

**VOLUNTEER EDINBURGH  
ROYAL EDINBURGH HOSPITAL  
VOLUNTEERING HUB**



We **inspire, encourage** and **support** patient volunteers (in-patients with severe and enduring mental illness) to volunteer in the hospital and/or the wider community.

We **enhance** and **improve** the environment and experiences of patients by engaging public volunteers (members of the general public).

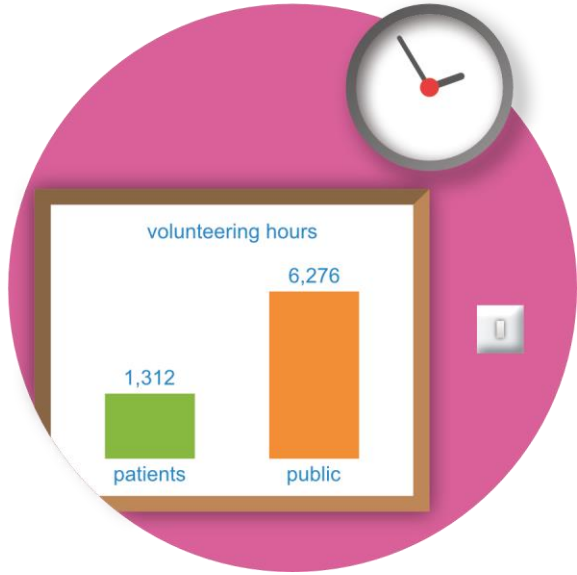


**We implement an assets based approach to our work.**

Staff and public volunteers are trained to work to an ethos of **equality, mutual respect and kindness.**



We provide **high quality training** and experience to all volunteers. This is attractive to those who wish to enter health professions, for example potential occupational therapists, nurses and psychologists.



- **50** new patients, **35** placed in volunteering
- Ongoing support to additional **22** patients
- Patients have donated **1312** hours within the hospital this year
  
- **168** public volunteers
- Contributed **6,276** hours to the hospital.



# Relationships



- Collaborative approach
- Identified a “champion”
- Started small; identified shared goals
- Ongoing communication
- Mutual respect & shared value base
- Staff mix

# Clarity

- Understanding of volunteering –scope & limitations
- Named person on each ward/department
- Clear task descriptions for all volunteers
- Good volunteer management





# Activities

## Patient Volunteering

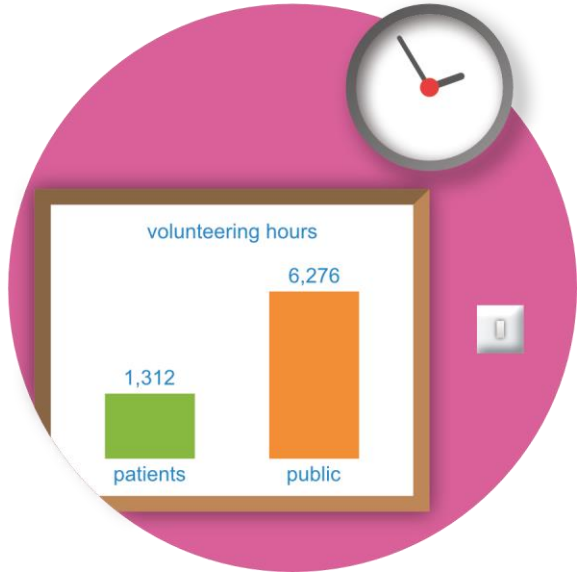
- Unique service where opportunities are tailor-made to match patient interests and skills.

## Public Volunteering

- Activity & study buddies
- Library service
- Volunteer support buddies
- Therapist
- Musicians

# Compliance & Governance

- Risk assessment & management
- Health & safety
- Selection & training of volunteers
- Accountability
- Communication with senior management



## We work in

- Adult psychiatric rehabilitation
- Adult acute mental health
- Forensic mental health
- Older people's services
- Other - child and adolescent mental health; learning disabilities; brain injuries; alcohol and substance misuse
- Third sector organisations



**“I’d forgotten how good it feels to work and to help others”**

*Patient volunteer in library*

**“I sit on the ward on my own a lot but my volunteering gives me a chance to get outside and do something physical. It’s great exercise and I get to meet other people too”**

*Patient volunteering at hospital based gardening project*

**“I’ve enjoyed afternoon library group so much; it’s been a light to me. I always look forward to it. We have such a laugh and that’s great for recovery I think. I’m getting quite emotional thinking about it, it’s been so important to me”**

*Patient who attends a volunteer led group in the library*



**“When I’m with people with dementia, I’ve learnt that it’s the moment that matters – let’s make this hour nice”**

*Public volunteer on dementia assessment ward*

**“Thank you very much for the support and help you gave me throughout my volunteering. The opportunities you gave me have been fantastic and without your help I would never have got the job in the hospital. I have had an amazing 18 months volunteering. Thanks again!”**

*Volunteer in library and head injuries unit*

**“The Monday morning library team are great. They retain feedback and act on it. They’re really getting to know specific ladies, thinking about what’s meaningful and how to engage them. They plan really well for the session with each of the participants in mind. The difference between the first session and now is huge – they are getting very skilled.”**

*Occupational therapist in dementia services*



**“I’m about to start as an Honorary Assistant Psychologist with CAMHS. It’s only come about because I came and volunteered here and had a chance to develop my skills and get experience with people. I’m really grateful for the opportunity!”**

*Volunteer in library and cognitive stimulation groups*



- Are there partnership approaches you can identify that would enable a greater level of volunteering within health settings?
- What challenges & opportunities can you see in your own practice to introducing or increasing in-patient volunteering?

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