



Community Wellness Volunteer Facilitator Handbook

Welcome to CNWL!

As you embark on this enriching journey with the Central and North West London NHS Foundation Trust (CNWL), we extend our warmest welcome to you, our new Community Wellness Volunteer Facilitator. Your decision to join us represents a deep commitment to enhancing the well-being of those in our care, and it is a choice that resonates with compassion, dedication, and a desire to make a positive impact.

This handbook is designed to be your comprehensive guide as you integrate into our team. It is an extension of the knowledge and skills you've already begun to develop through the Breakaway course, National Volunteer Certificate (NVC) and is intended to provide clarity on your role, responsibilities, and the boundaries that are vital for the safety and well-being of both you and the patients we serve.

Your Involvement

As a volunteer, you will be integral to the Mental Health Inpatient Home Treatment Teams at South Westminster (Gordon Hospital) and North Westminster HTT Team. Your efforts in providing holistic, patient-focused care outside traditional hospital settings are crucial. By bridging the clinical and community aspects of care, you become a key player in our mission to deliver effective and compassionate mental health support.



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CNWL Values

CNWL expects all services provided in the Trust, whether by an internal, external or voluntary source to comply with the Trust values. At the heart of our service lie the core CNWL values:



Compassion



Respect



Empowerment



Partnership

1. **Compassion:** Our staff will be led by compassion and embody the values of care outlined in our Staff Charter. Each interaction should reflect empathy, kindness, and a genuine desire to improve the well-being of those we serve.
2. **Respect:** We will respect and value the diversity of our patients, service users and staff, to create a respectful and inclusive environment, which recognises the uniqueness of each individual. We serve a broad spectrum of individuals, each bringing unique backgrounds, beliefs, and experiences. Recognising and valuing this diversity is pivotal.
3. **Empowerment:** We will involve, inform and empower our patients, service users, carers and their families to take an active role in the management of their illness and adopt recovery principles. By understanding and honouring each individual's unique background, we empower them and ourselves to foster improved health outcomes and a stronger community bond.
4. **Partnership:** We will work closely with our many partners to ensure that our combined efforts are focused on achieving the best possible outcomes for the people we serve. Working collaboratively, both within our team and with the community, ensures the best outcomes for our patients.

These values not only guide our interactions with patients but also shape our approach towards community outreach and the roles our volunteers play.

Introduction to the team

The team comprises mental health professionals who provide comprehensive, home-based mental health care to patients experiencing crises. The team's approach is holistic, focusing on patient-oriented care outside the traditional hospital setting. As part of this team, volunteers support patients in the community, assisting in bridging the gap between clinical care and everyday life.

Framework of Care

Apart from clinical care, the framework emphasises continual post-discharge support. This is where volunteers play a vital role, ensuring patients transition back to the community smoothly. Through activities ranging from befriending sessions to tangible assistance like support with practical skills like

shopping, volunteers ensure no patient feels isolated and are signposted to resources in their community.

Staff in the HTT Team

The team is composed of professionals from various disciplines, including Psychologists, Occupational Therapists, and Healthcare Support Workers, among others. During your volunteering, you will have the opportunity to meet all of them and learn more about their respective roles. They are always available to guide, support, and collaborate with you throughout your journey. Additionally, you will be assigned a dedicated supervisor for your role.

Service address and contact details

Here are the addresses and contact numbers for the key locations where you'll be volunteering:

1. **North Westminster HTT:** 7A Woodfield Road, W9 2BA
 - **Email:**
 - **Telephone:**

2. **South Westminster HTT**
 - **Address:** Gordon Hospital, Bloomburg Street, London SW1V 2RH
 - **Email:**
 - **Telephone:**
 - South Wing:
 - North Wing:

The provided contact information is crucial for effective coordination and communication within our services. Please use these telephone numbers for official volunteer related purposes. Keep in mind that these are general reception numbers. When you call, the reception team will assist in directing your call to the appropriate person or department you need to connect with. This ensures that you can reliably reach the right individual or team for support during your volunteering activities.

Your role as a Volunteer

Visiting Patients as a Volunteer:

As a Community Wellness Facilitator volunteer, your primary role will be to support the Mental Health Inpatient Home Treatment Team by working predominantly in the community and HTT offices.

Weekend Volunteering Opportunities

We are pleased to offer the opportunity for volunteers to engage in their roles over the weekends. This is contingent on the presence of regular staff during these times. However, to facilitate weekend volunteering, it's necessary to first discuss with the HTT team for the allocation of a suitable slot. This ensures proper coordination and support during your weekend involvement.

As a Community Wellness Facilitator volunteer, after two supervised sessions of shadowing, you are eligible to start volunteering independently and should only see patients in the community and during the hours of 9 AM to 5 PM, including weekends (if there is staff on site), unless accompanied by a staff member.

Volunteers are not permitted to visit patients inside their homes alone. However, you can ring patients' doorbells or meet them in community settings to facilitate support. This ensures a comprehensive approach to care while strictly adhering to safety protocols, confidentiality, and guidelines on interactions with patients.

As a volunteer, you will be equipped with:

- **NHS.net email address:** For sharing patient information and safe communication with the HTT team.
- **Personal safety alarm:** Although some staff have access to a 24/7 monitored alarm system, its relevance for volunteers is limited due to the nature of your roles in community settings. In these environments, where help is usually more accessible, the need for such alarms is considerably reduced. For volunteers, attracting attention by shouting is often a more effective way to get immediate assistance in public areas. Importantly, volunteers are not allowed to be inside a patient's home without a staff member present. This policy ensures your safety and negates the need for personal alarm systems in such private settings. Always remember to assess the situation and use appropriate safety measures based on the environment you are in.

Training

To enhance the safety of our volunteers and patients, we require all volunteers to complete the National Volunteer Certificate (NVC) as well as a mandatory Breakaway course. This course is designed to equip "at risk" staff and volunteers with theoretical knowledge and practical strategies to handle potentially aggressive situations confidently and safely.

To further enhance the safety and continuity of care, volunteers are now required to provide a handover at the end of their shifts. This process is crucial for maintaining effective communication and ensuring patient care continuity.

Lone working and Safety Protocols

As you will be visiting patients in their homes and in the community, it is fundamental you follow the lone working guidelines as instructed by your supervisor. They include:

- **Patient Dynamics:** Understand patient history and the potential for volatility. Stay updated with the patient's current mental state. Always ask the team for an update.
- **Environment Awareness:** Familiarise yourself with the area. Identify exit points and potential hazards.
- **Team Communication:** Always inform a team member or supervisor about your location when engaging with a patient. Use outlook to update the visits you are conducting and log your shifts so the team knows when and where you are in.
- **Lone working and Use of Safety Equipment:** Understand the lone working procedures set out for this role, which will be explained and agreed with you by the team. You can see a copy of them in the Appendix 2. As volunteers do not use personal alarm systems, focus on understanding and applying other safety protocols and measures provided for community settings. Stay vigilant and aware of your surroundings to ensure your safety while working alone.
- **CNWL Phones:**
- For improved communication and safety, the HTT team will provide a shared phone for volunteers. Each service, including HTT at Gordon Hospital (South Westminster), North and

Westminster HTT Team will have access to 2-3 phones. These phones are to be used during your shift and returned at the end of the shift with a sign-out procedure. Patients are advised to contact the HTT office number for appointment changes, ensuring volunteers are not contacted directly on the CNWL mobiles outside of working hours.

Safety and Security in hospitals

1. **Health & Safety:** Please familiarise yourself with the guidelines that cover a range of safety measures, from fire procedures to medical emergencies. (see St Charles Handbook)
2. **CCTV Monitoring:** For everyone's safety, specific areas like MHC, Nightingale & Chamberlain Buildings are under surveillance. Please be aware of monitored areas and conduct yourself professionally at all times.
3. **Access Protocols:** Always wear your Volunteer Staff Photo ID badges while on-site. This helps in ensuring only authorised personnel have access to certain areas. Also, any visitors or guests you might have must sign in and out at the reception.
4. **Swipe Cards:** These are essential for accessing certain parts of the facility. Ensure you have yours with you and understand its functionalities. Swipe cards are not necessary for community based roles but may be required for specific hospital areas.

VOLUNTEER LOCAL INDUCTION FORM

This induction form is a key tool in preparing you for a rewarding volunteer experience. It encompasses crucial aspects of your role, laying the foundation for your journey with us.

Purpose of This Form:

- **Essential Orientation:** Provides an in-depth understanding of your role and responsibilities.
- **Resource Guide:** Serves as a comprehensive source of information about the systems and processes you will engage with.

Components of the Induction Form:

1. **Work Details:** Clearly outlines your expected working hours and shift patterns, ensuring a balanced and manageable schedule.
2. **Sickness Reporting:** Guides you on the correct procedure for reporting any absences, ensuring effective communication and planning.
3. **Support and Training:** Highlights the support structures in place, including details about the training you'll receive to be effective in your role.
4. **Policies and Procedures:** Introduces you to the essential guidelines and protocols of the Trust, helping you navigate your role effectively.
5. **Scope of Practice:** Clarifies the boundaries and limits of your role, ensuring you work within the defined parameters.
6. **Confidentiality:** Shows the importance of maintaining discretion and integrity in handling sensitive information.
7. **Safety:** Provides essential information on building security, safety protocols, and emergency procedures.

8. **Equipment Usage:** Guides you on how to use any equipment provided, ensuring safety and efficiency.

Completion Process:

- **Interactive Induction:** You will complete this form in collaboration with your supervisor during your induction session.
- **Comprehensive Understanding:** This process is designed to ensure you have a thorough grasp of your role and responsibilities.

Detailed instructions and additional information can be found in Appendix 6 of this handbook.

Boundaries & Expenses

Maintaining professional boundaries is vital for ensuring your safety and integrity relationships. We reinforce these in the Appendix 1 which you must read, but you should also have in mind:

1. **Financial Boundaries:** You're not expected to incur expenses in your volunteer role or pay for the service users expenses.
2. **Physical Boundaries:** Avoid strenuous activities, carrying shopping, unless explicitly trained or guided.
3. **Emotional Boundaries:** It's essential to lend a listening ear but redirect serious concerns to trained professionals.
4. **Personal Information:** Avoid sharing personal details like home address, personal email, or personal phone numbers with patients.
5. **Conflict of Interest:** Disclose potential conflicts, such as knowing a patient personally.
6. **Respect for Patient Autonomy:** Always respect patients' choices, even if you disagree.
7. **Confidentiality:** Patient-related information is confidential. Do not discuss it outside of the team.
8. **Safety Protocols:** Always prioritise your safety and adhere to guidelines, especially during home visits. Familiarise yourself with emergency procedures and have a clear understanding of when and how to report emergencies.

Immediately report any boundaries crossed or potential issues you observe. There is a comprehensive Document on Boundaries on Appendix 1.

Information Governance and Privacy

Maintain utmost confidentiality. Avoid taking patient information off-site and refrain from forwarding NHS.net emails containing sensitive information to non-NHS.net addresses. Do not save patient's information on your phone, laptop or non-NHS devices. Always adhere to the Information Governance policies of CNWL and the training you receive from the National Volunteer Certificate (NVC).

Access to Clinical Systems for Volunteers

Access to Clinical Systems for Volunteers

In alignment with our commitment to patient confidentiality and the strict adherence to Information Governance policies, it is important to outline the access protocols regarding clinical systems for volunteers within the CNWL.

Overview

The Trust values the immense contributions volunteers make towards patient care and the overall service delivery. However, to protect the privacy and security of patient information, direct access to clinical systems such as SystemOne or any other patient records system by volunteers is not permitted. This policy is in strict compliance with the Information Governance standards mandated by the NHS and reflected in the CNWL Volunteer Services Standard Operating Procedure (SOP), particularly the section on "Volunteers accessing clinical systems" (pages 19-21).

Rationale

The restrictions are set forth to safeguard sensitive patient data, which includes detailed medical histories and personal information. Ensuring the confidentiality of this information is paramount and aligns with the NHS's standards of trust and safety.

Volunteer Engagement with Patient Information

While volunteers do not have direct access to clinical systems, they play a critical role in patient care and support. To facilitate this role effectively:

- **Observational Access:** Volunteers may observe clinical staff using SystemOne or other systems as a part of their learning and orientation process. This is done under strict supervision and without interaction with the system, to give volunteers an insight into the operational aspects of patient care.
- **Information Sharing:** Clinical staff may share necessary and relevant information about patients with volunteers in a secure and controlled manner. This ensures that volunteers are equipped with the knowledge needed to perform their roles effectively while strictly adhering to confidentiality requirements.

Safeguarding Patient Information

All volunteers are required to undergo training in Data Security Awareness as a part of their mandatory training. This training emphasises the importance of:

- Maintaining the highest standards of confidentiality.
- Handling patient information securely and responsibly.
- Complying with all relevant policies and regulations regarding information governance.

Our volunteers are a vital part of the CNWL family, and their contributions are immensely valued. The trust and safety of our patients are of utmost importance. By outlining these guidelines, we ensure that volunteers can contribute positively to their roles within the framework of upholding patient confidentiality and adhering to the legal and ethical standards set forth by the CNWL and the NHS.

Supervision and support

You will always be supported by a nominated staff member. If they are not on shift, there will be another person to support you. The rest of the team in the unit will be able to work with and support you during your time in the service.

There are regular catch ups and support sessions for volunteers - either in person or online.

The volunteering team are also available to support with general queries, you can contact them on

As a Community Wellness Volunteer Facilitator, you'll receive ongoing supervision to ensure your achievement and well-being. Our supervision structure is designed to offer you continuous support, feedback, and development opportunities. See Appendix 7.

How Supervision Works:

- **Scheduled Meetings:** Regularly scheduled meetings with your supervisor provide a platform for discussing your experiences, challenges, and successes.
- **Case Discussions:** Engage in meaningful discussions about your interactions with service users, gaining insights and guidance for future encounters.
- **Training and Development:** Supervisors will help you identify training needs and opportunities, ensuring your growth and confidence in your role.
- **Well-being Check-ins:** Regular assessments of your mental and emotional well-being are conducted, affirming our commitment to your overall health.
- **Feedback and Adaptation:** Constructive feedback is provided, fostering a learning environment where you can adapt and thrive.

Expectations from You:

- **Active Participation:** Be open and honest in your communications, sharing your experiences and areas where you seek support.
- **Apply Learning:** Utilise the guidance and training provided to enhance your volunteering experience.
- **Respect for Guidelines:** Adhere to the policies and procedures of CNWL, maintaining the high standards of our volunteering programme.

RISK ASSESSMENT Health, Safety, and Wellbeing

In your role as a Community Wellness Volunteer Facilitator, understanding and mitigating risks is crucial. Our comprehensive risk assessment process ensures your safety, as well as that of our service users. This will be completed prior to your first shift. See Appendix 3.

Key Components of Risk Assessment:

- **Personal Safety:** Learn how to recognise and respond to potential safety hazards in various environments.
- **Health Assessments:** Regular health check-ins to ensure you are physically and mentally fit for your volunteering duties.
- **Emergency Protocols:** Familiarise yourself with emergency procedures to handle unforeseen situations effectively.
- **Safe Working Practices:** Adopt best practices for lone working, community visits, and interaction with service users.

Your Role in Risk Management:

- **Stay Informed:** Regularly review and understand the risks associated with your role and the measures in place to manage them.
- **Report Concerns:** Promptly report any safety concerns or incidents to your supervisor.
- **Continuous Learning:** Engage in ongoing training and education to stay updated on the best practices for health and safety.

Expenses

Costs of travel by public transport can be refunded by the service but they must be agreed in advance with your supervisor. You can claim expenses for:

- **Travel** to and from home to the volunteering base, following the most economic and green form of transport.
- **Refreshments:** any volunteer who is required to attend for 4 hours or more is eligible to be provided with, or claim the cost of a light meal and a drink.
- **Budget for Volunteer Refreshments for HTT Patients:** A budget from the HTT team will be allocated to volunteers when meeting patients for coffee or similar expenses, enhancing the patient experience.

You must always submit receipts. Any claims not supported by receipts cannot be reimbursed, with the exception of mileage costs which should be agreed prior and are reimbursed according to the up to date rate per mile.

Expense claims should be made through the standard Trust expenses process using the expense claim system, Serenity. The Volunteer Services Team supports you to claim your expenses, contact them on

Your first meetings

In your role as a Community Wellness Volunteer, building connections and rapport with service users is key. Here's how to approach your interactions:

1. Preparing for your role

1.1 Before your first day: Be Prepared:

- It is good to familiarise yourself with the hospital's and community layout and where different departments are located.
- Read and Learn about the different mental health conditions that patients may be dealing with.
- Review the hospital's safety procedures and emergency protocols.

1.2 On your first times there: Conversation starters:

- **Use a friendly greeting:** Start the conversation with a warm and welcoming greeting, such as "Hi, how are you today?" or "It's nice to meet you."

- **Introduce yourself:** Start by introducing yourself and your role as a volunteer. For example, "Hi, my name is (your name), and I'm a new volunteer. It's nice to meet you." Tell them a bit about what your role is, as they may not know what a "volunteer" does there.
- **Build rapport:** Take a moment to build rapport with the patient. You can ask them how their day is going or comment on something in their environment to help put them at ease. For example, "How's your day been so far? I noticed the community garden on my way here. Do you enjoy gardening or outdoor activities?"
- **Show interest in their hobbies or interests:** If the patient has mentioned a hobby or interest, ask them about it. This can show that you are interested in their life beyond just their mental health concerns. For example, "I remember you mentioning that you enjoy gardening. How's your garden doing?"
- **Share something about yourself:** Sharing something personal about yourself can help break the ice and make the patient feel more comfortable. For example, "I noticed you have a picture of a dog in your room. I'm a dog lover too! I have a golden retriever named Oreo and he is nearly a year old."
- **Explain the purpose of the conversation:** Let the patient know the reason for the conversation and what you hope to achieve. For example, "I'm here to talk with you about anything and this does not need to be mental health related. I'm still new to this field, but I'm eager to learn and help you in any way I can."

1.3 Always: Maintain Confidentiality:

- Avoid discussing patient cases or personal information with anyone outside of the healthcare team and report any breaches of confidentiality to hospital staff immediately.

1.4. Be flexible:

- Be open to feedback from hospital staff and other volunteers about how you can improve.
- Ask hospital staff for guidance if you're uncertain about how to approach a task or situation
- Be willing to take on different tasks or responsibilities to support the hospital and its patients.

1.5 Ask for Support:

- Don't be afraid to ask for help if you're feeling unsure or overwhelmed.
- Seek guidance from hospital staff or other volunteers if you're unsure how to handle a situation.
- Speak up if you feel you're not receiving enough support or guidance from the hospital.

2. Communication hints and tips:

2.1 General communication styles and Active listening:

- Take the time to listen to patients without interrupting or judging them.
- Practice active listening by maintaining eye contact and nodding to show you're engaged.
- Adjust your communication style to match each patient's needs and preferences.
- For a patient who is hesitant to speak, use open-ended questions that give them the opportunity to share their thoughts and feelings. For example, instead of asking "yes" or "no" questions, ask questions that begin with "how" or "what."

- For a patient who is not understanding your communication, seek feedback and adjust your approach as needed. For example, you might ask, "Is there anything I can explain more clearly?" or "How can I help you better understand this?"
- Follow up with the patient after your interaction to show that you care about their well-being and are there to support them.

2.2 Empathy:

- Validate patients' feelings by acknowledging them and expressing empathy.
- Offer words of encouragement and support, such as "You're doing the best you can" or "I'm here for you".
- Express gratitude for the patient's trust and openness, such as "Thank you for sharing your story with me" or "I appreciate you being so open and honest with me. It really helps us understand how we can best support you".
- Use compassionate language, such as "I'm sorry to hear that" or "That must be really difficult" or "That must be really difficult to go through. I'm here to listen if you ever need to talk" or "I'm sorry for the pain and difficulty you're experiencing. Let's work together to find a way to make things better".

2.3 Be aware of cultural differences:

Adapt to the different communication styles of patients with diverse backgrounds or abilities:

- **Use of honorifics and titles:** Some cultures place a high value on honorifics and titles when addressing individuals. For example, in some Asian cultures, it is customary to address older adults or authority figures with specific titles such as "Auntie" or "Uncle." It is important to show respect for such traditions and address patients accordingly. Always ask the person how they prefer to be called and do not make assumptions.
- **Religious and spiritual beliefs:** Many cultures have strong religious or spiritual beliefs that may influence their views on mental health and treatment. Be mindful of these beliefs and respect them when working with patients. For instance, a patient may prefer to incorporate prayer or meditation into their mental health treatment plan.
- **Personal space and touch:** Different cultures have varying norms when it comes to personal space and touch. Some cultures may be more comfortable with physical touch, while others may prefer to maintain more distance. In your role, always maintain boundaries and avoid touching people.
- **Nonverbal communication:** Some cultures place a greater emphasis on nonverbal cues, such as eye contact, facial expressions, and gestures. In such cases, it is important to pay attention to the patient's nonverbal communication and respond accordingly.
- **Indirect communication:** Some cultures may use indirect communication, such as speaking in a more subtle or circumspect manner. For instance, a patient may not directly express their mental health concerns but may hint at them through their body language or tone of voice.

3. Taking care of yourself

- Schedule regular breaks throughout your shift to rest and recharge. Use this time to go for a walk, sit down and relax, or grab a healthy snack.
- Talk to and Seek support from hospital staff, volunteer to career coordinator, volunteer team or other volunteers if you're feeling stressed or overwhelmed. Sometimes just venting to someone can make a big difference.

- Practice stress-reducing techniques, such as deep breathing exercises, yoga, or meditation. There are many apps and resources available that can guide you through these practices and the Trust also offers regular weekly sessions.
- Make time for activities that bring you joy and help you relax. Whether it's reading a book or watching a sitcom, prioritising these activities can help you feel more balanced and fulfilled.
- Set boundaries and learn to say "no" when you need to. It's okay to prioritise your own well-being and decline requests that feel overwhelming or stressful.
- Practice self-compassion by treating yourself with kindness and understanding. Remember that you're doing important work and that it's normal to feel stressed or overwhelmed at times.
- Take advantage of any resources or support services that are available to you, such as keeping well: <https://www.keepingwellnwl.nhs.uk/>
- Remember that taking care of yourself isn't selfish - it's essential for being able to care for others. By prioritising your own well-being, you'll be better equipped to provide compassionate care to those in need.

Practice Self-Compassion:

- Be kind to yourself and don't be too hard on yourself if you make a mistake.
- Acknowledge your accomplishments and celebrate your successes.
- Focus on your successes and the positive impact you're making on patients' lives.
- Remember that volunteering is a learning experience, and use any challenges as opportunities to grow and develop your skills.

Creating meaningful relationships: Cultural Sensitivity

In our diverse community, we encounter individuals from various backgrounds, beliefs, and experiences. Cultural sensitivity is pivotal for fostering understanding, trust, and effective communication.

1. **Listen Actively:** Listen to understand, not just to respond. Each individual's story and experience are valid.
2. **Avoid Assumptions:** Just because someone belongs to a particular culture doesn't mean they adhere to all its traditions or beliefs.
3. **Educate Yourself:** Try to learn about various cultures and beliefs to better understand and serve patients. Ask them from a point of curiosity and willingness to learn and understand them better. They may do the same about you.
4. **Ask Open-Ended Questions:** If unsure, ask. But frame your questions in a non-intrusive way.
5. **Respect Boundaries:** Understand that some topics or gestures may be sensitive or off-limits based on cultural or personal reasons. Always seek permission and tread cautiously. Remember, when in doubt, it's better to ask or refrain than to inadvertently overstep.

How to book your shift Booking via MS Teams

To ensure smooth scheduling and prevent overlaps, all volunteers must adhere to the following procedure for shift bookings:

- **NHS.net Email Address:** Only your official NHS.net email address should be used for all communications and bookings related to your volunteering role.
- **Shift Negotiation Process:** For MS Teams, shifts must be negotiated by allocated staff member. They will be asked to contact so HTT team can plan and pair the volunteer with a patient for the day. Once the shift is confirmed, volunteers must add this shift via MS Teams calendar so all HTT team can view this.
- **Booking Platform:** All shifts are to be scheduled using the MS Teams calendar feature. This centralised system allows us to track availability and commitments, making sure there are no scheduling conflicts.
- **How to Book:**
 - **Access:** Log in to Microsoft Teams using your NHS volunteer email address.
 - **Find Volunteer Area:** Search for " HTT Community Wellness Volunteers: General."
 - **Schedule Shift:** Go to "Volunteer Calendar" at the top, click "+Add new event", fill in details like your name, location, and timings, then hit "SEND".
 - **Confirm Shift:** Ensure your shift appears on the Volunteer Calendar or check notifications on the General Posts landing page.
- **Remove or Edit Shift:** In the Volunteer Calendar, click on your shift to edit or cancel as needed.
- **Shift Confirmation:** After your initial session, you are empowered to self-book your shifts. However, it's essential to regularly check MS Teams for any updates or modifications to the general schedule.
- **Changes or Cancellations:** If there's a need to modify or cancel a booked shift, ensure it's done as soon as possible through MS Teams. This action permits the team to make the necessary adjustments and, if needed, assign the slot to another available volunteer. If not possible, please contact the team directly via phone preferably.
- **Support and Queries:** when issues arise, please address them first with your local supervisor. If they can't support you, please contact

Reporting back after visits

Clear and timely reporting after each visit is essential for ensuring continuity and quality of patient care. Here's how to do it:

1. **Complete the Form:** After every visit, fill out the "Community Volunteer Interaction Record" form located in Appendix 5 of this handbook. This form captures crucial details about your interaction with the patient.
2. **Submit Through NHS Email:** Once the form is completed, submit it via your NHS email address to your delegated supervisor. This maintains the confidentiality and security of the information, adhering to our data protection policies.
3. **Report Timely:** Ensure you submit the form promptly after your visit. This allows for real-time updates and immediate action if necessary.

Your diligence in reporting helps the team maintain a high standard of care and supports our ongoing efforts to improve patient outcomes.

Volunteer to Career (VtC) Programme

At CNWL, we recognise the passion and dedication of our volunteers. The VtC Programme is specially designed to guide and support those of you who envision a career within the NHS.

1. **Begin Volunteering:** Firstly, you'd need to start your volunteering journey at CNWL to be a part of the VtC programme.
2. **Achievement & Continuity:**
Milestone: Complete a minimum of 30 hours of volunteering.
Ongoing Commitment: It is vital to maintain an active volunteer status with CNWL even after reaching the 30 hour milestone. Should you cease volunteering after achieving the 30 hours, you will forfeit eligibility to access the VtC programme. Continued involvement underscores your dedication and alignment with the Trust's values and objectives.
3. **Tailored Support:** After you've reached the 30 hour milestone, the programme will provide customised support to meet your individual needs. This could involve assistance with refining your CV and personal statement, exploring various career pathways, mentoring, and offering training to help you excel in your role.
4. **Additional Support:** Beyond this, the programme extended support, encompassing emotional and psychological assistance, fostering creativity, addressing barriers to employment etc.

Remember, the volunteer to career programme is **only open** for active volunteers. Once you finish your volunteering, you will not be able to access this support.

For more detailed information about the VtC programme, please visit our website at - <https://www.cnwl.nhs.uk/patients-and-carers/involving-patient-and-carers-research/become-volunteer/volunteer-career>

Other forms CNWL supports you:

- **Recognition:** We do different celebratory event throughout the year, but mainly for National Volunteers Week in June and an end of the Year lunch, spotlighting CNWL volunteers' achievements.
- **Updates:** Regular news, training and events are available on the Volunteer Management System: Assemble.
- **Support:** Local supervisors provide immediate support and advice during your shift. Reach out to the Volunteer Services team for other issues not directly related to your role, eg. Expenses, wanting a change, moving addresses, xxxxxx
- **Wellbeing:** Access CNWL's Keeping Well Service, Mindfulness, online Pilates, or Yoga classes through the dedicated portal, Assemble and here: <https://www.keepingwellnwl.nhs.uk/>
- **Education:** The CNWL Recovery and Wellbeing college offers free courses for volunteers, patients and staff: <https://www.cnwl.nhs.uk/services/recovery-and-wellbeing-college>
- **Networks:** Engage with CNWL Networks to ensure a positive workplace culture and be part of the broader change. You can be part of them as a member or ally. We currently have the following staff networks: Lesbian, Gay, Bisexual and Transgender + staff network (LGBT+); Black, Asian and Minority Ethnic staff network (BAME); Carers At Work staff network (CAW);

Lived Experience of Mental Health Issues Stigma Transformation (LEMHIST) Network; Disabled Employees Network (DEN+); 50 plus group and Women's Network.
You can join as many as you'd identify with, just email:

Closing Remarks and Support

Heartfelt Thanks

As you reach the end of this handbook, we want to express our sincere gratitude. Your decision to join us as a Community Wellness Volunteer Facilitator marks the start of an incredible journey. You are about to make a tangible difference in the lives of those we serve.

Our Commitment to You

Please remember, you're not alone in this journey. We're committed to providing you with support, guidance, and the resources you need to thrive in your role. Your well-being and development as a volunteer are just as important to us as the care you will be extending to others.

Open Door Policy

Our team maintains an open-door policy. We encourage you to reach out with any questions, concerns, or feedback you may have. Your insights and experiences are crucial for the continuous improvement of our services and the support we provide to our patients and community.

Stay Connected and Involved

We encourage you to immerse yourself in our community. Engage with fellow volunteers and staff, participate in our events and training sessions, and share your experiences. Your insights and feedback are invaluable in helping us grow and enhance our services.

Looking Forward

As you embark on this path, take a moment to acknowledge the impact you're about to make. Your role is crucial, and we are excited to see the positive changes you will bring about.

Acknowledgment Section

Welcome to our team, and thank you for being a part of this wonderful journey. Your contributions will undoubtedly make a significant impact on our patients and the community. We look forward to a rewarding association. If you have any questions or need further information, please don't hesitate to contact us.

I, [Volunteer's Name], acknowledge that I have thoroughly read, understood, and agree to the terms, conditions, and guidelines set in the 'Community Outreach Facilitator Volunteer Handbook'. I commit to upholding the values and standards of St. Charles and the CNWL during my service.

Signature:

Date:

Appendix 1: Role Boundaries

ROLE BOUNDARIES - Community Wellness Facilitator

Boundaries are important to ensure that staff and volunteers carry out their duties according to agreed expectations. Your volunteer role descriptions set out the main tasks that should be undertaken in the role, creating a shared understanding of what you are there to do.

The boundaries below are in place based on experience of what works well to enjoy a fulfilling volunteering placement. The boundaries provide a framework for everyone to understand what is and isn't included in the volunteering role and to protect you from being asked to do something outside your role.

Patients, carers, new staff, may not be aware of these boundaries and sometimes may ask you to carry out tasks outside of the role description. If this occurs, you should politely decline and report this to your local contact or supervisor or CNWL Volunteer team as soon as possible.

In your role as a Community Wellness Volunteer Facilitator, it's essential to understand the activities you can engage in and the boundaries you must adhere to. This ensures the safety and well-being of both volunteers and the individuals you support.

Activities within Your Role:

1. Engaging in Community Support:

- Participating in social interactions like listening and chatting.
- Facilitating connections with family and friends, including assisting with video calls.
- Helping individuals access online resources, information about local activities, and community networks.

2. Assisting with Errands and Practical Tasks:

- Providing support with shopping and errands, following procedures for handling finances.
- Offering assistance with light tasks that do not involve entering individuals' homes, like shopping on behalf or assisting in outdoor activities.

3. Community Engagement:

- Organising and participating in community based activities, such as social outings, walks, and events in public spaces.

4. Volunteering Independently:

- After four supervised sessions, you can volunteer independently, strictly within community settings and HTT offices, and during the designated hours of 9 AM to 5 PM.

Some of the areas that are outside of your role are:

- Volunteers are not permitted to enter patients' homes alone. Home visits can only be conducted when accompanied by staff members.

- Direct care or assistance for patient's daily clinical activities, including personal or intimate nature care or cleaning up of bodily fluids
- Assisting the patient with any form of medication
- Holding, retaining and using any keys of the older person's home
- Providing assistance in the conduct of a person's own affairs e.g. acting as an advocate or being a power of attorney
- Pushing patients in wheelchairs unless wheelchair or manual handling training has been completed
- Answering any enquiries about the service users/ disclosing any information to other professionals, family, carers or friends
- Providing any kind of transport (e.g. driving the person around)
- Solving any problems which may arise, including offering counselling or therapy
- Being mindful of sharing your personal information and giving your contact details, including phone number
- Going above and beyond your role and agreed times/ visits, including spending the night in the service user's home
- Accepting individual and personal gifts, personal legacies or gifts in wills. Instead a gift can be left to the team or CNWL but not to individual volunteers.
- Promising to keep secrets - you may have to pass on any concerns to your contact/ supervisor and may not need permission to do this
- Engaging in actions, including physical contact, language or opinions that are inappropriate or offensive.

Appendix 2: Lone Working Procedures

As a Community Wellness Volunteer Facilitator, you might find yourself working alone at times, particularly when visiting community locations or patients' homes. These procedures align with the CNWL Lone Working Policy to ensure your safety and well-being.

Procedure Overview:

1. Pre-Visit Planning:

- **Start at the Team Base:** Begin your day at the team base to ensure a coordinated start, allowing for communication of potential risks and checking on well-being.
- Always inform your supervisor or a team member of your visit schedule.
- Be aware of the patient's history and any potential risks associated with the visit.
- Conduct a risk assessment before visits to understand and mitigate potential risks.
- Shifts must be organised through negotiation with Sam or another designated staff member responsible for volunteer coordination. This allows the HTT team to strategically plan and pair volunteers with patients for the day.
- Always update your visits on the MS Teams calendar so they are visible for all.

2. CNWL Phones for Volunteers:

- In a step to improve safety and communication during lone working, volunteers will be allocated a CNWL phone for the duration of their shift. These phones must be signed out at the start of the shift and returned, signed back in, to the HTT team at the shift's conclusion.
- Patients will contact the HTT office number for appointment rearrangements instead of using the CNWL mobile directly. This measure is to ensure privacy and avoid communication outside of working hours.

Communication:

- Carry a fully charged mobile phone with important contact numbers saved.
- Check-in with your supervisor before and after each visit.
- In case of any changes to your schedule, promptly inform your team.
- Maintain regular contact with your Named person whilst in the community and update on the progress of your visit.

3. Safety Awareness:

- Be vigilant about your surroundings.
- Identify safe exit routes in the location you are visiting.
- Avoid risky situations or locations where you feel unsafe. Leave immediately if you don't feel comfortable.
- Wear appropriate clothing and footwear to ensure your mobility and comfort during visits.

4. Dealing with Emergencies:

- In the event of an emergency, your first priority should always be your safety. Immediately call for help.
- If you find yourself in a threatening situation, attract attention and seek assistance from nearby individuals or authorities.
- After experiencing any incident, promptly report to your supervisor for further guidance and support.
- If you're in a situation that requires emergency services but you're unable to speak aloud, utilise the Silent Solution system by dialling 999 and then pressing 55 when prompted. This will alert the operator to your need for assistance without the need to speak.
-

5. Confidentiality:

- Maintain confidentiality of any patient-related information.
- Handle documents securely and in accordance with GDPR and Trust policies. Always use your NHS email to share patient data and talk to the HTT Team.

6. End of Day Protocol:

- **End at the Team Base:** Conclude your day by reporting back to the team base, ensuring a safe and well-documented end to your activities.

- Ensure you report back to your supervisor or designated team member at the end of your shift.
- Share any concerns or incidents that occurred during the day.

Additional Guidelines:

- Always wear your volunteer identification badge.
- Never engage in activities that are beyond your training or role description.
- If you feel unwell or unable to carry out a visit, inform your supervisor as soon as possible.
- Do not book appointments outside of operational hours of 9am to 5pm unless necessary and approved.
- Provide personal contact and Next of Kin details to the HTT team for emergency purposes and update that on the volunteer platform too.
- Avoid visits where other people are present at the property, or if the person is under the influence.

Training:

- Regular training sessions will be provided on lone working procedures and personal safety.
- It is mandatory to attend these sessions to stay updated on best practices and safety protocols.

Support System:

- Remember, you are part of a team. Do not hesitate to reach out for support or guidance whenever needed.
- The well-being of our volunteers is paramount, and we are here to ensure you have a safe and rewarding volunteering experience.
- Access CNWL Health and Wellbeing resources as needed.

Monitoring and Compliance:

- Adherence to these procedures will be monitored regularly as per CNWL's policy.
- Updates or changes to lone working policies and procedures will be communicated promptly to all volunteers.

Appendix 3: Risk Assessment

VOLUNTEER ROLE RISK ASSESSMENT

IDENTIFYING THE RISK	RISK RATING	CONTROL MEASURES	OUTCOME
Wellbeing	Medium	All Community Wellness Facilitator volunteers undergo an Occupational Health Assessment as part of the recruitment process. This ensures any special needs or medical conditions are known for appropriate support.	Low

		As volunteers engage in various community activities, emotional wellbeing support is crucial. Regular support sessions using the Volunteer Support Form xxxxxx) are conducted to ensure well-being. Access to CNWL Health and Wellbeing resources, including the Keeping Well service and Recovery College courses, is provided here: CNWL Health and Wellbeing & Recovery College courses .	
Lone Working	Medium	Volunteers follow the Trust/ local service Lone Working policy and procedure. Training and induction in the local Lone Working protocol are provided. Communication with a named worker before and after community visits is mandatory for safety checks. Personal safety equipment and mobile phones are to be used for regular updates and in emergencies.	Low
Handover Requirement	Medium	As part of the risk assessment process, volunteers are now required to provide a handover at the end of their shifts. This measure is added to ensure seamless continuity of care and effective communication regarding patient handling.	Low
Safeguarding Adults and Children	Low	<p>All volunteers are vetted according to their role, including DBS check and references.</p> <p>All volunteers must complete Safeguarding Training prior to taking on their role.</p> <p>CNWL contact should complete induction with volunteer prior to starting their role, confirming understanding of safeguarding and protocol to follow.</p> <p>Volunteer must alert their CNWL contact if they suspect any safeguarding concerns, including if they come across information that might lead to someone causing harm to themselves or others.</p>	Low
Data Protection and Confidentiality	Low	<p>All volunteers must complete Data Protection and Confidentiality training prior to taking on volunteer role.</p> <p>All volunteers have a responsibility for ensuring security of information and to comply with the General Data Protection Regulation (GDPR).</p> <p>Volunteers must maintain confidentiality and adhere to Trust policies and procedures. However, they must inform their CNWL Contact if they come across safeguarding concerns, including information that might lead to someone causing harm to themselves or others.</p>	Low

<p>Health and Safety and Fire Safety</p>	<p>Low</p>	<p>Role descriptions are drawn up and outline tasks expected to be carried out by volunteer.</p> <p>All volunteers must complete Health and Safety training and an optional module on Fire Safety prior to taking on volunteer role.</p> <p>Volunteers must have an induction and training on the relevant Trust/ Local procedures, such as Breakaway techniques.</p> <p>All volunteers must be provided with emergency procedures and details of the first aid arrangements where appropriate.</p> <p>When doing visits, any hazards or accidents must be reported immediately to the CNWL Contact</p>	<p>Low</p>
<p>IPC</p>	<p>Low</p>	<p>As part of the recruitment process, all volunteers complete an Occupation Health Assessment and will be asked for proof of vaccination. Volunteers may have contact with patients or service users.</p> <p>Infection prevention measures must be implemented and followed.</p> <p>If any volunteer displays any symptoms of COVID-19 or any member of their household, workplace or school, they are to inform their CNWL contact or the Volunteer Team for advice.</p>	<p>Low</p>
<p>Community Interaction and Personal Safety</p>	<p>Medium</p>	<p>Volunteers must follow guidelines on understanding cultural sensitivities, recognising signs of mental distress, and strategies for safe travel and navigation in the community.</p>	<p>Low</p>

Appendix 4: Frequently Asked Questions:

Q1: What is the primary role of a Community Wellness Volunteer?

A1: As a Community Wellness Volunteer, your main role is to provide support and companionship to individuals in the community, especially those transitioning from hospital-based to home-based care. This involves activities like befriending sessions, assisting with errands, and facilitating community integration.

Q2: Can I visit patients in their homes by myself?

A2: Home visits are an important part of your role but must always be conducted in line with our safety protocols. Initially, you will visit patients with a staff member. After completing supervised visits and training, you may visit patients alone but only in community settings, not inside their homes.

Q3: When can I start volunteering independently?

A3: You can start working independently after completing a series of supervised shifts and mandatory training sessions. This is typically after at least four supervised visits, ensuring you are comfortable and familiar with our protocols and the community environment.

Q4: What are the working hours for volunteers?

A4: Volunteer hours are generally between 9 AM to 5 PM, including weekends. However, weekend volunteering is subject to staff availability and prior agreement.

Q5: How are shifts scheduled and managed?

A5: Shifts are scheduled using the MS Teams calendar. After your induction, you will be able to self-book shifts, but it's important to regularly check for any updates or changes to the schedule.

Q6: What are the role boundaries for volunteers?

A6: Key boundaries include avoiding direct clinical care, respecting patient autonomy and confidentiality, and maintaining professional relationships. More detailed boundaries are outlined in Appendix 1.

Q7: What opportunities does the Volunteer to Career (VtC) Programme offer?

A7: The VtC Programme supports volunteers aspiring to build a career within the NHS. After completing a minimum of 30 hours of volunteering and maintaining active status, you can access career guidance, training, and mentorship.

Q8: Can I claim expenses as a volunteer?

A8: Yes, volunteers can claim expenses for travel and refreshments, subject to prior approval and submission of receipts. Mileage costs are reimbursed according to the current rate per mile.

Appendix 5: Community Volunteer Interaction Record Form

Community Volunteer Interaction Record

Volunteer Services

Volunteer Details:

Name: _____

Date of Interaction: ____ / ____ / ____

Patient Information:

Patient Name: _____

Patient NHS Number (if available): _____

Location of Interaction: _____ (e.g., patient's home, community centre, HTT office, etc.)

Safety Concerns or Precautions:

Any safety concerns/precautions _____

Interaction Details:

1. Type of Interaction (check appropriate box):

- Befriending Session
- Virtual Engagement (Video Call)
- Community Integration Event
- Daily Assistance (*specify*): _____
- Resource Linkage Guidance
- Outdoor Activity
- HTT Collaboration Update
- Other (*please specify*): _____

2. Duration of Interaction: _____ hours and _____ minutes

Summary of Interaction: (Provide a brief description of the interaction, focusing on key points)

Feedback and Remarks:

- **Patient's feedback (if shared):**

- **Challenges faced during the interaction (if any):**

- **Support or assistance needed for future interactions:**

Additional Notes:

- **Signposting:** _____
- **Next Interaction:** ____ / ____ / _____, ____ : ____ am/pm
- **Mood (e.g., Happy, Sad, Anxious) :** _____

Essentials Access (food, meds):

- Yes
- No

Additional Notes or Observations:

Instructions:

- **Volunteers:** Complete and give to supervisor for SystemOne entry.
- **Supervisors:** Review and update SystemOne. Address concerns as needed.

Appendix 6: VOLUNTEER LOCAL INDUCTION

VOLUNTEER LOCAL INDUCTION

Westminster Home Treatment Team

Name:

Date:

Item	Signature of person responsible	Date
Working hours, shift pattern and shift requests		
Sickness and absence reporting		
Support and supervision		
Core training and LDZ		
Read relevant Policies and Procedures (Volunteering, Equality and Diversity, Safeguarding, Data protection, and others relevant to the service)		
Scope of Practice (from handbook)		
Confidentiality		
Personal Identification		
Dress Code (as relevant for the service)		
Agreement on expenses that can be reimbursed		

BUILDING AND SAFETY		
Key, key codes		
Security		
Emergency Next of Kin details		
Lone Working Policy (Volunteer, Local and Trust)		
Personal Alarm (if applicable)		
Fire – alarm, exits, evacuation point, extinguisher.		
First Aid box		
Location of Defibrillator		
Tour of the building		
Kitchen facilities		
EQUIPMENT AND IT		
Phone		
Shift Phone		
DSE		

Name of staff member:

Sign:

Date:

Appendix 7: Community Wellness Facilitator Volunteer Support and Supervision

COMMUNITY WELLNESS FACILITATOR VOLUNTEER SUPPORT AND SUPERVISION TEMPLATE

Name:	
Supervisor:	
Date and time:	

GENERAL WELLBEING	
Wellbeing	
Any other issues	

SUPPORT and SUPERVISION	
Case Discussion	
Incidents/Datix	
Safeguarding	
Communication and Interpersonal Skills	
Compliance with Policies and Procedures	
Service Development/ Updates	
Safety and Incident Reporting Training	

VOLUNTEER DEVELOPMENT	
Volunteer Experience Feedback	
Mental Health and Wellbeing	
Support Needs	
Training Needs and Opportunities	

VOLUNTEER HANDBOOK ALIGNMENT

Understanding and Adherence to Role Boundaries	
Familiarisation with Lone Working Procedures	
Adherence to Confidentiality and Information Governance	
Engagement in Training and Development Opportunities (e.g., VtC Programme)	
Utilisation of Support and Wellbeing Resources	
Commitment to CNWL Values and Culture Sensitivity	

FOLLOW-UP ACTIONS

Date of next meeting:

Please refer anything relevant to VtC coordinator xxxxxx or volunteer team on xxxxxx