



Cardiff and Vale University
Health Board Voluntary Services



NHS MENTAL HEALTH VOLUNTEER SCHEME



**"This is a valuable asset to the ward.
Given current staffing pressures
having people to spend more time
with patients is priceless."**



WHO'S INVOLVED?



Skills and Volunteering Cymru (SVC) are a volunteering based charity in Cardiff.



Cardiff and Vale University Health Board's Voluntary Services work in partnership with SVC to facilitate and deliver the project.



Various departments within CVUHB support with training and hosting the Volunteers.



WHAT IS THE PROJECT?

The scheme runs throughout the academic year, with teams of volunteers regularly attending:

- 5 Adult Mental Health Inpatient Wards,
- 5 Older Persons Mental Health Inpatient Wards,
- 1 Community Adult Mental Health rehabilitation house.

The aim is to improve Patient Experience, alleviating boredom, loneliness and isolation through meaningful engagement, with volunteers visiting wards every week.



WHAT DO THE VOLUNTEERS DO?

**Meaningful Activity &
Patient Engagement**



STAFF ENGAGEMENT

Strong management and leadership is required from a variety of departments from the outset, as well as the support from SVC.

- We share the project details with Lead nurses, Directorate Managers and Ward Managers.
- Lead Nurses and Directorate Managers help select which areas the project would work well in and benefit most.
- Ward Managers and Deputies help shape the project times, days and activities to suit the routine and need of the ward and patients.
- We then look at the areas and what additional training will be needed to best support the volunteers.



PROJECT TIMELINE



PREPARATION

Volunteer
Support, training and induction



Staff
Promotion and raising awareness

East 14
Volunteers will be here
Wednesdays 2-4pm

Ben (He/Him) Eva (She/Her)

We look forward to seeing you! 😊

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East 16
Volunteers will be here
Wednesdays 2-4pm

Emily (She/Her) Mia Rae-Marie (She/Her)

We look forward to seeing you! 😊

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Patient
Promotion, creating familiarity and routine



Join us on Hazel ward
this Thursday at 6pm
until 8pm for an evening
of **Board Games!!**
with...

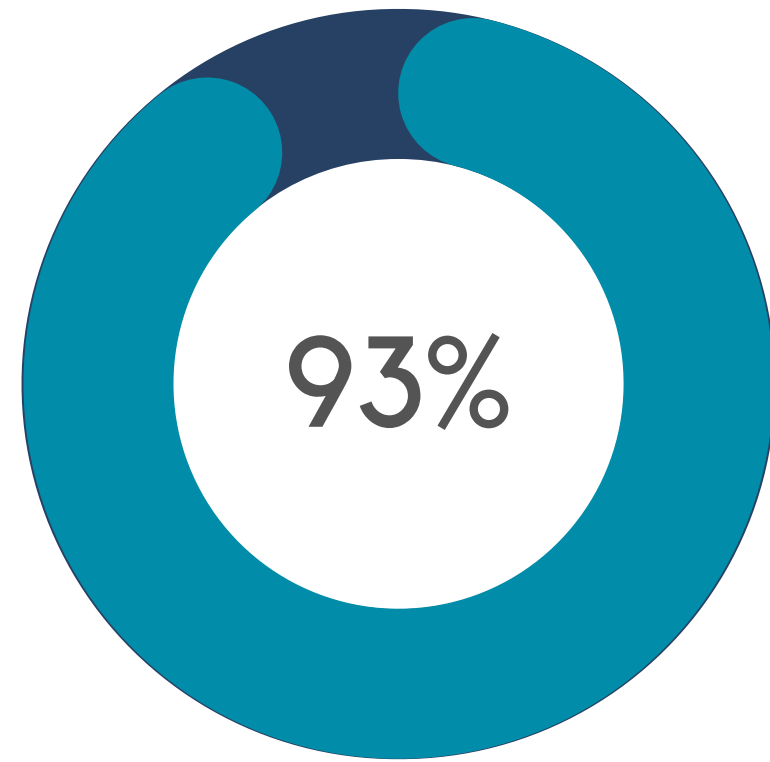
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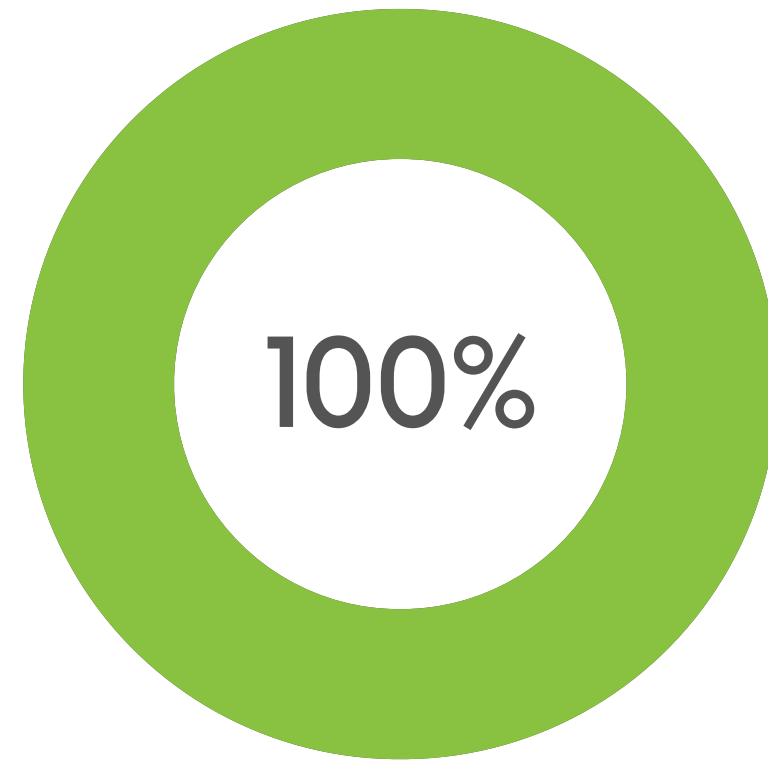
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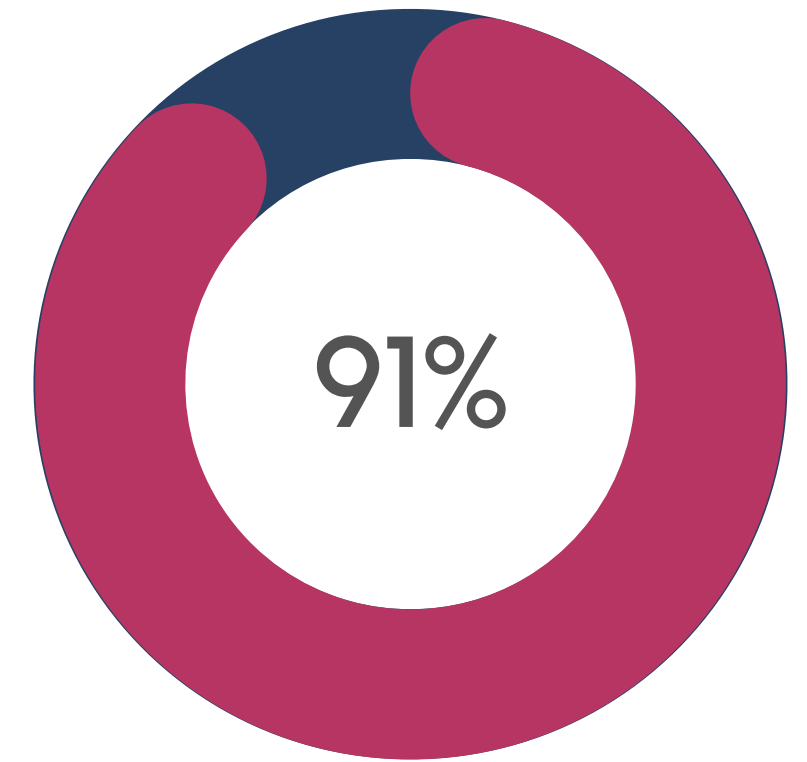
FEEDBACK



volunteers who felt that they had made a big or small difference to the patient(s) they had interacted with.



staff surveyed said they would be happy for the project to return and also felt the volunteers had made a small or big difference to their patients.



volunteers who were satisfied or very satisfied with support from staff in their area.



VOLUNTEERS SAID

I was talking to a lady who really struggles to talk to people and I managed to talk to her and to get her to colour some pictures in and she really enjoyed it she seemed happy, and the nurse said **that is amazing.**

Patient said that the activities helped to **reduce his stress.**

With the patients I spoke to, many verbalised that us coming had made them **feel happier that day** and that they look forward to seeing us the following week.

She expressed how lovely it was to just engage with a mindful activity as well as talk to someone one on one. Staff member also expressed that we had a **positive impact** with the other residents.

both said they were thankful for our time and one said it made them **feel normal again.**

I saw changes in the patient's behaviour and their **communication improved.**

I just sat with her in silence and held her hand. She seemed to **appreciate the company.**



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STAFF FEEDBACK

Patients thoroughly enjoy the activities that volunteers carry out with them. Also, just to sit and have a chat has a **massive impact on wellbeing**. *Thank you.*

Patients have been **engaging well** and it has provided them with different activities to engage in on the ward.

Making patient experience richer, and with more activities delivered by **recognisable faces**.

This is a **valuable asset** to the ward. Given current staffing pressures having people to spend more time with patients is priceless. The volunteers are always positive and encouraging.

A great initiative – **please can this continue?**

I feel it is really valuable for patients to have interactions with people who are not directly involved in their care, and are able to provide **positive, meaningful engagement** to them on the ward.



WHAT DID WE LEARN?

Ongoing feedback allows for support and problem solving on a weekly basis. We have looked at both staff and volunteer feedback on what worked well and what didn't work so well, and will be taking this forward for 2023-24.



Activities work best when well-planned and tailored to the patient's interest and capabilities.

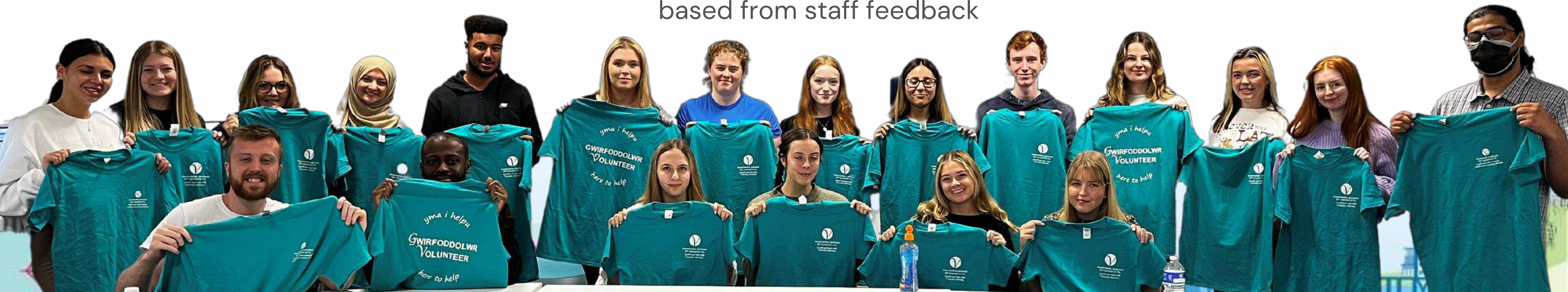


Staff awareness and promotion is key to the success of the project, and this can be improved upon.



WHAT NEXT?

- We have 6 new UHB Areas interested for 2023-24
- We are developing 2 new project specific surveys to gather feedback
- We are improving the training based from the Volunteer feedback.
- We are creating better ways of staff engagement based from staff feedback





Cardiff and Vale University Health Board Voluntary Services



Thank you



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