

# Volunteering Service Update Council of Governors July 2019

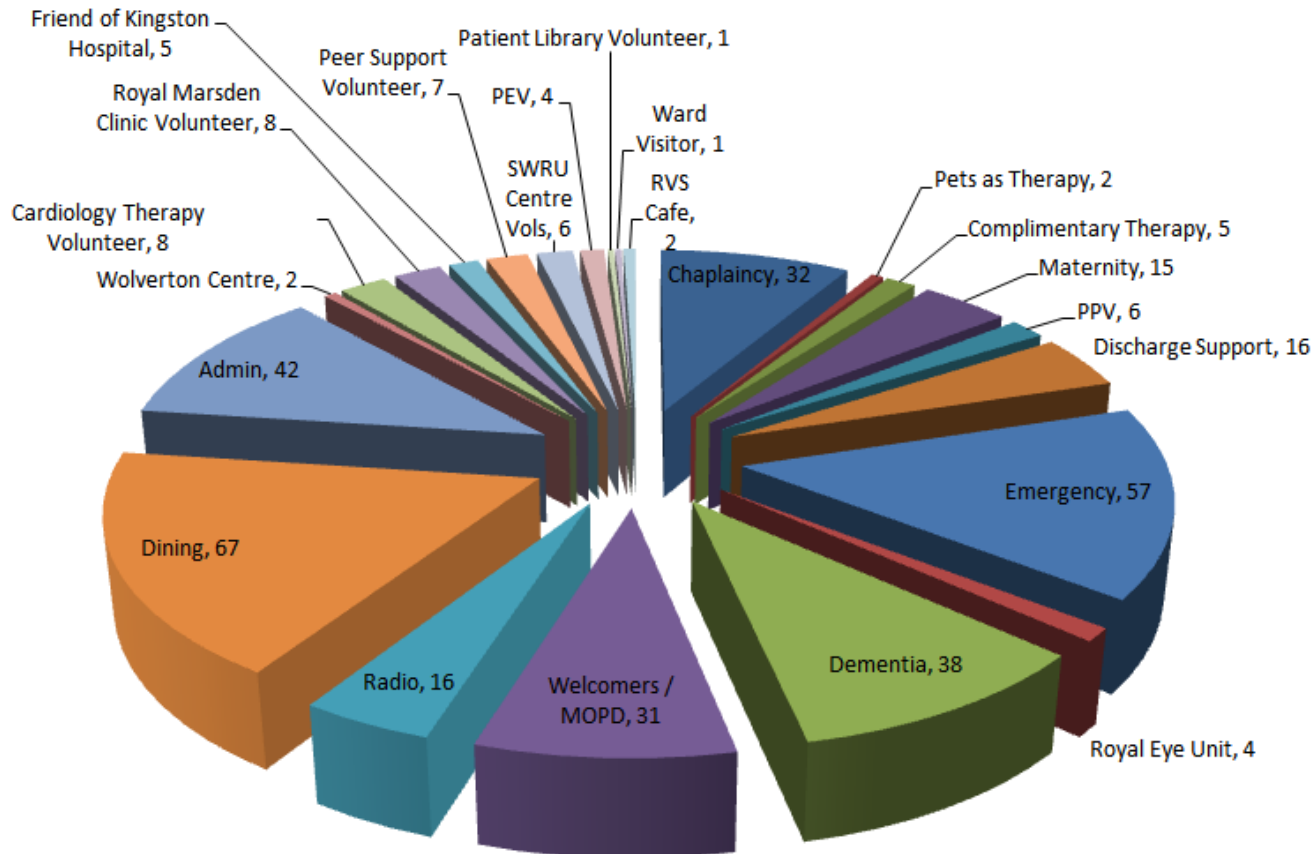


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# Current Volunteers

458 (375 plus 83 in the pipeline)

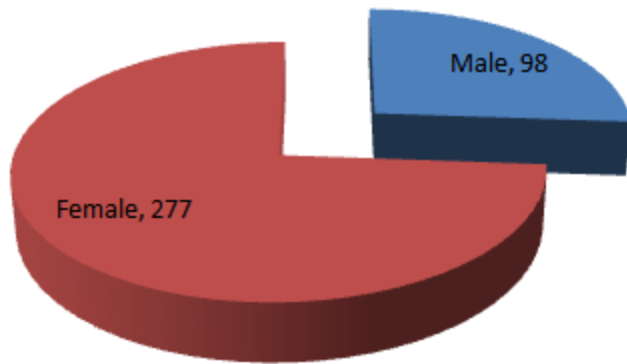


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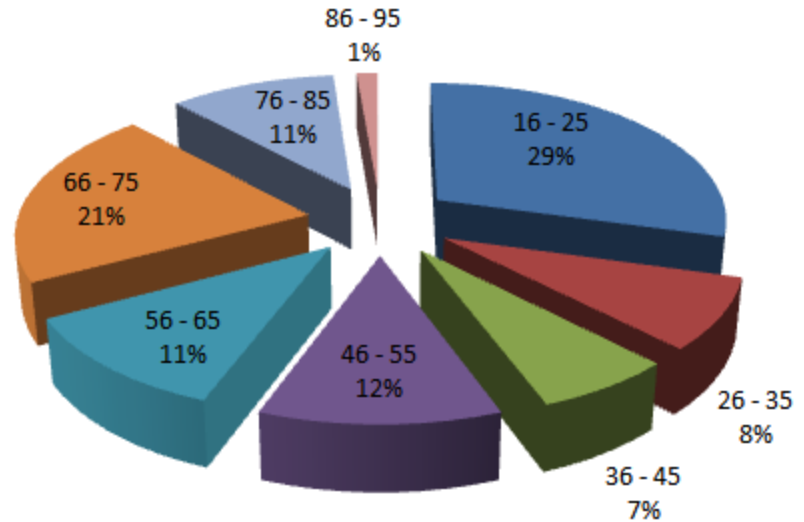


# Demographics

### Gender



### Age range



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# What are some of the roles our volunteers carry out here at the trust?

- Chaplaincy Volunteers
- Administration Volunteers
- Discharge Support Volunteers
- Emergency Department Volunteers
- Maternity Volunteers
- Paediatric Play Volunteers
- Main Outpatient Volunteers
- Welcomer Volunteers
- Cardiology Therapy Volunteers
- Dining Companion Volunteers
- SWRU Cancer Complimentary Therapy Volunteers
- Communications Volunteer
- Ward Visiting Volunteers
- Royal Eye Unit Volunteers
- Pets as Therapy Volunteers
- Royal Marsden Centre Volunteers
- Peer Support Volunteers
- Quality Improvement volunteers
- Patient Experience Volunteers
- Wolverton Clinic Volunteers
- Radio Volunteers
- Library Volunteers
- Hearing aid volunteers – Churches
- Patient Reader Panel Volunteers



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# New Team.....

- Data cleanse
- Individual assessments to replace group assessments for sustainability – quality not quantity
- Volunteer Programme Training Review
- Dept. Leads embedded into training (ie. Info. Gov, Dementia & maternity)
- Macmillan Volunteering Project Officer



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# News / Achievements

## Funding

- Kingston Charity - £9.6k



## Awards / Recognition

- Macmillan - Royal Borough of Kingston Mayor's Community Award

**WE ARE  
MACMILLAN.  
CANCER SUPPORT**



- Daily Mail



## Other

- volunteers securing permanent roles at the trust



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# Supporting our patients and staff

- Nutrition and Hydration week – Mocktails (2)
- Meet the neighbours event – leaflet distribution (4)
- Discharge Support (25)
- Flu campaign (1)
- Christmas period ward support (12)
- Silver command (15)
- Smoking campaign (12)
- Fundraising event at Bentalls Shopping Centre (5)
- Come Dine with me event (2)



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# Thriving Volunteering function

- New Peer Support Volunteers (7)
- Staff Volunteer Champions established
- Update/review of the Volunteering Policy
- Christmas Tea Party & Long Service Awards
- National Volunteer Week – Value Awards etc
- Positive Celebration of volunteers – Twitter / FB
- Newsletters
- Volunteer Survey
- Advise other trusts
- Work with the governors



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# Other Highlights

Discharge Support Volunteer Project Evaluation

Hearing aid volunteers – KHFT audiology dept. – churches in Guilford

Helpforce - Volunteer Innovators Programme - 115 expressions of interest from 91 NHS trusts. Kingston included in the 29 through to final round.

NHS England and Improvement Employee Volunteering Scheme



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# Discharge Support Volunteers Project Evaluation

## OVERALL AIMS:

- To improve the hospital discharge process and support vulnerable patients including those with dementia to have a better experience between home, hospital and the community.
- To improve the continuity of care for patients
- To contribute to good patient experience (i.e. feeling safe on discharge)
- To increase patients access to local community and voluntary services.
- To reduce readmission rates
- To gain feedback from patients, carers, staff and community partners



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# Several tiers of support

The patient chooses what they want:

**Level 1:** Only receiving an info leaflet about the service

**Level 2:** A listening ear on the ward

**Level 3:** Accepting the service – shopping, running errands through to below

**Level 4:** Ongoing support when at home via weekly telephone calls for 6 weeks and identifying community support



# Discharge Support Volunteers (DSV) Project – current status

- Quality Improvement Project
- Currently 21 volunteers (including 5 waiting to start)
- 1 Lead Discharge Support Buddy volunteer
- Sunday Volunteer in place
- New DSV initially completes 3 sessions of shadowing
- Monthly meetings
- Each shift am/pm (minimum of 2 DSVs (ward round / phone patients))
- Team email address
- Growth = space challenge
- Review communication plan
- RAG Board meetings / JAG team - presence to be established



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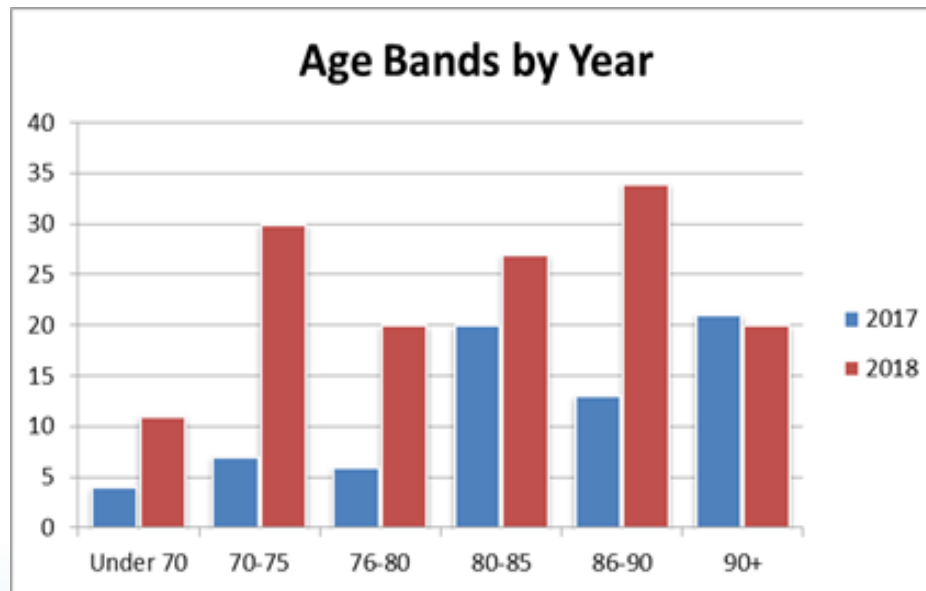
# Discharge Support Volunteers Project Evaluation



Kingston Hospital  
NHS Foundation Trust

Year	
2017	76
2018	149
<b>Total</b>	<b>225</b>

Year	Female	Male	(blank)	Grand Total
2017	47	29		76
2018	84	64	1	149
<b>Grand Total</b>	<b>131</b>	<b>93</b>	<b>1</b>	<b>225</b>

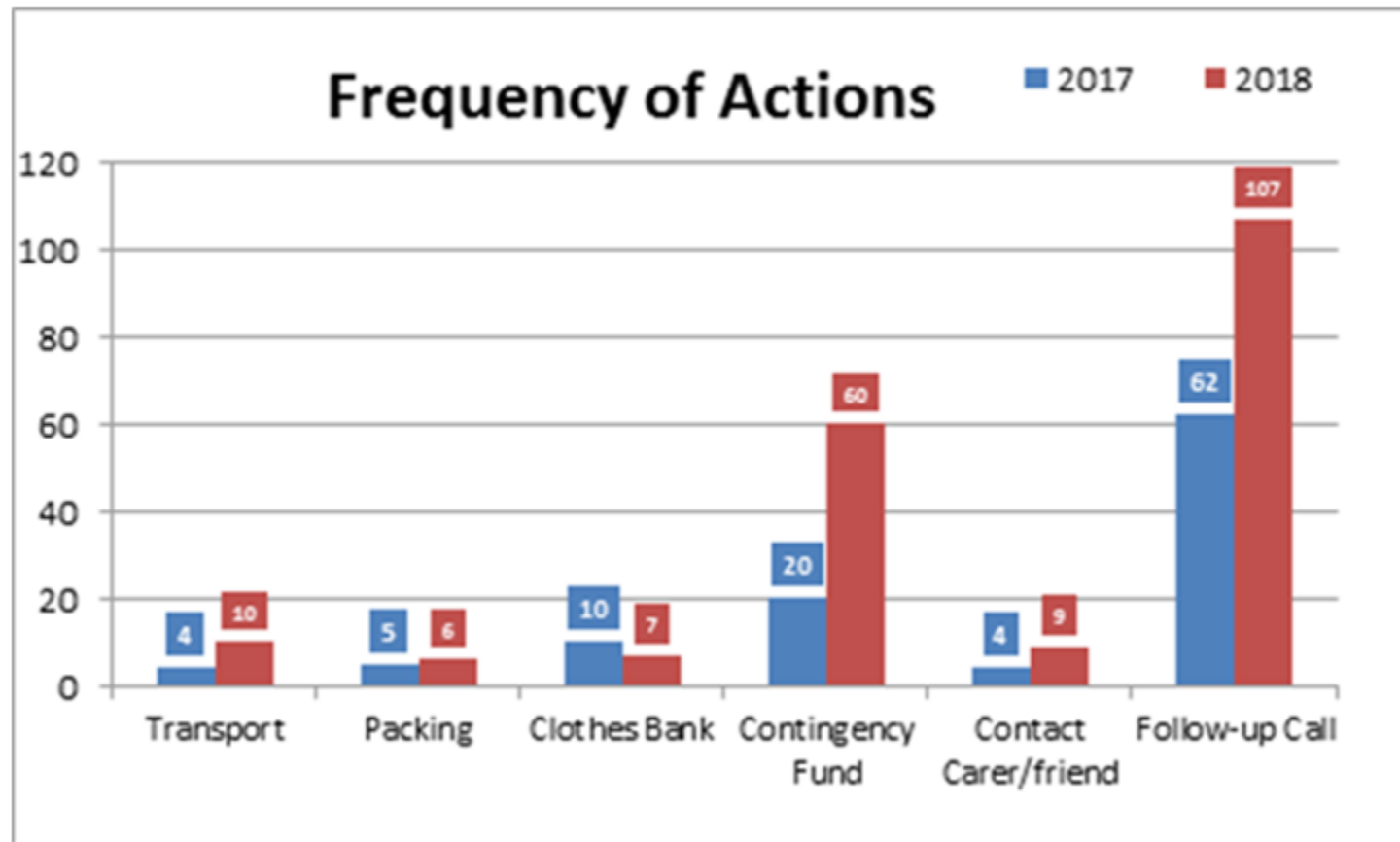


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# Discharge Support Volunteers Project Evaluation

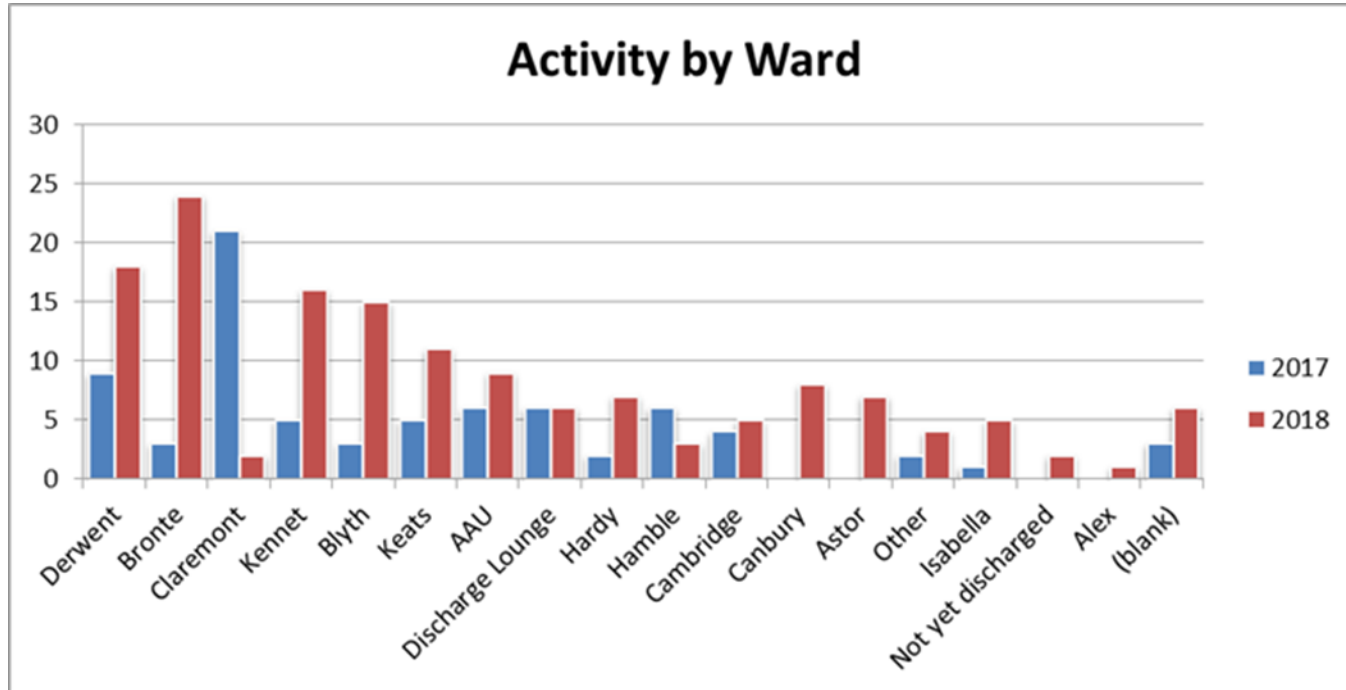
## Combination of the support given



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# Discharge Support Volunteers Project Evaluation

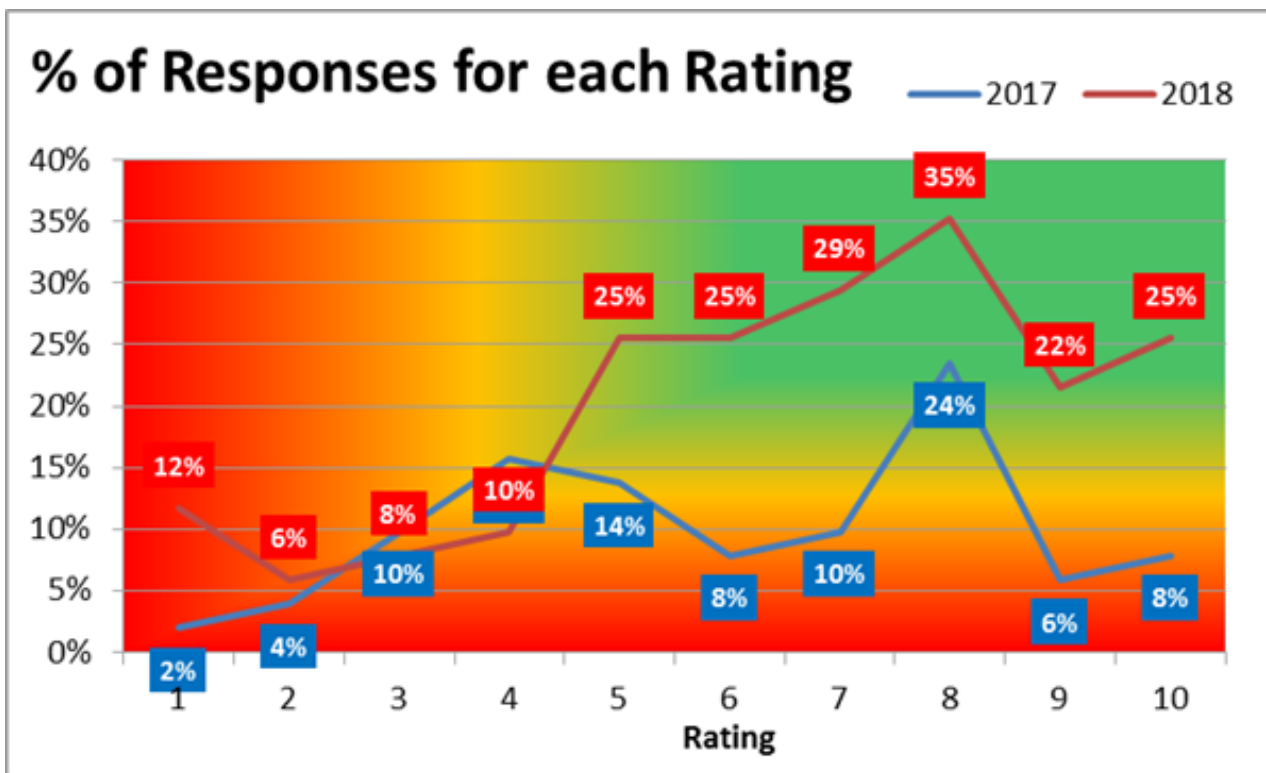


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# How confident did patients feel they were able to manage at home after discharge, once supported by a DS volunteer?

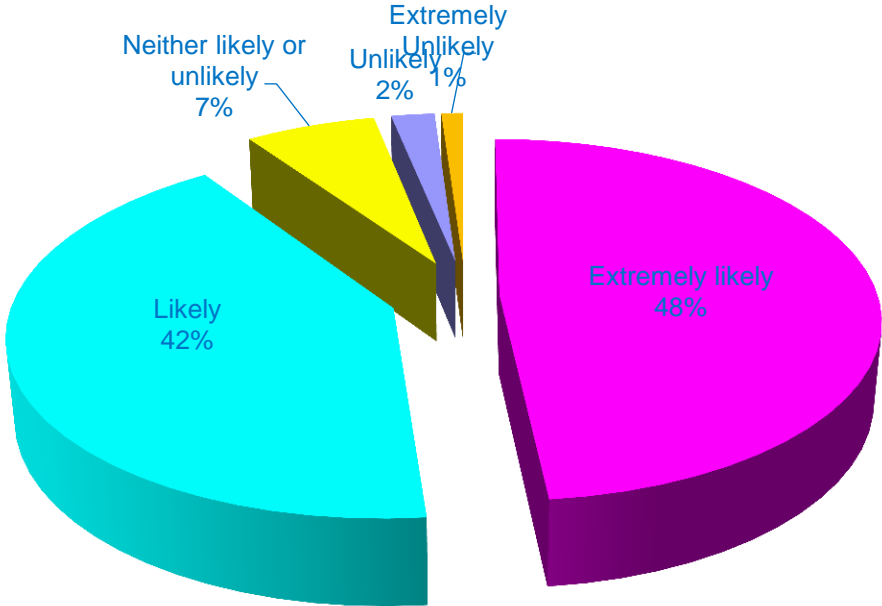


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# Volunteer Survey 2018

**Overall, how likely are you to recommend volunteering at Kingston Hospital to friends or family if they wanted to give their time to a good cause?**



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# Forward Planner

- New training model for volunteers
- Mandatory 'volunteer management' training for staff colleagues
- Staff Volunteer Management Handbook
- Corporate / End of life volunteers
- Generic / flexible ward support roles
- Better Impact Volunteer Management software
- Monthly coffee mornings for volunteers



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