



Guidelines for Day Care 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 the Trust 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 Trust 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 a Day Care volunteer is to provide practical support and help with the smooth running of the day, working alongside the kitchen staff and nursing team.

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 Trust Policies and Guidelines are available from your Lead/Line Manager or Human Resources & Volunteer 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 Trust seen as working for Weldmar. We rely on you to positively promote the reputation of the organisation at all times.

2. Equality and Diversity

The Trust 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 and sexual orientation.

3. Confidentiality

The Trust 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. 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' Pre-Meeting Group. Verbal or written complaints must be addressed to the Chief Executive in line with the Complaints Policy.

5. Qualifications (if necessary)

None required

6. Skills and Expertise

- Relevant previous experience of working with people and/or groups, carers or families
- Good interpersonal skills
- Good understanding of and adherence to health and safety issues
- Ability to make people feel welcome
- 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
- Flexible to help in other areas during busy times

7. Training Required (given by the Trust)

- Food Hygiene Level 1
- Safeguarding Adults
- Fire Awareness
- Risk Reporting
- Information Governance
- Customer Care
- Meal Assistant
- Moving & Handling Level 1
- Infection Prevention
- Confidentiality & Boundaries

Health & Safety to include:

- General Overview
- Equipment & Electricals
- Role specific shadowing of existing volunteer
- Emergency Planning
- COSHH

8. Personal Commitment

To regularly commit to a rota which will accommodate your preferences and availability. The role will require a weekly commitment between the hours of 9.45 – 4.00pm. We do sometimes require additional help to fill gaps on the rota.

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 Admin 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 from patient contact for 72 hours 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 of 4 weeks/sessions after which your Lead/Line Manager will catch up with you to ensure everything is going well.

Commitment to attend regular support and advice 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 at (Trimar) on (01305 767527)

Lead/Line Manager

Gill Day – Community Nurse (Day Services)

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

Volunteer Name (please print)

Signed by Volunteer Date

Signed by Lead/Line Manager of Role Date

Appendix

ROLE SPECIFIC TASKS

Duties include:

9.45

- To sign in at reception and ensure you are wearing your name badge.
- To report to the nurse in charge (in nurse's office) to be provided with an update on patients attending and plans for the day.

10.00

- To lay up the refreshment trolley
- To meet and greet patients assisting them with coats etc. as appropriate.
- Stay in the lounge, serve tea, coffee, and chat with patients.
- Clear away cups etc. load dishwasher and put on.
- Once the dishwasher has finished, unload and re-set the trolley for tea after lunch.
- Support patients as directed by a member of staff.

12.00 – 12.30

- Patients can be served pre-dinner drinks as appropriate.
- Assist patients to be seated in the dining room for 12.15.

If you are having lunch then this can be taken either in the dining room or the staff room.

1.00

- Assist patients back up to the lounge
- Serve after lunch tea, clear away dishes when finished reload the dishwasher and if full turn it on.
- Assist patients to different areas as directed by members of staff (art room etc.)

3.00

- Serve afternoon tea & cake
- Load dishwasher, turn on and empty when finished & then switch off.
- Whilst patients are being assisted to their transport, start to tidy the lounge, recliners to be put back in base position and ensure electrical sockets have been turned off. Check all lights/fans have been turned off and all windows are closed and secured.
- Repeat checks in quiet room, bedroom, toilets, and bathroom.
- Report to the nurse in charge when finished to exchange any information or concerns from the day.
- Remember to sign out at reception.

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