



Northumberland,
Tyne and Wear
NHS Foundation Trust

Voluntary Services Annual Report 2016/2017



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1. Introduction

It gives me great pleasure to present my first Voluntary Services Annual Report since my recent appointment into the role of Voluntary Services Manager in August 2017.

Our annual report of 2016/2017 allows us the opportunity to recognise and celebrate the incredible contribution of Northumberland, Tyne and Wear NHS Foundation Trust Volunteers, appreciating their support to our service users and healthcare teams.

Our registered Volunteers continue to participate in a wide range of projects across our services, offering their valuable time and skills to support staff and enrich the experience of our service users. This report gives an insight into the scope and range of volunteering and the work undertaken by staff within the Voluntary Services Department.

We continue to allocate resources to areas of identified need. In the last year we have seen an increase in demand from additional inpatient teams to strengthen ward based social activity roles, which has been highlighted to them through many ways including the Trust's Talk 1st initiative and our current healthcare teams engaging with the involvement of Volunteers in their service.

The role of the Social Activity Volunteer remains very popular with our healthcare teams and prospective Volunteers from differing backgrounds. Together with our Trust staff we continue to be inclusive, and embrace equality and diversity providing voluntary opportunities for all in various roles. We are truly grateful for the loyal support and encouragement our staff teams give our Volunteers and we are equally grateful for their interest in volunteer engagement, making the whole volunteer experience a rewarding one for each and every one of us.

When we receive requests from services regarding opportunities to develop new and interesting voluntary roles, we continue to assess these potential opportunities ensuring we fully concentrate on our current operational functions and governance at all times.

This annual report highlights the importance of sharing good practice. We are fortunate to have strong working links with the Voluntary Services Department of Tees, Esk and Wear Valley NHS Foundation Trust and other NHS Voluntary Services teams across the region (North East and Yorkshire). These networks continue to provide all our teams with invaluable support in the volunteering world, ensuring our practices remain consistent, pertinent and in line with current legislation.

Thank you for taking the time to read our Annual Report of 2016/2017. We hope you enjoy the diversity it brings and the project spotlights we have highlighted in this year's report, acknowledging Volunteers' input whilst going through their personal journey in recovery. Feedback to the team would be most welcomed.

Many thanks

Wendy, Sarah and Joanne
(NTW Voluntary Services Team)



Sarah Lovie, Volunteer Co-ordinator (left),
Wendy M Spratt, Voluntary Services Manager (centre)
Joanne Hanlon, Administrator (right)

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 (retired as of 31st July 2017)
- Wendy M Spratt, Volunteer Co-ordinator (appointed to Voluntary Services Manager as from 1st August 2017)
- Sarah Lovie, Volunteer Co-ordinator (commenced 15th August 2017)
- Joanne Hanlon, Voluntary Services Administrator

In July 2017 Christine Lopez retired from her role as Voluntary Services Manager after accruing 30 years working within the NHS.

Also in July 2017 Wendy M Spratt left her role as Volunteer Co-ordinator to take up the role of Voluntary Services Manager which she commenced on 1st August 2017.

In mid-August 2017 the Voluntary Services team was delighted to welcome Sarah Lovie to the role of Volunteer Co-ordinator.

The department was line managed by Jackie Jollands, Group Nurse Director, North Locality Care Group up to the end of October 2017. From November 2017 the Voluntary Services Department is now line managed by David Muir, Group Nurse Director, Central Locality Care Group.

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 our Volunteer Involvement Policy in Volunteer recruitment, screening and management.
- Continue to 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.
- Undertake clinical roles.

3. Volunteer Involvement Policy

In January 2017 our Trust Wide Policy Group kindly ratified our Volunteer Involvement Policy, which saw the implementation of the Policy in February 2017.

This Policy was devised to acknowledge the contribution and value of Volunteers and to demonstrate the Trust's commitment to safe and effective involvement. It also reflects National Best Practice Guidance and legislation and offers a Framework that encompasses recruitment, training, screening, training, placement, support and recognition of Volunteers.

The Policy is exclusive to individuals who are registered through the Trust's Voluntary Services Department and aims to define roles and clarify the responsibilities and expectations of both Volunteers and staff.

4. Spotlight on -

Vocational Rehabilitation Project, Hopewood Park

Message from Ray Lamb, Vocational Rehabilitation Manager:

The Vocational Rehabilitation Horticultural Service offers inpatients/service users the opportunity to experience a large range of horticultural practices from taking cuttings, propagating plants, assembling hanging baskets, glass house management as well as environmental practices and woodwork skills.

The importance of Volunteers within our service is paramount as they offer a wide range of experience and skills which greatly benefits the service and actively supports service users attending the project.



Lee, Technical Instructor and Bill, Vocational Rehab Volunteer

Without the Volunteers and their skills this service would be unable to offer such a wide range of activities.

"I enjoy attending as a volunteer, giving something back to the service after being unwell."

- Paul, Vocational Rehab Volunteer

Spotlight on - St Nicholas Hospital Shop

Message from Tony Wealleans, Catering Manager:

Over the years, Voluntary Services and the Catering Department have worked to provide an environment which helps support, nurture and develop Volunteers.

Our St Nicholas Hospital shop is able to provide one to one support for the Volunteers which is ideal and we have seen many individuals flourish in this environment.

Our Shop Supervisors work hard to make the volunteers feel welcome whilst developing their skills and confidence throughout their time with us.

This partnership between the two services has helped numerous Volunteers and hopefully given them additional skills and confidence to use in their lives.

“It’s really heartening to give some of my time twice a week. It’s where I have some of my best ideas for poems, mixing with people is good I’ve found. It fits really nicely in with my other part-time job within my church. Volunteering is so rewarding, I would recommend it to anyone.”

- Andrew, Hospital Shop Volunteer



Andrew, Hospital Shop Volunteer

“I have been a Volunteer in St Nicholas Hospital Shop for 9 years. I love coming in and enjoy my time helping and meeting people.

In 2010 the Hospital Shop came ‘Runners up’ in the ‘Volunteer of the Year’ category at the Staff Awards and I felt proud to be part of it all and enjoyed the night celebrating with others”

- John, Hospital Shop Volunteer



John, Hospital Shop Volunteer

Pedometer challenge 2017

The Voluntary Services Department took part in the Pedometer Challenge 2017 and signed up a team which was named ‘Ray’s Ramblers’. The team consisted of John (Hospital Shop Volunteer), Ray Lamb and Lee Greenwood (staff members of the Vocational Rehabilitation Project) and Wendy M Spratt, Voluntary Services Manager.

Although we didn’t have the honour of accepting the winner’s trophy this time around, we all enjoyed taking part in the challenge and supporting one another in what was quite a competitive albeit fun challenge within the team. We managed to clock up a staggering 1,115,690 steps between us over the four week challenge.

5. Recognition of Volunteers

Staff Excellence Awards 2017

The staff awards took place in March 2017 at the Civic Centre, Newcastle upon Tyne.

The winner of the Positive Impact Award category was Kath Ramsey, Volunteer within Central Therapies at Walkergate Park.

Even after working as a staff nurse in neuro-services for 40 years, Kath decided on retirement that she hadn’t finished yet, and came back to volunteer with the STARR Team. She brings with her a broad and inestimable perspective, both as a professional and on a personal level. She has a quiet determination to make a difference, this comes across in abundance through her fundraising efforts. Patients



Kath receiving her award from Alexis Cleveland, Acting Chair and John Lawlor, Chief Executive

always look forward to her visits, she is a welcome distraction from undergoing assessments and provides a vital social and compassionate support to all.

Kath does not strive or ask for recognition for herself, but for that of the people she cares for.

Another finalist was Joan Heyland a Volunteer in our Woodwork Department at Northgate Hospital. Joan helps to create a safe and positive experience for services users attending the department. Joan has a very patient-centred approach and is particularly adept at promoting a sense of pride and achievement in people who have created and worked on a smaller project from start to finish.

Joan has had a very busy year and undertook the personal challenge of walking 84 miles along Hadrian's Wall over 5 days in September 2017 to raise support, awareness and donations for the charity Combat Stress. Joan persevered through changeable weather (fortunately mostly good!) and up-down terrain and enjoyed some of the most spectacular scenery in the North East. We would like to congratulate Joan on such an amazing achievement!



Joan celebrating finishing

Volunteers' Week 2017



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 we decided to celebrate Volunteers' Week in July within the Ivy Club to coincide with the retirement of Christine Lopez as Voluntary Services Manager. This was a great opportunity for Christine and others to say 'thank you' to all our volunteers and also to staff who support volunteers during their time volunteering within a broad range of services across our Trust sites.

Gary O'Hare, Executive Director of Nursing and Chief Operating Officer kindly hosted the event and shared with everyone present, an account of Christine's NHS career which amounted to a staggering 30 years. The event was very well attended.

We were very grateful to our Portering Team for ensuring that sufficient tables were made available for the day and to our Catering Team for a lovely buffet.

We wish Christine a long, happy and healthy retirement.

6. Sharing good practice and networking

Annual Members Meeting - July 2017

The Voluntary Services Team were delighted to be able to have a table top display at the Annual Members Meeting this year. This year the meeting was held within the Jubilee Theatre and within the corridor directly outside of the theatre, where we were joined by many other departments throughout the Trust.

It was concluded at one of our staff team meetings that we felt holding the Annual Members Meeting onsite at St Nicholas Hospital, generated a greater interest in our service than in previous years when it was held off site. We formed great conversations and support from many colleagues, carer's and governor's alike.

Visits from other NHS Trusts

In March 2017 we were delighted to welcome a visit from Lisa Cole, Voluntary Services Manager of Tees, Esk and Wear Valley NHS Foundation Trust.

Primarily this meeting had been requested by Lisa, who was new in post and wanted to get an understanding on our recruitment processes and systems we currently have in place to ensure volunteering remains safe and effective for all. Various ideas were shared around the advertising of voluntary opportunities and the geographic location of volunteers. We will continue to share good practice between our services.

VITAL (Volunteering, Information, Teaching Advice & Learning)

The Voluntary Services Manager attends quarterly meetings with a North East and Yorkshire regional group of NHS Voluntary Services Managers. They offer NHS Voluntary Services Managers an opportunity for peer support, information, learning opportunities and dissemination of good practice in an open and informal setting, where members explore and discuss current initiatives and legislation that may impact on volunteer involvement within the workplace. The group also offers an insight into a variety of management and support structures for volunteer involvement.

In July 2017 NTW Voluntary Services Department hosted the VITAL meeting which was attended by Voluntary Services Managers, some of whom are retired from their NHS role but have agreed to attend as honorary members. The meeting concluded with everyone wishing Christine a happy retirement, sharing of gifts and cards. This was an opportunity for a photo shoot with all present, which we held in the grounds of the hospital.



VITAL members from across North East and Yorkshire

In January 2017 the Voluntary Services Manager and Volunteer Co-ordinator attended a Volunteer Training and Networking event hosted by Community Voluntary Action Northumberland (replacing Wansbeck CVS). Attendance included many voluntary organisations across the Northumberland area sharing good practice.

Sunderland Recovery College

On the 7th July 2017 Sunderland Recovery College hosted a celebration day at the Sunderland Quayside Exchange. The Voluntary Services Team enjoyed a wonderful day, celebrating the achievements of the students, Volunteers, facilitators and all those involved in the college.



James Duncan, Finance Director and Deputy Chief Executive attended representing NTW and expressed his thanks to all those who have worked so hard to make the college a success and to those who shared their stories and experiences.

It was a privilege to be involved in such an inspiring day.

7. 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.

Assistant Psychologists:

Six of our volunteers have secured Assistant Psychology posts, four within NTW.

Staffing Solutions:

Two of our Psychology Research Volunteers have been successful in joining Staffing Solutions (our Trust Nurse Bank) as Health Care Assistants and are enjoying their time engaging with our service users and staff.

Peer Support Workers:

Two of our volunteers have now successfully gained paid employment as NTW Peer Support Workers. Since taking up their roles they have been able to support volunteer involvement within their workplace.

Healthcare Assistant:

A Social Activities Volunteer within our Older Peoples Service has been successful in securing a Healthcare Assistant post within the Trust.

“Volunteering within NTW has made a huge difference to my career. I have learned a lot and have felt supported by both the team I was working in and by the volunteering staff. I do feel it has given me something that really stands out on my CV, and especially when I am talking about the experience during interviews - to the point that it has actually led to a full time role in the Trust. I have recommended it to friends and I would recommend it to anybody wishing to make a difference. In my particular service, I was one of two volunteers and it is essentially a win win. We were able to gain skills and experience in a supervised environment and the service got free work from us! I really can't praise the experience enough and if I ever get the chance, I would definitely volunteer again!”
- Tom, Psychology Research Volunteer

“I gained so much valuable experience as a volunteer. The Voluntary Services Team are very friendly and helpful and the continual support I received from them throughout my placement at Northgate Hospital was brilliant. I had regular contact with Wendy at Northgate and if I ever had any questions/queries the whole team is very approachable and always got back to me quickly.”
- Louise, Psychology Research Volunteer

"I loved my volunteering experience at Alwood. What really made a difference for me was firstly how efficient the process of becoming a Volunteer was and also how tailored the outcomes were for me also. When I first spoke to Wendy at Voluntary Services, she instantly put me at ease and told me how important Volunteers were but also how important it was to match the right role to the right Volunteer also. This was a breath of fresh air for me as previously I had volunteered with other agencies and been put in whatever role they chose first rather than to my skill-set or interests. The whole process was seamless and at every stage I felt I was valued. From my initial induction I was then given some tailored volunteering options, and although it was difficult with dates and times, due to working full-time, Wendy was flexible and accommodating at every stage. I can say without any caveat that my experience with Wendy and the rest of the wonderful ladies at Voluntary Services was fantastic, and the time and effort they gave has really helped me to take the next steps career wise. The team at Alwood really nurtured me also, and some of the things I learnt and experienced have proven invaluable for my own career and me as an individual. Due to the efforts of Alwood and Voluntary Services I am now a Psychological Therapist with the NHS, and I cannot recommend either of these teams enough. It was one of the most rewarding experiences I have ever had and all down to their hard work."

- Gerry, Befriender on Alwood Ward, St Nicholas Hospital

"I found the support from the Volunteer Service and from the Benton House Team extremely valuable. At the point I started volunteering I had been unemployed for just over a year (having returned from working abroad for 3 years). I had lost a lot of confidence in my skills and abilities whilst unemployed. The Volunteer Service treated me in a way in which I felt valued and respected. At the same time they recognised my feelings (of lack of confidence) and normalised that experience. Being able to work as a Volunteer within Benton House, enabled me to reconnect with my skills and knowledge as well as update my knowledge (for example with regard to the current government agenda around services). I felt I had a valued role as a Volunteer, undertaking specific project work (that otherwise would not have been completed because of clinical demands)."

- Caroline, Psychology Research Volunteer

8. Volunteer recruitment, training and support 2016/17

Due to staffing and re-organisational changes across the Trust and staffing within the Voluntary Services Department it was necessary to limit recruitment during the year with the need to fully support new and existing Volunteers in their role. This has unfortunately led to an expected decrease in overall Volunteer numbers whilst we continue to wait for healthcare professionals to become settled into their new roles, to be able to be fully committed to supporting Volunteers in their service area and for our department to have a full complement of staff.

Volunteer numbers on our database stand at just over 200 and at the present time we have approximately 110 active Volunteers at any one time.

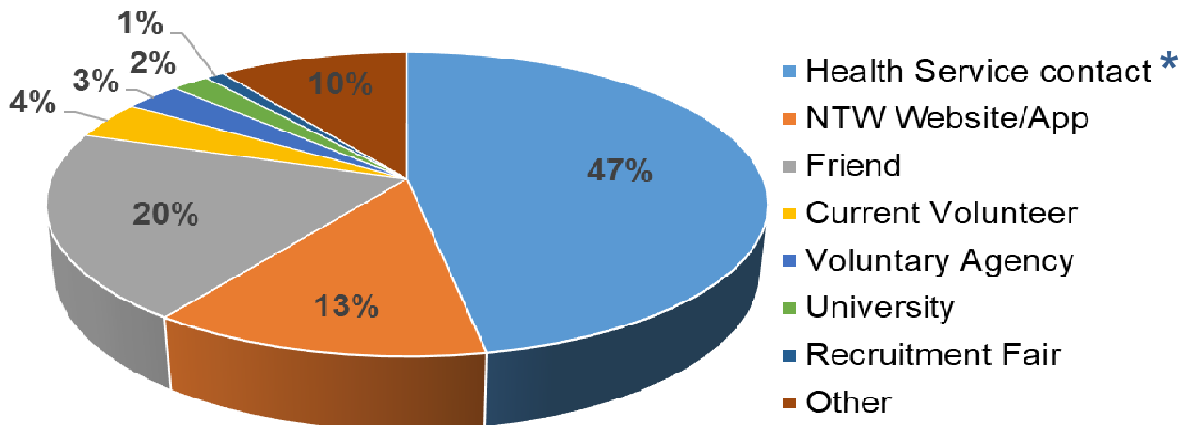
Interest in volunteering with the Trust has not suffered as a result of our temporary limitations. As the Voluntary Services Department is now fully staffed we will see this number increase as enquiries to participate remain very high and the demand for volunteer involvement continues to expand within the Trust and beyond with external partners.

Volunteering web page

Along with our colleagues from Communications and our Patient Information Centre, we have developed a new web page that promotes and raises the profile of volunteering within NTW. Our booklets for potential Volunteers and/or staff wanting to involve Volunteers within their teams can be downloaded from this page.

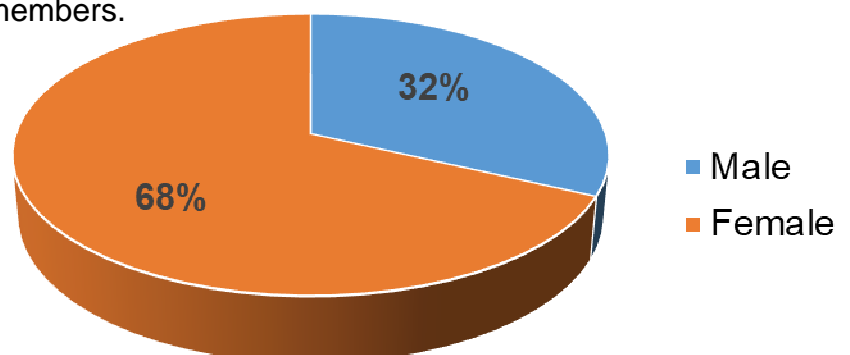
9. Facts and figures 2016/2017

The Voluntary Services Department interviewed 101 potential volunteers during 2016/2017 and these volunteers became aware of the Voluntary Services Department via:

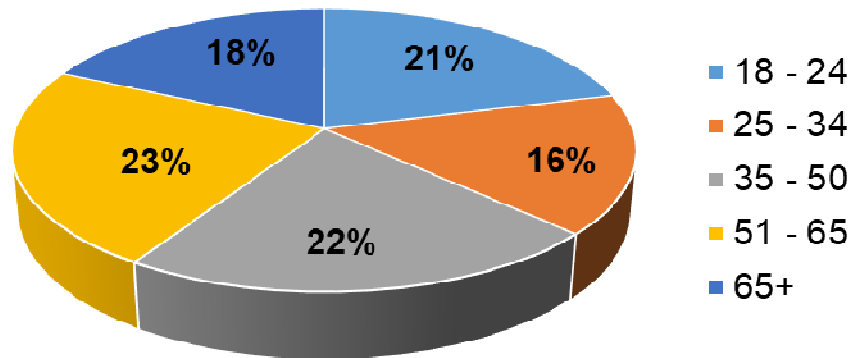


*A Health Service Contact includes service users who have been introduced via their healthcare professional, retired members of staff and members of the public who have been signposted to our service by staff members.

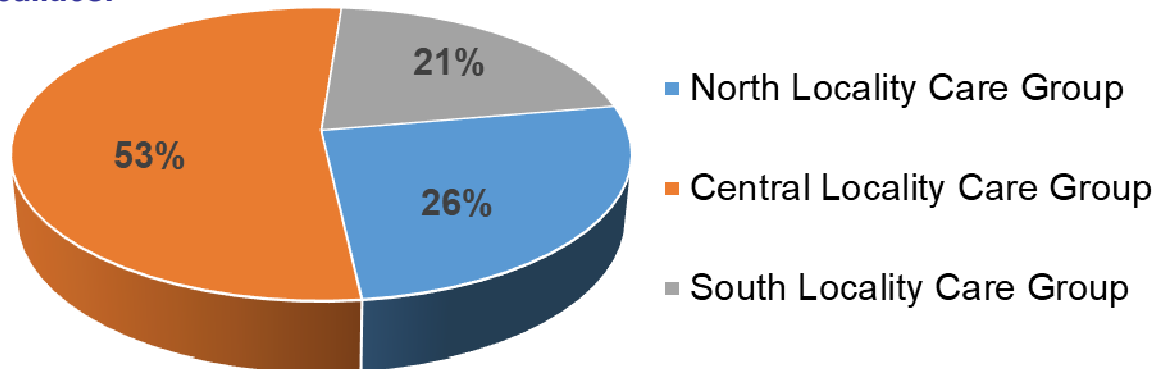
Gender of active volunteers:



Age range of active volunteers:

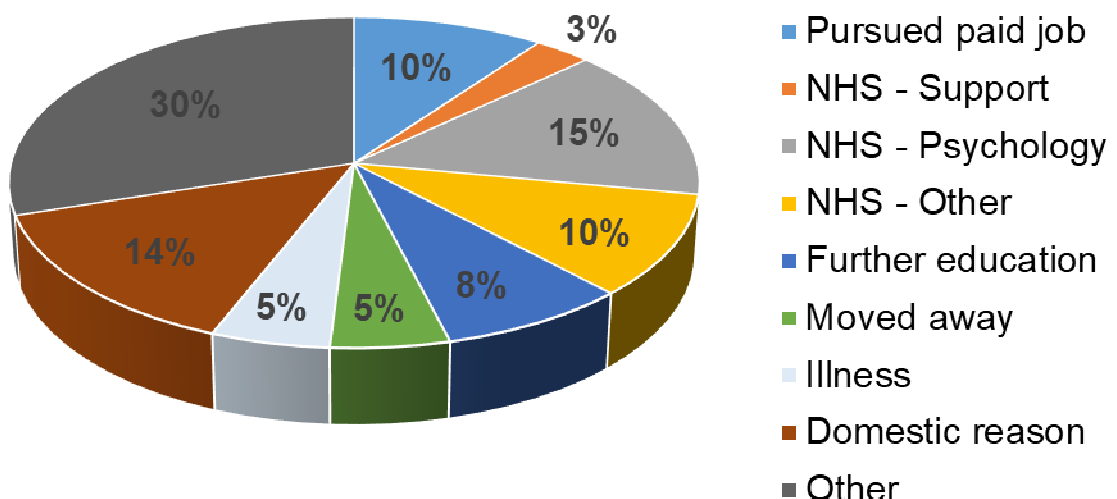


Volunteers by localities:



We ask volunteers for 6 month commitment, many of our volunteers far exceed this and our longest serving current volunteer has volunteered with us for 12½ years.

Volunteers leaving their volunteer role do so for a multitude of reasons, changes in circumstances including busy family life, illness, and moving away. During 2016/2017 volunteers left due to the following:



“I gained my vocation in life - by helping myself to help others. And I did something good out of something bad (depression).”
 - A former Volunteer

Volunteer training

Volunteer Induction Training

17 Volunteer Induction Training sessions were held over 2016/2017, with 72 Volunteers attending the training over the course of the year. 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. Volunteers are encouraged to sign up to become members of NTW.

"In a way 'thanks' are expressed in most situations at the end of something - but can I say to the three of you that the way you have delivered training/supported me and other volunteers and making me feel so very welcome/open door to ask for anything - e.g. looked after above and beyond makes the experience such an enjoyable one - is so appreciated and makes a transition so smooth and further consolidates just how right and exciting this will be. What an exemplary team of wonderful people!"

"I had an opportunity to ask questions about more information, they answered them easily. I was also able to ask personal questions quietly and they were able to answer confidentially. Everyone was happy and made it easier."

"I have thoroughly enjoyed this training - thank you. Both have delivered it with great knowledge and very approachable. Very reassuring to know of support structures in place and certainly felt comfortable in asking anything."

Training updates

In line with Trust Policy, best practice and the recommendations following the Lampard Report a rolling programme of training updates continues to be delivered to run on an annual and three yearly basis as appropriate, with attendance recorded on the volunteer database and their personal records held within the Voluntary Services Department.

37 Volunteers attended their yearly update (over 5 sessions).

Dementia Champion Training and Dementia Friends Workshops

The Alzheimer's Society's Dementia Friends programme is the biggest ever initiative to change people's perceptions of Dementia. It aims to transform the way the nation thinks, acts and talks about the condition.



It was suggested and agreed by our team and Project Leads that all Volunteers attached to wards that care for our service users living with Dementia were to attend a 'Dementia Friend' awareness session prior to commencing in their role, to give them a better understanding and awareness of Dementia.

The Voluntary Services Department is committed and supports this initiative of the Alzheimer's Society, as we have decided to roll out more Dementia Friend awareness sessions to all our registered NTW Volunteers.

In the past we have been so grateful for many 'Dementia Champion's within the Trust for giving up their time to deliver awareness sessions to our Volunteers, and to allow us to support this initiative Wendy M Spratt (Voluntary Services Manager) and Sarah Lovie (Volunteer Co-ordinator) have satisfactorily completed the Dementia Champion Training, facilitated by the Alzheimer's Society and they are now able to deliver this session in house which can be arranged more frequently as the need arises. 35 Volunteers have attended Dementia Friends Workshops over the year over 6 sessions. This will give a greater understanding of the condition and could make a difference to people living with Dementia in their local community.

Volunteer support sessions

124 pre-arranged 1-to-1 volunteer support sessions and 24 group support sessions were held during 2016/17. Volunteers also called into the Voluntary Services Department on an ad-hoc basis for support and reimbursement of expenses.

10. Priorities for 2017/18

- To continue to carefully monitor volunteer involvement need within NTW, ensuring our services remain safe, effective and accountable within the current departmental staffing levels.
- To be part of the continued strategic ambitions of the Trust's Strategy - 'Caring, Discovering, Growing: Together.
- To explore the feasibility of developing partnership working with Lionel Joyce (Chair) of The Road to Recovery Trust - sharing good practice within volunteering as proposed by John Lawlor, Chief Executive.
- To further increase volunteer involvement within Hopewood Park and St. Georges Hospital with the ongoing support from healthcare teams.
- To increase social activity volunteer roles within the Tranwell Unit.
- To continue to work with our Chaplaincy Teams across NTW to increase volunteer involvement in 'Tea at Two' sessions as they roll out across NTW.

11. 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 remarkable involvement.
- The Voluntary Services staff for their energy, expertise and support.
- All of the Project Leads and staff who have welcomed and supported Volunteers in their ward/department.
- Staff who have offered guidance and support to assist Volunteers to fulfill their potential.
- Christine Lopez, former Voluntary Services Manager for her knowledge, drive and support to the department and Trust as a whole.
- Jackie Jollands, Group Nurse Director, North Locality Care Group for her invaluable support and encouragement.
- Gary O'Hare, Executive Director of Nursing and Chief Operating Officer for his unwavering support and continued commitment to our Team.
- Trust Board Members and Governors for their full backing with volunteer involvement.
- To the Patient Information Centre and Communications Team for their hard work in developing our web page and our volunteering information booklets.

12. Current volunteer projects

Volunteer projects have moved into their new Locality Care Groups (North, Central and South), effective from 1st October 2017.

**Volunteer Projects -
North Locality Care Group - Northumberland & North Tyneside
(Access, Community, Inpatient and Specialist Children and Young People's Services)**

Catering

Restaurant Assistant - Café Andrew, Northgate Hospital

Knowledge and Library Service

Library Volunteer - St George's Park

Chaplaincy

Chapel Volunteers - St George's Park

Adult Inpatient Services

Social Activities Volunteers - Woodhorn Ward, St George's Park

Social Activities Volunteers - Hauxley Ward, St George's Park

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

Inpatient Befriending

Befriender - Alnwood - CYPS, St Nicholas Hospital

Arts Projects

Arts Volunteers - Wallsend CMHT

Arts Volunteers - Whitley Bay CMHT

Occupational Therapy

Woodwork Volunteer - Northgate Hospital

Art Therapy Volunteers - Northgate Hospital

Occupational Therapy Volunteer - Northgate Hospital

Psychological Services

Psychology Research Volunteers - Older Peoples Services, Community, St George's Park

Psychology Research Volunteers - CYPS, St Nicholas Hospital

Psychology Research - CYPS, Monkwearmouth Hospital

**Volunteer Projects -
Central Locality Care Group - Newcastle & Gateshead
(Access, Community, Inpatient and Secure Care Services)**

Catering

Hospital Shop Volunteers, St Nicholas Hospital

Psychological Services

Psychology Research Volunteers - Forensic Services, St Nicholas Hospital

Psychology Research Volunteers - Academic Psychiatry, CAV

Psychology Research Volunteers - CTLD, Benton House

Psychology Research Volunteers - Forensic Services, Northgate Hospital

Befriending

Befriender - Bamburgh Clinic - Forensic Services, St Nicholas Hospital

Community Befriending

PALS

PALS Volunteer - Tranwell Unit, Queen Elizabeth Hospital

Adult Inpatient Services

Social Activities Volunteer - Lamesley Ward, Tranwell Unit

Social Activities Volunteer - Fellside Ward, Tranwell Unit

Social Activities Volunteers - Castleside Day Hospital, CAV

Social Activities Volunteers - Castleside Inpatient Ward, CAV

Social Activities Volunteers - Akenside Inpatient Ward, CAV

Social Activities Volunteers - Cherryburn Ward, CAV (service level agreement with Newcastle upon Tyne Hospitals NHS Foundation Trust)

Exercise Therapy

Exercise Therapy Volunteer - Tranwell Unit

Stroke Services

Meet and Greet Volunteer, Community

CQC Volunteers

CQC Compliance Observer Volunteers

**Volunteer Projects -
South Locality Care Group - Sunderland and South Tyneside
(Access, Community, Inpatient and Neurological Services and Specialist Mental Health
Services)**

Adult Inpatient Services

Social Activities Volunteer - Shoredrift Ward, Hopewood Park
Social Activities Volunteer - Aldervale Ward, Hopewood Park
Social Activities Volunteer - Longview Ward, Hopewood Park
Social Activities Volunteer - Grange Day Unit, Monkwearmouth Hospital

Vocational Rehabilitation Service

Gardening Volunteers, Vocational Rehabilitation - Garden Project, Hopewood Park

Chaplaincy

Chapel Volunteers - Hopewood Park

Psychological Services

Psychology Research - Learning Disability Community Team, Monkwearmouth Hospital
Psychology Research - CABIS, Monkwearmouth Hospital

PALS

PALS Volunteer - Hopewood Park

Neuro-Rehabilitation Service

STARRT Volunteers - Walkergate Park
Sensory Room Volunteer - Walkergate Park
Points of You Volunteers - Walkergate Park
Exit Interview Volunteer - Walkergate Park
Psychology Research Volunteer - Walkergate Park

Deaf Wellbeing

Deaf Wellbeing Group Volunteers
Deaf Befriending