

# VOLUNTEER'S HANDBOOK



# Ward/Department Based Volunteers

As a valued volunteer carrying out supportive activities on behalf of the Trust we feel it would be beneficial to raise your awareness of our expectations and the limitations of the role of volunteers to alleviate any potential concerns that you may have.

We are always available to provide guidance and clarity on any aspect of your role

## Introduction

### Education & Training standard requirements

- Completion of the Trust's statutory and mandatory training programme
- Ward Induction on arrival at the ward
- Allocation and introduction to a ward based mentor.

### Dress code

- Please present yourself in clothes suitable for the role and maintain a clean, tidy appearance. Long hair should be tied back and it is requested that you do not wear wristwatches, nail varnish or jewellery (except wedding rings). It is also important that you do not wear sleeves below your elbows. ID badges should be worn at all times.

### Confidentiality

Any information you may come across regarding an individual patient is strictly private and confidential and must not be discussed with another patient, friends or outside the Trust.

### Restrictions

- move or lift any heavy equipment or furniture
- move or lift patients – with the exception of pushing patients in wheelchairs if they have had the appropriate training
- assist in or observe any personal care for patients( i.e. bathing)
- come into contact with or use dangerous equipment or machinery
- come into contact with drugs, poisons, other substances hazardous to health
- administer medication to patients
- come into contact with sharps, soiled dressings etc., body fluids or items likely to spread infection
- assist with any drinks or meal service delivery to any patient until you have been informed about individual patients dietary requirements/restrictions by the nursing staff
- feed any patients unless completed the appropriate training for volunteer feeding assistant and competency assessment and then only under the guidance of the ward (where deemed appropriate to do so).

## **Ward Based**

### **Task Outline:**

- Assist in meal delivery to patients. The Ward will provide guidance on individual patient Dietary requirements etc...)
- Assist staff in the provision of the general ward duties.

### **On entering the ward**

- Cleanse Hands using alcohol hand Rub.
- Make sure that you are wearing your ID badge.
- Approach the nurse in charge to make them aware of your presence.
- Ask to be introduced to your ward mentor
- Ask whether there are areas or patients you should not visit.

### **Meal and Refreshments:**

- Assist with meal delivery to patients (under guidance of staff and no direct feeding to be undertaken)
- Collect menus and help patients who may need assistance to be able to complete (under the guidance of staff if dietary requirements.
- Check menus with board to ensure that every patient who can eat has ordered their meals.
- Fetch late meal requests and special menus from the kitchen.
- Collect up any used cups so that they can be washed.
- Refill water jugs and cups (again under guidance where necessary).
- Refill the cold water reservoir on the mobile hot drink machines when water level is low.
- Restock the mobile drinks machine with Tea, Coffee, Hot Chocolate and Soup when stock levels are low.
- Restocking of the aprons, gloves and general ward stocks when required).

### **Assisting Patients:**

- Chatting to patients.
- Reading to patients.
- Encouraging and helping patients to complete the patient satisfaction questionnaire.
- Passing patients their towels, papers, books, drinks and other personal items.
- If patients ask for a nurse let a member of staff know.

### **Assisting the staff:**

- Assist nursing staff to make beds.
- Clean bed tables if they have become dirty due to food or drink (being aware of Infection Control issues (guidance to be given by nursing staff).

- Fetch wheelchairs as and when required.
- Assist with general tidiness of locker tops and tables (awareness of Infection Control issues)

**When leaving the ward:**

- Let the nurse in charge know you are leaving.
- If you feel you need to inform a member of staff about something in relation to a patient please ensure that this is done in private.

## **Meet and Greet Volunteers – Main Reception**

Meet and Greet Volunteers are based at the front of the Main Reception Desk.

- To greet patients, members of the public and visitors coming into the hospital.
- Direct patients, members of the public and visitors to their required destination either by giving verbal direction or by escorting them.
- Assist patients in wheelchairs from the Main Entrance or Main Reception area to their required destination.
- Assist with general enquires.
- Support the Main Reception Team.
- Assist with the courier/shuttle bus deliveries.

## **Meet and Greet Volunteers – Outpatients**

Volunteers are based at the welcome desk and they welcome patients coming into the department and identify which clinic or department they are attending and either ask them to book in or direct to the relevant area ECG, Phlebotomy etc. If relatives/carers are struggling with wheelchair patients assist them through the department and back to main reception if required.

## **Chaplaincy Volunteers**

Chaplaincy volunteers work alongside the Chaplains at both Stafford and Stoke Hospitals.

- Visiting the wards to offer support from the Chaplaincy.
- Taking patients Holy Communion on the wards and/or praying with them (Those taking Holy Communion need to be authorised by the Church)
- Escorting patients to the Chapel Services.
- Flower arranging in the Chapels.

## Other Volunteer Roles

- Patient Experience Volunteers
- Breast Care Volunteers
- Macmillan centre Volunteers
- Chemotherapy Volunteers

## Health & Safety – Manual Handling

### **TRANSPORTING PATIENTS – ON BEDS / TROLLEYS / HOSPITAL WHEELCHAIRS / BODY TROLLEY**

#### **Transporting patients in hospital wheelchairs**

Ensure wheels are free moving for ease of movement.

Ensure users are made aware how the wheelchair brake system functions, i.e. pull bar up and keep depressed to move and to let go when wanting to stop.

Ensure wheeled chair is suitable for the patient and the task.

Ensure patient's feet are supported on footplate to avoid risk of tipping patient out of chair if the patient's feet catch on the floor.

It is advisable to push chair to avoid risk of injury from twisting

When negotiating doorways, care should be taken to avoid catching handler's and patient's finger on any part of the doorway.

Wherever possible, ensure person to hold door open when negotiating doors to avoid risk of injury from bending and twisting.

#### **Transporting patients on beds / trolleys / body trolley**

Adjust height of bed etc. wherever possible to avoid the risk of injury from prolonged stooping.

When moving the bed manually, ensure 2 people for the manoeuvre. Ensure adequate space for entire manoeuvre.

Ensure wheels and brakes are in good working order and well maintained to allow for ease of movement and safety.

Ensure adequate relevant information obtained regarding patient. (e.g. ask nursing staff, look at patient's risk assessment form).

Ensure use of cot sides (where present) when transporting patients on trolleys.

Individual patient risk assessment will determine whether cot sides are necessary for the patient .

Where cot sides are used on bed or trolley, care must be taken to avoid the risk of entrapment or strangulation of the patient.

Ensure good communication with both staff carrying out manoeuvre and patient to avoid unpredictable movements of patient during manoeuvre.

Avoid moving large patients around site wherever possible. Consider bringing tests etc. to patient. Where it is essential to move patient, ensure adequate manpower and time for manoeuvre.

## **General Guidance**

Enlist the assistance of the portering staff when moving around the hospital/site if possible.

If handling has to be carried out frequently, ensure sufficient rest breaks, or alternate the activity with other less manual tasks. Rotation of staff will also reduce the risk of injury to the individual.

### **Always know your own limitations and ask for help when necessary.**

Where 2 or more people are involved in a handling manoeuvre, the principles of team handling must be applied – communication, planning, co-ordination and timing.

Work clothing and protective clothing and equipment should allow unrestricted movement, and allow good postures to be adopted for safer handling.

All staff involved in the handling and moving of patients must have attended manual handling training in accordance with Trust policy.

Individual risk assessments must be carried out for staff who may be at particular risk of injury due to a health problem or because they are vulnerable for other reasons (e.g. new / expectant mother, disabled).

*\* Please note that if your role requires pushing wheelchairs/beds and individual risk assessment may be necessary.*

## **Infection Control**

### **DRIVING DOWN HEALTHCARE ASSOCIATED INFECTION – EVERYONE’S BUSINESS CORE RESPONSIBILITIES**

Appropriate clothing must be worn. When in clinical areas all staff must have bare arms below the elbow, without wrist watches, stoned rings or jewellery. Gel or wash your hands (as appropriate):

- Between every patient contact
- After any potential contamination of hands
- On entering and leaving clinical areas
- Lead by example
- Encourage and praise good practice
- Identify and challenge poor practice. Correct where possible and raise concerns with senior staff where necessary
- Be prepared to accept advice about your own practice
- Ensure that equipment you have been using or are about to use has been properly decontaminated (if appropriate)

### **Modes of Spread**

Four main categories:

1. Airborne – Coughing & Sneezing

2. Contact from skin to skin
3. Faecal contamination
4. Blood borne – blood to blood

## Trust Induction

All volunteers are required as part of the recruitment process to attend a Trust Induction session, information/dates about the sessions will be given to you as part of the recruitment process.

## Disclosure & Barring Service Check

As part of Trust policy volunteers will be required to have a DBS check before commencement and renew their DBS check every three years. Notification will be made via the Volunteer Co-ordinator. The DBS check replaces the former CRB check.

## Occupational Health Clearance

All volunteers are required to undertake an Occupational Health Clearance before commencement. As part of the process you will be required (where possible) to provide evidence of immunisations, if evidence can not be sourced you may be required to have a vaccination on commencement. Further assessments may be required if there are concerns about their medical fitness to continue as a volunteer.

## Identification Badges

As a volunteer you will be issued with an ID badge on completion of the recruitment process. ID badges should be worn at all times. Your picture will be taken by the Trust and your badge can be collected from the Cashiers Office on completion of all checks and on authorisation from the Volunteer Co-ordinator. **All ID badges must be returned when you leave the Trust.**

## Dress Code

We ask all volunteers to dress appropriately as you are representing the Trust and how you dress will reflect on how people view the hospital. Volunteers will be required to wear either a yellow tabard or polo shirt

(provided by the Trust) or your own short sleeved shirt or blouse in yellow. We also ask that volunteers do not wear jeans, leggings, trainers or sandals.

## **Security of Personal Possessions**

All personal items brought into the hospital are at your own risk therefore it is up to you to safeguard your own property. The Trust does not accept responsibility for any personal property lost or damaged on our premises.

## **Problems and Grievances**

The Trust endeavours to resolve in a fair and just manner any problems, grievances or difficulties. In the first instance volunteers should contact the Trust's Volunteer Co-ordinator. In the event of any unsolved matters the Volunteer Co-ordinator will report this to their manager.

## **Support**

The Trust's Volunteer Co-ordinator will support you and is your key contact. They will advise and guide you throughout your volunteering role.

## **Car Parking**

Parking is free for volunteers (when they attend the Trust to do volunteering) the process will be explained as part of the recruitment process and an application form will be given to apply for a car parking permit, which must be returned when you leave the Trust .

## **Confidentiality**

It is important that all information regarding patients is confidential. It is against Trust policy to discuss patient's details and information with anyone who is not directly involved in the patients care and in the correct setting. Also it is important that if you know a patient that you notify the nurse in charge.

## **Training**

In addition to the mandatory training session (as part of the recruitment process) volunteers should be prepared to undertake any training which is deemed necessary to enable them to carry out their role.

## **Hospital Chapel**

County Chapel - This is situated on the 1st floor.

RSUH- This is situated within the Main Building, Lower Ground 2

## **Individual Health & Safety Responsibility**

Under the Health and Safety at Work Act, the Trust has a duty by law to protect you. You in turn have a duty placed upon you to take care of yourself and other people on our premises.

In the event of accidents/incidents you must report the details to the manager of the department/area you are working in who will complete an online incident report. Details should also be given to the Volunteer Co-ordinator.

## **Expenses**

Volunteers are entitled to claim back the travel costs (mileage/bus fare). Payment is made a month in arrears directly into your bank account. This information needs to be detailed on an expenses claim form (these forms are available from the Volunteer Co-ordinator). Expenses forms must have the following detailed on them before submission:

- Volunteer's full name and address details
- Volunteer's signature
- Month/Site Information
- Volunteer's Bank Details
- Ward/Department Countersignature

Volunteers claiming mileage expenses will also need to ensure that they have signed the volunteers register (located at County Hospital on Main Reception or Switchboard if out of hours and within PALS office at Royal Stoke).

Timesheets will also need to be completed at Royal Stoke.

The mileage allowance is 24p per mile.

\* Please note that expenses claims must be submitted to the Volunteer Co-ordinator by the end of the month. A maximum of three months can be submitted on an expenses claim form. Expenses will be processed by the Trust in a timely manner.

## **Who do I notify if I have any concerns?**

If you have any concerns that you would like to raise you can either discuss this with the Ward/Departmental Manager and/or the Volunteer Co-ordinator.

## **Who do I notify if I have any feedback?**

If you have any feedback or suggestions, please discuss this with the Volunteer Co-ordinator.

## **Who do I notify if I am not able to attend my volunteering session?**

If you are unable to attend as agreed for any reason, please notify your placement supervisor as soon as possible. If you are not happy in your placement and would like to move to another area, please contact the Volunteer Co-ordinator relevant to the hospital site you volunteer upon.

## **Acceptance of Gifts**

### **In line with Trust policy – (G16) Standards of Business Conduct:**

You must not accept any gifts of consideration as an inducement or reward for:

- Doing, or refraining from doing, anything in your volunteering capacity

**OR**

- Showing favour or disfavour to any person in volunteering capacity

Any money, gift or consideration received whilst at the University Hospital of North Midlands NHS Trust, from a person or organisation holding or seeking to obtain a contract, may result in the termination of this placement. It will also be deemed by the courts to have been received corruptly unless you are able to prove the contrary.

Volunteers must not enter into any financial transactions such as lending money to patients.

## Menu Completion

Ward staff will ensure that the patient has the correct colour menu for their condition, culture or belief which is detailed below:

**White** - Standard

**Red** - Ethnic and Cultural (Halal and Caribbean)

**Grey** - Low potassium

**Purple** - Eat well (for people who need to eat more)

**Pink** - Soft menu (next one up from puree)

**Peach** - Puree (i.e. people with swallowing difficulties)

**Blue** - Low sodium (low salt diet)

**Lemon/cream** - Gluten free (Celiac)

**Green** - Vegetarian (also Vegan options)

**Orange** - Low residue (i.e. Intestinal conditions)

- Patients who have the meals delivered on red trays require feeding assistance

## Isolation Signs

There are occasions when patients need to be isolated and they will have one of the following signs on the door please see information below and examples of what they mean:

**Blue** - MRSA, Swine Flu and TB (tuberculosis)

**White** - Risk of getting an infection (i.e. low immune system)

**Yellow** - Diarrhoea or C Diff

- ***Always seek guidance from the nurse in charge before entering.***

## Signing in Register

There are signing in registers in situ on both sites - please can you ensure that you sign in and out when you are at the hospital volunteering.

**Royal Stoke University Hospital** – There is a signing in sheet within every volunteer placement area.

**County** - The register is located at switchboard (Out of Hours) and also Main Reception

*Chaplaincy volunteers*

**County** - The register is located in the chaplaincy kitchen.  
Many thanks for your co-operation.

**Yellow Timesheets must be completed by all Volunteers  
after each attendance**

## **What do I do when I leave the Trust?**

When a volunteer decides to leave the organisation they need to notify the Ward/Departmental Manager and the Volunteer Co-ordinator. You will also be required to return your ID badge and car parking permit to the Volunteer Co-ordinator.

## **Volunteer's Policy**

The Trust has a Volunteer's Policy and copies are available to all volunteers on request.

## **Contact Details**

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