

help*force*

Volunteering and its role in supporting effective working with your local communities

Webinar 23rd March 2022

Overview – why is this a timely discussion?

- The emergence of Integrated Care Systems (ICS) are creating a crucial role for NHS Trusts as “Anchor organisations” in their local communities.
- A key objective of all ICSs is to address Health Inequalities. Trusts can’t do this without understanding the people and communities that they serve.
- Supporting community based volunteering is a very effective catalyst for building a better understanding of your local communities
- But...
 - Historically Trusts have not been focussed on this
 - Building stronger communities has been seen as the remit for others such as Local Government and the Voluntary Community and Social Enterprise (VSCE) sector.

Working in partnership, Trusts now have a crucial role to play in building stronger, healthier more resilient communities and volunteering should be at the heart of this.

Why are Helpforce interested in this?

Helpforce's Back to Health Framework



LIVING WELL

- Building and strengthening existing community volunteering capacity and capability
- Preventing ill health, making every contact count
- Tackling health inequalities

WAITING WELL

- Reducing deterioration whilst waiting
- Reducing pressure on hospital services
- Reducing the impact on primary care services
- Building and strengthening existing community volunteering capacity and capability
- Improving accessibility and inclusivity of services

GETTING WELL

- Improving patient flow
- Reducing the number of people who do not turn up for their appointments
- Ensuring all patients are best prepared for appointments/ procedures/ treatment
- Reducing length of stay
- Reducing pressure on staff

RECOVERING WELL

- Improving discharge support
- Reducing readmissions
- Reducing inappropriate attendance at Emergency Department

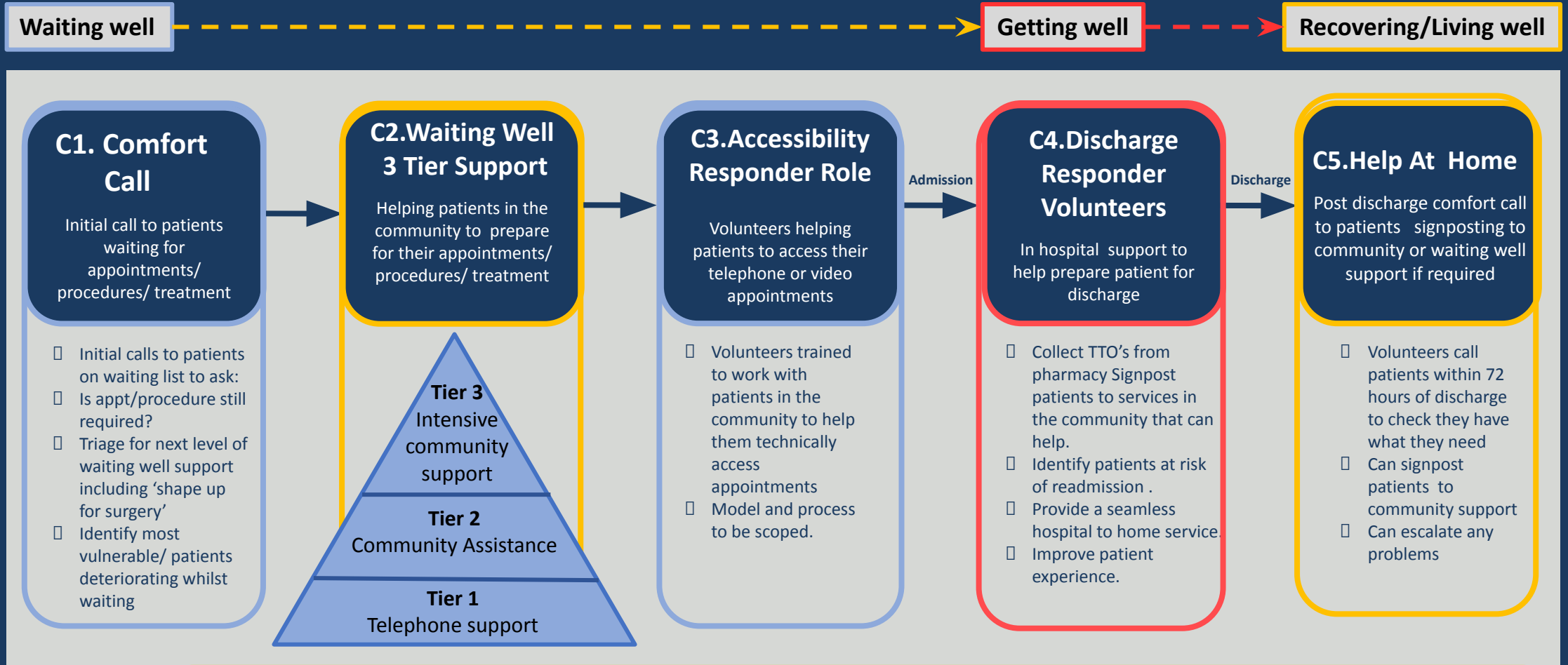
Framework is made up of three core volunteer based services

1. **Hospital based, Responder Volunteers** - delivering discharge support
2. **Contact Centre Volunteers**, based from hospital and their homes, delivering;
 - **Comfort calls** to patients on waiting lists and those recently discharged to identify support needs, escalate concerns and signpost to community services
 - **Support calls** for patients identified as benefiting from support such as; how to access online appointments, preparation for hospital stay, discharge planning
3. **Community Volunteer Support*** patients identified as needing more intensive support either:
 - in their homes and/ or within community venues or
 - one to one or
 - as a group

* working in partnership with existing community groups and organisations - an asset - based

Through the Helpforce Network and direct support we are helping many Trusts build impactful connections in their local communities

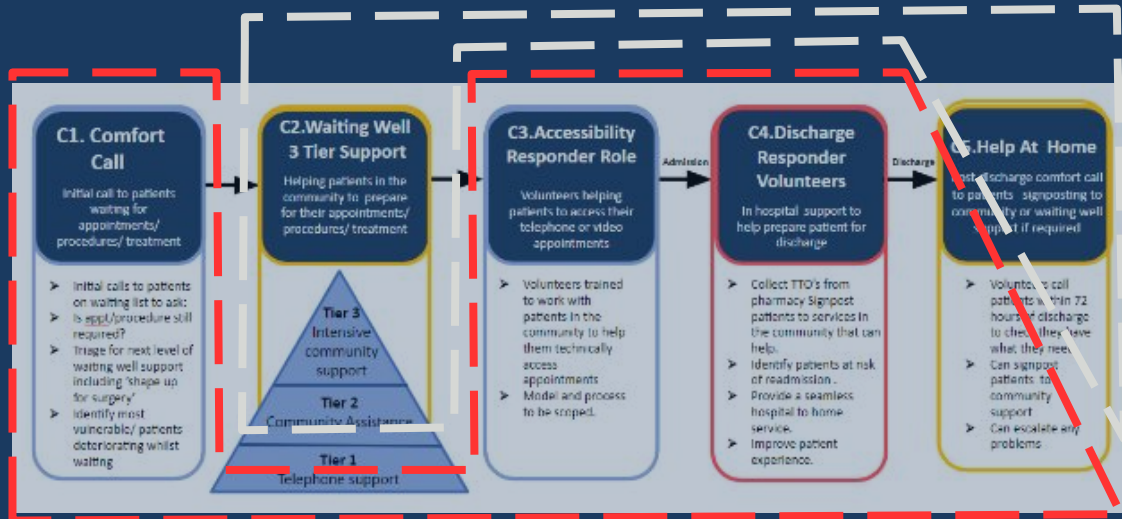
Back to Health - Volunteer Support Service in Warwickshire North



C6 Compassionate Community

Building relationships with ethnically diverse groups and supporting their access to health services, information and support, whilst also encouraging their participation in volunteering.

What happens in the community vs what happens in the hospital



Community-based services

These community based elements of the framework will be rolled out to each of the five PCNs in Warwickshire North.

Community work in the PCNs will be rolled out in two phases:

- Phase 1 - 2022
 - North Arden
 - Nuneaton Central & South
- Phase 2 - 2023
 - Rural
 - Nuneaton North
 - Bedworth

Generic hospital-based services

These elements of the pathway will be delivered potentially to all GEH patients and will be delivered directly by volunteer teams supporting GEH

Collaborative working with Communities

To provide learning about how NHS Trusts' Voluntary Services can better understand:

- Opportunities to improve connections with your local communities
- How new approaches in collaborative working can enhance health and wellbeing for your local population
- How to improve patient experience for your NHS Trust
- How to enhance patient discharge support
- Increase Volunteer recruitment pathways

Voluntary and Community organisations who can help

VCSE sector: Voluntary, Community and Social Enterprise

Includes a wide range of local charities, community groups and not for profit organisations who can provide support with all aspects of volunteering

“VCSE sector is a vital cornerstone of a progressive health and care system” Integrated Care Systems (ICSs) support close working with the sector as a strategic partner in shaping, improving and delivering services

- VCSE partnerships should be embedded as an essential part of how the system operates at all levels
- Big focus on working at a neighbourhood and place level

How can ‘Voluntary Action’ organisations help NHS Trusts?

- Promote Trust volunteering opportunities to wider community/groups/services and individuals - increase volunteer recruitment pathways
- Targeted recruitment for volunteers who have skills, experiences and knowledge of local community support services
- Membership of local/regional Voluntary Service Managers/Co-ordinators forums/networks
- Improved links may create funding opportunities with a lead charity working collaboratively with a NHS Trust



Connecting to Communities

The Royal Wolverhampton NHS Trust

Presented by Abby Townsend

helpforce

Proudly supporting
youth social action



Department for
Digital, Culture
Media & Sport



Pears
Foundation

#bethehelpforce

What did we need to do?

- * Increase reach to young people.
- * Target local organisations not just schools and colleges.
- * Target sectors not previously reached.
- * Create referral routes
- * Provide additional support to young people & those with additional needs



What did we do?

- * Attended open days.
- * Presented volunteering programme to local organisations.
- * Created collaborative links to increase wider reach.
- * Made sure volunteers were fully supported and engaged.
- * Created new opportunities around the needs of the volunteer.



Case Study

- * Young person from Care leavers week.
- * Aged 22
- * Learning difficulties.
- * Passion for gardening
- * Worked collaboratively with youth support worker to ensure support.
- * Possibility of an Apprenticeship.



Core Components for Partnership Working

- Building Relationships
- Shared Vision and Values
- Joint working opportunities
- Investment and resources
- Good leadership

- ‘Lost in translation’: NHS Trust acronyms and VCSE language - how to help each other to promote a shared vision and recognise have shared values
- “Together we can do more”: shared goals and learning
- Build trust and represent the ‘voice of the community’, providing opportunities for local people to give effective feedback
- Open and willing to work with others to tackle shared concerns e.g. respiratory illness/loneliness and isolation
- Shared passion to create change and to learn from each other to improve patient experience and support most vulnerable

Volunteers can enhance support for patients pre and post hospital: “Recovering Well and Waiting Well” plus emerging roles in Emergency Department

Volunteers can support patients at every stage of hospital discharge processes

- D2A - Discharge to Assess
- ‘let’s get you home’ - hospital to home discharge processes

Benefits of recruiting volunteers who have a good understanding of local community support services

- Increase awareness of local community support services, for example - befriending services who provide new opportunities to address **isolation/loneliness**
- Recruiting volunteers who have a **‘ready made’ understanding of local community services** into Discharge Lounge support roles to share ‘useful’ information for patients returning home

New and emerging volunteer roles supporting ‘Emergency Departments’

- “We will be taking an asset-based approach to volunteering opportunities to ‘screen’ and ensure we recruit volunteers who have the resilience, skills, aptitude and experiences we need for these new challenging roles” (University Hospital Plymouth)
- Local VCSEs may have volunteers who have already received training in ‘Trauma Informed Care’ (TIC) with potential for VCSE organisations to share good practice

Equality and Diversity

How can your Trust's volunteer cohort better match your local population's demographic?

Improve understanding of local demographics and use Joint Strategic Needs Assessments (JSNAs) or equivalent to better understand health care needs and priorities of your Trust's local population

Liverpool Womens NHS Foundation Trust - Gina Barr (Voluntary Services Manager) has committed to **“ensure inclusion and promote Trust values aligned to meeting our Equality and Diversity commitments and to authentically connect to the community we serve”**

Gina receives support from their Trust's Equality, Diversity and Inclusion Lead:

- Reviewed and updated their volunteers' Equality and Diversity monitoring to check how it matches with their volunteer 'demographic'
- Proactive in making connections with local community groups supporting people 'for whom English is not first language'- targeted recruitment of volunteers who are bi-lingual
- Support from Community midwife to better connect with local services and help address health inequalities
- Review of healthcare information to increase access to volunteering opportunities for local muslim community
- FireFit Hub - Torus Foundation - Community based support services based in Toxteth, providing support, leisure and volunteering activities for young people - linked to Volunteer to Career programme

“Steps you can take”take an hour to do some research

- Healthwatch - check out your local Healthwatch and sign up to their newsletters
- Community and Voluntary Sector - infrastructure support services - find out who they are, where they are and get in touch
- Statutory Sector commitments to tackling health inequalities?
- What are the ICS ambitions for your community?
- Improve your understanding of local demographics and use JSNAs/equivalent to better understand health care needs and priorities of Trust local population
- Review Equality & Diversity monitoring for your volunteer cohort and check how it matches your local community demographic

Your questions and feedback will help us to support you with better connections to your local community - understanding Integrated Care Systems and Health inequalities, including further webinars, ‘tool kits’ and Helpforce Service Guides

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Thank you

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