

Draft script

Volunteers have a crucial role to play in health and care whether by supporting people who are unwell or recovering, or by supporting with preventative measures and helping people to be in the best health possible.

Those on waiting lists can be supported to 'wait well' through volunteers providing reassurance and practical support or to 'get well' by helping vulnerable people to eat and drink. 'Recovering well' might include volunteers visiting an individual in their home to support them with prescribed physiotherapy exercises to prevent falls and reduce hospital readmissions. Providing further support post discharge, including signposting individuals to local community services can help someone to 'live well'. This suite of modules has been designed to support volunteers in these wide-ranging roles.

As a volunteer at XXXXXXXXXXXXXXXXXXXX whose role is to XXXXXXXXXXXXXXXXXXXX, you help individuals to feel less anxious / less isolated / attend appointments / get home quicker / eat and drink enough / be active and exercise. Without your support these individuals may not attend their appointments – with missed appointments cost health and care services hundreds of pounds - or may not have had the encouragement they need to join a community group. Every contact can make a difference – these could be small difference such as encouraging someone to drink more fluids or removing trailing wires that could be a trip hazard at home. Over the phone volunteers can remind individuals to fast before an appointment or to stop taking medication. They can refer them to community support services which may help to prevent future hospital admission.

This training provides you with some scenarios that bring to life the challenges those you are volunteering with may face. You will find practical advice, information and top tips that you may be able to bring into conversations with individuals and provide them the best possible support.