Volunteering In Norfolk and Waveney

12th November 2021

#WeCareTogether
Norfolk and Waveney People Plan

in good health
The Norfolk and Waveney Health and Care Partnership

Our vision is to have happy healthy people providing excellent compassionate care, making **N&W** the best place to work

We will achieve this by –
- Creating new opportunities for our people
- Promoting good health and well-being for our people
- Maximising the skills of our people
- Creating a positive and inclusive culture for our people

- **Volunteering is a key thread through our #WCT plan**

#WE CARE TOGETHER

"During this pandemic people have come together and helped one another and put their differences aside and they had a common goal which is just to make life better for everybody else."

EMMIE Y MWEMBO - HEALTHCARE PRACTITIONER -ENDOSCOPY
Norfolk and Norwich University Hospitals NHS Foundation Trust

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"Because the relatives have not been able to come in the home, we have tried to be more like a family to our residents, we are a family but we have tried to make it more."

JANET - SENIOR CARER
The Crown Rest Home, Little Dunham

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Norfolk & Waveney Profile of Volunteering

NHS Providers in N&W

- 3 Acute Hospitals
- 2 Community Providers (1 social enterprise)
- 1 Mental Health Trust

- Each organisation has a Volunteer Coordinator Lead except the social enterprise
- Every organisation has Volunteers embedded into the organisation
- 2 work directly with Voluntary Norfolk
- 1 has a robust SLA with Voluntary Norfolk to integrate volunteers into the range of diverse community services

Background:

In February 2020:

1) Approximately 2000 NHS volunteers were active in Norfolk and Waveney, thousands more in the community with VCSE organisations

2) Volunteers were active and established in each NHS provider organisation, with the exception of East Coast Community Healthcare

3) Volunteers undertook roles including on the wards, behind the scenes, and in the community

4) Volunteer activities supported patients and staff directly and indirectly

5) Where demographic data was available, volunteers were mostly over 65, white and female

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System volunteering:

1) Establish a volunteering steering group to develop a plan to enhance roles cross the system

2) Work with the VCSE and NHS organisations to develop and implement an N&W approach to volunteer training

3) Increasing and enhancing inclusive opportunities across health and care

Impact of COVID

Existing Volunteers

- Frustration due to cessation of activity and confusion caused by National NHS Responders programme

- Deterioration of mental and physical health of inactive volunteers

- Many roles no longer remain for volunteers to return to

- Volunteer fatigue amongst those active in their community

Patients, families, carers

- Volunteer interface with patients, families and carers is unique to that of staff due to the gift of time, was lost

- Pandemic greatly reduced non clinical holistic offering – hand holding, reassurance confidence building, someone with time to talk, communication link between patients and busy staff

- Lack of volunteers with lived experience to support newly diagnosed patients

Staff

- Became reactive, unable to lead based on experience and knowledge

- Complaints about the national NHS Volunteer Responders programme

- Challenge to engage and retain stood down volunteers

- Diversifying the way Voluntary Services teams work– embrace of technology

Organisation/System

- Services realised how much they relied on volunteers, impact on staff

- Increased awareness of volunteering in the NHS, externally and internally – highlighted the benefits and versatility of volunteers

- Formation of NW NHS Volunteering Leads meeting

- Work to standardise Volunteer Induction training

Challenges and opportunities

- Rebuild volunteer numbers to improve patient/staff experience and support the health and wellbeing of our volunteers

- Capitalise on the renewed interest in NHS volunteering

- Recruit a more inclusive and diverse volunteer workforce

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Moving forward

- Producing a standardised training framework for volunteer induction

- System Volunteering Strategy

- Elective Recovery