



How to maximise the impact of your discharge support volunteering programme

Presented by Mark Lever, Helpforce CEO

The challenge

The total number of patients in acute hospitals who were ready to leave hospital but were delayed has increased by **43%** (Nuffield Trust)

15-20% of hospital beds on any one day are occupied by patients who are medically fit to be discharged.

Patients who stay in hospital when they are ready to be discharged are at higher risk of hospital-acquired **infections** and of **losing mobility and independence**

Solutions

Focusing on where volunteers can help with **improving patient flow and aid recovery** (e.g. volunteers supporting non-clinical tasks to free up clinicians' time, encouraging patients to be active during their hospital stay, and checking in with patients following their discharge)

Understanding reasons why discharge delays happen and where volunteers can play a part

Connect with community services

Helpforce's support

Provide **project support** to help organisations roll out discharge volunteer support programmes

Evaluate the impact of the programmes and provide insights to help with continuous improvement

Connect health and care organisations with their local community services

helpforce

Thank you

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