

NHS and Care Volunteer Responders

Our current services

Telephone Support

Check In and Chat

Volunteers provide friendly telephone chats and encouragement to reduce loneliness and improve a person's wellbeing for up to 18 weeks. The calls will be from a different volunteer each time.

Companionship Calls

Regular telephone support (up to 3 calls per week for 6 weeks) from the same volunteer. This is suitable for people who would benefit or prefer to speak to the same person.

These services are also available for self-referral.

Community Response

Volunteers can support with shopping collection and delivery. Requests can be made for a small shop (local) or a larger shop (supermarket). They can also help with collecting and delivering prescriptions, medical devices, glasses and hearing aids.

This activity is either available as a one-off or once a week for a maximum of 6 weeks.

Community Response - Connect

Volunteers can support people to take part in social activities in the community, such as attending clubs and groups. They can also assist the person with public transport and visiting loved ones in hospitals or residential care.

This activity is either available as a one-off or once a week for a maximum of 6 weeks.

In Home - Companion Visits

Volunteers can assist people to engage in hobbies and interests at home. Support could include helping people with technology to remain in contact with family, support with hobbies such as crafts, baking and gardening or offering companionship to people who have limited social connections.

This activity is either available as a one-off or once a week for a maximum of 6 weeks. Only available in some areas.

Driver Support

Pick up and Deliver

Volunteers can deliver medication and or medical devices from healthcare settings to a patient's home or between sites.

Pick up and Deliver Plus

The volunteer will be able to enter the home of the person receiving support, to help with the home storage of medication and or medical devices.

Site support

Volunteer support for sites to improve patient experience or staff wellbeing including Stewarding Support at vaccination sites, and Ambulance Support providing refreshments to crews at A & E bays (only available in some areas).

Our services are available to:

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

For further information please contact your Regional Relationship Manager:

Kerry Evans | Email Kerry.Evans@royalvoluntaryservice.org.uk | Call 07884 114 853

Or visit nhscarevolunteerresponders.org/i-am-a-professional-referrer