

# Game changing ideas and innovation

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# What we want to share with you this morning....

About Edinburgh & Lothians Health Foundation

About Nesta and the Helping in Hospitals programme

About the Royal Free Charity

- Successes and impact
- Lessons learned (and learning!) from our collective experiences

Q&A



## **Edinburgh and Lothians Health Foundation**

We are one of Scotland's largest endowed funds.

Our vision is of healthier, longer lives for the people of Lothian

We invest in the promotion of better health and wellbeing across Edinburgh and the Lothians.

Working in strategic partnership with NHS Lothian, our primary beneficiary, and with others who share our vision and values, the Foundation makes a difference to people's health and wellbeing on a local, regional and national level.

We fund projects which are aligned with our priorities to:

- Improve the patient and carer experience
- Improve the health and wellbeing of the local community
- Support the integration of health and social care systems
- Reduce health inequalities
- Support Lothian as an academic Centre of Excellence
- Enhance NHS staff skills and performance
- Use the arts as a means of improving health



## Three strategic work strands



Art in Health &  
Wellbeing



Volunteering



Greenspace,  
Community Gardens

## Study brief / Terms of Reference

“to support NHS Lothian to develop a strategic vision of volunteering across Lothian with recommendations of how both the organisation and volunteers themselves can benefit. The output...will be a refreshed volunteering strategy and action plan.”

The study should consider both:  
Direct volunteering (volunteers recruited directly by VSMs) and  
Indirect via 3<sup>rd</sup> sector organisations.

Edinburgh & Lothians  
**Health Foundation**



## What did we learn

- Management structure
- Resource Inputs
- Passion & Commitment
- Acknowledged demand
- National Perspective
- Challenges



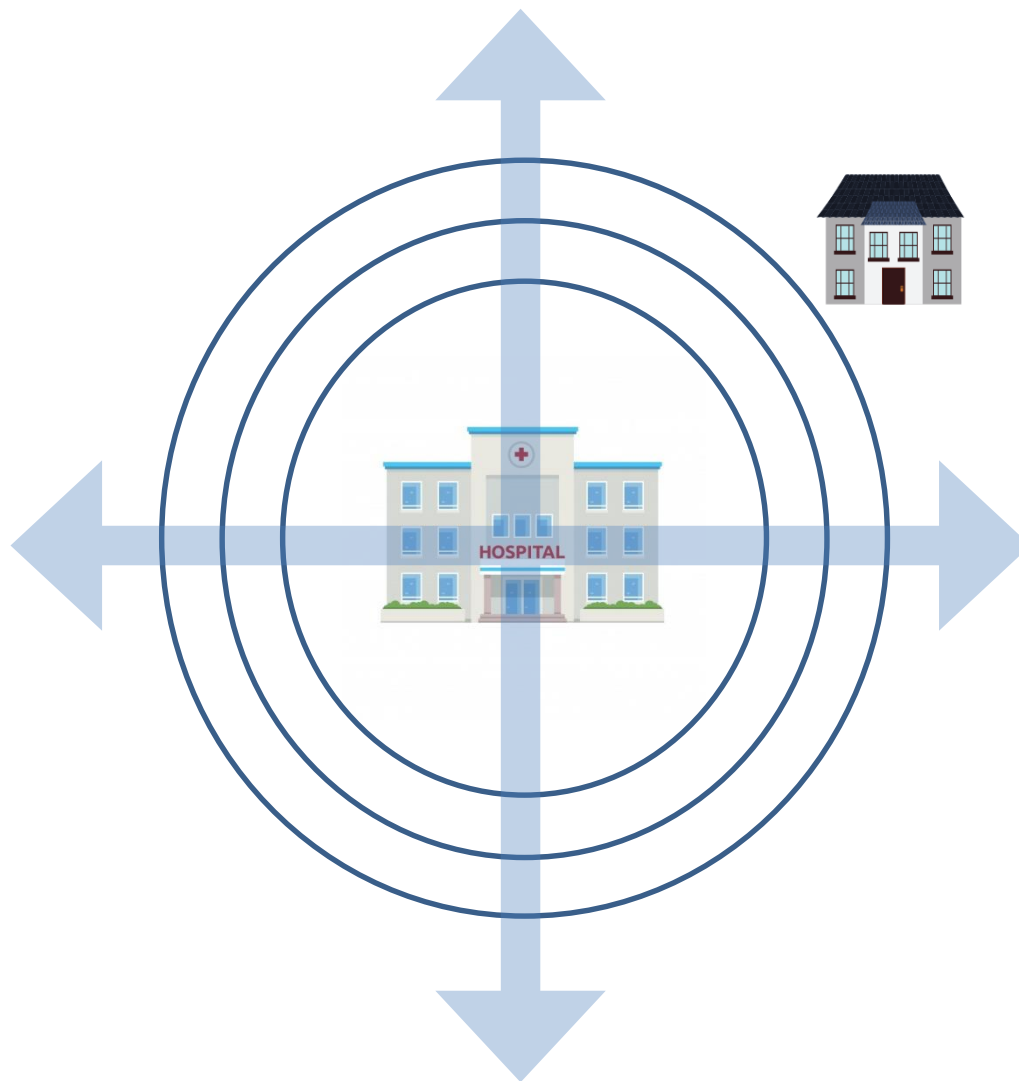
## Key Challenges

- Strategic Direction
- Leadership buy-in
- Siloed vs. mainstreamed
- Job substitution
- Partner engagement
- Frontline support
- Organisation “too busy”
- Resource constraints



## Opportunity Framework

- 1. Where
- 1. How
- 1. What
- 1. Who



## **Volunteering Team Leader's 2017 - 2022 Evaluation Report**

### **Executive Summary**

Over the last five years there has been a sea-change in NHS Lothian's volunteering function with measurable impacts on five key stakeholder groups:

1. Patients are happier with the care and services they receive through the contribution of volunteers
2. Volunteers enjoy their work, understand its value and feel appreciated
3. Staff believe in volunteering, understand its contribution and fully support it so that it has become part of our organisational culture
4. Partners have agreed clear-cut volunteering priorities and enjoy working in partnership with us to deliver tangible community benefits
5. Community engagement is much stronger as volunteering has helped to embed healthcare in the community for the community.

# nesta

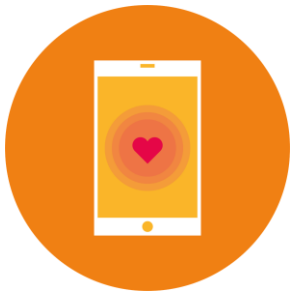
## About Nesta



We are an innovation foundation.  
We back new ideas to tackle the  
big challenges of our time.

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# Our priority fields of work



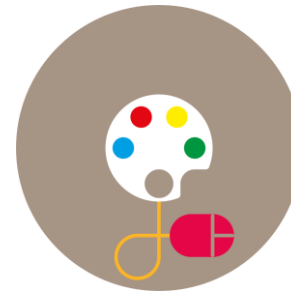
Health



Education



Government  
innovation



The creative  
economy, arts  
& culture



Innovation  
policy



How to support a population living with more long-term health conditions when the health and care system is under serious financial pressure



We look for better ways for people to remain healthy – drawing on their own energy and ideas, as well as the insights of medical science and new digital tools



A people-powered and data-driven health and care system that makes the most of resources around the system



**nesta**

Helping in Hospitals



- Sheffield Teaching Hospitals NHS Trust
- Derbyshire Community Health NHS Trust
- Cambridge University Hospitals NHS Trust
- Barts Health NHS Trust
- Kingston Hospitals NHS Trust
- Great Western Hospitals NHS Trust
- Royal Free London NHS Trust
- Western Sussex NHS Trust
- University Hospitals Southampton NHS Trust
- The Princess Alexandra Hospital NHS Trust

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# Roles and measurements

## **Roles:**

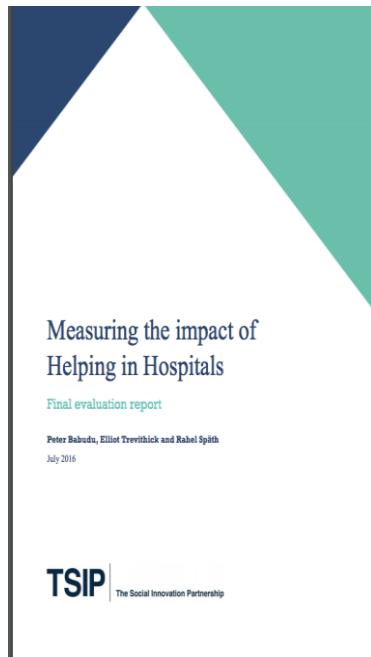
- Dementia buddies
- Befrienders
- Hospital to home
- A&E volunteers
- Welcomers/guides

## **Measurement:**

- Family and friends test
- Patient surveys
- Readmission data
- Staff surveys
- Nutrition and hydration

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# Evaluation and impact data



The majority of hospital trusts found **statistically significant** positive results on:

- patient mood (Sheffield, Barts, Kingston)
- nutrition and hydration levels (Cambridge, Kingston, Royal Free)
- releasing time to care (Barts)

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## Evaluation and impact data

- **Cambridge:** 12% increase in patients nutrition
- **Sheffield:** 20% improved patient mood after volunteer activity
- **Western Sussex:** 2.5% reduced falls
- **Barts:** 20% improved mood in dementia patients
- **Royal Free:** 18.5% increase in patients nutrition
- **Kingston:** 28% reduction in patient anxiety about discharge

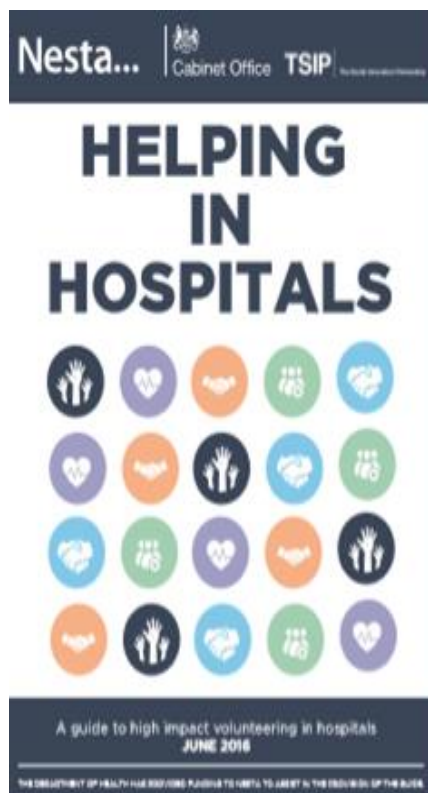
**“My Volunteer Befrienders are a Godsend. I look forward to them coming everyday. They brighten my day, they make me feel human again, they listen to me, they feed me and most of all, they make me feel important and not an old lady in the bed waiting to die.”**

***Patient Barts Hospital Trust***



# “How to Guide”

<http://www.nesta.org.uk/project/helping-hospitals>



5 main observations from  
our experience



**1. Volunteers don't always wear pearls**



*"The volunteering strategy and the subsequent strategies were unanimously approved by the Trust Board with consultation key stakeholders (governors, members, public). This level integration of volunteering as a core Trust activity ensured that volunteering became an integral part of Trust's approach to delivering its vision of 'exceptional health care each and every time'....This also allowed us to update the Trust Board on the Volunteering Strategy at regular intervals."*

Kingston Hospital

## 2. Leaders lead by doing

### 3. Making the best use of an hour



## 4. Peer support is powerful




## 5. Growing volunteering services is a team sport





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[nesta.org.uk](https://www.nesta.org.uk)

 @Nesta\_UK



# The Royal Free Charity: Our Volunteers



# The Royal Free Charity – Our Volunteers

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The Royal Free Charity – Our Volunteers

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**YOUNG  
VOLUNTEERS  
PROGRAMME**





**99.5% OF CHILDREN  
BORN FROM HIV  
POSITIVE WOMEN  
DON'T HAVE HIV.**

**THINK POSITIVE**



# The Royal Free Charity – Our Volunteers

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# IMPACT

**“I volunteer because... I enjoy meeting new people and helping them in the small ways that I can. I enjoy the weird and wonderful conversations I have and the fact that no two days are ever the same.”**

**“I volunteer because I cherish the opportunity to positively interact with people.”**

**“I volunteer because I am giving back to society and appreciating the help that others have given. In other words I am saying thank you.”**



# Our Future plans...

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# The Royal Free Charity – Our Volunteers

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We are planning three strands of support:

- Discharge calls
- Home visits
- Advice Centre

# Thank you!

## Questions?

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