

# SUCCESS STORY

## Featured Organisation: Carers Bucks

Carers Bucks is an independent charity commissioned by Buckinghamshire County Council to support unpaid carers across the county. Carers could be family, friends or neighbours supporting someone who is frail, has an illness or disability, or a substance misuse issue. Carers Bucks provides advice and information and learning and development opportunities as well as support groups at numerous venues throughout Buckinghamshire. Carers Bucks services have recently been extended to Stoke Mandeville Hospital and GP surgeries.

[www.carersbucks.org.uk](http://www.carersbucks.org.uk) 0300 777 2722

# Carers Bucks

## What was the challenge?

The challenge was to recruit volunteers to support the Carers Hub at Stoke Mandeville Hospital. The Hub is a joint project with Buckinghamshire Healthcare NHS Trust. The Carers Hub supported nearly 500 carers during the past year, many of whom were new to Carers Bucks. The hospital is a large area for one worker. Support from volunteers would be the perfect answer, but the hospital is a unique environment presenting its own particular challenges. It was clear that volunteers needed to be selected sensitively and the role needed to be presented in an honest, but appealing way.



## Support from Community Impact Bucks

The Carers Hub Coordinator took part in a Community Impact Bucks one day training event aimed at recruiting, managing and retaining volunteers. The opportunity to receive advice and information, not only from Community Impact Bucks, but from other organisations attending was invaluable. This ranged from rewording role descriptions, to examining sample policies, for example on health and safety, thinking about volunteer agreements, and understanding ways of valuing the commitment of volunteers.

## What difference did this make?

This training has built more confidence and expertise into our volunteer recruitment process. It has enabled this particular project to recruit, train and support four suitable volunteers who are ready to start, not just at Stoke Mandeville Hospital, but in time, at Amersham Hospital and Wycombe Hospital as well.

## Quote from charity:

Carers Bucks has benefitted from a member of staff completing this training, as new ideas, resources and recommendations have been used to underpin our existing volunteer recruitment system. The Hub Coordinator has increased confidence with respect to engaging volunteers, ensuring the right volunteers are selected for the role and that they are trained, supported and valued. Ultimately the impact will be for our carers, who will continue to receive a robust and professional service from Carers Bucks whether working in the community, a hospital or a GP practice. **Carol Aspinall, Carers' Hub Coordinator Stoke Mandeville Hospital**



## Summary from CIB:

It is fantastic news that Carers Bucks has derived such benefit from attending one of our core training courses, in terms of enabling them to develop a more comprehensive volunteer recruitment process, which has already led to the bringing on board of four new volunteers. A real success! **Hazel Finney, Lead – Volunteering**

## Need support? Speak to our team

0300 111 1250

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