



Therapeutic Care Team

A&E Well-being Volunteers

October 2021



Excellence in Patient Outcome and Experience

The Wellbeing Volunteer

Therapeutic Care Is A team based in James Cook University Hospital and was founded in 2013. The Team Provides 1 – 1 Care Throughout The Hospital To Patients .

Helpforce has enabled the Implementation of Wellbeing Volunteer role in Urgent and emergency The volunteers Offer Therapeutic care and Interaction to Patients That Are Displaying Anxiety And May Suffer From Mental Ill Health And Or Learning Difficulties/ Autism.

We currently have 16 volunteers



**1 in 4 people
experience mental
health issues each
year. (MIND)**

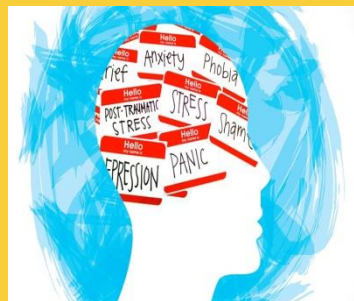
**There are 1.5
Million people with
a Learning disability
in the UK (Mencap)**

**792 million people are
affected by mental
health issues
worldwide. (MHFA)**

WHY DID WE CHOOSE THIS ROLE FOR THE PROJECT?

South Tees Hospitals 
NHS Foundation Trust

**Mental illness is the second
largest source of burden of ill
health in England. Mental
illnesses are more common,
long-lasting and impactful
than other health conditions.
(MHFA Egland)**



**1 IN 6 People in the UK
suffer from anxiety
(MIND)**

**Mental ill health is responsible
for 72 million working days lost
and costs £34.9 billion each
year. (MHFA England)**

Mental health is everyone's business – individuals, families, employers, educators and communities all need to play their part.

Good mental health is fundamental to our physical health.



BEHAVIOURS THAT OFTEN OCCUR WITHIN AN ACUTE HOSPITAL SETTING

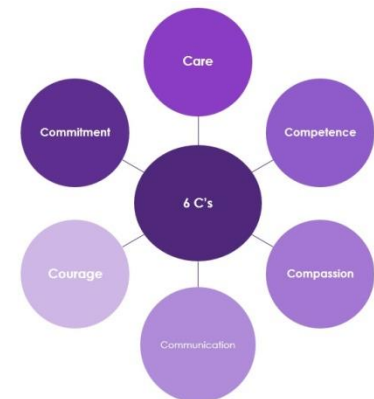
(Information from CG47 Enhanced observation and engagement guidance)

- SHOUTING
- WANDERING
- AGGRESSION
- DISRUPTIVENESS
- SELF – HARM
- VERBAL ABUSE
- NOT COMMUNICATING
- REPETITIVE BEHAVIOUR



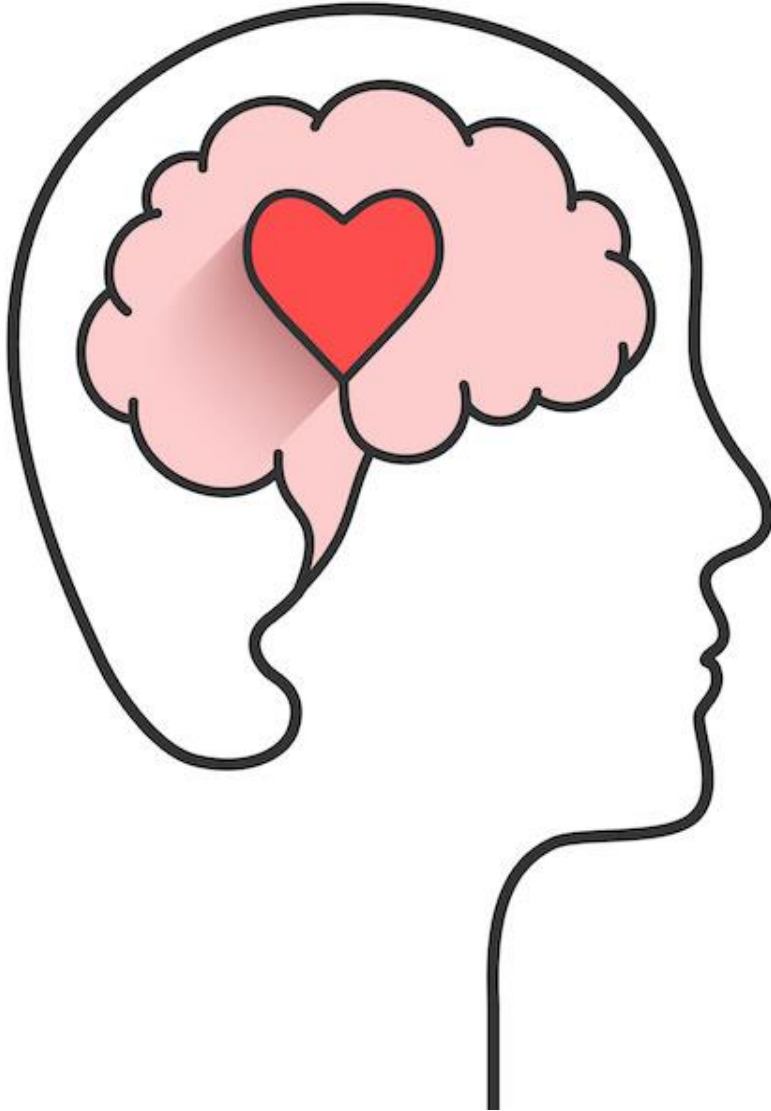
WHY?

- ❖ NEEDS ARE NOT BEING MET – MAY BE HUNGRY OR THIRSTY
- ❖ CONFUSED
- ❖ IMPATIENCE
- ❖ PAIN
- ❖ LONELINESS
- ❖ SCARED
- ❖ HALLUCINATIONS
- ❖ MH / LD reasons





The Role of the Well-being Volunteer



**Provide Emotional Support Through
Companionship And Communication
Reassure Patients**

Offer Therapeutic Activity

**Help Patient Contact Family
Member**

**Keep A Record Of
Daily Log Sheet**

Wellbeing Volunteer Role

**Provide Space Where
Patients Feel Accepted And
Understood**



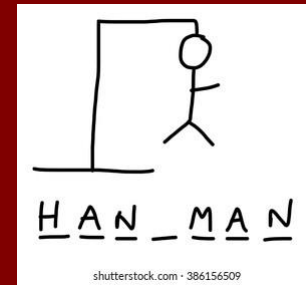
**Assisting Staff With
Practical Tasks Such As
Meeting Nutritional
And Hydration Needs**

**Build Self Esteem And
Confidence In Others**

**Supporting In Waiting Area
If Suitable Patient Is
Identified By Department
Staff**

**Use Of Interventions Such As
Talk Down, Positive Words, Soft
Words**

**If Applicable You Can Remain
With The Patient To Settle Them
On To The Ward**



TALK DOWN TIPS

CONTROL YOURSELF

- Add energy and confidence. Show no fear, suspicion, or anxiety.
- Have focused, uncluttered arms and open hands.
- Make lists, draw lines, or give tips.
- No hesitation or uncertainty of speech, use short statements.
- Breathe deeply and concentrate on situation.
- Make body, not hands on hips or pockets, don't fidget, wag or prod.
- Make good and gentle movements.
- Don't corner patients, threaten or make false promises.

RESOLVE

- Don't judge, criticize, show irritation, frustration, anger, or be retaliative. This is not personal and is not about you.
- Don't argue or say they are wrong or you are right.
- Don't lecture or justify yourself.
- Show no reaction to abuse or threats directed at you, ignore them or partially agree them.
- Prepare responses in advance to typical results.
- Let patient save face by having last word so long as they are complying.

DELIMIT

- Separate yourself from others/conditioner, emotion or task.
- Show to a third party, ask to come aside.
- Invite patient to sit down.
- Establish authority/ownership.
- Maintain distance.

CLARIFY

- Ask what's happening, use open questions.
- Don't ask questions you patient can't answer.
- Orient patient to time, place, and person.
- Repeat clearly why you are seeking of working relationship, and offer your help.
- Write a record and give facts.
- Paraphrase and check what they have said.

RESOLVE

- Request/ask patient, don't lecture/teach or be authoritarian.
- Give reasons, explain why, repeating before them, be honest, express flexibility on some signs that it's better.
- Give patient opportunity to correct themselves.
- Make a general appeal, remind them of previously agreed strategy.
- Don't use the coercive approach, threats or change.
- Outline consequences of different courses of action.
- Offer choices and options, having power with patient.
- Be flexible, negotiate, avoid power struggle, compromise.
- Ask if there is anything else you can do or say that will give their cooperation, ending positively.

RESPECT & EMPATHY

- Show interest, concern will appreciate comment with words.
- Make understood and interpreted tone of voice.
- Listen, hear, acknowledge feelings and needs, be sympathetic.
- Make time to meet the patient, not be patient and don't hurry them.
- Don't get over them or 'what's' wait until they take a breath.
- Make you control (managing care not to be collaborative).
- Extend self and thinking to understand patient viewpoint.
- Show security, authenticity, and genuineness.
- Don't tell the patient what they should or should not be feeling.
- Don't lecture, lecture or overstate their emotional experience.
- No advice giving and no orders, no "I'm here just in case."
- Don't touch patients or tell them to sit down.
- Don't overly smile or this may be seen as condescending.
- Knowen all requests for information, however they are phrased.
- Empathize with feelings, not aggressive behavior ("I understand you are angry but it's not us to hit and see...")

5	3		7			
6			1	9	5	
	9	8				6
8			6			3
4			8	3		1
7			2			6
	6				2	8
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			8			7
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Health & Wellness Bingo

sunshine	happiness	physical activity	self care	activity
ambrosia	balance	breaths	care	change
chaos	compassion	FREE SPACE		usage
discipline	relaxation	emotions	endurance	energy
exercise	family	fitness	flexible	freedom

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Experience of a wellbeing volunteer

Nicola and her therapeutic interaction with a patient



Findings so far...

So far we have noticed and recorded;

- A decrease in patients Anxiety through distraction
- A positive opinion of experience
- Less disruptive behaviour
- Staff being able to focus on the physical needs of patients
- Needs being met quicker for the patient through communication
- Less boredom and loneliness amongst patients
- Good relationships and being built with patients



Future Plans....

In 2022 our hope is to eventually spread out to the other sites within the South Tees trust, Including the Friarage and Redcar and to keep making a positive impact on our patients experience!



South Tees Hospitals
NHS Foundation Trust



