

*providing the excellent care we
would expect for our own families*



Co-Designed Volunteers Supporting a Major Incident



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Getting started ...

- Identified a need for volunteers to be involved with RBH Trust Major Incident Plan, recognising some expertise
- Co-created training package with Major Incident team and volunteers
- Utilises volunteers key skills, meeting needs of the organisation during times of organisational stress



Major Incident Plan

- Plan developed by working in partnership
- Liaised with Major Incident leads
- Clarified what was required
 - effectively co-ordinate volunteers
 - risk assessments in place
 - a business continuity plan in place
 - notification and immediate response process



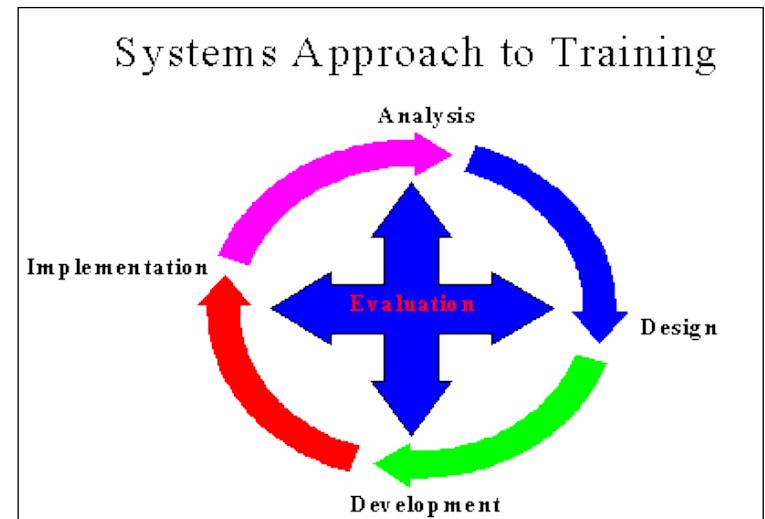
What Happened Next

- Brain storming with volunteers
- Roles and responsibilities
- Identifying volunteer skills
- Levels of support



Training Package

- Using volunteers to co-design training
- Clarity regarding roles and responsibilities
- Regular support/update meetings
- Develop safe practice
- Develop a sense of community



Major Incident

- Activated plan during major incident in June
- Opportunity for PDSA cycle
- Followed policy and guidelines to:
 - provide support
 - measure success
 - identify key learning points
- Identified at debriefing that plan met organisational needs
- Learning and outcomes identified
- Finessing of plan



Major Incident

- Comments from staff:

“Please thank our volunteers who really helped save the day”

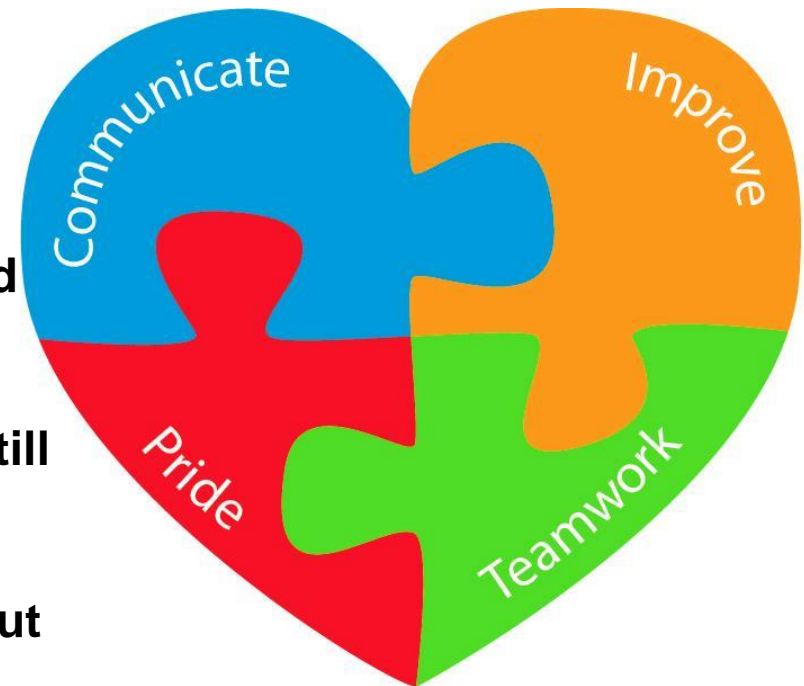
- Deputy Director of Nursing noted:

“This innovative forward thinking policy demonstrates the value of the volunteers and the tangible contribution they make”



What we have learnt

- **The plan is robust**
- **Reflexive to different types of major incident**
- **Need to maintain volunteer physical and emotional safety**
- **Need to keep learning and improving, still early days**
- **We have great people and experience out there to harness**



What Happens Next

- Marketing to Clinical staff
- Continuous training, meetings and ingenuities
- Regular contact with Major Incident team
- Yellow badges
- Rolling out, slowly
- Managing volunteers expectations / behaviours
- Prepare for the worst – hope for the best



Any questions?

Thank you for the idea, please keep them coming.

Lets all share our best practice, to ensure our Volunteers are recognised

