

**NAME:** \_\_\_\_\_

## **Volunteer best practice – Wheelchairs**

### Guidelines

1. Volunteers will have the opportunity to work alongside experienced volunteers to prepare for this best practice assessment.
2. A mentor will undertake the assessment when the volunteer feels confident and competent.
3. The mentor must stay with the volunteer throughout the duration of this task.
4. Any volunteer found to be contravening the volunteer code of conduct at any point during the assessment must be asked to leave the area immediately. The matter must be referred to the Volunteers' Coordinator.
5. Incidents (including near misses) must be reported to the Volunteers' Coordinator immediately.
6. The volunteer must demonstrate best practice in all sections.
7. The assessment outcome is to be indicated and signed and dated by the mentor.
8. The outcome of this assessment must be reported to the Volunteers' Coordinator to be discussed with the volunteer.
9. Further training may be deemed necessary and will be put into place.
10. The volunteer may have three attempts at achieving this assessment.
11. Volunteers not achieving this assessment will not be able to work unsupervised.

### **Outcome of assessment**

Best practice achieved	Best practice not yet achieved	Notes
Mentor signature:		
Volunteer signature:		
Date:		
Volunteers' Coordinator:		
Volunteer informed of outcome:		

## Volunteer skills – Wheelchairs

### Best practice assessment

Volunteer	
Mentor undertaking assessment	
Date of assessment	

Code	Area	Requirement	Achieved
WC1	Comply with uniform and dress code	<ul style="list-style-type: none"> <li>• Issued polo shirts must be worn.</li> <li>• Other items of clothing/footwear must be of smart appearance.</li> <li>• No shorts; mini skirts; sheer leggings; tight trousers; sweat pants; offensive print; dirty, creased or ripped clothing; or clothes dragging on the floor.</li> <li>• Offensive tattoos covered</li> <li>• Full closed flat shoes</li> </ul>	
WC2	Infection control	<ul style="list-style-type: none"> <li>• Appropriate decontamination and handwashing throughout the whole assessment.</li> <li>• Cuts to the skin covered.</li> <li>• Ensure volunteer is not suffering from any illness that may be passed on to patients (colds, coughs, rashes, diarrhea &amp; vomiting).</li> </ul>	
WC3	Stabilising wheelchair prior to departure	<ul style="list-style-type: none"> <li>• Brakes on chair</li> <li>• Correct positioning</li> <li>• Foot board retracted</li> <li>• Ensure patient is seated correctly</li> </ul>	
WC4	Pushing or pulling wheelchairs	<ul style="list-style-type: none"> <li>• Demonstration of different techniques</li> <li>• Moving wheelchair safely and in control</li> <li>• Ensuring patient is comfortable and confident in your ability</li> <li>• Ensuring that a safe distance from potential hazards is maintained at all times</li> <li>• Doorways negotiated appropriately</li> <li>• Lifts negotiated appropriately</li> <li>• Use of leg supports demonstrated</li> </ul>	
WC5	Communicating with patients	<ul style="list-style-type: none"> <li>• Courteous at all times.</li> <li>• Appropriate communication suited to the patient's needs</li> <li>• Friendly attitude.</li> <li>• Keeping patients informed of any change in direction (e.g. lifts or doorways)</li> </ul>	
WC6	Leaving patient at destination	<ul style="list-style-type: none"> <li>• Ensure brakes are engaged, letting patient know you have done this.</li> <li>• Let the patient know to telephone the Volunteers' Hub when they require a return journey.</li> </ul>	
WC7	Reception's Emergency wheelchair	<ul style="list-style-type: none"> <li>• Ensure patient understands that this folding chair is to be used for transport only. This chair must not be left with the patient – explain that this is kept in reception for emergencies only.</li> </ul>	