

Preparing for winter pressures – strengthening the links between hospital and community services through volunteering

A roundtable discussion
13 Sept

X @help_force

in Helpforce

#winterpressures

helpforce



Agenda

- Context and Overview – Mark Lever, Helpforce CEO
- Roundtable discussion:
 - **Laura Greene**, Head of Volunteering and Community Partnerships at Kingston Hospital NHS FT and Hounslow & Richmond Community Healthcare Trust
 - **Kristine Davies**, Associate Director - Chaplaincy, Bereavement, Compassionate Communities and Voluntary Services, University Hospitals Coventry & Warwickshire NHS Trust
 - **Sue Wales**, Head of Strategic Transformation, Ashford & St Peter's Hospitals NHS FT, and the NW Surrey Alliance
 - **Jen Williams**, Regional Relationship Manager (West Midlands), NHS and Care Volunteer Responders programme, Royal Voluntary Service
 - **Sara Miles**, Programme Manager, at Helpforce
- Q&A
- Closing



Context



Roundtable discussion



#winterpressures

helpforce



Better Together – integration of acute and community volunteering services

Kingston Hospital NHS Foundation Trust
and
Hounslow Richmond Community Healthcare Trust



Volunteering
Hounslow and Richmond
Community Healthcare
NHS Trust



Volunteering
Kingston Hospital
NHS Foundation Trust

No Wrong Door

NHS principle for Carers
Outcome measure: Over 90% of our patients to receive help and support from volunteers, *regardless of where and when they are receiving their healthcare.*



A Better Together system in which well designed, impactful volunteering roles are integrated into every person's health and care journey.



Vo
Ho
Co
NH

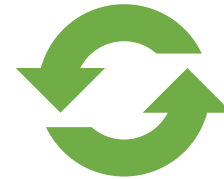
What the Better Together partnership has enabled since 2022



Grow



Nurture



Thrive



Grow



< Scale of
volunteer
community

Quick Wins –
team and culture

Adapt and Adopt
has led to an
increase in scale
of beneficiaries
by approx. 20%



Volunteering

Hounslow and Richmond
Community Healthcare
NHS Trust

Delivering care
through volunteering
closer to home.



Nurture

- Discharge Support Volunteers joined by Community Companions (October 2023)
- Falls Prevention Volunteers joined by Community Rehabilitation Volunteers seeing patients in their homes and community venues referred by:
 - GP
 - Care Homes
 - Pre-Operative Assessment



Thrive



Vol
Ho
Co
NH

Achievements 2023/24

- Support for Unpaid Carers
- Extension of Rehab. Volunteers consistently across the Care Home Sector in Richmond & Kingston
- Bereavement Support Volunteers
- Volunteers on the road – Healthy Hounslow, Health & Wellbeing Volunteers



Volunteering
Hospital
Coventry
NHS

Khft.volunteering@nhs.net /
hrch.volunteering@nhs.net

Volunteering
Hospital
Foundation Trust

Response Volunteer



Kristine Davies

Hilary Lorimer

Judi Garland

13 September 2023



Project Management and Stakeholder Engagement

- Key to our success
- Chief Officer support
- Project Management 2.5 days support p/w
- Stakeholder engagement session – finally got to meet Max and Mel face to face



Development of Service

- Outcome of stakeholder event
 - Form a task and finish group with TOR
 - Agree tasks for Response Volunteers
 - Consider resources
 - Governance – DPIA, SOPs, EIA, QIA
 - Communications Plan
 - Pilot date and wards
 - Recruit and train volunteers
 - Measure the impact



Exciting New Role

Response Volunteers Needed

Response Volunteers can help to improve patient flow by:

- Collecting / delivering TTO's
- Collecting / delivering blood samples / swabs
- Transferring patients to and from the Discharge Lounge

Other duties can include but are not restricted to:

- Providing refreshments for patients and staff on wards and the Emergency Department
- Completing FFT surveys with patients

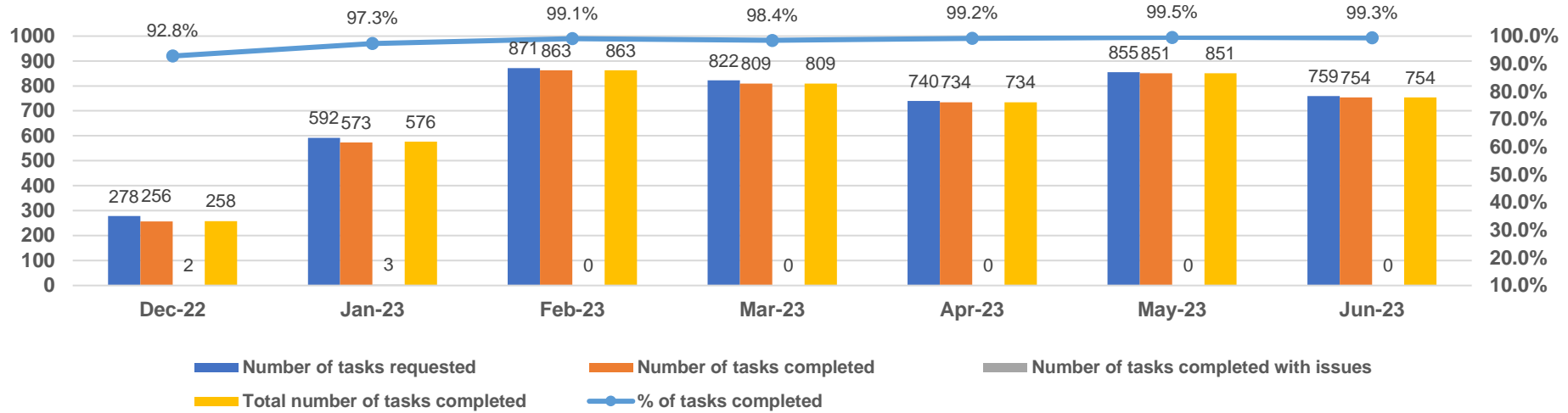
For more information on how to become a Response Volunteer please contact the Volunteers Office on 024 7696 5146 / volunteers@uhcw.nhs.uk

 **volunteers**
UHCW

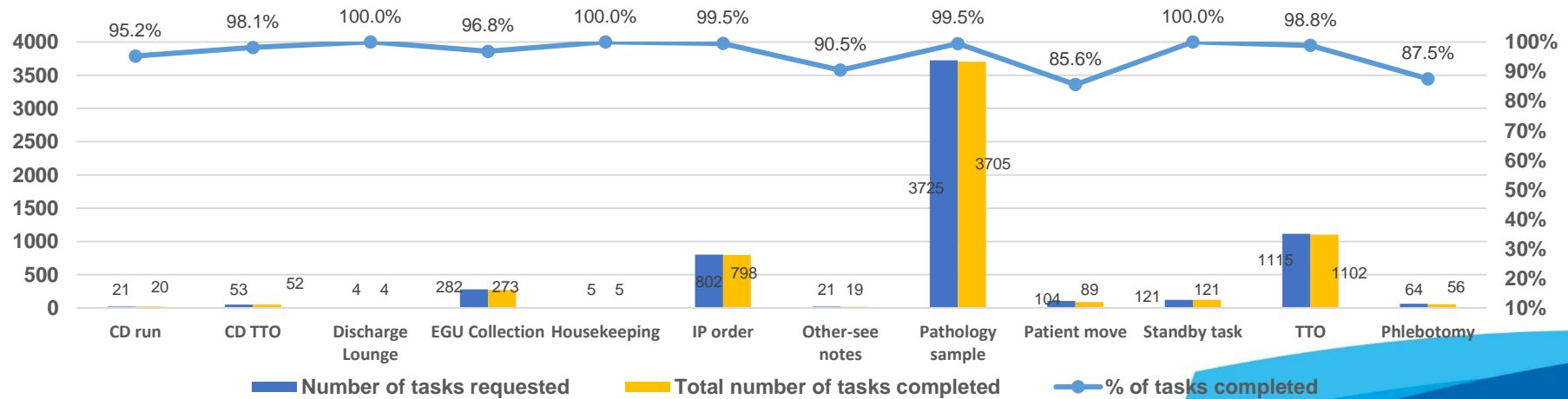
Response Volunteer Impact Dashboard 5/12/22 – 30/8/23



Tasks requested vs completed, by month



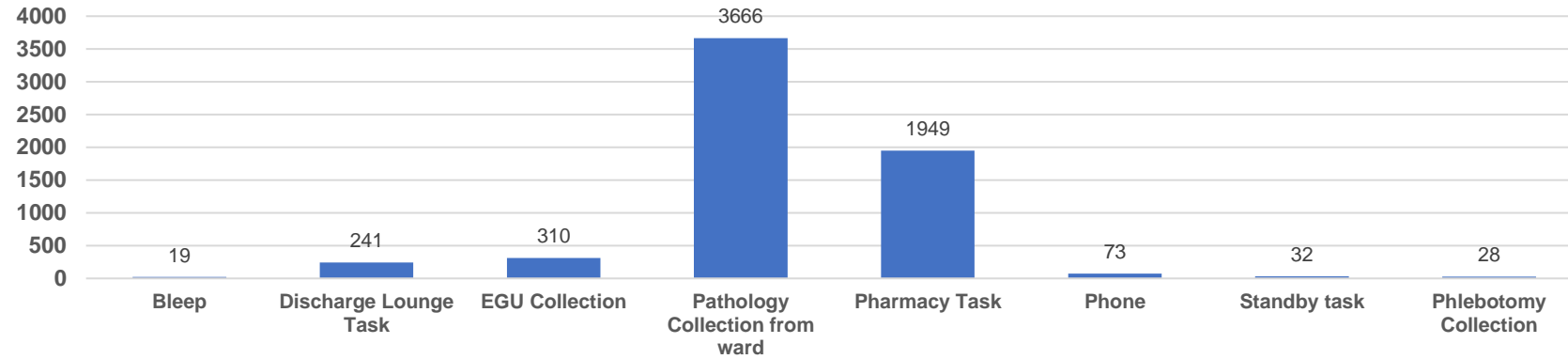
Tasks requested vs completed, by type



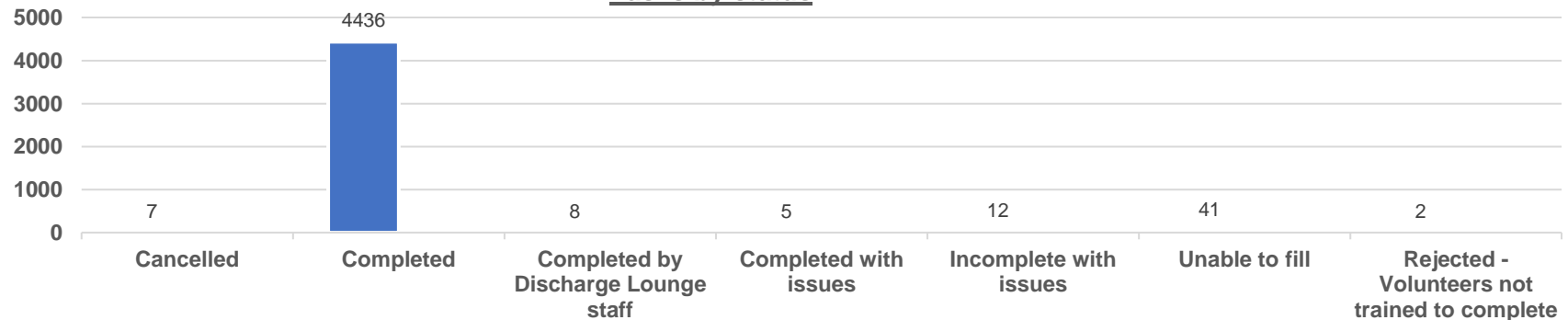
Response Volunteer Impact Dashboard 5/12/22 – 30/8/23



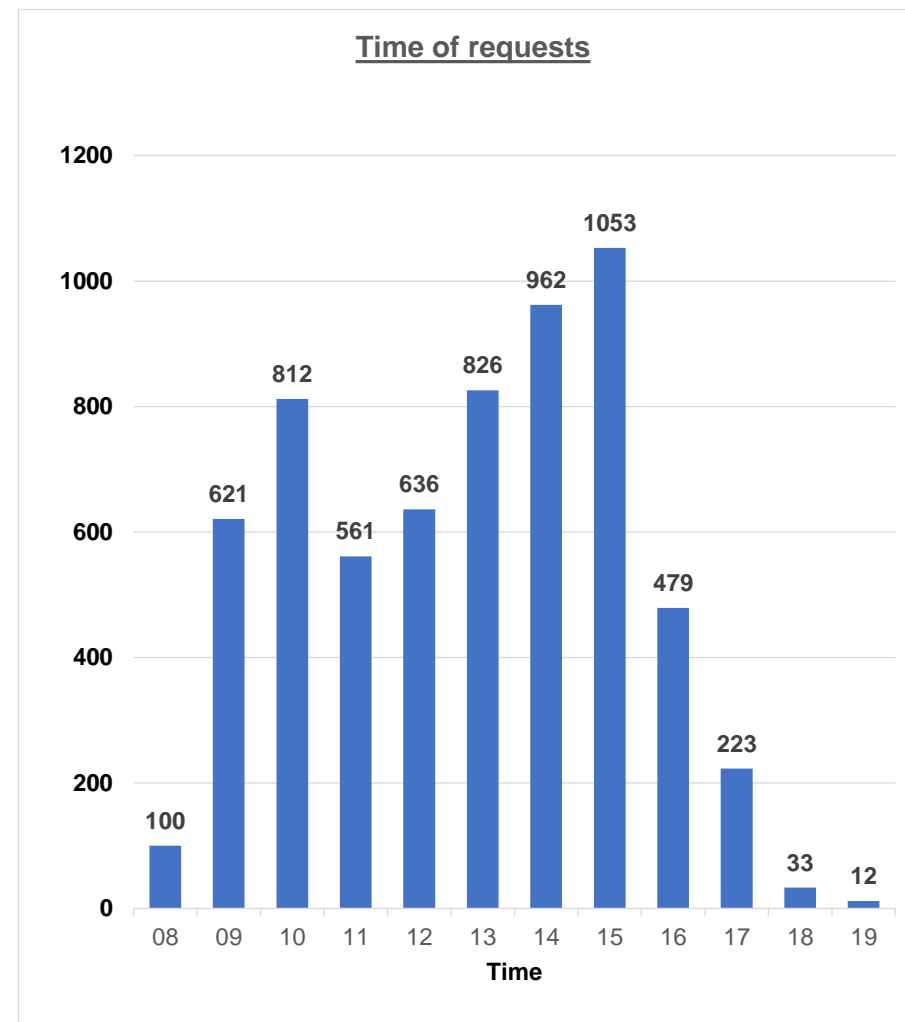
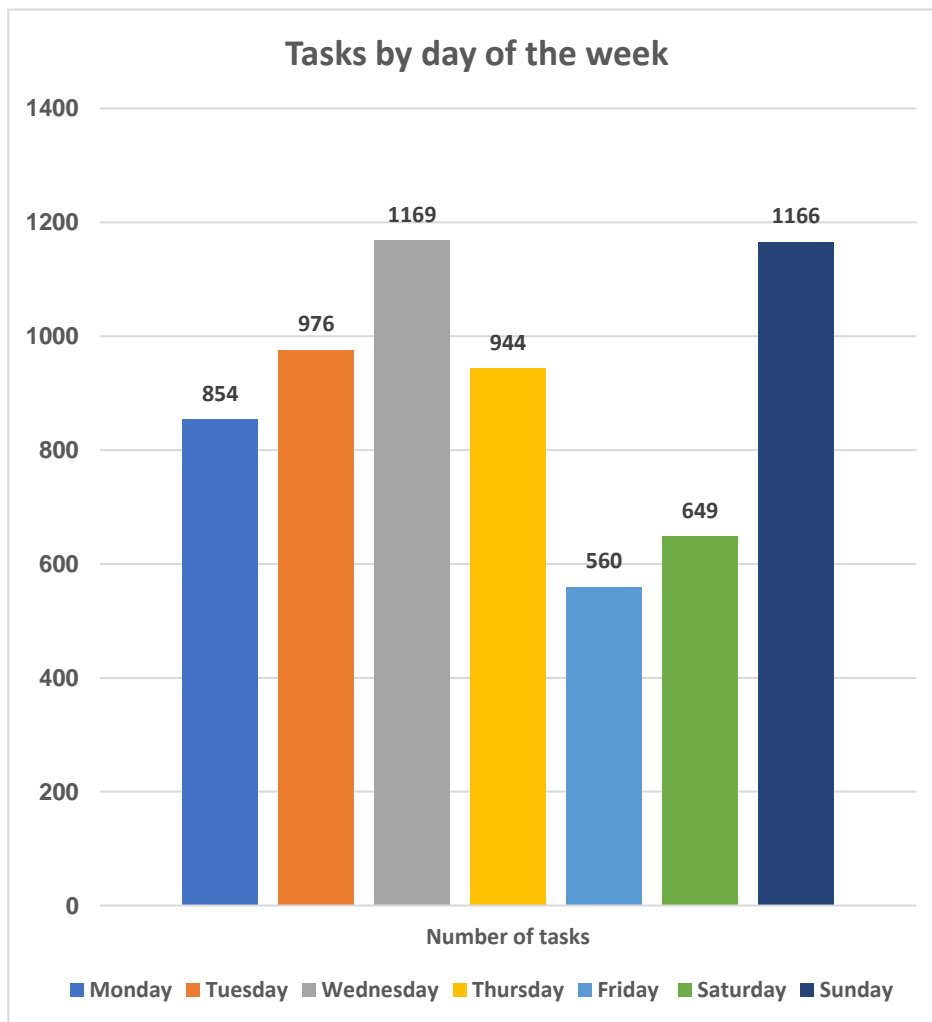
Request received / type



Tasks by status



Response Volunteer Impact Dashboard 5/12/22 – 30/8/23



Organisational Change

- Organisational changes
- Hilary Lorimer – Voluntary Services Manager
- Pharmacy move
- Gold standard introduction



Judi - Volunteer





Thank you for listening

volunteers@uhcw.nhs.uk

NHS
University Hospitals
Coventry and Warwickshire
NHS Trust

Working with Volunteers in North West Surrey

Sue Wales

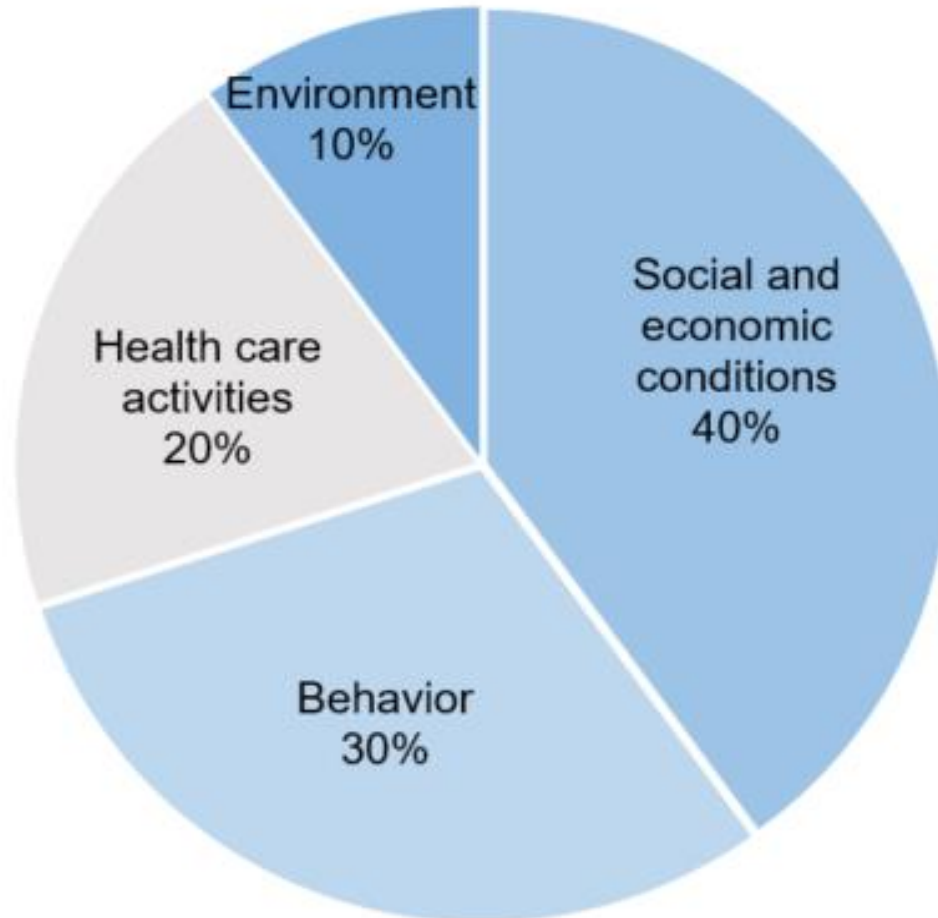
(Head of Strategic Transformation, Ashford & St Peter's
Hospitals NHS FT & NWS Alliance)



WHY? – wider determinants of health

80% Health Outcomes Determined by Factors Other Than Health Care

Factors that shape health



Source: University of Wisconsin Population Health Institute.

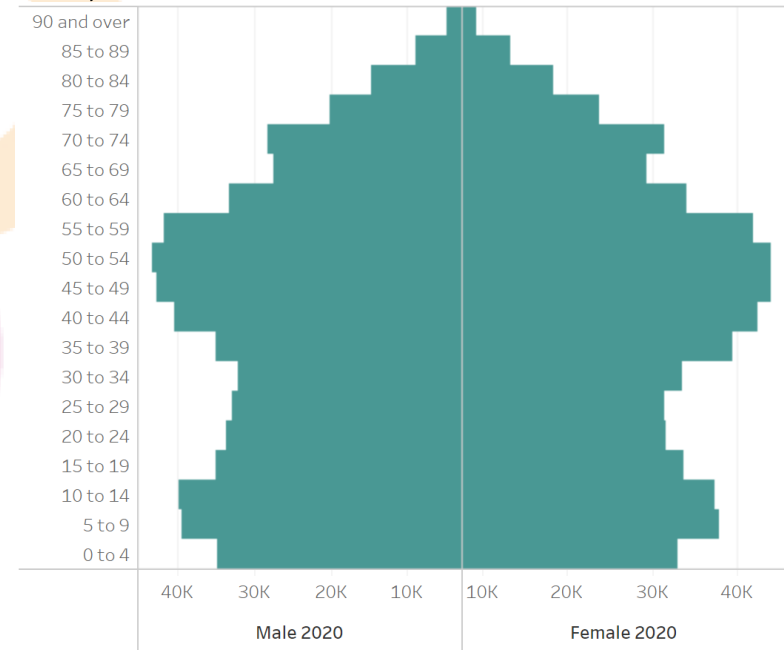
Anchor



https://www.health.org.uk/news-and-comment/charts-and-infographics/the-nhs-as-an-anchor-institution?gclid=Cj0KCQjwmlCoBhDxARIsABXkXILMDmWByWKy3XguYZeM0qbmo3D8kAuIVOnR-vpHzeaWCuvf1_ycCZkaAnQuEALw_wcB

WHY? a massive resource

- 30% of people over 16 years old volunteered with a group, club or organisation at least once in 2020/21.
- Based on ONS population estimates, this means 16.3m people formally volunteered that year.
- (<https://www.ncvo.org.uk/news-and-insights/news-index/uk-civil-society-almanac-2021/volunteering/#/>)
- In NWS = 390,000 of which 70% >16 or <75 = 82,000+ potential



How we are working with voluntary sector

NWS Listening Event

Connecting our Community

Sept 2020

- >100 from charities, local community groups, faith sector
- Shared NWS vision
- Asked how we can best work together and include VFCS at the table

Place-Based Network groups

2021 to 2023

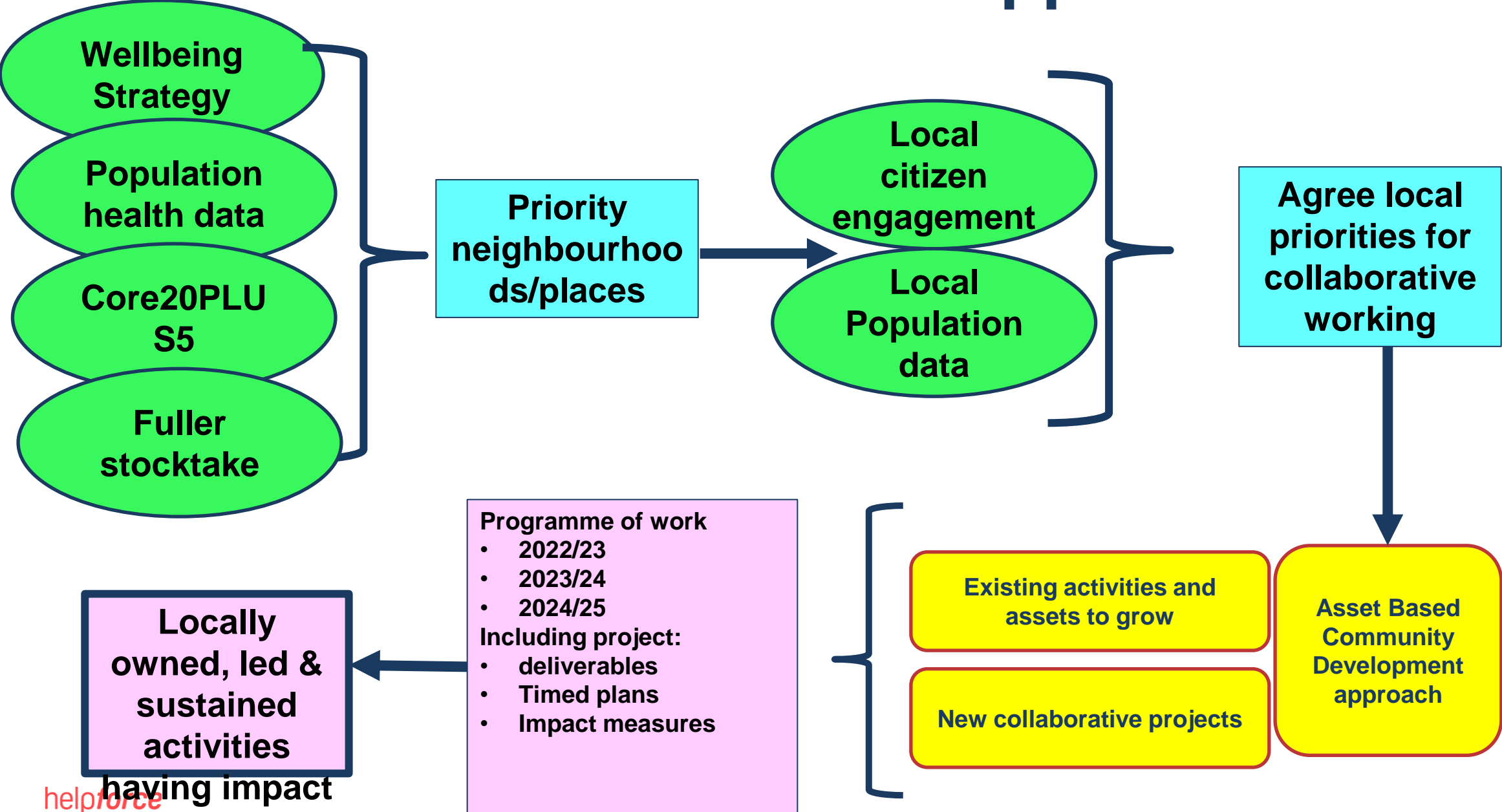
- Borough based
- Monthly virtual get togethers
- Statutory (health & social)
- VFCS – all invited
- Business
- Education
- *To share and network*
- *Build relationships*
- *Partner in relevant ways*
- *Support and reduce duplication*
- *Bid/new projects together*
- *See approach.....*

Community Partnership Groups

2023 & ongoing

- Borough based
- Business as usual
- *Continue the work of the place-based groups*

Our Place-Based Approach



Some examples in NWS

- Volunteers at the hospital – and with gardening (Diggers Club)
- RHS community team – several local community gardens
- Churches opening Warm Hubs in winter
- Food & hygiene banks – hospital is a collection point
- Accommodation furniture offered to local charities – ALL taken for use
- 50 computer keyboards offered to local charities – ALL taken for use
- Advertise for volunteers from 4,500 staff at the hospital for local charities
- Community groups volunteering to help with outside clear ups & gardening
- Tribe Project – using new digital platform to connect citizens with local groups and activities, plus seek out new volunteers for charities and groups



NW Surrey Alliance

Working together for better
Health, Care and Wellbeing



Volunteer Responders



Volunteer
Responders

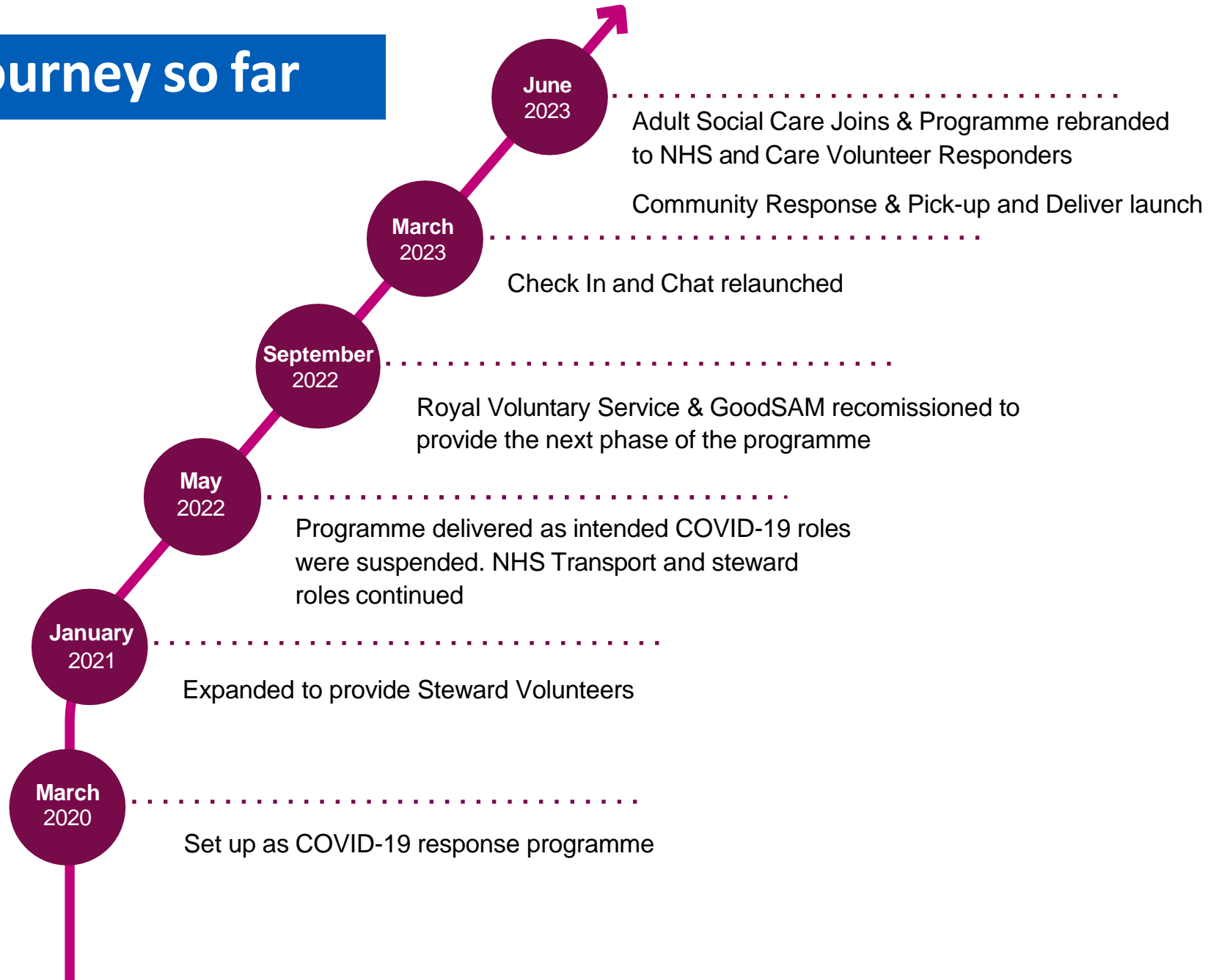
September
2023



Service provided by:



Our journey so far



Volunteer Responders



Digitally delivered
volunteering
platform enabling
fast, real-time
deployment



Adds capacity to
local services &
improves delivery



Compliments
existing schemes



An inclusive
volunteering
programme



Evolving
programme
developed using
insights from
local systems

Our achievements

We have...



Delivered over
2.5m tasks



Including over
363,000 shifts at
vaccination sites



Supported
over **204,000**
individuals



Enabled over
400,000 people
to volunteer

Key programme elements

- Volunteers are recruited, ID checked, have role guidance, hold DBS where needed and are co-ordinated centrally
- Expenses paid by the programme
- Volunteering **support 7 days a week**, underpinned by wrap-around support
- Safeguarding, problem solving teams and helplines – **8am-8pm**
- A range of volunteer activities to meet needs locally
- Volunteers add value, they do NOT replace staff roles or undertake personal care.



Check In and Chat Volunteers

- ✓ Provide short term telephone support to people in need of a friendly phone call
- ✓ Provide companionship and encouragement to help improve mental health & wellbeing
- ✓ Work with the NHS 5 Steps to Mental Wellbeing
- ✓ Help people explore positive changes they can make to their lives



Eligibility for support

Examples where the Check In and Chat service would not be appropriate:

- ✘ Individuals with complex mental health problems
- ✘ Individuals who are known to be suicidal
- ✘ Individuals with severe cognitive impairment
- ✘ Referrals for those with drug addiction or alcohol dependency

Check In and Chat service is available for 6 weeks. After which, referrer can make a new referral. Check in and Chat Plus service also available.



Self-referral

The programme is also open for self referrals, which means that members of the public can refer themselves or someone that they know (with their permission) for Check In and Chat calls.

Self-referrals can be made by calling the Contact Centre on

0808 196 3646

helpforce

NHS
CARE
Volunteer
Responders

Service provided by:

ROYAL
VOLUNTARY
SERVICE

GoodSAM
Instant.Help



Community Response Volunteers

NHS
CARE
Volunteer
Responders

Community Response volunteers help with a range of activities to a diverse range of people living within their local community, including:

- Food shopping
- Collecting essential items
- Picking up prescriptions and medications

The volunteer support for this doorstep delivery service is available either as a one-off or once a week for a maximum of 6 weeks.



Pick Up and Deliver Volunteers

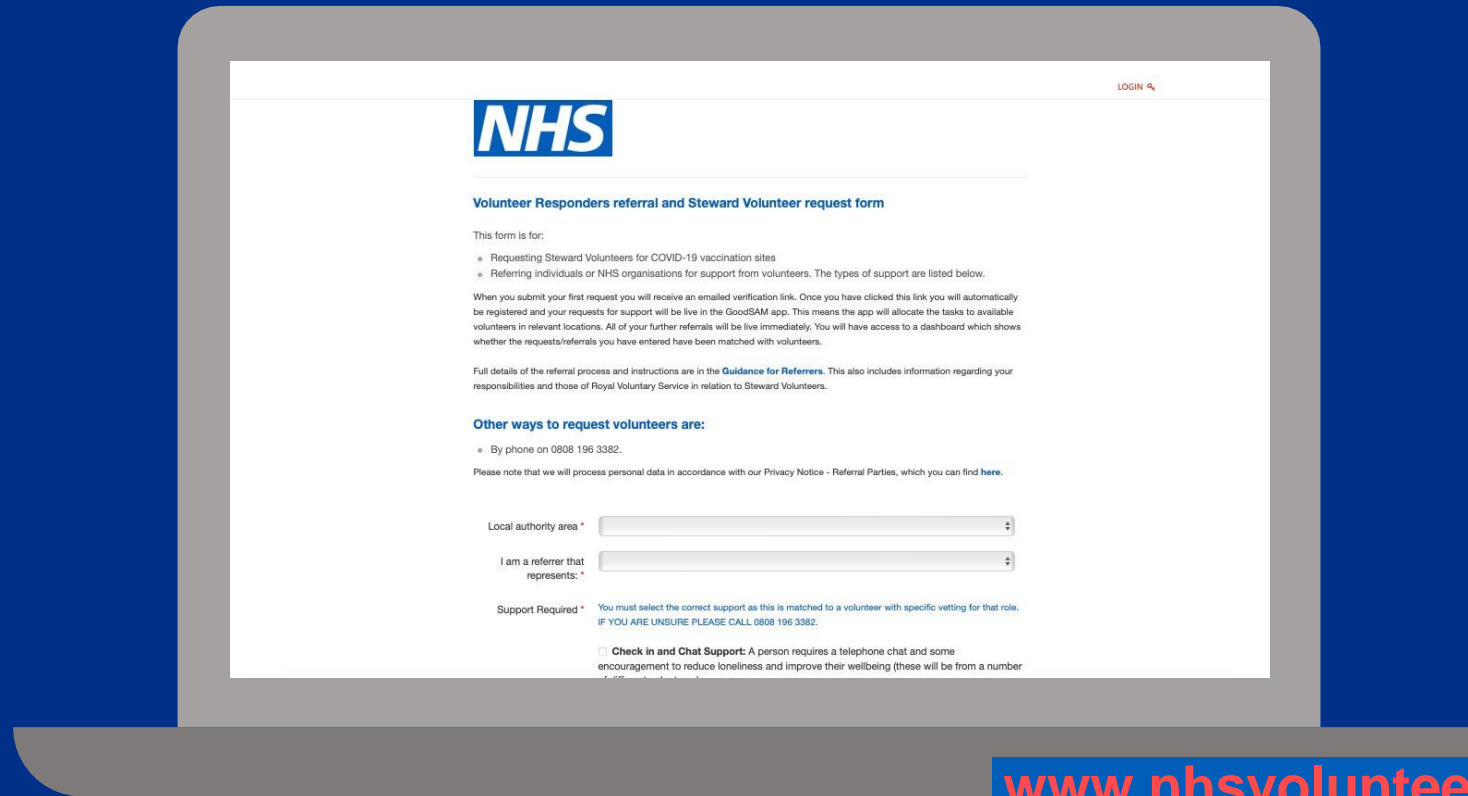
NHS
CARE
Volunteer
Responders

Volunteers can deliver small items of equipment to people at home or between sites. They can also assist with the transportation of medication from hospital to home.

- TTO from acute settings
- Virtual ward medicine and monitoring equipment
- Used to support the timely discharge of patients.

Referrals can be made for urgent short notice requests or scheduled future shifts.

How to register and make a referral



The screenshot shows the NHS Volunteer Responders referral and Steward Volunteer request form. The page features the NHS logo at the top left and a 'LOGIN' link at the top right. The main heading is 'Volunteer Responders referral and Steward Volunteer request form'. Below this, it states 'This form is for:' followed by two bullet points: 'Requesting Steward Volunteers for COVID-19 vaccination sites' and 'Referring individuals or NHS organisations for support from volunteers. The types of support are listed below.' A paragraph explains that upon submitting a request, users receive an emailed verification link, and their requests are processed through the GoodSAM app. It also mentions that further referrals will be live immediately and that users will have access to a dashboard showing matched requests. A link to 'Guidance for Referrers' is provided for more details. Under 'Other ways to request volunteers are:', it lists 'By phone on 0808 196 3382.' A note states that personal data will be processed in accordance with the Privacy Notice - Referral Parties. The form includes two dropdown menus: 'Local authority area *' and 'I am a referrer that represents: *'. A 'Support Required *' section contains a note: 'You must select the correct support as this is matched to a volunteer with specific vetting for that role. IF YOU ARE UNSURE PLEASE CALL 0808 196 3382.' Below this, there is a checkbox for 'Check in and Chat Support: A person requires a telephone chat and some encouragement to reduce loneliness and improve their wellbeing (these will be from a number...)'.

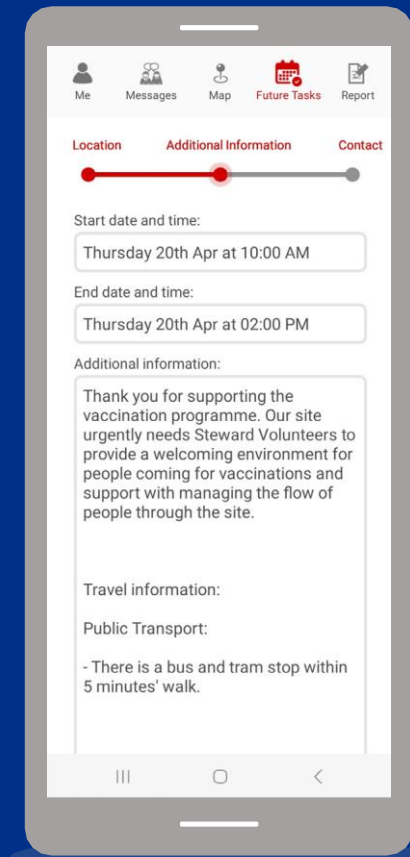
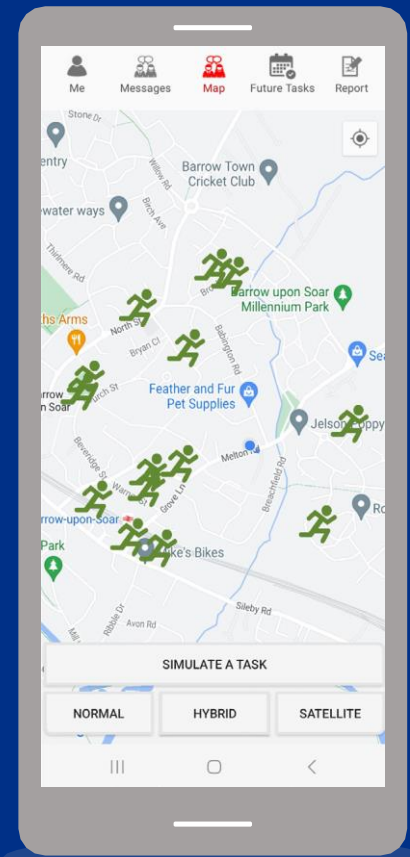
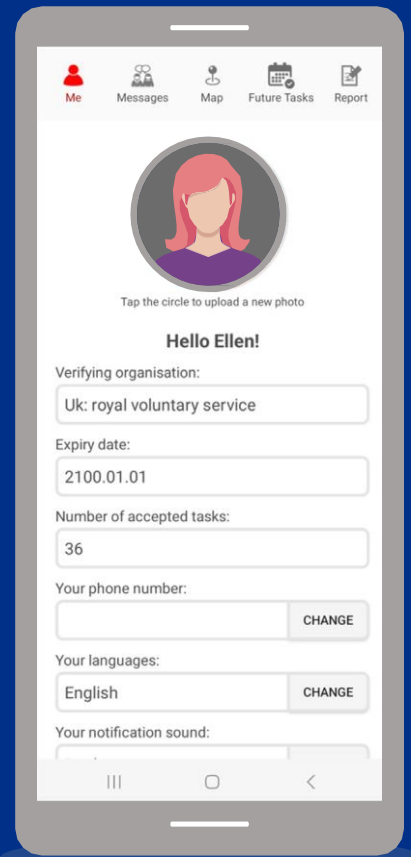
www.nhsvolunteerresponders.org.uk

Please note, this can take up to 72 hours. Please keep checking your inbox for a confirmation email from GoodSAM.

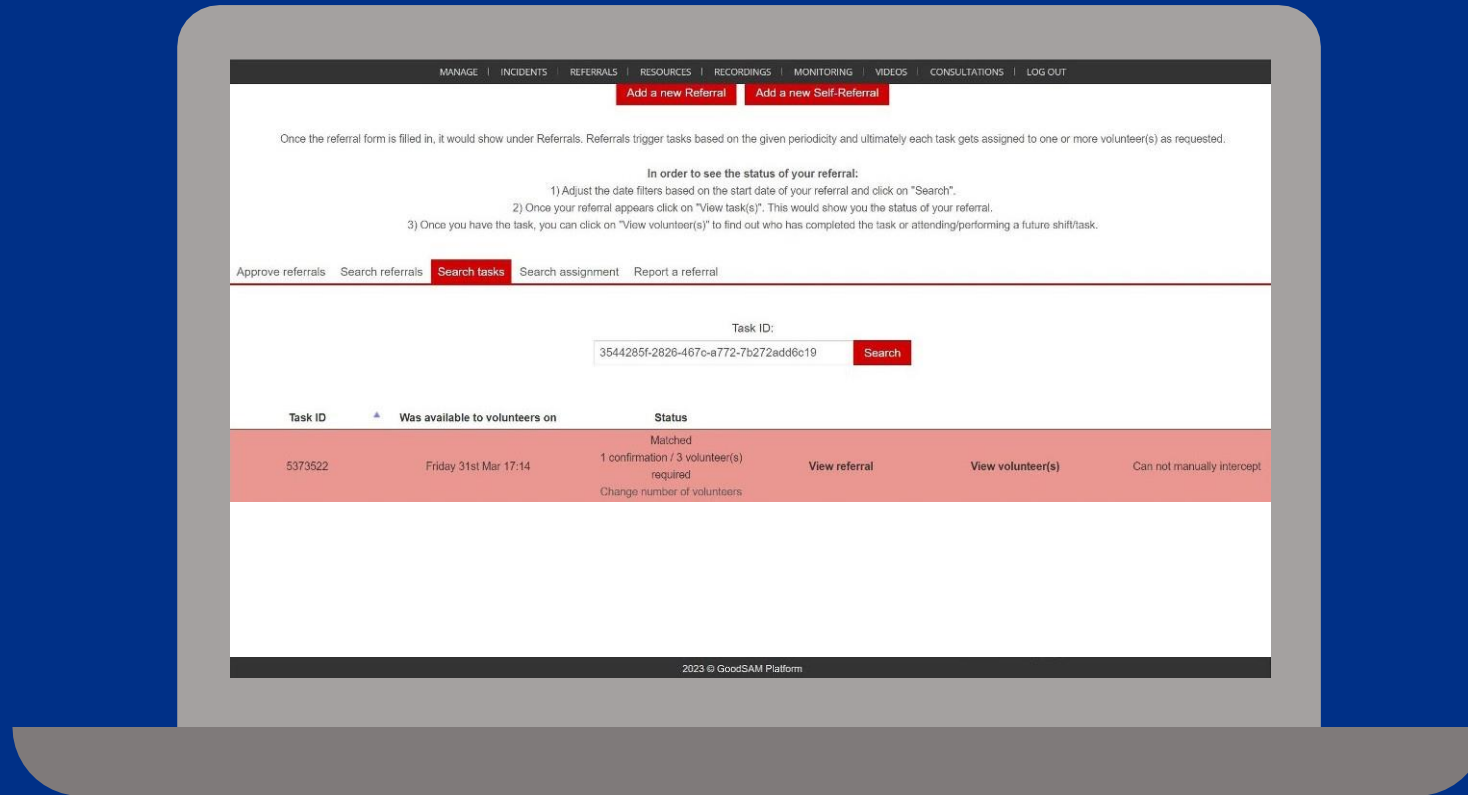
Service provided by:



Volunteer task acceptance



How to monitor your referrals



Peer support available for...



Referrers

- Website guidance
- Problem Solving and Safeguarding teams
- Ecomms
- Potential webinars/focus groups
- Dedicated RRM's
- Marketing collateral



Volunteers

- Website guidance
- Official social media pages/groups
- Problem Solving and Safeguarding teams
- Ecomms
- Potential volunteer webinars in the future



People we are supporting


- Welcome letter
- Website guidance
- Problem Solving and Safeguarding teams

Marketing support



Volunteer Responders

NHS CARE
Volunteer Responders






Would you like a chat?

Hearing a friendly voice can make all the difference

Now you can sign up for a friendly phone call with one of our Volunteer Responders whenever you like. The service is free and you don't need to be referred by a doctor.

Book your chat now on 0808 196 3646
(Open 8am and 8pm, 7 days a week),
visit nhscarevolunteerresponders.org
or scan the QR code to find out more.



Service provided by:  

Royal Voluntary Service is a registered charity 1010888 (England and Wales) & 1010888 (Scotland).
© 2024 NHS CARE

NHS CARE
Volunteer Responders



Would you like a chat?

Volunteer Responders are available to provide you with a friendly phone call and a listening ear.


Whether you would like a one-off call or regular chats, contact us today to find out more.
Call 0808 196 3646, visit nhscarevolunteerresponders.org
or scan the QR code.



Service provided by:  

Royal Voluntary Service is a registered charity 1010888 (England and Wales) & 1010888 (Scotland).

NHS CARE
Volunteer Responders




Check In and Chat is now open for referrals

Do you know someone who is feeling isolated, vulnerable, or lonely who might benefit from a friendly phone call?



Whether a one-off call to check on wellbeing, or a regular chat, Volunteer Responders are on hand to provide a listening ear. Where appropriate, they can help explore positive changes people can make to their lives such as connecting with others, becoming more physically active and learning new skills. Volunteers can also signpost to other services in the community.

To find out more or to make a referral, call us on 0808 196 3382, visit us online at nhscarevolunteerresponders.org or scan the QR code.




Contact your Regional Relationship Manager if you would like to discuss in more detail

North East - Kerry Evans | Kerry.Evans@royalvoluntaryservice.org.uk | 07884 114 853
North West - Graeme Cain | Graeme.Cain@royalvoluntaryservice.org.uk | 07974 128 325
East Midlands - Ellen Woodward | Ellen.Woodward@royalvoluntaryservice.org.uk | 07769 286 390
West Midlands - Jen Williams | Jen.Williams@royalvoluntaryservice.org.uk | 07843 357 211
East of England - Charlie Rossi | Charlie.Rossi@royalvoluntaryservice.org.uk | 07812 465 693
South East - Charlie Rossi | Charlie.Rossi@royalvoluntaryservice.org.uk | 07812 465 693
London - Sarah A. Smith | Sarah.A.Smith@royalvoluntaryservice.org.uk | 07931 862 110
South West - Angela Sims | Angela.Sims@royalvoluntaryservice.org.uk | 07812 465 689



Service provided by:  

Royal Voluntary Service is a registered charity 1010888 (England and Wales) & 1010888 (Scotland).

NHS CARE
Volunteer Responders



Support from Volunteer Responders available now

Service provided by:  

Self referral materials

Referrer materials

A referrer welcome pack and self-referral marketing materials can be requested through the link below.
<https://nhscarevolunteerresponders.org/order>



What's next for programme

- New volunteer activities will be added as we go
- Pilots taking place in August
 - Care Alert
 - Ambulance support
- Volunteer activities will be designed to add value, helping to improve people's quality of life

Sara Miles

**Programme Manager
Helpforce**

helpforce



Conclusion

A woman with light brown hair, wearing a white lab coat over a dark patterned shirt, stands in a laboratory hallway. She is smiling and looking directly at the camera. The hallway has white lockers on the left and a sink area on the right. The entire image is overlaid with a semi-transparent red color.

helpforce

Somerset House
Strand, London WC2R 1LA
020 124 5786
www.helpforce.community
help@helpforce.community

[Discover insights from Helpforce – Sign up to our monthly newsletter](#)

All content © 2023 Helpforce all rights reserved
You are free to use any material from these slides, as long as you notify us
where the material will appear and include complete attribution,
including a live link.