

Halton Clinical Commissioning Group

Halton Ward & Wellbeing Volunteers

*Volunteering making
a difference*

Building on the One Halton Approach and Wellbeing Practice Initiative. NHS Halton CCG wanted to work with local third sector partners Wellbeing Enterprises CIC and Halton & St Helens VCA. to apply their innovative approaches to recruiting and utilising volunteers to make a positive difference in reducing the urgent care challenges locally.

Working with the two acute hospitals, Wellbeing Enterprises, supported by Halton & St Helens VCA would recruit and train volunteers for the project, who would make a positive difference to the experience of people being discharged from hospital.

WHAT HAVE WE DONE SO FAR?

As the project started from scratch with the two acute Trusts, the key outcomes have been creating relationships and developing a local process that will enable us to embed the system into our working in the future. We have also commissioned New Economy Manchester to undertake a Cost Benefit Analysis of the work, so that we are able to help local commissioners to understand the savings that this approach can have.

- Recruited and trained 21 volunteers to support the discharge from hospital process, improve people's wellbeing, with our aim to reduce the likelihood of people being admitted to hospital by improving their wellbeing.
- A comprehensive training offer for volunteers has been developed including: dementia awareness, mental health awareness, induction to volunteering and working in a hospital, accredited mental health first aid training and the five ways to Wellbeing.
- Key connections made with two local acute trusts and a process for inducting volunteers into the hospital way of working.
- We have opened a dialogue with acute trust colleagues to explore the potential of volunteers, as part of the extended NHS workforce to develop demand management strategies, expedite the discharge process and improve quality of care.

