



National
Academy
for Social
Prescribing

NASP Webinar: Supporting people through NHS Volunteer Responders -
how the service can be an effective social prescription

Thank you for joining us. The webinar will begin shortly.



Housekeeping

- Please note we are **recording** this webinar (*you will be sent the slides and the link to the recording, and they will be on NASP's website too.*)
- Please submit questions via the **Q&A function**. We will hold a Q&A session at the end of presentations.
- Please use the **chat function** for introducing yourself and networking. If you have any technical issues, please raise these in the chat, and a member of the NASP team will assist.
- BSL Interpreters will be on screen throughout. **Closed Captions** are available (turn these on at the bottom of your screen)



Overview

Chair:

Monica Boulton, Healthcare Integration Lead at National Academy for Social Prescribing

Speakers:

Oliver Clark, Project Manager at NHS and Care Volunteer Responders

Jen Williams, Regional Relationship Manager at NHS and Care Volunteer Responders





NHS
CARE

**Volunteer
Responders**

Volunteer Responders

An effective Social Prescription

Service provided by:

**ROYAL
VOLUNTARY
SERVICE**

 **GoodSAM**
Instant.Help

Welcome

NHS
CARE
Volunteer
Responders



Oliver Clarke
Project Manager



Jen Williams
Regional Relationship Manager

Agenda

1. Programme overview
2. Key benefits of Volunteer Responders
3. Overview of services
4. How to make a referral
5. Q & A

What is Volunteer Responders?



Innovative, digital
volunteering
programme



Free service
available to NHS
and Healthcare
teams in England



Enables fast,
real-time
deployment of
volunteers in
healthcare
settings



Complements
existing
volunteer
schemes



Continually
evolving
programme

Programme achievements



Delivered over
2.6m tasks



Including over
380,000 shifts at
vaccination sites



Supported over
211,000 individuals

Equality and Diversity

We are dedicated to making the programme as inclusive as possible. We do this through:

- Ensuring the programme is accessible to all sections of our communities
- Ensuring our volunteers are as diverse as the communities they serve.
- Matching language preferences where possible



Over 40,000
volunteers ready
to support

Key Benefits of Volunteer Responders



- Enhanced social support and companionship
- Strengthening community connections
- Reducing pressure on healthcare services
- Adding capacity to healthcare systems
- Providing support to hard-to-reach communities

Suite of services available to support



Telephone
Support



Community
Response



Connect -
Accompany to
an activity



In Home
Support

Telephone Support

Check in and Chat calls

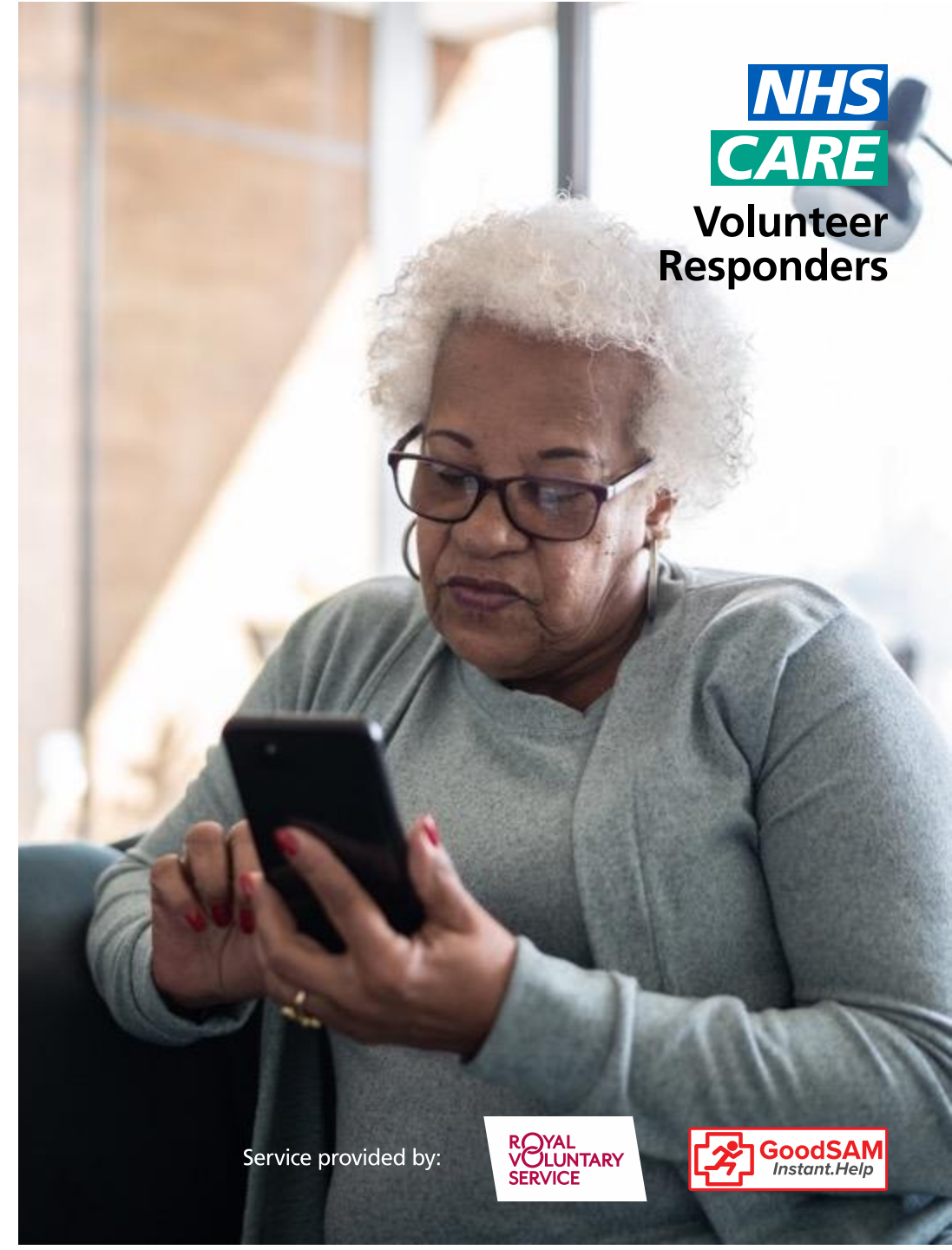
Volunteers provide friendly telephone chats and encouragement to reduce loneliness and improve a person's wellbeing for up to 18 weeks. The calls will be from different volunteers each time.

Companionship Calls

Regular telephone support (up to 3 calls per week for 6 weeks) from the same volunteer.

This is suitable for people who would benefit or prefer to speak to the same person.

These services are also available for Self-Referral



Community Response

Shopping collection / delivery

Small shop

A few items (basket) that can be done at a local shop

Larger shop

Multiple items (trolley) from a supermarket

Prescription collection/delivery

Collecting and delivering prescriptions, medical devices, glasses and hearing aids

These activities are either available as a one-off or once a week for a maximum of 6 weeks.



Community Response Connect

Supporting people to take part in social activities in the community.

This could include:

- Attending lunch clubs.
- Going out for walks
- Help with accessing public transport
- Visiting their loved ones in a hospital or residential care .

This activity is either available as a one-off or once a week for a maximum of 6 weeks.



In home support Companionship Visits

Assisting the people to engage in hobbies and interests in their home.

This could include:

- Supporting people with hobbies such as crafts, baking and gardening.
- Help with technology to help people remain in contact with family and friends.
- Offering companionship to people who have limited social interactions.

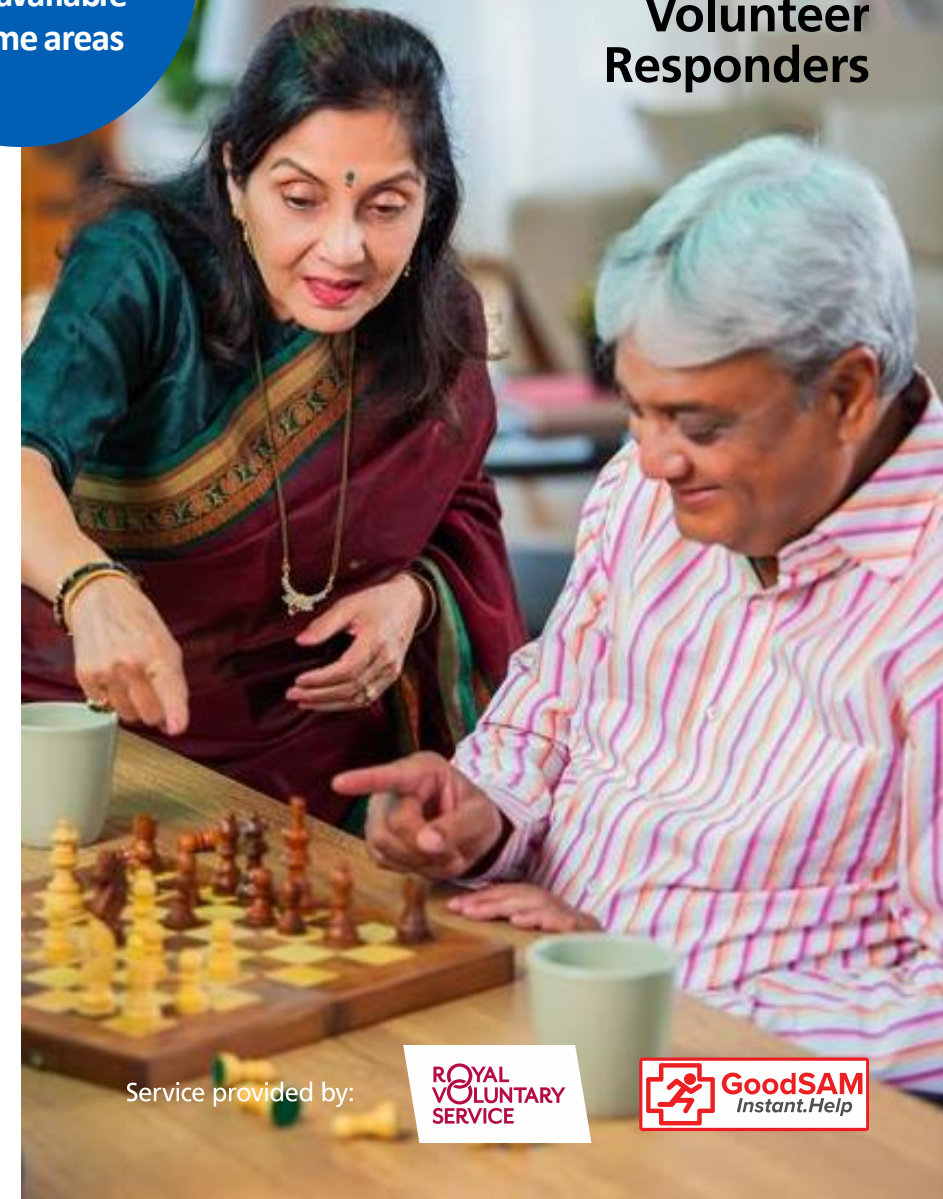
This activity is either available as a one-off or once a week for a maximum of 6 weeks.

PILOT

Only available
in some areas

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**Volunteer
Responders**

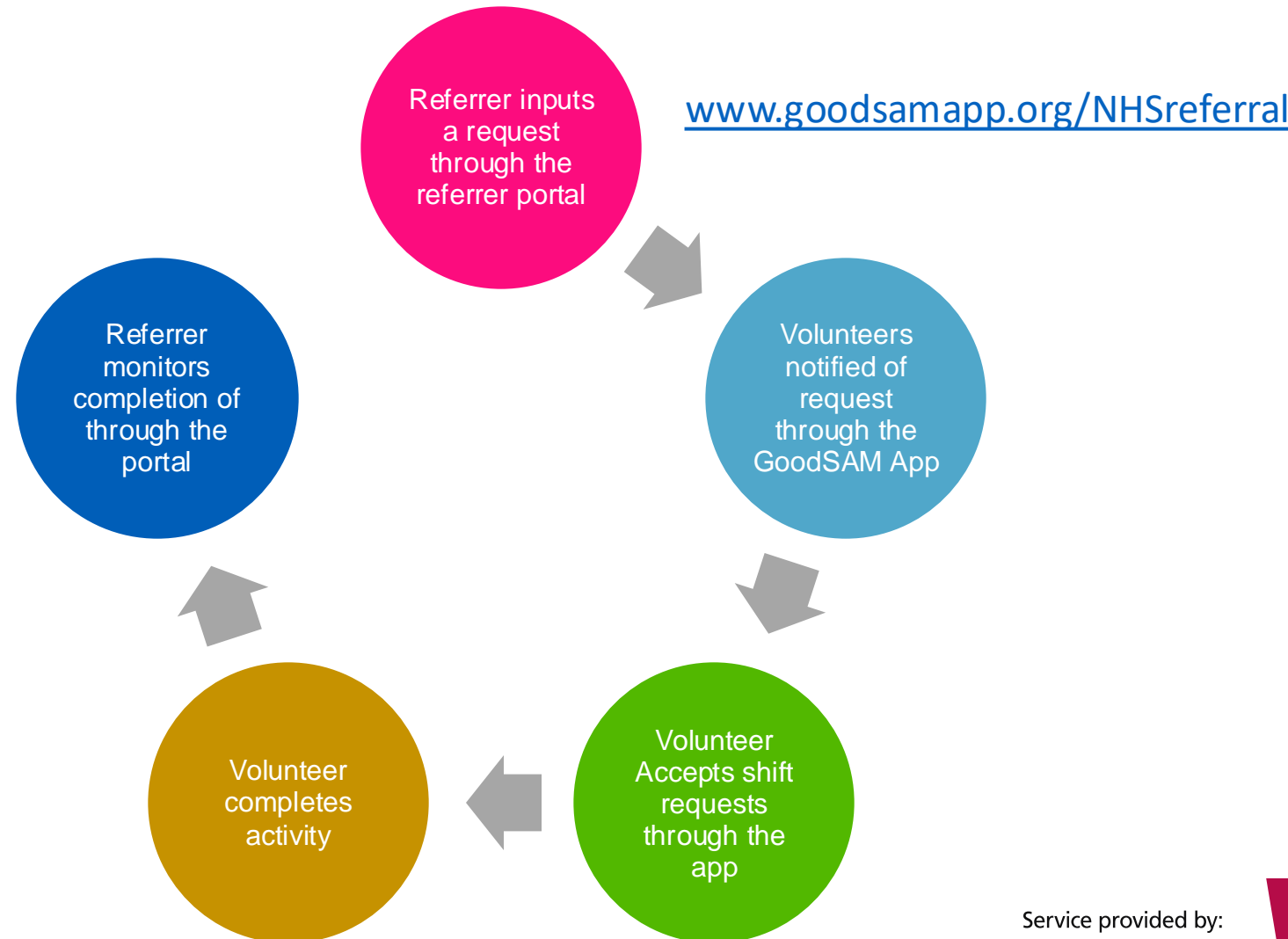


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How the process works



Referral Form

Request for support

Welcome to the Volunteer Responders programme. Our volunteers support the health and wellbeing of people in the community and assist healthcare teams. This is a free to use service and all volunteer expenses are covered by the programme.

Before you request support from the scheme, please note our volunteers cannot undertake any personal care or cleaning tasks. They offer non-emergency support only and the scheme cannot guarantee a volunteer for every request. However, as one of the largest volunteer networks across England, our volunteers provide an excellent support service fulfilling thousands of requests for help every month.

This is not a treatment service and is not suitable for all patients for example those with severe mental health issues. Our volunteers' safety is of paramount importance. Therefore, please consider whether the person you are referring is suitable for this type of volunteer support.

Refer someone or request support for yourself

Volunteers can help with various activities including telephone support, social activities and collecting items such as prescriptions, shopping.

- Telephone Support
- Community Response
- In Home (e.g. social activities)

Please click on the activity above to find out more about the support offered.

Select

Request volunteering support for your site

Volunteers can support your site by helping with a range of tasks including, driving, stewarding, welcoming and guiding.

- Site Support
- Driving Support
- Driving Support Plus

Please click on the activity above to find out more about the support offered.

Select

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Referral Form



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Please select the type of support you require: *

- ☐ Telephone Support
☒ Community Response

Support Info: Collection and delivery of essential shopping, prescriptions, or lateral flow tests to people at home. Alternatively, accompany the person to an activity in the community.

Support available on a one-off basis or a period of up to 6 weeks.

Volunteer Checks: Volunteers undertaking these tasks have completed an ID Check and an enhanced DBS check with adult barred.

[Click Here](#) to view the activities volunteers are able and unable to support with.

Please select the activity type required for this support: *

- ☐ Shopping - small shop ?
☐ Shopping - larger shop ?
☐ Pharmacy - collection/delivery ?
☐ Connect - accompany to an activity (e.g. lunch club, walks) ?

Please select the reason for this activity support: *

- ☐ To alleviate loneliness or grow social contact.
☐ Due to recent discharge from hospital.
☐ Due to pending admission to hospital.
☐ Not applicable.
☐ Other, please specify.

Activity details

Frequency: *

Practical task information: *

The content of this box will be visible to all volunteers, please delete all the text below and replace with your own information.

Example 1

Please collect Mel's glasses from the opticians following a repair. The opticians is in the main shopping street of her town.

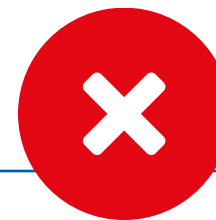
Free text box on referral form

For most activities, there will be space for you to add a description of your task so you can offer volunteers more information about the support you need. This allows you to tailor your requests within the boundaries of the activity.

Please do not add private information about the person you are referring into the description box.



Mary is hard of hearing, John has just been discharged from hospital and needs someone to do a shop for him, Kaira's first language is Hindi but she is fluent in English



Personal client data,
NHS numbers, date of birth etc

☐ I confirm no personal or sensitive information is in this box. For example, NHS number, date of birth, key safe number or health condition(s).

Safety & Assurance

Appropriate ID checks are carried out for **all volunteers**, depending on what activity they undertake

		Check In and Chat	Companionship Calls	Community Response	In Home Support	Driving Support	Driving Support Plus	Site Support
Green	<ul style="list-style-type: none"> • ID Check • Driver status completed • Enhanced DBS with Adult Barred 			✓	✓		✓	
Blue	<ul style="list-style-type: none"> • ID Check • Driver status completed • Enhanced DBS 		✓					
Red	<ul style="list-style-type: none"> • ID Check • Driver status completed • Self-declaration of unspent convictions for Stewards only 	✓				✓		✓

This approach is in line with Home Office guidance around eligibility for DBS checks.

Safeguarding

- ✓ Trained Support Team, Problem Solving and Safeguarding Team available 7 days a week
- ✓ ID page within the app which volunteers must produce
- ✓ A volunteer agreement which details expected behaviors of volunteers
- ✓ A process for removal for inappropriate conduct or behavior



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Check In and Chat is a wonderful opportunity for patients to reconnect with others especially those who may be experiencing loneliness, isolation or unable to get out in their local community.

A regular call can be a valuable comfort for people; knowing someone is there to listen and chat with them can make a real difference. Patients have also commented they have really enjoyed a friendly chat.

Referring isolated and vulnerable members of our community to the Check In and Chat service can be a great way for our Wellbeing Team to offer additional support, reduce loneliness and improve wellbeing.

Jackie Monckton, Social Prescriber
The Blackmore Vale Partnership in North Dorset



“I support patients from GP surgeries with a wide range of needs. Whether it’s individuals struggling to manage at home, dealing with loneliness, requiring equipment to keep them safe or facing various other challenges. My role involves coordinating their care.”

“I have found the programme to be a really useful resource to provide additional support to patients. It is very easy and quick to request the help of volunteers.”

“The NHS and Care Volunteer Responders programme provides a valuable lifeline to the patients we support. I’d highly recommend it to other care professionals.”

Poppy Watkins, Care Coordinator for Halesowen PCN

Key takeaways

- 1 A free service to use for all healthcare professionals in England
- 2 Quick and easy to use with support readily available
- 3 Designed to compliment existing volunteer groups and systems
- 4 A growing, national pool of volunteers

Next Steps

Making a referral is straightforward, the following options are available:

Make a referral online

<https://nhscarevolunteerresponders.org/i-want-to-refer-someone>

There are lots of resources online to help you get started

Call the Support team for help **0808 196 3382**

Our team are available 9am-6pm everyday to help with any queries / concerns

Book a call with your Regional Relationship Manager for further support

[NHS and Care Volunteer Responders | Supporting Health & Social Care](#)
(nhscarevolunteerresponders.org)

Thank you.



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@NASP_insta

Q&A

