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?

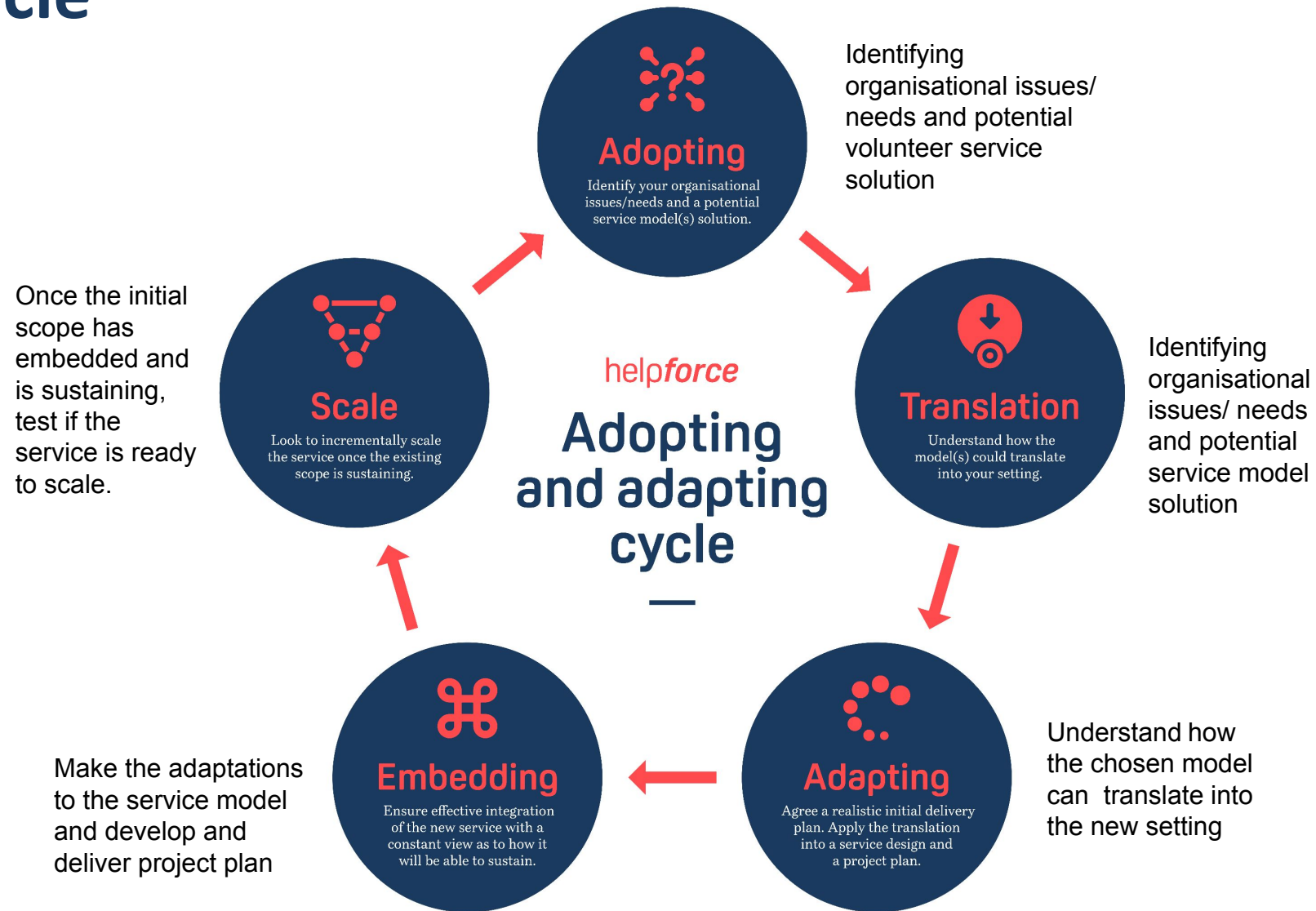# What A&A project are you interested in?

Existing Service Guides	New Service Guides (in development)
❏ Response Volunteering ❏ Mealtime companions ❏ Discharge- inc. settling in service and volunteer drivers ❏ Compassionate Community ❏ End of Life -virtual and face to face support ❏ Bereavement ❏ Theatre companions ❏ Activity and mobility service ❏ Companionship/ befriending service ❏ Restraint debrief	❏ Falls prevention ❏ Primary care companions ❏ Waiting list support ❏ Volunteer to career ❏ Staff wellbeing ❏ Trauma Ward Support **Put your name and project(s) in the chat**

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 tied 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

Adopting — Identify your organisational issues/needs and a potential service model(s) solution.

Identifying organisational issues/ needs and potential volunteer service solution

Translation — Understand how the model(s) could translate into your setting.

Identifying organisational issues/ needs and potential service model solution

Scale — Look to incrementally scale the service once the existing scope is sustaining.

Once the initial scope has embedded and is sustaining, test if the service is ready to scale.

Embedding — Ensure effective integration of the new service with a constant view as to how it will be able to sustain.

Make the adaptations to the service model and develop and deliver project plan

Adapting — Agree a realistic initial delivery plan. Apply the translation into a service design and a project plan.

Understand how the chosen model can translate into the new setting

help*force*
Adopting and adapting cycle
—

Online support, guidance, information and resources

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
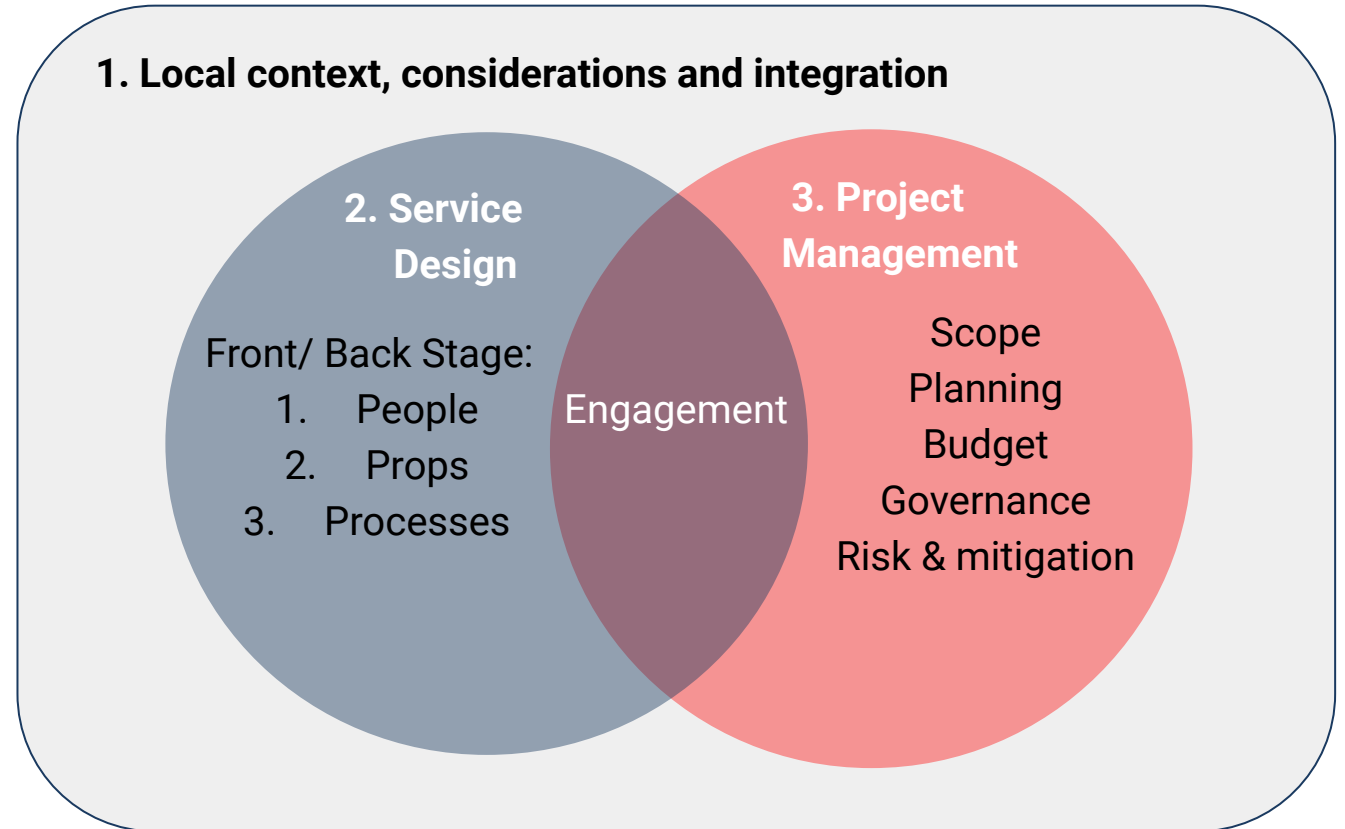
help*force*

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

USER EXPERIENCE

DESIGN

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

1. Local context, considerations and integration

2. Service Design

Front/ Back Stage:
1. People
2. Props
3. Processes

Engagement

3. Project Management

Scope
Planning
Budget
Governance
Risk & mitigation

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

BACKSTAGE

FRONTSTAGE
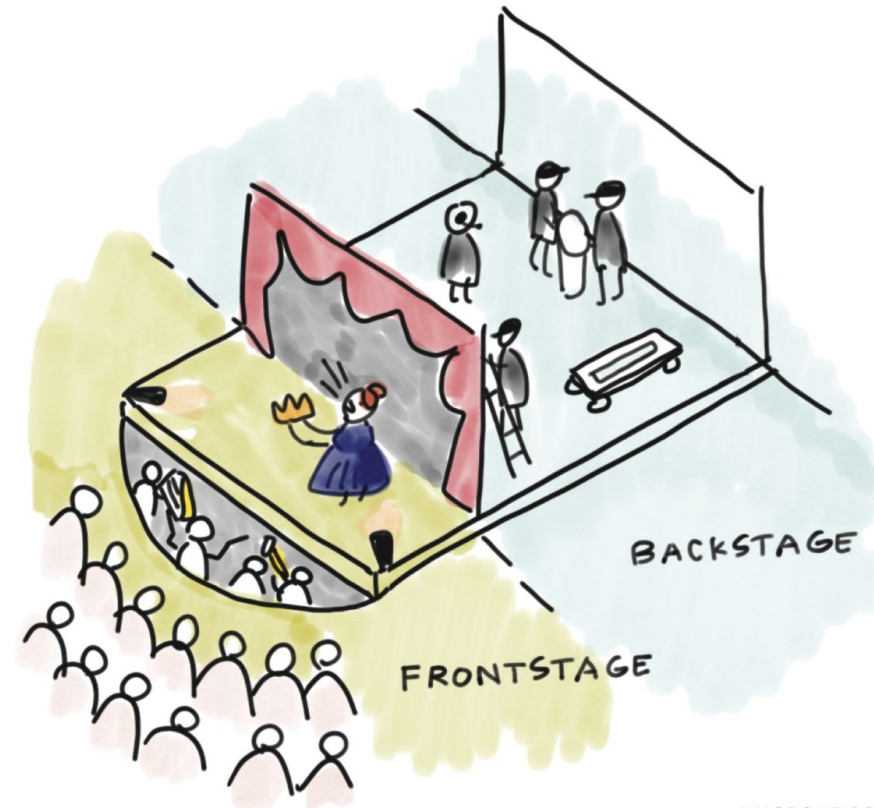
NNGROUP.CO

Three main components of service design are;

1. People	2. Props	3. Processes
This includes anyone who creates or uses the service, as well as individuals who may be indirectly affected by the service.	This component refers to the physical or digital artifacts (including products) that are needed to deliver the service successfully.	These are any workflows, procedures, or rituals performed by either the employee or the customer/ user throughout a service.

Examples include:
 	
● Staff making requests (Customer/ user)
● Volunteers
● Patients (customers encountered throughout the service)
● Stakeholders
   ○ Clinical teams e.g. ward managers
   ○ Senior Management
	Examples include:
	
	● Request form
	● Phone
	● Marketing info
	● Training and training materials
	● Hub
	● VMS
	● Case studies
	● Huddles
	● Volunteers uniform
	● Task list
		Examples include:
		
		● How to make a request
		● Completing any governance forms e.g. signatures to confirm receipt of drugs from TTO run
		● Receiving a referral
		● Scheduling volunteers
		● Identifying new tasks

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)

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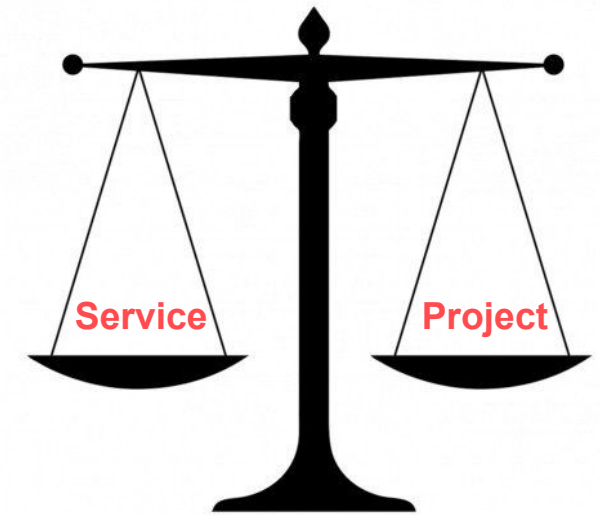
★ **Engagement - be open, capture learning and share the good bad and ugly**

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

What A&A project are you interested in?

Existing Service Guides	New Service Guides (in development)
❑ Response Volunteering ❑ Mealtime companions ❑ Discharge- inc. settling in service and volunteer drivers ❑ Compassionate Community ❑ End of Life -virtual and face to face support ❑ Bereavement ❑ Theatre companions ❑ Activity and mobility service ❑ Companionship/ befriending service ❑ Restraint debrief	❑ Falls prevention ❑ Primary care companions ❑ Waiting list support ❑ Volunteer to career ❑ Staff wellbeing ❑ Trauma Ward Support **Put your name and project(s) in the chat**

help*force*

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**

Example A&A Resource Scope Doc.

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

Ensure you and you 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.

helpforce

#bethehelpforce