

# HOUR OF NEED - WINTER PRESSURES SUPPORT,

DELIVERED BY ROYAL VOLUNTARY SERVICE

Royal Voluntary Service is supporting the NHS through provision of several different patient support services to help address the challenges facing the NHS through various points during the patient journey.

The support available is low level, short term/one off volunteering interventions.

***If any of your patients need support our volunteers can help in a variety of ways:***

## **PATIENT SUPPORT VOLUNTEER (COMMUNITY)**

- Supporting patients in their homes before/after hospital admission
- Provide nutrition guidance
- Safe and well checks and check in calls
- Help to build confidence and set recovery goals

## **PATIENT TRANSPORT VOLUNTEER**

- Driving patients to hospital ahead of admission
- Driving patients home from hospital following an admission
- Provide comfort and support to vulnerable people

## **PATIENT SUPPORT VOLUNTEER (HOSPITAL)**

- Provide company and reassurance to those awaiting admission
- Preparing patients to go home through onward assessment
- Signposting patients to local partner organisations to deliver services patients require

***To make a referral for a patient that requires our support, please call our Winter Pressures Referral Support Team – Monday to Friday 9am-5pm on 029 2274 9703 (Ext 3392)***

*For details around eligibility for the Royal Voluntary Service Winter Pressures programme and information needed to make a referral, please see our 'Royal Voluntary Service Guide for Referrers' document with more details.*

