

help*force*

# Volunteer training

# Introduction

**Mark Lever**

Chief Executive Officer,  
Helpforce





# Tricia Periera

Director of Operations,  
Skills for Care



# Training for those volunteering in Care and Health

- Tricia Pereira; Director of Operations
- Natalie Spinks; Social Care Subject Lead & Project Manager

# Who are we

- Skills for Care is the strategic workforce development and planning body for adult social care in England.
- We work with employers, Government, and partners to ensure social care has the right people, skills, and support required to deliver the highest quality care and support, now and in the future.
- Our role is to respond and adapt to the emerging trends and needs within social care, using data and evidence to drive forward widescale change. We provide best practice, tools, resources, and intelligence to support workforce recruitment, capabilities, and culture.
- All of our work is collaborative. By working with our partners, we are able to bring together a vast array of expertise, support, and influence – which in turn increases the impact and reach of our work.



# Who are we

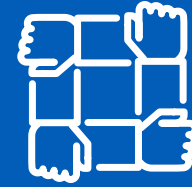
- Skills for Care helps create a well-led, skilled and valued adult social care workforce. We support employers to deliver what the people they support need and what commissioners and regulators expect. We're a trusted independent charity with over 18 years' experience in workforce development, working as a delivery partner for the Department of Health. We also work closely with related services such as health and housing.
- Our practical support helps leaders and managers recruit, retain, develop and lead their staff, from entry level right through to senior leadership and management roles. Our local area teams provide information on our tools, offer tailored support and can put you in touch with local networks, initiatives, and opportunities. Our analysts provide expert insight into the adult social care sector and its workforce: [www.skillsforcare.org.uk/workforceintelligence](http://www.skillsforcare.org.uk/workforceintelligence)



# Our involvement



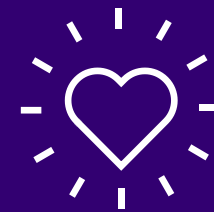
Increasing capacity



Working collaboratively



Co-designed content



Positive impact







**Gemma Smith**

Health & Wellbeing  
Manager, Warwickshire  
CAVA

[gemma@wcava.org.uk](mailto:gemma@wcava.org.uk)

[www.wcava.org.uk](http://www.wcava.org.uk)



# Our Support



## What is Warwickshire Community and Voluntary Action?

We are the local Voluntary Community Sector's Infrastructure Organisation for Warwickshire and Solihull, providing vital support to the volunteers, groups, organisations, associations, enterprises, community interest companies and charities who are working to strengthen all of our communities across the region.

We are committed to providing all of our services locally and accessibly. Whether you need support accessing volunteering opportunities, developing a community group, accessing funding or strengthening your governance, we have a local office and dedicated team near you.

## What we can help with:

- Volunteering Access and Recruitment
- Community Groups Development Guidance
- Funding and Income Advice and Support
- Local Projects
- COVID-19 Support
- Information Sharing/Networking

[www.wcava.org.uk](http://www.wcava.org.uk)

# Your local office

## North Warwickshire

Community House  
Coleshill Road  
Atherstone  
Warwickshire CV9 1BN

E: [nwinfo@wcava.org.uk](mailto:nwinfo@wcava.org.uk)



## Nuneaton & Bedworth

The Newtown Centre  
Newtown Road  
Nuneaton  
Warwickshire CV11 4HG

E: [nunbedinfo@wcava.org.uk](mailto:nunbedinfo@wcava.org.uk)



## Rugby Borough

19 & 20 North Street  
Rugby  
Warwickshire  
CV21 2AG

E: [rugbyinfo@wcava.org.uk](mailto:rugbyinfo@wcava.org.uk)



## Solihull

Lower Ground Floor  
The Core, Homer Road  
Solihull  
West Midlands B91 3RG

E: [solihullinfo@wcava.org.uk](mailto:solihullinfo@wcava.org.uk)



## Stratford-on-Avon District

Tyler House  
Tyler Street  
Stratford Upon Avon  
Warwickshire CV37 6TY

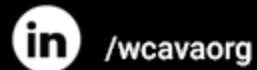
E: [stratfordinfo@wcava.org.uk](mailto:stratfordinfo@wcava.org.uk)



## Warwick District

4 & 6 Clemens Street  
Leamington Spa  
Warwickshire  
CV31 2DL

E: [warwickinfo@wcava.org.uk](mailto:warwickinfo@wcava.org.uk)





## Warwickshire and Solihull

### Back to Health Project at Geroge Eliot Hospital

<https://helpforce.community/connecting/news-stories/building-community-connections-in-north-warwickshire>  
<https://helpforce.community/connecting/news-stories/new-volunteer-led-service-supports-patients-on-waiting-list>

### Tribe in South Warwickshire Place

<https://www.wcava.org.uk/news/2022/08/08/tribe-app>

### State of Sector

<https://www.wcava.org.uk/state-of-the-sector>

<https://navca.org.uk/research-project>



Training for those volunteering in health and care environments



More information and support, local to you:

<https://navca.org.uk/find-a-member-1>

<https://www.ncvo.org.uk/>

<https://wcva.cymru>

<https://scvo.scot>

<https://www.nicva.org>

**Sara Miles**

**Programme Manager,  
Helpforce**



# Background

This training will:

- Be made available to all volunteers delivering roles in health and care sector, either within the hospital or within the community. These volunteers will be managed by different organisations and will have other organisation specific training to complete.
- Be used to support local recruitment campaigns and be promoted as a key benefit to becoming a volunteer.
- Be available on a digital platform for accessing the material. This would be self-led and enable the volunteer to complete the modules in their own time and revisit them as many times as needed
- Be a mixture of video content, scenarios to consider, written information and quizzes



Out of scope of this training will be specific mandatory and policy driven training, e.g., lone working and manual handling. Role specific training, e.g., delivering a contact centre call, is also out of scope.



# Key learning outcomes

- Spot some of the signs of deterioration in a person's physical and mental health
- Identify any challenges, anxieties or concerns a person may have about their current situation - this may include preparing for an appointment, a visit to hospital, or a return home
- Help a person prepare for an appointment or procedure
- Help a person prepare for a return home from hospital
- Recognise potential risks in the home including fire risks, trip hazards, hygiene risks and temperature levels
- Share any issues or concerns recognised during a visit
- Signpost / refer to other local services
- Identify other areas where support may be needed, e.g., nutrition, accessing medication, stopping smoking being physically active, improving mental wellbeing, caring responsibilities

# What has been developed

Co-designed with Trusts, Volunteer Managers, Volunteers, Community & Voluntary Sector

Five interactive modules:



## Module 1: Factors Affecting Health

This module is part of a suite of modules that support the development of volunteers delivering the bac...

✓ Completed



## Module 2: How health inequalities affect health

Welcome to this module focussed on health inequalitiesThose working across health and care, in loc...

✓ Completed



## Module 3: Preparing for contact (including assessing risks)

Welcome to this module focussed on preparing for contact.We want those being supported by volunteers to...

✓ Completed



## Module 4: Support needs

Welcome to this module focussed on support needsThis module is part of a suite of modules that support the...

✓ Completed



## Module 5: Supporting yourself and others

Welcome to this session focussed on supporting yourself and othersThis is part of a suite of resources that...

✓ Completed

# What is covered in the modules?

- ✓ Understanding what can improve health
- ✓ Understanding of health inequalities
- ✓ Why do people miss appointments
- ✓ How can we help overcome barriers to accessing health
- ✓ Trip / fall hazards
- ✓ Support services
- ✓ Looking after your own wellbeing

- ❖ Tips
- ❖ Analogies
- ❖ Resources / Checklists
- ❖ Scenarios



## What To Consider Before Your First Visit / Call

	Yes / No	Comments
Do I know who I am visiting? What is their name, age and what needs do they have?		
Are there any medical conditions I need to be aware of?		
Will the visit be carried out in a way that is accessible to the individual? If it is a virtual visit, do they have digital access? Could there be a language barrier? Do they need a translator? Are there any mobility needs to be aware of?		
Who else may be with them when I visit or call?		
Are there any cultural factors to be aware of?		
Am I clear on the role I will be undertaking as a volunteer and how I can support this person?		
Do we have any shared interests?		
Do I have everything I need? E.g., information or resources to share or an exercise booklet.		



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Thank you

[www.helpforce.community](http://www.helpforce.community)