

Active Response Volunteer Information Guide



Name:

Date of induction:

Date of manual
handling training:

Please keep hold of this information guide
as you may need to refer back to it.

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Welcome to UHP

The Voluntary Services Team are part of the Patient Services team and we share the office on Level 7 and The Hub on Level 6 with the PALS team. As part of Patient Services, our core purpose is to ensure patients and their families are provided with a good service at University Hospitals Plymouth.

Our values at University Hospitals Plymouth are:

- ⇒ Put people first
- ⇒ Take ownership
- ⇒ Respect others
- ⇒ Be positive
- ⇒ Listen, learn and improve



To find out more about UHP, including our strategy and volunteering benefits and health and safety information, please refer to the Welcome Pack.

Role profile

Where are Active Response Volunteers based?

Active Response Volunteers are based wherever there is a significant need for them within the hospital. They respond to situations in real time assisting staff and patients when they need it most. This could be in the pharmacy, the Emergency Department, a ward or any other hospital area that requires immediate assistance. Volunteers will be based in the Welcome Hub and their efforts co-ordinated from there.

Why we need your help

The hospital is under constant pressure to provide quality care to an ever increasing number of patients. Active Response Volunteers respond to bleeps and calls from across the hospital to assist in urgent non-clinical tasks such as delivering medications, supporting the Emergency Department or Discharge Lounge, helping patients on wards and even supporting distressed family members and this role is fundamental to supporting wards, departments, our staff and most importantly our patients.

What you will gain from this role

- Specialist training in various hospital activities.
- The opportunity to help the hospital during critical times.
- The opportunity to gain experience in non-clinical patient care in a hospital environment.
- You'll be able to keep fit and active and help as part of a team.
- You'll receive support and training to help you fulfil this role

Role profile

What does an Active Response Volunteer do?

Working in a fast-paced, ever changing environment Active Response Volunteers respond to demands across the hospital to assist our patients and staff. The role is very varied and involves:

- Supporting the Emergency Department during operational pressures
- Collecting medication from pharmacy and delivering it to wards and departments
- Helping an ambulant patient to leave the hospital by directing them and assisting with their bags.
- You could be visiting a patient on a ward who is confused or lonely
- You could be helping a family member or carer who may be distressed
- You could be helping to escort a patient to a test or examination

What we won't ask you to do

- You won't be providing clinical care to patients (ie. doing the tasks which the staff have been trained to do).
- We won't ask you to carry heavy loads.

What skills or experience do you need?

- Friendly and positive attitude
- Ability to work in a team
- Ability to actively listen
- To be respectful and understanding of different cultures, ethnicity and minority backgrounds
- Objective and non-judgemental
- Have a good level of fitness as the role requires lots of walking
- Understand and comply with confidentiality requirements

What is 'active response'?



Active Response is a service that responds directly to non-clinical urgent tasks that need to be carried out.

As a hospital, we are under extreme pressure to give lots of patients quality and safe care. By helping staff and patients with non-clinical tasks, our nurses and doctors are able to focus on their clinical duties.

As part of this role, you will need to be able to quickly adapt and take on new tasks with enthusiasm.

The service operates from our Welcome Hub.



Volunteers check for tasks on our iPad and then carry out the task (passcode: 2015).

Volunteers can also call the wards to ask if they require assistance.



To Take Aways (TTAs)

TTAs (To Take Aways) are a patient's medication for their discharge.

This is often the main background task for Active Response volunteers.

Most TTAs will be collected from the pharmacy on Level 5.



Befriending

Wheelchairs

You may be asked to escort or push a patient in a wheelchair to a different department.

Make sure a staff member knows where you are going.

Ensure that you follow the correct manual handling principles as demonstrated in yearly training sessions. You won't be able to push patients in wheelchairs until you've had the training. If you're asked, find another volunteer who can help the patient.

You might need to keep an eye on wheelchair numbers or spot wheelchairs that need moving. Generally, they tend to be in the following locations:

- Maternity, Level 5 (entrance)
- Royal Eye Infirmary, Level 3 (entrance)
- Car park



Helping patients prepare for discharge

Although nobody wants to be in hospital, being allowed to go home can still be a cause for concern for many patients. They may worry how they will cope or still be feeling a little poorly. It is important to listen to the patient and try to reassure them where you can. If you have any further concerns, please raise this with the volunteering team and we can get further support for the patient.



Support and training

Please be aware that we also have lots of support on hand for you both in terms of training and your own mental health. In terms of training, courses include Mental Health First Aid, Pastoral Support and Wellbeing for All. If you have any questions or need any support, please let us know and we can either assist or signpost you to the best support for you.

We ask that you complete your manual handling training as soon as possible. As part of your induction, we'll ask you to complete an e-learning module about the theory and then you'll need to sign up for an in-person session with one of the team.



For extremely distressed patients, the duty chaplain is available on:
55255 or **0** using the internal phone.



COVID compliance

As you will already be aware, COVID 19 has significantly changed the way the hospital operates. In addition to having to wear PPE, staff and volunteers are expected to abide by the most recent government guidelines and the protocol put in place by the infection control team. This includes:

- ⇒ Wear correct and appropriate PPE for the role.
- ⇒ Sanitise hands when moving between departments or areas.
- ⇒ Ask patients and visitors to sanitise their hands.
- ⇒ Have regular lateral flow tests.

Useful information

Safeguarding

All volunteers and staff have a duty to safeguard. If you have any concerns about a patient you have visited or the nature of a conversation you have listened to, please tell a member of staff.

You can alert staff on the wards, the volunteering team or the safeguarding department directly: plh-tr.safeguarding@nhs.net.

They take your concerns seriously and will follow up on any information given.

Dealing with difficult situations

You will never be expected to deal with a confrontational, aggressive, or rude person.

If, on the rare occasion you encounter someone like this, please walk away from the situation and let a member of staff on the ward or the voluntary services know immediately.

They will alert security staff if necessary.

If someone makes you feel uncomfortable or unsafe, please let the team know and we can deal with this or call security on 3333.

Emergency numbers and incidents

If you are involved in an incident, near miss or witness something, please report it to the Volunteer Services team and the department you are working in. In an emergency please call:



Cardiac arrest: 2222



Security/ fire/ health emergency: 3333

Your observations...



Use this page to make your own notes about your experiences of shadowing experienced volunteers.

If you have any concerns, queries or would like to talk about a different role, please chat to one of the Volunteer Services team.



Key Performance Indicator (KPI)

Please fill in a KPI slip at the end of your shift. We like to keep track of how many medications you have collected, the number of tasks completed and the number of wheelchairs collected.

We also have lanyard cards available which have QR codes on them that will take you straight through to the survey so you can fill it in in your own time.



Contact details

Welcome Hub

Call: 01752 432917

The Welcome Hub is open 7 days a week, 9.30am and 4.30pm, and is located on Level 6 (main entrance), just past Warrens. A member of the Voluntary Services Team is always there so please feel free to drop in for a chat or if you have any enquiries.



Email

General enquiries:

plh-tr.volunteerenquiry@nhs.net

Expenses or Assemble help: Lucy Cleaver,
Volunteer Administrator, Lucy.Cleaver@nhs.net



Role Lead

[role title]:
[name]

Email:
[address]

Call:
01752 xxxxxx

Volunteer Facilitators

Mark Donald

Email: mark.donald@nhs.net

Call: 01752 437311

Maureen Pedder

Email: maureen.pedder@nhs.net

Call: 01752 437285

New starter checklist

When you come in for your department induction, we'll make sure you've got the following items:

- ☐ Welcome Pack
- ☐ Role Information Guide
- ☐ Lanyard
- ☐ ID badge
- ☐ Lanyard card

We'll check in with you too to see:

- ☐ How your first shift went
- ☐ How you have found your first month of volunteering in the role

We'll also make sure we show you the following things:

- ☐ Our volunteer system, Assemble.
- ☐ Introduce you to some of the volunteers and take you to the department to show you around.
- ☐ Show you where the toilets and handwashing facilities are.
- ☐ Show you where personal belongings can be left and where breaks can be taken.
- ☐ Explain how to sign in and out.

We suggest your shift times are the following:



- 9.30am-12.30pm
- 1-4pm

If you experience any problems with Assemble when booking your shifts, please let us know.



#AwesomeOrangeArmy

