

Volunteers' Handbook

Welcome to Voluntary Services

Introduction

This acute health care setting currently serves approximately 330,000 people in the North East of England. We have a number of specialities and services within the organisation. We are very pleased to welcome you as valuable members of our Volunteer team to City Hospitals Sunderland. Engagement with our staff, volunteers' patients' relatives and carers is of vital importance and relies on effective communication a shared purpose and values.

City Hospitals Sunderland Values

The "Trusts Values" emphasise the importance of listening to patients and their families and learning from their experiences as well as valuing the contributions made by staff and encouraging them to improve services.

The Trust has 5 key strategic objectives to ensure delivery of patient and family/ carer centred care:

- Best Quality
- Highest Safety
- Highest Morale
- Shortest lead time
- Cost leadership

This handbook will provide you with important information relating to all aspects of volunteering and how we can help you get the most out of your experience. Please take the time to read it and ask questions if you require further clarification.

Roles and Responsibilities

Volunteers have a many different skills, qualities and life experiences which can make a tremendous difference to staff and patients. A person become a volunteer for a variety of reasons, a chance to meet new people and make friends or as an opportunity to give something back. Whatever is your reason your offer to volunteer is very much valued by the Trust.

Volunteering covers in a broad range of activities across the Trust:

- Supporting the Help and Advice Service by signposting patients and relatives to the various wards departments and service within the site
- Meet and Greet Service within the out-patient departments
- Ward helpers supporting our staff to provide safe efficient patient centred care
- Collecting patient experience information using a trust survey
- Chaplaincy volunteer
- Macmillan volunteer
- Hospital radio

We do not currently offer volunteering opportunities in paediatrics, maternity or therapy services. Whatever role you undertake for the Trust as a volunteer, your time, commitment, and effort will be greatly appreciated.

If you have any questions, or there is anything you would like to talk about, please do not hesitate to contact the Practice development sister for patient experience on telephone number 01915656256 ext 41016.

If you prefer, you can call in person to the volunteers' office situated in the main concourse at Sunderland Royal Hospital

Induction and Mandatory Training

All volunteers are required to attend the Trust Induction programme which consists of the following:

- Roles and responsibilities of a volunteer including introduction to relevant policies and procedures
- Fire Safety
- Manual Handling
- Infection Control
- Safeguarding
- Confidentiality/ Information Governance

At City Hospitals Sunderland we value our volunteers and recognise that additional training will enhance the volunteer's placement. As such we encourage our volunteers to attend optional training courses provided by the Trust here are some examples:

- Customer Care
- Introduction to counselling
- Dementia Training

Expectations

Volunteering is a two way process. We expect all volunteers to keep us informed of any of the following changes:

- If any changes affect your voluntary work.
- If you have a change of address, email address or telephone number.
- If you are no longer able to continue as a volunteer.

Our volunteers provide much needed help and we ask a lot of them:

- Time.
- Reliability and commitment.
- Observation of the guidelines in this booklet.
- Support for the activities that are organised both social and training.
- Wearing of suitable clothing and identification badges.

We believe you can get as much out of volunteering as you put in eg:

- Job satisfaction.
- The opportunity to care for people who are ill or disabled.
- The support and training needed to do the job.
- The chance to gain experience and develop new skills.
- Social contact and activity.

Every new volunteer on starting with the Trust will be asked to sign a volunteer agreement which will agree the terms and conditions laid out in this booklet before starting on placement.

Guidelines and Regulations

This section covers the requirements you need to adhere to in order to volunteer with City Hospitals Sunderland NHS Foundation Trust. If you have any questions or concerns about any of the guidelines and regulations please contact the Volunteer Co-ordinator.

Identification badges

All volunteers will be issued with a Hospital identification badge this must be worn at all times. In order to redeem your luncheon voucher the identification badge must be presented at the dining room.

On leaving the Voluntary Service the hospital identification badge must be returned to the Volunteer Office.

Dress code

We expect a high standard of cleanliness from our volunteers. Volunteers do not need to wear uniforms but should wear clothes suitable for the job such as smart casual and sensible shoes. No jeans or trainers allowed. A small amount of jewellery is permitted for example wedding band, watch and small ear rings only.

Attendance

- We ask you always on entering sign in and when leaving sign out from a health and safety point of view
- We ask you to make an initial commitment of approximately 20hours a month. Some volunteers work at irregular intervals as and when they are needed, but most of our volunteers work at more regular times.
- If at any time you are prevented by holidays or sickness from attending please let either the department where you volunteer or someone from the Voluntary Services Team know.

Unsuitability

A volunteer who proves to be unsuitable for the work or fails to comply with the regulation or simply does not attend regularly may be asked to leave at any time.

Patient concerns/complaints

Patients are entitled to express their views or concerns on any aspect of their care and treatment, any complaints made to volunteer on behalf of a patient should be discussed with the ward or department staff and the Practice Development Sister.

Lifting and handling

Manual Handling training will be provided by the Trust; the general rule is that volunteers should not lift patients or any heavy loads.

Confidentiality

It is likely that while working in the health service you will see and hear things of a highly confidential nature. Such matters and any other information relating to the diagnosis, treatment or personal affairs of patients must not be discussed with anyone other than senior staff or the Voluntary Services Team. It is not appropriate to discuss any problems relating to your placement with other staff, patients or family members or friends.

Infection Prevention and control

Control of infection is covered within your induction training however it is imperative that all volunteers follow the guidelines laid out with regard to control of infection. It is vital that you always wash your hands before entering a ward/department and alcohol gel between visiting patients. Gloves and aprons should be worn when instructed by ward/ department.

Legal Documents

Should you be approached by a patient, relative, carer or staff member to sign any form of legal document e.g. will/power of attorney you must decline then inform a staff member from the Voluntary Services Team of the request.

Accidents and untoward incidents

If you have an accident while on duty however slight or experience an untoward incident you must report to the manager of the department you are working or to the voluntary services team by the end of the next working day. It is in your interest to make as full an incident report as possible as soon as you can.

Insurance

Volunteers are covered by the Trusts insurance policy providing they are working within the limits of their role.

No Smoking Premises

City Hospitals Sunderland NHS Foundation Trust has a no-smoking policy for staff and visitors which also applies to volunteers. This means no-smoking on the premises or within five metres of the Trusts gates or while wearing your uniform or badge, your co-operation is appreciated.

Meals & Refreshments

Volunteers are entitled to use staff facilities for tea and coffee etc, if you are volunteering for four hours or more you are entitled to a luncheon voucher to the value of £3:00 redeemable in the CHS dining room on production of the CHS ID badge. Luncheon Vouchers are available from the volunteers' office.

Industrial Action

In the event of industrial action by staff, volunteers may still undertake their duties if they wish to do so.

Gifts and Monies

Volunteers should never accept money from patients. Small gifts may be accepted from patients or staff but for volunteers own protection this must be disclosed to the Practice Development Sister for Patient Experience.

Valuables

The Trust cannot be held responsible for the loss of money or valuables. Purses, wallets and any other valuable items that have to be taken with you should be kept on your person or in a locker. Any case of loss should be reported to the staff in charge at once to be entered into the incident book, you should also inform the Practice Development Sister for Patient Experience as soon as possible.

Security

Security is a key issue in the Trust and every effort is made to ensure the safety of everyone on these premises. Volunteers who find themselves in a situation that feels

threatening or uncomfortable should always seek advice and help from a member of staff, contact hospital security on 777 or dial (9) 999 to call the police in an emergency.

Disciplinary procedures

If a volunteer fails to perform to the standards agreed within the voluntary agreement or adhere to the Trusts policies and procedures he/she will follow the volunteer disciplinary procedure which can be found in the voluntary services policy.

Termination of a volunteer placement

The trust will terminate any volunteer placement with immediate effect in the following circumstances:

- Breaching confidentiality
- Gross misconduct

Also any other circumstances it deems appropriate.

Volunteer exit procedure

Exit interviews are an important tool for the VST to ensure that the Trust is providing a positive experience for volunteers. On leaving the trust you will be asked to complete an exit form.

Complaints procedure

City Hospitals Sunderland aims to provide high quality services. In order to ensure our services remain at a high and improving standard we have a procedure in which you can let us know of any reason you are not satisfied with your dealings with the organisation which is outlined in the voluntary services policy.

Policies

A copy of the Voluntary Services Policy is available from the volunteer office.

Volunteer benefits

- Free parking permit.
- Discounted on site gym membership.
- Staff discount at the onsite dry cleaning unit.
- Luncheon voucher to the cost of £3:00 if you volunteer for 4 hours or more

All volunteers are encouraged to become a member of City Hospitals Foundation Trust which means they are able to vote in governor elections or even consider putting themselves forward for governor election. Please ask the Practice Development Sister for Patient Experience for an application form or complete the online form on the Trust's website at <http://chsft.nhs.uk/about-us/foundation-membership/>