

# Volunteer Information Pack



Ladywell Walking Group, led by volunteer

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# Message from the Chairman

As Chairman I would like to warmly welcome you to South London & Maudsley NHS Foundation Trust – the leading mental health trust in the UK and one with an international reputation and a long history. Bethlem Hospital can trace its origins back 770 years and “The Maudsley” over 100 years to the aftermath of the first world war.

Throughout our history volunteers have provided a vital contribution to the care we provide and are a highly valued and important part of our organisation. I consistently hear very positive feedback about the work that our volunteers do to support our service users and staff, and I am very proud to be associated with such a dedicated group of individuals. We could not provide good care without you, and I hope that you will find your time with us rewarding and valuable to you as well.

We are privileged to benefit from the energy, enthusiasm and dedication of so many local people volunteering to help us deliver care to people in so many different settings and life-stages. I am inspired by the examples of selfless generosity I witness throughout our volunteer workforce and am truly grateful for your decision to become involved. I hope I will have an opportunity to meet you and thank you in person – in the meantime please accept my appreciation of your decision to volunteer.

Welcome to the SLaM family.

***Roger Paffard***

# Message from the Volunteer Services

Welcome to South London and Maudsley (SLaM) Volunteer Services. Thank you for choosing to volunteer with us.

In the Volunteer Services, we have the pleasure of meeting people who would like to volunteer for SLaM. Each volunteer is unique, bringing their own experiences, skills and motivations. Common across all our volunteers is a sense of passion and commitment to making a difference.

The Volunteer Services are here to ensure your experience is a positive one. We recognise the incredible contribution you make to the services we work with, and are here to support you as volunteers. This handbook aims to give you an introduction to SLaM and make sure you're comfortable with the role going forward. We hope you find it useful, and enjoy your time with SLaM.

Happy volunteering!

***The Volunteer Services team***

# Welcome to SLaM

## Services

South London and Maudsley NHS Foundation Trust (SLaM) provides the widest range of NHS services in the UK for people with mental health problems or an addiction to drugs or alcohol. We provide care and treatment to help people recover from mental illness. But we don't just focus on treating illness. We also offer advice and information about how people can look after their own mental well-being and stay healthy. We offer recovery focused services which are a central component to making health services fit for the 21st century.



Maudsley outpatient services

We provide a wide range of clinical services, from crisis care and early intervention to hospital care. The majority of our services are delivered in community settings, by Community Mental Health teams.

We offer talking therapies, other psychotherapy, medical services and occupational therapy.

As well as local services, SLaM offers National Services that individuals requiring specialist services may be referred to from across the country. These include the National Autistic Unit, the Mother and Baby Unit and Eating Disorders Service.

## Sites

We provide services for people living in the London Boroughs of Bromley, Bexley, Croydon, Greenwich, Lambeth, Lewisham, Southwark and Wandsworth as well as specialist services in Kent.

We provide services at four hospital sites:

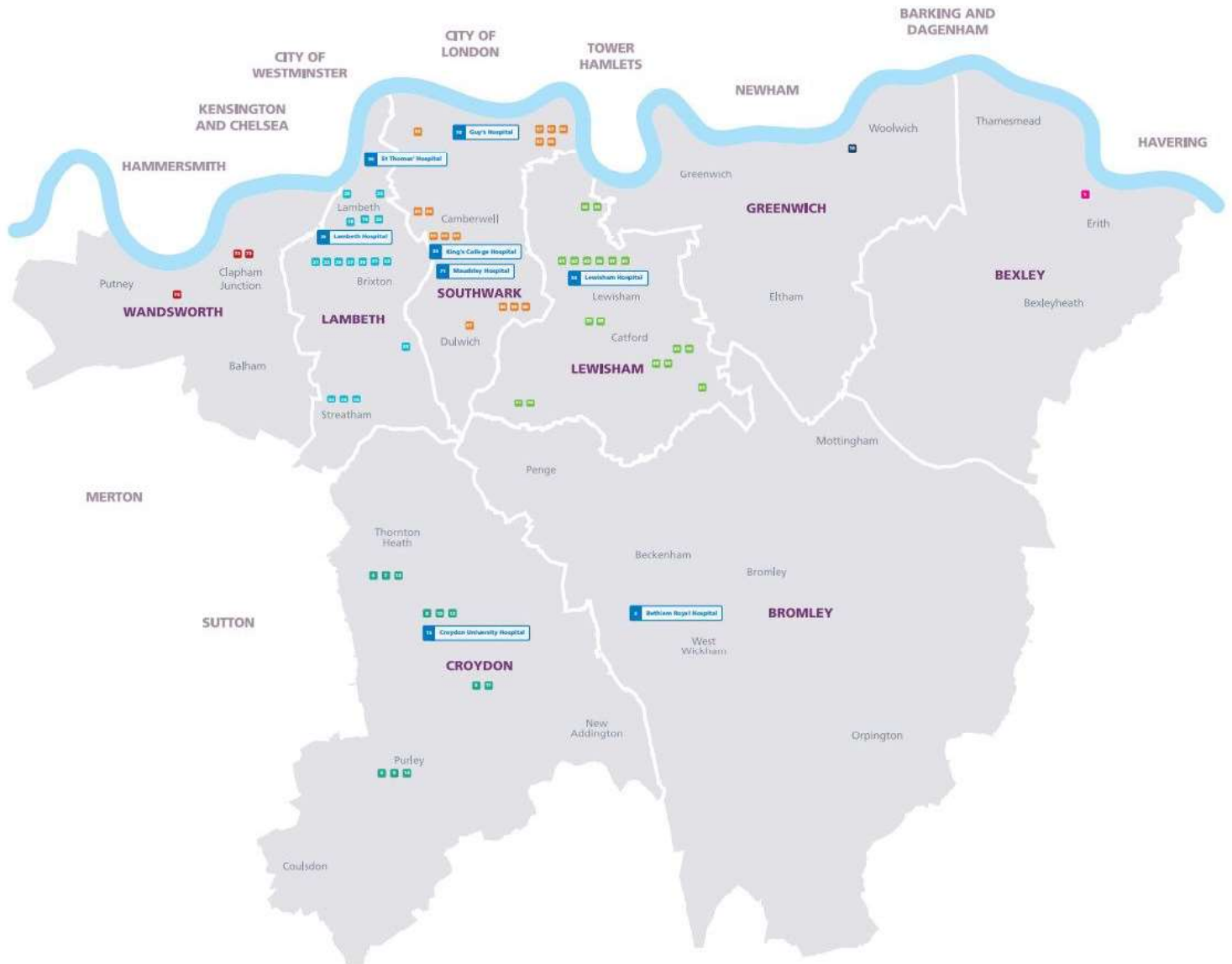
- **Bethlem Royal Hospital** is one of the main inpatient sites. The site is the perfect therapeutic environment for recovery, set within 270 acres of green space. The Bethlem is home to a number of SLaM's national specialist services such as our anxiety disorders residential unit.
- **Lambeth Hospital** based in Stockwell.
- **The Ladywell Unit** is based within Lewisham University Hospital.
- **Maudsley Hospital** is based at Denmark Hill, in Camberwell. The Institute of Psychiatry - Europe's largest centre for research and postgraduate education in psychology, psychiatry and neuroscience is also based on the Maudsley site.



We also provide outpatient and psychiatric liaison services from a number of other hospital sites. We also have over 80 community sites from which we operate scattered across the boroughs.

## Map

Below is a map of showing the Trust's main hospital sites, liaison hospital sites, and community sites. As you can see, SLaM covers a large area of South London.



The Trust's full Service Map can be found at:  
[https://www.slam.nhs.uk/media/404802/slam\\_clinical\\_services\\_map\\_2015.pdf](https://www.slam.nhs.uk/media/404802/slam_clinical_services_map_2015.pdf)



## Vision

Everything we do is to improve the lives of the people and communities we serve and to promote mental health and well-being for all.

## Purpose

Our purpose is:

- to promote mental health and wellbeing, helping people to get well and stay well
- to provide care and treatment to the highest standards
- to help challenge stigma and discrimination.

## Five commitments

SLaM aims to build relationships based upon five commitments. As a volunteer, you are expected to build your own relationships in line with these five commitments.

1. to be caring, kind and polite
2. to be prompt and value your time
3. to take time and listen to you
4. to be honest and direct with you
5. to do what I say I'm going to do



Our aim is to provide the best possible care for the people who use our service. **Volunteers have great value to SLaM in enhancing clinical services, and contribute to person centered care.**



## Partnerships

### King's Health Partners

We work closely with the Institute of Psychiatry, Psychology and Neuroscience King's College London, and are part of the King's Health Partners Academic Health Sciences Centre. King's Health Partners Academic Health Sciences Centre (AHSC) involves three NHS Foundation Trusts (SLaM along with Guy's and St Thomas' and King's College Hospital NHS Foundation Trusts) and a leading University.



### Maudsley Charity

The Maudsley Charity works closely with SLaM and supports their activities.



The Maudsley Charity helps to fund ground-breaking neurological and mental health research, service improvements and therapeutic programmes.

The Maudsley Charity help fund the SLaM volunteer services.

### #iwill

In 2018 SLaM conceived their Youth Volunteering Scheme in partnership with the #iwill campaign. The #iwill campaign encourages youth social action across the UK. The #iwill campaign looks for effective youth social action under the six principles - for action to be: reflective, challenging, embedded, youth-led, progressive and socially impactful. As part of the campaign the Pears Foundation are funding

Youth Volunteer

Proudly supporting youth social action



Department for Digital, Culture Media & Sport



NATIONAL LOTTERY FUNDED

Pears Foundation

Coordinators with NHS Trusts across the country, encouraging programmes like ours.

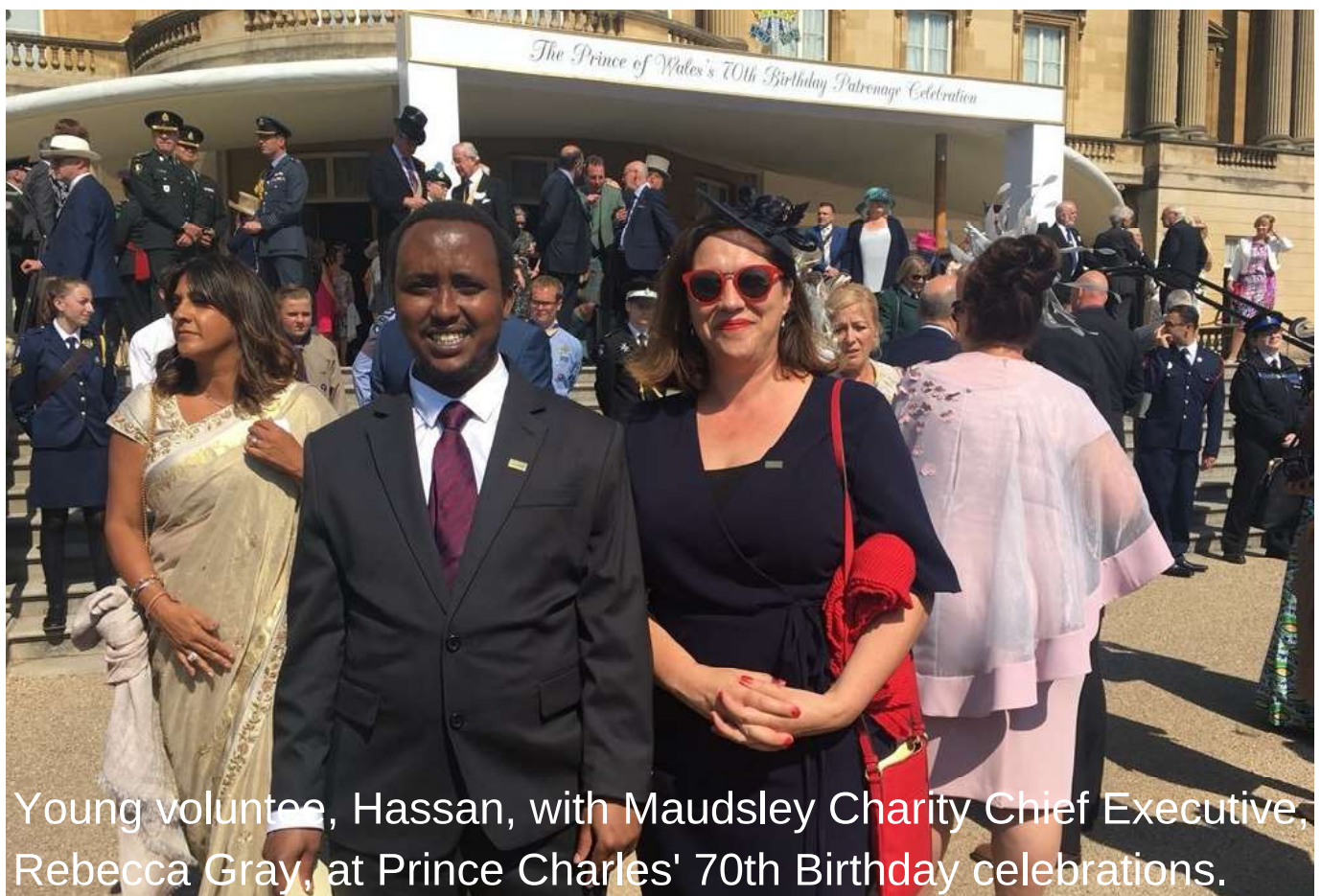
# Welcome to Volunteering

Thank you for choosing to volunteer with SLaM!

No matter what role you are in with us, we hope you find your volunteering placement with SLaM to be meaningful, fulfilling and rewarding.

"Volunteering has given me the confidence to start again."

"What I most enjoy is giving the service users confidence and helping them to feel less isolated and more part of the wider community."



Young volunteer, Hassan, with Maudsley Charity Chief Executive, Rebecca Gray, at Prince Charles' 70th Birthday celebrations.

## Rights and Responsibilities of a Volunteer

### Rights

- to be valued and respected regardless of your background
- to know what is expected of you
- to have clear lines of support and supervision
- to be given training
- to understand policy
- to be shown appreciation
- to have safe working conditions
- to be able to work free from discrimination
- to be able to reclaim expenses
- to be able to discontinue
- to have any problems resolved quickly and fairly
- to have additional support provided if necessary

### Responsibilities

- to be reliable and honest
- to show respect for service users, staff and other volunteers
- to value the contribution of others you work with, regardless of their backgrounds
- to always act within your remit
- have good time management
- to respect confidentiality
- to attend training
- to abide by policy
- to communicate any problems clearly and promptly
- to wear appropriate clothing
- to not drink, do drugs or smoke during your volunteering

### **The Trust expects all volunteers to:**

- **treat all service users, staff and volunteers with dignity and respect**
- **to promote the independence and individuality of service users**
- **to keep within their boundaries of the agreed voluntary role**

## Terms of Engagement

At the end of your training you will be asked to sign a 'Terms of Engagement'. A copy of those terms is provided here for your reference.

### Terms of Engagement

- You agree to become a volunteer at the South London and Maudsley NHS Trust
- You will from time to time be authorised to undertake particular work and you agree to act within that authorisation. The Trust will provide training, supervision and a reference for you.
- You are required to comply at all times with the relevant Trust and departmental policies and procedures.
- The Trust has an obligation under the Health and Safety at Work Act, 1974, and the Fire Precautions Act, 1971, to provide safe and healthy working conditions. you are required to comply with the terms of the Act and to take reasonable care for the health and safety of yourself and others.
- During the course of your voluntary work you may have access to confidential information. Under no circumstances should you disclose this information to any unauthorised person. Any breach of this precept may result in the termination of your engagement as a volunteer.
- As a volunteer you are expected to respect clients' values, beliefs or wishes. You are required to be aware of this at all times and should not attempt to impose your own thoughts or ideas.
- The Trust does not take responsibility for personal articles whether lost or damaged on Trust property or otherwise in the course of your duties.

- Trust will provide insurance under its employers' liability arising from the performance of your voluntary duties. The Trust, however, is not insured against any liability or claim that arises from your acting outside the confines of your voluntary role.
- You are not entitled to remuneration. The Trust will reimburse appropriate and reasonable travel expenses incurred in the course of your voluntary duties.
- These 'Terms of Engagement' do not constitute a contract of employment.
- The Trust reserves the right to discontinue engagement without notice in the event of misconduct and with or without notice, if in the opinion of the Trust, this would be in the best interests of the Trust or yourself.
- I hereby agree that I will return my photo ID security badge when I finish my volunteer placement with South London and Maudsley NHS Foundation Trust, for removal from the security system.

I am prepared to abide by the terms and conditions outlined above and undertake to work within the boundaries of the role of the volunteer.

Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

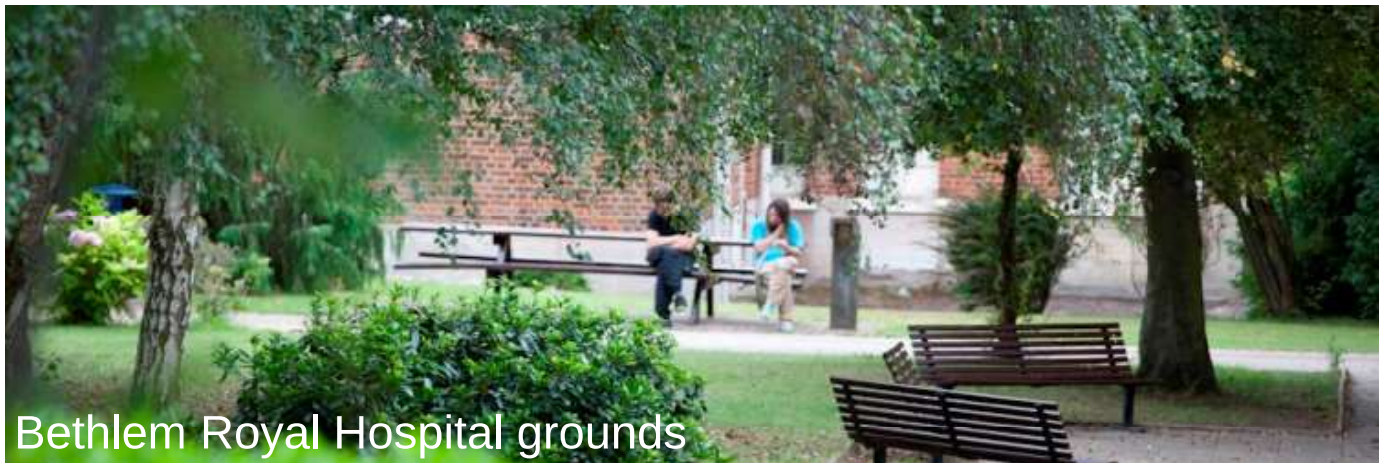
The Trust's full Volunteer Policy can be found at:  
[https://www.slam.nhs.uk/media/24452/volunteer\\_information\\_pack\\_2013.pdf](https://www.slam.nhs.uk/media/24452/volunteer_information_pack_2013.pdf)



# Policies and Procedures

Volunteers are part of the SLAM team just as much as staff, and must therefore abide by SLAM policies and procedures as staff would. The following pages will highlight the main ones, and direct you to where you can find comprehensive copies. Make sure you familiarise yourself with them.

Additional policies and procedures may be relevant to the particular service you are working with. Staff should make you aware of these at a local induction.



## Attendance

You are expected to attend your voluntary placement at the time and frequency agreed.

## Sickness

If you are unable to attend one day due to illness or unexpected circumstances you must inform the staff at your placement and your volunteer manager. If you are unwell, do not come to your placement.

## Discontinuing

If you are unhappy with your placements, or your circumstances change so you wish to discontinue volunteering please be open in communication of this with staff. If there is a problem staff may be able to help resolve this, or find you an alternative placement.

## Confidentiality

Confidentiality refers to the way we respect and treat information that we hold about people who use or work in the services. People have the right to feel that any personal information they give will be kept safely and shared appropriately with their consent.

**There are three main elements to maintaining confidentiality:**

- the protection of information
- informing patients about how their information is used
- providing choices for patients in the use and disclosure of their information, except where exceptional circumstances apply

Confidential information can be written or verbal, and includes any identifying information or information about an individual's personal circumstances. Photographs and videos of people are also confidential.

### Guidelines

- When talking about confidentiality with service users, do not promise to keep something a secret. There are some circumstances when you will need to share information and service users need to understand this, so that they can choose what to disclose to you.
- When information is referred to as 'confidential' it means that the information will be kept within a particular service rather than a particular worker. As a general rule, information can be shared within a service, if, by sharing it, you will enhance the service that can be offered to that individual.

The Trust's Confidentiality Policy can be found at:  
[https://www.slam.nhs.uk/media/24352/confidentiality\\_policy\\_v8.1\\_september\\_2017.pdf](https://www.slam.nhs.uk/media/24352/confidentiality_policy_v8.1_september_2017.pdf)



## Boundaries

Boundaries are limits that we set as individuals or as part of a service to protect the service users and people who provide the service. There may be some variation in exactly where the professional boundaries in your role lie. Specifically, there may be differences between community and ward based roles.

### Guidelines

- It is important that all service users feel valued, and know what service to expect from volunteers.
- Be clear with people what is and is *not* your role. Do not be afraid to say 'no' if someone asks you to do something outside of your remit.
- Your role is to offer support, not to get support. Although you may sometimes mention what is happening in your own life when talking to service users, do not allow it to dominate the conversation. If you feel that what is going on in your personal life may overwhelm you in your volunteering please discuss this with the volunteer services staff.
- Your role is to be friendly, but not a *friend*. The relationship between you and service users must still maintain professional boundaries. This means you cannot do extra favours for service users outwith your role's remit.
- Remember you are a representative of SLaM during your placement.
- Give information, not advice. It is not your role to recommend or advise a certain course of action for a service user; you should simply offer people the information and empower them to make their own choices. Similarly, you should not comment on clinical diagnoses.
- Keep your personal information private.



## Safeguarding

**Note: this is covered comprehensively in training.**

A safeguarding duty applies to an adult who is:

- aged 18 years or over
- has needs for care and support
- is experiencing, or is at risk of, abuse or neglect
- as a result of their care and support needs, is unable to protect themselves from either the risk, or the experience, of abuse or neglect

It is important to remember that abuse can be perpetrated by anyone in any setting. As a volunteer with SLaM you have a duty to report any safeguarding concerns to a member of staff.

You must be able to recognise signs, as well as understand disclosures, of abuse or neglect. Possible types of abuse include:

- sexual abuse
- psychological abuse
- discrimination
- domestic abuse
- financial/material abuse
- organisational abuse
- physical abuse
- modern slavery
- neglect
- self-neglect
- acts of omission

### Prevent

Prevent is part of the Government's Counter-Terrorism strategy. It aims to prevent vulnerable people from being drawn into supporting terrorism. It aims to complement existing safeguarding responsibilities of the public sector. As SLaM volunteers you also have a Prevent duty.

The Trust's Safeguarding Policy can be found at:  
[https://www.slam.nhs.uk/media/261794/safeguarding\\_adults\\_policy\\_v2\\_3\\_-\\_april\\_2016.pdf](https://www.slam.nhs.uk/media/261794/safeguarding_adults_policy_v2_3_-_april_2016.pdf)



## Mobile phones

Please make sure your mobile phone is switched to silent whilst volunteering, and only use it in emergencies. It is inconsiderate to service users to check your phone whilst you are spending time with them.

## Social media

You must be careful on social media not to say anything that could threaten the reputation of the Trust. You must be especially careful about patient confidentiality - do not share any details about the service users or staff you have interacted with. Photos and videos must not be recorded whilst volunteering unless specifically asked to by a Trust staff member.



Reay Library, Lambeth Hospital

## Drugs and alcohol

You will be asked to leave the service if you are unfit for volunteering due to substance use - including alcohol, legal and illegal drugs.

## Smoking

The Trust is a smoke-free Trust. You cannot smoke anywhere on site, inside or outside buildings. Please leave the Trust premises before smoking.

## Money and Gifts

Many of our service users are vulnerable. The following guidance is for their protection as well as your own as a volunteer.

### Guidelines

- Volunteers are prohibited from borrowing money from a service user. If financial difficulties are affecting your ability to volunteer, you should contact volunteer management staff.
- Volunteers should not take responsibility for a service user's bank account, pension or any other aspects of that persons finances.
- Under no circumstances should you give financial advice to a user of the Trust. If the advice is needed, refer the service user to an appropriate agency.
- Volunteers should politely but firmly refuse money or expensive gifts. It is recommended that smaller gifts (up to the value of £5) are also discouraged.

## Expenses

Volunteers should not be out of pocket. Volunteers are advised to claim expenses on a regular basis where possible. All claims need to be recorded on appropriate claim forms.

### Travel

Volunteers will be reimbursed for all reasonable transport costs incurred while volunteering. Volunteers are advised to keep all tickets when using public transport. Volunteers making multiple journeys are advised to purchase a day bus pass or travel card.

### Other expenses

The volunteer may claim reasonable expenses when accompanying a service user to a cafe or cinema or other public area. The service user will be required to pay for their own expenses.

## Dress code

You should maintain a smart, professional appearance at all times. The following are the Trust's guidelines of clothing and appearances that may be considered inappropriate or unprofessional. Please avoid these.

- miniskirts or above-the-knee shorts
  - lycra short or leggings
  - transparent/'see-through' clothing
  - low cut tops
  - tracksuits
  - faded denim
  - crop-tops
- political badges or emblems  
football badges or emblems  
logos or graphics that may be considered offensive  
excessive jewellery/make-up  
clothing with tears, holes or rips

You will be provided with a Trust ID badge. Please wear this at all times during your volunteering.



## Health and Safety

There is a common law duty of care to ensure the health and safety of staff, volunteers and service users. Volunteers are subject to the regulations of the Health and Safety at Work Act which means that, if, while doing your voluntary work you have an accident or see a potential accident you must report it to the member of staff in charge.

### Guidelines

- make sure your project knows your whereabouts
- plan for your own safety
- familiarise yourself with the area in which you will be working
- present yourself appropriately (e.g. clothing)
- communicate your concerns
- make sure your mobile is fully charged and accessible
- carry your ID badge at all times
- follow the guidelines laid down by the project
- trust and listen to your instincts

### Insurance and Liability

All volunteers are covered by the Trust's insurance against personal injury whilst acting in the course of their activities for the Trust. This does not include injuries occurring outside your authorised Trust activities.

We do not expect volunteers to accept hostility, violence, threats, harassment, propositioning or intimidation while volunteering. So long as you do not use excessive force you are entitled by law to protect yourself.

The Trust's Health & Safety Policy can be found at:  
[https://www.slam.nhs.uk/media/24442/trust\\_health\\_and\\_safety\\_policy\\_march\\_2015.pdf](https://www.slam.nhs.uk/media/24442/trust_health_and_safety_policy_march_2015.pdf)



## Equality of Opportunity

The Trust acknowledges that the society it serves is multi-cultural and multi-racial. The trust aims to ensure that no patient, member of staff or anyone else associated with it receives less favourable treatment for any reason, such as:

- age
- disability
- sex or gender (including gender reassignment)
- marriage or civil partnership
- race
- religion
- pregnancy and maternity
- sexual orientation

Under the Equalities Act 2010, discrimination against any of these 'protected characteristics' is unlawful.

### Guidelines

As a volunteer, you can promote equality of opportunity by:

- leaving your own cultural and personal biases at home when you are coming to volunteer
- valuing each person you interact as an individual who can contribute something unique to the Trust
- standing up to discriminatory behaviour, by recognising and reporting it

The Trust's Equal Opportunities Policy can be found at:  
<https://www.slam.nhs.uk/media/24362/equal%20opportunities%20in%20employment%20policy.pdf>



### Additional support

If, for any reason, such as disability or mental illness, you would like additional support from the Trust to allow you to meaningfully volunteer, please talk to a member of volunteer management staff. We are happy to provide support.

## Raising Concerns

The Trust wishes to provide the type of health care which is responsive and sensitive to the needs and expectations of individuals, their families and groups. It is also the objective of Trust to preserve the dignity, independence, integrity and individuality of each person.

The Trust wishes to provide a responsive service and therefore:

- recognises the rights of individuals to complain if dissatisfied
- will publicise those rights
- will respond appropriately to all complaints

If you have any concerns at all, relating to any matter, please talk to a member of the volunteer services staff. They will then be able to liaise with other staff and escalate the concern if necessary.

The Trust's Whistle-blowing Policy can be found at:  
[https://www.slam.nhs.uk/media/24457/whistleblowing\\_policy.pdf](https://www.slam.nhs.uk/media/24457/whistleblowing_policy.pdf)



Bethlem Royal Hospital grounds

# Glossary

You will probably come across some new terms, and a lot of abbreviations, whilst volunteering with SLaM. Here are some of the most common explained:

- A.M.H.P.** - Approved mental health professional
- Advocacy** - independent advice/support
- B.R.H.** - the Bethlem Royal Hospital
- C.A.G.** - clinical academic group
- C.T.O.** - community treatment order
- C.M.N.** - community mental health nurse
- C.M.H.T.** - community mental health team
- C.P.A.** - care plan approach
- Care coordinator** - responsible for liaison with support services
- Carer** - a person who supports the service user
- Care plan** - support plan for a situation or risk
- C.B.T.** - cognitive behavioural therapy
- D.B.T.** - dialectic behavioural therapy
- D.B.S.** - Disclosure and Barring Service
- D.S.M-5** - Diagnostic and Statistical Manual (of mental disorders)
- Depot** - medication on slow release by injection
- Dual diagnosis** - more than one current illness or condition
- D.W.P.** - Department for Works and Pensions (benefits)
- D.L.A.** - Disability Living Allowance (now called P.I.P.)
- E.S.A.** - Employment and Support Allowance
- F.I.P.T.S.** - Forensic intensive psychological treatment service
- G.P.** - general practitioner
- H.C.R 20** - history clinical risk assessment
- I.P.D.E.** - international personality disorder examination
- L.O.A.** - leave of absence
- Key worker** - responsible for service user's day to day support



**Managers hearing** - hospital checking legal entitlements within the M.H.A.

**M.H.A.** - Mental Health Act

**M.I.** - mental illness

**M.O.J.** - ministry of justice

**N.I.C.** - nurse in charge

**N.H.S.** - National Health Service

**P.D.** - personality disorder

**P.A.L.S.** - patient advice and liaison service

**Pathway** - agreed route of treatment and support for recovery

**P.C.L.R.** - psychopath checklist revised

**P.I.P.** - personal independent payment

**R.C.** - responsible clinician (appointed person in charge of care)

**Recall** - revoked 'section' entitlement

**R.S. plan** - recovery and support plan

**S.D.P.** - severe disability payment (when qualified for P.I.P.)

**Section** - lawful detention within a hospital

**Service user** - uses the hospital services after discharge

**S.L.a.M.** - South London and Maudsley NHS Foundation Trust

**Schemas** - developed behaviour from adolescence

**Tribunal** - panel with authority over disputes within the M.H.A.

**Triage** - assessment of seriousness of the order of treatment

**117** - after care provisions (part of the M.H.A.)

If you are ever unsure of something being referred to, do not hesitate to ask a member of staff.



Bethlem Royal Hospital grounds

# Notes

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Please retain this handbook for future reference.

Thank you for volunteering with SLaM.  
Good luck on your placement  
Enjoy yourself!



Young volunteer, Sophia Gal