Developing Clear Pathways to safe and effective volunteering in health

Aim
Clear Pathway is an innovative collaborative project to support safe, effective and person centred volunteering in NHS settings, with the focus on volunteers from third sector organisations.

Methodology
164 semi structured interviews and an online survey were conducted with NHS staff, third sector organisations and third sector interfaces (TSI) who were involved in managing and supporting volunteers. We mapped third sector volunteer involvement in NHS acute services across NHSScotland and identified the issues, risks, barriers and examples of good practice.

Volunteering principles in person centred care

Fairness
Volunteers are treated fairly with robust policies in place to support this

Equality
Volunteering is open to all and demonstrates diversity

Inclusion
Volunteers feel part of their organisation and understand how their role fits in with the work of the team they volunteer with

Reimbursement
Out-of-pocket expenses are covered

Supporting and Developing
Volunteers are supported, invested in and have opportunities for personal development and access to training. Volunteers have a support worker or supervisor. This is adequately resourced and benefits the recipients of volunteering

Volunteering benefits

Effective
Safe
Enhances families/ visitors experience
Improving patient centred care
Complementing clinical care
Enhancing NHS staff experience

Clear Pathway emerging themes

Third sector volunteers in health have a positive impact not just on patients but visitors & families, NHS staff and can help NHSScotland meet the changes outlined in the 20/20 Vision for Health and Social Care and the Health and Social Care Delivery Plan*.  

1 Principles of volunteering
NHSScotland Boards can embed the principles of person centred volunteering in all aspects of volunteering in health

2 Prioritise volunteering
NHSScotland Boards can prioritise volunteering in strategic planning, policy and operational development. Third sector volunteering in health should be encouraged and valued throughout the NHS from wards to Board level

3 Champion volunteering
NHSScotland Boards with third sector partners can champion the impact of third sector volunteering in health by creating a programme of evaluation. Evidencing and disseminating the impact of third sector volunteering promotes change

4 Work collaboratively
NHSScotland Boards and third sector partners can work collaboratively to develop and build on the existing effective relationships. This leads to an open valued partnership approach to third sector volunteering services and ensures that relationships, understanding and funding arrangements are effective, efficient and well managed, to engage, promote and develop volunteering


Some illustrative roles

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<tr>
<th>Outcomes</th>
<th>Mealtime companions</th>
<th>Hand Hygiene Awareness Volunteers</th>
<th>Art / Creative Therapies Volunteers</th>
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