

NHS and Care Volunteer Responders

This toolkit contains information about the various Volunteer Responders services available to adult social care providers.

Background

Volunteer Responders is a flexible volunteering programme supporting adult social care and the NHS in England. This programme is built on a digital platform and links an available pool of volunteers to local live tasks through the GoodSAM app. It's a quick and simple process to book a volunteer and you can sign up as a referrer in moments.

Local authorities have always been able to refer people in receipt of a care package to the programme. The positive impact the volunteers had on the wellbeing of the people supported has now been extended and Volunteer Responders are available to help adult social care providers across all eligible residential and domiciliary settings. The programme makes it easier for people to volunteer and simpler for care providers to access support.

Volunteers can provide telephone companionship with friendly Check In and Chat calls and help to transport medicine and equipment from NHS sites to people at home. In future they will be able to pick up prescriptions and collect shopping.

Volunteers will not undertake any staff duties, but will complement the existing workforce, allowing care and health staff to focus on providing quality care to those who need it most.

The programme was launched following adult social care and charity sector engagement and is evolving all the time.

We are working with health and care services to develop and deliver new volunteer activities which complement existing schemes.



Services

Check In and Chat (available): Short-term telephone support to people who need a chat and some encouragement to improve their mental health and wellbeing.

Check In and Chat Plus (available): Regular telephone calls for more vulnerable people - 3 calls a week over a 6-week period from the same volunteer.

Pick-Up and Deliver (available): Volunteers to transport medication or small items of medical equipment to people's homes from NHS sites and equipment between sites.

Community Response (coming soon): Collection and delivery of essential shopping and prescriptions to people in receipt of care support.

Additional activities will be developed over the coming months and all will be shaped with feedback from the sector.

Assurance

Volunteer Responders have had the appropriate checks and receive the required guidance, training and support for these activities. They are co-ordinated centrally and deployed locally. Their expenses are paid by the programme.

Volunteering runs 7 days a week and has wrap-around support and assurance.

There is a helpline, safeguarding team and problem-solving team available between 8am – 8pm every day.

Referrals

Find out more or make a referral by visiting nhscarevolunteerresponders.org

Promoting the programme

Suggested General Social Posts

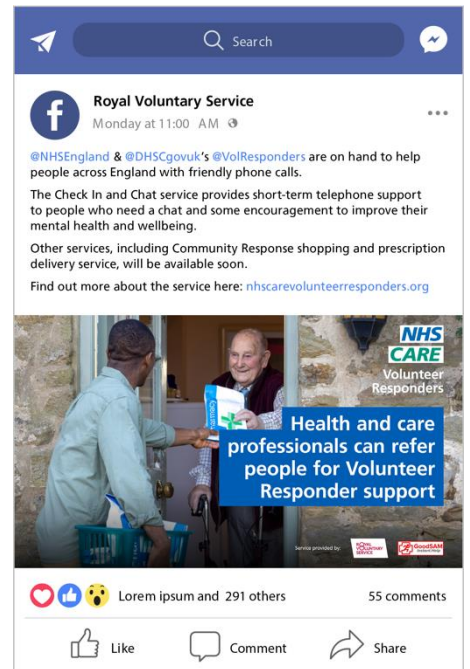
Facebook and LinkedIn copy

@NHSEngland & @DHSCgovuk's @VolResponders are on hand to help people across England with friendly phone calls.

The Check In and Chat service provides short-term telephone support to people who need a chat and some encouragement to improve their mental health and wellbeing.

Other services, including Community Response shopping and prescription delivery service, will be available soon.

Find out more about the service here:
nhscarevolunteerresponders.org



Twitter and Stories copy

@NHSEngland & @DHSCgovuk's @VolResponders are on hand to help people with friendly phone calls

Find out more about the service here:
nhscarevolunteerresponders.org



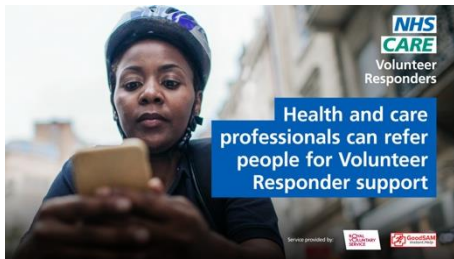
Visuals

Click and 'save' the images below or download all of the graphics via the links below.

[WeTransfer link](#)

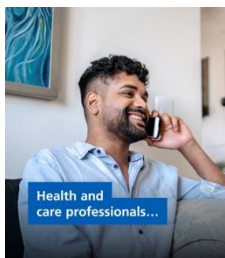
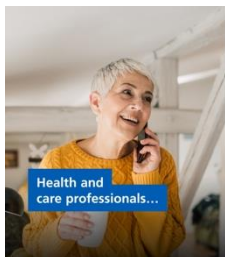
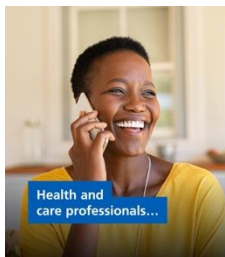
[Google link](#)

Community Response and Pick-Up and Deliver



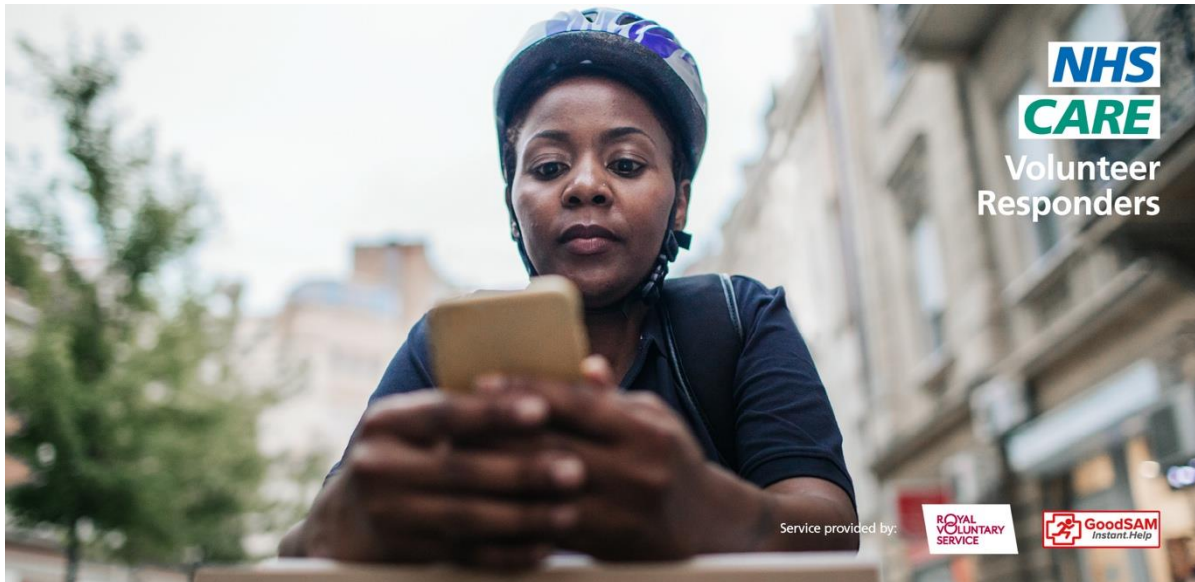


Check In and Chat



Internal comms/newsletters

Launch newsletter copy:



The Volunteer Responders programme is extending into adult social care.

NHS and Care Volunteer Responders, a national flexible volunteering programme, has been extended and is now available to support adult social care providers in England.

Volunteers will be available to help improve people's experience of care and free up more time for frontline staff to prioritise support for those who need it most.

Initially, care providers will be able to make referrals for Check In and Chat telephone calls

More services such as Community Response will be available soon with volunteers able to support with shopping and prescription delivery.

You can refer people in receipt of adult social care for friendly Check In and Chat phone calls by following this link: nhscarevolunteerresponders.org/referral

Making a referral is easy via the GoodSAM portal.

Find out more nhscarevolunteerresponders.org

General newsletter copy:



The NHS and Care Volunteer Responders programme provides adult social care providers with readily available, appropriately checked volunteers to support people drawing on care services in England.

Volunteer Responders can support with friendly phone calls. More services such as Community Response will be available soon with volunteers able to support with shopping and prescription delivery.