





# MS Support

Volunteers provide safe, consistent, effective and direct support directly to people with MS, their carers, families and friends.

Find out more here about this crucial service.

y to feelings

l support

and welcome



# MS Support

MS Support Volunteers provide safe, consistent, effective and high quality support directly to people with MS, their carers, families and friends. Find out more here about this crucial service.

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## Before you start

### How to use this presentation

**Key**

- Top tip
- Definition
- Learning activity
- Link to more information, tools or support
- Procedure local groups must follow

**Clicking** a link should open a separate window.

When you finish watching this presentation you'll have all pages open for you to look up any further information you need.

You may need to close or minimise this presentation to see the other pages you've opened.

**New to this type of presentation?**  
See our guide using Prezi:  
<https://volunteers.mssociety.org.uk/using-prezi/>

Not enjoying this online presentation? Download the distance learning pack instead or request a printed copy from [volunteertraining@mssociety.org.uk](mailto:volunteertraining@mssociety.org.uk)

### Objectives

By the end of this presentation, you'll be able to:

- explain the four priorities of the MS Support Programme
- determine what your group must offer as part of the MS Support Service
- identify the boundaries of what's offered by MS Support
- find the tools and support available to run your service

### Introduction

MS Support is a key service delivered locally by our groups. It helps people affected by MS to lead independent lives and take advantage of the same opportunities as everyone else.

This presentation is for anyone who wants to find out more about our MS Support Programme, how it's different from other services offered locally and how we support volunteers who run it.

This presentation doesn't replace but is a refresher of:

- Support Volunteer Training, which all Lead/Support Volunteers **must** complete before offering one to one support.
- Group Handbook D1: Offering MS Support

## There are four priorities to MS Support



See Group Handbook D1: Offering MS Support

<https://volunteers.mssociety.org.uk/resources/group-d1-MS-support>

# How to use this presentation

## Key



Top tip



Definition



Learning activity



Link to more information, tools or support



Procedure local groups must follow

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# There are four priorities to MS Support





See **Group Handbook D1: Offering MS Support**

<https://volunteers.mssociety.org.uk/resources/group-d1-MS-support>



# 1. Offering emotional support

 Offering emotional support means offering a listening ear and empathy to feelings expressed by people affected by MS

 Only trained Lead/Support Volunteers must be allowed to offer emotional support

 Find out what our Lead/Support Volunteers do. See our role descriptions and welcome and induction checklists  
<https://volunteers.mssociety.org.uk/lead-support-volunteer>  
<https://volunteers.mssociety.org.uk/support-volunteer>

# 4. Helping to access financial support



MS Support Volunteers provide safe, consistent, effective and high quality support directly to people with MS, their carers, families and friends.  
Find out more here about this crucial service.

# 2. Giving information

All local groups make information about MS and MS services available to everyone in their local community

 See [Giving information](https://volunteers.mssociety.org.uk/giving-information) for key sources of information:  
<https://volunteers.mssociety.org.uk/giving-information>

As part of the MS Support Programme, Lead/Support Volunteers are trained to enhance your group's information giving

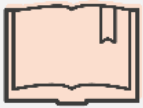
# 3. Signposting to specialist advice



While all groups are expected to signpost to local MS services, only Lead/Support Volunteers are trained to signpost people to specialist advice services

# 1. Offering emotional support

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Offering emotional support means offering a listening ear and empathy to feelings expressed by people affected by MS



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<https://volunteers.mssociety.org.uk/support-volunteer>

# So what's involved?

Emotional support includes offering support...

# on the phone

With set hours for Lead/Support Volunteer  
to take calls



We strongly recommend you don't share your personal details, such as your phone number or email address. This is for your own safety, and to make sure there's always someone to answer queries



Your Coordinating team can buy a dedicated landline or mobile phone for MS Support calls



Go to **Managing your finances** for more on buying equipment:  
<https://volunteers.mssociety.org.uk/finances>

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# by email

using an MS Society support email address



Find out about Using MS Society email  
<https://volunteers.mssociety.org.uk/MS-Society-email>



Find out  
more

Find out about **Using MS Society email**

<https://volunteers.mssociety.org.uk/MS-Society-email>

# to attend events and activities

making sure everyone is welcomed



We provide information, support and services for all people affected by MS.  
A person does not have to be an MS Society member to access our services



See Group Handbook A3: How we deal with problems for more on our equality, diversity and inclusion policies  
<https://volunteers.mssociety.org.uk/resources/group-a3-our-values-dealing-with-problems>





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Find out more

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# face to face

meeting in public spaces, hospitals,  
or residential care settings



You're not expected to organise regular visits.  
You **must not** provide services such as shopping or gardening



If home visits is the only possible way to meet with someone,  
you must ensure that at least two people visit together



See [Lone volunteering](https://volunteers.mssociety.org.uk/lone-volunteering) for guidance:  
<https://volunteers.mssociety.org.uk/lone-volunteering>



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## Boundaries of emotional support

As part of MS Support, you **must not** offer:

- counselling
- befriending
- complex problem solving
- dealing with safeguarding concerns\*
- supporting someone with strong feelings, such as anger and depression



If you face a situation that goes beyond the boundaries of MS Support, signpost the person to a specialist service such as our MS Helpline



\*See [Group Handbook A5: Health, safety and wellbeing](#) for our **safeguarding** policy and guidance

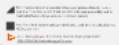
<https://volunteers.mssociety.org.uk/resources/group-a5-health-safety-wellbeing>

# So what's involved?

Emotional support includes offering support...

## on the phone

With set hours for Lead/Support Volunteer to take calls



## by email

using an MS Society support email address



## to attend events and activities

making sure everyone is welcomed



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meeting in public spaces, hospitals, or residential care settings



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Find out more

See Offering emotional support

<https://volunteers.mssociety.org.uk/supporting-people/emotional-support>

# 2. Giving information

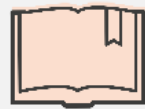
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All **local groups** make information about MS and MS services available to everyone in their local community



See **Giving information** for key sources of information:  
<https://volunteers.mssociety.org.uk/giving-information>

As part of the MS Support Programme, **Lead/Support Volunteers** are trained to enhance your group's information giving



## Enhanced information giving

### It means you:

Ask the right questions



To understand what people want to know or need support with

Have expert, up to date  
knowledge of our resources





To support people to access resources relevant to their situation

Know what information, support and  
specialist services are available locally



To help people to pull everything together to make informed choices

 The Supporter Care team can post publications to people on your behalf

 Letting us what types of enquiries you receive helps us improve our services and resources



# Boundaries of information giving

## Handling data

- You **must not** hold personal information about people using your MS Support Service
- You **must** ask a person's permission to share their information with another volunteer, staff member, MS professional or external organisation
- You **must** only share information about them for the purpose/s agreed



See **Handling data** on the volunteer website:  
<https://volunteers.mssociety.org.uk/handling-data>

### Exception

You can share a person's personal information without obtaining their permission if you suspect they're being abused



See our guidance on recognising and responding to a safeguarding concern:  
<https://volunteers.mssociety.org.uk/safeguarding>

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# 3. Signposting to specialist advice

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While all groups are expected to signpost to local MS services, only **Lead/Support Volunteers** are trained to signpost people to specialist advice services



## For all groups -

Fill in and keep up to date your Local contacts template:

Service	Telephone number	Email address	Address
Adult Social Care Services			
Advocacy support			
Citizens Advice Bureau/ Local benefits advice agency			
Community transport			
Healthwatch			
Independent Living Centre			



Available from:

<https://volunteers.mssociety.org.uk/resources/local-contacts>

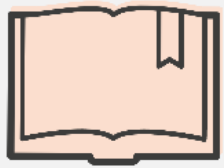


Some groups develop an **advice partnership** with a local organisation that provides specialist advice



Find out how to set up an advice partnership:

<https://volunteers.mssociety.org.uk/quality-standards/advice-partnership>



# Specialist advice

'A person or organisation regarded as knowledgeable or authoritative making recommendations concerning future action.'

As part of MS Support, you are not expected and must not offer specialist advice yourself



See Signposting to specialist advice:  
<https://volunteers.mssociety.org.uk/supporting-people/signposting-to-specialist-advice>

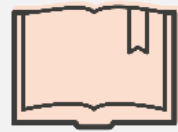
Our MS Helpline can support you with signposting suitable service providers:  
<https://www.mssociety.org.uk/ms-helpline>



Benefits advice

Other financial advice

Care navigation or case work



Specialist advice

Applying for health and social care services

Recommending services that are not regulated



As part of MS Support, you are not expected and must not offer specialist advice yourself

Find out  
more

See **Signposting to specialist advice:**

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## Lead/Support Volunteers -

What qualities are you looking for when signposting someone to a particular organisation or individual?  
Jot down your thoughts...



We're looking for advice which is:

Trustworthy  
Accurate  
Up to date  
Relevant  
Professional



We're looking for advice which is:

Trustworthy

Accurate

Up to date

Relevant

Professional



## Lead/Support Volunteers

Search the MS Helpline signposting list for useful contacts to signpost to:

<https://volunteers.mssociety.org.uk/resources/signposting-list>

# 4. Helping to access financial support

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## All groups

give information about our national grants

## Only trained Lead/ Support Volunteers

can help filling our grants  
applications forms and  
accessing wider support



If your group doesn't offer MS Support, the **Supporter Care Team** will support people to apply for our our national grants



What are the two grant funds we offer nationally?  
Jot down what you know...

Find out  
more

See our online presentation and information on **Our national grant funds:**  
<https://volunteers.mssociety.org.uk/national-grant-funds>



**Lead/Support Volunteers** help people to access wider financial support by:

- Establishing whether financial support will meet their needs
- Signposting people to specialist financial services
- Supporting people to apply for grants

## Boundaries of helping to access financial support

### You **must not**:

- Complete benefits or health and social care assessment forms on behalf of someone
- Give advice about what to include on health and social care assessment forms
- Make decisions about an MS Society grant application you've helped with



# Tells us about your MS Support Service

The information you give us about your MS Service helps us to:

- understand our impact on the lives of people living with MS
- improve our services and resources

**Lead/Support Volunteers**  
Record the types of enquiries you received and how long you've spent:



The image shows a screenshot of a form titled "MS Support enquiry tally sheet". The form is designed for recording enquiries received and the time spent on them. It includes a table with columns for "Enquiry type", "Number of enquiries", and "Time spent (minutes)". Below the table, there are sections for "Number of enquiries received", "Number of enquiries resolved", and "Number of enquiries not resolved". The form also includes a footer with the MS Society logo and the URL <https://www.mssociety.org.uk/yourms/support-tally>.

Tally sheet available from:  
<https://www.mssociety.org.uk/yourms/support-tally>



## Lead/Support Volunteers

Record the types of enquiries you received and how long you've spent:

### MS Support monthly enquiry tally sheet

An enquiry can be face-to-face, over the phone or by email. Please record every time you have supported an individual even if it's the same person.

Month: \_\_\_\_\_

	Enquiry duration (minutes approx.)	Key Issue discussed	1 <sup>st</sup> time contact? (Y/N)
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			
24			
25			
26			
27			
28			

Please use additional sheets if required

#### Monthly totals:

Hours spent on enquiries this month? \_\_\_\_\_

Number of enquiries this month? \_\_\_\_\_

3 most frequent issues you discussed this month? 1. \_\_\_\_\_

2. \_\_\_\_\_ 3. \_\_\_\_\_

Number of new contacts this month? \_\_\_\_\_


You will receive an email at the end of each month asking you to submit this information to us online. You will need to click on the link in that email to do this.




Tally sheet available from:

<https://volunteers.mssociety.org.uk/resources/ms-support-tally>


# Support for your team



Your Local  
Networks  
Officer  
(LNO)




Support  
and Wellbeing  
Team




MS Support  
Forums



MS Helpline



MS Support  
Update



Key  
MS Support  
Resources

Find out  
more

For more information and contact details:  
[https://volunteers.mssociety.org.uk/supporting-people/  
support-for-your-team#wellbeing](https://volunteers.mssociety.org.uk/supporting-people/support-for-your-team#wellbeing)

# Recap

## Priorities

The MS Support Programme has four priorities:

- Offering emotional support
- Giving information
- Signposting to specialist advice
- Helping to access financial support



## Run by Lead/Support Volunteers

Only Lead Support Volunteers and Support Volunteers who've completed our Support Volunteer Training can offer the MS Support Service



## You're not expected to (and you must not):

- Offer counselling or specialist advice
- Keep records of the people you support
- Offer services such as gardening or shopping
- Deal with a safeguarding concern
- Visit people at home



## Remember to:

- Keep your personal information safe
- Keep other people's personal information safe
- Only share people's information if you have their permission, and for the purpose/s agreed



## You're not alone

- Lots of support for you and your team:
- Your welcome and induction checklist
  - Training
  - Meeting with other volunteers
  - Staff support
  - Regular updates
  - The Volunteer website

# Priorities

The MS Support Programme has four priorities:

Offering emotional support

Giving information

Signposting to specialist advice

Helping to access financial support

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Your welcome and induction checklist

Training

Meeting with other volunteers

Staff support

Regular updates

The Volunteer website



## Other information you might find useful

Setting up your MS service:

<https://volunteers.mssociety.org.uk/supporting-people/setting-up-MS-support>

Keeping everyone safe:

<https://volunteers.mssociety.org.uk/keeping-everyone-safe>

# Thank you

Thank you for taking the time to watch this presentation.

We hope it's been useful. If you have any feedback, email your comments at [volunteertraining@mssociety.org.uk](mailto:volunteertraining@mssociety.org.uk)