

NHS and Care Volunteer Responders

This toolkit contains information about the various services available to referrers of the Volunteer Responders programme. Please use the content included to publicise this free service.

It is for: GP practice teams, social prescribers, community nurses, hospital discharge teams, virtual ward teams, community pharmacy teams and others who support people in the community.

Background

Volunteer Responders is a flexible volunteering programme supporting the NHS and adult social care across England. The scheme is built on a digital platform and links an available pool of volunteers to local live tasks via the GoodSAM app. It's a quick and simple process to book a volunteer and you can sign up as a referrer in moments.

Volunteer Responders are available to help discharge teams, virtual ward teams, Primary Care and wider NHS services. The volunteer support they provide helps improve people's experience of health and care through adding value in simple ways. The services include offering telephone companionship and helping to transport medicine and equipment from NHS sites to people at home. A Community Response service where volunteers can pick up and drop off prescriptions and shopping to those with current health needs is also available in some areas.

Volunteers will not undertake any staff duties, but will complement existing workforces, allowing staff to focus on providing quality care to those who need it most.

NHS teams can refer a person into more than one Volunteer Responder service. In this way they can make a suitable package of support. For example, if someone is being discharged from hospital or is at home being treated on a virtual ward, they may benefit from 'Check-in and Chat' telephone call and 'Pick Up and Deliver' medication drop off. The programme is evolving all the time.



Services

Check In and Chat (available)

Short-term telephone support to people who need a chat and some encouragement to improve their mental health and wellbeing. Through friendly conversation and (where appropriate) working with tools such as the NHS 5 steps to mental wellbeing, volunteers can help people feel better and explore positive changes they could make.

This service is available for up to 6 weeks, but people can re-refer themselves directly or the original referrer can make a repeat referral after the first period ends. It is also available for self-referrals.

Check In and Chat Plus (available)

Regular telephone calls for more vulnerable people. This support will be 3 calls a week over a 6-week period from the same volunteer.

People with additional vulnerabilities who would benefit from the continuity of speaking to the same person, can be referred for this service. For example, they may be experiencing social isolation and loneliness, have a health condition, have care responsibilities or are awaiting elective surgery.

Pick-Up and Deliver (available)

Volunteers to transport medication or small items of medical equipment to people's homes from NHS sites. This activity supports people who have been newly discharged from hospital to home, are waiting for admission to hospital or are being cared for on a virtual ward.

Other referrals could include the movement of small items of equipment between sites.

Community Response (available in some areas)

Requests can be made for volunteers to help with a range of activities including collecting and delivering food shopping and essential items and / or prescriptions to people waiting to be admitted to hospital or those who have just been discharged. The support is also available to carers and to people with health conditions where there is a current health need.

This service is available for up to 6 weeks.

Further services are being piloted and will be developed and launched later in the year.

Assurance

Volunteer Responders have had the appropriate checks and receive guidance and support. They are co-ordinated centrally and deployed locally. Their expenses are paid by the programme.

Volunteering runs 7 days a week and has wrap-around support and assurance.

There is a helpline, safeguarding team and problem-solving team available between 8am – 8pm every day.

Referrals

Making a referral is easy visit nhscarevolunteerresponders.org to find out more and make a referral.

Volunteers are then instantly matched to local, live tasks through an app on their smartphone. They can accept an offered task at the touch of a button.

For Pick Up and Deliver referrers there is also the option of requesting volunteers in advance for a shift.

All services are available for referral in isolation or in combination, for example you can put in a referral for both Check In and Chat and Pick Up and Deliver support for the same person.

Promoting the programme

Suggested General Social Posts

Facebook and LinkedIn copy

@VolResponders are available across England to provide these services:

- Friendly phone calls
- Transporting NHS medicine and equipment
- Collecting and delivering food shopping, essential items and/or prescriptions (in some areas)

We're so pleased to see these services on offer, and we want to encourage everyone to make use of them!

You can put in requests for these services by visiting nhscarevolunteerresponders.org/referral

Or if you, or someone you know, would like to receive these friendly phone calls, you can self-refer today by calling 0808 196 3646.



Twitter and Stories copy

@VolResponders are available across #England to provide these services:

- Friendly phone calls
- Transporting NHS medicine and equipment
- Collecting and delivering food shopping / prescriptions (in some areas)

Find out more here: nhscarevolunteerresponders.org



Self-referral Focused

Facebook and LinkedIn copy

Fancy a chat?

[@VolResponders](#) are here to offer you or someone you know a friendly phone call and a listening ear through their Check In and Chat service.

Whether it's just a one-off conversation, or regular chats, you can request this service by calling 0808 196 3646.



Twitter, Stories copy

Fancy a chat?

[@VolResponders](#) are here to offer you or someone you know a friendly phone call and a listening ear.

Whether it's just a one-off conversation, or regular chats, call 0808 196 3646 today.



Visuals

Click and 'save' the images below or download all graphics via the links below.

[WeTransfer link](#)

[Google link](#)

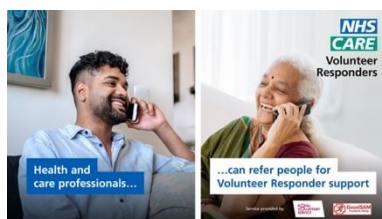
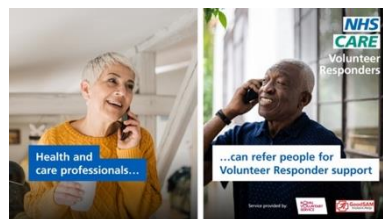
Community Response and Pick-Up and Deliver



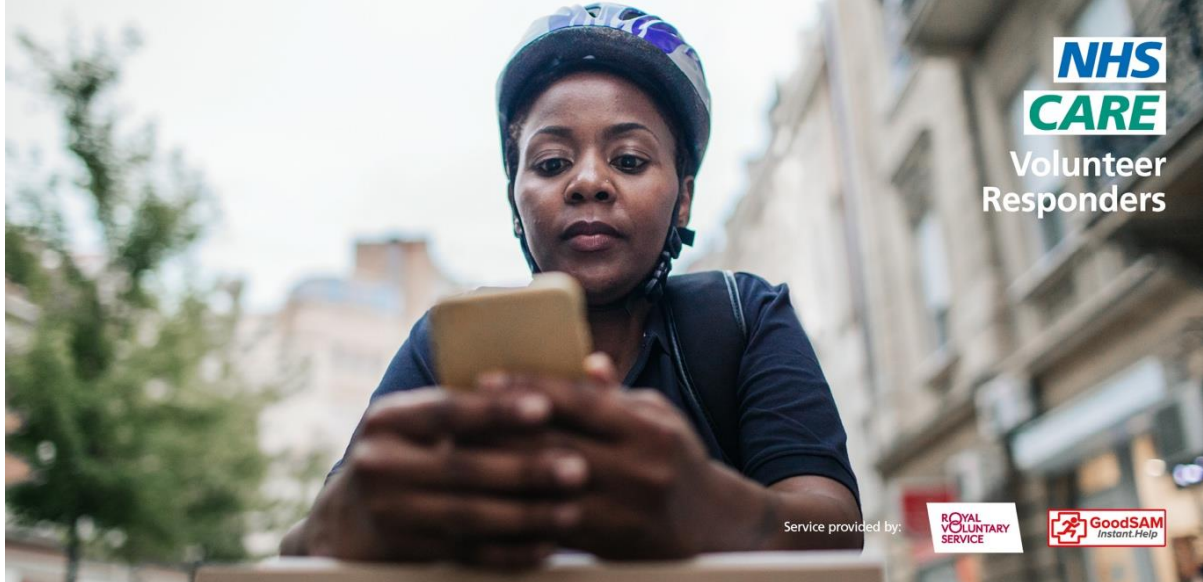
NHS CARE

Volunteer Responders

Check In and Chat



General newsletter copy:



The NHS and Care Volunteer Responders programme provides NHS professionals with readily available, appropriately checked volunteers to support people across England.

Volunteer Responders can support with friendly phone calls and by transporting medicine and equipment from NHS sites to people at home or between sites. In some areas, Community Response volunteers are available to support with shopping and prescription delivery.

Making a referral is easy via the GoodSAM portal.

Find out more nhscarevolunteerresponders.org