



Weldmar Hospicecare
Caring for Dorset

Guidelines for In-Patient Unit (IPU) 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 an In-Patient Unit (IPU) volunteer is to provide practical and social support to our patients and their carers and relatives visiting the IPU, working alongside the kitchen staff and nursing team. Some patients may require assistance with their meals for which there is specific training. We encourage all IPU volunteers to attend this training, however, we do appreciate some would prefer not to help with this duty, and we are very grateful for everything else that you do on the IPU.

Your tasks are done in liaison with the Sister or nurse in charge of each shift so it is important to report to them before starting work. They will be able to give you updated information and immediate requirements.

The nursing floor is a very busy place and doctors and nurses regularly discuss issues around patients. These discussions are confidential and you must observe patient confidentiality both inside and outside the IPU.

If you have any difficulties with any task you are asked to do, please contact the nurse in charge.

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.

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 and 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 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)

None required.

6. Skills and Expertise

- Ability to make people feel welcome
- Good interpersonal skills
- Reliable and trustworthy
- Non-judgmental 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 to the nurse in charge without delay
- Ability to work as part of a team, and under the direction of a member of staff
- Flexible to help in other areas during busy times

7. Training Required (given by the charity)

- Food Hygiene Level 1
- Safeguarding Adults
- Fire Awareness
- Risk Reporting
- Health & Safety to include:
 - General Overview
 - Equipment & Electricals
 - Role specific shadowing of existing volunteer
- Meal Assistant
- Moving & Handling Level 1
- Infection Prevention
- Emergency Planning
- COSHH

Appendix

ROLE SPECIFIC TASKS

- Ensure you sign in at Reception on arrival, and wear your name badge and tabard.
- In addition, we ask you to sign the 'Safeguarding & Confidentiality' book every time you come on duty, which can be found in the nurses station.
- It is good practice to wash hands thoroughly and repeatedly during your shift.
- ****Report to Nurse In Charge**** (refer to 'staff on duty' board in nurses station). It is your responsibility to report in and receive a hand-over from the nurse in charge before continuing with duties at patient bedsides. The IPU Administrator will help you find the nurse in charge if not immediately available.
- Using the 'handover sheet', the nurse in charge will inform you of any issues you need to be aware of, for example infection prevention, risk of fall, allergies, dietary requirements. Please don't use your own notepad.
- Wear a green disposable apron when serving food.
- Never enter a room if a door is closed, nor approach bedside if curtain is drawn.
- If trained to assist a patient with their meal, then offer at the discretion of the nurse in charge. Do **not** assist patients (that includes drinks and soup) unless you have received our specific training.
- Verbally report to the Meal Assistant (nurse on the day), or act as Meal Assistant as required once you are confident to do so, regarding how much of their meal the patient has consumed, and this information is then entered on the food chart.
- You are encouraged to sit and chat with a patient at bedside. The nurse in charge will identify which patient would benefit from having company.
- Welcome carers and relatives visiting the IPU with refreshments as required.
- Help make a bed with a nurse if asked to do so.
- If unsure of anything, however small, always ask a member of staff.
- Inform nurse in charge as you leave, and remember to sign out.
- **Don't forget to dispose of the 'handover sheet' at the end of your shift using the shredder in the nurses station.**
- If you need to cancel a shift or can do an extra one, the rota is displayed on the wall in the nurses station.

Specific Duties:

Breakfast Shift (8.15am to 11.15am)

- Offer assistance with wiping patients' hands ahead of their meal arriving.
- Assist nursing team to serve breakfasts which come up from the main kitchens at 8.30am.
- Offer patients and relatives a drink to accompany their meal. Go around the ward with the tea trolley if appropriate.
- Assist
- Collect trays when patients have finished and tidy them away.
- Collect the post and newspapers from Reception and deliver to patients, collecting next days order and monies (if appropriate) at the same time.

Lunch Shift (11.15am to 2.15pm)

- Offer assistance with wiping patients' hands ahead of their meal arriving.
- At discretion of nurse in charge, go around the ward with the drinks trolley (when opening a new bottle, ensure the date is clearly marked).

- Lunch comes up from the main kitchens at 12.30pm on a heated trolley served at bedside by chef.
- Assist nursing team by giving out the patient's meals - you will be guided by the chef/nurse.
- Collect crockery/cutlery/waste and trays when finished and offer the patients a drink.
- Wipe off any obvious food mess on patient's furniture using single wipe disposable green cloth or blue paper roll.

Tea Shift (2.15pm to 4.45pm)

- Offer assistance with wiping patients' hands ahead of their meal arriving.
- Afternoon tea and cake is served to all patients who would like it.

Supper Shift (4.45pm to 7.00pm)

- Offer assistance with wiping patients' hands ahead of their meal arriving.
- At discretion of nurse in charge, go around the ward with the drinks trolley (when opening a new bottle, ensure the date is clearly marked).
- Suppers are brought up at 5.30pm (puréed diets may come up at 5.00pm if there are a number of patients needing assistance with their meals).
- Assist nursing team by giving out patient's meal trays - you will be guided by the chef/nurse.
- Collect crockery/cutlery/waste and trays when finished and offer the patients a drink.
- Wipe off any obvious food mess on patient's furniture using single wipe disposable green cloth or blue paper roll.
- Offer assistance with mouth care to patients about to settle down for the night.

Being with Patients:

At the discretion of the nurse in charge, volunteers are encouraged to spend some time with a patient on the IPU. You will be informed of any issues you need to be aware of such as:

- Admission to JWH (first time, or been in before)
- How long has (respite) patient lived with debilitating disease? (years)
- Ability to converse (chatty, hard of hearing)
- If unable to converse, what acknowledgement signs to look out for (use of board or litewriter, nod head)
- Level of understanding and cognition (learning difficulties, poor memory, general awareness)
- Hobbies, interests, background (stimulates conversation)
- What not to say (avoid difficult family issues)
- Activities - any preferences? (crosswords, puzzles, reading)
- Emotional issues (anxious, tearful, frustrated, angry)
- Physical issues (restless, loss of movement, risk of falling, sleepy, swallowing difficulties, agitation for assistance)
- Sit quietly and hold patient's hand to offer comfort and reassurance
- Accompany patient into the garden or downstairs to day services

All information will be given strictly on a need to know basis

Support to Kitchen Staff:

- Check there is sufficient crockery, cutlery, milk and condiments in both the ward pantry and visitors dining area at the start and end of your shift. Come to the main kitchens to collect supplies as required.

- Check the fridge in ward pantry for out-of-date items, ensuring adequate supplies of milk, yoghurts, fruit juice and fortified drinks. Collect additional supplies from the main kitchens.
- Load and unload both dishwashers as necessary, restocking visitors dining area cupboards once cleaned.
- Ensure the visitors dining area is kept neat and tidy and all tables are wiped down and ready to reuse. First impressions are important.
- Wipe down all clear surfaces in the ward pantry.
- Only single use disposable green cloths and spray provided are to be used for wiping down. Use blue paper roll for drying washed crockery and dry buffing damp work surfaces. All cloths and blue paper towel should be disposed of in the waste immediately after finishing the task. Never leave a used/damp cloth on a surface.
- The temprite meal trays are washed in the main kitchens.
- Any food waste should be separated from paper, etc. and sent to the main kitchens where it is put down the waste disposal unit. (Food items in the refuse sacks can attract ants, mice etc. in the refuse holding area).
- Should you need to enter the main kitchens as part of your duty, you will need to put on a white coat which can be found hanging up directly outside the kitchens.

Ward Pantry Industrial Dishwasher:

- Any food/drink waste should be rinsed off prior to putting into the dishwasher as the washer may not remove heavy staining or stuck on foodstuffs.
- Any dishes which require soaking due to heavily encrusted food are best sent to the main kitchens for washing.
- Medicine pots must be emptied and hand rinsed, do not put in the dishwasher.

Visitors Dining Area Domestic Dishwasher:

- Instructions for using the dishwasher are displayed on the wall in the visitors dining area.
- Only domestic items such as crockery, cutlery and glasses should be placed in the machine.
- Obtain one dishwasher tablet from Reception and place in the dispenser drawer.
- Machine is pre-programmed, so just select 'start', which lasts approximately 29 minutes.

Meet and Greet

At times when there is no Reception volunteer on duty, visitors to the IPU are asked to ring the bell for assistance. The IPU volunteer may be asked to respond to the bell and be the first point of contact for relatives wishing to visit the IPU.

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