



Guidelines for Volunteer Nails & Handcare

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 offering nails & handcare is to enhance the experience that our day services patients / social group members receive from their day by offering a fingernail shape and polish, and hand moisturiser if they wish.

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)

None required, although some experience would be desirable.

6. Skills and Expertise

- Good interpersonal and customer care skills
- Good listening skills
- Good understanding of and adherence to health and safety issues including COSHH
- 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 wellbeing and day services between one and four days per week, offering a service between the times of 10.00am to 3.00pm according to the numbers of patients/group members wishing to access the service.

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

Wellbeing Coordinator 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 Wellbeing Coordinator/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 nails & hands done.

Offer patients/social group members the opportunity to have their fingernails shaped and polished, assisting those who are less able to do this for themselves at home, whilst ensuring they have a relaxing and enjoyable experience.

You will be expected to offer this service to patients/social group members in any of the communal rooms within Trimar. You may provide your own polish, moisturisers and other hand care 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. Please ensure you are fully aware of COSHH specific risks eg. flammable liquids (remover/varnish) and patients on oxygen and smoking ie. liquids have to be 100% cleaned off for a minimum of half an hour before patient goes outside to smoke.

You will probably want to bring your own nail file. You must ensure thorough cleaning of equipment between patients on reusable items such as files.

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.

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 Wellbeing Coordinator /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 hands

Essential good practice

Before offering nail & handcare 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
- Good body posture - stance and breathing
- Washing of hands after each session
- Liaise with health care professionals

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