

VOLUNTEER ROLE DESCRIPTION

Job Title: INPATIENT WARD VOLUNTEERS
Reporting to: NURSE IN CHARGE / VOLUNTEER BUDDY
Department: COMMUNITY INPATIENT WARDS

Inpatient Ward Volunteers will assist staff to provide an environment, which is both conducive to the recovery and rehabilitation of the patients and welcoming to their relatives and other visitors to the ward. The postholder will carry out the role under the day to day supervision of the nominated "Volunteer Buddy" and will only undertake tasks (listed below) for which the postholder has been trained and is deemed competent.

Candidates must:

- be reliable and show commitment to attending training and ongoing support meetings
- have good communication and listening skills in a non-judgemental manner, with the ability to be patient and calm even if faced with challenging situations
- have the ability to show unconditional positive approach with patients with kindness and patience on an empathetic level
- commit to improve the patient's experience during their time in hospital with autonomy and tact whilst ensuring confidentiality is maintained at all times
- promote and maintain the dignity and privacy of patients and be discreet at all times
- maintain the confidentiality of patients and relatives/carers at all times.
- work well within a team

Main Duties/Responsibilities:

- On arrival, please report to assigned volunteer buddy to ascertain if there is anything you need to know ie Isolation Rooms, patients not to be disturbed, risk of falls.
- Assist morning staff to make up unoccupied beds (09:00 -11:00), wearing white disposable apron and gloves, changing and washing hands between each patient bed. Placing laundry in white sacks on portable laundry trolleys, stored in the sluice room. Make up beds with clean sheets and pillow cases (if necessary) from laundry trolleys in corridor, replacing blue blankets if required. When sacks full tie and place in blue bin in sluice room. Receive guidance regarding soiled beds.
- Be available to support staff for additional equipment required when they are delivering personal care ie additional towels, pads, socks, gents new water bottles etc from appropriate store rooms
- Assist by delivering patient beverages to patients at 10:00 hrs (having received initial guidance, these instructions are supported with guidance notes on volunteer's notice board). Check the patient names list on refreshments trolley clipboard is up to date, and those who are diabetic and on special diets/thickeners. Always wear green disposable apron before commencement.
- Assist ward staff with for distribution of meals, prepare patient area to receive tray, within reach of patient and ensuring that both the tray and the cutlery are clean. For patients receiving meals in the day room, ensure tables are wiped clean using clinelle wipes and cutlery and condiments set out.
- To assist patients that require help at mealtimes:
 - Ensure food and drinks are within patients reach.
 - Ask ward nurse if the patient is in the correct position for eating or drinking.

Working in partnership

Great Western Hospitals NHS Foundation Trust
Royal United Hospitals Bath NHS Foundation Trust
Salisbury NHS Foundation Trust

- Ensure patients are ready to receive their meal ie hands washed, table cleared, clothes are protected from spills and water cup replenished.
 - Help patient with cutting up in bite-sized pieces/mashing food; discuss the food about to receive if feeding the patient, otherwise encourage to eat and drink as dementia patients can sometimes forget or not recognise food, if they are unable to do it themselves.
 - Record on food chart - food consumed and quantity and fluid intake, before trays are removed.
 - Reporting any incidents/behaviours in patient's Care Plan folder, ask HCA for guidance.
 - Be responsive and flexible to the changing needs of the patient respecting their rights, choices and wishes.
- Provide diversion and company for patients through conversation and simple activities eg reading, card games, using "This is me" document and/or working alongside the ward Activity Coordinator or Rehab Support Workers.
 - Manoeuvre patients in wheelchairs, providing training has been given and only if patients can assist themselves into and out of the wheelchair independently or with the help of a trained member of staff in order to sit with patients in the day room or outside garden space.
 - Respond to patient non-clinical requests or immediately inform the staff of the request.
 - Escort a patient to an outpatient appointment for support and companionship. This task should only be undertaken if a nurse escort is not required. Ensuring any notes handed over are returned with patient back to the ward.
 - Undertake simple administration tasks as requested by ward staff eg photocopying, filing discharge notes.
 - Answer the phone when unit is busy or desk unstaffed following the agreed standard for handling calls (to be provided by the ward clerk).
 - Tidy stock room with initial guidance, clean shelving (if necessary).
 - Participate in discussion on further training needs.

Please Note:

Volunteers must NOT undertake any form of lifting or moving patients. Volunteers are not expected to enter isolation rooms or bays, but if they wish to do so they MUST gain permission and adhere to the infection control policies and procedures.

Volunteers are under no obligation to undertake any of the above duties if they do not wish to do so. However, if a volunteer has any concerns regarding the undertaking of any of the above duties, they must discuss this with the Voluntary Services Coordinator.

In addition to the duties and responsibilities listed, the volunteer may be required to perform other duties assigned by the supervisor/manager in charge, following discussion with the volunteer and Occupational Health at GWH, Swindon.

Desirable:

- A desire to work within the healthcare profession
- Have a caring and kind disposition
- Be cheerful and friendly
- Works well within a team

Health and Safety Risk & Infection Prevention & Control

- To be kept up to date with Wiltshire Health and Care (WHC) Infection Prevention & Control policies, procedures and best practice guidance in order to maintain high standards of Infection Prevention & Control.
- To report immediately any incidents, accidents, complaints or other occurrences involving patients, visitors or staff, resolve wherever possible, complete accurate statements and report to

Working in partnership

Great Western Hospitals NHS Foundation Trust
 Royal United Hospitals Bath NHS Foundation Trust
 Salisbury NHS Foundation Trust

the appropriate manager as soon as possible.

- Report defects in equipment and the general fabric of the unit to the appropriate officer of the organisation.

NB: Volunteers must not handle body fluids, clinical waste, instruments, needles and syringes, or contaminated waste.

Confidentiality

Any information gained concerning patients in the hospital, which is confidential i.e. information, which is gained by virtue of employment, must not be divulged to those not directly involved with those patients. A breach of confidentiality would result in grounds for dismissal. Each volunteer is personally responsible for ensuring that no breaches of information security result from their actions and should be aware that all information kept on computer is subject to the General Data Protection Regulation and Data Protection Act 2018.

No Smoking Policy

Wiltshire Health and Care is a Smoke Free Organisation.

Policies

You are bound by all Wiltshire Health and Care Policies and Procedures. These can be found on the intranet within the document and policy library.

Corporate Values & Behaviours

What the patients can expect from Staff:

Patients can expect to be treated with courtesy and respect when they meet WHC staff. They can expect confidential information about them not to be disclosed to those who have no need to know. Patients can also expect staff to respond constructively to concerns, comments and criticism.

What Wiltshire Health and Care expects of individuals:

The organisation expects individuals will act with honesty and integrity and openness towards others. Individuals will show respect for patients, staff and others. Individuals are expected to learn and adapt the use of information technology where relevant, in order to transform the way we respond to patients. Staff should be helpful to patients and their visitors at all times and respond constructively to criticism and praise and work to foster teamwork both within the immediate team and across WHC.

What individuals can expect from Wiltshire Health and Care:

Individuals can expect to be trained for the job they are employed to do. Individuals can expect to be given feedback on their performance and to be encouraged and supported in their personal and professional development. Individuals can also expect to be treated with respect by others including those who manage them. Individuals can expect that issues of cultural diversity are treated tactfully and with respect by all who work within the organisation.

Policy Statement

It is the policy of Wiltshire Health and Care that neither a member of the public, nor any member of staff, will be discriminated against by reason of their race; gender reassignment; marriage and civil partnership; pregnancy and maternity; religion or belief; disability; sex; sexual orientation; or age. Individuals can expect to have their views listened to, particularly when they are raising legitimate concerns about the quality of the service provided. Wiltshire Health and Care is committed to the spirit of, as well as the letter of, the law and also to promotion of equality of opportunity and parity of esteem in all fields.

This role description is a guide to the duties and responsibilities of the person and is not exhaustive. Subject to the needs of the service, the content of the role description for this post will be continuously reviewed.

Working in partnership

Great Western Hospitals NHS Foundation Trust
Royal United Hospitals Bath NHS Foundation Trust
Salisbury NHS Foundation Trust

COVID-19 GUIDANCE

Volunteer Risk Assessments

An individual COVID-19 risk assessment to be agreed, signed and sent to the Voluntary Services Coordinator before commencement/returning. Agreeing to the addendum (added Aug 2021) regarding exemption of self-isolation not applicable for inpatient ward volunteers. You are required to have had both vaccinations (if working in clinical areas) and to take regular Lateral Flow Tests. The purpose of this is to ensure that all possible mitigations are in place to protect the volunteer and patients from COVID-19 risk.

Volunteer Ward Buddy

- Whilst undertaking the role on the ward, the volunteer must be supported throughout each session by a named 'volunteer buddy' on the ward.
- Complete an 'on the day' wellbeing Covid-19 questions with the volunteer before commencing their duties, as with all visitors entering the ward.
- The role of the 'volunteer buddy' is to ensure that the volunteer receives the appropriate support and guidance to adopt the required infection control and COVID specific precautions and will advise which isolation rooms/bays they must not enter.
- For all new volunteers, the volunteer ward buddy will also support the completion of the Local Induction form as well as the 'on the day' Covid-19 questions.

Infection Control Precautions

All volunteers must be made aware of the need to stop volunteering should they feel unwell and to follow the latest government and NHS advice for the public especially regarding COVID-19 symptoms. Please report symptoms to HR via the placement area manager or voluntary services coordinator.

Unfortunately, any ward or patient area could potentially have an undiagnosed COVID-19 case hence the need for current precautions to be applied at all times.

- It is advised that volunteers change out of your uniform, using the staff cloakrooms and place them in a disposable bag, before leaving the hospital. To wash uniform after each visit.
- Currently PPE includes Fluid Resistant Surgical face Mask (FRSM). Once the FRSM is removed it needs to be disposed of correctly. Do not touch mask when removing, only the strings, dispose of in clinical waste bin not general waste. Use alcohol-based hand rub on or wash with soap and water hands and forearms before and after removal of FRSM. Do not reuse a FRSM.
- FRSM (Type IIR) masks are provided in boxes/dispensers throughout the hospital and at the building entrance, when moving around at all times, and on entering and existing the ward must:
 - 1) be worn with eye protection if splashing or spraying of blood, body fluids, secretions or excretions onto the respiratory mucosa (nose and mouth) is anticipated or likely
 - 2) be worn when providing direct care within 2 metres of a suspected/confirmed COVID-19 case
 - 3) be well-fitting and fit for purpose, fully cover the mouth and nose (manufacturer's instructions must be followed to ensure effective fit and protection)
 - 4) not be touched once put on or allowed to dangle around the neck
 - 5) be replaced if damaged, visibly soiled, damp, uncomfortable or difficult to breathe through
- Wearing these PPE items can be tiring and hot for any length of time. It is important to have breaks and hydration needs. Your own face coverings for home use only.
- You will need to have additional guidance on how to don and doff PPE safely and in addition dispose of it safely. There is information available on the PHE website including a video:

Working in partnership

Great Western Hospitals NHS Foundation Trust
Royal United Hospitals Bath NHS Foundation Trust
Salisbury NHS Foundation Trust

COVID-19: personal protective equipment use for non-aerosol generating procedures - GOV.UK (www.gov.uk). We would strongly advise that you have a look at all this information as it is crucial to preventing cross infection. It is also important that when to change PPE for clinical areas is fully understood. Also, gloves do not need to be worn all the time and are not a replacement for hand hygiene between each and every patient contact, as with aprons if within 2metres of patient.

Agreed by WHC Infection Control 7th October 2021
Last updated 10.11.2021