



Guidelines for Befriending Volunteer

Volunteers are an important part of our service and we would be unable to offer the range of services we do without their support, for which we are very grateful. There are volunteers in all areas of Weldmar and we have written some guidelines of our expectations of those volunteers who have direct contact with patients.

The guidelines reflect the values of the charity so we can work together as a team. In the future, to meet expected demand, we need staff and volunteers to be as flexible as possible in what they offer. Please discuss these guidelines with your Lead/Line Manager.

PURPOSE OF ROLE

1. Aim

The aim of the Befriending Volunteer is to provide social support, practical help and companionship to patients and/or carers of the charity.

Maybe the patient's illness determines they are no longer able to drive, or maybe they are less mobile or more fatigued, or maybe they feel socially isolated, and therefore the volunteer support helps the patient with everyday things enabling them to maintain their independence and remain in their own home within familiar surroundings living with their illness for as long as possible.

2. Responsibilities and Boundaries

It is important that volunteers maintain appropriate boundaries in relationships with patients/carers. Boundaries define the limits of behaviour; boundaries are based on trust and respect; the relationship between volunteer and patient/carer must focus solely on meeting the identified needs of the patient/carer; volunteers must guard against breaches of confidentiality by protecting information from improper disclosure at all times.

Relevant Weldmar Policies and Guidelines are available from your Lead/Line Manager or HR & Volunteer Services Department.

Reimbursement of travel expenses/materials for the role as agreed in advance with your Lead/Line Manager.

EXPECTATIONS

1. Ambassador for Weldmar

All staff and volunteers are ambassadors for the charity seen as working for the charity. We rely on you to positively promote the reputation of the organisation at all times.

2. Equality and Diversity

The charity opposes all forms of discrimination on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation.

3. Confidentiality

The charity considers the upholding of confidentiality by its staff and volunteers to be of prime importance. All volunteers are required to sign a form relating to confidentiality, and any breach could lead to cessation of their voluntary services.

4. Raising Concerns

We encourage feedback, positive or negative, from our patients and carers, which in turn helps us improve and develop the charity.

Volunteers with a compliment, complaint or suggestion for development are encouraged to discuss this with their Lead/Line Manager in the first instance.

Alternatively, complete a Reflections leaflet, or contact a member of the Volunteers' Group. Verbal or written complaints must be addressed to the Chief Executive in line with the Complaints Policy.

5. Qualifications (if necessary)

Valid full driving licence, preferably clean (any endorsements will be considered individually). You will also need proof that you are insured for business use, or similar wording such as drives in a voluntary capacity.

No other qualifications required.

6. Skills and Expertise

- Good interpersonal skills
- Good understanding of and adherence to health and safety issues
- Non-judgemental attitude and ability to embrace equality and respect diversity
- Ability to respond appropriately to a range of emotions including for example distress and anger
- Report any concerns you have about the wellbeing of a patient/carer to the Lead/Line Manager without delay
- Reliable and trustworthy
- Ability to work within the boundaries of these guidelines
- Ability to work as part of a team, and under the direction of a member of staff
- Ability to assess and manage any risks that may occur
- Ability to be calm
- Careful driver aware of transporting a client
- Flexible to help in other areas during busy times

7. Training Required (given by the charity)

- Safeguarding Adults
- Fire Awareness
- Risk Reporting
- Information Governance
- Confidentiality & Boundaries
- Moving & Handling Level 1
- Infection Prevention

Health & Safety to include:

- General Overview
- Equipment & Electricals
- Emergency Planning
- COSHH

8. Personal Commitment

The volunteer will offer visits of between 2-3 hours, and the frequency will be agreed by the volunteer, patient and lead clinician, which could be as little as an hour a month. It provides the patient/carer with a friendly familiar face at times when circumstances may be difficult.

We ask that you commit to the patient/carer in the community to help us provide continuity of care, and arrange visits direct with the patient to establish an ongoing relationship.

We appreciate personal circumstances could change and if you find you are unable to support us as originally intended, please let us know as soon as possible so we can find a replacement to cover your input.

Please notify your Area Administrator without delay and with as much notice as possible of planned holiday or sickness prior to your expected absence so that we can arrange cover if necessary. If you are or have recently suffered from vomiting or diarrhoea, you must exclude yourself for 48 hours, or 72 hours from patient contact or food handling duties after the cessation of any un-medicated symptoms.

Please notify your Lead/Line Manager of any change in your own physical or mental wellbeing or health that might impact on your ability to undertake this volunteer role.

There will be a 'settling in' period after which your Lead/Line Manager will catch up with you to ensure everything is going well.

Commitment to attend regular individual or group supervision meetings with your Lead/Line Manager appropriate to role.

You will also be asked to participate in a yearly review of your role.

There may be occasion when we might call on you to help in other areas during busy times, and we appreciate this will be dependent on your availability at that time.

Main Contact

| | | |
|--------------------------|---------------|--------------|
| Area Admin | Chloe Wiseman | 01305 215355 |
| Emergency Contact Number | Reception | 01305 215300 |

Lead/Line Manager

| | | |
|----------------|-----------|--------------|
| Lead Clinician | Reception | 01305 215300 |
|----------------|-----------|--------------|

If you have concerns while on duty
out of hours about a patient
in your care, or a task you have
been asked to do, please ring
07713 511832
and your call will be answered
by one of our nurses

Volunteer Name (please print)

Signed by Volunteer Date

Signed by Lead/Line Manager of Role Date

Appendix

ROLE SPECIFIC TASKS

A member of the clinical team will identify a need for volunteer support and will have obtained consent from the patient/carer that this is what they would like. The patient/carer will therefore be expecting your phone call to fulfil the task. The placement will, where possible, be local in the community, and may include support whilst attending day services or the in-patient unit.

You could be asked to do, or help with any of the following:

- Local transport to medical appointments
- Transport for carer/family member to visit patient
- Short drive into the countryside offering a change of scene if appropriate
- Collecting prescriptions
- Sitting, chatting or light interaction like crosswords or jigsaws
- Quiet company or reading
- Light shopping, to the bank, return library books
- Dog walking

You will be given information about the patient/carer on a 'need to know' basis and a risk assessment on the environment you will be visiting, such as:

- mobility - use of stick or rollator
- health issues - continuous oxygen, patient must be self-sufficient
- symptoms - nauseous, breathless, fatigued, incontinent
- medication - patient must be self-administering
- capability to transfer into a car or preference to stay within their home
- dietary requirements, eg. if patient can only intake liquids
- hobbies, interests and background which all helps to stimulate conversation
- smoker
- pets in the house
- background on the family situation
- receiving support from other areas of the charity ie. day services
(known days when the patient will not be at home)
- other professional support routinely visiting, ie. district nurse, social services
(known times of day for the volunteer to avoid)

In all these matters the safety and welfare of patients or carers is paramount. **The rule is never to put yourself or your patient/carer at risk.** Be guided by the moving & handling regulations underpinned in the mandatory training sessions. You must **NEVER** lift a patient or help an incapacitated patient up or down the stairs. If a patient falls and they cannot get up independently, make them comfortable with a blanket and pillow and phone Weldmar for advice. In the event of an emergency call 999.

It is also the volunteer's responsibility to assess and report any potential problems. Be prepared to refuse a task if considered too awkward, difficult, or an unacceptable risk.

You are reminded that conversation around the patient and their family is confidential and you are expected to preserve this at all times. You will be informed of the best clinical staff member to liaise with in the event of any concerns.

Summarised below is a list of Do's and Don'ts to support you in your role:

**We advise you NEVER give your personal telephone number to a patient/carer.
It is your responsibility to make the arrangements.
This ensures you are not put upon when it might be difficult to say 'No'.**

| | Do's | Don'ts |
|---------------------------|---|--|
| Transport | <ul style="list-style-type: none"> - Transport for medical appointments related to illness - Escort patient into hospital building - Occasional other transport such as dentist, chiropodist, optician - Carry portable oxygen, but MUST display O2 sticker on windscreen - Carry our donation envelopes should a patient be in a position to make a donation for transport received | <ul style="list-style-type: none"> - Transport for non-medical reasons such as hairdresser, visit their family - Accompany patient into consultation room - Drive a minor unaccompanied by family/friend adult, or without own booster seat - Operate portable oxygen cylinder - Push or lift a wheelchair without prior authority from line manager - Pay for patient's bill on an outing, or allow patient to pay for volunteer - Get involved in handling bank transactions - Invite patient to your own home |
| Collecting prescriptions | <ul style="list-style-type: none"> - Collect prescription from GP practice or chemist and deliver to patient at home - There is no prescription charge for medication relating to end of life diseases - Always carry ID badge, especially important when collecting a controlled drug | <ul style="list-style-type: none"> - Pay for patient's prescription |
| Within patient's own home | <ul style="list-style-type: none"> - Social chat - Assist patient to the bathroom - Sit quietly allowing the patient to rest - Light interaction such as crosswords, jigsaws - Provide assurance to allow the carer to have a break | <ul style="list-style-type: none"> - Counselling or clinical conversation - Offer personal care in the bathroom - Undertake domestic cleaning - Administer medication or change dressings |
| Shopping | <ul style="list-style-type: none"> - Food and household essentials only - Accept patient's cash in order to shop on their behalf, and must obtain receipt | <ul style="list-style-type: none"> - Clothes shopping - Pay for patient's shopping |
| Dog Walking | <ul style="list-style-type: none"> - Short term only, then review options - Offer in conjunction with family & neighbour support | <ul style="list-style-type: none"> - No more than 3 times a week |

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