

VOLUNTEER ROLE DESCRIPTION

AREA OF WORK: Ward Support – Ward 1 (Medical Assessment Unit)

CONTACT PERSON

Senior Sister – Caroline Harrison
Voluntary Services Administrator
Voluntary Services Manager

Tel: 01908 996353 / 996578
Tel: 01908 996060
Tel: 01908 996058

TIMES/DAYS VOLUNTEER REQUIRED:

Monday to Sunday 07.00 – 10.00 hours (breakfast service)
 8.30 to 12.30 hours
 12.30 -16.30 hours
 16.30-1930 hours

REASON VOLUNTEER REQUIRED:

To assist nursing staff at ward level to improve the quality of care given to patients. To improve nutritional intake of patients, helping patients who require assistance at mealtimes.

DESCRIPTION OF DEPARTMENT:

Ward 1 is a 27 bedded adult unit that also has two triage rooms and a waiting room. It takes referrals from GP surgeries, Emergency Department and other Outpatient departments in the hospital. Patients are triaged by a nurse; before they are assessment by a doctor who will decide what procedures need to be performed and/or treatment required. Patients will then see a Consultant and a decision will be made as to whether they can be discharged or need to stay in hospital for further treatment. Patients are on this Ward for short term assessment.

ESSENTIAL SKILLS:

1. Excellent communication skills
2. Patient, enthusiastic, caring, empathetic and friendly disposition
3. Reliability, punctuality, motivation and dedication
4. An understanding of confidentiality
5. Ability to use own initiative
6. Knowledge of basic administration
7. A keen interest in a nursing or health care environment

THE VOLUNTEER IS REQUIRED:

1. Adhere to the signed voluntary agreement and sign in using the signing in sheet provided in the placement area.
2. To understand the importance of Fire Precautions and be aware of local policies regarding emergency procedures and Health & Safety regulations.
3. To observe the confidentiality rules of the Trust in respect of patients and staff.
4. To attend the Trust's Volunteer Induction, Mandatory and Statutory Training and the relevant refreshers thereafter, along with any other relevant training that is required for the role.
5. To understand that no personal care, clinical care including observations and personal medical advice is provided to patients
6. Maintain an appropriate, professional relationship towards staff, patients and their relatives.

DESCRIPTION OF VOLUNTEER DUTIES:

1. Sign in and report to the Ward Manager – to find out if any particular patients need help
2. Check with each patient to see if they need a drink, if they are warm enough and can they reach their call bell. This is also an opportunity to see if a patient would like to chat or possibly play a game using the communication resource box which is held on each ward
3. Help to distribute and collect family and friends leaflets (picker survey), assisting the patient to complete them if appropriate
4. Assist with distribution of meals to all patients
5. Check with Ward Clerk to see if any help is required with photocopying, filing or putting packs/patient records together
6. Provide refreshments and information sheets to patients in the waiting room
7. Collect and deliver documents to other departments
8. In preparation for meal service – help patients tidy bed tables to ensure space for tray. Provide wipes for patients to clean their hands in preparation for the meal service
9. Assist with bed making if required

10. Help the Ward's Housekeeper to put stock away tidily
11. Assist with cleaning ward equipment
12. Report any issues that you can not deal with or concerns to the nursing team.

THE FOLLOWING SECTION IS ONLY FOR THOSE VOLUNTEERS WHO HAVE ATTENDED THE MEALTIME ASSISTANT TRAINING AND HOLD A CERTIFICATE TO SHOW THEY ARE TRAINED TO HELP FEED PATIENTS.

13. Check with Ward Staff to see which patients need assistance with their meal and if there are any special requirements regarding seating, utensils and diet.
14. When a patient has been identified who needs help:
 - check to see if the patient is sitting comfortably and in the right position to eat their meal. If the patient needs moving or lifting ask the nursing staff to do this.
 - Ensure you are relaxed and sitting comfortably, and prepared with food, drink and utensils close to you.
 - Pay attention to food and plate presentation.
 - Avoid distractions and give your attention wholly to the patient.
 - Tell the patient about the meal and feed him/her at his/her own pace.
 - Observe for any non-verbal cues such as pain or the disliking of specific food.
 - Leave the patient content and comfortable after his/her meal.
 - Complete the food record chart if the patient has one and report all observations to the ward sister or nurse in charge of the ward.
 - If you help more than one patient with their meal, please remember to wash your hands before going to the next patient.

DBS LEVEL: Standard (Enhanced if feeding patients)

TRAINING REQUIREMENTS: Volunteers' Induction and Mandatory Training sessions
Mealtime Assistant

New communication resource boxes

All adult in-patient wards have been given the boxes below:



The aim of these boxes is to enhance communication through activities, reminiscence and communication aids such as:

- Sonido (voice amplifier)
- Magnifying glass
- Spectacle repair kit
- Hearing aid batteries
- Dyslexic ruler
- Note book and pen
- Book
- Pack of playing cards
- Puzzles and colouring
- Twiddlemuffs
- Hospital communication booklet
- Reminiscence folder

These can be used with an enhanced observer or patients can use them on their own. They are designed to be used for anyone who would benefit from further interaction and distraction. Any queries please contact Vicki Burns (Lead Dementia Nurse) on bleep 1224.