

Mainstream Volunteering

- an introduction



Contents

	Page
About Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust (CNTW)	3
CNTW Trust Values	3
The Voluntary Services Department	4
Who can volunteer?	4
What are the recruitment screening requirements to volunteer?	4
What do volunteers do?	4
How much time will I need to give?	5
Volunteers need to be	5
Where will I be based?	5
Can I volunteer during weekends or evenings?	6
Can I volunteer for a couple of weeks over the summer holidays?	6
Can I use a voluntary role to fulfil study requirements leading to a qualification?	6
Will I receive expenses?	6
Dress code / uniform	6
Will I receive training?	6
What support will I receive?	7
Becoming a volunteer with us allows you to	7
How do I become a volunteer?	8
When can I start volunteering?	9
Contact information to find out more about volunteering	9

Thank you for the interest you have shown in volunteer involvement with Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust. If you'd like to help to enhance and complement our services through volunteering we'd love to hear from you further.

About Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust (CNTW)

CNTW has more than 7,000 staff providing a range of mental health, learning disability and neurological care services across the north of England. The Trust also runs a number of regional and national specialist services. Along with partners, CNTW delivers support to people in their own homes and from community and hospital-based premises.

The Trust works from more than 70 sites across Cumbria, Northumberland, Newcastle, North Tyneside, Gateshead, South Tyneside and Sunderland, managing a number of hospitals including:

- St Nicholas Hospital, Newcastle upon Tyne
- St George's Park, Northumberland
- Northgate Hospital, Northumberland
- Ferndene, Prudhoe, Northumberland
- Walkergate Park, Newcastle upon Tyne
- Hopewood Park, Sunderland
- Monkwearmouth Hospital, Sunderland
- Carleton Clinic, Cumbria

The Trust also provides inpatient services at several other hospitals across the north of England, including at the Campus for Ageing and Vitality in Newcastle, West Cumberland Hospital in Whitehaven and the Children and Young People's Service within Middlesbrough.

CNTW Trust Values

To be a leader in the delivery of high-quality care and a champion for those we serve.

Caring and compassionate

- Put ourselves in other people's shoes
- Listen and offer hope
- Focus on recovery
- Be approachable
- Be sensitive and considerate
- Be helpful
- Go the extra mile

Respectful

- Value the skill and contribution of others
- Respect to all people
- Respect and embrace difference
- Encourage innovation and be open to new ideas
- Work together and value our partners

Honest and transparent

- Have no secrets
- Be open and truthful
- Accept what is wrong and strive to put it right
- Share information
- Be accountable for our actions

Our patients are at the forefront of everything we do. Volunteers can have a positive impact on the patient's experience, we do ask that volunteers are mindful of this and use the opportunity pro-actively by being reliable and consistent with their values and attitude.

The Voluntary Services Department

The Voluntary Services Department is based at St. Nicholas Hospital, Newcastle upon Tyne and currently employs four full-time team members:

- Wendy M Spratt, Voluntary Services Manager
- Rebecca Goodburn, Voluntary Services Co-ordinator
- Billy Anderson, Voluntary Services Co-ordinator
- Joanne Hanlon, Voluntary Services Administrator

The department is responsible for the recruitment, training and screening of volunteers as well as providing ongoing individual and / or group support to volunteers in a wide range of projects across our Trust services.

Who can volunteer?

We welcome volunteers from the age of 18 onwards with no upper age limit from all areas of our diverse community. We recognise that a rich mix of volunteers bringing a range of skills, interests and experience best meets the needs of our patients. We particularly welcome people with first-hand experience of our services, whose unique insight and experience is invaluable.

What are the recruitment screening requirements to volunteer?

Due to the sensitive roles undertaken by our volunteers and the potential contact with vulnerable people, all potential volunteers are subject to:

- A satisfactory Disclosure and Barring Service Check (DBS) carried out by the Voluntary Services Department. DBS information shared with us does not immediately bar individuals from volunteering and potential volunteers will have the opportunity to discuss this further and may be asked to attend a DBS risk assessment meeting.
- Two satisfactory value-based references.
- The successful completion of Volunteer Induction Training as well as any additional training and updates required to support them in their volunteer role.

What do volunteers do?

Volunteers participate in a wide range of **non-clinical** activities across the Trust, complementing the work of healthcare professionals to enhance the experience of our patients and carers.

The Voluntary Services Department exists to offer more long term, mainstream volunteering roles across CNTW, asking volunteers to commit to their role for 6 months or more.

Mainstream volunteer activities aim to:

- Offer social and therapeutic support to patients on a ward or department, e.g. listening and chatting to patients, participating in board games, quizzes, crosswords, gardening etc or participating in arts or musical activities etc. and in some cases offering support by having the opportunity to share lived experience where appropriate.

- Offer social engagement in the community through community volunteer befriending.
- Promote patient and carer involvement by gathering feedback through assisting patients / carers with the completion of Points of You, our Trust-wide questionnaire helping to shape and develop services through patient and carer involvement.
- Meeting, greeting and sign-posting patients, carers and visitors attending chapel services, library and knowledge centres and wards and departments within the Trust.
- Provide practical assistance in activities e.g. hospital shop, gardening (ward green space areas / allotment areas) etc.

Alternative to mainstream volunteering with CNTW:

CNTW have a Patient and Carer Involvement Team (managing patient and public engagement) who co-ordinate and facilitate patient and carer involvement, in specific short-term activities and projects like service design, planning and evaluation and to help them with this work, they actively recruit involvement 'members' through their Involvement Bank.

How much time will I need to give?

Projects vary considerably but the majority require a regular weekly commitment for at least six months.

Volunteers are required to attend at mutually agreed pre-determined times.

Volunteers need to be:

- Friendly, approachable and patient.
- Caring and good listeners.
- Comfortable approaching people to offer help and to ask for help.
- Able to work independently within the boundaries of the role and use initiative after initial settling in period.
- Adaptable and flexible to embrace any changes in volunteer role.
- Dependable and reliable.
- Able to demonstrate Trust Values.

Where will I be based?

As we provide services across a large geographic area it is important to consider travel time, modes of transport etc. when making decisions about the location of your volunteering role. The interview process will explore and identify a range of potential locations and projects in which you may participate. Individual interviews will be carried out by our Voluntary Services Co-ordinator and will either be held virtually by *Teams* or face to face in a Covid secure working environment adhering to PPE / social distancing measures that are currently in place throughout the Trust.

Can I volunteer during weekends or evenings?

The majority of our voluntary opportunities require participation between 9am - 5pm, Monday to Friday, however we do have a small number of voluntary opportunities that require involvement in the evenings and at the weekends.

Can I volunteer for a couple of weeks over the summer holidays?

No, in order to meet the needs of our services as a registered volunteer, we require an expected minimum commitment of 6 months.

Can I use a voluntary role to fulfil study requirements leading to a qualification?

No, volunteers are not permitted to combine their voluntary role with study, because of Disclosure and Barring Service (DBS) regulations.

Will I receive expenses?

Yes, all volunteers are entitled to agreed actual out of pocket travelling expenses (local bus / metro fares and mileage rate) whilst engaging in their volunteering, attendance at appropriate training identified and volunteer support sessions. Expenses will be approved by the Voluntary Services Department and reimbursed through a bank transfer system wherever possible.

Dress code / uniform

In the wake of Covid-19, it is now a requirement for all registered volunteers to wear a polo shirt. You will be provided with a new / unused Trust volunteer polo shirt by the Voluntary Services Department to wear during your volunteering session. Further instructions regarding the upkeep / cleaning of your polo shirt will be covered prior to commencing in your role.

Will I receive training?

Yes. All volunteers must attend and successfully complete our Volunteer Induction Training, this will cover:

- Welcome to the Trust
- CNTW Trust Values
- Covid-19 - Trust guidance PPE / social distancing etc
- Maintaining boundaries within your role
- Information governance / data security awareness
- Infection Prevention and Control (IPC)
- Health and safety

- Moving and handling (not including patient handling)
- Equality, diversity and human rights
- Safeguarding adults (and safeguarding children if volunteering within the Children and Young People's Service)
- Support and supervision
- How to get the best out of your volunteering

Participants are issued with a Volunteer Handbook and Volunteer Code of Conduct once volunteer training is satisfactorily completed. All volunteers must sign a copy of our Code of Conduct prior to commencing in their role, which will be scanned onto their personal file.

- Volunteers are required to attend separate Fire Safety Awareness Training. We will arrange either a classroom setting (in a Covid secure environment) with other volunteers in attendance or at your place of volunteering along with staff or alternatively via online through *Teams* with one of our Fire Safety Officers attached to the locality in which your place of volunteering falls into.
- Volunteers have the option to attend in-house (in a Covid secure environment) / *Teams* Dementia Friends Awareness sessions. This training is required for volunteers who are wishing to volunteer within older people's services but is open to all volunteers who would benefit from this training.
- Additional training may be required in accordance with your chosen project (i.e. children and young peoples' service / neurological services).
- Whilst volunteering, further informal training will be provided for the majority of roles.
- Further training may be provided periodically to meet national guidelines and the changing needs of the project.
- Volunteers are required to attend our pre-arranged update volunteer training: 1-yearly - fire training, infection prevention and control and data security awareness training as well as 3-yearly training - safeguarding adults and children, moving and handling and health and safety training.
- All volunteers will be issued with an agreed Volunteer Role Description outlining the expectations and duties of the volunteer role. All Volunteer Role Descriptions have been devised and agreed between the Voluntary Services Manager and Project Leads.

What support will I receive?

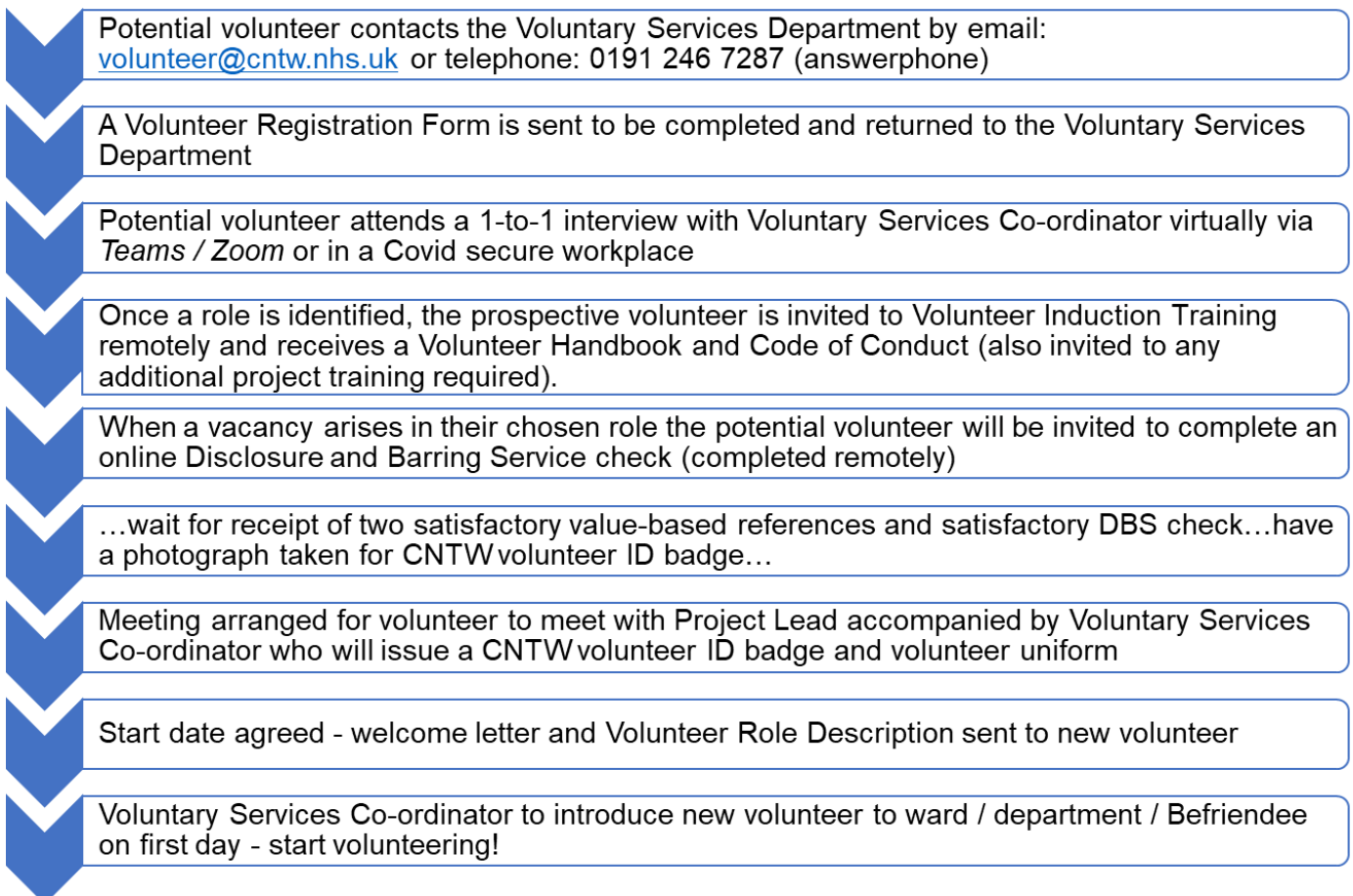
Ongoing support will be provided by the Voluntary Services Department, in particular by the Voluntary Services Co-ordinators as well as the Project Lead. The Project Lead is an identified healthcare professional from the service in which the volunteer is placed.

Becoming a volunteer with us allows you to:

- Use your free time in an enjoyable and positive way.
- Help to improve your own health and wellbeing.

- Share your interests, knowledge and experience to help others.
- Gain an insight that may help when considering career options.
- Learn new skills and gain valuable experience for your future.
- Get involved in your local community.
- Gain a sense of achievement doing something interesting and meaningful.
- Develop communication and interpersonal skills.
- Gain confidence, self-esteem and structure.
- Meet new people.
- Support and offer hope in our patients' recovery journey.
- Support our staff.
- Volunteer in an 'Outstanding' Trust.

How do I become a volunteer?



When can I start volunteering?

You may commence in your voluntary role when:

- All aspects of the registration process are successfully completed. This will include satisfactory DBS clearance and the acceptance of two satisfactory value-based references.
- All Volunteer Induction Training is completed plus any other identified project training required for specific roles. The Project Lead or a designated member of staff will provide additional training / awareness on the use of appropriate PPE within their area along with up-to-date information on maintaining positive volunteer engagement within a Covid-19 secure environment during your time as a volunteer.
- There is available space in a mutually agreed voluntary role and notification is received from the Voluntary Services Department of starting dates and times.

Please note that all voluntary roles are based on the needs of patients, wards and departments. Some services may have insufficient capacity to support large numbers of volunteers and therefore there can sometimes be a waiting list for some of our popular volunteering roles.

If after reading the above you decide to enquire about the possibility of joining our Trust as a registered volunteer or require further information please contact:

Voluntary Services Department
Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust
St Nicholas Hospital
Jubilee Road
Gosforth
Newcastle upon Tyne
NE3 3XT

Tel: 0191 246 7287 (answerphone)

Email: volunteer@cntw.nhs.uk



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