



Guidelines for Volunteer Hairdresser

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 volunteer hairdresser is to enhance the experience that our day services patients / social group members receive from their day by offering a hair wash, roller set, trim, cut, and blow dry if they wish. **There may be occasion when the volunteer hairdresser is asked to offer their service to the patient/member at home ensuring continuation of services we provide.**

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-Meet Group. Verbal or written complaints must be addressed to the Chief Executive in line with the Complaints Policy.

5. Qualifications (if necessary)

Qualified hairdresser

We would consider apprentices

6. Skills and Expertise

- Good interpersonal and customer care skills
- Good listening 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)

- Customer Care
- Safeguarding Adults
- Fire Awareness
- Risk Reporting
- Information Governance
- 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 attend day services between one and four days per week, offering 10.00am to 3.00pm according to the numbers of patients/group members wishing to access the service, ensuring continuity of care and establish an ongoing relationship with the patients.

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 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 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

Lead Nurse in Day Services

Social Group Leader (Wednesdays)

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:

Arrive at 10.00am and sign in at Reception.

Report to nurse/social group leader in charge straight away so handover of patients can be given.

Enjoy a coffee with the day services patients/social group members in the lounge and identify with the healthcare professionals who would like to have their hair done.

Offer patients/social group members the opportunity to have their hair washed, cut, roller set, and blow dried, assisting those who are less able to do this for themselves at home, whilst ensuring they have a relaxing and enjoyable experience.

The hairdressing room is well equipped with brushes, towels, rollers, hood dryer, hand hair dryer and other electrical items etc. These will be safety checked and PAT tested on an annual basis. You must not use any electrical equipment that has not been PAT tested and should report any overdue tests to reception.

You may provide your own shampoos and other hair products (that you can claim expenses for the cost of purchase with a receipt), or some patients may prefer to bring their own products. In both instances all products should be checked with the admin/reception team before use to ensure these are safe to use and COSHH appropriate.

You will probably want to bring your own scissors.

There is no charge for this service however some patients may wish to make a voluntary donation towards the cost of the service. In these circumstances Weldmar donation envelopes are available (which includes the option of gift aid if appropriate). There is also a Weldmar triangular collection box for such occasions. These can be provided by admin/reception and all monies collected should be handed to admin/reception for forwarding to our Finance Department.

Clean all hairdressing brushes and combs after each use using Barbicide disinfectant solution which is provided. This should be diluted following the instructions on the bottle. The solution should be disposed of after 10 minutes, and the disinfectant glass bottle thoroughly rinsed. The Barbicide solution must be securely locked away afterwards, in the locked cupboard. This must not be left out.

Tidy all equipment away at the end of the session, clean all surfaces, wipe down the forward wash sink, sweep the floor, take used towels to the laundry room, and ensure the hairdressing room is left clean and tidy. Lock the equipment cupboard within the room and return the key to Reception.

Be ready to leave at 3.00pm or earlier if appropriate (according to numbers of patient/group members or your own preferences)

Report to the nurse in charge/social group leader before leaving, and hand over any concerns about the patient/social group member before signing out in reception.

Cautions

- Be aware of abrasions or sores to the head
- Treat dandruff with special shampoo and conditioner

Essential good practice

Before offering your expertise as a hairdresser ensure you have:

- Made provision for a suitable environment ensuring patient's dignity, comfort and privacy
- Good communication skills - explain what you are going to do and gain patients permission to proceed
- Awareness of infection control and moving & handling
- Short, clean fingernails, and warm, clean and relaxed hands
- No jewellery on hands or wrist
- Correct chair height adjustment for each patient
- Good body posture – stance and breathing
- Washing of hands after each session
- Clean towels for each patient
- Place towels in laundry basket when finished
- Liaise with health care professionals

Hairdressing in the community

Should the day services patient/social group member be unable to attend their normal day at Weldmar, the nurse/social group leader may identify a need for the hairdresser volunteer to make a home visit. At such time, the volunteer will be given an update on relevant information regarding change in circumstance for the patient/member. The volunteer will then determine what equipment they will need to take with them. All other cautions and good practice should be followed as above.

Author: Jane Johnson
Title: Assistant Director South

Authorised By: Ruth Burnhill
Title: Director of Nursing & Patient Services

Authorised Date: September 2016
Review Date: September 2017