

## SPRING UPDATE 2021

This is a brief update to let you know what's been going on in recent months.

### DEVELOPING A FRAMEWORK FOR VOLUNTEERING IN HEALTH AND SOCIAL CARE

Helpforce Cymru has been working with Bevan Commission, Social Care Wales and Richard Newton Consulting to develop a framework to support the development of volunteering as an integrated and sustainable part of the fabric of health and social care provision in Wales.

A survey was completed by 107 respondents from 89 different organisations; 165 people (representing 77 different organisations) took part in focus groups and one to one conversations. In addition, 25 people (from 21 organisations) took part in a reference group, which met 3 times to give critical feedback at different stages of the project.

Emerging themes from the initial survey were: shared processes for volunteer recruitment, checking or learning; measuring the impact of volunteering; strategic planning and the narrative that we tell around volunteering. A blog [‘Volunteer passports – do we need them?’](#) explores the first of these topics.



An online, interactive pdf resource is being designed. It will enable users to explore six key questions that relate to the planning and development of volunteering, from one of four different perspectives: commissioner/decision maker, delivery

organisations, community groups or infrastructure organisations. Video case studies will be included and links to additional information resources.

The final resource is expected to be available in June and will be formally launched at [Gofod 3](#). Please help us to publicise it and to promote its use.

This is one of 27 projects funded by the Welsh Government Coronavirus Recovery Volunteering grant. Many of these will contribute to the same aim of strengthening volunteering in health and social care.

## **DYING MATTERS -CAN WE TALK?**



This online event is planned for Thursday 13 May, 12 pm – 1.30 pm jointly with Compassionate Cymru and as part of Dying Matters Awareness Week. We will hear from speakers who are involved with the volunteering end of life care pilot projects in three Health Boards in Wales and explore together the importance of enabling those nearing end of life to have conversations that matter, with the right people at the right time.

The event is open to anyone who is interested, whether from a professional, voluntary sector or community perspective. [For more information and to register, click here.](#)

[Compassionate Cymru](#) focuses on those who are at the end of their lives or are caring for those at the end of their lives, at any age. It aims to support those who are lonely or isolated. Initial projects are focussed around supporting hospital to home pathways, providing neighbourhood support and making sure that no one dies alone.

## **VOLUNTEERING IN CARE HOMES**

In response to a request from the Care Inspectorate Wales, Helpforce Cymru helped to identify a way forward to enable more volunteering in care homes.

The most urgent need is to support contact between care home residents and their loved ones, whether face to face or virtually. In the longer term, volunteer roles could embrace a much wider range of activity and impact.



There are more than 1000 care homes in Wales – many of them are not in a position to develop processes for the safe and supported involvement of volunteers, having neither the experience nor the capacity to do this. Our approach, therefore, will be for volunteers to be recruited, trained and supported by a third party voluntary organisation and ‘placed’, by mutual agreement, within care homes.

Welsh Government funding has been approved for Age Cymru to develop this approach over the next nine months, including piloting volunteering within selected care homes across Wales. Guidance for volunteers, voluntary organisations and for care homes will be published, based on this experience.



## IN BRIEF

- A video on [How volunteers are supporting health and social care in Wales](#) was produced, with Welsh Government, in order to illustrate how volunteers are contributing to the agenda of A Healthier Wales.
- Evidence presented to the Welsh Government Equalities, Local Government and Communities committee has been included in the **enquiry report** into the [Impact of Covid 19 on the voluntary sector](#).
- **Covid-19 updates whatsapp messaging**  
Are you a community or network leader? Would you benefit from receiving the latest COVID-19 messaging, including the most recent vaccine information, directly to your mobile and ready to send on to your network?

Public Health Wales is expanding its WhatsApp messaging format by sending it directly to network leaders who operate on channels like whatsapp, facebook messenger, slack and more.

If you would like to receive these messages please contact [PHW.Covid19Comms@wales.nhs.uk](mailto:PHW.Covid19Comms@wales.nhs.uk) and let us know the mobile number you would like the messages sent to, the organisation/ community group you are working with and where your work is based. **Please title the email COVID19 WhatsApp.**

Helpforce is working with Third Sector Support Wales (WCVA and 19 CVCs), **Welsh Government and other partners to develop the potential of volunteering to support health and social care services in Wales.**

Visit the [Helpforce Cymru web page](#)

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