

Policy No. HR05

Policy for Volunteer Services and Working with Volunteers in the Trust

The following personnel have direct roles and responsibilities in the implementation of this policy:

- All Trust Staff

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Trust Contact:	Healthcare Governance Manager for Patient Experience
Executive Lead:	Chief Nurse

University Hospitals of North Midlands



NHS Trust

Statement on Trust Policies

Staff Side and Trade Unions

The University Hospitals of North Midlands NHS Trust is committed to ensuring that, as far as is reasonably practicable, the way in which we provide services to the public and the way in which we treat our staff reflects their individual needs and does not discriminate against individuals or groups on any grounds.

Equality and Diversity

The University Hospitals of North Midlands NHS Trust aims to promote equality and diversity and value the benefits this brings. It is our aim to ensure that all staff feel valued and have a fair and equitable quality of working life.

Equality Impact Assessment

The organisation aims to design and implement services, policies and measures that meet the diverse needs of our service, population and workforce, ensuring that none are placed at a disadvantage over others. The Equality Impact Assessment tool is designed to help you consider the needs and assess the impact of your policy.'

Information Governance

Any Trust policy which impacts on or involves the use and disclosure of personal information (patient or employee) must make reference to and ensure that the content of the policy is comparable with the relevant statutory or legal requirement and ethical standards

Data Protection Act 1998 and the NHS Confidentiality Code of Practice

The Data Protection Act (DPA) provides a framework which governs the processing of information that identifies living individuals. Processing includes holding, obtaining, recording, using and disclosing of information and the Act applies to all forms of media, including paper and images. It applies to confidential patient information but is far wider in its scope, e.g. it also covers personnel records. The DPA provides a legal gateway and timetable for the disclosure of personal information to the data subject (e.g. Health Record to a patient, personal file to an employee).

Whilst the DPA applies to both patient and employee information, the Confidentiality Code of Practice (COP) applies only to patient information. The COP incorporates the requirements of the DPA and other relevant legislation together with the recommendations of the Caldicott report and medical ethical considerations, in some cases extending statutory requirements and provides detailed specific guidance.

Freedom of Information Act 2000

The Freedom of Information Act 2000 (FOIA) is an Act which makes legal provision and creates a legal gateway and timetable for the disclosure, to the public, of the **majority** of corporate information held (but not necessarily created) by this Trust. The Trust has a legal responsibility to proactively provide a large amount of information to the public and to proactively respond to specific requests for information. Information will not be disclosed when the Trust can claim legal exemption. Any non-disclosure must be conveyed in writing; quoting the relevant exemption together with signposting to internal and external methods of complaint. Locally, guidance on the DPA, FOIA and COP can be obtained from the Information Governance Manager or the Caldicott Guardian.

Mental Capacity Act

Any Trust policy which may affect a person who may lack capacity should comply with the requirements of the Mental Capacity Act 2005 (MCA)

The MCA and its associated Code of Practice provides the framework for making decisions on behalf of individuals who lack the mental capacity to do these acts or make these decisions for themselves. Everyone working with and/or caring for adults who lack capacity, whether they are dealing with everyday matters or life-changing events in the lives of people who lack capacity must comply with the Act.

In a day to day context mental capacity includes making decisions or taking actions affecting daily life – when to get up, what to wear, what to eat etc. In a legal context it refers to a person's ability to do something, including making a decision, which may have legal consequences for the person lacking capacity, or for other people.

The Code provides guidance to all those working with and/or caring for adults who lack capacity, including family members, professionals and carers. It describes their responsibilities when acting or making decisions with, or on behalf of, individuals who lack the capacity to do this for themselves. In particular, it focuses on those who will have a duty of care to a person lacking capacity and explains how the legal rules set out in the Act will work in practice.

The Health Act: Code of Practice for the Prevention and Control of Health Care Associated Infections

The purpose of the Code is to help NHS bodies plan and implement how they can prevent and control HCAI. It sets out criteria by which managers of NHS organisations are to ensure that patients are cared for in a clean, safe environment, where the risk of HCAI is kept as low as possible. Failure to observe the Code may either result in an Improvement Notice being issued by the Healthcare Commission, or in the Trust being reported for significant failings and placed on 'Special Measures'.

The Code relates to healthcare provided by all NHS bodies. Each NHS body is expected to have systems in place sufficient to comply with the relevant provisions of the Code, so as to minimise the risk of HCAI to patients, staff and visitors.

The Trust Board must have an agreement outlining its collective responsibility for minimising the risks of infection and the general means by which it prevents and controls such risks.

Effective prevention and control of HCAI must be embedded into everyday practice and applied consistently by all staff.

Human Rights

The Trust is committed to the principles contained in the Human Rights Act. We aim to ensure that our employment policies protect the rights and interests of our staff and ensure that they are treated in a fair, dignified and equitable way when employed at the Trust.

Sustainable Development

University Hospitals of North Midlands NHS Trust recognises the impact that its operations have on the environment as well as the strong link between sustainability, climate change and health. The trust is committed to continual improvement in minimising the impact of activities on the environment and expects all members of staff to play their part in achieving this goal and in particular to work towards a 10% carbon reduction by 2015. The Green Aware Campaign is designed to support you to do this. All trust policy should embed sustainability and refer to our Sustainable Development Management Plan where relevant. Further information and guidance can be obtained from the Trust Sustainability Manager.

Version Control Schedule		
Final Version	Issue Date	Comments
1	November 1994	
2	September 2006	
3	January 2009	
4	February 2011	
5	April 2014	Reviewed and formatted in line with G01, ratified at Quality and Safety Forum
6		Revised to incorporate processes at County Hospital

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1. Introduction

- 1.1 The purpose of this policy is to provide a clear framework for the use of volunteers working within the Trust. The Trust will ensure that all potential volunteers are legally entitled to work as volunteers according to the Recruitment and Selection Policy and Procedures HR08, and also through HR09, the Disclosure and Barring Service check (previously Criminal Records Bureau Check).

2. Policy statement

- 2.1 This Trust is committed to supporting and enabling volunteering in the Trust where appropriate, and within the confines of a policy to ensure sound governance in this activity. Volunteers are not used to replace paid employees but do support patients and employees and enhance services.
- 2.2 A volunteer is considered to be a person who can help by providing complimentary services which contribute to total patient care. This is provided by personal choice and without payment, except for out of pocket expenses. Our volunteers make a commitment to support the work of our staff and so enhance health care delivery and services.
- 2.3 The role of Voluntary Services is seen as providing both direct and indirect care of a social, rather than a medical or nursing nature. Volunteers enhance patient care through the provision of non-clinical services, which would otherwise not be undertaken by paid staff.
- 2.4 All volunteers should be assured that they will be treated with respect and care.
- 2.5 The very act of volunteering can be an excellent way of bringing people together, whatever their background or culture.

3. Scope of the policy

- 3.1 All volunteers and voluntary activity within the Trust will be undertaken in accordance with this policy. The policy applies to all volunteers and their activities whether they are engaged directly by the Trust or whether they participate as part of an established external group of volunteer organisations supporting patient and service users in the Trust.
- 3.2 Implementation of this policy will
 - provide a framework within which volunteers can work safely and effectively
 - ensure fairness and equity
 - ensure good practice
 - provide guidance and support for volunteers both appointed by the Trust as volunteers or organisations external to the Trust who have volunteers supporting patients in the Trust
 - provide guidance and support for staff who have volunteers within their team and/or have external organisations visiting their department

4. Definitions

- 4.1 **Volunteer** - . A person that actively takes on a task, responsibility, project or role on his or her own accord without needing to be assigned, ordered, or told to do so. Often a volunteer is not paid for the work that they provide.

5. Roles and Responsibilities

5.1 Chief Nurse

Has corporate responsibility for the role of the volunteers within the Trust, with the support of the Non-Executive Director with lead responsibility for Patient and Public Involvement.

5.2 The Associate Chief Nurse/Patient Experience managers

Takes the lead role in developing the use of volunteers in the Trust.

5.3 Directors of Corporate Service Functions, Associate Directors and Heads of Department

Are responsible for ensuring that all voluntary activity and volunteers within their area are managed strictly in accordance with this policy. They will liaise closely with the Volunteer Services Coordinators.

5.4 Volunteer Services Co-ordinators

Will record volunteer's ethnic group and/or any disability, which will be reported to the Patient Council each year. The Co-ordinators will maintain a register centrally in the Trust for all volunteers

5.5 Healthcare Career and Skills Academy

Will provide the Volunteers with a Trust Induction in line with recruitment policies prior to commencement on the wards or departments along with the Volunteer Co-ordinators

5.6 Ward/Departmental/Service Managers

An on-going review will be undertaken by the ward/departmental/service manager in the area where the volunteer is placed in liaison with the Volunteer Services co-ordinators.

5.7 All Trust Staff

Have a responsibility to ensure that they are familiar with this policy and to follow the general principles outlined in Appendix I, with regards to the management and recruitment of volunteers. Act at all times in accordance with the policy and report any breaches in compliance with this policy to the Volunteer Services Co-ordinators and Patient Experience Manager.

6. Education and Training

There is no training associated with the implementation of this policy.

7. Monitoring

Where a volunteer's behaviour causes concern and the problem cannot be resolved informally, it should be referred to the Complaints/PALS Manager or Healthcare Governance. The volunteer should have the right to put their case. Following investigation, an informal warning may be issued at this point. A need for further training or extra support may also be identified. If there is insufficient progress after an agreed timeframe, a formal warning may be issued, again following an opportunity for the volunteer to put their case. The final stage is the exclusion of the volunteer, again following investigation. The Trust will conclude any volunteer placement with immediate effect in the following circumstances;

- Breach of confidentiality.
- Gross Misconduct.
- Any other circumstances it deems appropriate

- 7.2 The Trust will review any volunteer placement and move volunteers to other placements within the organisation, subject to the volunteer agreeing. If agreement cannot be reached the placement will end.
- 7.3 An annual report for volunteering will be completed each year by the Volunteer Services Coordinators regarding the activity across the Royal Stoke and County Hospitals sites.

Appendix 1

GENERAL PRINCIPLES OF VOLUNTEERING RECRUITMENT AND MANAGEMENT

1. Recruitment of Volunteers

- 1.1 All volunteer roles and placements must be approved by the Associate Chief Nurse before any volunteers are recruited or allowed to commence placement on behalf of the Trust. Volunteers will only undertake volunteering activities on Trust premises to comply with the requirements of the Trust's insurance cover.
- 1.2 Each volunteer will have a 'specific role' outline to ensure that individuals are appropriately matched to tasks, and both volunteers and Trust staff have clear direction on the role the volunteer is authorised to undertake.
- 1.3 Volunteers will be recruited specifically to undertake a particular role or roles and must not move between roles without prior agreement from the Volunteer Services Co-ordinators. Volunteers will complete the appropriate training to undertake the specific role they are appointed to, for example; moving and handling etc.
- 1.4 When advertising for volunteers the Trust will ensure that advertisements are placed in such a way that they are accessible to all sections of the local community. The Trust will take positive steps to encourage volunteers from the ethnic minority and disabled communities. The Trust is firmly committed to diversity in all areas of its work. We believe that we have much to learn and profit from diverse cultures and perspectives, and that diversity will make our Trust more effective in meeting the needs of our stakeholders. We are committed to developing and maintaining a Trust in which differing ideas, abilities, backgrounds and needs are fostered and valued, and where those with diverse backgrounds and experiences are able to participate and contribute. The Volunteer Services Co-ordinator will record volunteer's demographic information which will be reported to the Patient Council each year. The minimum age for volunteers will be 16 years and they will only be able to undertake the meet, greet and escort role within Main Reception areas, through the League of Friends (under direct supervision) and Hospital Radio (under direct supervision). A risk assessment (available in their personal file in the Volunteer Services Offices) will be undertaken by the relevant manager where the volunteer is located in conjunction with the Volunteer Services Co-ordinators for all volunteers under the age of 17 years to ensure that any placements as a volunteer would not put them, patients, staff or visitors to the Trust at risk. In addition, volunteers are not permitted to perform their role in a clinical area unless they are aged 17 years or over. There is no upper age limit for volunteers.
- 1.5 An applicant cannot be accepted if that person is currently an inpatient at the time of application of this or any other Trust.
- 1.6 All potential volunteers will be interviewed prior to acceptance by the Trust to ensure their suitability for the role. This interview will be informal in nature but written records will be kept. Where volunteers are part of an external voluntary organisation they will be interviewed by a representative of the external voluntary organisation and their contact details, area volunteering within, days and times of volunteering will be forwarded to the Voluntary Services Department. The Trust will ensure that all potential volunteers are legally entitled to work as volunteers according to good practice and recruitment policy.
- 1.7 There is no restriction on people from EU countries coming to the UK to volunteer. People from outside the EU who have a visa to work or study in the UK may volunteer, as long as they are still undertaking the activity that is stated on their visa. People on visitor visas are **not** permitted to volunteer.

- 1.8 Some celebrities may have the necessary qualities and the desire to contribute to the NHS in a non-executive capacity, but they should not be exempt from the usual selection process, which would include careful consideration of the benefits and risks. Celebrities should not be considered for operational or executive NHS roles – not even in a voluntary basis.
- 1.9 Interviews for Volunteers will take place on a regular basis and if accepted will be placed appropriately to the area where they are suitable and feel most comfortable and where it meets the service needs.
- 1.10 The Trust will carry out relevant checks on potential volunteers including obtaining two appropriate references, occupational health clearance, and Disclosure Barring Service (DBS) check before placement commences. These checks will be undertaken for all volunteers whether they are recruited directly by the Trust or are volunteers from an external voluntary organisation before commencing. Exceptions being the League of Friends who may start volunteering (within the Coffee Bar under direct supervision) prior to the DBS certificate being received by the Trust. The Trust reserves the right to ask a volunteer to be removed from their duties if the Trust is not in receipt of the DBS certificate within 8 weeks of submission of the DBS application.
- 1.11 Disclosure & Barring Service checks will be renewed on a 3-yearly basis for all volunteers.

2. Management of Volunteers

- 2.1 All volunteers new to the Trust will be required to attend the Trust induction programme or as soon as practically possible before any placement can commence (volunteers will only attend the sessions that apply to them as a volunteer and may be expected to attend a full day session. This applies to all volunteers including those from external voluntary organisations.
- 2.2 Trust volunteers will undergo an on-going review process to ensure that roles are still relevant and volunteers are acting appropriately and are adequately supported. The review process will be undertaken by the ward/departmental/service manager in the area where the volunteer is placed in liaison with the Volunteer Services Co-ordinators and a copy of any relevant feedback documented and kept in their personal file.
- 2.3 In the case of volunteers from external voluntary agencies feedback will be given by the Volunteer Co-ordinators to the external agencies Co-ordinator or other relevant person.
- 2.4 Additionally volunteers will undergo local induction in the area where they are deployed, such local induction packages will be produced by the ward/department/service where the volunteer is deployed and a copy of the induction should be kept in the volunteer's personal file (see appendix 2). The personal file for all volunteers will be kept centrally in the Volunteer Services Department.
- 2.5 Volunteers will be required to sign in and out each time they attend their placement. The location of the signing in sheet will be advised to all volunteers as this is dependent on the hospital site allocated too as well as area.
- 2.6 Volunteers will be required to attend annual training in health and safety, infection control, fire training, security awareness and moving and handling, also food hygiene when involved with assisting/handling food is included in the volunteer specific role. Volunteers who are not up to date with their training will be withdrawn from their placement until they receive their updated training. Any other training required for the position appointed to will be provided by the Trust.
- 2.7 All volunteers will be issued with a Volunteer handbook which includes two copies of the 'Volunteers Agreement' (see Appendix 3). One copy of the Volunteers agreement needs to be

signed and returned to the Volunteer Services Department before commencing as a volunteer to confirm that they understand the nature of the agreement and their willingness to comply with it.

2.8 Volunteers will be required to wear a uniform (yellow tabard or polo shirt provided by the Trust) or their own shirt or blouse in yellow and a security Identity badge provided by the Trust, at all times when they are attending as a Trust volunteer. Volunteers from external organisations may continue to wear any uniform issued by their own organisation (i.e. blue or green polo shirts), Hospital Radio will be required to carry around a yellow folder when attending the wards or alternatively they will be issued with Trust uniform. External volunteers will also be required to have a Trust security Identity badge.

2.9 A register will be maintained centrally in the Trust for all volunteers engaged in activity within the Trust with copies of all agreed specific roles outlined and person specifications, training and appraisal records.

2.10 All volunteers must be prepared to undergo a health check with the Trust's Occupational Health Department prior to commencement in the Trust and also if there are any concerns about their medical fitness to continue as a volunteer. If any Trust staff who are concerned about a volunteer's fitness to continue they should liaise with the Volunteer Services Co-ordinator.

2.11 Volunteers **must not**

- 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 they have completed the appropriate training for volunteer feeding assistant and competency assessment and then only under the supervision/guidance of the qualified staff and deemed appropriate to do so

2.12 Day to day supervision of volunteers will be the responsibility of the ward/departmental/service manager of the area where the volunteer is placed. If the volunteer discontinues their service then it is the responsibility of the volunteer to inform the supervisor/ward manager and/or the Volunteer Services Co-ordinators. The Co-ordinators will contact the volunteer to terminate the volunteer placement.

2.13 Volunteers are entitled to claim 'out of pocket' expenses. The Trust will reimburse volunteers for travel expenses incurred travelling via bus and or own transport to and from the Trust or on behalf of the Trust. Mileage expenses will be paid at the agreed rate and bus travel at the value of the ticket (singles, returns or first day only). Expenses claims forms must be authorised on each attendance by a senior person within the volunteer's placement area before submission to the Volunteer Services Co-ordinator. Failure to have your expenses authorised by the senior person will result in a non-payment of those expenses. Authorisation and payment of volunteer travel expenses will be managed by the Volunteer Services Co-ordinators. If a car parking permit is required it will be provided by the Volunteer Services Co-ordinator appropriate to the hospital site the volunteer is volunteering upon. A database for all permits/cards for volunteers within the Trust and any volunteers external to the Trust who visit the Trust on a regular basis will be maintained by the Voluntary Services Department.

8. Volunteer Local Induction Checklist

Appendix 2

University Hospitals of North Midlands 

Volunteer Induction Checklist.

In which area are you volunteering: -

Hospital Site: -	Hospital Area: -
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This checklist **must** be completed on the first day attending the ward/department at the UHNM to ensure you have an appropriate induction. It must be initialised, dated and signed by yourself and the person who is providing your induction (see below for details)

The Volunteer cannot commence in the placement until this induction has been completed

	Initials.
• An overview and tour of the ward/department.
• Location of fire exits, equipment and assembly points
• Location of first aid box and who to inform in an emergency.
• Introduction to ward/department team and explanation of roles for all staff members.
• Discussion regarding "Specific volunteer role and expectations"
• Introduction to the supervisor/s who will support you in the role
• Location of toilets, staff room, restaurant and where to leave personal belongings
• Location of volunteer signing in sheet (to be completed each time you attend)
• Health & safety responsibilities.
• Data protection and confidentiality of information disclosed when volunteering.
• Importance of infection control and appropriate use of aprons & gloves.

All volunteers to attend wearing uniform or agreed alternate along with a Trust Identity Badge.

Volunteer Name (please print)

Volunteer Signature

Volunteer day & times

This section to be completed by the Supervisor providing the induction (qualified staff only)

Signature (Supervisor or deputy providing induction)

Full name (please print)

Job Title/Grade

Date and time of induction

**Once completed and signed off in the department this form should be forwarded to the
 Volunteer Services Co-ordinator.**

Appendix 3

HOSPITAL VOLUNTEER AGREEMENT

This document describes the working arrangement, between you and University Hospitals of North Midlands NHS Trust. We sincerely appreciate your voluntary support for our organisation and hope you will be happy working with us. Volunteers are a highly valued part of our workforce and as such, we will endeavour to make your experience with us both rewarding and enjoyable.

The purpose of this document is to tell you what to expect from us and what we expect from you. We aim to be very flexible, so please let us know if you would like to make any changes and we will do our best to accommodate your wishes.

UNIVERSITY HOSPITALS OF NORTH MIDLANDS NHS TRUST AGREEMENT

We will:-

- Make arrangements for you to attend a Trust induction programme, where you will be briefed on various issues including Health & Safety, confidentiality, fire drill, etc. You will be given a copy of the Trust's information booklet, as part of this induction process.
- Provide you with the relevant training to enable you to undertake your role.
- Ensure systems are in place to guarantee your safety whilst volunteering for the Trust.
- Respect your rights relating to privacy, dignity and individual wishes, doing our best to meet them.
- Provide complimentary car parking if required and reimburse public transport/mileage expenses, whilst undertaking voluntary work. You will also be given forms to enable you to claim your expenses. If you wish to utilise this provision you will need to ensure that your expenses claim forms are countersigned by the ward/department and that you have signed the volunteer register (located on Main Reception or Switchboard if out of hours – County site only).
- Provide insurance cover whilst undertaking voluntary work as approved and authorised by the University Hospitals of North Midlands NHS Trust.
- Attempt to resolve any difficulties you may experience whilst working as a volunteer within our organisation.

We expect you to:-

- Work reliably, to the best of your ability, giving as much notice as possible to your ward/department manager if you are unable to attend. This will enable ward/department managers to make any necessary re-arrangements and prevent any unnecessary concerns regarding your absence.
- **Familiarise yourself with the relevant job outline and infection control information (as detailed in the Volunteer Handbook).**
- **Noting the following restrictions**
 - *Do not administer food or drinks without permission and appropriate training.*

- *Do not administer medication to patients.*
 - *Do not engage in any manual lifting or handling of a patient.*
 - *Do not observe or engage in any type of patient treatment such as bathing, toileting or clinical activities.*
 - *Always check with the ward before assisting with delivery of meals and drinks to patients.*
-
- Wear suitable smart clothing (no jeans) and if ward based short sleeved tops and sensible shoes (not trainers). Volunteers are also required to wear a yellow tabard or yellow polo shirt; you may also choose to wear your own shirt or blouse, which also needs to be a shade of yellow. Tabards and polo shirts must be returned on leaving the Trust. Macmillan volunteers will be required to wear the green polo shirt provided by the Centre.
 - Wear Trust ID badge at all times.
 - Attend Training Sessions as and when required i.e. Manual Handling Awareness.
 - Respect other people's rights, relating to privacy and dignity.
 - Abide by all rules and regulations lay down by University Hospitals of North Midlands NHS Trust, including those relating to health & safety, confidentiality and equal opportunities.
 - **Advise us if you are leaving the Trust, returning car-parking permit and security badge to Volunteer Services Department at the relevant Trust i.e. County of Royal Stoke.**

Signed Date

Print name

NB*

This agreement is binding in honour only and is not intended to be a legally binding contract of employment between us. The agreement may therefore be cancelled at any time, at the discretion of either party.

Appendix 4

Trust Volunteer Recruitment Flow Chart

