



Weldmar Hospicecare  
Caring for Dorset

## **Guidelines for Complementary Health Practitioner (CHP) 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 Hospicecare and we have written some guidelines of our expectations of those volunteers who have direct contact with patients/carers/bereaved/staff members.

The guidelines reflect the values of Weldmar Hospicecare 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 Complementary Health Practitioner (CHP) volunteer is to provide complementary therapy sessions to patients, carers and bereaved (clients) and staff members of Weldmar Hospicecare in accordance with policies and guidelines for practice.

Generally each client will receive a maximum of 6 free sessions, as agreed with the Complementary Therapy Lead.

#### **2. Responsibilities and Boundaries**

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

Relevant Weldmar Hospicecare Policies and Guidelines are available from your Lead/Line Manager or People Services Department.

Reimbursement of expenses/materials for the role are detailed in your Volunteer Agreement.

### **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**

Weldmar Hospicecare recognises and respects the uniqueness and difference of each individual and is committed to equality in all areas of employment, volunteering and service delivery.

## **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/carers/bereaved, 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. Knowledge, Qualifications and Experience**

- Nationally recognised qualification such as an ITEC diploma or equivalent in relevant complementary therapy
- Minimum two year post qualification experience
- Registered with a recognised professional body with a code of practice such as the CNHC, FHT or CThA
- Hold appropriate professional insurance
- Evidence of continuing professional development (CPD)
- Demonstrate knowledge and understanding of complex physical, emotional, psycho-spiritual needs of client group
- Evidence of communication/counselling skills – written, verbal and non-verbal
- Evidence of current practice

## **6. Skills and Expertise**

- Demonstrate good communication skills, discretion and have an awareness of the importance of confidentiality
- Reliability and a commitment to regular sessions
- Ability to adapt skills to palliative care environment
- Ability to assess client suitability for treatment, including risk factors and contra-indications
- Ability to provide non-judgmental and empathetic emotional support to clients whilst maintaining safe and appropriate boundaries
- Ability to work collaboratively with multi-disciplinary team
- Uphold the Weldmar values which are caring, integrity, welcoming and adaptable
- Commitment to reflective practice/clinical supervision and continuing education to promote personal/professional development

## 7. Training Required (given by the charity)

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

Health & Safety to include:

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

Plus role specific shadowing with an existing CHP volunteer and an employed CHP staff member. It is important you experience a shadow and be shadowed in order that your practice is observed.

## 8. Personal Commitment

To commit to a client in the community to help us provide continuity of care and establish an ongoing relationship, as specified in the task allocated to you. We will not ask you to support more than two clients at any one time.

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 Operations Administrators 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 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

Nikki Grattan and Debbie Horton	JWH	01305 215300
Emergency Contact Number	Reception	01305 215300

### Lead/Line Manager

Jo Pasker, Complementary Therapy Lead		01305 215346
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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

Responsibilities include:

### **Clinical**

- Provide holistic assessment/approach
- Be competent in therapy practised, demonstrating continuing professional development (CPD points) gained through training attended and hours worked
- Be aware of clients' diagnosis, treatment, care and current status
- Offer therapies and group sessions to members of Weldmar staff
- Have knowledge of guidelines for practice, including knowledge of contra-indications/precautions in relation to therapy practised and be able to adapt accordingly
- Attend induction/mandatory training as agreed with your Lead/Line Manager
- Attend practice workshop/study up to four ½ days per year, as agreed with your Lead/Line Manager

### **General**

- Complete required documentation and return to Weldmar Hospicecare
- Feedback any relevant information to referrer and/or your Lead/Line Manager
- Where possible attend regular education/training/updates and clinical supervision sessions as notified
- Be aware and comply with Weldmar Hospicecare policies and procedures
- Respect issues of confidentiality
- Respectful of materials and equipment
- In line with expectations for other professions, it is your responsibility to ensure your professional membership and insurance is valid and renewed each year, and the cost is borne by you
- Following 6 free therapy sessions, a private arrangement between the CHP volunteer and client may be made. If the client requires further therapy and cannot afford to pay privately, the matter will be referred to the Complementary Therapy Lead for consideration

Author: Jo Pasker  
Title: Complementary Therapy Lead

Authorised By: Jane Johnson  
Title: Head of Operations