

Hospital Volunteering

Partnership Opportunity with St John Ambulance

April 2020



OVERVIEW

St John Ambulance is working with NHS England and individual trusts across the country to identify how volunteering will support their key priorities including;

- improving care quality and outcomes;
- expanding access to person-centred, integrated care;
- alleviating pressures on our workforce and services;
- supporting wider social impact.



In response, St John Ambulance has developed a volunteering model which will place trained volunteers into Emergency Departments to support with several identified areas which can alleviate the pressure and demands of the system.

St John Ambulance is a Registered Charity, charity registration number 1077265 and is registered with the Care Quality Commission, provider number 1-191578524.

St John Ambulance Community Response Team and individual trusts working together will;

- Identify an agreed scope of tasks within the Emergency Department which are suitable for volunteers to assist with.
- Provide suitable and sufficient training, and personal protective equipment to meet the requirements of the scheme as detailed within the Memorandum of Understanding (MOU).
- Create an infrastructure of support to ensure that the scheme evolves, and that the welfare of all members is maintained.
- Through audit and review the trust and St John Ambulance will measure the effects of the scheme in terms of performance indicators.

The NHS Long Term Plan recognises the key role that volunteers already play within the NHS and commits us to increasing volunteering in health services in across all areas of England.

Our St John Ambulance **Volunteers will be able to work alongside frontline staff**, releasing time to care, helping to improve the patient experience, to deliver better long-term outcomes, and support families and carers in ways and in settings that paid staff cannot always do.



In some cases, many trusts already have an existing volunteering model, and St John Ambulance are able to be adaptable to compliment those structures and provide resources to enhance the capacity within hospital environments.

SERVICE DELIVERY MODEL

We will identify suitably trained and equipped volunteers to support hospital trusts in a range of activities which may include;

Nutritional Support	Providing food and drink to patients who are deemed clinical able to by the nursing and medical staff.
Patient observations	All our personnel have clinical training and can undertake some HCA level tasks, including NEWS2 observations and minor injury care.
Movement of patients	Transferring patients to different parts of the hospital site, to wards, x-ray, and various areas within the Emergency Department.
Answering call bells	Attending to patients who press their call bell to triage requests and deal with low-level requests, such as additional blankets, drinks or to find out basic information.
Cleaning	Cleaning trolleys ready for next patients and ensuring that cubicles and patient areas are kept clean and tidy.
Arranging transportation	Supporting staff in arranging for taxi's and assisting patients to relative vehicles if they need assistance.
Basic monitoring	Be able to monitor patient's condition, and alert clinical staff to the deterioration of patients.
Emotional support	Be able to provide reassurance and comfort to patients who are anxious or need someone to talk to.
Corridor monitoring	Able to support clinical staff by caring for patients waiting in corridors once a handover has been made by ambulance staff.
Runners	Acting as runners, to collect prescriptions, equipment or other tasks in different parts of the hospital trust.

ARRANGEMENTS

All our volunteers go through an adequate recruitment processes, including references and UK right to work documentation. A Disclosure and Barring Service (DBS) enhanced disclosure will have been completed and deemed satisfactory for all volunteers taken on to work in regulated areas involving vulnerable adults and children in line with current guidelines.

St John Ambulance volunteers will have undergone an occupational health clearance to undertake the tasks and role identified in the trust. St John Ambulance will contact the relevant person directly directly if there are any concerns about the volunteers' health or disability that could impact on the role or any adaptations or adjustments you consider may be necessary.

St John Ambulance will meet the volunteers obligations with regard to health and safety, including appropriate risk assessments ensuring that our people are safe, and work



closely in collaboration with the trust to ensure the appropriate governance, safety and assurance processes are met.

St John Ambulance, through funding from NHS England will meet the full cost of:

- Payment for 'in house' expenses normally awarded to St John Ambulance volunteers
- Provision of training as required.

St John Ambulance volunteers will always adhere to Infection Prevention and Control policies, to ensure continued compliance with the Health and Social Care Act (2008). Alcohol hand rub will always be carried by St John Ambulance volunteers when in uniform; good hand hygiene will be maintained.

It is important for us to ensure St John Ambulance volunteers wear uniform as provided by the charity which clearly identifies individuals. This also reinforces the partnership between St John and the Trust. All our volunteers will always wear their St John Ambulance identification card.

St John Ambulance and those volunteering/action on their behalf will treat all information as confidential, and in accordance with The Data Protection Act 1998, The common law duty of Confidentiality, The Human Rights Act 2000 (Article 8), NHS Caldicott principles and any other key policies or legislation that the trust Under no circumstances will any details from confidential information be disclosed to a third party by St John Ambulance, its volunteers, employees or anyone working on its behalf without prior authorisation from the Trust.

We are keen to support each trust with an individual induction into volunteering, and through our Community Response Team, we will identify a lead officer to work with you to arrange the operational details of the project.



St John Ambulance and the Trust will work together to monitor compliance as part of the partnership to ensure all relevant obligations are being met by St John Ambulance. This will include, but is not limited to:

- Ensure St John Ambulance policies, procedures and controls to ensure they are acceptable and up to date.
- Monitoring of reported incidents involving St John Ambulance, their volunteers, staff or agents in relation to this project.

St John Ambulance will provide all reasonable information and support requested by the Trust to support this monitoring and review process. St John Ambulance and the Trust also agree to work together with the Trust to resolve any issues identified through this monitoring and review.

START-UP PROCESS

1. Hospital Trust & St John Ambulance discusses opportunity.
 - a. We have a team of Community Operations Co-ordinators who will discuss the project with individual trusts and outline the detail on how we can operationalise this opportunity.
2. An MOU is to be signed between St John Ambulance and the individual trust to formalise the agreement.
3. A nominated lead person from the hospital will work with one of our lead officers to organise the group of volunteers and arrange their hospital induction.
4. We will then rota volunteers on an agreed shift pattern to start volunteering.
 - a. Regular reviews and debriefs will be hard to ensure the project run effectively.

HOSPITAL HANDOVER DELAYS

Our clinically trained volunteers have a wide-ranging scope of practice and are trained to support patients in a range of different skills. They are particularly capable of supporting health care professionals and could be used to support a Triage Nurse or Paramedic Officer in the cohorting of patients.

This provides additional capacity for the department, safety for patients waiting to be assessed, and allow ambulance crews to handover. It also allows for the early identification of patients deteriorating who may need further clinical assessment.



SCOPE OF PRACTICE

It is important for the trust and St John Ambulance to agree the scope of practice for the volunteering activity, and for this to be included within the Induction Programme. St John Ambulance volunteers are trained in the following clinical skills;

Clinical competency
Patient assessment – a holistic approach
Primary survey
Secondary survey
Patient assessment - FAST
Patient assessment - NEWS2
Observations – Pulse oximetry
Observations – Pulse, breathing and response
Observations – Temperature, tympanic thermometer
Observations - Temperature, oral thermometer
Observations – BP, manual and electronic
Observations – blood glucose measurement
Chest examination – Inspection
Abdominal examination – Inspection
Intimate areas – Visual observation as part of essential care e.g. emergency childbirth
Recovery position and care of unconscious casualty
Basic life support, CPR - adult
Basic life support, CPR - child
Basic life support, CPR - baby
Severe allergic reaction
Management – choking adult
Management – choking child
Management – choking baby
Medicines administration – GSL medications
Child safeguarding referral, internal
Adult safeguarding referral, internal
Use of pocket mask/face shield
Use of AED
Airway management – Manual manoeuvres
Patient handling - Casualty positioning and moving
Casualty handling – Spinal immobilisation <i>without</i> spinal board and head restraints/blocks (MILS)
Capillary Refill Time
Route of medicine administration - orally
Infection prevention and control (IPC) in the hospital environment
Principles of moving and Handling
Mental Capacity Act 2005 and consent in St John Ambulance
Awareness of the process of withholding or withdrawing resuscitation treatment or resuscitation
When Things Go Wrong
Food and nutrition
Delivering personal care
Person centred care

CASE STUDY

BRIGHTON AND SUSSEX UNIVERSITY HOSPITALS NHS TRUST

Overview

Dozens of volunteers from St John Ambulance in Sussex are being deployed on the frontline in the fight against COVID-19, providing patient care and support at two of the county's hospitals.

Since the outbreak of the virus in the UK, the national health and first aid charity has backed up the NHS by providing ambulance crews, plus highly-trained volunteers to work in hospitals up and down the country, including the NHS Nightingale Hospital in London.

Now, St John is working in partnership with the **Brighton and Sussex University Hospitals NHS Trust**, providing volunteers to support clinical teams at the Royal Sussex County Hospital, Brighton and Princess Royal Hospital, Haywards Heath.

The experienced first aiders will work under the supervision of nursing staff at the hospitals' emergency departments and associated wards. Their role will be like that performed by healthcare assistants in a hospital setting and will include routine work such as assisting patients with eating and drinking, patient hygiene, taking and noting observations, and general care and cleaning.

They have all received additional training in recent weeks, in line with Government recommendations and clinical expertise from NHS England, to enable them to volunteer in this role.



What have people said?

St John Ambulance volunteer Darren Owen said: "This is a vital role in supporting the NHS during extraordinary circumstances; we hope by working closely together we can ease some pressure on clinical staff during this difficult time.

"I've been absolutely astounded by the response from our volunteers – so many want to get involved with this project and support the NHS in their local community. I'm incredibly proud of everything we're doing, and we're delighted to be part of the hospitals' dedicated and incredible teams during this health crisis. We've had a very warm welcome from all involved."

Darren Owen, District Events Lead
St John Ambulance, South East



Ann Gibbins
@aegibbins

Replying to @SJA_Sussex @DrRobgalloway and 5 others

We are so grateful to St John's Ambulance - amazing staff and leaders. Checked in at PRH this afternoon and saw great teamwork with our colleagues # working together - amazing results

CASE STUDY

LEWISHAM AND GREENWICH NHS TRUST

Overview

St John Ambulance and Lewisham and Greenwich NHS Trust developed a partnership to develop a volunteering model which placed SJA trained volunteers into the hospital site to support with several identified areas.

The aim of this project was to alleviate the pressure and demands of the system. **The NHS Long Term Plan** recognises the key role that volunteers already play within the NHS and St John Ambulance are committed to increasing volunteering in health services in across all areas of England.

Our St John Ambulance **Volunteers worked effectively alongside frontline staff**, giving time to care, helping to improve the patient experience, to deliver better long-term outcomes, and support families and carers in ways and in settings that paid staff cannot always do.



Feedback from the Hospital Trust

It's been fantastic growing a new partnership between Lewisham and Greenwich NHS Trust and St John Ambulance, this is something really positive that has come out of the COVID-19 pandemic. The St John Ambulance volunteers came prepared with a bespoke care module which has prepared them for working in a different clinical environment. We have supported the volunteers a localised with who have joined our team at Lewisham and Greenwich NHS Trust have fitted in really well and it feels like they have been part of the team much longer than they have.

The St John Ambulance volunteers are working in all areas of our Emergency Department apart from our Red Resus supporting staff and patients. Our patients have given nothing but praise to the St John Ambulance volunteers. These volunteers are doing a variety of tasks such as helping Clinicians in Streaming patients, supporting with clinical tasks in our Green Resus. Volunteers have been providing reassurance to our patients who are anxious at this time being in a Hospital without any friends or family.

The volunteers we have seen have can do attitude, we have seen them offer to support other clinical areas with other clinical staff to support shortages across the hospital. This partnership has provided St John Ambulance volunteers with the opportunity to learn and develop when we return to business as usual, they can use the skills, knowledge and experience to support them when they cover events.

Peter J Hollely, Advanced Clinical Practitioner in Emergency Medicine
SJA Lead for St John Ambulance Project, L&G NHS Trust



CONTACT US

We would be extremely interested in hearing from you if you are interested in forming a partnership with St John Ambulance and having volunteers support your Emergency Department or other areas within the hospital setting.

All requests for support can be made to NHSSupport@sja.org.uk. A member of the Community Response Team will get back to you as soon as possible.

Team Contacts

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