

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



Being valued

Volunteering contributions in terms of time, skill and impact are recognised. The contributions of volunteers are celebrated at the grass roots and at Board level

Realistic expectations/ appropriate roles

Expectations are realistic in terms of ability to recruit and retain volunteers and what are expected of them

Being effectively engaged

Volunteers are informed about areas they are engaging in and have influence

Safety

Volunteers are secure and supported in their working environment, physically and emotionally

Enriching

Volunteering is a resource that is unpaid, open and accessible and enriches the lives of individual human beings

Developed by NHS Tayside in collaboration with Clear Pathway

Volunteering benefits

Some illustrative roles

Outcomes	Mealttime companions	Hand Hygiene Awareness Volunteers	Art / Creative Therapies Volunteers
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

* Scottish Government 20/20 Vision for Health and Social Care 2013, Scottish Government Health and Social Care Delivery Plan 2016