

NHS SURGE SUPPORT

DELIVERED BY ROYAL VOLUNTARY SERVICE

Royal Voluntary Service are supporting the NHS to address the challenges faced when patients are ready to be discharged.

We can provide volunteer-based support from the point of discharge to your patients.

We can start from the journey home (*if transport is required*) and provide up to 72 hours or 4 weeks of community-based wrap around support – depending on your patients’ needs.

If any of your Pathway 0 patients – aged 18 years plus – need discharge support – our volunteers can help NOW in a variety of ways:

- Driving patients’ home from hospital following an admission
- Supporting patients to settle back into their home
- Supporting patients with shopping and /or prescription collections
- Driving patients to follow-on medical appointments
- Undertaking “Safe and Well” checks in person and “Check in and Chat” telephone calls
- Helping to build confidence and set recovery goals
- Providing comfort and support to people who live on their own / with no support / or are a carer
- Providing nutrition guidance
- Signposting and referring patients to local partner organisations for ongoing community-based activities or support

To make a referral for a Pathway 0 patient, aged 18yrs + that would benefit from volunteer support, please contact us: Monday to Friday 9am-5pm

Name of service

Telephone

Email



For details around eligibility for the Royal Voluntary Service NHS Surge Support programme and full information around making a referral, please see our ‘Royal Voluntary Service Guide for Referrers’ document with more details.