

# Launch of Adopt & Adapt Service

**“The support we received was amazing. Our Helpforce contact was a critical friend and helped us stay on track and consider new and different approaches to problems. The project management support was really useful too.”**



**Tifaine Carter**

Deputy Voluntary Services Manager, Leeds Teaching Hospital NHS  
Trust

# Agenda

- 1. Welcome and launch**
- 2. What is the Adopt and Adapt (A&A) service?**
- 3. What are the benefits of A&A?**
- 4. Taster session**
- 5. How to sign up for a Helpforce A&A project?**

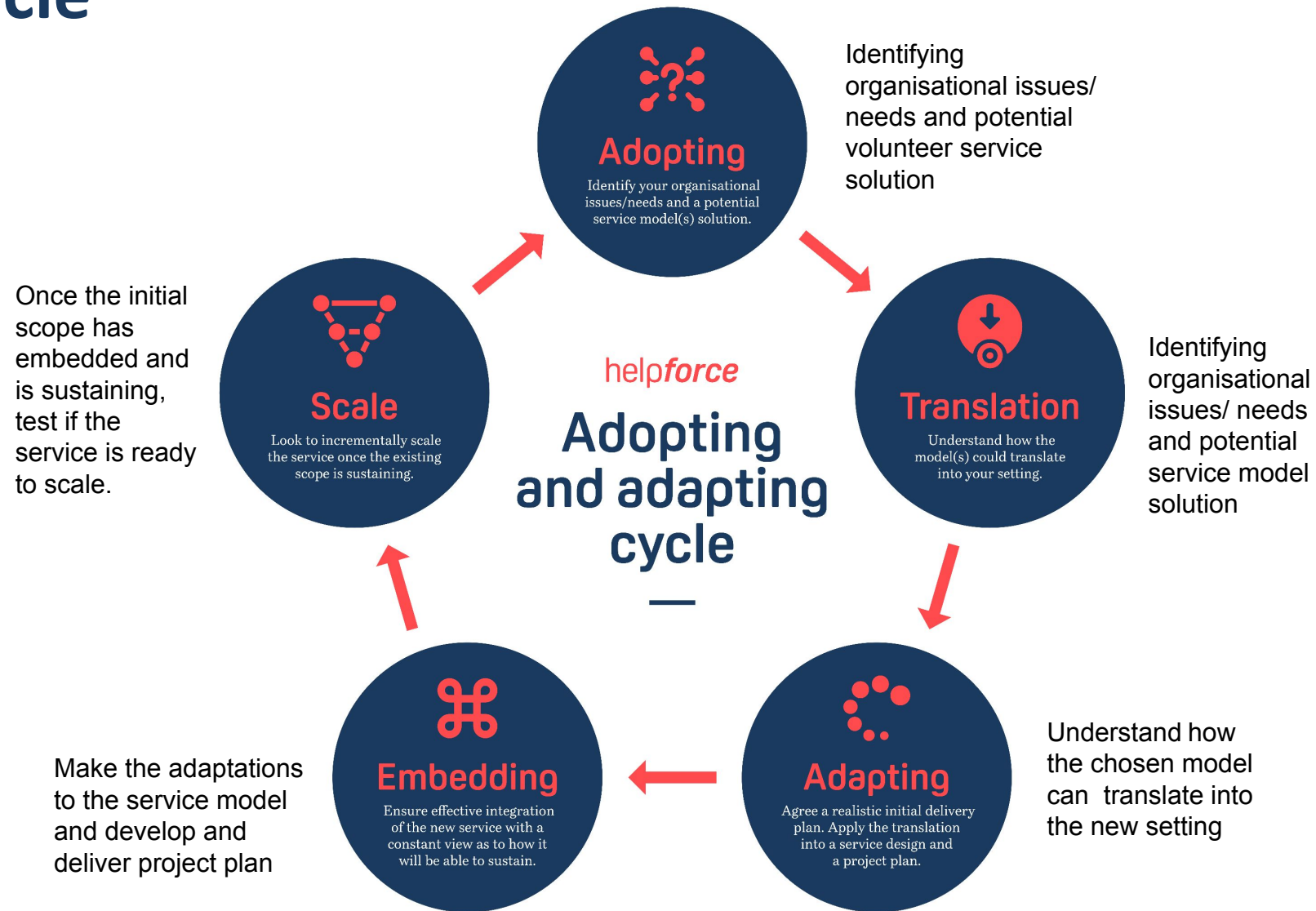
# What A&A project are you interested in?

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# What is our 'Adopt and Adapt' Service?

1. A Helpforce designed and tested approach (methodology) for supporting an organisation to 'adopt and adapt' volunteer service models
2. Online support, guidance, information and resources (service guides +) which:
  - share the learning and best practice related to tried and tested service models the service models
  - enable adopters to; consider the model(s), understand the how the service works and how to approach adapting it to suit their local context.
3. Direct access to expertise
  - HF one to one support in navigating the A&A cycle
  - HF A&A online workshops with opportunity for peer support/ learning

# A&A Cycle



# Online support, guidance, information and resources

The screenshot shows the top navigation bar of the Helpforce website with the following items: 'How we help', 'Resources', 'About Us', 'Member Services' (highlighted in red), and 'Helpforce Champions Awards 2021' with a search icon. A dropdown menu is open under 'Member Services', titled 'GET INVOLVED', and contains three items:

- Helpforce Connect**: Join the support network for volunteer leaders (with a green icon of three people).
- Insight & Impact**: Maximising your impact is easier than you think (with a red icon of a hand holding a document).
- Adopt & Adapt**: Accelerate your ability to deliver volunteer services (with a purple icon of two people).

The background of the page features large text: 'volunteering and care', 'partners with health organisations to transform volunteer services', and 'hospital trusts, integrated care systems and partnerships'. A photograph of two healthcare workers in blue scrubs is visible on the right side of the page.

click on the image to go through to the website

# Direct access to expertise, Programme Manager Support

- **A coaching approach to maximise potential**
  - You
  - Your project
- **Expertise around volunteering service models in health and Care**
  - knowledge and best practice
  - getting access to/ linking with other peers and stakeholders locally/ nationally
  - project management
  - measuring impact
- **Critical friend**
  - Challenging you
  - Keeping you on track, space to focus on the project
- **Championing**
  - Recognising and sharing what you achieve
  - Supporting the promotion of your achievements internally / externally
    - Providing a platform to promote your work

# What are the benefits of A&A?

- **Accelerates organisational capability** to deliver a *sustainable* service as learning has already been achieved by other Trusts and good practice established
- **Assists in gaining organisational ‘buy in’**, service guides are evidence based and demonstrate the patient, volunteer, staff and organisational benefits that the intervention can bring, which can be used to secure project budgets and resources
- **Reduces the risks** associated with developing a new service/volunteer intervention as impact (the benefits) have been assessed and demonstrated



# Taster Session

## Developing and Running an Effective Project

This session will look at a mix of methods and techniques that will support your overall approach to adopting a new service

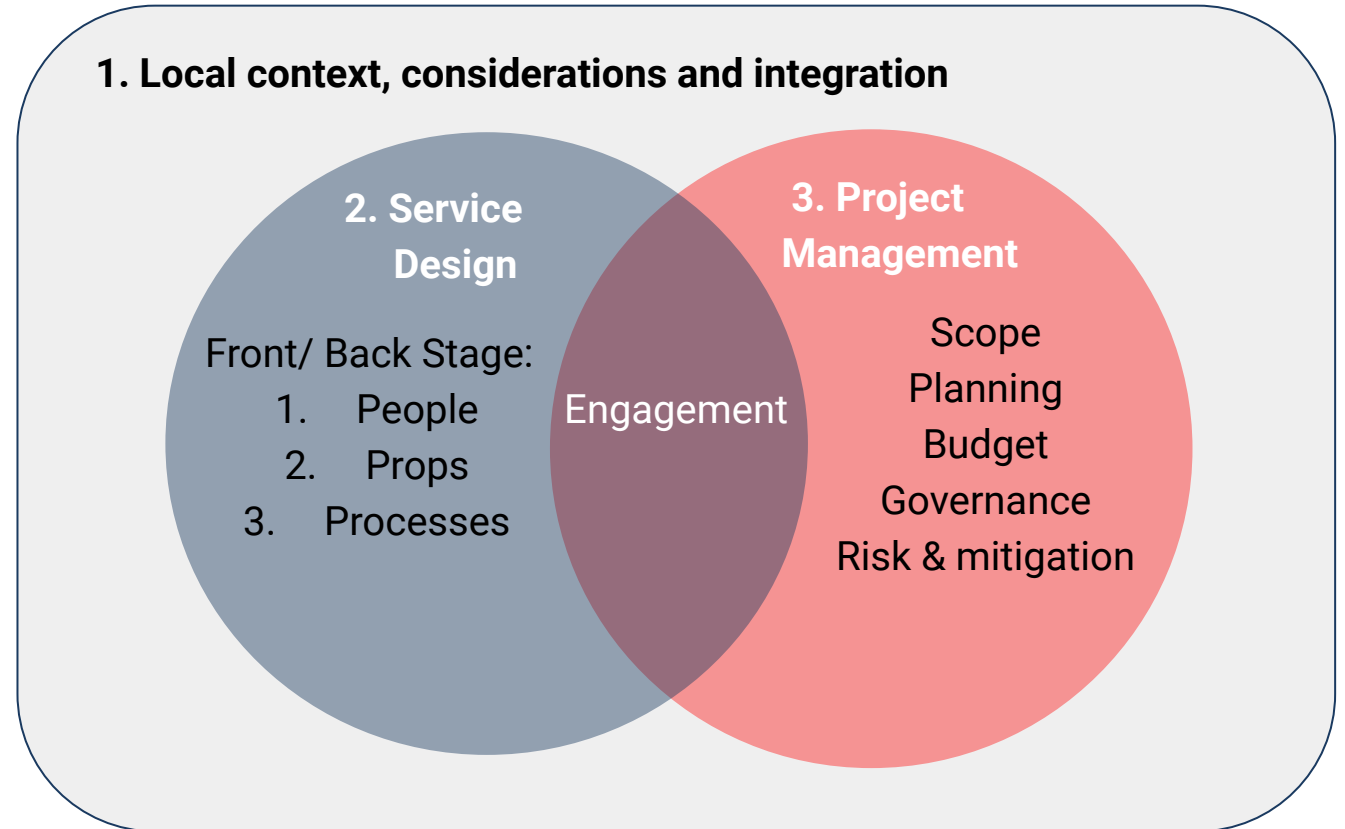
# Agenda

- Components of a service adoption project
  - Project management
  - Service design
- Project management, being and feeling in control
- Service design, it's a balancing act
- Engagement, it's key to everything



# 1. Components of service adoption project

1. **Understand local context;** always important, but more so when adopting an existing model with promised benefits as it will have to be adapted to suit your environment.
2. **Service design;** Looks at both:
  - a. Front stage (patient experience)
  - b. Back stage (staff and volunteer experience)
3. **Project management;** includes the planning, initiation, execution, monitoring, and either embedding, scaling or closing of a project



# Project management - tips

- **Feeling and being in control**
  - Scope Doc
  - Start small, but do start!
  - Be aware of scope creep
  - Out of scope list
- **Challenge yourself on your deadlines**
  - Where are the dates coming from and why?
  - Query/ Qualify
- **Backward planning - be realistic about your true capacity**
- **Engagement - be bold, open, capture learning and share good bad and ugly**
  - Clear statements - this what doing these are the benefits

Always plan for the fact that no plan  
ever goes according to plan.

— *Simon Sinek* —

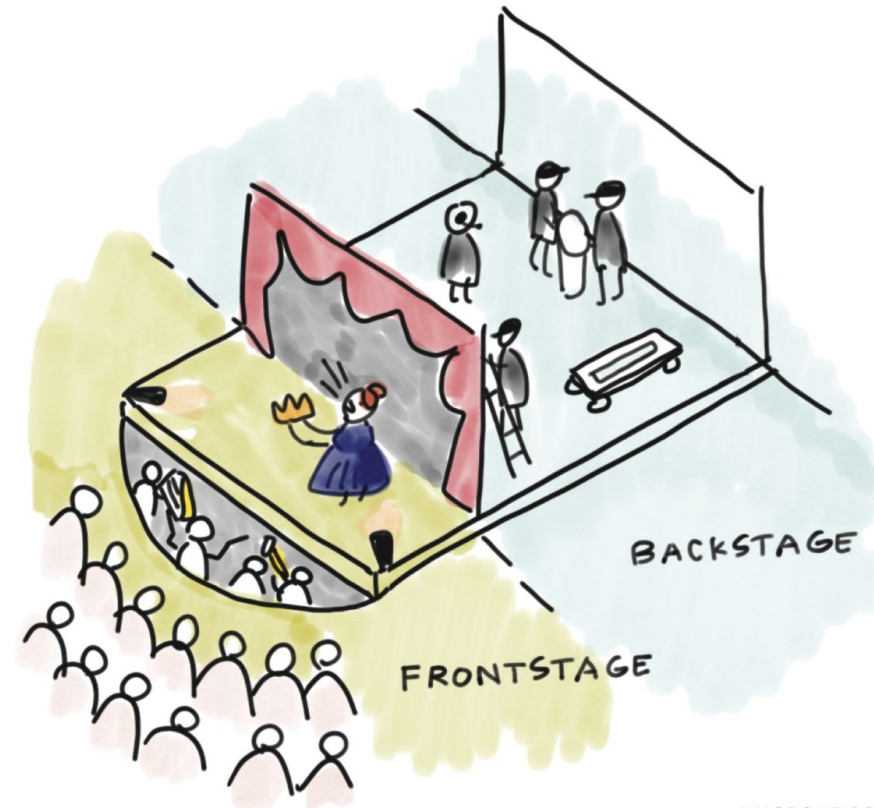
# Service design

Service design is the activity of planning and organising people, infrastructure, communication and material components of a service in order to improve its quality and the interaction between the service provider and its users.

- Consider and balance front and backstage activities
- Who are your customers (patients, friends and family, staff)?
- Understand how your service works and the customer and service providers interaction points.

**A quality user experience for both back and front stage is needed in order to grow and in turn sustain a service.**

- Engagement - be bold, open, capture learning and share good bad and ugly
  - Clear statements - this what the service is, this is what it isn't, these are the benefits



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# Three main components of service design are;

1. People	2. Props	3. Processes
<p>This includes anyone who creates or uses the service, as well as individuals who may be indirectly affected by the service.</p>	<p>This component refers to the physical or digital artifacts (including products) that are needed to deliver the service successfully.</p>	<p>These are any workflows, procedures, or rituals performed by either the employee or the customer/ user throughout a service.</p>
<p>Examples include:</p> <ul style="list-style-type: none"><li>● Staff making requests (Customer/ user)</li><li>● Volunteers</li><li>● Patients (customers encountered throughout the service)</li><li>● Stakeholders<ul style="list-style-type: none"><li>○ Clinical teams e.g. ward managers</li><li>○ Senior Management</li></ul></li></ul>	<p>Examples include:</p> <ul style="list-style-type: none"><li>● Request form</li><li>● Phone</li><li>● Marketing info</li><li>● Training and training materials</li><li>● Hub</li><li>● VMS</li><li>● Case studies</li><li>● Huddles</li><li>● Volunteers uniform</li><li>● Task list</li></ul>	<p>Examples include:</p> <ul style="list-style-type: none"><li>● How to make a request</li><li>● Completing any governance forms e.g. signatures to confirm receipt of drugs from TTO run</li><li>● Receiving a referral</li><li>● Scheduling volunteers</li><li>● Identifying new tasks</li></ul>

# Engagement

## Who?

- Stakeholders
- Enablers
- Blockers

## Why?

- Buy in/ support
- Alignment - use your scoping doc
- Help (resource or experience)
- Influential
- Customer

## What?

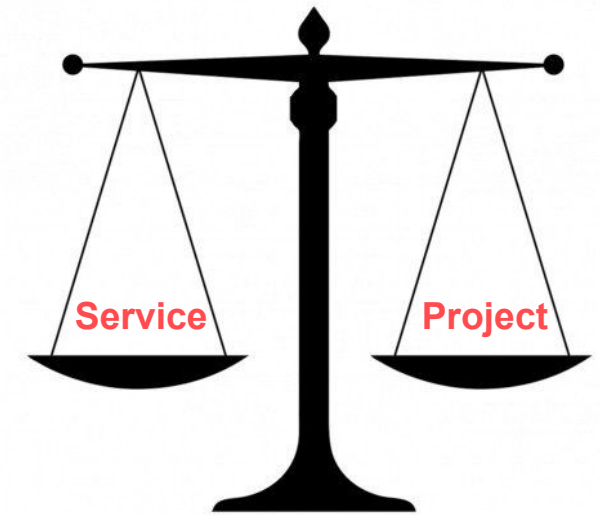
- Scope
- Planning
- Infrastructure
- The service

## When?

- Stage:
  - Idea
  - Design
  - Development
  - Implementation
  - Delivery
  - Evaluation

## How?

- 1:1
- Peer Groups
- Steering Groups
- Workshops
- Marketing
- Training
- Surveys (evaluation)



★ Engagement - be open, capture learning and share the good bad and ugly

# How to sign up for a Helpforce A&A project



# 3 main criteria for A&A sign up:

## 1. Your or your teams capacity to deliver a project

- ✓ Embedding stage reached by 4 months (approx) of starting project

## 2. Senior buy in, you are being supported at a senior level

- ✓ Someone helping you to overcome barriers, championing project at a senior level

## 3. Willing to share your data

- ✓ Your data help us achieve our mission, which keeps us funded

# What challenges are you trying to address?

- I want to reduce waiting lists or support people on them
- I want to reduce deconditioning
- I want to enhance patient wellbeing
- I want to speed up discharge
- I want to reduce readmissions
- I want to reduce the rate of 'did not attends'
- I want to improve the efficiency of how my volunteers are working
- I want to address issues with patient transport
- I want to support the emotional wellbeing of staff
- Other

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# helpforce

## Thank you

help@helpforce.community  
www.helpforce.community

## Get in touch

Could we help your organisation adopt and adapt a service, or set up a new one?

Email us on [adopt@helpforce.community](mailto:adopt@helpforce.community).

# Example A&A Resource Scope Doc.

**Project Scope**

Organisation

Project Title

Project Lead

Last Updated (date)

**Project baseline**  
Describe your current situation, provide an overview and bullet point the key issues that you are looking to solve through this project

**Vision Statement & Goals**  
The vision is a high-level statement that describes the direction and aspiration of the project, even if that might not be achieved. When writing the statement be: concise, clear, future-oriented, challenging and inspiring. List your key project goals to provide overall context for what the project is set to achieve and how it aligns with business goals. They need to be measurable, achievable.

**Objectives**  
Project objectives are specific, lower-level statements. They describe results: specific, tangible deliverables that the project will produce. Objectives guide you through every aspect of the project and over all its phases and validate its success. They provide measurable targets and help teams to understand what is expected of them. Progress towards an objective can usually be tracked as tend to be associated with metrics.

Milestones are what you have done, not what you are going to do, taking time to work these out across your timeline, they will help frame your project plan. They need to be realistic

Ensure you and your line manager are aligned regarding the existing situation and issues  
**Exercise** - get your line manager to list key issues to identify gaps/ confirm alignment with you

This is your elevator pitch, making sure you can describe your vision in a succinct way highlighting key benefits. Help people to picture your service and gain buy in.

Knowing what out of scope helps prevent scope creep, gives you the confidence to say No to random additions to the plan by saying - It's out of scope for phase 1, it's here in phase 2 etc. Adding in something new either will change the timelines or mean something else moves out of scope.

The objectives need to be simple to measure and provide you with tangible evidence that will support a case to sustain the service.

Understand what data you will need to ensure the service is running effectively (performance data), what are your stakeholders data needs? Ensure you can demonstrate impact related to organisational strategic objectives too.

**Milestones**  
Project milestones mark specific check points along a project's timeline. They identify when activities or groups of activities, outcomes of deliverables have been completed or when a new phase or activity is launched. You can differentiate milestones from other elements of a timeline because they take no time to complete; think of them as signposts that keep things on track. NB: Having a project plan alongside this document will help ensure robust Milestones.

Month 1

1. Milestone...
2. Milestone...

Month 2

3. Milestone...

**Out of scope**  
Detail what will **not** be delivered as a part of the project. Often with a project there are a number of activities that even if relevant to a project they may not fit into the project scope due to timeframes, resources or budget. Capture those items that are out of scope, this enables the stakeholders to understand it's not a forgotten item. It also prevents scope creep, if it is an activity you haven't planned for you will need to consider the impact of bringing it into your project.

**Measurement & Tracking**  
Consider how you will measure the project, progress against objectives/ milestones, stakeholder satisfaction, impact of the project, quality, of the deliverables/ outcomes. What do you need to be able to provide evidence or to secure a future budget or satisfy contract requirements? What are your KPIs (key performance indicators)?

**Risks**  
Identify risks to your project through your stakeholder discussions, at this stage consider the likelihood of the risk happening and if it did, what the impact would be and the consequence/ mitigation.

Risk	Likelihood High/Medium/Low	Impact High/Medium/Low	Consequence/ mitigation