

**NHS CARE**

**Volunteer Responders**

# Volunteer Responders

**July 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

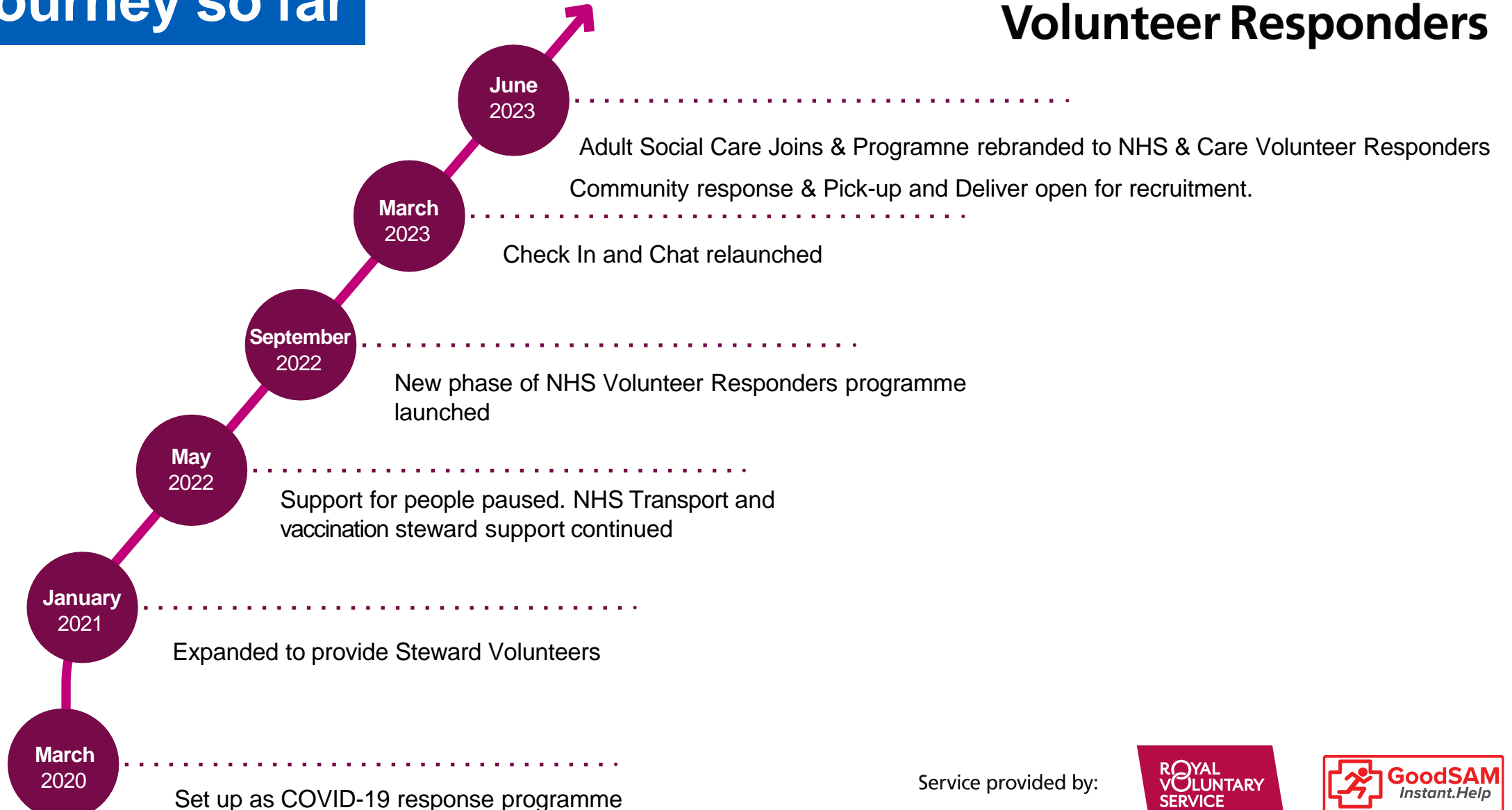


Evolving programme developed using insights from local systems

# Our journey so far

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# 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 7<sup>th</sup> June, programme opens to all adult social care providers.

Local Authorities have previously referred into the programme, but now the opportunity is extending 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

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### 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.



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# 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

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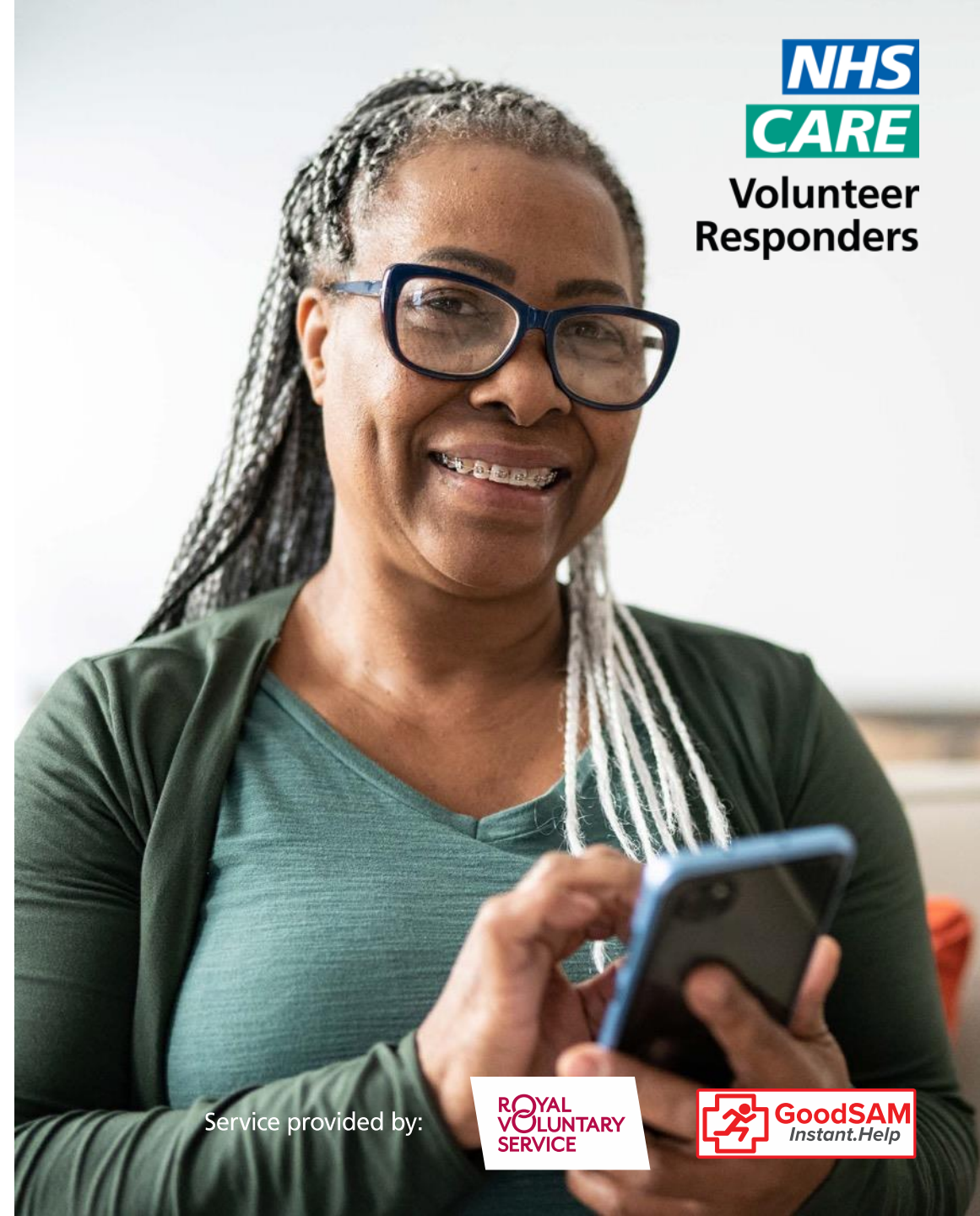
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# Who might benefit from the Check In and Chat Volunteer services?

**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**

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# Community Response Volunteers

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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

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# Pick Up and Deliver Volunteers

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.

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# How to make a referral

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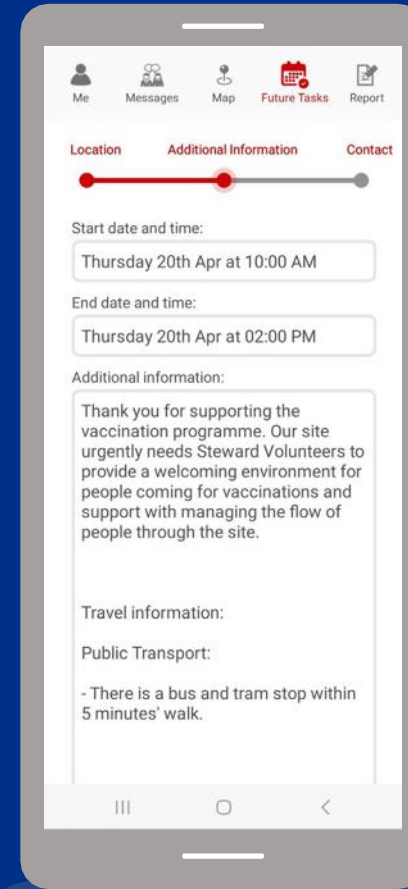
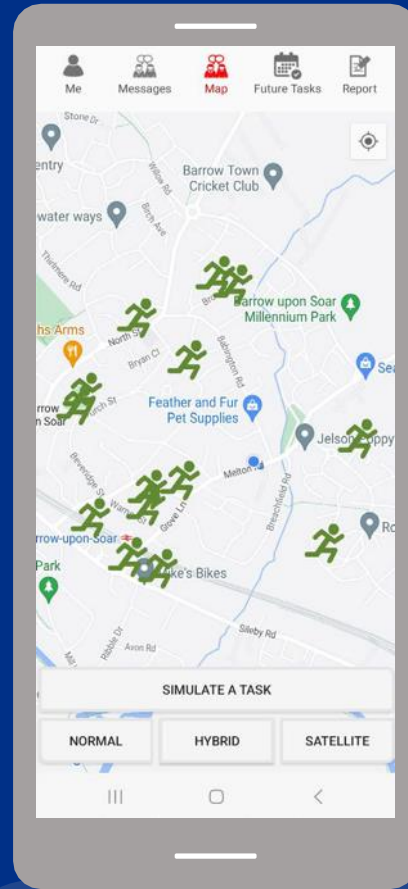
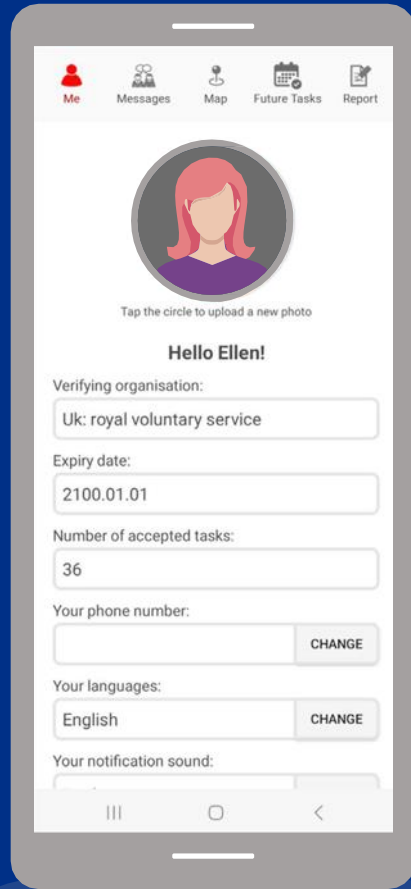


# How to register and make a referral

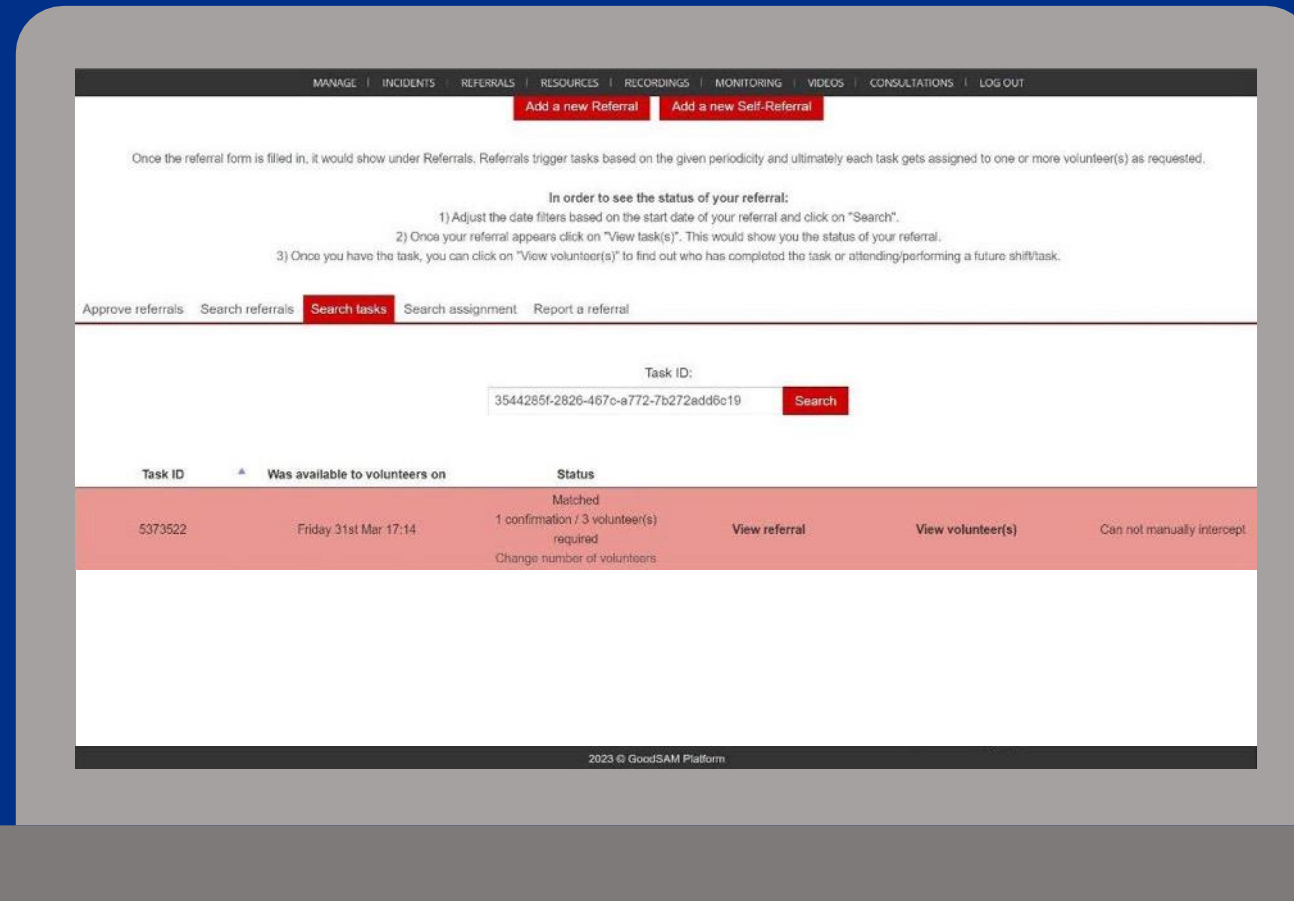
The screenshot shows the NHS Volunteer Responders referral and Steward Volunteer request form. The page features the NHS logo at the top left and a 'LOGIN' link at the top right. The main heading is 'Volunteer Responders referral and Steward Volunteer request form'. Below this, it states 'This form is 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 submission, users receive a verification link and their requests are processed through the GoodSAM app. It also mentions access to a dashboard for tracking referrals. A section titled 'Other ways to request volunteers are:' lists 'By phone on 0808 196 3382.' A note mentions the Privacy Notice. The form includes dropdown menus for 'Local authority area' and 'I am a referrer that represents:'. A 'Support Required' section has 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.' There is a checkbox for 'Check in and Chat Support' with a description: '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](http://www.nhsvolunteerresponders.org.uk)

# 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...

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### 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

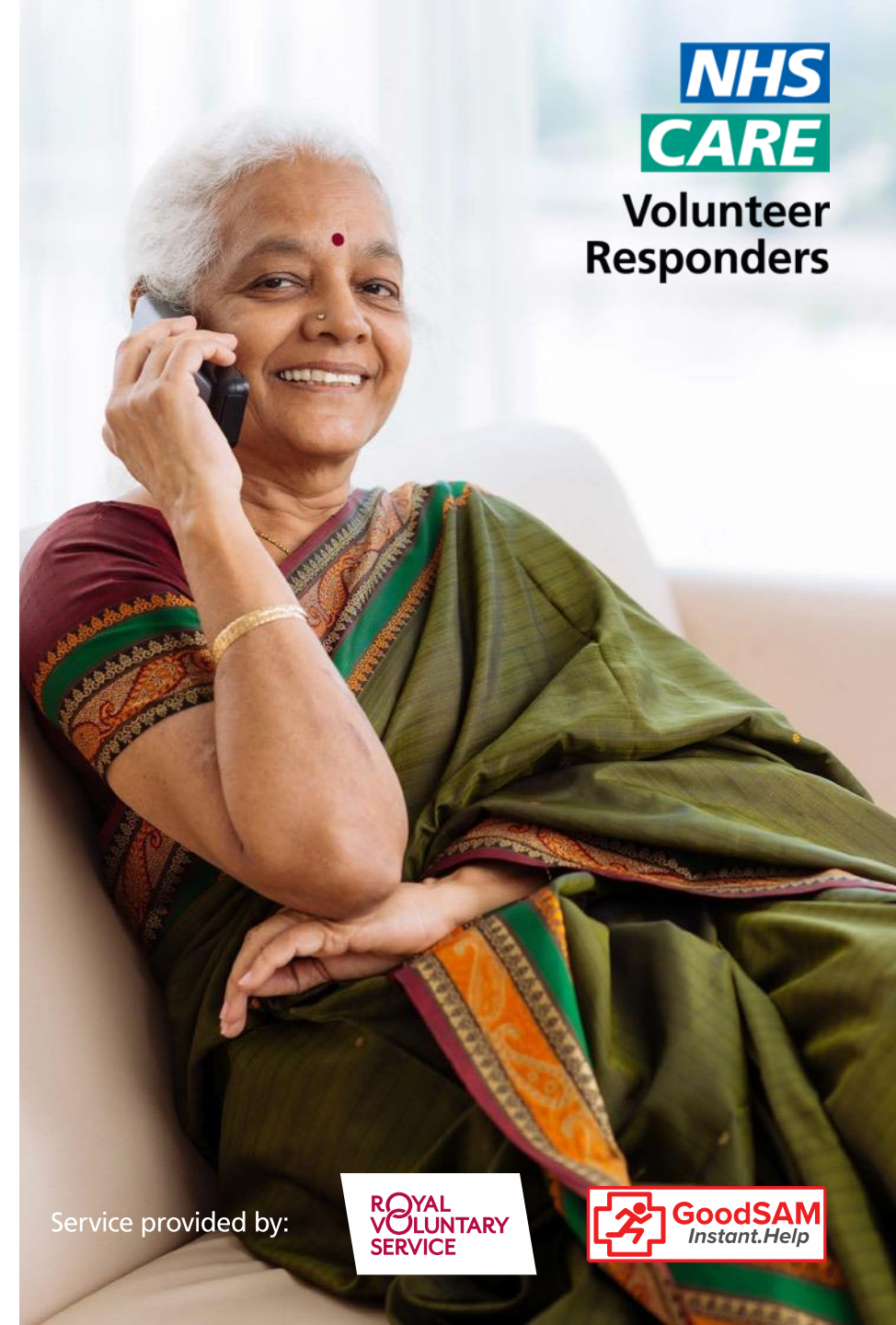
- Patient letter
- Website guidance
- Problem Solving and Safeguarding teams

# 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, eg organising games.
- 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



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**Thank You**  
**[nhscareresponders.org](https://nhscareresponders.org)**

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