

Northumberland, Tyne and Wear NHS Foundation Trust

Board of Directors Meeting

Meeting Date: 23 November 2016

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

Executive Lead: Gary O'Hare, Executive Director of Nursing and Operations

Paper for Debate, Decision or Information: Information

Key Points to Note:

The report offers an overview of the current achievements and involvement of NTW Volunteers and the work of the Voluntary Services Department over the past year.

Risks Highlighted to Board : None

Does this affect any Board Assurance Framework/Corporate Risks? No
Please state Yes or No
If Yes please outline

Equal Opportunities, Legal and Other Implications: None

Outcome Required:

The report is for information only and aims to -

- Raise awareness of the scope and range of volunteering within NTW
- Raise the profile of volunteering
- Acknowledge and celebrate the valuable contribution of volunteers.

Link to Policies and Strategies:

Voluntary Services Annual Report 2015/2016



Shining a light on the future



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1. Introduction

I am delighted to present the Voluntary Services Annual Report for 2015/2016 which offers the opportunity to acknowledge and celebrate the magnificent contribution of the Northumberland Tyne and Wear NHS Trust Volunteers. Our volunteers participate in a wide range of projects across the Trust and continue to offer their valuable time and skills to support staff and enrich the experience of our service users. The report offers an insight into the scope and range of volunteering and the work of the Voluntary Services staff.

The Voluntary Services team allocate resources to areas of identified need. Over the past year the success of our ward based Social Activity Volunteers has led to an increase in demand from more wards. This year we have attempted to broaden volunteer involvement at St. Georges Park and Hopewood Park with further recruitment planned for 2017. To offer an insight into the benefits of the Social Activity role, this report has highlighted the contribution of the Castleside Day Unit volunteers who have made a simple, yet significant difference in their support of staff and patients.

In addition to meeting the needs of patients we do our utmost to offer a safe and satisfying experience for our volunteers. Our diverse group of volunteers offer their time for a wide variety reasons. Some people simply wish to use their spare time purposefully, wish to improve services or wish to give something back in return for the treatment they have received. Increasingly people wish to participate to gain experience, strengthen CV's or to gain an insight into career options. It has been particularly rewarding this year to see an increase in applicants who wish to complement their involvement at the various Recovery Colleges with NTW volunteering in their pursuit of Peer Support roles. The report highlights the pathway many of our volunteers have taken over the past year in pursuit of their goals.

This year's report also demonstrates the importance of sharing good practice. As a small stand-alone service, the network we have built with other NHS Voluntary Services teams has been invaluable to ensure our practices remain consistent, relevant and in line with current legislation. In addition to quarterly meetings, we were delighted to host visits from other Trusts during the year who were interested in our recruitment systems.

2. Voluntary Services Department

The Voluntary Services Department is based at St. Nicholas Hospital, Newcastle upon Tyne and employs three team members:

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

The department is line managed by Ann Marshall, Acting Group Nurse Director, Community Services

We aim to:

- Meet the needs of our service users, carers and organisational objectives through creative and appropriate involvement of volunteers.
- Ensure safe and effective involvement by adhering to Trust Policy and best practice standards in volunteer recruitment, screening and management.
- Promote Trust Values.
- To offer volunteers a rewarding experience.
- To offer recognition for the achievements of volunteers.
- Support staff working with volunteers.

We involve volunteers to:

- Enrich the patient experience and support service delivery by offering additional time and fresh perspectives, expertise and skills.
- Promote user and carer involvement.
- Promote diversity and inclusiveness.
- Broaden the range of services offered.
- Foster good relationships with the local community.

Volunteers do not:

- Replace the roles of paid staff or undertake clinical roles.

3. Spotlight on Castleside Day Hospital

Castleside Day Hospital, under the leadership of Gill Foster, Ward Manager has benefitted from the inclusion of Social Activity Volunteers for over four years. The outstanding dedication, skills and expertise of the staff are complemented by the inclusion of volunteers who offer time and enthusiasm to engage in a wide range of activities.

Volunteers offer positive support, motivation and assistance to patients in a range of social activities e.g. board games, arts and crafts, music, physical activities, cooking groups etc. When the staff run a group activity such as a quiz, the volunteers can engage with those on the periphery who may wish to do something different. Some patients simply wish to have a chat and a volunteer can offer this without other competing demands. Staff may use the interaction between patient and volunteer to observe cognitive functions, for example hand eye co-ordination, colour recognition etc. during a game of pool.

The commitment and ingenuity of our volunteers over the year has exceeded all expectations. They have:

- Brought fun and laughter by organising carpet bowls and a friendly pool tournament.
- Hired a memory box from a local museum which generated discussion and reminiscence.
- Encouraged sing songs by accompanying the patients on a eukelee.
- Assisted an Occupational Therapist with a breakfast club.
- Helped to tidy and develop the garden area.
- Provided an extra pair of hands during group outings in the community.
- Accompanied patients to chapel services.
- With some role reversal, one patient has taken pleasure in teaching a volunteer how to knit.

A volunteer said:

“I find my experience as a Castleside volunteer very rewarding and feel like I am part of the team. Staff go to great lengths to make the patients feel welcome and comfortable and it has been a pleasure to offer some assistance. Sometimes people just like to chat and reminisce and have such interesting stories to tell. I like to assist with group activities and have recently helped the patients paint some autumn leaves for a wall mural. I have also enjoyed assisting staff on a patient outing to Kirkley Hall.”

Gill Foster, Ward Manager, said:

"The entire team at Castleside Day Hospital really enjoy working with our Social Activity Volunteers as they all bring something unique and make such a positive contribution to the service. I value the time and efforts they put into their role and know the patients all enjoy their company too. We have been able to offer such a diverse range of additional activities such as ukulele playing, healthy walks, baking sessions, table games and reminiscence work that have been so beneficial to the patients.

Many thanks to all our wonderful volunteers!"

4. CQC

We are indebted to a small number of volunteers who participated in the CQC visit in June 2016 by offering feedback through their user and carer roles. We believe however that all of our volunteers have contributed in one way or another to the delivery of services and have played their part, no matter how large or small, in helping our Trust achieve 'Outstanding' for which we are very proud.



5. Recognition of volunteers Staff Excellence Awards 2016

The staff awards took place in March 2016 at the Hilton Hotel, Gateshead.

The winner of the volunteer category was Norman Hildrew a Carer Governor in Working Age Adults who made a huge impact through his work on Pride. Norman was very involved in the early stages of the new Hopewood Park development and has used his expertise in the update of Carers Information packs.

Another NTW governor Marian Moor was a finalist for her outstanding contribution to the Trust and in particular her tremendous contribution in tackling stigma in mental health. Annie Douglas who offers access to Pets as Therapy (PAT) dogs was given recognition for her valued therapeutic service to our young service users.

Rachel Porter, a Ward Befriender received a very special nomination from her young Befriendee on Alnwood who treasured her weekly visits. The staff on Alnwood added to the nomination in recognition of the impact Rachel's involvement on the recovery and wellbeing of the service user.

Two other finalists were John Osbourne a longstanding and valued hospital shop volunteer and David Cossar a Community Befriender, who has made a significant difference to the well-being of his client by offering companionship and social stimulation. John and David were unable to attend the award ceremony so they received their awards at a presentation during our Volunteers' Week Celebration.

Volunteers' Week 2016



- Street Party

1st -12th June 2016 marked Volunteers' Week which offered us an opportunity to reflect on the contribution and achievement of our volunteers and demonstrate our appreciation.

Volunteers' Week is a national campaign that was established in 1984 to promote and recognise the huge contribution of volunteers across the UK in the first week of June each year. This year the celebrations were extended to twelve days to mark the Queen's 90th birthday in recognition of her lifelong patronage of over 600 charities and organisations. This culminated with a giant street party held in The Mall in London on 12th June 2016. NTW hosted a more modest (but equally exciting) version of the street party for our own volunteers to mark Volunteers' Week in appreciation of their dedication and commitment. We were very lucky as we had one of the sunniest days of the year for the event which certainly helped to make it a success. Our Administrator did a wonderful job putting together lots of bunting and basically transforming the courtyard adjacent to our office into a wonderful oasis and we had lots of cakes, scones and sandwiches etc. Vida Morris, Group Nurse Director (standing in for Ann Marshall in her absence) presented three of our volunteers' certificates for their nominations in the Staff Excellence awards at the event.



- Recruitment stand

During Volunteers' Week we hosted a recruitment and information stand next to Café Tanni at Walkergate Park. Most of the interest on the day came from staff rather than potential volunteers but it did offer a promotional opportunity. We will be looking at dates where there may be larger presence of service users and visitors during the coming year

- Thank you posters

To mark Volunteers' Week we printed and distributed 'Thank You' posters to display in wards and departments utilising volunteers.

- Volunteer newsletter

Our Volunteers' Week newsletter included a message from John Lawlor to offer his thanks and appreciation to our volunteers for their ongoing commitment and contributions.

6. Sharing Good Practice

Visits from other Trusts

We were delighted to welcome visitors from two other NHS Trusts over the summer. On 14th June 2016 we played host to the Voluntary Services team from Leeds and York Partnership NHS Foundation Trust (pictured to the right) followed by the Voluntary Services Manager and Co-ordinator from Bradford Teaching Hospital NHS Foundation Trust on the 5th July 2016.



Both sets of visitors primarily came to see our custom made Volunteer database with a view to adopting something similar within their own organisations. Joanne Hanlon, our Administrator, constructed some temporary fictitious pages to demonstrate how we safely and effectively record and manage volunteer data in line with the Data Protection Act and governance and IT protocols. Both teams are developing their own systems based on ours and the Leeds Administrator has developed some new ideas that we in turn have incorporated.

We also shared some useful ideas around the recruitment and support mechanisms for volunteers. It was interesting to hear about the different initiatives that the other Trusts were involved with. Leeds and York have been working on a project where staff and service users utilised their knitting and crochet skills to 'Yarn Bomb' a boat.

Christine Heath the Voluntary Services Manager from Bradford is involved in some proposals around a new information centre and was very impressed when we took her for an impromptu visit of our very own Patient Information Centre (PIC). Karen O'Rourke, PIC Manager, was extremely helpful in offering advice and outlined the range of information offered including our range of easy read self-help guides.

- **VITAL (Volunteering, Information, Teaching and Learning)**

The Voluntary Services Manager attends quarterly meetings with a North East and Yorkshire regional group of NHS Voluntary Services Managers to share best practice, and explore current initiatives and legislation. The group also offers an insight into a variety of management and support structures for volunteer involvement. In September 2016 the group welcomed Suzy Hansford, an Equality and Diversity Practitioner who delivered a very useful session of the 'unconscious bias'.

7. Newcastle Mental Health Day - February 2016

For over a decade we have worked in collaboration with mental health organisations to participate in an event led by Alisdair Cameron at Launchpad and Time to Change, to raise awareness and challenge stigma in Mental Health. The event has traditionally taken place on the closest weekend to World Mental Health Day, but due to the rugby world cup events in 2015 it took place on the 6th February 2016 to tie in with Time to Change's 'Time To Talk' initiative. We manned one of 60 stalls (alongside PIC staff and the Membership Manager) at the Monument in Newcastle to promote our service. The event incorporated a pop up chill out zone and an interactive space for musical and drama performances. The day drew large crowds and attracted a lot of interest from members of the public.



8. Volunteers moving on within the NHS

Over the year some of our volunteers have used their experience to successfully gain paid employment within the NHS or have been inspired to undertake study within the health and social care field. While we are sad to lose them as volunteers we wish them every success in the future.

- Peer Support Workers:

We are delighted to announce that three of our valued Social Activity Volunteers over the year have successfully gained paid employment as NTW Peer Support Workers. The volunteers, who have completed the Peer Support Course at the Newcastle Recovery College, have all gone that extra mile within their voluntary roles. One volunteer has clocked up 14 years of volunteering and for most of that period travelled long distances to attend. Between them they have a vast array of enthusiasm, skills and academic achievements and can use their unique insight to support others.

- Assistant Psychologist:

One volunteer has secured an Assistant Psychology post within NTW.

- Nursing:

Two volunteers have enrolled on a degree course to become nurses within mental health, with one currently completing a placement within the Trust.

- Occupational Therapy:

One volunteer has been so inspired by an Occupational Therapist at the Campus for Ageing and Vitality that she has decided to take a new direction in her career and is planning to undertake a masters degree in Occupational Therapy.

- Health and Social Care courses:

Several volunteers are currently undertaking or have recently completed Health and Social Care Courses.

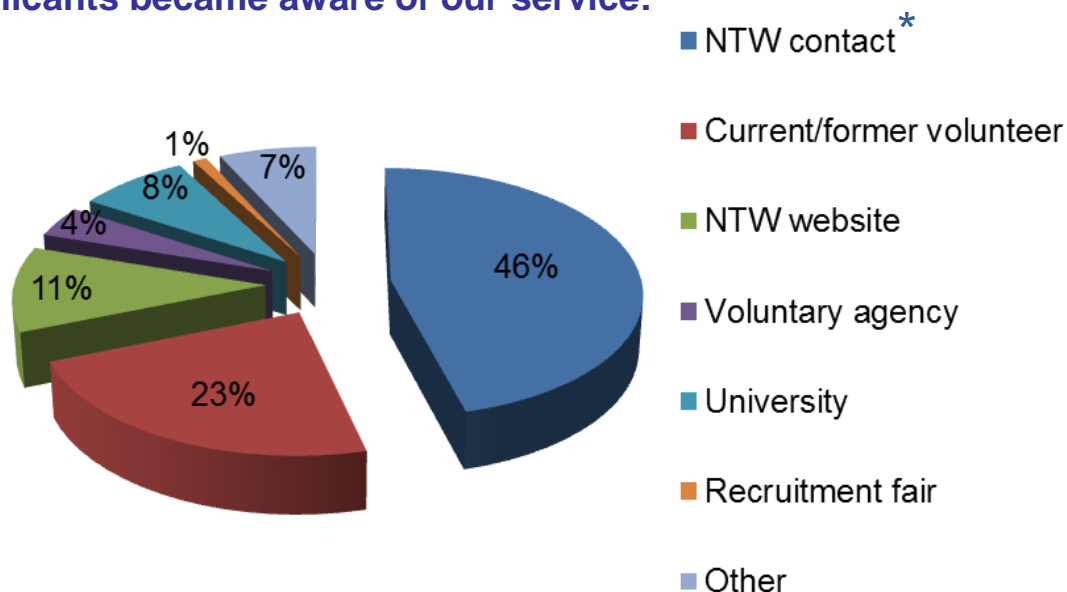
- Dietetic Support Worker:

One Social Activity Volunteer has been offered a post as a Dietetic Support Worker with an Acute Trust.

9. Volunteer recruitment, training and support 2015/16

Due to staff shortages in 2015/2016 it was necessary to limit recruitment for several months in order to channel existing resources to support the current volunteers across the Trust. Consequently the number of volunteers during the year has reduced to 259. Interest in volunteering with the Trust has not suffered as a result of our temporary limitations. Enquiries to participate remain very high and there should be an increase in volunteer numbers over the next year in line with the expansion of some of our projects.

How applicants became aware of our service:



* An NTW contact includes service users who have been introduced via their healthcare professional, retired members of staff and members of the public who have been signposted to our service by staff members.

Volunteer Training

- Volunteer Induction Training

Volunteer Induction Training: 22 Volunteer Induction Training sessions were held over 2015/2016. In addition to statutory and mandatory topics the training covers 'boundaries in volunteering' and an outline of volunteer support mechanisms, expenses etc. A Volunteer Handbook and Volunteer Code of Conduct are issued at each Induction Training session.

- Training Updates

In line with Trust Policy, best practice and the recommendations following the Lampard Report a rolling programme of training updates has been established on an annual and three yearly basis as appropriate, with attendance recorded on the volunteer database.

- Dementia Friends Training

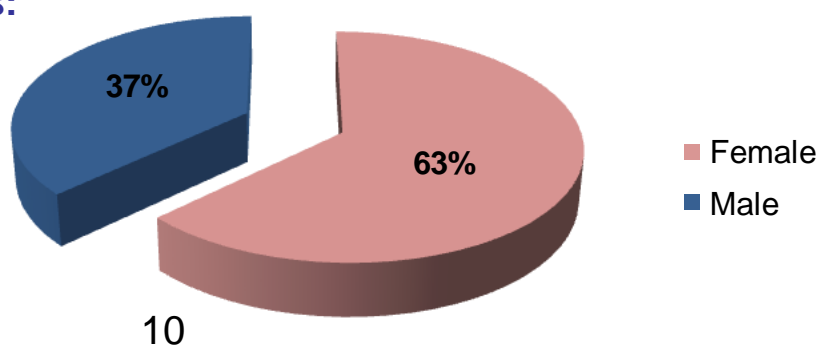
22 volunteers have attended Dementia Friends training over the year.

- Volunteer Support Sessions

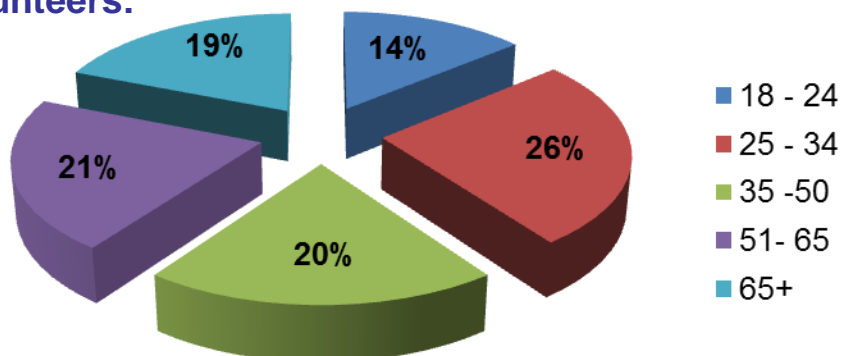
199 pre-arranged volunteer support sessions were held during 2015/16. Volunteers also called into the Voluntary Services Department on an ad-hoc basis for support and reimbursement of expenses.

10. Fact and figures 2015/2016

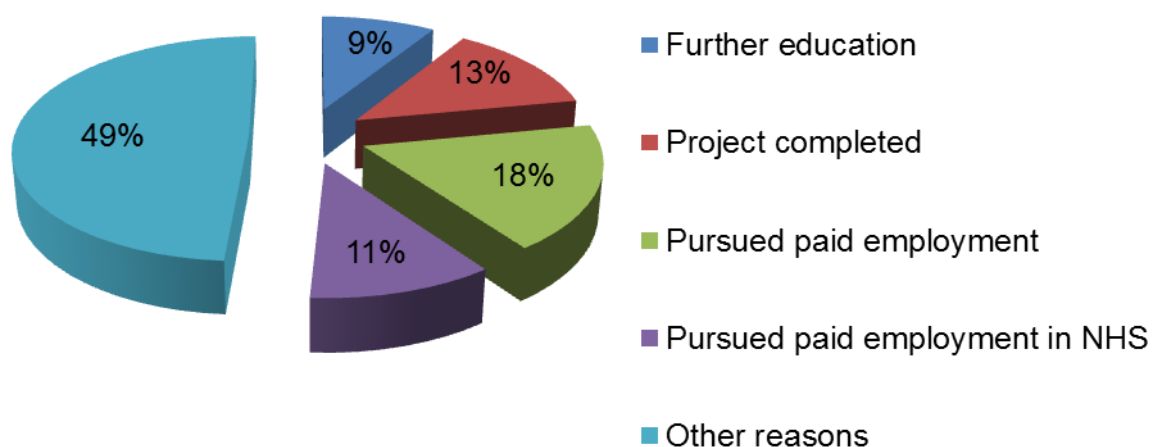
Gender of active volunteers:



Age range of active volunteers:



Volunteers leaving their volunteer role do so for a multitude of reasons, changes in circumstances including busy family life, illness, and moving away. During 2015/2016 volunteers left due to the following:



11. Priorities for 2016/17

- To develop a volunteer strategy to maximize the contribution and impact of volunteering.
- To strengthen volunteer involvement at Walkergate Park
- To further develop the ward social activity roles at St. Georges Park and Hopewood Park.
- To work with staff to explore new and creative initiatives at the Barton Centre, Hopewood Park.
- To explore new opportunities for volunteer involvement in fundraising for the Shine Fund.
- To promote and raise the profile of volunteering within NTW including the development of a new web page.

12. Thank you

I would like to take this opportunity to express our sincere thanks and appreciation to:

- All of our dedicated volunteers for their time, commitment and amazing contribution.
- The Voluntary Services staff for their energy, expertise and drive.
- All of the Project Leads and staff who have supported volunteers to safely and effectively undertake their role.
- Staff who have offered guidance and support to assist volunteers to fulfill their potential.
- Ann Marshall, Acting Group Nurse Director, Community Services for her invaluable support.
- Gary O'Hare, Director of Nursing and Operations and Trust Board Members for their continued support to our service.

13. Volunteer projects 2015/2016

Volunteer Projects - Inpatient Care Group

Adult Mental Health Inpatient Services - Newcastle and Gateshead

- Exercise Therapy Volunteer - Tranwell Unit, Gateshead

Adult Mental Health Inpatient Services - Northumberland and North Tyneside

- Social Activities - Alnmouth Ward, St George's Park

Adult Mental Health Inpatient Services - Sunderland and South Tyneside

- Social Activities - Clearbrook, Hopewood Park
- Social Activities - Longview, Hopewood Park
- Social Activities - Shoredrift, Hopewood Park
- Social Activities - Springrise, Hopewood Park,
- Gardening Volunteers, Vocational Rehabilitation - Garden Project, Hopewood Park

Older Peoples Services - North of Tyne

- Social Activities - Akenside Ward, Campus for Ageing & Vitality
- Social Activities - Castleside Inpatients, Campus for Ageing & Vitality
- Social Activities - Cherryburn Ward, Campus for Ageing & Vitality (Service Level Agreement with Newcastle Hospitals NHS Foundation Trust)

Older People's Services - South of Tyne and Learning Disability Inpatient Services

- Social Activities - Rosewood, Hopewood Park

Volunteer Projects - Community Services Group

Community Services - Newcastle

- Social Activities - Castleside Day Hospital, Campus for Ageing and Vitality
- Psychology Research Volunteer - Community Team Learning Disabilities

Community Services - North Tyneside

- Arts Volunteers - Wallsend and Whitley Bay CMHTs
- Memory Assessment Service - North Tyneside

Community Services - Northumberland

- Support Group Volunteer, St Georges Park
- Northumberland Recovery College Volunteers

Community Services - South Tyneside

- Memory Protection Service Volunteer - Sunderland
- Memory Management Service Volunteer - Monkwearmouth Hospital

Volunteer Projects - Specialist Care

Children and Young People's Inpatient and Regional Services

- Inpatient Befriending - Alnwood, St Nicholas Hospital
- Tuck shop - Ferndene, Prudhoe Hospital
- Psychological Services Volunteers - CYPS, Monkwearmouth Hospital and St Nicholas Hospital

Forensic Services

- Art Therapy - Day Services, Northgate Hospital
- Woodwork Volunteer - Day Services, Northgate Hospital
- Inpatient Befriending - Bamburgh Clinic
- Psychological Service Volunteers - St Nicholas Hospital and Northgate Hospital

Neurological Services

- Central Therapies - Physiotherapy, Walkergate Park
- Sensory Room Volunteer - Walkergate Park
- User Involvement Volunteers - Walkergate Park

Specialist Services

- Deaf Wellbeing Group Volunteers
- Deaf Befriending Volunteers

Volunteer Projects - Support Services

Catering

- Hospital Shop Volunteers - St Nicholas Hospital
- Restaurant Assistant - Café Andrew, Northgate Hospital

Library Services

- Library Volunteers - Hopewood Park and St Georges Park

Chaplaincy

- St Georges Park
- Hopewood Park

PALS

- PALS Volunteer, Hopewood Park

