

VOLUNTEERING

Making a difference at WHH



FORWARD



We are immensely proud of our volunteers who, like our staff continue to support our hospitals with great care and compassion. Working with Wellbeing Enterprises and Halton & St Helens VCA has enabled us to grow our pool of local volunteers.

Volunteers generosity and kindness impacts each and every day on patients' care experiences, being invaluable in providing a helping hand and a listening ear to patients receiving treatment.

Our volunteers have also brought many creative ideas and a positive energy onto the wards and departments, helping to lift the spirits of patients and staff.

From all the staff at the Trust, thank you to each volunteer who has generously gifted their time to help others. Your generosity is an asset that we all value immensely.

Mel Pickup
Chief Executive

INTRODUCTION & BACKGROUND

In 2016, Wellbeing Enterprises CIC (WE) and Halton & St Helens VCA were awarded the contract to deliver the Volunteer Management Programme at Warrington & Halton Hospitals NHS Foundation Trust. The Trust had a bold ambition to transform and modernise its volunteering pathway and our vision for how to do that captured the imagination of the Trust's leadership team.

WE is an award winning social enterprise, having won the Health Service Journal Award for Primary Care Innovation in 2015 and an Askoka Fellowship in 2017 for contributions to health and care innovation. They have over 10 years' experience delivering community wellbeing approaches to enhance patient outcomes and support demand management strategies in primary and secondary healthcare services.

VCA and our Volunteer Centre offer holds the national Volunteer Centre Quality Accreditation, which it has gained again for the 4th consecutive time in 2016, with special reference from the independent standardisation panel for a high quality submission in particular for our training delivery work with WE around developing the skills for volunteer management for H&SC settings. Over the past 20 years the Volunteer Centre's have helped recruit more than 10,000 volunteers for local groups and projects.

We wanted to support the Trust to achieve an increase in volunteer numbers, to modernise and enhance the volunteer recruitment process, but more importantly we felt we could support the Trusts ambition to be a health promoting Trust, using a trained and supported volunteer workforce to promote wellbeing, enhance the quality of services, add value to the work of staff and support the

improvement of patient experiences whilst in hospital or accessing hospital services.

It was our intention to demonstrate that volunteering and the award-winning wellbeing approaches delivered by WE could set out a new way of working for the Trust, closely aligned with work to transform clinical services by utilising social and voluntary action as a way of enhancing NHS services

WHAT HAVE WE DONE?

This began for us in June 2016 after we signed and agreed our contracts. Both WE and VCA support the volunteering work in the hospital trust. Between our two organisations we employ 2 members of staff who lead this work. They are based mostly at Warrington hospital site, but they also provide cover to the Halton Hospital site too.

IN THE PAST 2 YEARS WE HAVE:

Overhauled the Trust's volunteer recruitment process and used our understanding and knowledge of good practice in volunteer management and the feedback from volunteers and staff using the process to support the development of a new way of working. This has helped us speed up the time it takes, ensure that volunteers are aware of what it is happening and are trained, checked and ready to go when they have identified a role. This was particularly important in light of the Saville Review and it ensured the Trust was compliant.

Contacted every volunteer registered on the Trust's system to ensure they knew about the changes to the service, were able to contact the new staff team and we could establish current levels of interest in volunteering.

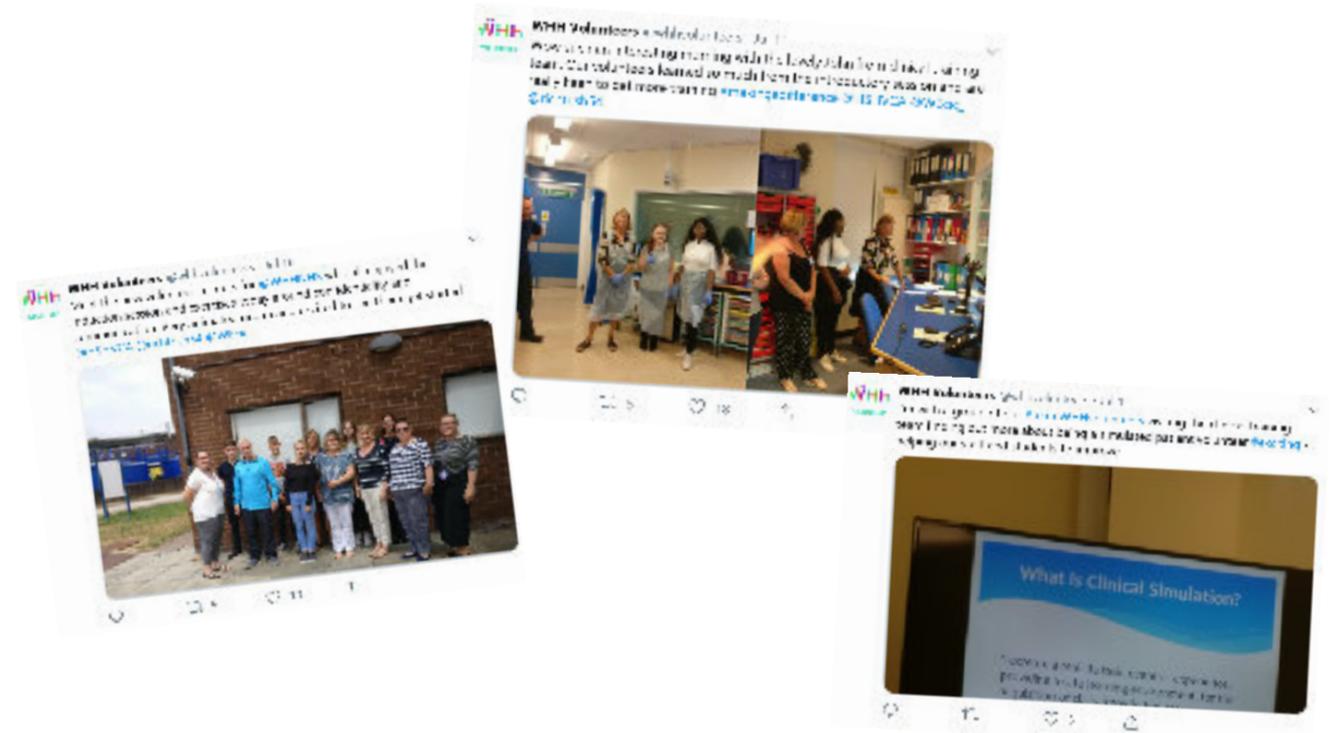
We have written and facilitated a volunteer specific part of the Trust induction, ensuring volunteers know what to expect, what their role is and what the responsibilities are for them and the Trust.

Implemented a new volunteer management portal. Volunteer Kinetic enables the volunteer, our staff and the Trust to streamline the process of getting volunteers engaged with activities. It assists volunteers to self-manage. They can track their progress, record their volunteering hours and training, it also allows easy access to available roles, relevant information and is a great way for us to make sure everyone recognises the contribution volunteers and their volunteering is making to the Trust.

Worked with staff in the Trust on developing a range of new volunteering opportunities that support the overall priorities on patient safety, improving quality, reducing demand and improving patient flow and wellbeing. These include: Volunteer Readers, Dining Companions, Ward Buddies, Discharge Support, Way Finders, Pets as Therapy Volunteers, Breast Clinic Volunteers, Patient Simulation Volunteers, Theatre Volunteers, Front Entrance Meet & Greet Volunteers, Friends and Family test volunteers.

We have introduced a Wellbeing & Social Intervention training module to the volunteer induction, that supports our ambition that the volunteer workforce are implementing evidenced wellbeing approaches and top tips for promoting self care.

We have sponsored the Volunteering Category at the Trust's Staff Awards for the past two years. This has given us a great opportunity to ensure that volunteering has a profile within the organisation and that staff can recognise good volunteering and the impact it has by nominating the volunteers that support their work. Alongside this volunteers have received working together badges linking to the values and behaviours of the Trust and have nominated volunteers for local and national awards to recognise the contribution they make to patients, systems and improvements.



KEY FIGURES



FEEDBACK ON THEIR VOLUNTEERING EXPERIENCE

"The activities coordinator who showed me around was brilliant and taught me a lot. I am really looking forward to going back onto the ward."

"This has been an excellent starting point for my volunteering. I was paired up with a volunteer named Barry who has been volunteering for over a year. Making people's waiting time in the outpatient department go quicker and hearing some interesting life stories was worth it. I would recommend to anyone who is a good talker or who wants to get more familiar with the volunteering role. Thanks."

"I enjoyed getting to know my way around the hospital and all the different areas, it's a good way to get an overview of the hospital as a whole and how it runs."

"I really enjoyed meeting the friendly staff and patients and found the day very interesting".

"I love volunteering on the ward. It's lovely to chat to the patients particularly those that don't have any or many visitors. It's good to feel we are making a difference."

FEEDBACK FROM OUR STAFF

"Bethany has been of great help to the Discharge Lounge supporting patients as they leave the hospital."

"Joe has made a good start to volunteering on the FMNU. He is approachable and friendly to the patients."

"Matthew is an excellent volunteer. He has been diligent, tenacious and meticulous with the task he has been asked to carry out. Matthew is able to get on with the tasks require without any supervision and has proved to be a real asset to the team."

"Clare Thank you for all your help in Dr Chikthimmah Clinic when we had a Patient who was having a sever Hypoglycaemic event. Clare your care and compassion was amazing and all staff including Dr Chikthimmah are very grateful for your assistance."



SUCCESS STORIES...

IRAM



Gained full time employment as Sterile Services assistant in Theatres after volunteering for 18 months 3 times a week in a variety of roles.



JOE

Accepted onto degree as a mature student to study medicine at Warwick University.

LAUREN



Gained employment as a carer after supporting the Ward Buddy role.



EMMA

Found part time employment with another trust in administration after supporting Medical Education

LIZ



Gained employment within Speech and Language after supporting the team as a volunteer.

NEXT STEPS

We have laid solid foundations, and developed trusted partnerships with staff at all levels of the Hospital Trust to enable the Volunteering Programme to continue to flourish over the coming years. We are looking forward to working with the Trust to further co-design and co-deliver the programme working with staff, patients and local people. These opportunities will include:

ONE:

Expanding the repertoire of volunteering opportunities available within the Trust ensuring that the skills and talents of local people can be harnessed alongside staff to provide wider wellbeing support for patients. These volunteering roles will provide opportunities for patients to learn new skills, meet new people and enhance their physical and mental wellbeing.

TWO:

We want to support efforts to kickstart a social movement for wellbeing in the Trust. We will deliver a project that provide small grants and specialist support for staff and volunteers who have ideas that could improve the health and wellbeing of the patients and the workforce. These projects may include wellbeing self-help groups, health promotion campaigns or hobby and interest groups.

THREE:

We will continue to raise the profile of the Trust as a trailblazing volunteering organisation. We will showcase the work of volunteers in the Trust, and celebrate their achievements through awards and showcasing their achievements. We will also enter the programme for regional and national awards.

FOUR:

We will ensure that the volunteering offer is an integral part of the newly proposed Health Campus and we will work with Trust leaders and clinical staff to ensure that every patient will be able to access the invaluable support provided by trained volunteers.

FIVE:

We will seek to expand the resources allocated to volunteering opportunities by working with the Trust to pursue regional and national grant funding and specialist support.

