

# Salford - Dining Companion Volunteer Service Insight and Impact Report

| Headline Findings |  |
|-------------------|--|
| ❖                 | <b>Volunteers improve patient nutrition and hydration levels</b> |
| ❖                 | <b>Volunteers contribute to patient wellbeing</b>                |
| ❖                 | <b>Volunteering impacts on the wellbeing of volunteers</b>       |

|                                       |           |
|---------------------------------------|-----------|
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Volunteers are crucial to the NHS’s vision for the future of health and social care, as they work in partnership with skilled staff to perform a variety of roles that support patients and staff.

The aim of the Volunteer Innovators Programme (VIP) was to develop and assess impactful volunteer innovations that can be refined and shared to other UK trusts looking to adopt effective volunteer services. The innovations were chosen based on their potential to make the most impact, and their ability to be tested and scaled in other NHS settings. The aim of our Insight and Impact work has been to assess the impact of each innovation on staff, patients, volunteers and the system.

At Salford Care Organisation (hereon in Salford), the idea for the Dining Companion role came in the summer of 2018 after a long standing volunteer’s husband passed away on one of the wards. The volunteer noted that had she not been able to assist her husband at mealtimes, he may have missed crucial meals because he would not have received the required assistance from the ward staff as they might have been rushed off their feet. The role of Dining Companions was born.

Dining Companions play a crucial role in the hospital; encouraging and enabling patients to eat and drink and therefore helping to reduce the risk of malnutrition and dehydration. Dining Companions support patients by feeding, and making mealtimes more sociable. They

also provide an environment for independence by positioning trays and food/drink utensils so that the patient can access them. The outcomes include:

- Reduced demand on clinical staff on the wards
- Enhanced patient experience and mood
- Reduced anxiety levels in patients
- Companionship for our most vulnerable older patients on our wards
- Positive influence on patients nutrition
- Better patient outcomes due to improved nutritional status

At the start of this project there were 15 volunteers across six wards supporting patients at mealtimes. By the end of the project, the Dining Companions service had grown to eight wards, with 80 volunteers.

## **B. Methodology & Sample**

### ***Key insight and impact questions for the project:***

- 1) Do Dining Companions improve nutrition and hydration levels?
- 2) Do Dining Companions support independence at mealtimes?
- 3) Do Dining Companions improve staff wellbeing?
- 4) Do mealtime volunteers reduce complaints?\*

\*NOTE: Data has not been received from the trust to review this question.

### ***Other insights from the data:***

- 5) Staff satisfaction with their organisation
- 6) Volunteer wellbeing

### ***Patient***

Patient responses for this trust were collected using the Salford Mealtime Patient survey which was administered after the patient received support from a volunteer (but not by the same volunteer). There was also an attempt to collect data from patients who did not have any volunteer support using the same survey as a comparator. A copy of the VIP Salford Mealtime Patient Survey can be found in Appendix A. **Total number of responses to VIP Salford Mealtime Patient survey:** 18 responses. This consists of 17 patients supported by a volunteer and 1 patient who was not supported by a volunteer; age range 66-84 years; 2 females and the rest unknown.

**Staff**

Responses from Salford were collected using the VIP Staff Survey which was administered every quarter during the innovation. A copy of the VIP Staff Survey can be found in Appendix B. **Total number of responses to VIP staff survey:** 24 responses. This consists of 13 Nurses, 1 Healthcare Assistant, 1 Allied Healthcare Professional, 1 Doctor and 8 undisclosed. Staff pay bands range from Band 2 - Band 7 and are distributed as: Band 2 (n=5), Band 5 (n=9), Band 6 (n=4) and Band 7 (n=3), undisclosed (n=3). n=19 of respondents were from VIP wards and the remaining n=5 were not.

**Volunteer**

Responses from volunteers at Salford were collected using the VIP Volunteer Survey which was administered quarterly during the innovation. A copy of the VIP Volunteer Survey can be found in Appendix C. **Total number of responses to VIP Volunteer survey:** 107 responses from volunteers, 64 Female and 30 Male volunteers (13 undisclosed), age range 51 years and over. The employment status of volunteers is distributed as: 58% Retired, 12% Student, 17% Employed, 5% Unemployed and 8% Other.

**System data**

Overall patient experience (data for all wards compared to Dining Companion wards): period before VIP (August 2018-July 2019) and period during VIP (August 2019-February 2020; before Covid).

Overall Length of Stay (LoS) data per trial ward: in five of the VIP trial wards, period before VIP (Oct 2018-Aug/Sept 2019) and period during VIP (Aug/Sept 2019-March 2020; before Covid).

**C. Key findings**

**Total activity (between Aug 2019 - Mar 2020)**

- Total number of patients supported during VIP:** 2639 patients
- Total number of patient interactions recorded during VIP:** 2629 patient interactions
- Total number of volunteers recruited during VIP:** 65 volunteers
- Total number of volunteer hours completed during VIP:** 1480 hours
- Total number of patients referred during VIP:** 2441 patients referred
- Total number of Food/Fluid charts completed:** 548 charts completed
- Total number of patients fed:** 563 patients fed
- Total number of patients given encouragement:** 2088 patients encouraged
- Volunteer frequency:** 79% of volunteers report this as once a week

### 1) Do mealtime volunteers improve patient nutrition and hydration levels?

Analysis of the results from the VIP Salford Mealtime Survey revealed the following key findings (**NOTE:** *Small sample size, results should be interpreted with caution. As well, given the lack of surveys received from those who did not have support from a volunteer (n=1), it was not possible to complete the comparative analysis as planned*):

#### Volunteers supported patients to eat and drink

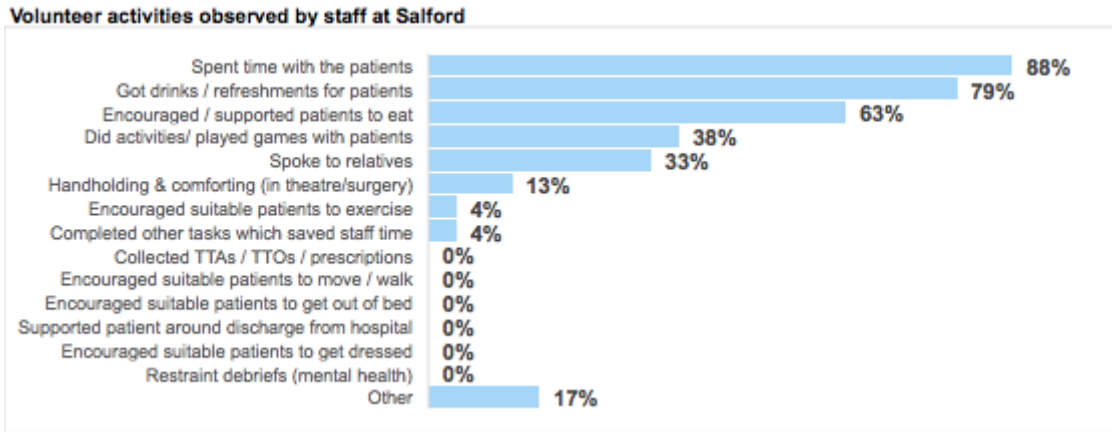
Volunteers provided support on wards at mealtimes which helped to ensure that patients had enough to eat and drink during their hospital stay.

On refreshments, this support was observed by 79% of staff who saw volunteers getting drinks or refreshments for patients. All patients who responded to the VIP Salford Mealtime Survey (**100%**) reported that they had enough to drink during their stay at hospital. Results from the 2019 Adult Inpatient Survey also asked patients if they had enough to drink during their hospital stay and **93%** of patients at Salford agreed. This suggests that providing additional support to patients at mealtimes with volunteers could be improving patient hydration levels and helping to reduce the risk of dehydration whilst in hospital.

On support with food, 63% of staff saw volunteers encouraging or supporting patients to eat. The 2019 NHS Adult Inpatient Survey found that **74%** of patients surveyed at Salford felt that they had been given enough help from staff to eat their meals (if needed). Results from the VIP Patient Survey found that **76%** of patients responded that they always received enough help from volunteers to eat their meals. This also suggests that volunteers can potentially help improve patient nutrition and reduce risk of malnutrition. For a full breakdown of activities reported by staff, please see Graph 1.

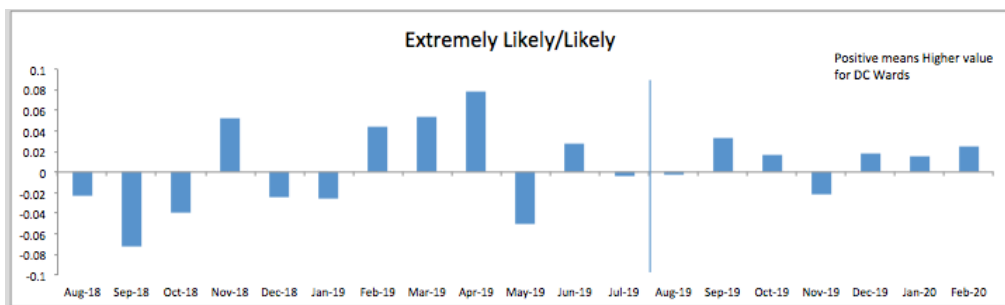
*(NOTE: We cannot confirm whether patients who took part in the 2019 Adult Inpatient Survey are similar to the patients who completed the VIP survey. We also cannot confirm whether those who completed the Inpatient Survey were supported by volunteers at mealtimes.)*

Graph 1: Activities undertaken by volunteers at Salford

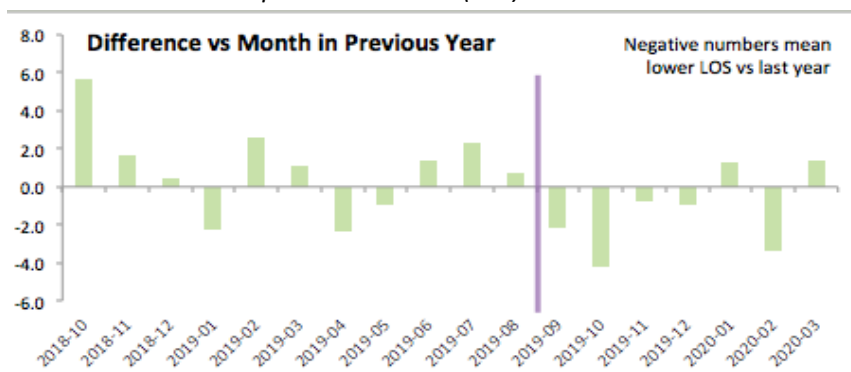


Furthermore, previous research of mealtime assistance programme have concluded that volunteers are highly valued by patients and staff (Howson et al (2018)), and the literature is clear that being malnourished can lead to higher risks of infection and longer LoS (Bapen, 2016). Using the system data and analysis on patient experience and LoS provided by the Trust, the trend seems to improve overall on the wards where Salford’s Dining Companions are deployed when compared to the same wards for the same periods in the previous year. See Graphs 2 and 3. This gives some confidence that the Dining Companions are having an impact on improving patient nutrition and hydration levels but more research is needed to better understand attribution.

Graph 2: % change all wards vs Dining Companion Wards (Patient Experience)



Graph 3: Ward ANU (LoS)



## 2) *Do Dining Companions support independence at mealtimes?*

### **Volunteers support independence at mealtimes**

Dining Companions help to support independence at mealtimes by: ensuring patients are 'prepared' for mealtimes (e.g., describe what they are having for their meals, remind them if they have memory difficulties), and acting as a guide through the meal (e.g., reducing distractions). When patients were asked which activities volunteers took part in, almost all patients surveyed (94%) reported that volunteers 'Helped me with my food and drink at mealtimes'.

*"Dining Companions have made a massive difference to patient's meal times. The team (of volunteers) provide a welcomed distraction for patients who enjoy chatting to a non-health care professional that ensures they have everything they need once a meal is served."* - Fiona Morris, Lead Nurse - Corporate Services

In addition to supporting independence at mealtimes, the data also suggests that volunteers contribute significantly to improving patient wellbeing.

The majority of patients surveyed (88%) agreed/strongly agreed that volunteers 'cheered me up/improved my mood' and nearly all patients felt that volunteers helped them to feel less anxious (89% agree/strongly agree). Indeed, the majority of volunteers (81%) reported that they gave patients someone to talk to or provided company for them, a big positive for patients and their wellbeing. Staff also reflected on this in the survey. The biggest contribution from volunteers based on their perception is 'spent time with patients' (88%).

*"I wasn't only made to feel better by the healthcare I received from the staff but I also felt better as a person who was valued and looked after by the Dining Companions. Since the Dining Companions were introduced to the wards you can feel a positive difference. They have great positive personalities and know when to get involved and when to stand back. I was also offered cups of tea frequently which was lovely. The Dining Companions don't see their role as a job and you can see they enjoy being here with us and helping us feel better and happier."* - Patient

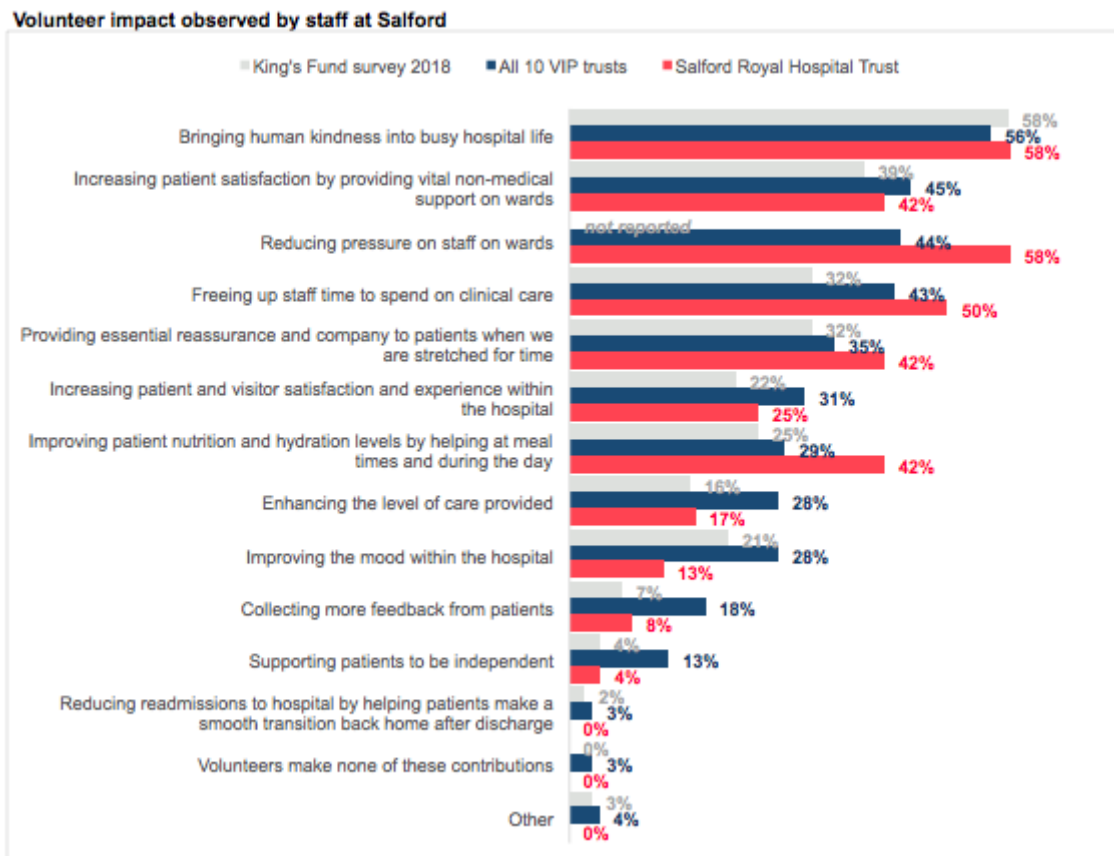
## 3) *Do Dining Companions improve staff wellbeing?*

### **Volunteer support provides benefits to staff wellbeing**

Staff felt that when the wards were busy or short-handed, **volunteer support helps them to feel less stressed** (71% agree/strongly agree). In addition, when asked to rank all

contributions that volunteers make to the hospital, ‘**reducing pressure on staff on wards**’ **was ranked first** (tied with ‘bringing human kindness into busy hospital life’ at 58%). See Graph 4.

Graph 4: Staff scores from Salford of volunteer impacts on the hospital (compared to the overall VIP Staff Survey and King’s Fund Survey (2018))



Furthermore, the data suggests that 70% of staff felt that **volunteers saved them time** (58% of staff reporting that volunteers saved them 20-30 minutes or more). This meant that **staff were able to spend more time on care planning and organising medicines** (47%) and **supporting more patients** (47%). As a result staff feel less stressed at work.

**4) Do mealtime volunteers reduce complaints?**

\*NOTE: Data has not been received from the trust to review this question.

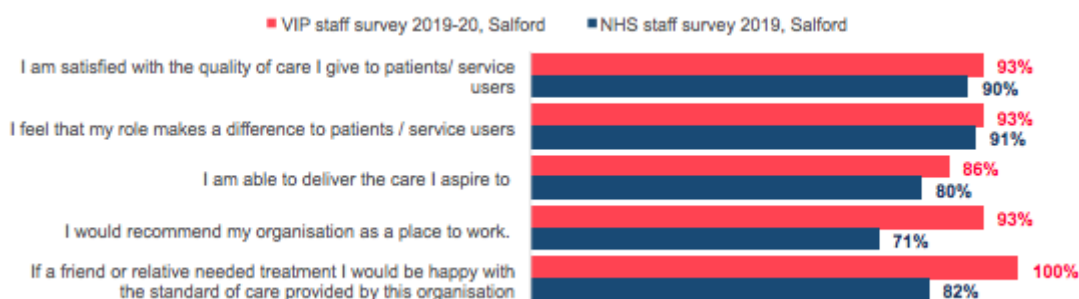
Other insights:

5) **Staff satisfaction with their organisation**

In order to see how feedback from staff working alongside VIP volunteers compares to usual staff feedback, analysis was completed against NHS staff survey (2018/19) results for similar staff groups (nursing and health care assistants) at Salford. The findings appear to suggest a marked increase in staff satisfaction with their organisation and the quality of care that it

delivers as a whole. However, the findings do not indicate much difference in relation to questions related to the quality of care delivered by the individual member of staff. See Graph 5.

Graph 5: VIP staff survey (nurse and HCA responses) vs NHS staff survey (nursing and HCAs only)



6) **Volunteer wellbeing**

Findings from the VIP Volunteer Survey revealed the following key findings:

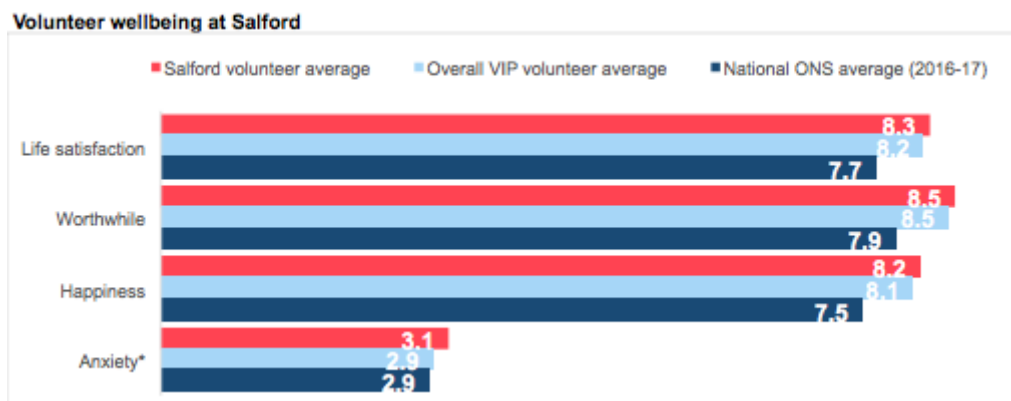
**Volunteering has improved the wellbeing of volunteers**

Volunteers at Salford scored significantly higher than the national average on life satisfaction, life feeling worthwhile, and happiness, and the differences are statistically significant (**P < 0.001**). See Graph 6.

Volunteers at this trust felt that volunteering had increased their confidence (79% agree/strongly agree) and gave them a sense of purpose (93% agree/strongly agree). These positive results show how volunteering in hospitals can have a positive impact on volunteer wellbeing. (**NOTE: We cannot be certain that these results occurred due to the volunteer taking up volunteering or this particular volunteer role**).



Graph 6: Comparison on scores of life satisfaction, worthwhile and happiness between Salford volunteers, the VIP trusts and the National ONS average



#### D. Conclusions

In summary, the insight and impact work conducted on the Dining Companion volunteer service at Salford shows the immense value volunteering in health and care can bring to staff, patients and volunteers. It is clear that the volunteer dining companions bring extra support to patients at mealtimes. By working alongside staff, volunteers provide additional capacity on wards to help patients eat and drink during their hospital stay. This is important in preventing dehydration and malnutrition, and promoting patient independence by providing sufficient support. Staff wellbeing is an important factor, and the support provided by the Dining Companions saves staff valuable time and helps them feel less stressed. These elements can go a long way in helping to improve staff wellbeing.

#### Acknowledgements

Helpforce would like to acknowledge the hard work and support of the staff and volunteers for running this innovation and providing data for the evaluation. Special thanks go to Lucy Boulter (Project Manager) for her passion and hard work throughout the project and Helen Christmas (Dietician) and Naomi Sirkett (Speech & Language Therapist).

#### References

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## E. Appendices

### Appendix A - VIP Salford Mealtime Survey

#### Salford Mealtime Survey

##### **Patient Survey - Please tell us about your stay in hospital ... 2 minute survey**

Thank you for taking part in this survey. This information sheet explains why this research is being carried out and what it will involve. We would be grateful if you could read the following information.

##### **What is the purpose of this survey?**

This survey is aimed at better understanding your experience in hospital - for those who had support from a hospital volunteer and those who did not.

##### **Who is organising this research?**

This research is organised by HelpForce, a not-for-profit organisation that aims to raise the profile of volunteering in health and care across the UK, in close collaboration with this hospital.

##### **Do I have to take part?**

Participation in this study is entirely voluntary. If you take part, your consent is implicit. This means that you give your consent by filling in this survey and submitting it. However, you are free to withdraw at any time and without giving a reason by contacting us.

The survey consists of questions about how you are feeling and your experience at this hospital. All data from surveys will be treated as entirely confidential and no personal or identifiable data is requested.

Your survey responses will not affect your healthcare in any way. All data from surveys will only be available to the internal hospital team and the HelpForce research team and its research partners for analysis purposes only. It will be securely stored and will be treated as confidential at all times.

##### **What will happen to the results of the study?**

The data will be analysed and written up as a report. This report will be made available to the hospital. It may also be made available to the public through HelpForce or any of its partners such as NHS England. Participants will not be identified at any point. The data collected is for research only, it will not be used for any other purpose. If you have any questions or wish to provide any feedback about this survey, please contact: Dr Allison Smith at [as@helpforce.community](mailto:as@helpforce.community)

**Thank you again for taking part in this study!**

Name of ward.....

1) Were you supported by a volunteer during your hospital stay? (Please circle your answer). ***If 'no', please skip ahead to question 8.***

Yes / No / Don't Know

2) On average - approximately how long did the volunteer spend with you per visit (please circle one answer)

|                  |             |              |              |              |                |
|------------------|-------------|--------------|--------------|--------------|----------------|
| Less than 5 mins | 5 – 10 mins | 10 – 20 mins | 20 – 30 mins | 30 – 45 mins | 1 hour or more |
|------------------|-------------|--------------|--------------|--------------|----------------|

3) How often did you spend time with a volunteer on-ward?

|           |                 |                  |             |                       |
|-----------|-----------------|------------------|-------------|-----------------------|
| Every day | Every other day | 2-3 times a week | Once a week | Once or twice a month |
|-----------|-----------------|------------------|-------------|-----------------------|

4) **Volunteer activities:** What did the volunteer do? (Please **tick all** that apply).

- Did activities with me (e.g. crosswords, read paper, played games)
- Helped me with getting out of bed
- Helped me to get dressed
- Accompanied me on a short walk or with gentle exercise
- Provided me with information about my care and treatment
- Helped me with my food and drink at meal times
- Gave me someone to talk to / was company for me
- Other (please tell us what the volunteer did):.....

5) We are interested in what difference having volunteer support has made to you. Please tell us how far you agree or disagree with the following statements.

| My overall experience of the volunteer support I received: | Strongly Disagree | Disagree | Neither agree or disagree | Agree | Strongly Agree | Not Applicable |
|--|-------------------|----------|---------------------------|-------|----------------|----------------|
| The volunteer cheered me up / improved my mood             | ?                 | ?        | ?                         | ?     | ?              | ?              |
| The volunteer helped me feel less anxious                  | ?                 | ?        | ?                         | ?     | ?              | ?              |

6) Did you get enough help from volunteers to eat your meals? (Please circle)

|             |                |    |                                  |
|-------------|----------------|----|----------------------------------|
| Yes, always | Yes, sometimes | No | I did not need help to eat meals |
|-------------|----------------|----|----------------------------------|

(source: Inpatient survey)

7) During your time in hospital, did you get enough to drink? (Please circle)

|     |  |   |                        |
|-----|--|---|------------------------|
| Yes | No, because I did not get enough help to drink | No, because I was not offered enough drinks | No, for another reason |
|-----|--|---|------------------------|

(source: Inpatient survey)

8) How likely are you to recommend this service (e.g. this hospital) to your friends and family if they needed similar care or treatment? (please tick one box)

|                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Extremely unlikely       | Unlikely                 | Neutral                  | Likely                   | Extremely likely         |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

9) Please rate the following statements about your current hospital stay or healthcare support (please tick the relevant box).

| How good was the healthcare provider at...   | Poor                     | Fair                     | Good                     | Very good                | Excellent                | Does not apply           |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <b>Showing care and compassion</b><br>(seeming genuinely concerned, connecting with you on a human level; not being indifferent or "detached")             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Being interested in you as a whole person</b><br>(asking/knowing relevant details about your life, your situation; not treating you as "just a number") | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Really listening</b><br>(paying close attention to what you were saying; not looking at the notes or computer as you were talking)                      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Making you feel at ease</b><br>(introducing him/herself, explaining his/her position, being friendly and warm towards you,                              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

|  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|
| treating you with respect; not cold or abrupt) |  |  |  |  |  |  |
|--|--|--|--|--|--|--|

About You - age and sex - please circle

|         |       |        |       |                   |
|---------|-------|--------|-------|-------------------|
| 10. Age | 16-20 | 21-30  | 31-40 | 41-50             |
|         | 51-65 | 66-74  | 75-84 | 85 and over       |
| 11. Sex | Male  | Female | Other | Prefer not to say |

## Appendix B - VIP Staff Survey

### **Short Staff Survey - Service Evaluation -Please tell us about your experience of working with volunteers? (max. 3 minutes)**

Thank you for taking part in this survey. This information sheet explains why this research is being carried out and what it will involve. We would be grateful if you could read the following information.

#### **What is the purpose of this survey?**

This survey is aimed at better understanding the impact that hospital volunteers may have on staff and patients. The findings may also help us to further improve our volunteer services at the hospital.

#### **Who is organising this research?**

This survey is organised by Helpforce ([www.helpforce.community](http://www.helpforce.community)), a not-for-profit organisation that aims to raise the profile of volunteering in health and care across the UK, in close collaboration with this hospital.

#### **Do I have to take part?**

Participation in this study is entirely voluntary. If you take part, your consent is implicit. This means that you give your consent by filling in this survey and submitting it. However, you are free to withdraw at any time and without giving a reason by contacting us.

The survey consists of questions about staff time and your experience of working with volunteers.

#### **Will my taking part in the study be kept confidential?**

The participation of all those taking part will be entirely confidential. Your survey responses will not affect your employment in any way. All data from surveys will only be available to the internal hospital team and the HelpForce research team and its research partners for analysis purposes only. It will be securely stored and will be treated as confidential at all times.

#### **What will happen to the results of the study?**

The data will be analysed and written up as a report. This report will be made available to the hospital. It may also be made available to the public through Helpforce or any of its partners such as NHS England as well as through the internet or other publications. Participants will not be in any way identifiable in any way.

**If you have any questions or wish to provide any feedback about this survey, please contact:** Dr. Allison Smith, Head of Research, at [as@helpforce.community](mailto:as@helpforce.community)

**Thank you again for taking part in this study.**

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## 1) About You

Please tell us which ward you are on: \_\_\_\_\_

Job role: (please circle)

Nurse / Midwife / Healthcare assistant / Allied Health Professionals (e.g. Physiotherapist, etc) /  
Doctor / **Other (please specify)**

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Agenda for change or band?

- Band 1
- Band 2
- Band 3
- Band 4
- Band 5
- Band 6
- Band 7
- Band 8a
- Band 8b
- Band 8c
- Band 8d
- Band 9
- Don't know

2) **Volunteer activities:** What did the volunteer do? (Please tick all that apply).

- Spent time with the patients
- Spoke to relatives
- Got drinks/ refreshments for patients
- Encouraged suitable patients to get out of bed
- Encouraged suitable patients to get dressed
- Encouraged suitable patients to move/ walk
- Encouraged suitable patients to exercise
- Encouraged / supported patients to eat (e.g. snacks, mealtime)
- Supported patient around discharge from hospital
- Did activities/ played games with patients
- Restraint debriefs (mental health)
- Handholding & comforting - in theatre/surgery
- Collected TTAs/TTOs/prescriptions
- Completed other tasks which saved staff time - e.g. prepared patient for discharge, talked with patients relative to arrange discharge, etc
- Other (please tell us what the volunteer did):.....



3) Have your views about hospital volunteers changed at all since your first interaction with a hospital volunteer?

- No, my experience with them has been very much what I had expected.
- Yes, my experience with them has been **more negative** than what I had expected.
- Yes, my experience with them has been **more positive** than what I had expected.

If your views did change, what exactly was different in your view?

.....

.....

4) Thinking about your most recent experience with a volunteer how much - if any - time did they save you on an average day? i.e. by supporting patients with non-clinical tasks freeing you to focus on clinical tasks (please circle one answer)

|                  |            |                           |                 |                    |                    |                    |                      |
|------------------|------------|---------------------------|-----------------|--------------------|--------------------|--------------------|----------------------|
| Saved me no time | Don't know | Saved less than 5 minutes | Saved 5-10 mins | Saved 10 – 20 mins | Saved 20 – 30 mins | Saved 30 – 45 mins | Saved 1 hour or more |
|------------------|------------|---------------------------|-----------------|--------------------|--------------------|--------------------|----------------------|

5) If volunteers have given you extra time, what did you do with this time?

.....

.....

6) We are interested in what difference having volunteer support on your ward has made to you. Please tell us how far you agree or disagree with the following statements.

| <b>My overall experience of the volunteers on the ward:</b>                                      | Strongly <u>Disagree</u> | Disagree | Neither agree or disagree | Agree | Strongly <u>Agree</u> | Not Applicable |
|--|--------------------------|----------|---------------------------|-------|-----------------------|----------------|
| Volunteer support is helpful in allowing me to have enough time to deliver good care to patients |                          |          |                           |       |                       |                |
| The volunteers in the area I work in the hospital have been sufficiently trained for their roles |                          |          |                           |       |                       |                |
| When the wards are busy or short-handed, the volunteers' support helps me feel less stressed.    |                          |          |                           |       |                       |                |
| Volunteers are seen as a key part of the ward team   |                          |          |                           |       |                       |                |

## 7) Satisfaction with volunteers

Please rate your overall satisfaction with the volunteer support you have received. Please circle one number from the scale below.

| <u>Very unsatisfied</u> | Unsatisfied | Neither satisfied nor unsatisfied | Satisfied | <u>Very satisfied</u> |
|-------------------------|-------------|-----------------------------------|-----------|-----------------------|
| 1                       | 2           | 3                                 | 4         | 5                     |

8) If you answered 'very unsatisfied'/'unsatisfied' - why do you feel this way?

---

9) In your opinion, which of the following do hospital volunteers contribute to? Please choose your **top three** options

- Reducing pressure on staff on wards
- Freeing up staff time to spend on clinical care
- Increasing patient satisfaction by providing vital non-medical support on wards
- Improving patient nutrition and hydration levels by helping at meal times and during the day
- Providing essential reassurance and company to patients when we are stretched for time
- Bringing human kindness into busy hospital life
- Enhancing the level of care provided
- Improving the mood within the hospital
- Collecting more feedback from patients
- Increasing patient and visitor satisfaction and experience within the hospital
- Reducing readmissions to hospital by helping patients make a smooth transition back home after discharge
- Supporting patients to be independent
- Volunteers make none of these contributions
- Other (please specify) [free text] \_\_\_\_\_

10) What are the challenges of hospital volunteering? **Please choose up to three options.**

- Volunteers take up too much staff time
- There is a lack of clarity about volunteer roles
- There is too much variation in how volunteers do things
- Volunteers are unreliable
- Volunteers change too often
- None of the above
- Other (please specify) [free text] \_\_\_\_\_

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11) Do the following statements apply to you and your job? (NHS Staff Survey questions)

| Tick or put a cross in the box  | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree |           |
|---|-------------------|----------|----------------------------|-------|----------------|-----------|
| I am satisfied with the quality of care I give to patients/ service users   |                   |          |                            |       |                | N/A to me |
| I feel that my role makes a difference to patients / service users  |                   |          |                            |       |                | N/A to me |
| I am able to deliver the care I aspire to   |                   |          |                            |       |                | N/A to me |
| I would recommend my organisation as a place to work.   |                   |          |                            |       |                |           |
| If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation |                   |          |                            |       |                |           |

## Appendix C - VIP Volunteer Survey

### Short Volunteer Survey - Please tell us about your volunteer experience? ... 2 minute survey

#### Volunteer participation information sheet

We are very pleased that you have agreed to complete the survey. This information sheet explains why the survey is being carried out and what it will involve. We would be grateful if you could read the following information carefully. Please contact us if anything is unclear or if you would like more information.

#### **What is the purpose of this survey?**

This survey is aimed at better understanding your volunteering experience and the impact volunteering may have on you. The findings may also help us to further improve the volunteer services in healthcare settings.

#### **Who is organising this research?**

This research is organised by Helpforce ([www.helpforce.community](http://www.helpforce.community)), a not-for-profit organisation that aims to raise the profile of volunteering in health and care across the UK, in close collaboration with the hospital you volunteer at.

#### **Do I have to take part?**

Participation in this survey is entirely voluntary. If you take part, your consent is implicit. This means that you give your consent by filling in this survey and submitting it. However, you are free to withdraw at any time and without giving a reason. The survey consists of questions about your volunteering activities, experience, and how you are feeling.

#### **Will my taking part in the survey be kept confidential?**

The survey team will follow ethical practice. The participation of all those taking part will be entirely confidential. Your survey responses will not affect your volunteer role in any way. All data is anonymised, securely stored and treated as confidential at all times.

#### **What will happen to the results of the study?**

The data will be analysed and written up as a report. This report will be made available to the hospital. It may also be made available to the public through Helpforce or any of its partners such as NHS England. Participants will not be identified at any point. The data collected is for research only, it will not be used for any other purpose. If you have any questions or wish to provide any feedback about this survey, please contact: Dr Allison Smith at [as@helpforce.community](mailto:as@helpforce.community)

**Thank you again for taking part in this study.**

**1. How often are you currently volunteering in the hospital or for the hospital?**

- At least once a week
  Less than once a week but at least once a month  
 Less than once a month
  Other (please specify): \_\_\_\_\_

**2. Approximately how many hours do you currently spend volunteering in the hospital or for the hospital in an average month?**

\_\_\_\_\_ hours

**3. What activities do you undertake when you volunteer in the hospital or for the hospital? Tick all that apply**

- Helping to mobilise patients, e.g. to get dressed and move around  
 Helping out on wards during mealtimes, e.g. encouraging patients to eat, passing them a drink  
 Providing companionship or mental stimulation to patients, e.g. visiting people for a chat, play cards, share music/books  
 Supporting patients to leave hospital and settle back at home  
 Supporting staff or patients with tasks, e.g. picking up prescriptions, moving patients around within hospital  
 Leading activities and social activity groups to support patients with long-term conditions, e.g. dementia, stroke  
 Restraint debriefs (mental health)  
 Handholding & comforting - in theatre/surgery  
 Other (please specify): \_\_\_\_\_

**4. How likely are you to recommend volunteering at the trust to friends and family if they wanted to volunteer? Tick one**

- Extremely likely
  Likely
  Neither likely or unlikely  
 Unlikely
  Extremely Unlikely
  Don't know

**5. We would like to better understand aspects of your wellbeing. There are no right or wrong answers. For each of these questions I'd like you to give an answer on a scale of 0 to 10, where 0 is "not at all" and 10 is "completely".**

|  |   |   |   |   |   |   |   |   |   |   |    |
|--|---|---|---|---|---|---|---|---|---|---|----|
| a. Overall, how satisfied are you with your life nowadays?   | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| b. Overall, to what extent do you feel that the things you do in your life are worthwhile?                                 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| c. Overall, how happy did you feel yesterday?  | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| d. On a scale where 0 is "not at all anxious" and 10 is "completely anxious", overall, how anxious did you feel yesterday? | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

**6. On a scale of 1-10, (where 1 is disagree and 10 is agree) please rate how you feel about the following at the moment. Please circle.**

|  | Disagree |   | Agree |   |   |   |   |   |   |    | N/A |
|--|----------|---|-------|---|---|---|---|---|---|----|-----|
| a. My volunteering gives me a sense of purpose   | 1        | 2 | 3     | 4 | 5 | 6 | 7 | 8 | 9 | 10 | N/A |
| b. My volunteering has increased my confidence   | 1        | 2 | 3     | 4 | 5 | 6 | 7 | 8 | 9 | 10 | N/A |
| c. My volunteering has increased my ability to get paid work   | 1        | 2 | 3     | 4 | 5 | 6 | 7 | 8 | 9 | 10 | N/A |
| d. My volunteering at the hospital has increased my interest in pursuing a career in health and care | 1        | 2 | 3     | 4 | 5 | 6 | 7 | 8 | 9 | 10 | N/A |
| e. My volunteering at the hospital has increased my interest in working for the NHS                  | 1        | 2 | 3     | 4 | 5 | 6 | 7 | 8 | 9 | 10 | N/A |

| 7. How interested are you taking up a career in health and care/NHS? (Please circle)   |
|--|
| A. I have recently taken steps to take up a career in health and care (e.g. job search, job applications, discussions with key professionals)                        |
| B. I have not yet taken any steps to take up a career in health and care (e.g. job search, job applications, discussions with key professionals) but plan to shortly |
| C. I have not taken steps and have no intentions to do so in the near future   |
| D. Not applicable  |

| 8. To what extent did your volunteering in this hospital motivate you towards a career in health and care/NHS? (Please circle) |
|--|
| A. I am not considering a career in health and care  |
| B. To some extent although my main motivation came from elsewhere  |
| C. My volunteering was the main motivator towards a career in health and care  |
| D. Not applicable  |

We would like to know a bit more about you so that we can compare the experiences of different types of volunteers.

| 7. About you   |  |                                      |  |                                  |  |                                |
|----------------|--|--------------------------------------|--|----------------------------------|--|--------------------------------|
| a. Sex:        | <input type="checkbox"/> Male                  | <input type="checkbox"/> Female      | <input type="checkbox"/> Prefer not to say |                                  |  |                                |
| b. Orientation | <input type="checkbox"/> Hetersexual/s traight | <input type="checkbox"/> Gay/lesbian | <input type="checkbox"/> Bisexual          | <input type="checkbox"/> Other   | <input type="checkbox"/> Prefer not to say |                                |
| c. Age:        | <input type="checkbox"/> 16-20                 | <input type="checkbox"/> 21-30       | <input type="checkbox"/> 31-40             | <input type="checkbox"/> 41-50   | <input type="checkbox"/> 51-60             | <input type="checkbox"/> 61-74 |
|                | <input type="checkbox"/> 75-84                 | <input type="checkbox"/> 85 and over |  |                                  |  |                                |
| d. Status:     | <input type="checkbox"/> Employed              | <input type="checkbox"/> Unemployed  | <input type="checkbox"/> Student           | <input type="checkbox"/> Retired |  |                                |
|                | <input type="checkbox"/> Other                 |                                      |  |                                  |  |                                |

**8. What is your ethnic background?**

|   |  |  |
|---|--|--|
| <p><b>White</b></p> <p><input type="checkbox"/> British</p> <p><input type="checkbox"/> Irish</p> <p><input type="checkbox"/> Any other White background</p> <p><b>Mixed</b></p> <p><input type="checkbox"/> White and Black Caribbean</p> <p><input type="checkbox"/> White and Black African</p> <p><input type="checkbox"/> White and Asian</p> <p><input type="checkbox"/> Any other mixed background</p> | <p><b>Asian/Asian British</b></p> <p><input type="checkbox"/> Indian</p> <p><input type="checkbox"/> Pakistani</p> <p><input type="checkbox"/> Bangladeshi</p> <p><input type="checkbox"/> Any other Asian background</p> <p><b>Black/Black British</b></p> <p><input type="checkbox"/> Caribbean</p> <p><input type="checkbox"/> African</p> <p><input type="checkbox"/> Any other Black background</p> | <p><b>Chinese and other ethnic background</b></p> <p><input type="checkbox"/> Chinese</p> <p><input type="checkbox"/> Any other ethnic background (please specify)</p> <div style="border: 1px solid black; height: 20px; width: 100%;"></div> |
|---|--|--|

**9. Do you have any physical or mental health conditions, disabilities or illnesses that have lasted or are expected to last for 12 months or more?**

Yes
  No
  I would prefer not to say

**Thank you again for taking part in this study.**