

Why did we start the Engage volunteer project?

We wanted to enhance patients' emotional wellbeing whilst they are on the ward. Staying in hospital can be an uncertain and frustrating time and patients often tell us they get very bored and lonely.

Many people are used to leading active lives at home and the change in routine can be difficult. Being away from friends, family and a familiar environment can also make staying in hospital more challenging.

We aim to provide our patients with regular companionship and a good listener in order to help ease feelings of frustration, sadness, loneliness and boredom.

Who are our volunteers?

Volunteers undergo a strict selection process and are trained thoroughly before they begin working on the wards. The volunteers are supervised throughout their work to ensure they can support patients in the best possible way.

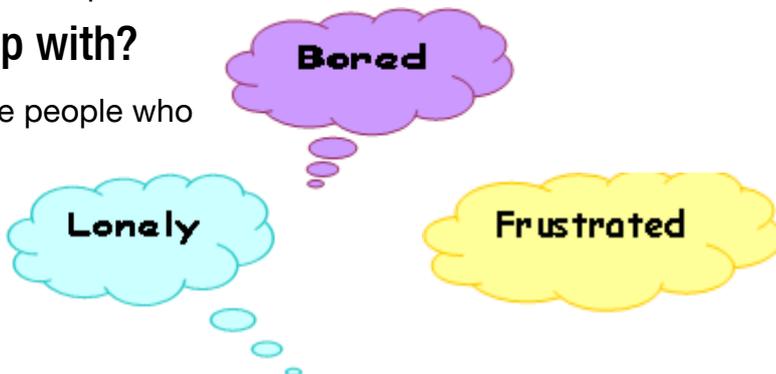
Who can the volunteers see?

Any older adult who is in hospital and who would like to be seen.

What can we help with?

Often the volunteers see people who might be feeling:

- bored
- frustrated
- lonely.



However, we also see patients who are feeling low in mood, anxious, or who have other concerns such as communication or cognitive difficulties.

If you need your information in another language or medium (audio, large print, etc) please contact Customer Care on 0800 374 208 or send an email to: customercare@salisbury.nhs.uk

You are entitled to a copy of any letter we write about you. Please ask if you want one when you come to the hospital.

Please complete The Friends & Family Test to tell us about your experience at: www.salisbury.nhs.uk/FriendsFamily or download our App from the Apple App store or Google Play Store.

The evidence used in the preparation of this leaflet is available on request. Please email: patient.information@salisbury.nhs.uk if you would like a reference list.



What kind of things can the volunteers do with you?

- talk and listen
- play memory games
- cross words, sudoku and word searches
- play cards
- read newspapers, magazines and books
- help with practical tasks such as filling in menu cards.



Frequently asked questions



Do I have to see the volunteers?

Absolutely not. If you don't want to see them that's absolutely fine. If you change your mind another day just let them know.



What if I only want to see the volunteers sometimes?

The volunteers understand that you might not always feel like company, if you decide not to see them one day, it doesn't mean you can't see them again. Just let them know when you feel like company the next time that you see them on the ward.

What if I have communication difficulties?

The volunteers are trained to support people with all sorts of different communication difficulties and are therefore more than happy to help support you in a way that meets your individual needs.

Contact us

Engage Coordinator

Sarah Homer

Head of Department

Dr Nigel North (Consultant Clinical Psychologist)

Department of Clinical Psychology



For more information please visit our website at www.engageprogramme.org.uk or contact us on engage@salisbury.nhs.uk

