Flow Chart for the VtC journey



The VTC Wellbeing project is aimed to implement volunteers on a wellbeing purpose to reduce anxiety amongst patients in the Accident and Emergency department. The volunteer will give therapeutic interaction such as communication, fidget toys, games, colouring, and quizzes.

To select the correct volunteers for the project, we had to ensure that they have an interest in mental health and promoting wellbeing. A lot of the volunteers that applied were psychology students who wanted to gain more experience and get to grips with the clinical A&E department. We provided mental health training, to all volunteers, which was important as the main patients they would are with are the ones displaying mental ill health.

Whilst training the volunteers, we ensured that they had the job role reiterated to them. This allows them to get a good insight in to mental health. On the volunteers first day they have the VTC Wellbeing Coordinator show them the ropes and make them comfortable. This will introduce them to the roll.

Volunteers then make a meaningful impact on the A&E department to the patients and prevent any escalating behaviours. The staffs then are able to prioritise jobs. The volunteers gain valuable insight to clinical surroundings and mental health patients; they will find potential job roles that may interest them in the future.

Information will be gathered through daily log sheets, questionnaires (Quantitative & Qualitative). Which will give a really good insight into what the volunteer interactions have been, the data is then submitted.