yeah, one of the obstacles is that she's forgetting things. I have to repeat every now and then the same stuff which I've told her how to do, but talking about benefits. It’s priceless that you know the feeling that one might have at the end is just a feeling of satisfaction that I helped somebody to alleviate the problems in their lives, and I remember one of the quotes of one of the famous Americans that the time said there is no joy in getting. But that is joy in giving, which is really sad to be tries, shaped by rotating experiences with whoever I rotate with. So there are lots of benefits. People feel good about themselves. They try to make a difference, which they do, and I would recommend it to anyone. Talk to everyone in a way. |
| I1  23:42 | Lovely. Thank you. Really lovely examples [V5]. Thank you, [V3] |
| V3  23:48 | And yes, I've been volunteered in a charity shop before and. And yeah, It help me gain some more skills and also give me a call satisfaction. And I also have a relative or family member who has [A LEARNING DIFFICULTY]. So I help them with a lot of stuff. And because they're not able to and not just to disability. And so I suppose some benefits of that is knowing that, I found a member, has needs are being met, and they're not being discriminated or disadvantaged by others or they're not being harmed. Barriers dispose of it is. You have to kind of. I don't know, like in plan. I suppose it's timing. You know you have timing constraints and you may want to do something you may have to plan around, you know that, you work your health, your support. I rang that support that you provided me with the relative the phone number and you know your other commitments another work. And so that's one bad area. And yeah and also, taking part in reset can be difficult and if it's part of your… Hard for me to travel and to that. |
| I1  25:46 | That's great. Thank you, [V3]. [V7]. |
| V7  25:53 | Hi I just had a couple of things about the benefits during lockdown, there was a local charity who started up telephone calls for people who were isolated in their homes. And one of the people that I got to speak to was a person with fairly advanced dementia. She was so forgetful that I had to reintroduce myself and say you asked us for a phone call and here I am and my name is and introduce myself again. But in the course of the conversation, she often forgot the word that she wanted to communicate.  And so she said to me, I've forgotten what the word is. Do you speak French, [V7]? And I'm saying, oh, I don't. Do you speak German? And I'm going. Oh, I don't. And we got on to Arabic and Chinese. And this woman had 6 languages at her fingertips. And she knew this word. And it was a quite a shock to me, to realise that I was talking to a person with dementia who had better communication capacity than I did and it give me a shock that it's these people are not always in deficit. It's just an unusual kind of thing, that they an unusual problem that they've got. So I think the benefit that the people with dementia have for other volunteers for the well-being mentor is as great as the well-being mentor maybe helping the volunteer and the other thing that I thought was that [SOMEONE I KNOW] never accepted her diagnosis of dementia. She was occasionally able to say, do you know I've got a terrible memory and we could say, oh, that's a shame, let's help, but she wouldn't actually agree that she had a diagnosis. And I think if she had been with other people with dementia that she may well have begun to understand that it may be not as awful as she was imagining her future to be, but on the other side of that coin is the obstacle, that a volunteer who's just been diagnosed will be working with people who have a disease that's more developed, and so I think they need to be protected sometimes from the idea that this is what will happen to them, to watch other people deteriorating. So I think that might be a problem and that was all the things that I could immediately think of. |
| I1  28:11 | Yeah. No, that's absolutely the idea that we get people not volunteering in a dementia cafe or a dementia setting. But anyway, it could be city of trees or… |
| V7  28:23 | Oh no. OK. |
| I1  28:27 | Time keeping for a rally or by posting for a rally or whatever it might be at that people find interesting. So maybe something that they can do that's not too demanding, but it brings them in, you know or, or fits their skills, you know if it's somebody speaks 5 languages, it's that's really or six and it's really quite humbling, isn't it? To try and find them something where they can actually make benefit, have a benefit or use that to their benefit. So I absolutely agree, This is why we do this because one of the things that people are sort of afraid of is to see what's going to happen to them. So dementia Cafe's tend to be for people with more advanced so, some people are really happy with that, but a lot of the sort of very early stage ones are not terribly happy or interested in attending them. Whether they accept that their diagnosis or not. So yeah, thank you. Thank you, [V7]. [V1]. |
| V1  29:37 | As I said before, I volunteer in a lunch club and one thing first of all, that the benefits of volunteering, what's I thought it was particularly these days where councils are going to be cutting back on services, there's going to be a lot of money that previously would have been spent by the Council on services that they're just going to withdraw services and so obviously volunteering. It saves money and so on and people giving their time. And I then went on to where it has about the obstacles, and I'm also thinking, I don't know if I'm jumping the gun here, but I'm actually thinking of the dangers that sometimes arise with volunteering because there's things like monitoring standards in organisations and people are sometimes actually frightened of coming forward and volunteering in case they put themselves in a vulnerable position. In case they will encounter a dangerous position or in case there will be accused of a misdemeanour. So I don't know if that if you is involved at all. |
| I1  30:56 | Yes, obviously that you know we're talking about people who are classed as vulnerable, whether by the government, in any case on a healthcare system, whether they regard themselves as such or not. And that's obviously something to consider. So I think that is one of the things why we would in the previous Co-design sessions. We thought what a Christmas break when we started those discussions. We had people. So suggesting that maybe we could have such a thing that, another volunteer healthy volunteer to support them. Potentially in with the volunteering. So, we called them volunteer buddies, so that would help to ensure that there isn't these kinds of issues that people are protected in all ways. That's another challenge of how we get hold of those. But we're working on that. So we're thinking of two or three different ways in which we could potentially recruit those kind of volunteer buddies. And obviously then they would need to be trained. So we're working on what that kind of training should be. |
| V6  32:19 | Something else that came to my mind. He's also a person of liabilities. I think you need to know as well what you're liable for as a volunteer, because I felt often in the NHS, for woman volunteer, it's not very clear and they expect me to take on board a lot more. So my training and my abilities really are about. I am there as a mental health nurse, a social worker, care coordinator. You know all the things and sometimes it slightly [can’t hear clearly] occasionally if you put message advice on medication. None of this is difficult for secretary from time. It’s really tough. I mean we have a lot of knowledge. Not all of this knowledge for sure. And I have been made liable or reliable on all of these. And I think a lack of control and the lack of support when things like that happen, I'm supposed to be there to sign post, but then he says nothing to sign post with to. Or if I don't know what to sign, post this was that specific problem. Then I end up feeling, it's up to me to try to help, which is putting a lot of things on my shoulders. A lot of responsibilities. And if I don't have to support for it, does it help to tell me what to say? Then how do I do? And. And you know when the financial situation of one of the lady I was reporting, I can think of was really, really dire. I felt nobody else was helping and I ended up having to. Feeling I should give up my own food, some of my own food at times. cause. I was feeling so sorry for. And this is so wrong. And then I was told you shouldn't do that. But when you have people crying because they're so hungry and feeling so let down by society and by the services which you do. I'm very nice and sensitive. And I felt I was one of the answers I might have to see that I could do to help a little bit. And why not? I knew he was not something I should possibly do? But I didn't feel as I was any other solutions and I felt I was put in that position and that was not fair. |
| I1  34:17 | Yeah. Yeah. So there needs to clearly be someone in touring. And also I think some careful selection, where people get to volunteer.  To ensure not to put them in these kind of impossible situations, I think you know what that would be. It is also obviously one after things to look at. Possibly to establish close links of the dementia organisation who might be delivering the service to their clients. But who obviously needs to then have that those links to the volunteer organisations to ensure that that, that, that, you know connection is working really well. Thank you, [V6]. |
| V6  35:06 | And [UNCLEAR] and responsibilities and you know who is supposed to do what and who do you go to when things don't go right and you need support and help? Who's going to actually help? |
| I1  35:12 | Yeah, yeah. Yeah. So yeah, so clearly, I've written down sort of agreement almost would be helpful. Thank you, [V7]. |
| V7  35:26 | Hi, [I1], you just said where will we get the well-being mentors for? And I just wanted to let you know that if you had asked me if I wanted to help [SOMEONE I KNOW] and to get some training, I would have leapt at the chance because not only would I have known that [THAT PERSON] was safe and in a situation that I was happy for her to be in, but I would have appreciated any training to help me support her at home. Because, when you are supporting a relative with dementia, you're not actually an expert, you're kind of like having a young child. You know you only learn about the next phase when [THEY] get there, you know? So I would have leapt at that chance. It would be good for the family member as well as the mentor. I get some thought of that. |
| I1  36:07 | Yeah, yeah. Yes. So we yes, so thank you that that's really, really lovely to hear. Yeah. So, there will be different ways that we're thinking off at the moment, how this might be facilitated. Obviously, it would be at a local level. It needs to be reasonably local people. And how we can do that without too much burden on the dementia organisations who are already very busy. Or potentially it's something that the volunteer organisations could offer. As an understand. So that's one thing that we will have a plan of the opportunities that there are of how to do it and then hopefully we will get follow funding. To then try and really set up the whole service, because so far we've only sort of trialled the first three sessions. Now that we're developing the concept for the whole service. And we then will apply for further funding to try and put the whole thing in place as a as a trial. So this will go on for a few more years, yet we hope.  Shall we go on to the next page possibly? We have already covered much of that, but perhaps if there's any further thoughts. Oh no, come back. Any further thoughts, anything that we haven't covered in terms of the volunteering? I think you've already mentioned most of it in terms of people with dementia. If there's nothing specific jumping out, we'll just jump ahead. You can always if something comes to mind. Here we come to the volunteer buddies, so we're going to give [V7]. You've already taken us into that. So to volunteer buddy it's somebody who supports people in a volunteering again, and I think we already had some of those things. Do you have any thoughts about some of your experience of supporting other through volunteering. And any advice of what to consider? So I think we covered most of that already as well. Is there anything else that you would like to add that we haven't covered under the first question?  Nope. In that case, we can make good headway so that we have time for the second session as well later. Yes, training regarding volunteering and safeguarding. We obviously we've been looking into that already. We've got dementia organisations tend to have some information on dementia training and offer dementia training and safeguarding within their areas. Volunteer Organisation offers some volunteering, training and safeguarding. What is your experience? Again? You've touched on that, but I think it'd be really good to go further into this. Your experiences with training, with preparation to go into volunteering, perhaps we can go a little bit more into detail of how that, what tasks are being agreed, those kinds of things that you've already sort of mentioned. [V5]. |
| V5  39:39 | Yes, just thought I was. It was about a while ago now, but I was organising induction session for volunteers. This is very important, in which case you would sort of raise issues related to safeguarding health and safety, GDPR and that sort of stuff. And so if you're talking about people who are going to be buddies, I presume that they would need to go through the training in order to try to provide sessions with people who are potentially going to involve in volunteering and one of the things I believe I feel very strongly about is, as you already mentioned in your presentation, there is trying to explain benefits of volunteering for potential volunteer who would be doing that. Just to show to the people that they can really definitely enjoy that experience and they can be supported to that period of time and very important to be shadowed, especially in the beginning to make sure that they settle well. And then whatever is expected then to do, then they will be more ready actually to try to enjoy that experience rather than say, oh, I'm not up to that. I overlook some of the points of that. I'm not happy. I couldn't do it. So you have to actually look at both sides as a mentor and as a potential volunteer to, to try to alleviate potential misunderstanding in the future and make sure that they do clearly understand what will be asked from them to do in order actually to get, to stay longer rather than shorter in their period of volunteering. |
| I1  41:15 | Excellent. Thank you, [V5]. [V1] |
| V1  41:21 | I think there's two areas that have to be covered by the training. Whenever you go into a volunteer organisation and one of them is diversity because people don't always realise that they might be biassed in some way. So you've got to clearly have them understand what's involved in diversity and the other one is being discreet because people may not realise that they've got to be very careful that they don't give away any personal information. |
| I1  41:57 | Yeah, great. That's very, very important. Thank you, [V6]. |
| V6  42:10 | And yes, I'm not too sure how you're planning to do that, but another point to keep in mind is it's quite important to try to match the trainee and the volunteers because sometimes it's difficult if you have to support somebody whom with whom you have very little in common. And I think that makes a big, big difference. And that makes you know our role as volunteers a lot better and easier and more enjoyable and nicer. When we are with people that we understand, we have quite a bit in common with, so whoever is doing the matching, if there is such a thing, that's something to keep in mind and something to worth spending a bit of time on. Just having a word was as a carer, specifically of the person with dementia and the volunteer and trying to match people up properly. |
| I1  43:06 | Great. Yes, so with trainee. Match trainee and volunteer. So Who did you meant by training and volunteer? Now it's a trainee. The person with dementia. Who? |
| V6  43:20 | That's my training. Yes, that's correct. That's sometimes, say, training volunteers. But you're right, it's not clear. I shouldn't have said that. So person with dementia and the volunteer was supporting them so that you have a pair get on ways. Yes, volunteering buddy. So that you have a pair as I get on ways and have some interesting comments so that it's not so hard to just put yourself in their shoes and really enjoy being together and doing things together and trying to make them feel better about the time. It was a time they spent with you. |
| I1  43:54 | Excellent. Thank you. That's a very good point. [V3]. |
| V3  44:03 | Hello. So are we looking at both the questions, so the OK.  Now so for the first one, the training experiences, I think. Everybody say that it needs to be emphasis on providing tailored support to the person with dementia cause. like each person has that one kind of personality and their own traits. So obviously the support needs to be kind of needs to consider that you know so and also matching the person with dementia and volunteer buddy and. You need to like consider the backgrounds and you know see like. It's maybe. Yeah. So like for example, if the person of dementia has reversed and hobbies, like the dancing or something and that they, they used to do, and perhaps the and you, you look for trying to find a volunteer buddy who's he's into that as well. And then they could maybe build a rapport that way, because I'm sure people have dementia. They don't really want to people quickly anyway. Take some time and so I feel like maybe that would be quite good. And ensure more kind of hopefully it'd be. It'd be better. And also training. So for the person with dementia, I'm not really sure training can give, but I suppose, I think it's been mentioned, but maybe just emphasise their rights and because these people could be quite vulnerable. Well, it's well and so that they need to know what you know. Their rights are and… make it clear that their boundaries have to be kind of respected and of course same goes for the volunteer buddy. I just put the emphasis on the dementia because they seem to be in a more vulnerable position. But at the volunteer have support in place for, any kind of problems if they're, maybe person with dementia is pretty kind of unsafe towards them then you know there needs to be kind of mechanism in place and for that situation as well. You know I'm so that is a safe environment for everyone, yeah. |
| I1  46:48 | Yes, absolutely. So support for the volunteer buddy as well. In terms of, because that's kind of you know can be quite difficult task as well, so. Definitely support volunteer buddy as well. Great. Thank you. [V4]. |
| V4  47:13 | Yeah, I mean, I don't see by you couldn't do something, some kind of training with people with dementia so that it feels like they're bringing everything together. So the people that, the volunteers that are helping, and then the people that are being involved as well. So people with dementia participate in. I just think maybe something joint would be quite nice. But I do remember back where I think [SOMEONE I KNOW HAD A MENTAL ILLNESS] and I was gonna do something for a University and be a mentor, but I found that it got a bit much because it was the kind of things they were asking for and it just felt that I was almost going to be giving up my entire identity and it could have been a risk. And I suppose that's I think someone else mentioned something along the lines of that data protection. I think that's something we need to be really careful of. |
| I1  48:07 | Yeah, that is obviously an issue that needs to be carefully looked at how that's covered within a training how there might be, guidance also you know sort of by the…. on the volunteer buddy perhaps to help you know if there's issues because people with dementia depends on, you know how it affects them. We all know that you know it's such a diverse condition that affects people so differently, but some people get more sort of half disinhibition, so there can be a little bit more outspoken. So, so. So some of that might be an issue, [V7]. |
| V7  49:05 | I'm just quite taken with how difficult the volunteer buddy situation may be, because I don't have experience. I don't have any training about inducting people with dementia into a volunteering role. But I have experience of managing employees and of managing volunteers and a volunteer has to do everything that an employee has to do, but they also don't always have good management because it's very difficult to manage an employee because you can't, ask them as forcefully to do something as you can with somebody that's being paid in paid employment. So I think you've got a lot of things that need to be managed and then also the person has to be aware of the quirkiness of the person with dementia in that they may forget what they've been told to do, they may occasionally think that something's been stolen because they put it down somewhere, and now it isn't there. When they went to get it and they've forgotten that they moved it, so it's a really it really needs. |
| I1  50:06 | Yeah, so building up trust. |
| V7  50:11 | I think there's a building of expertise in this whole situation. You need some people who are extraordinary in this buddy, in this buddy role because of all the, all the things, all the balls that they're juggling, of being a volunteer, not an employee of managing somebody and of managing somebody who is not quite ready to take instruction, perhaps, or forgets the instructions. So yeah, it's a real key role. Important to know that. |
| I1  50:38 | Yes. Yes, so that's good. Yes. So we are thinking of you know overall training for the volunteer buddy. It's probably quite extensive. So they need to have training in dementia awareness. So for example, been looking at the training that the Alzheimer Society offered, they have quite an extensive package and we discussed with them what they thought would be the required training from their point of view. There's obviously safeguarding training for people with dementia with regard to dementia aspect, then there's the volunteering training, which a volunteer organisation might be able to provide. So if you have an experience as a volunteer and any training that you've received through a volunteer organisation, we'd be really interested to hear about that. But also then safeguarding is with regard to the volunteering itself. So I think you know it, it it's quite a package of training that they will receive and it could be a benefit. So we were thinking of it could be perhaps help students from health and care at the social care course or so who want to get this as professional experience or something, whether we could make that something that's certified as it were in terms of. But there's also other schemes through which we could recruit these kinds of people. Potentially that already exists where this might be an appropriate thing to do. So that's something we're still looking into because we are aware, but it's really good that you emphasise the importance of that role. [V6]. |
| V7  52:28 | Despite having suggested earlier that family members might like to do it, I'm just beginning to realise actually how much training it would take. |
| V6  52:40 | Yes, there's some things that I seem have understood that I'm not too sure. And as I miss some of it, that's maybe why I'm a bit confused now and if I haven't assumed rightly, I'm quite concerned with it, to be honest. Was it said that some of the volunteers would actually have dementia themselves, or did I misunderstand? |
| I1  52:59 | Yes, the bullet we're looking to develop a service for people with early-stage dementia, obviously you know with emphasis on early stage we could develop it into sort of even earlier stage of mild cognitive impairment. So, it obviously needs to be carefully monitored. That's why they would have a healthy volunteer buddy to support them in. |
| V6  53:23 | Right. But I want you to have a stage. Right. So the volunteers would not have early stage dementia at all. |
| I1  53:33 | Yes, the volunteer would, but the volunteer buddies who support them would not. They would be healthy volunteers. |
| V6  53:38 | That's what I mean as volunteer a volunteer person was supporting. |
| I1  53:40 | Buddies, they're a volunteer buddies. OK, as opposed to the volunteers. |
| V7  53:44 | There are two volunteers. There's a potential volunteer and a volunteer buddy. |
| V6  53:47 | Person does not have dementia at all. |
| I1  53:50 | Yeah. |
| V6  53:52 | OK, alright, I'm up here with that now. Sorry, I'm gonna be confused, but thanks for that info clarifying that make sense now thank you. |
| I1  53:59 | Good. [V5] |
| V5  54:01 | Just a question really are we expecting volunteer with dementia to be with buddy all the time or they give people volunteering on their own? |
| I1  54:12 | Sorry, say that again. I didn't catch that. |
| V5  54:13 | Are they going to be shadowed all the time? Or volunteers with dementia are going to be volunteering on their own? |
| I1  54:21 | Again, that's something we would have to figure out. I think it depends on the context and the original person. if you have somebody who's really early stages and they've been working well and the volunteer organisation has confidence, I think it would be very much dependent on about case by case basis that agreement with the dementia worker and the volunteer organisation. |
| V5  54:41 | Yeah, there is asked really just for one simple reason they do need in such a case to have like good line manager or somebody who is being to be completely aware of the potential problems they might face. And I would say that so maybe monthly or even weekly supervision sessions, no matter how little they might be 10 minutes, 15 minutes can maybe iron any problems that might arise as a result. And they need to have dedicated time for that line managers need to really spend some good quality time with volunteer. Make sure that everything is going smoothly, otherwise people might find that they're too busy to pay attention to such a volunteer, and that could be getting out of hands. |
| I1  55:30 | Yes. So I think that's a careful balance. To some people might just simply say, well, they'd be happier to have their volunteer buddy along all the time. Or maybe they'll manage it for the past half year with just sort of having touch points with the volunteer buddy after the initial sort of training phase where they've shadowed other volunteers where they've been accompanied by their volunteer buddy. And then maybe for a while they can do it, can do it without, but then once they've find that things get a little bit more challenging. Maybe they might indicate themselves. So that's why there needs to be a careful sort of monitoring process both through the dementia worker / sort of well-being mentor as well as the volunteer buddy stroke, the volunteer organisation manager. So everybody has to be on that page. [V1]. |
| V1  56:33 | I'm just wondering actually because they run into problems if you start to lose confidence in your dementia volunteers. |
| I1  56:43 | Sorry, say that again. |
| V1  56:44 | I'm just wondering what happens when you lose confidence. Yeah, saying about having confidence, but if you don't have confidence in your dementia volunteers, I mean, presumably the dementia is going to have more of an effect that they are going to deteriorate. I'm just thinking, have you actually thought of what happens if the dementia deteriorates to such a level that they can’t… no longer be trusted to volunteer to do certain things. |
| I1  57:19 | Yes. So earlier a slide where there's a sort of iterative process. So they have a regular check up or review session with the well-being mentor. Thank you here in that note. Yeah, yeah. In that lower line. So we've got the introducing shadowing training to get into the volunteering and then there's a regular review session with the well-being mentor, there can be input from the volunteer organisation to volunteer buddy to that session to review where they are so they could either do good to continue so there could be different outcomes from that session, there could be feeling confident and all the signs are that they're capable of continuing to volunteering at that they're doing at the moment or they might change to something that's perhaps less demanding after half a year to swap to something else that's less demanding, that they're able to do at maybe the start with external volunteer volunteering after a period, they go for internal volunteering where they volunteer within the dementia organisation. For something where they're much better safeguarded because it's all within the health, the care environment. Or simply something easier. There could be as part of the transition instead of remaining a volunteer that might just become a participant of an activity. And then the last step should be recognition along the way for what they achieve, but also something perhaps at the end that's a celebration of what they've been achieving and at which point, perhaps they then are ready to start joining a dementia cafe, so we do see this as a progression. So at that we're looking to build that in. Does that make sense or do you have any thoughts on that? |
| V1  59:37 | Thank you for that explanation, yeah. |
| I1  59:42 | Does that seem reasonable, or does that? |
| V1  59:44 | And it will seem yes, it seems reasonable, yes. |
| I1  59:48 | Good. Shall we, as we are there, we're thinking of? We still need to design the app that this review session or the well-being session #4 which will be that review session. So we wanted to ask do you have any experience of monitoring or review and volunteering activities? So [V5] particularly you might have some ideas there. Do you have any experience, or do you have any experience of someone stepping out of volunteering? How this was managed, recognised etcetera? I think that was a very nice lead over into this. Final question of the session, this part of the session. [V5]. |
| V5  1:00:35 | If I may just to add, you know to that I definitely did have experience in trying to review it, but we call that really supervision sessions as such. What is important especially at the beginning to make sure that people do understand exactly what is going to be asked from them to do, just to really make sure and clear that this is the things which we expect you to do. And then based on that throughout the period of time, would that be a month or two or three you would then reflect on that and review the progress of that efforts to support the chart in my case, so and then we would usually ask, is happy is the ideally happy to continue. Are there not if they're not what potentially they might be training or development needs. And in such sessions which I said you know we they don't need to be in long, long sessions but something really straight to the point to make sure how do they feel. How are they feel they have matched into role what they're going to do and if they are not how we can from our end support them to stay with us for longer to make sure that you're comfortable, they can feel that they're benefiting from, from that experience. So, these review sessions for me are really important just to make sure that people do understand what is asking them to do. Some of the people would like to do more and above of that, which could be fine, but there is a minimum standard which one might need to produce in order to try to satisfy the plan which was put in place. Then they've started to, to volunteer. So I think that that's quite important just from sort of manage expectations. So people can really understand, you know what exactly they are there to do, yeah. |
| I1  1:02:19 | Excellent yes, that will be really critical, clearly. So we we'd expect to work with some volunteer organisations or volunteer managers closely to really talk about. the detail of that so. Excellent. Thank you, [V4]. |
| V5  1:02:42 | And just watch that second bullet point. I do apologise. Stepping out of volunteering, this is something which we already raised how important it is to people understand you're not to share information, not to get… I wouldn't say too friendly, but just to make sure that they maintain that boundary between themselves and volunteer. Because it happened in my case that some people really overstepped what they're going to do and they get engaged or closely involved with the people they were supporting as Volunteers, which is again definitely against the law…. The rules which we might want to see, and that being conflict of interest or you know something we want to see since they are since we were providing volunteers for people who are who are in special needs, such as, in my case it was homelessness and addiction. So it's crucially important to bear in mind that there are boundaries that people can understand and to try to do their best, not to understand them. |
| I1  1:03:40 | Yeah. Great. Very important point. Anything. Sorry. It was [V4] |
| V4  1:03:53 | I think it's a big responsibility and I'm just wondering about how many hours would you be looking at that person doing and how often. |
| I1  1:04:07 | I haven't really sort of determined that yet, but I don't know off the cuff. I don't know what would you suggest? |
| V4  1:04:19 | I suppose it depends on their own commitments and how difficult what they want to put in. Really, I suppose that would be a frank discussion at the beginning really. |
| I1  1:04:19 | I think so, if that's once a week or once every two weeks or every month, I mean obviously I think there has to be a benefit, a balance between if it's, if it's, too rare, if it's just once a month. It may not have the benefits for them in terms of the social engagement and a cognitive benefit that one might like, but. If it was two days every week it you know it's likely to be too much so. Something you know between I don't know half a day, a week maybe. To begin with, if they're really quite fit. But again, it also depends on the age some and how quickly the disease progresses. You know some people was early onset dementia are at the beginning obviously you know really well in you know. Still very much in the sort of work spirit and want to do things, but their dementia can also progress quite quickly. So again, so they might be able to do something more demanding to begin with, but for relatively short period of time. I think again this is has to be done in together in assessment together with the dementia worker. So the one at the dementia worker who we are working with, she's very, very conscientious, conscious of those things. We've already had some of those discussions during the well-being mentor session that we've run. |
| V4  1:06:12 | OK. Yeah. I mean, I think maybe you need to kind of map out what is required and how much time that would all take. Then you might be able to share that out then? |
| I1  1:06:23 | Yes. Yes, we probably do well to. to map out the time for everybody involved. That is very true. That is a good suggestion. That was [V4], wasn't it, [V7] then? |
| V7  1:06:56 | It's going to say, apart from being muted just there, my Internet connection is going in and out, so I hope you can hear me, but I do have some experience of monitoring or reviewing volunteering activities. Because I'm a trustee on a national charity which gives money to volunteer organisations, which we look after homeless people and the situation of transitioning people out of volunteering is now quite common even in employment because people are no longer obliged to leave their employment at a particular age. You have to use different criteria, which is their competence for the rule. And so it means that for every rule you need to know exactly what the standard, what a good standard of doing that job is. And so at your review period, can you still hear me, [I1]? |
| I1  1:07:49 | Yes, yes, we can hear perfectly. |
| V7  1:07:50 | OK, so. So at the review period, somebody needs to be asking what's an acceptable level for this task and that task and this task. And then the people who need to decide whether the dementia volunteer is up to standard. Are the organiser of the organisation, like the manager of a charity shop for example, and the volunteer buddy and the volunteer with dementia themselves? And they need to have a discussion as to whether the work's being done to the right standard. And then there has to be a system for assessing what happens if there's disagreement. If the volunteer says, for example, I can still do it and everybody else is saying maybe not. So there has to be that sort of conversation. And then moving out of employment has to maintain the confidence of the of the volunteer of the person with dementia or else, the whole activity has fallen short, so it has to be giving them easier tasks or shorter hours or something like giving them an advisory role. Saying OK, how did you feel as a as a dementia person in this or in this pathway and at least you know? |
| I1  1:08:54 | Yes, it's counterproductive, isn't it? |
| V7  1:09:11 | So anybody who feels themselves more competent than they are could fit into that category. please give us advice because of course you don't need to take it, so that's my thoughts about that. It mirrors really how employment is ending now for very many people not by age but by competence. |
| I1  1:09:30 | Yes, very good point. |
| V7  1:09:33 | I hope it made sense. |
| I1  1:09:35 | Oh, absolutely. Thank you. Anybody else anything to contribute on this particular one? If not, I think we are at the end of this session of discussing the aspects of the volunteering. Have we?  Oh, no, sorry, sorry. I missed 1 slide, sorry. One of the things was whether you have examples of recognition for volunteering, sorry. And can you give us an example? |
| V7  1:10:36 | I think I think certificates is a great idea. Sorry, go ahead. |
| V6  1:10:37 | Do you mean official recognition? I was asking official recognition. What do you mean by recognition? |
| V1  1:10:48 | Say for example, volunteers who go through the CVS, that's the Salford Volunteer Services. They can get a certificate of, let's say they've done 100 hours or 200 hours or however much, so you know it's a little certificate. It could be just that, or perhaps it could go beyond. We're just interested in hearing at what you. Whether you've had any experience of that. |
| V6  1:11:20 | While I was working in the charity shop after 10 years as I would do a little do so they would invite you for a drink and some nibbles to say thank you and recognise your effort. The NHS, at least it was a trust in which I am every year we have volunteers recognition award day where volunteers have got a chance if they wanted to present a few slides for a few minutes and we all have nobody sensing drinks and nibbles, I mean being the NHS, obviously no alcohol or anything like that, but you know. Yeah, some sort of. |
| I1  1:11:59 | Brilliant. Thank you. |
| V6  1:12:01 | And yeah, enables and it's a whole well it's cost of the day. It's a nice thing to do I think in the past we've also had occasionally a restaurant out, you know Taken for a meal. And that was around Christmas yet again to say thank you, but that's ongoing volunteers, people who have volunteered during the year. It's not all the volunteers have got on the list, which I think is fair enough, but it's a nice thing to do. Yeah. |
| I1  1:12:28 | Yeah. Brilliant. Thank you, [V7]. |
| V7  1:12:34 | Yes, I had. Well, you suggested earlier certificate which is an obvious thing. I think that's a lovely idea. You can do the normal things have you know send them off with photos with colleagues that they've worked with as they've been doing their service taking photographs you know and sort of giving them collection of photographs at the end. You can have a small gathering as [V6] just suggested. It used to be cake and tea, but I guess cake's not invoke now, but something like that. Just a small get together and also some volunteers may appreciate keeping in contact with people that they have made connections with, other dementia volunteers, as well as their buddy and they may appreciate a small present. I was going to say a small token like you know something for a couple of pounds, which is a memento. But actually, [V6] mentioned taking them out for a meal and that's also a lovely thing. So, there's a there's a big list. |
| I1 | Yes. Lovely. I think the photograph one would be very important because it allows for that reminiscence aspect once they finished and recollect. You know Yeah, we could |
| V7  1:13:48 | Yes, I agree. |
| I1  1:13:48 | Thanks. Great. Thank you. Thank you, [V7]. |
| V4  1:13:50 | Oh, you are, another one is a little Christmas present. Something really meaningful, even if it's very cheap. Maybe a toiletry or a little mirror or, something basic, but which is saying we appreciate. Thank you. |
| I1  1:14:03 | Yes. Yeah, exactly. Great. [V5]. Thank you. |
| V5  1:14:14 | Hi I just really want to raise a few things which we did in our charity usually, but we aligned our volunteer recognition strategy with National Volunteer Week, which runs every year from 3rd to 7th of June in this country as we organise a number of activities that would be like organising a BBQ for volunteers or coffee morning or maybe taking the cinema or something like that and the usual as you presume certificates are very popular at some point I've managed to source some a little presents like you know. Little toiletries, as it has been mentioned, and so on. Amazon vouchers and so on. But All in all, at the end of the day, what they really appreciated is one thing. If we have a member to say thank you to them, this is the most important thing. So that certificate was of more value than if I was giving them some present at the end of the day, knowing that we are a charity, that we have limited resources. They rather wanted to put these resources into helping our clients rather than help, helping them to buy stuff, to buy stuff and getting stuff. So that remembering sort of to say thank you and so they can say, you change somebody's lives. Thank you for that. That was really something which was very powerful. And nowadays in the social media era, there is no excuse not to say thank you to your volunteers. Nice picture on your Facebook or whichever media you might want it to be saying thank you to your volunteers, especially if this comes from the Board of Directors or the CEO. This is something which is very powerful, and people explained that it meant really a lot to them, and of course you know the Christmas parties and stuff. I'm not going to mention, but these are the things which we get as feedback that they were really happy of being recognised in such a fashion such a way. |
| I1  1:16:04 | That's great. Thank you so much. That's really great insights, [V3]. |
| V3  1:16:13 | And so, I suppose, I've obviously volunteered to like mention in charity shop and I know it’s, like kind of snacks for volunteers, to have, after or during their shift. And so that I find that was really nice and made me feel appreciate also covered travel and because I'm outside. For me to be for me to travel, to get to the charity and then not, be up, be out of pocket basically. So, I suppose it's not even. Yes, it is basically, you know appreciating, you know. Volunteers do just, support you and also. Oh, Oh yeah. And there's another actually volunteering opportunity that took part in this was online. So, it was. Yeah. So, I like that because they really appreciated you my contributions and you know they. At the end as well, they just really kind of you had to kind of show conversation about it as well. But the work that we did, and they were quite, they were quite happy as well to try and look at the we only mentioned that they'd be happy to write a reference you know for any other any you know future employer or anything. So, I find that was really nice touch you know because. made me feel like because I wasn't even sure if I'd be able to get a reference from them because the work, I was I did for them was online. It was private, but I like that the offer was there and they obviously it was, yeah, it was a good gesture. And I suppose from that. Kind of understand that you know notifications. I mean certificate if it's possible. If is there, if yes certificate or basically get recognised for your volunteering is quite important and you know and you know being providing references so that people have an opportunity to kind of grow as well, professionally and I think these kinds of things are really helpful. |
| I1  1:18:38 | Right. Yes, that's an interesting thing and idea as well. Thank you. Thank you. [V3]. [V7]. |
| V7  1:18:48 | Well, just before [V5] spoke, I did remember that I had forgotten to say there are other ways of saying thank you other than a certificate, so I'll just add to it to that, thank you letter that he suggested that it's it mustn't be a circular thank you letter. You know that it the most valuable letter I've ever had said we loved it when you did this and thanks so much for doing that so maybe mention the shop that they were working in and the colleagues that they were working with just to make sure that any thank you is genuinely personalised. |
| I1  1:19:17 | Yeah. Great. Excellent, yes. Brilliant. Anything you can think of that you want to add at this point? Right. So, we are running quite a bit later than we had anticipated, but I think this was a really, really important and useful discussion. We do actually. So, I have a proposition now being flexible as ever. Just looking briefly at the website and because we have another session next week. Then you have time to look at the website during the week. If you want to, or we can review it at the beginning of the next session and then look at the website. The reason why we've started developing a website is we as [I4] mentioned originally, we had a booklet. We still have the booklet, and the booklet still much loved by people because it's a hand on thing. But what it does not allow is to share any insights about the activities that interests and activities they want to do, decisions made about how they want to facilitate that. So that's why we in fact you know our wellbeing mentor in the first trial suggested it would be useful to have this online. So, the notes that she could she takes can be shared or at least part of the notes can be shared with. The person with dementia. With their carer. And potentially and also with the volunteer organisation so that everybody knows what's been agreed. So, it comes a little bit back to that safeguarding to having a clear plan. So we're working on a digital platform for that to allow us to allow that sharing that organisation of the service. |
| I4  1:21:45 | I have put the link and the login and the password and at the chat box so. I think it's just a digital prototype that's not completely done yet. |
| I1  1:22:00 | Yes. So, this is work in progress. It we've given you 2 profiles here that we've the ones that are most developed at the moment, which is the well-being mentors. So, the dementia worker and the volunteer that is the person with dementia looking to go into volunteering. So not all the texts are yet is correct, yet quite there are bits where we have the bits that are just taken from our booklet. The well-being mentor session and the interaction to the service that were developed previously that they're reasonably well developed, but there are other things that are in progress. So, we've put some temporary texts there so. So, this is really about not necessarily every word. Don't check every word. But it's about in principle, what should the pages have? Do the pages work? How would you like to go about we could make today a longer session and quit next week, or we could give you some time to browse. And then we come back next week and go through the questions. We can tell you what the questions are going to be so that you have an idea what we're going to ask you what, what you might want to look for. By way of Co-production, would you like to suggest what your preference is? We can e-mail the link, yes. |
| V5  1:23:49 | Easier or better the second option, because we can, then we'll try to reflect and try to concentrate exactly what you would like to get out of it. Yeah. |
| I1  1:23:57 | I think so. We had a long session. It's better if you have some time. If you want to spend that time to actually look, go through the two profiles. As a side, there's still some things that are quite right. For example, we have all the training options in the profile for the volunteer at the moment the volunteer would not like to see all these options. But it would show you what's on. You know what potentially is on offer? Some of the full spectrum would probably be available to the volunteer buddy. Not everything would be required. Of the of the actual volunteer and some things may be missing. So, within the things that we said today in mind, if you can have a look through and see. So we've got something about award, we have something about training. I can very briefly show you how the site works. I should just share my screen so you get an idea of what you're looking at. So I will sign in as the volunteer. Oh. So that's one of the things there's still a few bugs as well. If you get that, it's best to log out and then just click on the logo again. I don't know why it sometimes does that. Try that again. There we go. So there are still some things we're working on, so this is the main. Up the front page with the with the menu. The layout is not quite tidied up yet either, so apologies for that, but there are things about….(illustration of the website) |