

Ward Visitor Volunteer

Location: Inpatient Wards

Hours of volunteering: Monday- Friday Core Hours 09:30 – 14:00 & 14:00 – 18:00 20:00
- (Flexible) Weekends 10:00 – 12:00 14:00 – 16:00 18:00 – 20:00 (Flexible)

Minimum age: Minimum age of 18 years

Please note: A Disclosure and Barring Service Check (DBS) check is required for this role

Purpose of role: To offer our patients extra support and companionship, as some patients do not have visitors of their own and some do not want to 'bother' nursing staff, which can lead to them becoming quite isolated. Having someone to spend a little time with can help to improve a patient's experience and make them feel more at ease. Assist ward staff to help make the patients' mealtimes as enjoyable as possible. Support the patient with activities offered on the ward. Support the patients with giving their feedback via the iPad.

Key Tasks and Responsibilities:

- Visit patients on the ward staff, who perhaps have not had another visitor.
- Keep patients' company by chatting and listening.
- Support with activities, such as crosswords, games, puzzles etc.
- Help patients complete feedback questionnaires via the iPad.
- Stock replenishment.
- If patients you visit talk about their hospital treatment, positive or negative, ask if they would like you make a note of these and pass them onto the ward staff or the Patient Advice and Liaison (PALS) Team.

Housekeeping - Additional Support Tasks:

- Checking that all patient tables are clear and clean ready to receive their meal.
- **Making sure the patient is ready to receive a meal.**
- Checking that the patients have the correct cutlery/utensils
- Checking that the patients have sauces/condiments
- **Helping with delivering the Breakfast to patient**
- Helping with beverage rounds.
- Helping to deliver the food to the patients.
- Collecting dirty items from patients after lunch and supper.
- Delivering water to the patients.
- Helping with washing up in the kitchen.
- Feeding back any nutritional concerns to the nursing team

Allergens Training - Free on the government website (can print off a certificate) (14 Allergens – this gives a very good understanding)

Useful skills and experience:

- Excellent communication skills.
- Able to work independently and as part of a team.
- Confident in approach to patients.
- Have a kind and helpful nature.
- Polite and well mannered.
- Patience and understanding.
- Physically fit as the role may involve a lot of walking.
- Ability to deal sensitively with those people who may be tense or anxious.
- Comfortable in a hospital environment.
- To recognise the need for confidentiality.

Training & Development:

- To complete online mandatory training and regular mandatory updates as determined by Royal Papworth Hospital Foundation Trust.
- Specific training / shadowing experience as required for the role.
- Local induction to the ward, clinic or department.

AGREEMENT

I have read and understood the Volunteer Services Policy. I agree to adhere to all Trust policies and protocols associated with my volunteer placement.

If you have any queries or concerns please contact the Patient Advice and Liaison Service (PALS) prior to signing this role description.

Name:

Signature:

Date:

For more information about this role, please contact:

Royal Papworth Hospital Patient Advice and Liaison (PALS) Team

Telephone: 01223 638896 / 01223 638963

Email: papworth.volunteers@nhs.net



Royal Papworth Hospital
NHS Foundation Trust