NHS Tayside Discharge Support Volunteer Role- Pilot

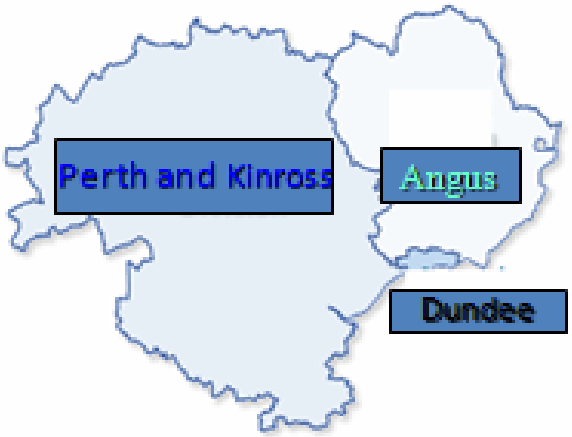
NHS Tayside

- Tayside is made of up 3 areas

- **Angus**
- **The City of Dundee**
- **Perth and Kinross**

- 415,470 people live in the region

- 13,621 people are employed in NHS Tayside. This includes full and part time workers.



- 3000 square miles
- Population 415,470

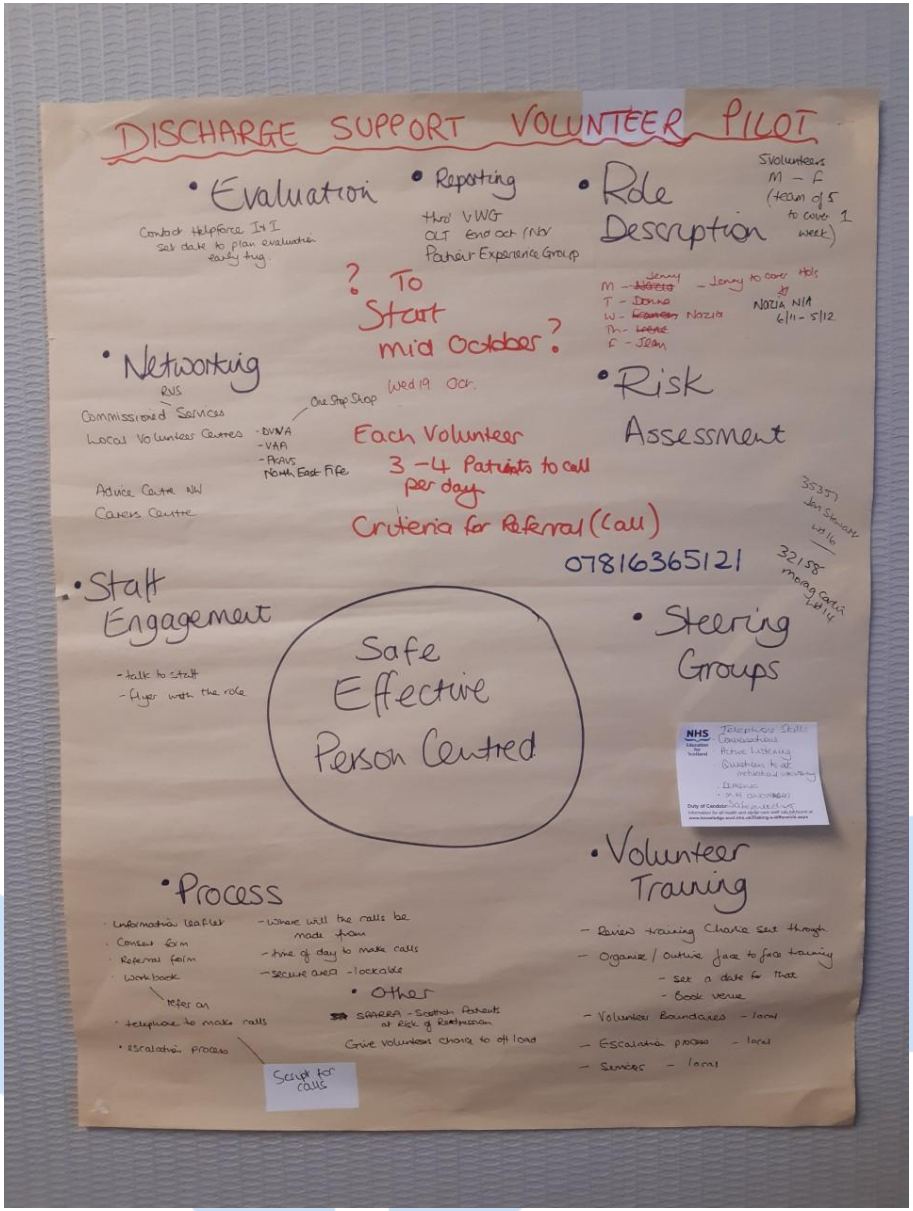
Networking
Evaluation
Role Description
Staff awareness/ engagement
Safe Effective Person-centred
Risk assessment
Process
Volunteer Training
Local Steering Group

Criteria for referral

- Over 65 years old
- Living in Dundee (expanded now)
- May be anxious about returning home
- May be worried about coping at home
- May be at risk of loneliness and social isolation.

The Process

- ✓ Ward staff tell patients about the service
- ✓ Ward staff obtain signed consent from the patient
- ✓ Patient keeps information sheet
- ✓ Ward Staff complete referral form for Volunteer Team
- ✓ Volunteers make the calls
- ✓ Volunteer staff carry out post call evaluation


DISCHARGE SUPPORT VOLUNTEER PILOT
Evaluation
Contact Helpforce 1 x 1
Set date to plan evaluation early Aug
Reporting
thro' VWG
CLT end Oct / Nov
Patient Experience Group
Role Description
3 Volunteers
M – F
(team of 5 to cover 1 week)
? To Start mid October ?
M – Jenny – Jenny to cover Hols
T – Donna
W – Noreen Nazia
Th – Lorna
F – Jean
NAZIA NIA
6/11 – 5/12
Networking
RVS
Commissioned Services
Local Volunteer Centres
One Stop Shop
- DVVA
- VAF
- Arvis
North East Fife
Advice Centre NW
Carers Centre
Wed 19 Oct
Each Volunteer
3 – 4 Patients to call per day
Criteria for Referral (call)
07816365121
Risk Assessment
Staff Engagement
- talk to staff
- flyer with the role
Safe
Effective
Person Centred
Steering Groups
Process
- Information leaflet
- Consent form
- Referral form
- Workbook
Refer on
- telephone to make calls
- Escalation process
Script for calls
- Where will the calls be made from
- time of day to make calls
- Secure area – lockable
Other
SPARRA – Scottish Patients at Risk of Readmission
Give volunteer choice to off load
Volunteer Training
- Review training Charlie sent through
- Organise / outline face to face training
- set a date for that
- Book venue
- Volunteer Boundaries – learn
- Escalation process – local
- Surveys – learn

Volunteer makes 5 calls – Monday to Friday. Calls from 10.30am

Key topics for calls

- Wellbeing – how is the patient coping at home / do they have support
- Practical issues – collecting medicines and shopping
- Any new health concerns – escalating as necessary
- Community support – referring to local support services

116 calls made (as at 14/2/23)
80 days/16 weeks of the pilot
25 referrals for the calls
Calls between 2 min and 40 min
1 referral made x number of suggestions of support

Feedback and Observations

- Staff see the benefit of the service, hope to see less people back in hospital after discharge.
- Staff found time to explain the service and complete the referral a barrier. Its not embedded into the service.
- Staff finding it harder to get people home / families want loved ones to stay in hospital for longer

- Calls to the younger age group were more receptive to offers of help and support.
- Calls to that younger age group were longer.
- Patients and carers positive about purpose of the calls.

It was so reassuring to have contact with the hospital after being discharged.

The volunteers were all so friendly and helpful when they called. Some good advice was shared.

Great referral service – our help with cleaning starts tomorrow

Good to hear you contact the next of kin if you can not contact the patient.

I loved getting the call in the morning and looked forward to the phone ringing. Sometimes it was the only person I spoke to during the day.

Evidence of impact

Patients

90%
of patients agreed that volunteer support increased their confidence that their health concerns were heard and addressed

Staff

54%
increase in the number of staff who are confident patients can access community services that can support them

Families/carers

75% of family and carers strongly agreed / agreed that the volunteers increased their confidence in the quality of care provided to their loved ones