

Helpforce Cymru 2019-22
Impact report

April 2022

Helpforce Cymru works with TSSW, Welsh Government and others to develop the potential of volunteering to support health and social care services in Wales

It aims to strengthen what exists, as well as to encourage new, impactful volunteering roles

It promotes joined-up services and joined-up volunteering

It aims to 'hard-wire' volunteering into regional and national planning

Helpforce Cymru began with a 'pump priming' grant from [Helpforce](#) (National Lottery Community Fund). It has worked closely with Helpforce on specific UK wide projects.

It has also developed and implemented Wales based projects in response to local need and opportunity, with the guidance of Helpforce Cymru steering group and support of Welsh Government.

Helpforce Cymru is co-chaired by Fran Targett OBE, Bevan Commissioner and Vice Chair WCVA and Mary Cowern, Bevan Commissioner

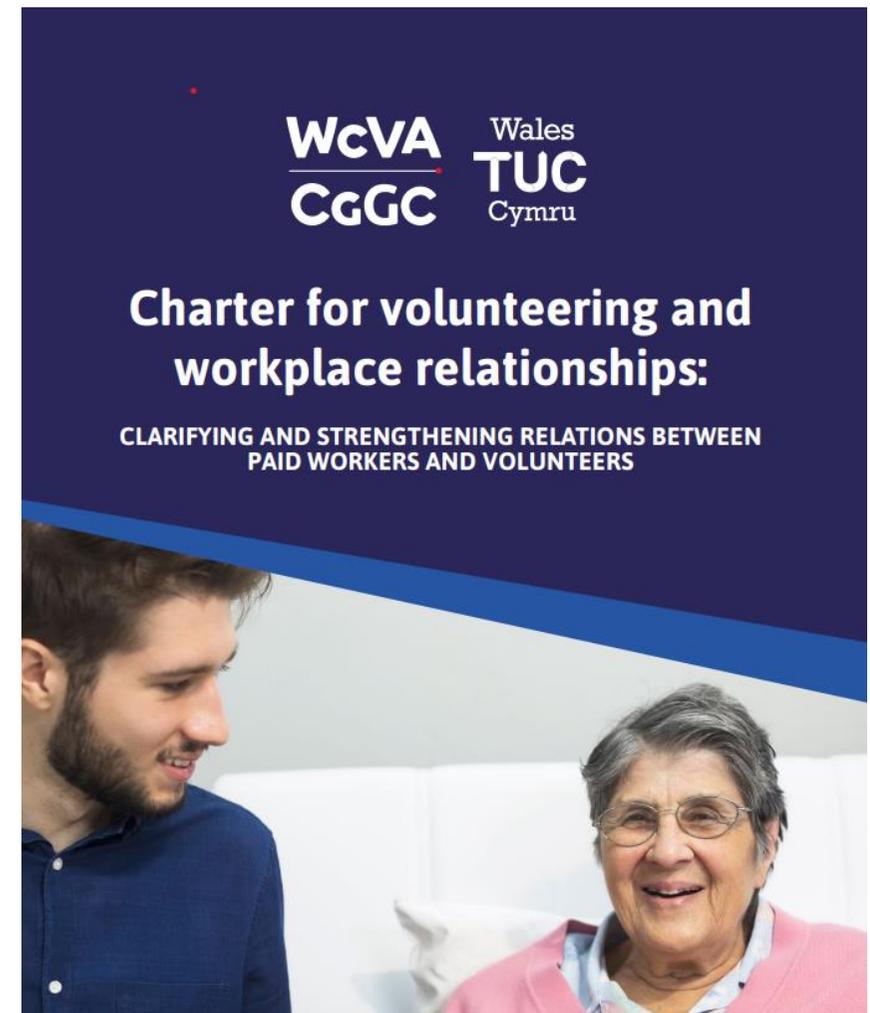
- 1** We co-produced a new [Charter for Volunteering and Workplace relationships](#) in order to create better understanding of how volunteers can be a vital part of a complex workforce, without undermining staff roles or professional standards
- 2** We worked with three Health Boards to develop new companion volunteer services in order to evaluate and to establish the role of volunteering within end of life care
- 3** We identified a plan, a delivery partner and funding to develop a model for volunteering within care homes, in order to enable visiting to take place during COVID-19

- 4** We co-produced a [Framework for volunteering in health and social care](#) in order to embed volunteering within local 'ecosystems' of planning, delivery and support
- 5** We produced an information sheet 'Volunteering in Health and Social Care: standards and learning resources', in order to provide a common reference for volunteer induction and training and a basis for accredited development
- 6** We launched a 'Volunteer to Career' pilot programme, in order to develop links between volunteering within the NHS and career development

1. Charter for volunteering and workplace relationships

We worked with Wales TUC, consulting with our respective wider networks to agree the [Charter](#), which sets out principles for successful volunteering and positive workplace relationships.

It was launched by Ruth Marks WCVA, Shavanah Taj and Hannah Blythyn MS in March 2020



1. Charter for volunteering and workplace relationships

'As an organisation we are backed by legislation to work in new ways with our communities. The charter allow us to revisit some of the advice and guidance that is there and allows officers like me to be able to challenge decisions that are made'

**Owen Wilce, Volunteering Lead
Monmouthshire CC**

'It will help us to embed some really good governance and to celebrate the added value that volunteers bring to the health service - and to make sure it is done in a safe and structured way, supporting volunteers and supporting and protecting the role of paid staff as well'

**Angela Hughes, Assistant Director
Patient Experience CAVUHB**

2. Volunteering in end of life care

Three pilot projects with Aneurin Bevan UHB, Hywel Dda UHB and Powys THB, were part of a UK cohort of seven projects supported by Helpforce and Marie Curie. All were hugely challenged by COVID-19 – two projects re-oriented to offer virtual rather than face to face companion support.

Published outputs are on the [website](#), including a service guide, case studies and a [UK project report](#). All HBs are planning for the ongoing development of these volunteering services.



2. Volunteering in end of life care

‘Before the visit I said “if I manage to put a smile on Margaret’s face I’ll feel that I have made a difference today”. Uniform on, I dialled into my first visit.

‘Margaret was not very responsive for the first minutes. She had a love of animals so I asked if she would like to meet my dog - she replied yes. I introduced my dog who looked directly into the screen, then licked it. Immediately, this put a very big smile on Margaret’s face followed by a laugh. It was all that was needed and we then had a nice long chat.

‘I noticed that Margaret was getting tired so brought the chat to an end by suggesting it was time for a cup of tea and cake.

‘After the visit ended, I felt really good knowing I had put a smile on Margaret’s face. I was able to engage her in a conversation but also recognised when she was getting tired.’

3. Volunteering in care homes



We were approached by Care Inspectorate Wales in December 2020 for volunteer help to enable care home visiting during the pandemic.

We involved wider stakeholders and produced a plan to address the immediate crisis and to leave a legacy to build upon: an operational model for volunteering and guidance to enable its adoption elsewhere.

Age Cymru worked with 7 pilot care homes to introduce volunteers to support visiting. [A report and toolkit](#) are available.

We are now working with Flintshire Local Voluntary Council to evaluate volunteering in care homes in Flintshire.

3. Volunteering in care homes

'it's been a real eye opener to see and realise how busy and how committed all the care staff are. Any thing we can do, however small, can help take pressure off them, even if it just means they can go and make a cup of tea'

Volunteer

'Residents were room bound after Covid 19 struck. Quality of life has decreased noticeably and life is dismal for many. A volunteering project is even more important at this time – even just to be there, to meet and greet visitors. It offers engagement and insight for anyone who cares about how we care for our older people'

Sarah Reed - consultant with Age Cymru

4. Framework for volunteering in health and social care



This comprehensive, [interactive resource](#) was developed together with Bevan Commission, Social Care Wales and Richard Newton Consulting, in order to support organisations to 'hold the gain' experienced during the pandemic.

It explores six common questions from the perspective of four audiences, offering reflection on practice and signposting to further information and video case studies.

It includes a self assessment to support organisational development.

4. Framework for volunteering in health and social care

164 people attended our focus groups

107 people completed our survey

I think this framework maybe allows us to have oversight of those kind of many audiences that we are sometimes part of.

CVC Focus group participant

I think now is a good time for the voluntary sector to be working with other partners and commissioners of services, certainly in health and social care... we've really grown in terms of the value that has been afforded to what we can deliver.

Focus group participant

'I would like to commend this Framework, which I know will have far reaching implications for WCVA and also for all those organisations who are keen to embed all the learning'

Eluned Morgan, Minister for Health and Social Services

5. Volunteering standards and learning resources



Volunteering in Health and Social Care: Standards and Learning Resources

Overview

1. Introduction
2. How to Use This Guide
3. Core Standards:
 - Your Role and Responsibilities
 - Communication
 - Respect for Everyone
 - Safeguarding
 - Mental Health, Dementia and Learning Disability
 - Health and Safety
4. Additional Standards:
 - Fluids and Nutrition
 - Basic Life Support (BLS)

We 'road tested' in Wales the volunteer standards that were developed by Helpforce with partners in England.

These are the basis for a learning hub and an accreditation in England. It was soon apparent that these would not adequately serve our needs in Wales.

Instead we worked with Social Care Wales, HEIW and NHS Wales and have published the standards as an [information sheet](#), which includes links to relevant online learning resources.

6. Volunteer to career

'there are potential opportunities to bring volunteers in to experience what it's like working within health settings, within social care settings and it could be a toe in the water for them that may well lead to them thinking, actually, this wouldn't be a bad career'

Health Board staff- focus group participant

We worked with Helpforce and Bevan Commission to develop a project model and proposal for pilot projects in Wales.

The aim was to identify NHS clinical leads who are interested in developing volunteering opportunities and also in creating pathways into careers in health and care.

Aneurin Bevan UHB has been awarded grant funding to develop 'volunteer to career' pathways based on ward befriending, as part of a UK wide cohort of pilot projects.

Published guidance
for different sectors

Fact finding and
consultation – co-
producing solutions

Enquiries from national
and local organisations
and individuals

Contributed to
national policy
discussion and
comms

Liaison /info
exchange with UK
bodies

Collected case
studies

Adapted project
plans eg end of life
care projects

Supported research into
volunteering and the
pandemic

‘All the work you’ve done as part of the emergency response to the pandemic has made a big difference. You’ve also kept on pushing with more innovative approaches through Helpforce and now the volunteering framework for health and social care, leading important developments.’

Anna Nicholl,
**Director of Strategy and Sector
Development, WCVA**

445

individuals getting
mailing updates

21

blogs published

15

videos produced

16

case studies
published

11

public events

8

consultation
responses
contributed



‘It seems that WCVA is very well connected with third sector organisations, Health Boards and Welsh Government. I always come away from meetings having learned about a new pilot, service or funding opportunity.

‘Meetings and communications hosted by WCVA are always open, current and have a feeling of inclusivity, demonstrated by the fact that organisations are happy to share information and resources they have developed’.

Sarah Roche,
Business Development Lead, RVS

With continued funding Helpforce Cymru will build on this work by.....

- supporting 'adopt and spread' of successfully piloted volunteering roles including end of life care and volunteering in care homes
- exploring how volunteering can link with the workforce agenda and with career opportunities in health and care
- Using the Framework to stimulate conversation and development of more integrated planning and resourcing of volunteering

WcVA

CgGC

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