



Royal Papworth Hospital
NHS Foundation Trust

Volunteer Handbook

Welcome to
Royal Papworth Hospital
NHS Foundation Trust

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Welcome from Josie Rudman, Chief Nurse



Thank you for choosing to volunteer at Royal Papworth Hospital NHS Foundation Trust.

Our volunteers add tremendous value to the care we deliver, and help us to continuously improve the patient experience within our hospital.

Volunteers work alongside our staff in a variety of different roles, from the greeter desks to visiting patients to providing directions around the hospital. Volunteers have chosen to

become dementia friends and help to provide essential support to the care given in the hospital environment.

Whatever you choose to do with us, I hope that you find it as rewarding as I do every day. However big or small your contribution is to Royal Papworth Hospital, we really do appreciate you giving your time to us.

Thank you.

A handwritten signature in blue ink, which appears to be 'Josie Rudman'.

Josie

About Royal Papworth Hospital

Royal Papworth Hospital is the UK's leading heart and lung hospital, treating more than 100,000 patients each year from across the UK. Ninety-eight per cent of patients say they would recommend Royal Papworth Hospital to their friends and family.

As well as performing more heart and lung transplants than any other UK centre, Royal Papworth Hospital has the UK's largest Respiratory Support and Sleep Centre (RSSC). We are the only centre in the UK for a number of specialist services including Pulmonary Thromboendarterectomy (PTE) and Balloon Pulmonary Angioplasty (BPA).

Royal Papworth Hospital is a member of Cambridge University Health Partners (CUHP), a partnership between one of the world's leading Universities and three NHS Foundation Trusts. CUHP delivers world-class excellence in healthcare, research, clinical education and improves the health of people across Cambridgeshire and the wider regions.

Our vision

To bring tomorrow's treatments to today's patients.

Our mission

To provide excellent, specialist care to patients suffering from heart and lung disease.

Our volunteers

Our many volunteers throughout the hospital provide assistance, signposting, reassurance and sometimes just a friendly face to our patients, the family members/carers of patients, and to our staff. Our volunteers are often our eyes and ears around the hospital, and play a huge part in ensuring the smooth running of Royal Papworth Hospital on a day-to-day basis. The Volunteer Service is managed and supported by the Patient Advice and Liaison Service (PALS).

All of our volunteer roles have a role description; you will be given a copy of this before you commence your specific volunteering role. We would ask that only carry out the tasks that are outlined within your role description.

Our values

Leading with care

- We put patient care at the heart of everything we do.

Instilling innovation

- We look for every opportunity to innovate and improve.

Feeling valued

- We ensure our staff members feel valued for the work they do.

Encouraging excellence

- We encourage and reward excellence in all aspects of our clinical and non-clinical services.

Our policies and procedures

Equality and diversity

Royal Papworth Hospital recognises that everyone is different, and values the unique contribution that individual people and their experiences, knowledge and skills bring in delivering quality healthcare.

We will continue to promote equality and challenge discrimination in all service provision, recognising and meeting the needs of the diverse communities we serve, and the diverse communities who make up our workforce.

We will strive to provide an environment in which people want to work and to be a model employer, leading in good employment practice. We are also committed to enabling each member of staff to achieve their full potential in an environment characterised by dignity and mutual respect.

Royal Papworth Hospital will not tolerate unlawful discrimination, victimisation, bullying or harassment of any person(s) based on their race, ethnic origin, nationality, age, disability, gender, sexual orientation, religion or belief

or marital status. Any action(s) found to be in breach of these should be reported to your Supervisor/Line Manager or to the PALS team.

Dignity and respect

All volunteers are expected to treat patients, service users and carers with courtesy, care and compassion at all times, treating each person as an individual and adopt behaviours and attitudes which promote, supports and respects privacy and dignity in accordance with the Trust Dignity in Care policies and pledges.

Confidentiality and data protection

Information governance ensures all information is handled legally, securely, efficiently and effectively. Royal Papworth Hospital establishes and maintains policies to ensure compliance with the Data Protection Act, General Data Protection Regulations, Freedom of Information Act, Human Rights Act, General Data Protection Requirements, Caldicott guidelines and the Common Law Duty of Confidentiality.

As a volunteer, you must also adhere to these and the Trust Information Governance Policy (DN108) provides more information should you require it.

Volunteers should regard any information concerning users of Royal Papworth Hospital (patients, family members, carers, visitors and staff) as strictly confidential, and no information should be disclosed outside of the Trust. Further information is provided in the Volunteer's Confidentiality Agreement that all volunteers signed before commencing their duties within the Trust.

If a volunteer knows a patient in the area in which they are volunteering, this should be brought to the attention of the volunteer's supervisor as soon as possible. The volunteer may then be asked to move to another area of the hospital to avoid any conflict of interest.

In accordance with the Data Protection Act 2018 (including GDPR), the hospital has a duty to protect the confidentiality of our volunteers. We will only collect and retain information that is relevant to your

volunteering placement; any information provided will be securely retained and no personal information will be shared with other organisations without the consent of the volunteer, unless we are legally obliged to do so.

Security

Your ID badge

The PALS team will arrange for you to be issued with an ID badge before you commence your volunteering placement at Royal Papworth Hospital. This ID badge will allow you to move freely around the hospital as required; however you will not be able to access certain areas for safety or clinical reasons. Please ensure that you wear your ID badge at all times whilst you are volunteering, allowing other hospital users to identify you as a volunteer.

Your ID badge will need to be returned to the PALS team at the end of your volunteering placement.

Fire safety/awareness

Staff within the ward/department where you are volunteering will make you aware of fire safety procedures for their area. Please ensure that you familiarise yourself with the fire safety and evacuation procedures in your area; if you are unsure about this, please do ask a member of staff in your area for assistance/guidance.

You are not expected to assist with the evacuation of the ward/department where you are volunteering – you are only responsible for ensuring you get yourself away from the area calmly and safely.

Signing in/out

For security and safety reasons, the hospital needs to be able to account for all volunteers on site at all times. It is therefore essential that you sign in and out of each of volunteering session that you attend. Please report to the PALS office at the beginning and end of your session to sign the daily register.

Security of personal possessions and valuables

All personal items brought into the hospital and brought in at an individual's risk. Royal Papworth Hospital cannot be held responsible for the loss of money, valuables or any other personal property whilst a person is undertaking volunteering duties.

Coats and bags will be able to be left for safe keeping in the PALS Office whilst you are volunteering.

Health and safety

Your responsibilities

Royal Papworth Hospital will ensure compliance with the Health and Safety at Work Act 1974. It is the Trust's duty to provide you with a safe environment in which to volunteer. Health and safety training will be provided to you as part of your induction. It is your duty to take reasonable care, for the health and safety of yourself and of other persons who may be affected by your activities whilst volunteering at Royal Papworth Hospital and to co-operate fully with the Trust and others in connection with arrangements to meet their statutory duties and responsibilities under the Act.

This means following safety rules and instructions, never using equipment that is in a dangerous condition, always reporting accidents, even if there was no injury or damage and acquainting yourself with local health and safety rules. Your placement supervisor will tell you about any special risks or precautions which apply to the area in which you will be volunteering.

There are some areas of the hospital in which it is inadvisable for pregnant women to volunteer. If you are pregnant please inform your placement supervisor who will ensure you are adequately safeguarded whilst volunteering.

Moving and handling

You should not undertake moving or handling unless you have received specific training. This is discussed at the volunteer corporate induction and at your local induction.

You must never attempt to lift patients; this includes not helping them in and out of cars; in and out of chairs; in and out of bed or transferring into or out of wheelchairs. You must also not support patients who need physical assistance to walk. This is extremely important to protect both you and our patients. If patients need assistance, you should inform clinical staff and explain to the patient that you are not able to assist. You should not operate wheelchairs unless you have undertaken specific wheelchair training, which is optional and offered on a regular basis.

Hand hygiene and infection control

Hands are the principal route by which cross-infection occurs, and hand washing is one of the most important procedures for preventing the spread of disease. Hand hygiene using liquid soap and water or alcohol gels will remove micro-organisms effectively and should be used as the preferred method of hand hygiene in all ward and clinic areas. Alcohol gels are available from wall dispensers throughout the Trust and liquid soap is available in all toilets/washrooms throughout the hospital.

Hands should be washed:

- When entering or leaving a ward or clinic, even if you don't have patient contact
- Before contact with individual patients and before touching anything within the bed curtain area
- Upon changing activity/task
- Before and after serving patient meals

We would ask that you do not come into the Trust if you:

- Are suffering from diarrhoea and/or vomiting (you need to be symptom free for 48

hours before coming into the Trust). We would also ask that you do not attend the Trust if you have come into contact with someone who has vomiting/diarrhoea.

- Have a viral condition such as flu or flu-like symptoms, sore throat or cold
- Have a contagious condition such as chickenpox or measles

We would ask that any cuts/ grazes are kept covered by clean, waterproof dressings and please remember that the hospital operates a 'Bare below the elbow' Policy and a no lanyards policy.

Royal Papworth Hospital may on occasions have to close a ward if a highly infectious bug such as Norovirus/winter vomiting bug is present on the ward(s). A closed ward means that there are restrictions on the movement of patients and staff on the identified ward(s). This situation would be monitored on a daily basis; if you are uncertain about attending the Trust for your volunteering duties during a ward closure, please contact your placement supervisor beforehand.

Isolation of patients

On occasions, patients can be isolated in side rooms/ designated bays, allowing the Trust to contain the source of infection(s) and to prevent the spread of infection(s) to/from other people. For your own protection and the protection of others, you must observe isolation notices or specific care notices displayed on each individual bed/side room, as explained at your induction. Please do not enter areas indicating barrier nursing without first gaining permission from nursing staff.

Safeguarding

Royal Papworth Hospital recognises that every individual has a right to live free from fear, and that everyone is entitled to be treated with dignity and respect, to have their choices respected and to not be forced to do anything against their will. If volunteers have any concerns or suspicions, these should immediately be escalated to a senior member of the Trust's staff.

Contact with patients

Social contact with patients is an important part of many

volunteer roles within the hospital. It is important that volunteers are aware of the boundaries within which they undertake this task, particularly in relation to touch. Care must be taken when you interact, greet, comfort or reassure patients as this could be misconstrued as an invasion of a person's private space. Our advice is to follow the lead from the patient. If you have any queries or concerns about this please contact your ward/department supervisor or the PALS team.

It is essential not to give food or drink of any description to patients (unless you have been specifically trained to do so) without first consulting staff, or to bring in medicines for patients or to discuss your problems with patients.

Sharps and specimens

When volunteering at Royal Papworth Hospital, if you come across a syringe or any other 'sharps' you should not touch it, but report it to the nurse in charge. Volunteers should not carry specimens unless they have undergone appropriate training.

Spillages and clinical waste

Volunteers should not be involved with the clearing up of any spillages, with the exception of minor spillages of water/juice on the patient's bedside table (but only when instructed to do so by a member of the Trust's staff). Volunteers should not under any circumstances handle clinical waste. Clinical waste is defined as waste that is contaminated with potentially infectious substances e.g. blood or body fluids.

General information

Expenses

Volunteers receive payment of £0.24 per mile for a maximum of 30 miles round trip for each day they volunteer. All travel claims must be submitted before the end of the following month using the volunteer travel claim form which is available from the PALS office.

All travel claims must be received by the 5th day of the following month. No back dated travel claims will be allowed.

Those volunteers who attend Royal Papworth Hospital for a full day will receive a voucher allowing for the purchase of lunch from the onsite restaurant (maximum value £5.00); these vouchers are issued by the PALS team.

Claiming benefits

If you are claiming benefits in accordance with UK Government guidelines, volunteering should not normally affect your rights to claim benefits. We strongly recommend you discuss your choice to volunteer with your benefits advisor before you

start your placement. Royal Papworth Hospital cannot offer any guidance or advice regarding volunteering and benefits, and shall not be liable for individuals who do not meet their benefit criteria.

Acceptance of gifts

All volunteers at Royal Papworth Hospital should consider carefully before accepting any gift or hospitality, and should refuse any gifts, favours or hospitality that might be interpreted as an attempt to gain preferential treatment.

Royal Papworth Hospital accepts that patients or their carers may wish to provide a gift to our staff and/or volunteers as a token of thanks. Where a gift exceeds the value of £25, the receipt of this gift should be reported to your placement manager. Gifts that are perishable, such as flowers, or that could be shared within a department, such as chocolates or biscuits can be accepted without having to declare them.

Volunteers should politely decline gifts of cash, explaining that the NHS has strict rules

around the acceptance of gifts. Any acceptance of cash might be interpreted as seeking to exert influence to obtain preferential treatment. Please consult the PALS team if you are in any doubt as to the appropriate response.

No smoking within the hospital site and grounds

As with all NHS premises, smoking is not permitted within Royal Papworth Hospital or its grounds. We as a hospital feel that is important that our volunteers, patients and staff do not have to experience being cared for/working alongside people that smell of cigarette smoke. The hospital is committed to supporting individuals to stop smoking through a range of support, which can be provided by our Occupational Health team.

Alcohol and substance misuse

Royal Papworth Hospital is committed to protecting and promoting the health of its volunteers, patients, visitors and staff by ensuring that volunteers and staff are competent to work whilst being free from drugs, alcohol or any other substance.

Use of unauthorised drugs and/or other substances, legal or illegal, or being under the influence of alcohol/drugs will lead to an investigation being undertaken and may ultimately lead to the discontinuation of your volunteering role.

Insurance and liability

Royal Papworth Hospital accepts liability in respect of your acts and omissions to the degree that those acts and omissions were carried out whilst volunteering on behalf of the Trust and in accordance with your Volunteer Agreement.

Whilst undertaking officially sanctioned NHS duties in accordance with your volunteer agreement, you are covered by the NHS indemnity against claims for negligence. You have a responsibility to maintain your duties to the highest possible standard and act appropriately and responsibly at all times.

Dress code

Volunteers at Royal Papworth Hospital are expected to be neat, tidy and well presented. Clothes and accessories should comply with health and

safety and infection control guidelines. New tattoos must be covered. In clinical areas, volunteers must comply with the 'bare below the elbow' policy to limit the spread of infection. The key points are for this policy:

- Sleeves rolled up to above the elbow, or wear short sleeved shirts/blouses ('bare below the elbow')
- No wrist watches as they obstruct effective hand washing (this also includes fitness bands or other bands that might be worn on the wrist)
- Only one plain band ring can be worn (with no stones).

Practical shoes should be worn; high heels, sandals, open toe shoes, platform shoes, clogs and sling backs present risk when working with patients and are therefore not permitted for volunteers in clinical areas.

Hair must be clean, neat and off the face and collar. Please keep perfume and make up to a minimum.

Social media/networking

Volunteers at Royal Papworth Hospital are asked, when using

social media / networking, that they do not:

- reveal any information about patients, carers, colleagues or the Trust;
- engage in activities that may bring the Trust into disrepute;
- post defamatory, derogatory or offensive comments about patients, carers, colleagues, your role or the Trust;
- post photographs taken on Trust premises or post photographs of colleagues taken at work social events without their knowledge and consent.

Training and support

Every new Royal Papworth Hospital volunteer should complete a mandatory induction programme before they begin their placement, regardless of the nature or duration of the placement. The induction will ensure that our volunteers have the required knowledge, information and understanding of policies, procedures and information relevant to them volunteering with The Trust. The induction will also provide the opportunity to ask questions and meet other new volunteers.

Induction topics include:

- Fire safety
- Safeguarding of children and adults (including Prevent)
- Equality and Diversity
- Fraud awareness
- Health and Safety
- Manual Handling
- Infection prevention and control
- Information governance
- Basic life support

When you begin your placement within the host ward/department, you will

also receive a 'local' induction about the particular area, and any training relevant to your particular area

All volunteers will be required to attend training that will provide updates on any Trust changes that may help to enhance their role.

Communications and feedback

The PALS team are located on the ground floor of Royal Papworth Hospital, and are there to discuss any aspects of volunteering or any enquiries that a volunteer may have.

Complaints

Royal Papworth Hospital will respond to any complaints made by or concerning one of our volunteers in a full, fair and consistent way. If a complaint is made by a volunteer or concerning a volunteer, these will be resolved informally wherever possible, with the involvement of the PALS team. If informal resolution is not possible, the complaint will be referred to the formal complaints team. Details of the process that is followed are available on request from the PALS team.

Attending Royal Papworth Hospital

Reliability

We ask that our volunteers make an initial commitment of 26 weeks, in the light of the investment we undertake to recruit, train and support our volunteers. However as a volunteer you are under no legal obligation to stay but we would always appreciate some notice if you decide to leave us.

Volunteers accept a placement that is carried out on a specific day and time. We ask that you keep to the volunteering arrangements made with your host ward/department so that consistency of volunteering support is maintained within that area.

We also ask that volunteers are with us for a minimum of 4 hours per week.

Illness and holidays

Your placement may involve contact with people who are vulnerable to illness, such as the elderly and it is therefore important to minimise the risk of infection. For this reason, if you are ill please do not come to your volunteering session.

If you are unable to attend due to illness or unforeseen circumstances then please let your placement area and the PALS team know at the earliest opportunity.

You should inform your placement supervisor if you have been in contact with someone suffering from an infectious disease, e.g. typhoid, measles, hepatitis, salmonella and/or diarrhoea and vomiting or flu.

If you have a holiday planned, please let the PALS team know as soon as possible that you will be unavailable for certain dates and when you plan to return. This will, where possible, allow the PALS team to find another volunteer to cover your role during your absence.

Volunteer breaks in service

If you wish to take an extended break from your regular volunteering duties, with a view to returning after a period of time please be aware that you will need to undergo pre-placement checks (DBS) if the break in service exceeds 6 months.

Changes to volunteer placements

Please notify your placement supervisor and the PALS team if you need to change the day and/or time that you volunteer.

If you wish to change your volunteer role for any reason, please contact the PALS team. They will try to accommodate changes in placements but this will be on the basis of availability of an alternative and your suitability for the role.

Suitability of the volunteer role

If you or your host ward/department/placement supervisor considers that your volunteering role does not suit you and/or you have not been able to provide reliable attendance, a discussion will take place to ascertain if you should wish to leave or consider an alternative volunteer placement with us that may suit you better.

Ending your volunteering with the Trust

Volunteering is a mutual arrangement between the volunteer and the Trust, which can be terminated at any time by either party. Wherever possible, we ask that you

give as much notification as possible in order that we can make suitable arrangements to ensure there is no impact on continuity of service.

When you leave, please return your ID badge to PALS.

Keeping in touch

The PALS team produce a quarterly newsletter which provides updates on what's happening in our hospital, as well as volunteering news. Please contact the PALS team to find out more.

Our contact details are:

Tel: 01223 638896/01223 638963

E-mail: papworth.pals@nhs.net

And finally.....thank you

Our volunteers at Royal Papworth Hospital provide an invaluable service to our patients, their relatives/ carers and our staff. The Trust values the contribution that volunteers make to our hospital, and we hope that you will enjoy your time with us.

On behalf of everyone here at Royal Papworth Hospital, thank you for the time, energy and commitment you give us – these are all very much appreciated.

Royal Papworth Hospital NHS Foundation Trust

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A member of Cambridge University Health Partners

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