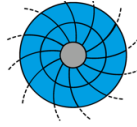




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ImpACT GROUP

OUR SPECIAL FRIENDS & ANIMAL COMPANIONSHIP SUPPORT

Summary of Workshop Outputs

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5th October 2021

Animal Companionship Support Services/Our Special Friends

Interactive Co-creation/Co-production Workshop

Tuesday 22/06/2021 14.00 - 16.00hr

Using MS Teams

Summary

Introduction and Overview

A two-hour virtual workshop was undertaken with stakeholders¹ of the Charity 'Our Special Friends' with the intention to: 1) co-create a shared purpose and understanding for 'Our Special Friends' to inform future direction and strategy, and 2) to clarify the concept of 'animal companionship support' to inform future research about its benefits and impact.

The workshop processes are outlined in Appendix 1. This report provides a summary of the workshop outputs arising from the data generated, specifically; the shared values and beliefs arising from the introductory passions (Appendix 2); the Mentimeter activity across three questions (Appendix 3); the MS Teams 'chat' analysis (Appendix 4); and the distillation of the analysis into two frameworks, 1) the concept of 'animal companionship support' (Appendix 5), and 2) an implementation and impact framework for 'Our Special Friends' linked to its purpose (Appendix 6).

Core Values

Four core values and beliefs (Box 1) have been distilled from participants passions, described when introducing themselves at the beginning of the workshop (Appendix 2). The first two are associated with the human-animal bond itself and are central to the concept of animal companionship support, and the second two focus on the main benefits of animal companionship support that the charity would like to profile, promote and further research.

Box 1: Four core values and beliefs

- A **human-animal bond** brings joy to life and wellbeing
- Animals provide **another 'heartbeat in the home'** for mutual benefit - someone to talk to unconditionally but responsibility to care for the animal
- Animals **helps vulnerable people to cope and recover**
- Animal bring, people and communities together **benefitting society**

Concept of ‘Animal Companionship Support’

The concept of ‘animal companionship support’ underpins the work of *Our Special Friends*. It is therefore important that there is a shared understanding and meaning if the charity wishes to commission or participate in research in relation to its impact and benefits and to raise its public profile in terms of the impact it has on people, animals and society.

Concepts are understood as comprising, key attributes – these are the features that define them, the enablers and the consequences, including outcomes and impact. The detailed analysis is presented in Appendix 5, informed from the data generated. The key attributes are the first two values identified in section 2. The outcomes resulted from the data directly (mainly Appendix 3) but the enablers have been distilled from teasing out implicit aspects and will need to be interrogated carefully. Table 1 therefore summarises the concept of animal companionship support.

Enablers	Defining Attributes	Outcomes
<ul style="list-style-type: none"> ➤ Optimising human – animal bond <ul style="list-style-type: none"> ✓ Right pet for owner ✓ Right home circumstances for the pet ✓ Interest in developing human-animal bond when no access to animals ✓ Source of pets to create new human-animal bond ➤ Owner capabilities <ul style="list-style-type: none"> ✓ Can act on their responsibility ✓ Able to physically care for their animal independently ➤ Access to support <ul style="list-style-type: none"> ✓ Formal and Informal support with animal care when unable to provide it themselves ✓ Training, support and information 	<ol style="list-style-type: none"> 1. A human – animal bond that brings joy and wellbeing 2. Another heartbeat in the home with mutual benefit <ul style="list-style-type: none"> ✓ someone to talk to unconditionally ✓ responsibility to care for animal 3. Support to those who are vulnerable through: <ul style="list-style-type: none"> • maintaining existing relationships with animals • providing bespoke animal assisted interventions 	<p>People:</p> <ul style="list-style-type: none"> ✓ A sense of joy and purpose – in people ✓ Increased wellbeing and reduced loneliness ✓ Improved health and welfare in people ✓ Improved symptom control ✓ keeping people in their own homes rather than having to move into sheltered accommodation/hospitals/care homes <p>Animals:</p> <ul style="list-style-type: none"> ✓ Improved animal welfare: <p>Community/Society</p> <ul style="list-style-type: none"> ✓ Less need for medical/public service support ✓ More socially active, connecting with community

Ultimate Purpose of *Our Special Friends*

Our Special Friends embraces the concept of animal companionship support as a therapeutic intervention to achieve two ultimate purposes:

- Supporting those who are vulnerable
- Improving the overall health, welfare, wellbeing and quality of life of both the people and animals involved

These purposes are achieved through actions related to the values of animal companionship support that contribute to sustaining or initiating the human-animal linked to its positive impact on wellbeing, health, loneliness and community benefit as summarised in Box 2 and linked to the data in Appendix 3.

Box 2: Ultimate purposes of *Our Special Friends* and the activities through which these are achieved.

1. Support those who are vulnerable through:

- maintaining their existing relationships with animals
- provision of bespoke animal assisted interventions (AAI) (T1, 9),
- keeping people in their own homes rather than having to move into sheltered accommodation/hospitals/care homes (T1 10).

2. Improve the overall health, welfare, wellbeing and quality of life of both the people and animals (T1, 1, 2, 5) through:

- filling a void in community care (T1, 3) for the invisibly vulnerable (T1, 3),
- alleviating loneliness, depression, and anxiety by giving unconditional love (T1, 6).

Our Special Friends: key activities

Key activities are divided into the activities comprising animal companionship support as a therapeutic intervention and those related to raising public awareness of the potential of animal companionship support and its benefits through contributing to knowledge and understanding through research and successful fundraising.

The key activities provided by the charity are classified into the following areas:

- Sustaining/reuniting existing human-animal bonds
- Initiating new human-animal bonds
- Caretaking and safeguarding the human and or the animal

- Proving training, support and information
- Helping vulnerable people to cope and recover

Detailed examples of these activities under each category is provided in Appendix 6 where the audit trail links content to the data from Appendices 2,3,4.

Activities related to the charities aims of wider influence are summarised as:

- Contributing to building an evidence base through research of the impact of animal companionship support
- Raising public awareness of its impact
- Fundraising to achieve its aims and purposes.

Our Special Friends: Enablers

The enablers predominantly relate to the charity and the external networks and relationships it builds, whilst recognising that this all requires sustained funding to continue and expand its work. This requires a fundraising strategy to achieve the additional impact it aspires to achieve. The enablers are detailed in Appendix 6 but summarised here in Table 2 as either organisational or community and society enablers:

Table 2 Organisational and community enablers for *Our Special Friends* to achieve its purpose and aims

Organisational Enablers	System/ community enablers
<ul style="list-style-type: none"> • Clarity of Purpose and messaging • Animal centric staff, and network of volunteers & ambassador with support to grow skills: • Accessible Referral Mechanism, assessment process and advice • IT Resources to support purpose. i.e. tools, information etc. for staff volunteers and public • A strategy for: <ul style="list-style-type: none"> ○ Contributing to building the evidence base ○ Raising public awareness of impact ○ Fundraising 	<ul style="list-style-type: none"> • Community support • Network of supportive organisations and agencies

Our Special Friends: Success factors and impact

The outcomes of animal companionship support can be used to demonstrate therapeutic impact, and these have been summarised in Table 1. However, in addition, the support purpose of the charity could be reflected in feedback about support experienced; such as:

- ✓ Feeling supported with decision making and resolving crisis
- ✓ Being able to part and stop **the animal companionship** that is not mutually beneficial
- ✓ Pet owners have peace of mind that their pet will be okay after they pass away
- ✓ The number of people that feel supported to make difficult decisions e.g. euthanasia, relinquishment.

As a charitable organisation, other indicators of success would be classified as:

- staff, volunteer and champions networks, numbers and experiences
- community and public awareness
- a growing evidence base
- fundraising

These are all detailed in Appendix 6.

Our Special Friends: Implementation and Impact Framework

The implementation and impact framework is fully detailed in Appendix 6. Table 3 provides a condensed summary.

Table 3: Summary: Our Special Friends Implementation and Impact Framework

Our Special Friends: Implementation and Impact Framework – animal companionship support for impact on individuals, community and society		
Enablers	Activities/interventions	Outcomes/Impact
<p>ORGANISATION:</p> <ul style="list-style-type: none"> ➤ Clarity of Purpose and messaging: ➤ Animal centric staff, and network of volunteers & ambassadors with support to grow skills: ➤ Accessible Referral Mechanism, assessment process and advice: ➤ IT Resources to support purpose i.e. tools, information etc for staff, volunteers and champions 	<p>ANIMAL COMPANIONSHIP SUPPORT AS THERAPEUTIC INTERVENTION</p> <ul style="list-style-type: none"> ➤ Sustaining/reuniting existing human-animal bond ➤ Initiating new animal bond – permanent/intermittent ➤ Caretaking/safeguarding the human and/or the animal ➤ Providing Training, support and information ➤ Helping vulnerable people to cope and recover 	<p>Individual person outcomes</p> <ul style="list-style-type: none"> ✓ A sense of joy and purpose ✓ Increased wellbeing and reduced loneliness ✓ Improved healthy living and welfare ✓ Less need for medical/public service support ✓ Improved symptom control ✓ Support experienced from charity and the numbers supported <p>Individual Animal</p> <ul style="list-style-type: none"> ✓ Animal welfare

<ul style="list-style-type: none"> ➤ Strategy for raising public awareness ➤ Strategy for contributing to the evidence base ➤ Strategy for Fundraising <p>SYSTEM/COMMUNITY/SOCIETY:</p> <ul style="list-style-type: none"> ➤ Community support: ➤ Network of supportive organisations and agencies 	<p>OTHER CHARITABLE ORGANISATION ACTIVITIES</p> <ul style="list-style-type: none"> ➤ Raising Community and Public Awareness ➤ Contributing to the evidence base about impact ➤ Fundraising 	<ul style="list-style-type: none"> ✓ Able to part and stop the animal companionship that is not mutually beneficial (T3, 67) <p>Staff, volunteer, champions experience and numbers</p> <p>Community awareness of services, use, feedback and testimonials</p> <p>Contributions to the evidence base e.g. publications</p> <p>Fundraising e.g. legacies</p> <p>Society e.g. development of regional hubs, greater public understanding and wider influence on policy and practice</p>
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Workshop Evaluation

Participants were invited to identify words that captured their experience of the workshop. These are identified in Box 3.

Box 3: Evaluation words and comments

I have found this exercise very helpful, thank you!	Collaborative (EO)
Collaborative Participatory (changed to participative)	Exciting progress
Ease	Effective
Informative	Thought-provoking
technical difficulties (changed to technical difficulty)	Enlightening
Supportive (turned into support)	Important
Very rewarding. Satisfying. Productive.	Productive (added ivity)
Exciting	Wish (added ed) to do more
energising	Interesting
Confusing (used this in red- confused)	Helpful. (EO)
It is good to have this many people involved.	
I am interested to find out what comes from it for us to act upon (used this in red- views from all involved) (act upon outcomes)	
Frustrating (IT challenges of colleagues) (BJ)	
Important views from everyone (used this in red- views from all involved)	
Helps to crystallise issues and solutions (EO) (used this in red) (helps all to find solutions)	
Hard to get as much as one could have done face to face, but technology may enable more views to be expressed especially by the quieter members of the workshop attendees	
Beneficial to be facilitated-objectively by third party (changed to facilitation)	

These words were used to construct several Haiku verses to reflect the experience of the workshop. A haiku is a zen poem constructed of three lines comprising 5, 7 and 5 syllables

IT Challenges
Technical difficulty
Frustrating, confused

Exciting progress
Collaborative, helpful
Productivity

Thought provoking ease
Enlightening, exciting
Wished to do more

Very rewarding
Energising, important
Effective support

Crystallise issues

Helps all to find solutions
Views from all involved

Participative
Helpful facilitation
Act upon outcomes

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Appendix 1: Workshop Processes Animal Companionship Support

Interactive Co-creation/Co-production Workshop

Tuesday 22/06/2021 14.00 - 16.00hr

Using MS Teams

Workshop Processes

Purpose:

To co-create a shared direction, implementation and impact framework for embedding the concept of animal companionship support services in health and social care of both people and animals

Outputs

- A shared direction and understanding about animal companionship support, the enablers, its main activities and impact for both people and animals in relation to health and social care.
- An implementation and impact framework to guide future direction which informs strategy, resource development and research direction on impact

Processes

1. Introduction using a creative activity to identify participant's most important passion when working with people and animals using animal companionship support - this generates shared values and focuses on what matters to people
2. Values Clarification exercise to identify shared purpose, how the purpose is achieved, enablers, ways of working, key interventions and success indicators/impact
3. Collaborative theming to populate implementation and impact framework
4. Evaluation, next steps and closure

Process	How/what	Who is leading
1. Introduction using a creative activity to identify participant's most important passion when working with people and animals using animal companionship support - this generates shared values and focuses on what matters to people	Introduce self and role and Identify an artefact/item to describe what your passion is about animal companionship/support and why. Could ask to capture in chat – if they know how to do this	Kim
2. Values Clarification exercise to identify shared purpose, how the purpose is achieved, enablers, (ways of working), key interventions and success indicators/impact	Q1 Ask what is the ultimate purpose of animal companionship/support? – get ideas down in mentimeter - vote on ultimate purpose Explain how other purposes may be steps to achieving ultimate purpose Q2 Other than the points already identified how do you believe the ultimate purpose can be achieved Items into Mentimeter – so can vote on most influential/priority points	Kim – but facilitation of the mentimeter by Carrie

	<p>Q3 – Suggest do in chat because there may be a lot of enablers. What needs to be in place to enable the purpose to happen and the other activities identified to achieve this purpose?</p> <p>Q4 – What are the key interventions/strategies that comprise animal companionship support? Could go on CHAT</p> <p>Q5. How would you know that animal companionship support was successful? – suggest put on metimeter</p> <p>Q6. How can you work together to ensure that animal companionship achieves its full potential?</p>	
3. Collaborative theming to populate implementation and impact framework	<p>Prepare framework template and type in some examples from the feedback to provide insight to what the final framework will look like. Agree to send out the draft for review and feedback</p>	Carrie – can you type this please as you are Accurate and quick. I'm happy to facilitate
4. Any other points that anyone might want to add that the workshop has prompted		Carrie
5. Evaluation, next steps and closure	<p>Haiku – What words describe your experience of the workshop – we will need to generate the haikus in the moment with the words they identify – can ask to include words in chat. I have done this with a number of medical students sessions and it worked ok)</p>	Carrie – next steps and closure

Stakeholder Groups

Volunteers, Staff team, Human and animal leads for social care, Trustees, Advisors, Referrers

Kim Manley and Carrie Jackson 21 5 21

APPENDIX 2: Our Animal Friends: Introductions and Passions to Generate Core Values and Beliefs

Mark C		Horse owner. Animals an integral part of family life
Elizabeth O		Intentional potential of animals
Jan W	Volunteer	Enjoying the companionship of Animals through that helping others who are vulnerable or in need of AC
Mark L	Vet Surgeon chair of trustees OSP	Human animal bond and the impact animals have on our lives dogs, horses, bee keeper Embedded in my whole experience
Belinda		Support for people – another heartbeat in the home How animals help people to cope A lot have invisible vulnerability . Ability to have a relation that is unconditional and non judgemental is heavily overlooked. Very person centred way
Carolyn B	Trustee	The human animal bond but especially alleviating loneliness in old people
Bill	Sec Administrator	Agree with everything Hit me in a positive way – could I foster a dog (and a bird)– the gentleman who owned dog had to go to MH unit. I returned the animals to him after a month As I was leaving – OSFs have saved my life – if I could make it home I would be ok
Fiona U	Friend of OSF	Human animal bond Want to listen and learn – admire OSF do unbelievable work
Jo B	Life Link West Suffolk council social prescribing role	Canvas bag – full of dog food – training bag – most recently rescued a dog – do a lot of work with him. The joy and therapy and physical activities and outdoors essential for wellbeing and MH we get in spades with him . Seen first-hand benefit to people with dementia
Rebecca K	Internship west Suffolk Council	Learnt joy brings to life and would like everyone to experience that
Tracey L	Volunteer Strategy Partnerships OSF	Understand the human interaction relationship of pet and special bond . Social welfare of people in community with social isolation and increasing MH the benefit that animals bring should be nationally recognised
Jane P	Volunteer support to OSF for 5yrs	Incredibly powerful – the other heartbeat in the house . OSF found another do after lost companion Children have a lot of support from an animal therapist can often get a lot out of child that cant otherwise talk about
Robert F	Trustees OSF	Identified power of bond with children , For something so obvious in terms of benefit to society . There are so many ways that our system fails to pick up the importance of it. So many things not joined up enough – its so obvious and so easy to fix. OSM doing so much. there is a really important message to try and educate and influence wider society to do this better my passion is fixing things.
Karen V	Volunteer OSF	Animal owner all of my life. Companionship of unconditional love in the house. When you come home someone is so pleased to see you . Would like to see that passed on to other members of community who are suffering with loneliness and people with MH needs who don't go out into community. Someone to talk to another heart beat in the home
Kate	Community Matron Newmarket	You guys have been amazing for my patients. People end of life who can't have pets anymore – add a little bit of joy by having a weekly visitor . One person loved cats – so lovely doing first visit with the volunteer and see her interact with this cat – it was amazing
Linda S	Volunteer	Horses and dogs – have worked in racing all my life

		<p>Volunteer role have a dog who visits people. Person with dementia had great joy of seeing the dog – always recognised. We went to her funeral. Only her son there.</p> <p>Another lady now where we walk around the local park and the difference an animal can make to a sick person or an elderly person – we must all do it is a wonderful thing</p>
Sally B	Marketing capacity OSF	To help OSF that we can evidence that animal can make a substantial different to wellbeing
John E	West Suffolk council accounts officer	<p>Thankyou to Our OSF</p> <p>My father died in car accident and you brought home my father's dog</p> <p>My Children's contact with them – is fantastic</p>
Anna H	OSF Fundraising	Ride for a long time previous many pets in the home. The horse gives a sense of freedom and can forget other things that are going on. Or gives us time to process it and also a sense of responsibility -needing to clean out the animals
Ann E	Volunteer	How animals allow a level of approachability which you don't normally get with people. I walk in the forest with various trusts with people with dementia. Everyone will talk to you if you have an animal. These conversations end up in friendships and ability to ask for advice. Increased interaction and approachability in the community when there is very little else
Carrie J	Co facilitator	Rusty has become a figure head in my local community to bring people together. Pivotal of our lives in terms of MH and wellbeing but also the village too

20 participants 2 co-facilitators

Core Themes

Core Themes	Passions
Animals are another heartbeat in the home – someone to talk to, unconditional and non-judgmental	<ul style="list-style-type: none"> • Animals an integral part of family life • wellbeing and MH • Support for people – another heartbeat in the home • other heartbeat in the house • Someone to talk to another heart beat in the home • unconditional and non judgemental and person centred • unconditional love - pleased to see you • enjoy the companionship
Animals bring people and communities together and benefit society	<ul style="list-style-type: none"> • Potential of animals • benefit to society • educate and influence wider society to do this better • Increased interaction and approachability • enables friendship and safety to ask Qs • Brings people together in local community
The human-animal bond – a special bond with people and children	<ul style="list-style-type: none"> • Human animal bond and the impact X2 • human interaction relationship of pet and special bond • support from an animal therapist- children • power of bond with children • Children's contact with them – is fantastic

<p>Helps people, especially the vulnerable, lonely, those with mental health issues to cope and recover from sickness</p>	<ul style="list-style-type: none"> • alleviating loneliness in old people • Help people to cope • 'saved my life in recovery from MH issue' • difference an animal can make to a sick person or an elderly person • helping others who are vulnerable • Want benefit to be passed on to other members of community suffering loneliness or MH needs • invisible vulnerability • so lovely doing first visit with the volunteer and see her interact with this cat – it was amazing
<p>Bring Joy to life, and wellbeing</p>	<ul style="list-style-type: none"> • joy brings to life • a sense of freedom and can forget other things • add a little bit of joy in weekly visit • great joy of seeing the dog – person with dementia • substantial difference to wellbeing
<p>A sense of freedom with responsibility</p>	<ul style="list-style-type: none"> • a sense of responsibility -needing to clean out the animals

APPENDIX 3:

Tables 1,2,3 Based on the Mentimeter Analysis of Questions ultimate purpose, how the purpose is achieved and outcomes/success factors

Ultimate purpose

Q1. Participants were invited to participate in a Mentimeter responses identifying what they thought the ultimate purpose of OSF is. All of the contributions are identified in this Table 1 for audit purposes.

Table 1 Ultimate Purpose and Values

Ultimate Purposes identified at the workshop	
1.	To improve the overall wellbeing and quality of life of both the human and the animal
2.	To increase health and welfare for human and animal
3.	To fill a void in the care in the community so that animals and people who are invisibly vulnerable. Whose needs are not being met can have their health and wellbeing enhanced
4.	Emotional regulation
5.	To improve the quality of life for animals and people
6.	To make a substantial difference to wellbeing which can alleviate loneliness, depression, anxiety and by giving unconditional love
7.	A sense of purpose (? Value)
8.	Love and happiness (? Value)
9.	To support those who are vulnerable through maintaining their existing relationships with animals or through provision of bespoke animal assisted interventions (AAI)
10.	Keeping people in their own homes rather than having to move into sheltered accommodation/hospitals/care homes
11.	To provide companionship, a reason for getting up in the morning and combat loneliness
12.	Giving everyone the opportunity of having close personal contact with an animal whether a dog visiting, a dog or a cat, or walking with one of the OSFs volunteers. Visits can be in their own home, a care home or hospital
13.	To promote happiness, wellbeing and reduce social isolation
14.	Animal and human welfare ensuring that humans and animals share companionship enhancing both wellbeing and relieving isolation and reducing mental health
15.	To provide emotional and physical support for people enabling them to live well, someone to care for, company when others cannot be there
16.	To improve the health, happiness and wellbeing of people and their pets
17.	Give one a sense of purpose (Outcome)
18.	Supporting human animal relationships can mean providing advice, arranging veterinary care, persuading housing providers to permit pets (activity/intervention)
19.	To enhance the health and wellbeing of people in need and at risk in collaboration with other service providers
20.	Should be beneficial relationship- an animal generally receiving physical wellbeing. (outcome) The human receives unconditional support and friendship and physical wellbeing afforded by most human/animal bonds
21.	Supporting individuals/families with fulfilment and togetherness (outcome)
22.	Teaching children about life lessons, loss, love, relationships, empathy (activity/intervention)
23.	To provide support to vulnerable people via their animals. Using the connection between them as a conduit to building a relationship that enables access to a deeper level of understanding and thereby be able to provide tailor made support

24. To work as part of the community care teams offering a beneficial alternative to medication (enabler)
25. Bring joy to lives and decrease negative emotions (Outcome)
26. Prevent loneliness, animals are never judgemental
27. Animal companionship is proven to mitigate against loneliness (Outcome)
28. For us to have a fulfilled life living life to the best of our abilities (Outcome)
29. More staff (Enabler)
30. Money and marketing (Enabler)
31. Provide the person with the tools to care for an animal (Enabler)
32. Money and PR (Enabler)

2. What are the steps that you would need to take to achieve the ultimate purpose of OSF?

This mentimetre question was posed to enable you to identify how the ultimate purpose would be achieved. Table 2 provides a summary of the contributions from everyone.

Table 2 How the Ultimate Purpose is achieved

Ultimate purpose is achieved by
1. Accessible and affordable advice on caring for and training pets
2. Enough volunteers and animals to provide ongoing support and to enable community interaction
3. Introduce the right animals to the right people in the right context
4. Increase the amount of marketing and PR we are doing through networking and publicity
5. All of the H&SC professions should receive training on the human-animal bond at under and postgrad level 2
6. Government funding
7. Volunteer workforce
8. Funding opportunities
9. Money, PR and more staff
10. Breaking down whatever barriers prevent a person from benefitting from animal companionship- either from having a pet of their own or having contact with an animal
11. Social prescribing to recognise the benefits of animal companionship
12. Recruitment of volunteers
13. Awareness that animal interaction is real and support is available
14. GPs, care homes and all care homes support clear and detailed assessments at referral
15. Umbrella working with other charities
16. Sharing of volunteer resources
17. Enable effective signposting
18. Introduction of care plans for people and their companion animals at times when people need support or are transitioning to other accommodation
19. Legal recognition that animal companions are important and have representation e.g. dogs being stolen less important to police than having your TV stolen. Only when that recognition and importance is given credence can we start to get financial support
20. Future proofing
21. Awareness in the community sectors – GPs, carers, home workers
22. Establish links with organisations in the care community so that we can make it commonplace to social prescribe animal companionship
23. We need clear messaging, proper SOPs, infrastructure and a complete IT review so that everything is on the cloud. We need app for volunteers to use.

Q3 How would you judge that animal companionship/support has been successful?

This question asked through Mentimeter is summarised in Table 3. It essentially identifies the outcome impact indicators that can be used.

Table 3: Outcomes/Indicators of Impact

Outcomes/Indicators of Impact
1. The human would rate themselves on a simple wellbeing scale before and after
2. Feedback from the client and their family
3. Animal welfare outcomes
4. Human welfare outcomes
5. Human might be more socially active
6. No issues reported
7. Human health outcomes improved
8. People say they are healthier and happier
9. The person and the animal have improved health, welfare and happiness
10. Positive feedback, obvious improvement in wellbeing
11. The smile on the persons face when the animal is present
12. The person is increasingly physically able due to being able to go for a walk with the pet
13. Family members notice and report differences in wellbeing
14. They no longer require our services
15. People are able to take their own dogs out and about in a way that they can connect with others in the community
16. Seeing the smiling happy faces of clients with their pets
17. The person looks forward to seeing the animal each week
18. They leave a legacy or regular donation
19. More smiles. More interaction, more interest in life
20. Client self reports
21. Statements from families, friends, neighbours and therapists
22. Reductions in GP visits
23. Observations of better self care
24. Higher level of communication with people as well as with the animal
25. Improved appetite, better sleep
26. Sense of purpose creates more positive activities
27. Interventions show positive results in a measurable way
28. Monitored less contact with supporting agencies
29. Measured wellbeing used as a resource
30. Marked increase in feeling of wellbeing
31. Increased communication for dementia patients
32. Patients tell us how much better they feel
33. People stop feeling lonely
34. People have a sense of purpose and a link to the outside world
35. Recommendations
36. Seeing improvement in the client's mental and physical wellbeing
37. Hearing their response when they know their animal is being cared for
38. General improvement in health
39. Clients start to engage more with social workers, MH workers, GPs
40. Happy people happy animals
41. Crisis is resolved
42. People are reunited with their animals
43. Vulnerable and lonely have a purpose in life through animal interaction either with an animal or visiting volunteers and their pets
44. Testimonials
45. Donations

46. Shorter stays in hospital
47. Fewer visits to GPs
48. Lower measures of loneliness
49. Greater adherence to medication
50. Lowered obesity in owners and animals
51. Lower return visits to hospitals/prison/mental health units
52. Improved appetite and weight gain in undernourished
53. Reduced stress
54. Less complaints about pain/reduction in pain meds
55. Happier outlook
56. Clients more willing to join in activities with other people
57. Client less inward focused
58. Testimonials from referrers
59. Used by other agencies including OSF in their support portfolio
60. The number of people that feel supported to make difficult decisions e.g. euthanasia, relinquishment
61. Keeping homes warmer in the winter
62. More structured day- going to the shops more for pet food as well as their own needs
63. More smiling less sadness
64. Pet owners have peace of mind that their pet will be okay after they pass away
65. Improvements in the health and wellbeing of the client
66. External health and social welfare partners give feedback to say the client has improved in their issue
67. When animal companionship is not working we want people to be able to part and stop the animal companionship that is not mutually beneficial
68. Staff and the core team being happy in their roles
69. Volunteers happy in their role

APPENDIX 4:

OSF Chat box

Ultimate Purpose

To benefit from the unconditional love (outcome UP Chat) that animals so often express towards us as human beings.(MJ)

Chat 1: To achieve these things What are the enablers that are important to be in place so that animal companionship support can happen

1. we need a good supply of companionable dogs (BJ)
2. Funding(AH)
3. Easy referral process (K)
4. influence others and have financial resources (MJ)
5. we need a network of volunteers with a range of skills (BJ)
6. income stream (T)
7. Rehoming centres, vets, social care, voluntary groups (LS)
8. we need lots of articles in lots of publications (BJ)
9. Better data (RF)
10. Volunteers and funding (JE)
11. recognised research (T)
12. Understanding of the need for and benefit of animal companionship at a national government level (AH)
13. celebrity endorsement (T)
14. good communication with other agencies (KV)
15. Clear description of aims, services and how OSF works (JBU)
16. we need to be linked to the NHS and other health agencies working in MDTeams as part of the equation (BJ)
17. To have ambassador's to represent Our Special Friends in the community to ultimately help us to raise funds but also to create awareness (SB)
18. Funding and a more volunteers, with varied skills (BT)
19. regional hubs across the country with administration support and links to volunteers and agencies (such as mental health trusts, hospices and GP surgeries. (MJ)
20. using power of social media to showcase and to seek support (JW)
21. Volunteers (JBU)
22. we need carers what are animal centric (BJ)
23. we need philanthropists (BJ)
24. local points of contact for informal . help and advice Church, clubs etc (AE)
25. Good community support - volunteers, members of the health and social care professions, including veterinarians, vet nurses, journalists & politicians, other charities that support vulnerable people & animals (EO)
26. Marketing of OSF within local groups/public services (JBU)
27. Recognition of status by law, so Police, Law Makers. Also Social |Services etc being able to consider animal as important part of any intervention and being given the proper resources (JP)
28. For people to ask for it (AH)
29. inclusion of other animal charities (AE)
30. We need a structure of personnel to support our growth (SB)
31. we need to have local leads with easy access to our database (BJ)

Chat 2: What are the key activities or interventions that you provide that constitutes animal companionship support?

1. Walking people's dogs when they're struggling (JBU)

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2. An holistic assessment at the very beginning of the relationship, to take a full history and to make sure that we are able to provide the appropriate support (BJ)
 3. Visiting animals for people unable to have their own pets (AH)
 4. Fostering to reunite in times of crisis (AH)
 5. Providing fostering arrangements when people are struggling (JBu)
 6. rehoming pets (MT)
 7. we need to empower people to increase their inner resilience, enhance their already existing support network (BJ) O
 8. visits with animals, putting up bird feeders, fostering to reunite those who have had to be separated from their animals when they emerge from hospital, mental health ward or prison (MJ)
 9. Dog walking for clients, visiting dogs, assisting clients with their pets' welfare: i.e. feeding, taking them to vets, (LS)
 10. Dog walking and caring for the pets of people who aren't fully able to care for them (AH)
 11. Being able to call upon resources so shouldn't be down to charities alone. Or Social |Services have more funding to be able to pay OSF etc for their intervention (JP)
 12. if people have animals we need to ensure that the health and welfare of both are optimised so that the relationship is mutually beneficial (BJ)
 13. Enabling people to take exercise; providing AAA visits to those who are lonely; persuading landlords to permit pets; providing foster care for those temporarily unable to care for their pets, foster to reunite (EO)
 14. visiting care homes and clients with own pet. Helping with support of clients pets.
 15. Facilitating fostering to reunite and rehoming. Be available in the community to be approached to talk about animals and any help required (AE)
 16. Dog Walking, Animal feeding, welfare vet visits, animal health, befriending (T)
 17. Rehoming pets and finding new animal companions for people who need them (AH)
 18. Walking, talking, noticing people's hidden needs, offering a supportive ear, helping to make a difference to someone's loneliness (SB)
 19. Volunteers becoming a friend to the vulnerable person as well as the dog and also taking some people for a walk when they would not normally have a opportunity to leave the house (K)
 20. visiting with animals, going on Walks & Talks with Clients (BT)
 21. making sure that people get the right pet for their lifestyle (BJ)
 22. Financial assistance for people who can't afford veterinary treatment for their pets (AH)
 23. re homing, adoption, fostering (T)
 24. Helping to secure a relationship with an animal (SB)
 25. Providing training, support and information so that people benefit from animal companionship rather than becoming stressed by it (JBu)
 26. when circumstances change, we need to adapt our services so that we can provide support that safeguards human and animal welfare (BJ)
 27. Foster care if clients have to go into hospital; re-homing pets if clients goes into care or dies (LS)
 28. Sometimes selecting suitable pets for people, esp for those living alone (EO)
 29. training and educational materials to spread the knowledge that we have gained (BJ)
 30. assisted walking (T)
 31. accompanied dog walking with either a volunteer and their dog or with the owner and their pet (BJ)
 32. Dogwalking visit (JW)
 33. Be a friend. OSF could be an if required base for those on their own with no support as someone they could contact if needed. Or should they be taken ill their pet will be ok. A Friends of Our special friends (AE)

Chat 3: How can we work together to achieve the full potential of animal companionship support and OSF?

1. Cement team spirit backed by the necessary financial resource(MT)
2. Need to define specific services and be able to quantify and report on them (AH)
3. a forum where all care services come together to look at what is available within the community holistically to support individuals based on their own issues, needs, health and wellbeing (T)
4. Having joined up meetings to discuss different ways forward: focussing on achieving successful animal companionship in all its different guises (LS)

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5. Presentations to other organisations - raising profile of OSF - joint attendance at meetings. Professionals' referral form (JBU)
 6. We need to utilise the power of marketing more. We need to link up with local organisations who will help us in our endeavours to recognise that there REALLY IS A NEED out there...(SB)
 7. Gain buy in from all organisations we work with by ensuring that everyone is aware of OSF and the potential benefits to people and pets.(K)
 8. Keep building a team, all with the same passion, and belief of who and what OSF are (BT)
 9. Providing evidence of benefits of animal companionship to local and public service organisations (JBU)
 10. A cascade of structure and shared information both within the volunteer and admin teams. Links with other support sources to signpost and ask for additional help. (AE)
 11. More recognition of the huge importance so Social Services can use funds to help people if there is a animal issue, no longer the "poor relations|" dependent on benefactors, should be direct link so OSF's services are properly funded (JP)
 12. Keep case studies of really good experiences to share with all organisations to prove value (K)
 13. Grow the organisation geographically (AH)
 14. Recruit more people to OSF. OSF should be recognised as an important community asset. Social workers, GPs and other health and social care professionals should link more strongly with OSF. However, OSF has limited resources. The government should award funds to OSF and have researchers monitor outcomes. It is a model programme which could be replicated in other regions. (EO)
 15. We need to look at new channels of communication and get ambassadors on board.(SB)
 16. Developing holistic care plans which take account of all the issues someone faces (RF) working collaboratively with others and not trying to be everything (T)
 17. Making sure representation from OSF is at as many meetings as possible (JBU)
 18. Work with outside organisations that have the same belief & passion (BT)
 19. We need to try getting on to local TV (SB)
 20. OSF an ideal organisation for social prescribing (EO)
 21. Big local event, with celebrities, local dignitaries and TV (JBU)
 22. Find a way to summarise the OSF message, as it's quite complicated (AH)
 23. community centres where public can access (T)
 24. We need to find opportunities to ensure 'product placement' so that we are getting other organisations to talk about us (SB)
 25. Combine thoughts, ideas on a regular ongoing basis to share feedback and results (JW)
 26. A 'mission' statement and structure with procedures that identifies what OSF is able to do now and a short term, medium term, long term strategy.(AE)
 27. We need people to realise that the millions of dogs, cats etc in our households are important and need support (BJ)
 28. We need an operations manager to create a solid infrastructure and support the core team (BJ)
 29. activities depend on whether there is already a pet in the household or not (JB)
 30. Has to be a viable business to be successful (T)
 31. we need lead volunteers who are multi-skilled and well networked within their local community (BJ)
 32. we need to work out how to commercialise our services in a way that keeps the income without relying on grant applications (BJ)
 33. We need to encourage regular giving (BJ)
 34. Combine thoughts, ideas on a regular ongoing basis to share feedback and results.(JW)
 35. we need a way of engaging our important volunteers so that they feel part of the community, a lot of the activities are lone working (BJ)
 36. It is always difficult to grow grassroot organisations where the founder is soo passionate and knowledgeable about the organisation giving their whole self to the role. This can leave you feeling like you can not match that intensity. When the vision is in one persons head it can be difficult to get it to permeate throughout the team with equal opportunity to feed into and influence outcomes so hard doing the day job it is hard to step back (T)
 37. There are been a lot regarding enablers but what do the team regard as the **major obstacles** (AE)

Barriers

lack of money and co workers to grow and develop the services. All wearing lots of hats (T)

