

NORTHUMBERLAND, TYNE AND WEAR NHS FOUNDATION TRUST

BOARD OF DIRECTORS' MEETING

Meeting Date: 25 November 2015

Title and Author of Paper: Voluntary Services Annual Report by Christine Lopez,
Voluntary Services Manager

Paper for Debate, Decision or Information: Information

Key Points to Note:

The report aims to offer the Trust Board an Insight into the magnificent contribution of volunteers within NTW and the role of the Voluntary Services Department.

One of the focus points of this report outlines the actions taken by the Voluntary Services Department with regards to 'Themes and Lessons Learnt from NHS Investigations into matters relating to Jimmy Savile.' Published in February 2015.

Outcome required: For information

Voluntary Services Department

Annual Report 2014/2015

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1. Introduction

This report offers an opportunity to introduce our team and to champion the tremendous contribution of our volunteers within Northumberland, Tyne and Wear NHS Foundation Trust. The report briefly outlines the projects in which volunteers are involved and puts the spotlight on just one of our initiatives, based on Alnwood that has developed over the year.

This year's focus predominantly relates to the independent report commissioned by the Secretary of State for Health on the 'Themes and lessons learnt from the NHS investigations into matters relating to Jimmy Savile' which was published in February 2015. Those recommendations relating specifically to volunteering are outlined here alongside our response and ongoing actions.

The report also highlights some of the general activity, challenges and highlights over the past year and our aims and objectives for 2016.

2. Who are we and what do we do?

The Voluntary Services Department was established in 1987, is based at St. Nicholas Hospital and offers a Trust wide service. The department consists of three team members:

- Christine Lopez, Voluntary Services Manager
- Wendy M Spratt, Volunteer Co-ordinator
- Joanne Hanlon, Administrator

Over the past year our volunteer database has included almost 300 people.

From 1st November 2015 we have welcomed new line management support from Ann Marshall, Group Nurse Director, Community Services.

Over the past year, line management has also been provided by Elizabeth Moody followed by Vida Morris and we would like to take this opportunity to thank them both for their excellent support and encouragement.

We would also like to offer our appreciation to Gary O'Hare who has had a long association with our volunteers and offers support to the service at Board Level.

Our aim:

The Voluntary Services Department aims to promote and develop a range of voluntary activities that enrich the experience of service users by encouraging the participation of local people.

Our objectives are to:

- Develop, oversee and manage a range of voluntary activities that meet the needs of service users and carers.

- Develop and implement procedures for the safe recruitment, screening, and deployment of volunteers in line with Trust policies, legislative frameworks and best practice.
- Ensure equal opportunities and diversity are promoted and sustained through all aspects of volunteer involvement.
- Support Trust Values through volunteer inclusion.
- Provide effective and appropriate training for volunteers and strive to promote a positive learning environment.
- Establish and implement effective mechanisms for the support and recognition of volunteers.
- Support staff working with volunteers.
- Involve all stakeholders in the monitoring and evaluation of volunteer initiatives.

2014/15 staffing levels

In 2012 Wendy Spratt our Volunteer Co-ordinator was sadly diagnosed with Cancer. Since that date she has endured operations, chemotherapy and radiotherapy. She has been amazingly positive and resilient throughout and has benefitted greatly from her treatments, always bouncing back with her usual drive and commitment to her role. During 2015 Wendy undertook her seventh episode of surgery and due to periods of staff shortage the department concentrated predominantly on operational functions and governance rather than development over the year.

Wendy will undertake an eighth operation (and hopefully her last) in early 2016. We wish her well in her final stage of recovery and hope she can look forward to a healthy and happy future.

3. A snapshot of 2014/2015

Project spotlight - Volunteer Befrienders, Alnwood

Alison Dagg an advocate from Coram Voice approached our department in 2014. She was working with a young person on Alnwood who was living a long way from home, had no visitors and could benefit from a Volunteer Befriender. Alnwood staff were very supportive of the idea and assisted with the training of our volunteers. We have undertaken this project on a very small scale over the year so we can monitor progress and identify any challenges in this sensitive area. While volunteers are required to be over eighteen for this initiative we have matched young students in the project who can act as positive 'role models' and offer some shared interests. Although escorts must remain with the young person during volunteer visits, they have been creative in maintaining their presence discretely to offer the young person one to one time with their Befriender.

Alison Dagg has described a Befriender as ***“that special someone who comes to visit the young person and nobody else. It makes them feel important and gives them something to look forward to. One young person said of their new volunteer that ‘they were perfect’.”***

One of the young people, prior to discharge, said of her Befriender *“she has been a big part of my recovery and is an amazing person. I will always remember her for her beautiful smile and her amazing personality.”*

Susanne Grant, Clinical Team Leader has noted that Befrienders *“offer motivation and encourage positivity. A person who can listen, talk and share positive experiences is important to us all. I think our young people benefit greatly from having this opportunity - it fills a gap between home and friendship which they might feel they are missing. It is different to the relationships they establish with the nursing team because they can look forward to a visit - often a rare occasion for many of our young people. It has allowed us to observe social skills of a young person from a different perspective. We hope to have more input from volunteers in the future.”*

One of volunteers feels that she has gained *“valuable experience and pleasure from her involvement and now has a massively increased knowledge of Boy Bands!”*

The feedback on this project bodes well for the future where we hope to involve more volunteers over the coming year, dependent upon need.

Volunteer category winner of the 2015 NTW Valuing Excellence Awards

Joanne, our worthy winner of the Volunteer Category of the NTW Valuing Excellence Awards was thrilled to attend the Award Ceremony held in March 2015 at the Hilton Hotel in Gateshead. As a deaf person using BSL and accompanied by a working hearing dog, she uses her unique lived experience, skills and expertise to raise awareness and contribute to the wellbeing and recovery of deaf people with mental health problems. In collaboration with Joyce Pennington, Clinical Nurse Specialist in Mental Health and Deafness, she participates in roles that encourage integration and equality between the deaf and hearing community and contributes to the meaningful development of services. A partnership between NTW and Deaflink, supports Joanne in offering leadership and peer support to a Deaf Wellbeing Group, where social activities and interaction aid the development of skills with a recovery based focus. Joanne uses her tremendous organisational and motivational abilities to successfully arrange purposeful group activities and outings.

Joanne has also represented service users in developing a national Deaf Recovery Package as part of CQUIN. This involves liaison with deaf and hearing service users and professionals locally and in Manchester and London.

In partnership with Joyce, Joanne has also participated in the superb film launched at the NTW 2014 AMM on 'What Recovery Means to Me'.

Joanne's commitment, drive, compassion, sensitivity and insight encapsulate NTW values and she has made a huge impact in meeting and championing the needs of our deaf service users.

Volunteer project closures during 2014/15

We would like to offer our sincere thanks and appreciation for the outstanding dedication and support offered by volunteers whose projects have closed over the past year.

- **Tans Restaurant**

Following a Day Services Review, the Hexham based Tans Restaurant, part of the Opus Employment Project was closed. Volunteers supported clients within the project and

assisted with kitchen and front of house duties. The volunteers offered amazing skills, enthusiasm and commitment to this service spanning many years.

In 2011 the Tans volunteers were among the 8000 people invited to meet the queen at a garden party in Alnwick hosted by the Duchess of Northumberland for Volunteers and Carers. The Tans Volunteers were shortlisted for the NTW Shining Light on Excellence Awards in 2012 with one member of the team, famous for his amazing scones, winning the Runner Up Award.

The volunteers are being offered support to relocate, with some taking up the opportunity to work with a social enterprise that will re-launch the restaurant in April 2016.

- **New Horizons Woodwork Project**

The Day Services Review also saw the closure of the New Horizons Woodwork Project based in Morpeth and involved the valuable input of two volunteers. The workshops offered support to service users in developing the confidence and skills in a range of woodwork projects.

While the team predominantly worked on large projects such as sheds and summerhouses, one of the volunteers specialised in smaller projects, often requiring intricate artwork. The volunteers within this project have been extremely skilled, committed and reliable. One volunteer is due to remain within NTW as a volunteer and we are currently supporting the other to explore an alternative venture.

- **Kiff Kaff Band**

Our popular music group the Kiff Kaff Band have decided to end their involvement in October 2015 due to the competing commitments of band members. They were originally formed by Colin Westerman a former Psychologist who saw the therapeutic value of engaging service users and volunteers in musical participation. The band provided entertainment in a variety of wards and day centres over the years and also performed at many of our volunteer celebrations. The band were established for ten years and one member commented that they had '*lasted longer than the Beatles*'.

Volunteer recognition

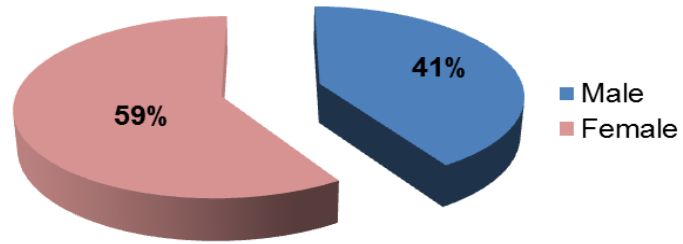
In addition to ongoing face to face support and recognition of volunteers we have offered our thanks through:

- Volunteer Christmas Parties, held at St. Nicholas Hospital and Hopewood Park.
- Thank you letters forwarded to all volunteers during Volunteers Week.
- Thank you letters and certificates issued to volunteers upon leaving their role.
- The Trust has organised a thank you event for staff and volunteers from the Tans Restaurant.

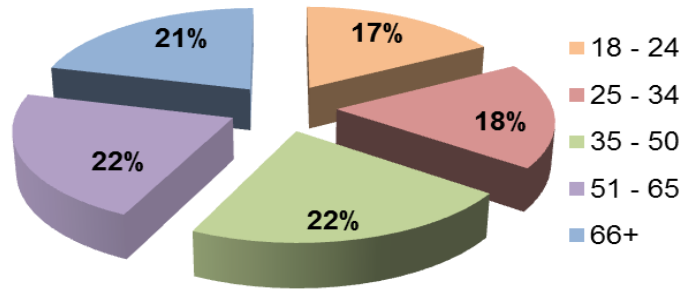
During 2016 we are looking to explore fresh and more creative ideas to celebrate Volunteers Week.

Facts and figures

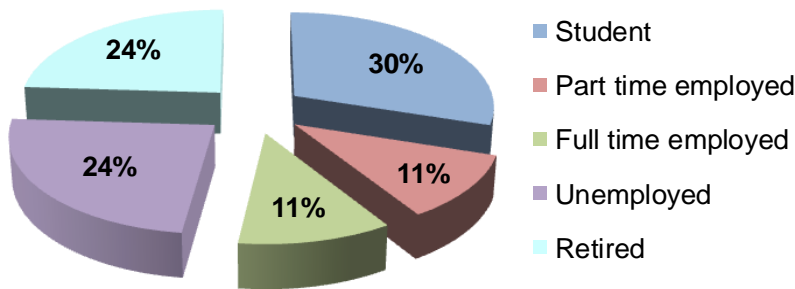
- **Gender of Volunteers:**



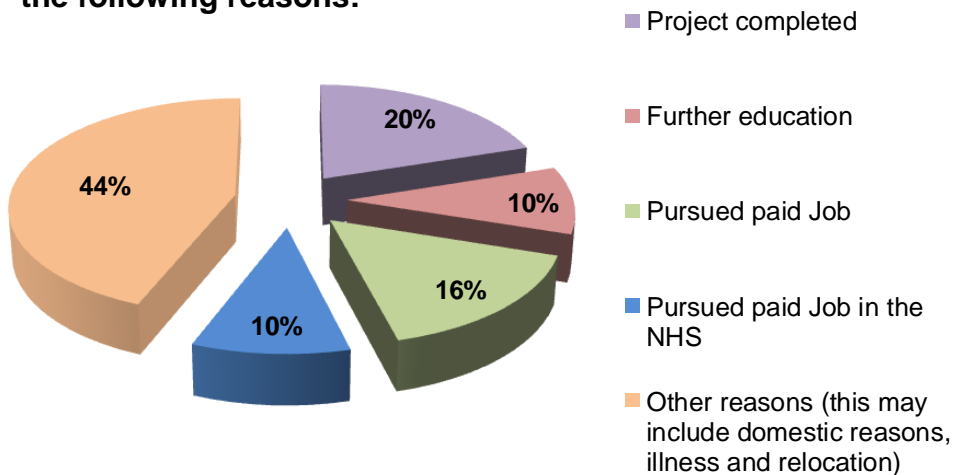
- **Age range of volunteers:**



- **Employment status when registering as a volunteer:**



- **Volunteers leaving the Trust from November 2014 to November 2015 left for the following reasons:**



- 2 current volunteers also participate as Trust Governors.

4. Voluntary Services response to ‘Themes and lessons learnt from NHS Investigations into matters relating to Jimmy Savile’, independent report from the Secretary of State for Health, February 2015, Kate Lampard, Ed Marsden.

Following investigations into the actions of Jimmy Savile who committed atrocities while posing as a hospital volunteer and fundraiser, a report was published in February 2015 to outline the themes and lessons learnt from his involvement.

In the report Kate Lampard commented that she was impressed by the extent of volunteer schemes within the NHS and described volunteers as a ‘force for good’. She did however note that ‘the scale of the volunteer presence and the extent and the nature of the work they do means that the arrangements for managing volunteers and the risks associated with their presence in hospitals need to be robust and command public confidence’.

The report made a number of recommendations and outlined below are those pertaining specifically to volunteers and our response and actions in relation to these.

Recommendation 2 - All NHS Trusts should review their voluntary services arrangements and ensure that:

- They are fit for purpose.
- Volunteers are properly recruited, selected and trained and are subject to appropriate management and supervision.
- All Voluntary Services Managers have development opportunities and are properly supported.

Fit for Purpose

- By investing in a dedicated department NTW have taken steps to ensure the safe and effective involvement of volunteers.
- In August 2015 the Voluntary Services Department undertook a self-assessment using the ten criteria identified in the Investing in Volunteers Standard. We have applied for information and costings to look at the viability of achieving the standard
- We are currently constructing a new Volunteer Involvement Policy.

Volunteers are properly recruited, selected and trained and are subject to appropriate management and supervision

- The NTW Voluntary Services Department adhere to Best Practice in the recruitment, training and management of volunteers as outlined in ‘Volunteers across the NHS - improving the patient experience and creating a patient-led service’ 2006 developed in conjunction with Department of Health, NHS Employers and National Association of Voluntary Services Managers.
- Information was provided to the NTW Workforce and Development as part of a recruitment audit.

All Voluntary Services Managers have development opportunities and are properly supported

Support

- Our Voluntary Services Manager (VSM) has good support, with line management at Group Nurse Director level and Board Level support from the Director of Nursing and Operations. The support from a nursing directorate is invaluable for advice and direction offered in relation to service user involvement.

Development Opportunities

- The Voluntary Services Manager and Volunteer Co-ordinator have achieved qualifications in Volunteer Management, Training Practice, Core Competencies in Befriending Management and have attended Volunteers and the Law Courses.
- The department will continue to look at any relevant volunteer management training opportunities for all team members that may offer updates, offer a fresh perspective, fill skills gaps and ensure our practices remain contemporary.
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Recommendation 3 - The Department of Health and NHS England should facilitate the establishment of a properly resourced forum for Voluntary Services Managers in the NHS through which they can receive peer support and learning opportunities and disseminate best practice.

- Awaiting recommendations from the Department of Health to establish a Forum.
- The VSM currently attends quarterly with NHS VSM's in the North East and Yorkshire region to share good practice and offer peer support.
- During 2015 we have established close links and exchanged visits with the Voluntary Services Department at TEWV to exchange ideas and explore different ways of working.

Recommendation 4 - All NHS Hospital Trusts should ensure that their staff and volunteers undergo formal refresher training in safeguarding at the appropriate level at least every three years

- New classroom Safeguarding Training Sessions have been designed and delivered to the majority of volunteers who have volunteered for three years with arrangements made to follow up those outstanding.
- We sometimes struggle to persuade volunteers to attend training updates, often due to their limited availability. We have explored the option of volunteers accessing staff e-learning packages but this is not viable. Following discussions with the NTW Safeguarding Team, a training booklet designed by the Newcastle Authority Safeguarding Team has been adapted with their permission, by Philip Battista to meet volunteer training needs. A recent trial of the booklet has proved successful. Where volunteers struggle to attend classroom sessions we propose using a training booklet and will monitor its success. Marc House, Head of Training has approved the use of appropriate booklets for volunteer training.

- Our volunteer database has been adapted to flag up volunteers approaching three years' service to enable arrangements to be made for safeguarding updates on an ongoing basis and to main training records.

Recommendation 6 - The Home Office should amend relevant legislation and regulations so as to ensure that all hospital staff and volunteers undertaking work or volunteering that brings them into contact with patients or their visitors are subject to enhanced DBS and barring list checks.

- Awaiting Home Office amendments.

Recommendation 7 - All NHS Hospital Trusts should undertake DBS checks (including, where applicable, enhanced DBS and barring list checks) on their staff and volunteers every three years. The implementation of this recommendation should be supported by NHS Employers.

- 70% of volunteers with three years or more service within NTW have undertaken additional DBS checks and arrangements for the outstanding volunteer checks are in place (please note that there are no financial costs for Volunteer DBS Checks).
- The volunteer database has been adapted to flag up volunteers approaching three years' service to enable arrangements to be made for DBS updates on an ongoing basis.

Recommendation 13 - Monitor, the Trust Development Authority, the Care Quality Commission and NHS England should exercise their powers to ensure that NHS hospital Trusts comply with recommendations. 1, 2, 4, 5, 7, 9, 10 and 11

- The Voluntary Services Department aims to ensure that robust processes are established, implemented, monitored and can be evidenced to meet the criteria for recommendations 2, 4 and 7.

The Voluntary Service Department will continue to monitor compliance with these recommendations and any other Trust Requirements established in response to the Report.

5. Aims and objectives for 2016

- To raise the profile and recognition of volunteering within NTW. This should involve an event to celebrate Volunteers Week in June.
- Strengthen support mechanisms for Social Activities Volunteers for Hopewood Park and Service User Involvement at Walkergate.
- Endeavour to meet the changing needs of the Trust in line with the Transformation Process.
- Monitor recruitment and management systems to ensure they remain robust and open to scrutiny.

6. Volunteer projects in operation over 2014/15

Listed by directorate the projects include:

Inpatient Care Group

Social Activities Volunteers

- Adult Services - Longview and Springrise Hopewood Park.
- Older Peoples Services - Akenside and Castleside Inpatients, Campus for Ageing and Vitality.
- Cherryburn, Campus for Aging and Vitality (arranged with a service level agreement with Newcastle upon Tyne Hospitals NHS Foundation Trust)

Psychology Volunteers

- Psychological Services, Hopewood Park and St. Georges Park

Garden Volunteers

- Vocational Rehabilitation, Hopewood Park

Community Services Care Group

Social Activities Volunteers

- Castleside Day Unit, Campus for Ageing and Vitality
- Community Mental Health Service - Alnwick
- Memory Protection Service Volunteer - Sunderland
- Memory Support Service, North Tyneside - Monkwearmouth Hospital
- Social Activities - Ashmore House, Ashington (under review)
- North Tyneside Memory Group

Community Befriending

- Befriending

Arts Volunteers

- Arts Volunteers - based at Wallsend and Whitley Bay under the support of the Community Mental Health Teams

Restaurant Assistants (up to September 2015)

- Restaurant Assistants, OPUS Employment Service - TANS Vegetarian Restaurant, Hexham (closed September 2015)

Woodwork Volunteers (up to September 2015)

- Vocational Employment Service - Coopies Lane, Morpeth (closed September 2015)

Specialist Services Care Group

Social Activities Volunteers

- Sensory Room and Social Activities Volunteer - Walkergate Park

Psychology Volunteers

- Psychological Service Volunteers - CYPS St Nicholas Hospital, Northgate Hospital and Monkwearmouth Hospital

Arts Volunteers

- Art Therapy - Northgate Hospital

Service User Involvement

- User Involvement Volunteers - Walkergate Park

In-Patient Befriending

- Alnwood, St. Nicholas Hospital

Tuck Shop

- Volunteer - Ferndene

Deaf Well Being Group

- Social Activities and Peer Support Volunteers

Community Befriending

- Deaf Befriending

Support Services Care Group

Catering

- Hospital Shop Volunteers - St Nicholas Hospital
- Restaurant Assistant - Café Andrew, Northgate Hospital (a role separate and distinct from that of paid staff)

Library & Knowledge Services

- Knowledge Centre Volunteers - Hopewood Park,
- Library Volunteers - St Georges Park, St. Nicholas Hospital

Research and Development

- Research Assistant, St. Nicholas Hospital

Chaplaincy

- Chapel Services assistants at St Georges Park and Hopewood Park

Patient and Carer Involvement

- Peer Facilitators/Educators - Recovery Colleges
- WRAP Facilitator (up to September 2015)

Other

- Kiff Kaff Band (a musical group) - St Georges Park (up to October 2015)