

Volunteer Handbook



Bexhill Hospital



Conquest Hospital



Eastbourne District General Hospital



Rye, Winchelsea and District Memorial Hospital

Welcome

Thank you for choosing to volunteer with the Trust, dedicating your time to its hospitals, patients, and staff. Your support will contribute to the high standard of patient care which staff teams work tirelessly to deliver. We extend a warm welcome to you and hope you find your volunteering time rewarding.

This volunteer handbook answers some of the questions often asked. Providing guidance and regulations around voluntary activities, ensuring they are enjoyable and rewarding, and that you have the information you need to carry out your role.

If you require any additional information or advice, please contact your Voluntary Service team or your placement area supervisor.

East Sussex Healthcare NHS Trust provides excellent patient care in a setting encompassed by the following values. These describe how we interact with each other, underpinning all that we do.



Volunteering can bring benefits such as higher self-esteem, access to a wider social circle or gaining new skills.

The Trust feels the benefits of the volunteer's presence in the service: patients, staff and visitors have a better-quality experience due to the input of volunteers.

What you can expect from us:

- Provide relevant training, support, and information for you to carry out your volunteering role safely and constructively.
- Provide support and supervision within your volunteering role.
- Communicate with you and keep you informed of possible changes.
- Offer you fair, honest, and open feedback about your volunteering.

- Ensure you have an opportunity to provide your own feedback in relation to your volunteer role.
- A receptive attitude to suggestions you may have in improving the volunteering experience.

In Return We Ask That You:

- Always wear your volunteer ID card and lanyard when in your role.
- Not perform tasks outside of your role unless the placement supervisor or Voluntary Services has approved doing so. If you feel you are carrying out additional duties it is important you discuss this with your named supervisor or Voluntary Services.
- Always show respect to all who work in or visit the hospital in whatever capacity and treat them with dignity. Adopt behaviours and attitudes that promote, support and respect privacy and dignity. Contradictory behaviours will not be tolerated.
- You may be party to confidential and sensitive information. You are responsible for maintaining confidentiality and must not disclose information outside of the Trust.
- Provide as much notice as possible if you are unable to attend your volunteer placement or if you no longer wish to volunteer for the Trust.

Volunteering Partnership Groups:

Partnership groups work with the Trust to support patient experience through fund raising activities or providing supplementary services e.g., Friends' Hospital Charities, Hospital Radio teams and MacMillan Support Services.

Voluntary Services completes the recruitment process with partnership volunteers, the day-to-day management will be provided directly by partnership teams.

Disclosure and Barring Service (DBS) Clearance:

When applying to become a Trust volunteer, you undertook a DBS check. After your DBS certificate is issued, should you receive any cautions or convictions you are required to declare these to the Voluntary Services team.

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DBS Update Service:

We recommend that you join the DBS Update Service (free to volunteers) as DBS checks will be repeated every three years by the Voluntary Services team.

Trust Volunteer Mandatory Induction Training:

You have completed the mandatory training; volunteers are required to undertake refresher training every year for fire safety and data awareness and every 3 years for the other modules.

We ask that you continue to refer and adhere to the training undertaken:

- Equality, Diversity, and Inclusion
- Safeguarding Adults and Children
- Health and Safety
- Moving and Handling: if your role requires any moving and handling then you will receive additional training.
- Fire Safety
- Information Governance
- Infection Control
- Please note some volunteer roles may require additional training.

Support and Supervision - Area Induction:

When starting your volunteer placement, you will:

- Be introduced to the named area supervisor who will induct you into the department.
- The area supervisor remains your primary contact and support e.g., be available to discuss your placement and any queries or concerns you have.

Data Protection:

Our Trust has a duty to protect the confidentiality of volunteers we will only retain personal information relevant to your volunteering placement.

In accordance with the Data Protection Act, personal information is kept securely and personal information is not shared with other organisations/individuals without the consent of the volunteer, unless we are legally obliged to do so. Files will be destroyed in accordance with the Trust's Information Governance Policy 7 years after a volunteer placement has ended.

Public Relations:

Volunteers may feature in Trust public relations activities; consent will be sought before the publication of any material in which an individual may be identified.

Volunteers are requested not to make any statement to the media or publish anything on social media platforms relating to their time volunteering.

Gifts:

If offered a personal gift whilst volunteering, you should:

- Refuse the gift unless it is of low intrinsic value i.e., chocolates.
- Inform Voluntary Services who will determine what action should be taken.

Additional Guidance:

- Do not sign documents for a patient or on their behalf.
- Do not sign documents on behalf of the Trust.
- Do not share information about the Trust or patients in its care including home phone numbers and addresses to other patients, relatives, or visitors. As well intentioned as you want to be, do not cope with any emergencies yourself, always seek the help of Trust staff.

Clothing and Footwear:

- Wards and clinic areas can be warm so wearing layers is advisable.
- If your volunteer placement is in a clinical area e.g., a ward/ outpatient clinic, you **MUST** adhere to the Bare Below the Elbow infection control policy which in summary involves:
- Tops/shirts/blouses/jumpers being short sleeved or having the ability to be rolled up securely above the elbow.
- Jewellery is restricted to a plain banded ring. Bangles, bracelets, or watches should not be worn.
- Long hair must be tied back.
- Flat, comfortable shoes which are non-slip and have enclosed toes and heels should be worn — mules and 'flip flop' type footwear should **NOT** be worn.
- Ripped style jeans or false nails are not to be worn.
- Ensure your clothes are well laundered please.
- It is recommended you bring essential personal items only when volunteering. The Trust will not be held responsible for the loss of any personal items, it is recommended you do not bring any personal or high value items into the hospital.

Mobile Phone Use:

We kindly ask you do not make calls or send text messages whilst in a patient area including wards and outpatient areas. If you need to use your phone leave the area and find a place more suitable. Please switch your phone to silent or vibrate mode when volunteering.

Attendance, Absence, Holidays and Placements:

All volunteers must make an initial commitment to volunteer with the Trust for six months, however as a volunteer, you are under non- obligatory agreement. Volunteer placements can be cancelled at any time at the discretion of either party.

It's important that once a volunteer placement has started, you are committed to the arrangement that has been agreed. Please notify your Voluntary Services team if you need to change the day or time that you volunteer.

- Short notice absence – contact dept
- Long term absence and/or holiday – contact dept and VS

Contact details for your dept. are provided on the role description you will be provided with when starting.

If you wish to change your volunteer placement, please contact your local Voluntary Services team. We try to accommodate changes in placements, this will be based on availability of an alternative placement and the volunteer's suitability for a role.

Car Parking:

Volunteers can apply for a parking permit to park within the designated staff parking zones at no cost. Volunteers can only use their parking permit when volunteering. A Parking Permit application form can be requested from the Parking Team:

- email: esht.parkingenquiries@nhs.net
- telephone: 0300 131 4500 ext. 774465
- or in person: green parking office based in the kiosk of the visitor's car park.

A parking permit does not guarantee that a space will be available.

Expenses:

You can claim travel expenses, for travel to and from your volunteering role from home by car, bus or train. Taxi/Mini Cab fares cannot be claimed for.

Claims are to be submitted within three months of the expense being incurred. Ideally a claim should be submitted each month.

Incidents:

An incident could be the use of inappropriate language, someone falling over or a patient leaving a ward area without staff knowing they have gone.

If you witness or are involved in an incident whilst volunteering, you should report it immediately to your area supervisor as well as the Voluntary Services team.

Infection Control:

Do not attend your volunteer placement if you:

- Are suffering from diarrhoea and/or sickness (you need to be symptom free for at least 48 hours before coming into the hospital).
- Have a viral infection e.g., cold, flu, sore throat, or flu like symptoms.
- Have a contagious infection, e.g., chicken pox.

The alcohol hand sanitiser is to be used by all volunteers before entering and exiting ward and outpatient areas. Volunteers are also required to abide by hand hygiene protocols (washing hands between patients) whilst working on wards and throughout the hospital.

Infection Control on the wards (where applicable):

If an outbreak of illness is declared (such as Norovirus) on a ward where you volunteer, the Voluntary Services team will contact you to advise you not to attend. Occasionally it may not be possible to contact you before you arrive at the hospital and in this situation the ward will send you home. You should never be expected to go into a side room or bay where there are infectious patients.

Pregnancy:

There are certain areas in which it is inadvisable for pregnant women to volunteer. If you are pregnant or become pregnant, please inform your area supervisor and Voluntary Services team who will ensure you are adequately safeguarded whilst volunteering.

Fire Safety Procedures:

You will be shown the fire safety procedures for your department by the area supervisor. You also have a responsibility to familiarise yourself with the Fire Safety and Evacuation Procedures. Ensure that you ask your area supervisor if it is not explained to you.

The hospital fire alarms are break glass alarms which are directly linked to the local fire station.

There are two types of alarm that you may hear:

- An intermittent ringing sound means there is no immediate danger, but you should prepare to evacuate the area.
- A continuous ringing sound means that the fire is in the immediate vicinity and the area evacuated immediately.

As a volunteer you are not expected to help with the evacuation. You are responsible for getting yourself away from the area.

Reporting A Fire or Other Incident:

To raise the alarm about fire/smoke or any other incident you come across within the hospital building e.g, a collapsed patient/person or unacceptable and/or threatening behaviour, call 2222 using the nearest phone.

Do not place yourself in danger, alerting the nearest member of staff to the incident or dialing 2222 to initiate the appropriate procedure.

Freedom to Speak Up Guardians:

Staff and volunteers' thoughts and feedback about the services the Trust provides matter. When things go wrong, we need to make sure lessons are learnt. We should feel able to say something and be confident that our suggestion will be listened to. The first step is to raise any concern with your area supervisor or Voluntary Services.

If you feel unable to use these reporting lines, you can raise concerns with the Trust's Freedom to Speak Up Guardians.

The Trust has two Freedom to Speak Up Guardians who can be contacted using the email esh-tr.speakupatESHT@nhs.net

And Finally..

On behalf of East Sussex Healthcare NHS Trust's governing Board and Staff Teams, we would like to say thank you for choosing the organisation to offer your time as a volunteer. We hope you enjoy your volunteering experience your support will be immeasurable and much valued.

Thank you again!

ESHT Voluntary Services Team