

# Compassionate Care/Namaste Volunteers - Using funding from a successful NHSE bid



## Project Aim:

To create a specialist, unique “Compassionate Care / Namaste” team of volunteers (CCNVs)

## Timeline for delivery:

From: February 2022 To: June 2023



## Project team

Caroline Ashton Gough	Corinne Neville
Jayne Moscow	CCN volunteers
Alison Lawrence	Phillipa Haslehurst
Tracey Murray	Janice Bernardo

## Measures over 1 year:

- Increase in hours of CCNVs support from Feb 2022 (51 hrs) to Feb 2023 (303.50 hrs) per month
- 2,390 hours of support over 1 year
- ROI £25,052 at NLW for 1 year

## Tests for change:

Patients: 2,390 patients benefited from additional enhanced care  
 Performance: The CCNV project was shortlisted for **Helpforce award**  
 Pounds: The cost/saving to the Trust of the volunteer hours is £25,000 so far  
 People: Currently recruiting 25 CCNVs with over 30 EOIs  
 Place: CCNVs are not just on wards but in the Maternity Department too - helping to win “**The baby friendly gold award**”

## Results

**Patient Experience** – There is improved patient experience using our specialist Namaste training which focusses on the 5 senses- helping to reduce anxiety, isolation, relieve boredom, enhance patient mood, well-being, nutrition and hydration.  
**Families and carers** – Families feel taken care of by being offered refreshments, information and signposting to other services. This can alleviate confusion, reduce stress and anxiety and defuse potential situations brought on by emotional turmoil  
**Staff** – Improved staff wellbeing, time saved to focus on clinical tasks, reduced ward pressures.  
**Volunteers** – It boosts confidence; volunteers feel valued and learn new skills through training, enabling them to deliver enhanced support to our patients

## Learning and next steps:

Improved co-production with the speech and language, dementia, chaplaincy, maternity and catering teams, for the involvement and training of volunteers and development of the CCN role across the Trust.

**The next part of the journey:** Developing a “**Volunteer to Career**” scheme with Karen Kingsmill Outreach and Retention Resource Partner.

