

NHS and Care Volunteer Responders

Our current services

Check In and Chat

Requests can be made for volunteers to provide short-term telephone support to people who need a chat and some encouragement to improve their mental health and wellbeing. Through friendly conversation and (where appropriate) working with tools such as the NHS 5 steps to mental wellbeing, volunteers can help people feel better and explore positive changes they could make to their lives.

This service is also available for self-referral.

Community Response

Community Response volunteers help with a range of **doorstep delivery** activities including collecting and delivering food shopping and essential items and / or prescriptions and medications to people waiting to be admitted to hospital or those who have just been discharged. The support is also available to carers and to people with health conditions where there is a current health need.

This service is available for up to 6 weeks

Check In and Chat Plus

Requests can be made for the **same volunteer** to provide **regular telephone support** to a diverse range of patients who may be housebound and have little contact with others, are anxious about leaving the house or have recently been discharged from Hospital, that might be in need of a friendly call and some encouragement.

Check In and Chat services are available for up to 6 weeks.

Pick Up and Deliver (previously NHS Transport)

Volunteer Responders transport medication or small items of medical equipment to people's homes from NHS sites. This activity supports people who have been newly discharged from hospital to home, are waiting for admission to hospital or are being cared for on a virtual ward.

Other referrals could include the movement of small items of equipment between sites.

Volunteer Responders services are available to:

NHS healthcare professionals including discharge teams, PCN's, GPs, social prescribers, community pharmacists.

Social care providers including care home providers and local authority referrers.

For further information please visit
nhsvolunteerresponders.org.uk/faqs-for-referring-organisations/how-to-make-a-referral