

Active Response Volunteers

Training — Module 1



Richard Lee
Helpforce Project
and Evaluation
Lead

Agenda



Barts Health
NHS Trust

Welcome and Introductions

- Housekeeping
- About the programme
- About the training
- Your role

Module 1

- a. Picking up TTO
- b. How to use a bleeper / mobile phone
- c. Supporting anxious and isolated patients
- d. Assisting when patients might have delirium
- e. Helping patients at discharge
- f. Helping with mealtime assistance
- g. Communicating with patients
- h. Evaluation
- i. Better Impact

What Next?

- Module 2 - A&E support
- Module 3 - End of Life Care
- Module 4 - Moving and Assisting

Next steps...

- Placements
- Masterclasses
- Training Manual
- Questions

Welcome and Housekeeping

- Fire Exits
- Bathroom
- Finish time
- Please ensure your mobile phone is switched off!
- Please take urgent calls outside
- Heating — too hot / cold?
- Lighting — too dark / bright?



Icebreaker

Please tell me
your name, your
role and why you
volunteer?



About the programme

Who are Helpforce?

A **non-profit organisation** that aims to raise the profile of volunteering in health and care across the UK in close collaboration with this hospital.

Founded by Sir Thomas Hughes-Hallett, a philanthropist and health leader. Created to improve the lives of NHS staff, patients and our communities through the power of volunteering.

A national programme to promote the role and value of volunteering within hospitals, and deliver volunteer centered innovation and improvement across the UK.

helpforce



About the programme

We're working with NHS Trusts across the UK to create and measure exciting roles for **safe, reliable and effective** volunteering.

After launching in 2016 with five pilot projects, we've expanded. Helpforce is working in partnership with **15 NHS Trusts** developing innovative volunteering roles; over 50 Trusts have joined our national Learning Network; and over 150 Trusts are recruiting volunteers through us.



How can Helpforce transform hospital volunteering?

Patients get more...

- Time, attention and care
- Information and advice
- Help to get home quickly

Healthcare staff see...

- More care and comfort for patients
- More clinical capacity for staff
- Better training and development

Volunteers feel...

- Clearer about my role and ways I can help
- Better utilised
- Supported and valued



*The **best day** of the
week is the day **you**
volunteer.*

Sir Tom Hughes-Hallett, founder of
Helpforce

About the programme

1. Roles that enable volunteers to be flexible and proactive with hospital and patient requirements
 - Active Response Patient Champion
 - Volunteer Teams Leaders
2. You' ll be placed in services and areas of the hospital that require support — staff will request for volunteers.
3. Having meaningful activities so that volunteers are utilised efficiently and enjoy their experience
4. Maximising volunteers experience of the hospital with a complementary training package
5. Working extensively with ward staff to fully realise the support that volunteers can give to enhance the holistic care of the patient by focusing on the needs of the ward
6. Recruitment of 200 Active Response volunteers and 50 Team Leaders across 4 sites

About the training

How does this training work?

We will only be covering **Module 1** for this session:

- Picking up TTO
- Supporting isolated and anxious patients
- How to use a bleeper / mobile phone
- Assisting when patients might have delirium
- Helping patients at discharge
- Helping with mealtime assistance
- Evaluation

The following sessions are **add-ons** which we will be covering in future and you have a choice on whether you would like to do them.

- Module 2 - A&E
- Module 3 - End of Life
- Module 4 - Moving and Assisting

About your role

Who are Active Responders?

Our **Active Response Volunteers** are specially trained to support staff and patients where they are most needed.

Pick up a TTOs

Take patients out for walks

Befriend, chat and listen to lonely patients

Assist patient with smooth running of discharge

Provide emotional support to anxious patients

Support during mealtimes



Staff will

Request a volunteer

➤ **Bleep or Email**



About your role

Why have we created this role?

- Volunteers felt they weren't being utilised and/or appreciated
- Having the right volunteer in the right place at the right time
- Avoids conflict — knowing what patients require support and at what level
- Using individuals skills — multilingual, sign language etc
- Volunteer Retention — job satisfaction
- Builds Relationships i.e. patient, volunteer, staff
- New challenges for our volunteers
- Exposure to more of the hospital
- Added support from team leaders and members of staff
- Dedicated tasks
- Improve confidence and self-esteem
- Learn new skills and improve on existing



About your role

Things to consider...

- You must be physically fit — able to move around
- You will need to be committed!
- Excellent communication skills — verbal and non verbal
- Do you have confidence?
- Able to work alone but also take instructions from the ward staff, team leaders and colleagues?
- Are you flexible?
- Willing to undertake relevant training?
- Are you aged over 18?



Module 1

a.

Picking up TTO



Module 1

Picking up TTO

Sometimes patients can be waiting for up to **4 hours** as there is no one available to pick up these medications.

What is a TTO or TTA?

When a patient leaves to go home they might have some prescribed medications. These need to be picked up from the pharmacy and taken to the patient before they are able to be discharged.

As part of your role you will be messaged/called or **bleeped** to attend the pharmacy to pick up the medication and take to the relevant ward.

Conditions and governance:

*All Medications will be given in a sealed bag and signed for by the volunteer and on receipt by the ward
No Class A Controlled drugs to be handled by volunteers unless permission is given by Lead Pharmacist*

Module 1

Picking up TTO



How to use the bleeper system?

Request a volunteer

Royal London Hospital

Dial 81

Whipps Cross Hospital

Dial 71

Newham Hospital

Dial 66

Enter bleep number

Enter extension number you are calling from

What happens when I receive a bleep?



Extension no appears on bleeper

You dial extension number as appears on bleeper

Remember

Fire Alert tested on beepers each day

Dial the number when requester

Remove batteries when returning device

Module 1

b.

Supporting isolated and
anxious patients



Supporting isolated and anxious patients

- Introduce yourself to the Nurse in Charge or requestor
- Ask questions to find out more about the patient, who you are coming to see?
- Is there anything you can suggest the patient might like to do?
- Am I able to give them a drink?
- Can I walk them anywhere?



Suggested activities...



Play games



Read to them

Day Room



Talk to them

Hand Massage

Brush hair



Listen



Make them a cup of tea!

Paint nails

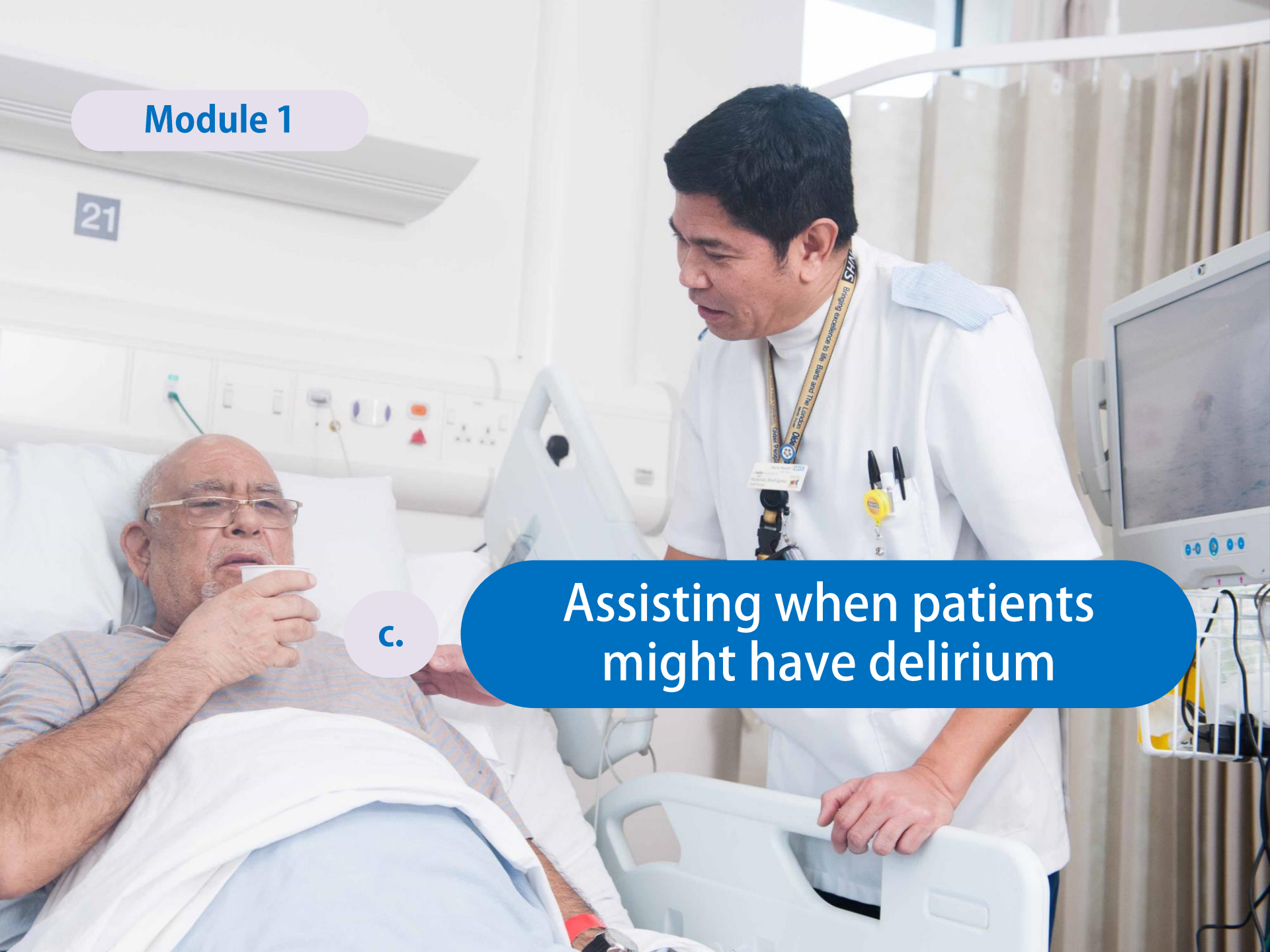


Module 1

21

C.

Assisting when patients might have delirium



Dementia

What is Dementia?

An 'umbrella' term used to describe the symptoms of a group of more than 100 conditions that impair memory, behaviours and thinking. The most common causes are Parkinson's disease (PD), Front-temporal dementia (FTD), Vascular dementia, Alzheimer's disease (AD), Dementia with Lewy bodies (DLB)

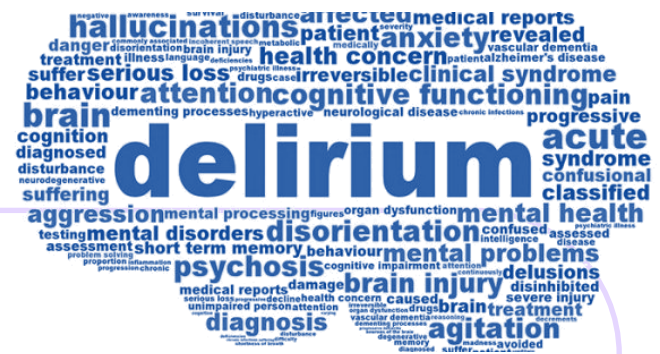
Additional Training

Dementia Buddy Training (4 hours)

- Understanding Dementia
- Causes and symptoms of Dementia
- Working effectively with people suffering from Dementia
- Managing Challenging Behaviour / Distraction Techniques
- Opportunity to ask further questions



Delirium



What is Delirium?

Delirium is a serious disturbance in mental abilities that results in confused thinking and reduced awareness of the environment. The start of delirium is usually rapid — within hours or a few days.

Delirium can often be traced to one or more contributing factors, such as a severe or chronic illness, changes in metabolic balance (such as low sodium), medication, infection, surgery, or alcohol or drug intoxication or withdrawal.

Dementia and delirium may be particularly difficult to distinguish, and a person may have both. In fact, delirium frequently occurs in people with dementia. But having episodes of delirium does not always mean a person has dementia. So a dementia assessment should not be done during a delirium episode because the results could be misleading.

Handouts

- Delirium Guidelines
- Information for patients, carers and relatives

Namaste Care

Additional Training

The training is facilitated by St Josephs Hospice and aimed at given comfort and pleasure to people with advanced dementia through meaningful activity and sensory stimulation.

“Honouring the spirit within” — respectful and compassionate approach to individuals with advanced dementia.



St Joseph's
Hospice

Module 1



e.

Supporting patients at discharge

Supporting patients at discharge

One of the most difficult times of a hospital stay can be the discharge process. This is for a number of reasons including:

- Discharge time delay due to transport
- Discharge time delay due to TTO' s
- Patients are anxious or worried about how they will readjust and cope at home

Collecting the TTO to avoid delays



Get a newspaper whilst they wait



Chat or provide tea whilst waiting for transport



Help patients to pack / collect personal belongings



Complete a FFT card (feedback survey)



Module 1

f.

Mealtimes



Mealtimes

2 hour Masterclass ward-based

You will have already received training on the importance and relevance of mealtimes and nutrition and hydration for patients recovery.

It is important to support patients as much as we can during mealtimes and wards will be contacting the Active Response Volunteers team to provide help during mealtimes.

However it is important that you have the knowledge and support to do this effectively and as part of your training package you will complete a Masterclass placement induction with a member of staff in situ on the ward.



Module 1



g.

Communicating with patients

Communication



Verbal Communication

Announce
your
presence

Welcome
the patient

Ask if there
is anything
the patient
needs

Exit with a
kind word

What to talk about?

Prepare yourself by thinking of topics you can talk about:

- Hobbies and interests
- Favourite TV programmes,
- Latest films
- Music they like
- Theatre
Cinema
- Sports
- Holidays or travel
- Favourite food (not if the patient is nil by mouth)

How to Talk?

- Talk in normal voice
- Do not shout or raise your voice - If the patient is hard of hearing or deaf, perhaps it might be helpful to write things down.
- Take the pace of the conversation from the patient as they may be tired or in pain.
- Do not rush them.

Listening

- You may find a lot of your time is spent listening.
- Be patient
- Keep eye contact
- Let the patient know you are listening by saying yes/no, ask questions or nod in acknowledgment

Non-verbal Communication

Body Language

- Our bodies say a lot about us! The way we sit, hold our arms, or turn our heads, gives messages as to whether we wish to talk/listen or welcome someone.

Facial Expression

- A smile is very welcoming. A frown is off putting!
- You may not be aware but we all read the expression and body language of people that we meet and this helps us to decide how or if we should approach them.
- Facial expression and body language can indicate the mood of a person i.e. sad, happy, worried.
- This will affect the way we approach them and how we deal with them. So that you will gradually grow in confidence in talking to patients start with patients you feel comfortable with and gradually work up to those who you feel less able to approach.



Talking to Staff

Remember:

It's normal for it to take time to feel accepted and comfortable with nursing staff. This can be particularly difficult on busy wards.

You may feel that they are not approachable for help or advice

Suggestions:

Smile and greet them when you first meet them and give brief introduction.

If busy wait until they are free to speak to you and do not be put off. It might be easier to speak to the ward clerk or receptionist.



Emotional Intelligence (EI)

EI Involves understanding your emotions and the emotions of people around you.



- **Self-awareness (How you tick)** — You recognise your own emotions and how they affect your thoughts and behaviours. You know your strengths and weaknesses, and have self-confidence
- **Self-management (control emotions)** — You're able to control impulsive feelings and behaviours, manage your emotions in healthy ways, take initiative, follow through on commitments, and adapt to changing circumstances.
- **Social awareness (affect on others)** — You can understand the emotions, needs, and concerns of other people, pick up on emotional cues, feel comfortable socially, and recognise the power dynamics in a group or organization.
- **Relationship management** — You know how to develop and maintain good relationships, communicate clearly, inspire and influence others, work well in a team, and manage conflict.

<https://www.youtube.com/watch?v=LgUCyWhJf6s>

End on Module 1

The following sessions are **add-ons** which we will be covering in future and you have a choice on whether you would like to do them.

Assisting A&E

Module 2

Your role ...

- To facilitate the hydration and nutrition trolley service ensuring that patients and their carers get **access to hot drinks and sandwiches**
- To **support the flow of patients** through the reception area
- To help **tidy cubicles** ready for next patients
- To **sit with patients** who are lonely **isolated** and talk to them
- To sit with patients who might have significant **anxiety** and are distracting staff
- To offer information about **delirium** to visitors/carers attending with the patient
- To take away the **linen**
- To give out **blankets** if patients are cold
- To provide patients with **newspapers**
- To attend pathology with samples

End of Life Care

Module 3

Your role ...

Sometime patients without relatives or a social network will die alone. We know that there are many things that as a volunteer you could do to help in this situation

How can I help?

- You will know that you can help ...
- Gentle conversation and just sitting holding the hand of the patient
- Offering chaplain or spiritual support
- Helping them to drink
- Or swabbing their mouth to prevent dry mouth

Moving and Assisting

Module 4

Your role ...

You will learn how you can get involved and help support patient to mobilise.

In the ward-based training session you will have the opportunity to put your training in to practice.

This will include:

- Helping or taking a patient for either walking or with a wheelchair
- Planned routes
- Contacts
- Understanding boundaries

Evaluation and Monitoring



Evaluation and Feedback

Team Leader



Barts Health
NHS Trust

Active Responder

Volunteer Impact questionnaire for nursing staff

Date:

Site:

Full Name:

Ward:

Job Title:

Question 1

Please indicate how you have been supported by a volunteer today:
Volunteer has...

<input type="checkbox"/>	Collected TTA
<input type="checkbox"/>	Supported mealtime
<input type="checkbox"/>	Supported anxious patient
<input type="checkbox"/>	EoLE
<input type="checkbox"/>	ED
<input type="checkbox"/>	Other, please state

Question 2

Did you find this volunteer support helpful?

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No
<input type="checkbox"/>	I did not need any assistance

Question 3

Did you find the volunteer support has provided you with more time to do your role?

<input type="checkbox"/>	No, it has not saved time
<input type="checkbox"/>	Yes, please indicate by ticking below

I have saved...

Evaluation and Feedback

Patients



Barts Health
NHS Trust

Active Responder

Volunteer Impact questionnaire for patients

Date:
Ward:

Question 1

Were you supported by a volunteer today?

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No
<input type="checkbox"/>	Not sure / Not applicable

Please provide further comments below:

Thank you for your time and for completing this questionnaire

Evaluation and Feedback

Volunteers team



Barts Health
NHS Trust

Active Responder Volunteer Impact questionnaire for patients

Date:
Ward:

Question 1

Were you supported by a volunteer today?

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No
<input type="checkbox"/>	Not sure / Not applicable

Please provide further comments below:

Thank you for your time and for completing this questionnaire

Evaluation and Feedback

Volunteers

Your chance to have your say,
what works, what doesn't?
How can it be improved?



4. Whipps Cross Hospital - Shift 1 Active Response Volunteer

Start Time 15:56

Feedback

How did you support patients today? ★

How many patients / visitors have you supported?
(even if you have supported one person, we want to know!) ★

Other/additional tasks, if any?

What did you enjoy the most about your shift?

What didnt you enjoy about your shift, if any?

View Profile

- Login to the website
- Select “My Profile”
- Update and view your profile



1

Username

Password

[Forgot your username or password?](#)

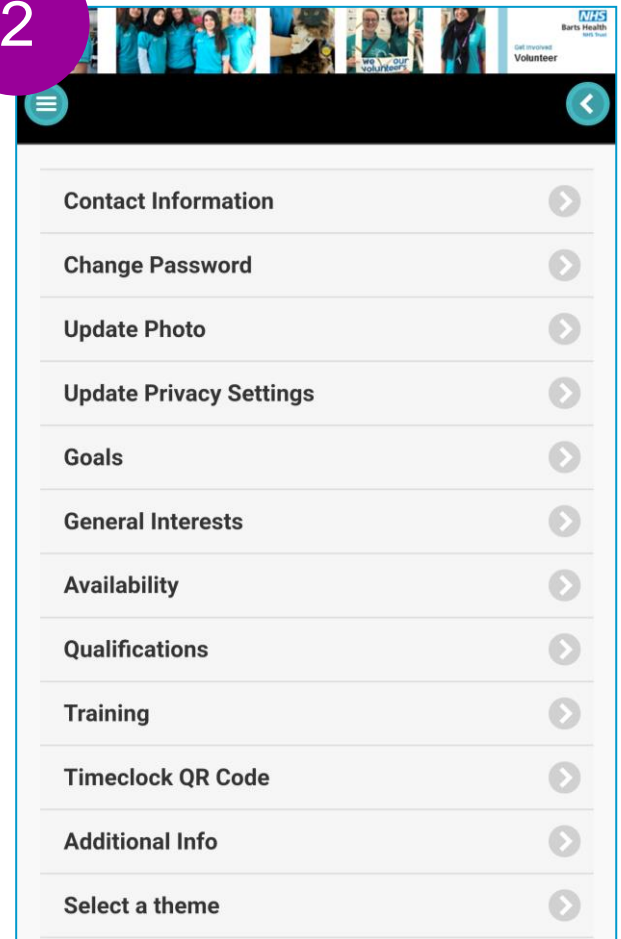
Remember my Username and Password.

Login

Privacy Policy

Information contained here is only visible to you and the specific organisation(s) with which you are associated. It will neither be disclosed to any other party nor used for any other purpose. [Click here to view the complete MyImpactPage.com privacy policy.](#)

2



Mobile app profile menu with the following items:

- Contact Information
- Change Password
- Update Photo
- Update Privacy Settings
- Goals
- General Interests
- Availability
- Qualifications
- Training
- Timeclock QR Code
- Additional Info
- Select a theme

Clock In and Out

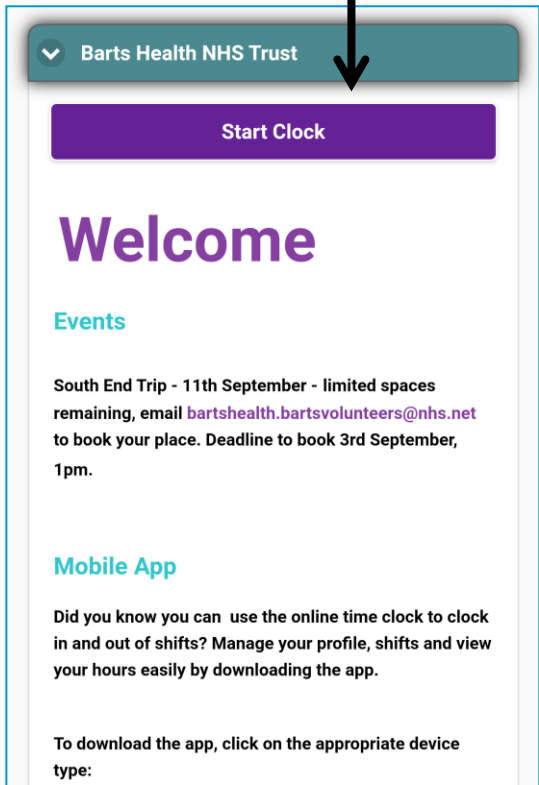
Open the timeclock on your smartphone Or Website

<http://timeclock.myvolunteerpage.com>

1

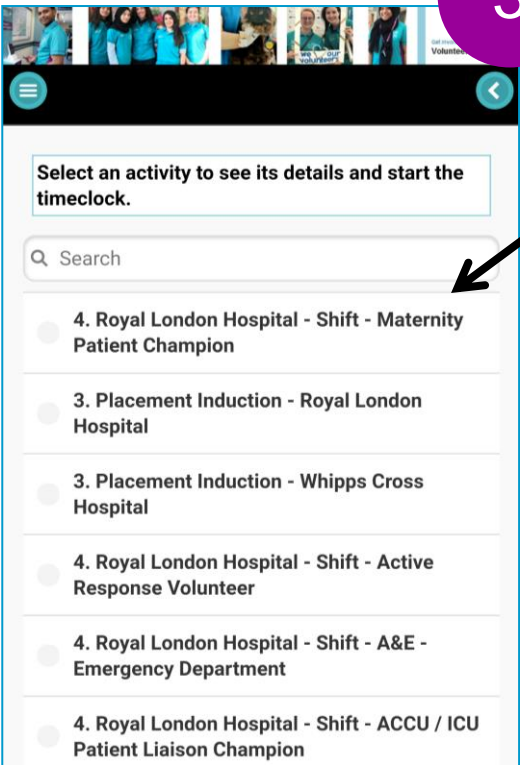
2

Once you have logged in, you should see the homepage, click Start Clock



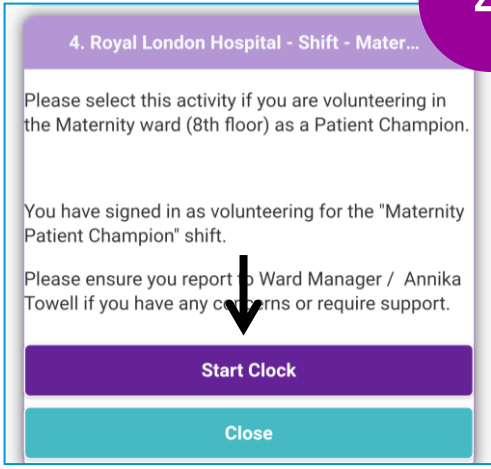
Select your Shift

3



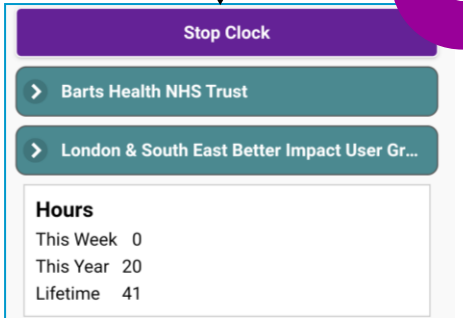
Start Clock

4



Stop Clock

5



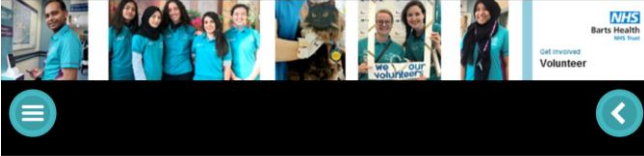
Hours	
This Week	0
This Year	20
Lifetime	41

Feedback

Active Responders will be asked a few questions before clocking out.

You do not need to complete all the fields (only ones marked with *)

It is very helpful to get feedback, as it allows us to improve, learn and collate data.



The screenshot shows a mobile application interface for NHS Barts Health. At the top, there is a header with a collage of photos of staff and the NHS Barts Health logo. Below the header is a navigation bar with a menu icon on the left and a back arrow on the right. The main content area displays the following information:

4. Royal London Hospital - Shift 1 Active Response Volunteer
Start Time 11:45
Feedback

How did you support patients today? *

How many patients / visitors have you supported? (even if you have supported one person, we want to know!) *

Other/additional tasks, if any?

What did you enjoy the most about your shift?

What didnt you enjoy about your shift, if any?

At the bottom of the form is a purple button labeled "Stop Clock".

Training Manual

We will be sending out Handbook for all ARV after training is complete.

Contents

Introduction	Page 3
Task Description	Page 4
• Training.....	Page 4
Module 1 – Programme Introduction	Page 5
• Using a Bleeper or mobile phone	Page 5
• Picking up TTO's.....	Page 7
• Supporting an anxious or lonely patient.....	Page 7
• Supporting Discharge	Page 8
• Mealtimes	Page 8
• Mealtimes – FAQ	Page 9
• Mealtimes – Placement Induction Checklist	Page 10
Module 2 – Attend ED during high pressures.....	Page 12
• A&E – Placement Induction Checklist	Page 17
Module 3 - End of Life Care	Page 18
• Moving and Assisting	Page
• and Monitoring	

Active Response Volunteers

Training Manual





Placements

Placements

What happens next?

You will be booked in for a Placement session where you will be:

- Shown how to use bleeps
- Introduced to contact on wards
- Shown around the wards and pharmacy
- Go through forms and all evaluation tools
- Q&A

Placement Induction Checklist Patient Champion **Emergency Department**

Volunteer Name:

Inducted by:

Date of Induction: ED
Ward/Site: RLH/WXH/NUH
Shift pattern:
Start date:

	Checklist	Tick
Show around ward	Ensure demonstration of hand washing or use of alcohol gel and bare below wrist policy Volunteers to understand the layout of ED including when patients come in via ambulance. Resus area Who has been checked by medical staff. The bays where volunteers can be of most support	
Show the staff room Volunteer attendance sheet is kept	Locate staff room for coat explain disclaimer on personal belongings Volunteer attendance forms or smart phone use	
Show around the Majors ED department	Volunteer to be clear about the bay structure and where things are in majors. Who they can ask for help and what is the extent of their role including boundaries	
Introduce to members of staff and nurse in charge of bed management	Ensure they know who is the link ward staff for volunteers	
Show examples of isolation wards and reiterate importance of infection control	Explain about PPE location	
Tea and coffee making facilities	Volunteers to understand where the tea and coffee facilities are clear about checking patient boards to ensure there are no drinking or eating restrictions before offering	
ED entrances and GP/nursing triage	Volunteers to be clear about the entrances and how they can help patients	
Evening Standards Metro	All patient Champions going to wards to help take up papers to the wards	
Meal times	Volunteer to check with Nurses who can have sandwiches. Where to get sandwiches and who to give them out to	
Conversation and distraction including activities	How to have a conversation with patients and where to pick up activities	
Linen Cupboard	Locate cupboard and key items	

FAQs

- Will certificates be issued?
- When will I receive a mobile or bleeper?
- Where will I be stationed?
- What if I don't want to support End of Life Care patients?
- What if I'm already a Dementia Buddy?



Need Support?

We understand how difficult it can be starting a new role...

Please come and speak to our team if you require support.

Email us:
bartshealth.bartsvolunteers@nhs.net

Nancy Whiskin
Head of Volunteering
Nancy.Whiskin@nhs.net
St Barts 020 3765 8896



Richard Lee
Volunteer Coordinator
Evaluation and Helpforce Project Lead
Richard.Lee24@nhs.net
St Barts 020 3765 8897



Marufa Begum
Volunteer Coordinator
Marufa.Begum@nhs.net
Royal London 020 7377 7334



Mbemba Bojang
Volunteer Coordinator
Mbemba.Bojang@nhs.net
Newham 020 7363 8107



Bernadette Larner
Administrative Support
Bernadette.Larner@nhs.net
Whipps Cross 020 8535 6772



Jackline Bisikwa
Administrative Support
Jackline.Bisikwa@nhs.net
Royal London 020 7377 7792
(Mon/Wed)



Questions?

