



ROYAL VOLUNTARY SERVICE
SUPPORTING THE NHS

ROYAL
VOLUNTARY
SERVICE

STEP UP

HIGH IMPACT VOLUNTEERING THROUGHOUT
THE PATIENT JOURNEY, WITH FUNDING BUILT IN



WE'RE STEPPING UP TO EASE PRESSURE IN THE NHS

HOW CAN OUR VOLUNTEER SERVICES HELP YOUR HOSPITAL?

The pressure on NHS hospitals never lets up. With resources stretched, Trusts and Health Boards are exploring new ways volunteers can support staff and help improve patient experience.

But with funding scarce, resource for growing and maintaining excellent volunteer programmes can be hard to find. Royal Voluntary Service is here to support you. Our 'Step Up' programme provides hospitals with the **volunteer-powered services you need** and the funds to sustain them.

VOLUNTEERING IN HOSPITALS IS RISING TO THE TOP OF THE AGENDA

The potential for volunteering in the NHS is in the spotlight across Great Britain. In England, the NHS Long Term Plan includes a goal to double volunteer numbers in 3 years.

With volunteers on hand, patients feel less anxious, outcomes improve and staff appreciate the load off their shoulders. For example, our own **discharge to home programme** supporting older patients in Leicester, has **reduced readmissions to hospital by a third**.*

Our partnership with Helpforce is aligned with its ambition to better integrate volunteering into the fabric of the NHS: creating defined roles for trained volunteers, making them part of the planning process, supporting pilot schemes and sharing learnings.

Never replacing medical staff but easing pressure on them and improving the patient experience, the partnership will help develop innovative roles and grow the evidence base around volunteering.

Already a key strategic partner of other organisations such as Alzheimer's Society, we can also work with other partners to arrive at the best outcome for you.

A UNIQUE AND SUSTAINABLE VOLUNTEER OFFER FROM ROYAL VOLUNTARY SERVICE

So how can we fund your volunteering?

Our iconic cafés, shops and trolley services already play a **vital role serving patients, staff and visitors** but we are now working with hospitals to use the money they raise to run a range of patient support services, from On Ward help to discharge assistance. This is possible because we are a non-profit making charity whose aim is to **grow volunteering in the NHS and in the Community**.

*Figures correct at the time of the study. An assessment by Oxford University of our Leicester service identified that we reduced readmissions by over a third.

VOLUNTEER SERVICES THAT ARE BUILT TO LAST

Examples of Trusts and Health Boards already funding patient support in this way include:

HOSPITAL TRUST/HEALTH BOARD	RETAIL PROVISION	VOLUNTEER SERVICE FUNDED
University Hospitals of Morecambe Bay NHSFT	Shop, Café, Tea Bar and Trolley	On Ward service and On Ward dementia service including strength and balance
Betsi Cadwaladr University Health Board	Large Café/Shop and Trolley service	Guiding & reception, On Ward services and Discharge lounge
NHS Grampian	Café, Shop, Trolleys and Pop-up shop	On Ward service and Discharge service



We do everything we can to care for those who come into our emergency department and volunteers from Royal Voluntary Service enhance that service by chatting to patients, offering reassurance and company and practical help where needed. They are an important and valued part of our team.

David Monk, A&E Operations Manager at Addenbrooke's Hospital.



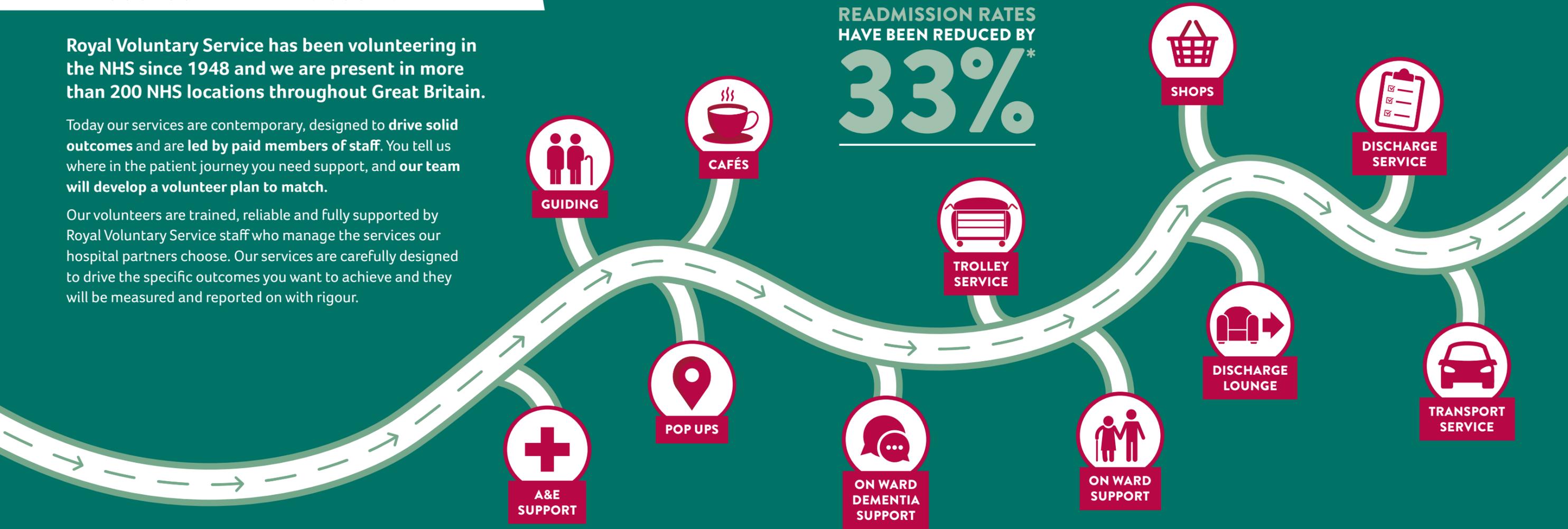
VOLUNTEER SUPPORT THROUGHOUT THE PATIENT JOURNEY

Royal Voluntary Service has been volunteering in the NHS since 1948 and we are present in more than 200 NHS locations throughout Great Britain.

Today our services are contemporary, designed to drive **solid outcomes** and are **led by paid members of staff**. You tell us where in the patient journey you need support, and **our team will develop a volunteer plan to match**.

Our volunteers are trained, reliable and fully supported by Royal Voluntary Service staff who manage the services our hospital partners choose. Our services are carefully designed to drive the specific outcomes you want to achieve and they will be measured and reported on with rigour.

READMISSION RATES HAVE BEEN REDUCED BY **33%***



A&E SERVICES

Volunteers provide a calm presence in busy A&E departments helping to reduce the anxiety of patients and relatives. They provide reassurance and support, easing pressure on staff teams.



ON WARD DEMENTIA SUPPORT

Volunteers engage patients in activities and games, support them at meal times, and provide much needed emotional support.

“Staff greatly value the input that Royal Voluntary Service volunteers provide which further improves care and outcomes.”

Anna Chadwick, Lead Dementia Nurse at Mid-Cheshire Hospitals



GUIDING SERVICES

Volunteers support patients and visitors to find their way around busy hospitals, helping ensure timely arrival for appointments and reducing unnecessary stress and missed appointments.



ON WARD SERVICES

Volunteers help by supporting patients with strength and balance exercises, hydration and nutrition guidance, companionship and confidence-building and accompanying them to in-hospital appointments.

As result of exercise classes run by our volunteers in hospitals, 70% of older people improved on the ‘30 second sit to stand test’.



DISCHARGE SERVICES

Volunteers can support patients to return home with regular home visits which can aid recovery and reduce readmissions. The service is designed to help the patient step back into their normal life and routine. It can include practical support (e.g. assisted shopping), safe and well checks, companionship, strength/ balance exercise and signposting to community activities.



DISCHARGE LOUNGE

Volunteers improve patient experience and patient flow in hospital by providing support, refreshments and guidance to services through sign posting in the discharge lounge.



TRANSPORT

Volunteers organise and run transport schemes to help patients get to their appointments or return home from hospital.

*Figures correct at the time of the study. An assessment by Oxford University of our Leicester service identified that we reduced readmissions by over a third.

GOLD STANDARD RETAILING WITH SOCIAL PURPOSE

Royal Voluntary Service hospital cafés, shops and trolleys are part of the fabric of the NHS and a real asset in their own right.

We are different from commercial operators, and rightly so. Our teams offer comfort, reassurance and a friendly ear to patients and visitors and act as a valuable link with helpful community services. Many volunteers are involved because they have a personal connection to their hospital.

Outlets are staffed by volunteers and employees and provide an outstanding range of healthy food choices which surpass commercial offerings in the NHS.

We have a range of flexible formats which flourish in different types of hospital space. Our customers love the fact that the money they spend with us pays for volunteer action in hospitals and the community.



CAFÉS

Our cafés are a valuable haven offering healthy and nutritious meals and snacks, supported by our caring volunteers.



TROLLEYS

Our iconic trolley visits patients On Ward to keep spirits up and serve refreshments on the round.



SHOPS

A popular and convenient store offering a wide range of food, drinks, magazines, gifts and cards.



TEA BARS

A smaller format, often entirely volunteer-run offering hot drinks and snacks.



POP-UPS

Our newest addition, an easy-set-up instant store to bring welcome refreshments to patients in any corner of your hospital.

Royal Voluntary Service can resource and manage a high-performing volunteer team to assist with your hospital's exact needs, while our cafés and shops continue to serve up their unique brand of comfort and care (along with countless cups of great tea and coffee and the healthiest menu in the NHS).

THE UNIQUE WAY IN WHICH ROYAL VOLUNTARY SERVICE WORKS IN PARTNERSHIP WITH NHS TRUSTS AND HEALTH BOARDS

'Step Up' assures the long-term sustainability of these selected services. While the café, shop or trolley continue to trade, the income to support the volunteer services continue to flow.

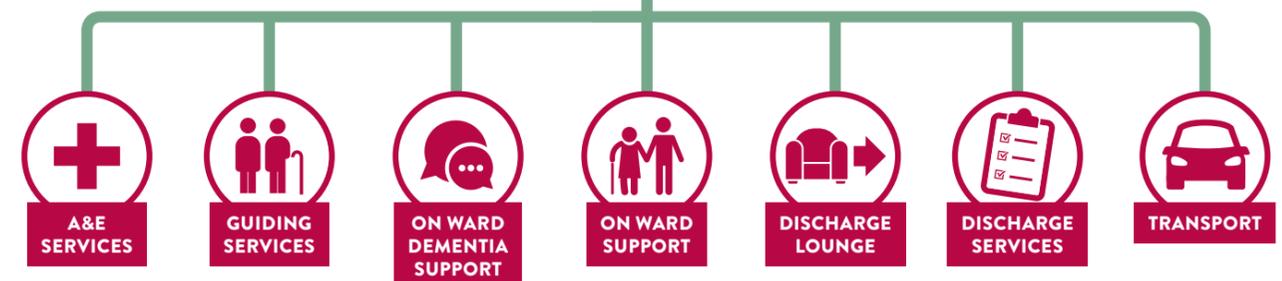
OUR RETAIL ENVIRONMENTS



DELIVERING A GOLD STANDARD EXPERIENCE



FUNDING VOLUNTEER SUPPORT WHERE NEEDED MOST



EXAMPLES OF SUSTAINABLE VOLUNTEER SUPPORT FOR PATIENTS



UNIVERSITY HOSPITALS OF MORECAMBE BAY NHS FOUNDATION TRUST

At the University Hospitals of Morecambe Bay, our volunteers work with patients to reduce frailty On Ward by providing bespoke one to one or group based resistance exercise 7 days a week. Alongside this work volunteers also provide guidance on the importance of nutrition (e.g. high protein meals) and hydration (e.g. to reduce falls, delirium, UTIs). They support patients at risk of falls, working more intensively with them during their stay.

“The Royal Voluntary Service On Ward service is about improving patient care and experience and our aim is to make our patients’ stay at hospital less stressful, less anxiety provoking, and less lonely. Every penny of profit from the Royal Voluntary Service shops and cafés is invested into the supervision and guidance that is needed to train the volunteers and run the On Ward service.”

Barry Rigg | Community Engagement Manager at Morecambe Bay



BETSI CADWALADR UNIVERSITY HEALTH BOARD

Royal Voluntary Service operates a range of services at Ysbyty Gwynedd in Bangor: On Ward, in the patient transfer lounge and front of house, guiding and accompanying patients to appointments.

Our volunteers in the patient transfer lounge collect medication and signpost to local services as well as talk to patients and provide refreshments. During 2018, our volunteers supported upwards of 2600 patients in the lounge, giving hospital staff the time to focus on clinical care.

Royal Voluntary Service volunteers also support more than 200 patients each year through an On Ward service operating across four wards at Ysbyty Gwynedd. Volunteers provide companionship and offer guidance on patients’ practical concerns e.g. how to access additional help when they go home. They are also trained in wheelchair handling.



NHS GRAMPIAN, ABERDEEN CITY, ABERDEENSHIRE & MORAY

Profits from our shops, cafés and trolley services in NHS Grampian sites fund an On Ward and Home from Hospital service in the Aberdeen Royal Infirmary. On ward our volunteers help improve patient experience and wellbeing by talking to older patients and offering encouragement to be mobile. With nutrition and hydration a core concern, our volunteers help patients complete meal cards, and during meal times, provide encouragement to eat and drink. Volunteers also help boost patients’ cognitive ability by providing reminiscence activities as appropriate.

Complementing the On Ward support is a Home from Hospital discharge service which provides up to 12 weeks support to patients.

To find out more, email stepup@royalvoluntaryservice.org.uk
or visit royalvoluntaryservice.org.uk/stepup