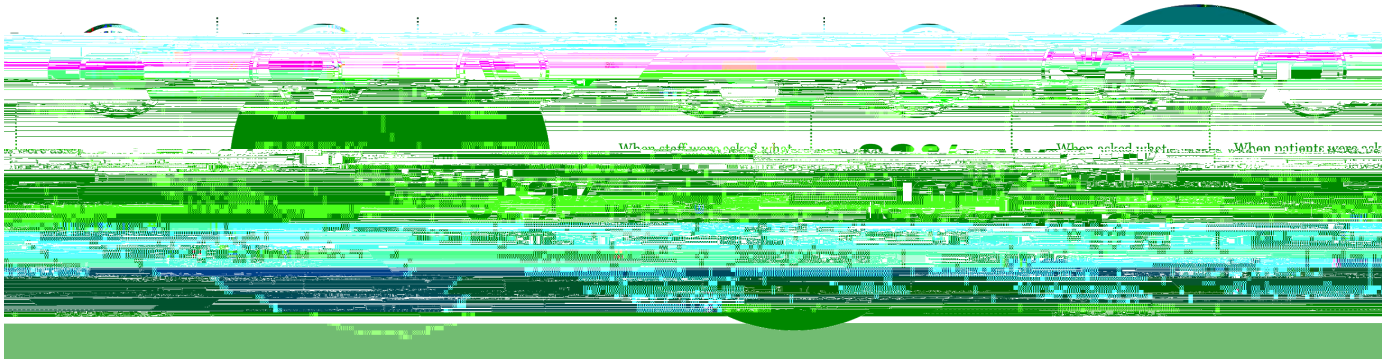


A volunteering Service designed and tested by:



Adopting and adapting a companionship service



The results

Insight and Impact project questions:

Do Engage volunteers save staff time?

36% of staff felt that volunteers were saving them up to 60 minutes on an average day with 4% reporting that volunteers were saving them more than an hour (n=25). Staff said that they used this time saved to support more patients (73%), spend time with patients with higher needs (18%), and feel less rushed (9%) (n=11).

Do Engage volunteers improve staff wellbeing?

48% of staff agreed/strongly agreed that when wards are busy or short-handed, volunteer support helps them to feel less stressed (n=25).

Do Engage volunteers improve staff satisfaction with volunteers?

84% of staff were satisfied/very satisfied with the support provided by volunteers with 68% of staff surveyed saying that volunteers are seen as a key part of the ward team. 60% of staff reported no challenges using volunteers (n=25).

Clinical staff and volunteers journey

The remit of the programme has grown and the service has been extended to wards which have adult patients of all ages: the cancer suite, burns and plastics and the spinal rehabilitation unit; establishing relationships and growing the service to these wards has in part, been Volunteer led. For example, volunteers may have a personal story, such as losing a member of their family to cancer and as such wanting to establish the service to the cancer suite.

Core components

9. Dedicated Project Manager ensures service consistency and balances the needs of the service e.g. ensuring referral process is running well, deploying the volunteers etc.
10. Specialised training of volunteers designed and led by the Clinical Psychology Department is offered via teaching and supervision sessions; this investment in the volunteers has resulted in longevity of volunteers staying with the programme e.g. Volunteers require training in the specialised field of Older Adults
11. The use of supervision is a key support element for the volunteers. It offers the chance for volunteers to:
 - a. Reflect on their experience as part of Engage and what they have learnt.
 - b. To discuss areas that they are finding challenging.
 - c. To look after their own emotional wellbeing.
 - d. Share experience and knowledge with other volunteers.
 - e. Problem solve.
 - f. Feedback to the department how the programme could be improved or could be run more

Operations

