

NHS CARE

Volunteer Responders

Volunteer Responders

August 2023



Service provided by:

**ROYAL
VOLUNTARY
SERVICE**

GoodSAM
Instant.Help

Meeting Agenda

- Opening remarks
- Background to scheme
- Expansion to ASC
- The role of Volunteer Responders
- Future plans
- Over to you

What is Volunteer Responders?



Digitally delivered volunteering platform enabling fast, real-time deployment



Adds value to local services & improves delivery



Compliments existing volunteering schemes



An inclusive volunteering programme

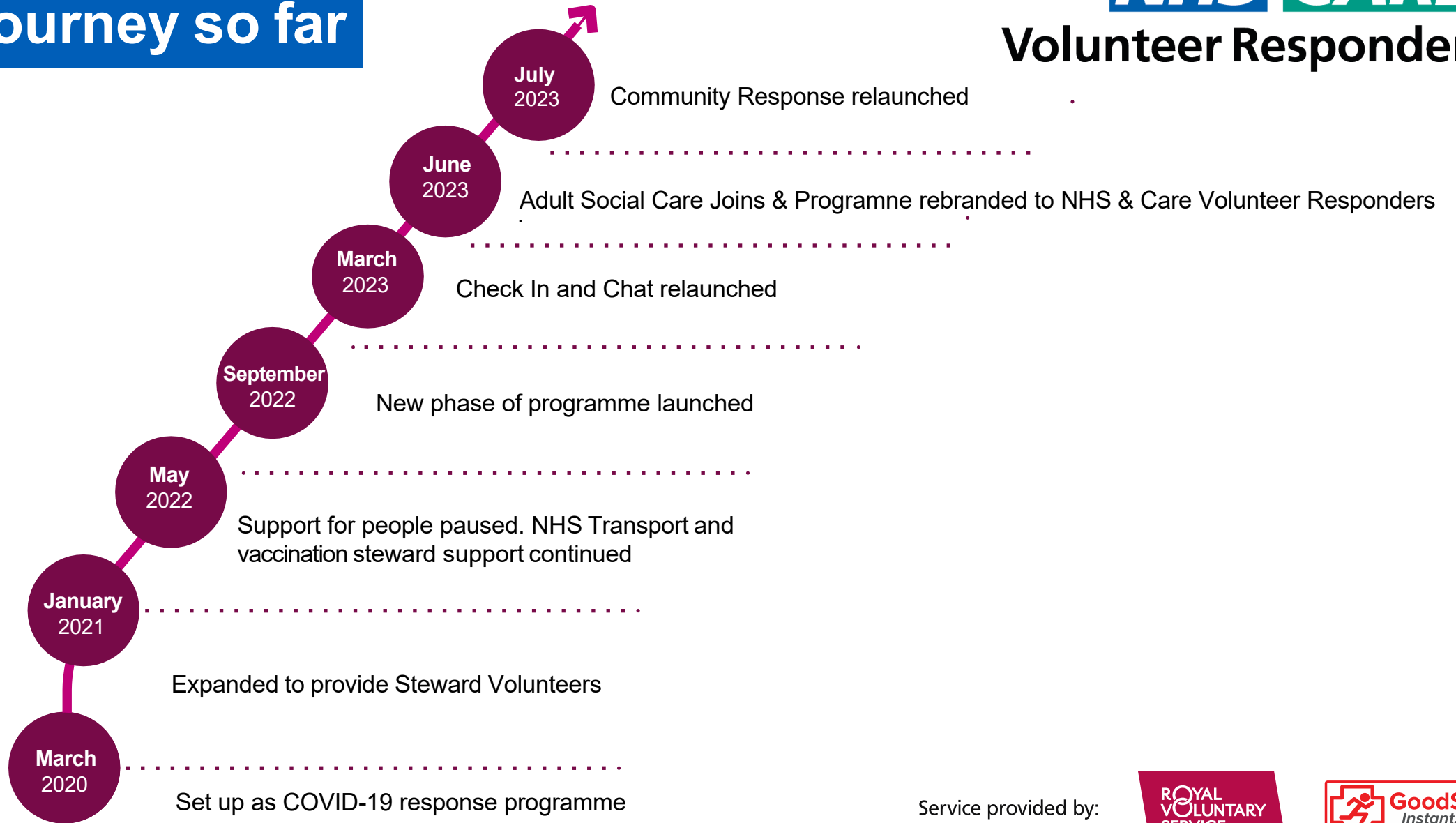


Evolving programme developed using insights from local systems

Our journey so far

NHS CARE

Volunteer Responders



Service provided by:



Programme achievements to date

We have...



Delivered over **2.5m tasks**



Including over **363,000 shifts** at vaccination sites



Supported over **204,000 individuals**



Over **400,000** volunteers 'on duty'

The programme is now in a new phase

NHS CARE Volunteer Responders



Provide a resilient pool of volunteers who can step up in a future emergency



Enhancing the experience of local health and care services.



On 7th June, programme opened to all adult social care providers.

Local Authorities have previously referred into the programme, but now the opportunity has extended to care homes and domiciliary care.

Insights from the sector and volunteers

38% of the public would consider volunteering in social care.

90% of staff not currently working with volunteers would like to see more in care homes.

52% of younger people (18-34 year olds) would consider.

94% of staff working with volunteers felt they add 'a lot of value' for residents.

"It's immensely helpful to be able to offer people emotional wellbeing support and the opportunity to have a friendly phone call as part of their care package. Having someone to chat to can mean a lot to the adults we work with; it's about knowing someone cares and is interested in them.

"I would recommend the programme to other social care providers, it's quick and easy to use."

Samantha Aylott, Specialist Advisor for Adult Social Care at Essex County Council

Service provided by:



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.



Service provided by:



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

NHS CARE Volunteer Responders



Service provided by:



Who might benefit from the Check In and Chat Volunteer services?

Calls may be requested for someone who:

- Is experiencing social isolation and loneliness
- Has a health condition
- Has been recently discharged from hospital
- Is someone with caring responsibilities
- Is waiting for elective surgery



Eligibility for support

Examples where Check In and Chat services 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 a 6 weeks. After which, referrers make a new referral.



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 contacting the Contact Centre on

0808 196 3646



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.

Who can request Community Response Volunteers

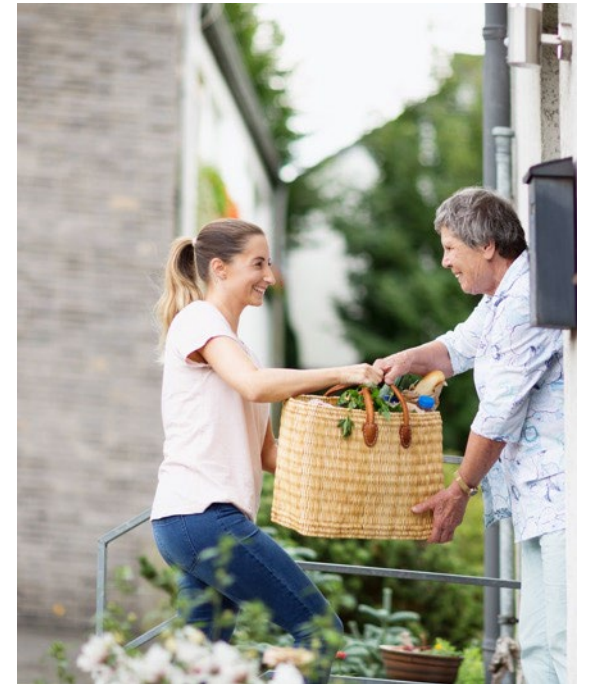
Healthcare professionals can refer people waiting to be admitted to hospital or those who have just been discharged.

Adult social care professionals can refer people who would struggle to access services unaided.

This may be because they have a long-term health condition or live with ailments that prevent them from doing these activities themselves.

The support is also available to **carers** and to **people with health conditions** where there is a current health need

NHS CARE
Volunteer Responders



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.

How could you use Pick Up and Deliver in your settings?



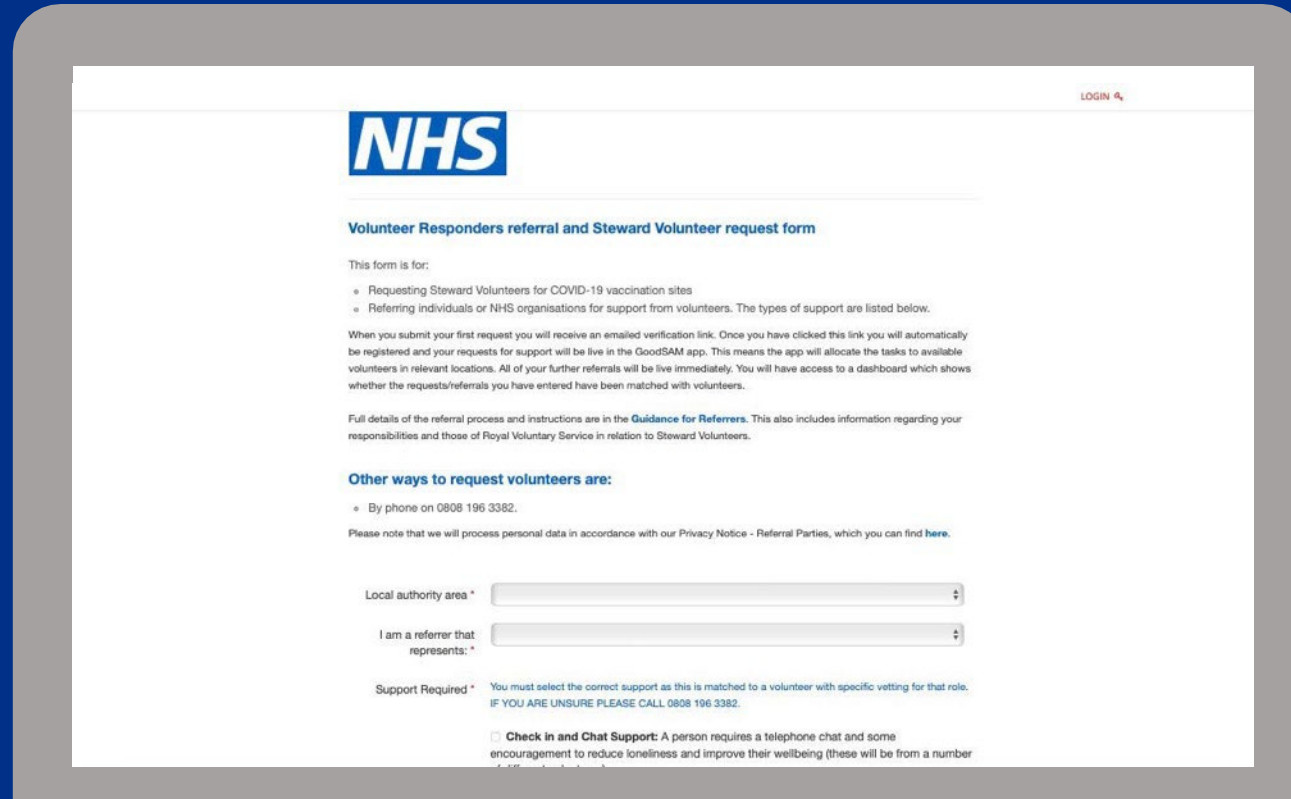
How to make a referral

Service provided by:

ROYAL
VOLUNTARY
SERVICE

 **GoodSAM**
Instant.Help

How to register and make a referral

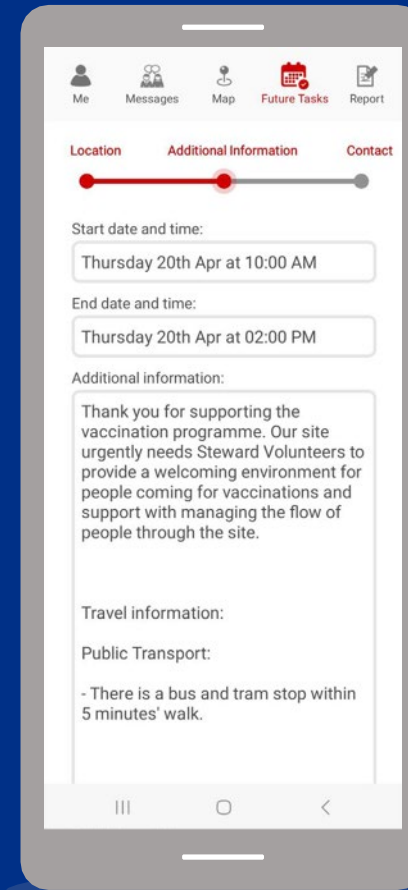
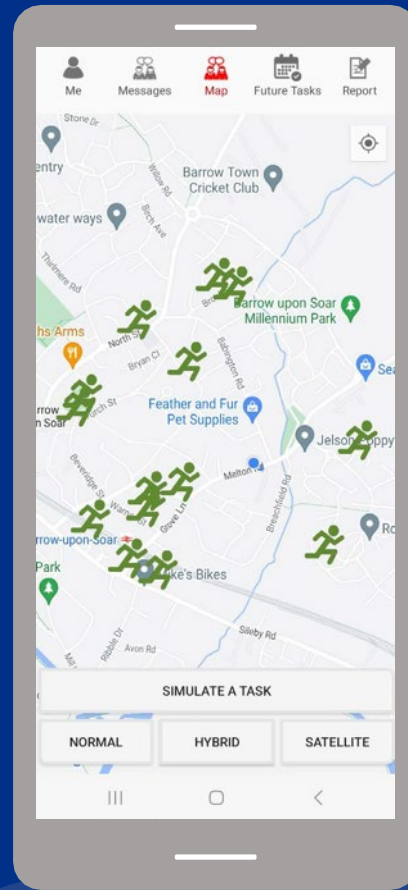
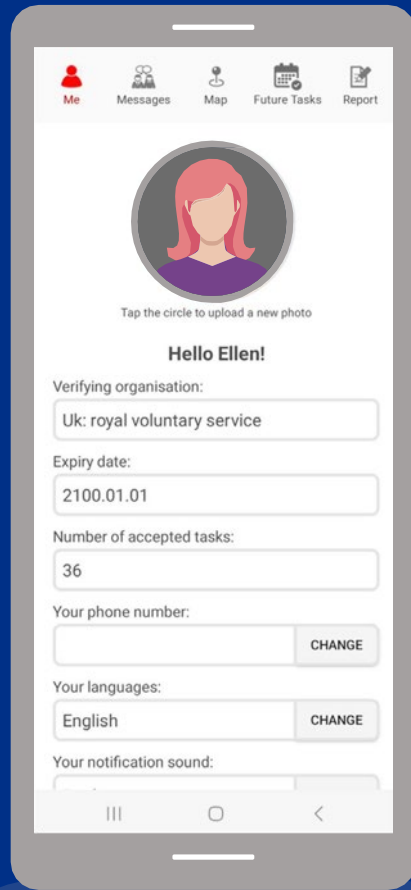


The screenshot shows the NHS Volunteer Responders referral and Steward Volunteer request form. The form includes the NHS logo, a title, and instructions. It lists the purpose of the form, provides a verification link, and offers contact information for support. The form also includes a dropdown menu for 'Local authority area', a dropdown menu for 'I am a referrer that represents:', and a section for 'Support Required' with a checkbox for 'Check in and Chat Support'.

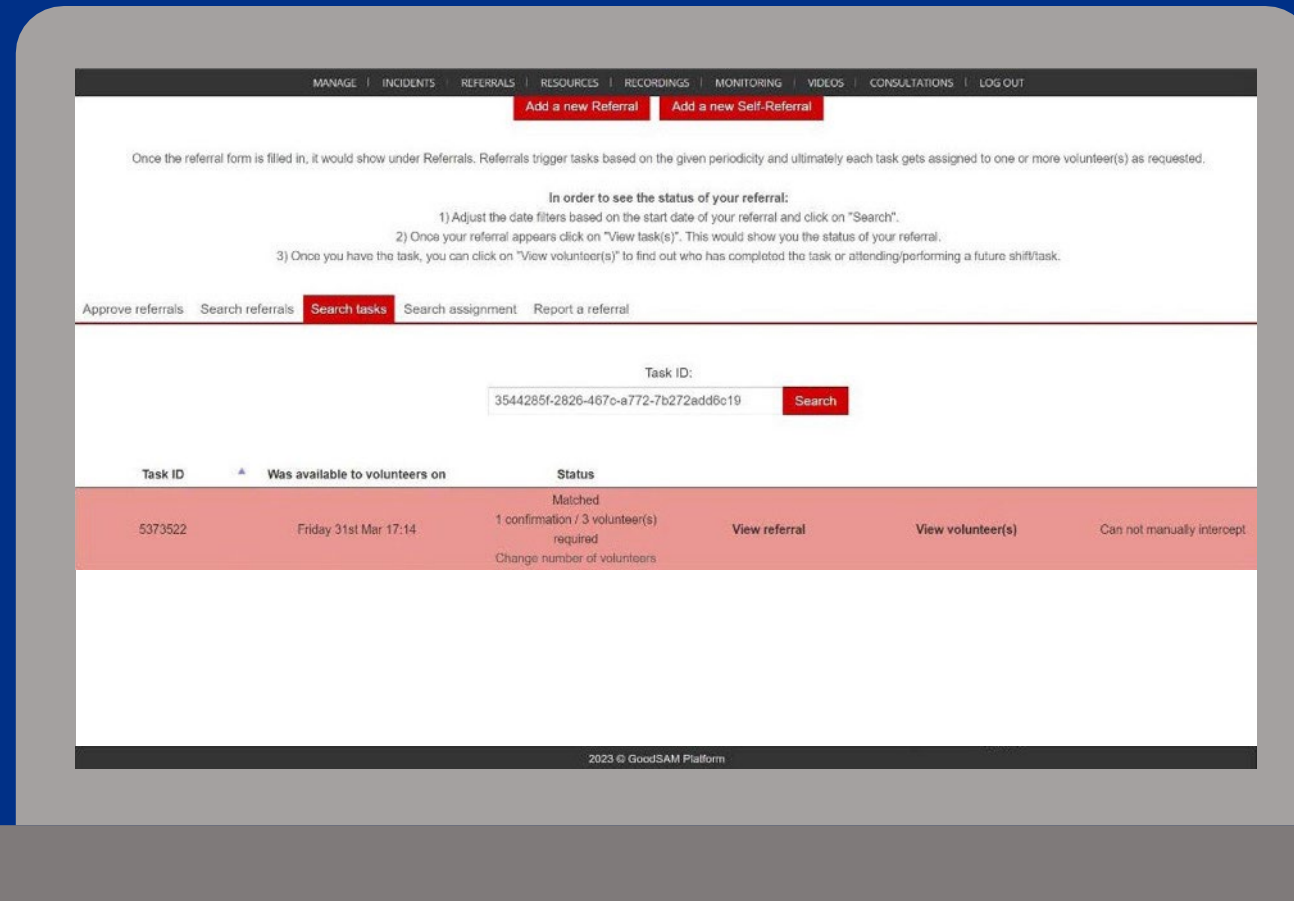
www.nhscarevolunteerresponders.org

Or call our support team on **0808 196 3382**

Volunteer task acceptance



How to monitor referrals



**Training &
Support**

Volunteer Training

- ✓ Getting you started guides to help Volunteers feel confident in their role including helpful conversation prompts
- ✓ Access to fact sheets with helpful advice, training and guidance when providing support for mental health, dementia or other issues
- ✓ Videos and webinars



Support available for...

NHS CARE

Volunteer Responders



Referrers

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

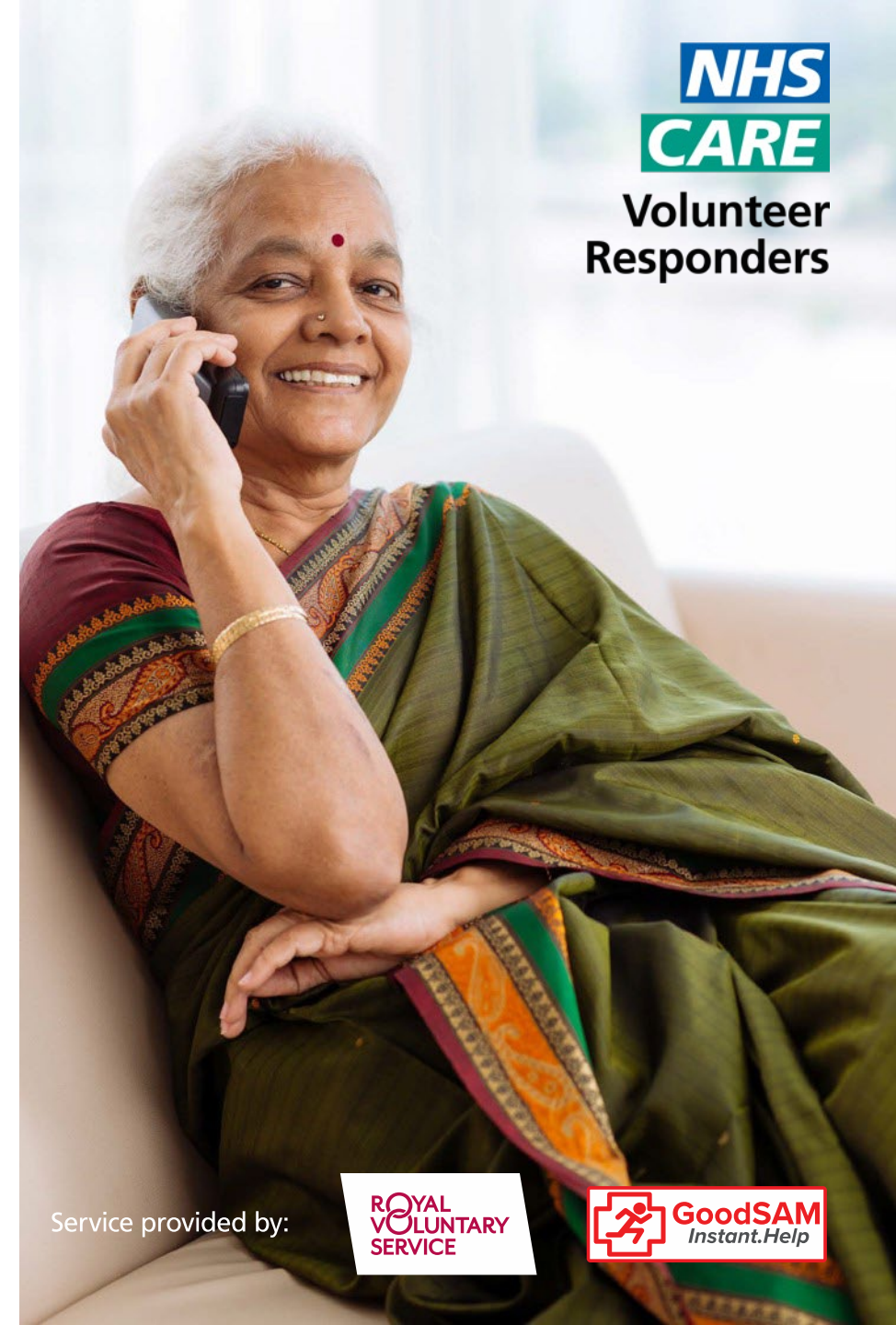
- Patient letter
- Website guidance
- Problem Solving and Safeguarding teams

EDI Policy

NHSCVR programme places strong values on inclusion and treats everyone accessing the service with dignity and respect. We welcome referrals from all sections of our communities, and we are committed to ensuring that our programme is welcoming and open to all.

We are committed to:

- Collecting information and reporting on the diversity of our volunteers to identify areas of underrepresentation
- Ensuring the programme is accessible to all sections of our communities –(e.g. leaflets available in different languages)
- Ensuring our programme and volunteers are reflective of our communities. The referral form offers you the option to flag if the person's first language isn't English so that we can try and match our volunteers.

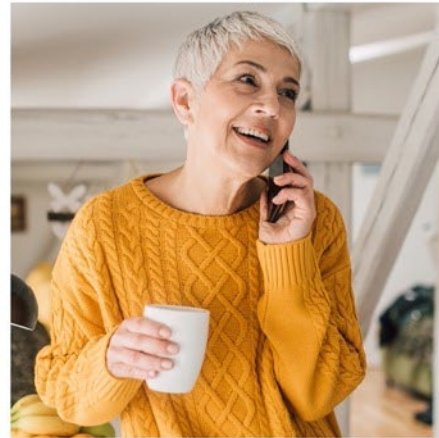


What's next for programme

- New volunteer activities will be added as we go
- Under consideration are buddying (helping someone connect with their community), and social activity volunteers
- Working closely with CQC to align safeguards and assurance requirements.
- Volunteer activities will be designed to add value, helping to improve people's quality of life

NHS CARE

Volunteer Responders



Thank You
nhscarevolunteerresponders.org

Service provided by:

