

Sustainability Volunteers 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.

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.

Sustainability at UHP



University Hospitals Plymouth NHS Trust (UHP) launched its Green Plan, 'For a Greener Future' in December 2020, alongside the declaration of a Climate Emergency. The Plan outlines the key work streams that will improve sustainability performance across the Trust over the next five years, and the collaborative initiatives with partner organisations, such as Plymouth City Council, to contribute to carbon reduction targets by 2030.

Our Trust objectives are:

- ⇒ Reduce the Trust's carbon footprint by 20% by 2025 (and work towards net carbon zero by 2030)
- ⇒ 10% net biodiversity gain by 2025
- ⇒ 85% avoidance of waste going to landfill by 2025
- ⇒ 70% score in NHS Sustainable Development Assessment Tool (SDAT) by 2025
- ⇒ Embed sustainability into every Trust service and activity by 2025

The four key areas of the 'For a Greener Future' plan are listed opposite.

Ann James, Chief Executive, and former Chairman, Richard Compton state: 'Acting responsibly and reducing the impact we have on our environment is an important consideration for the Trust, from the way we care for our patients to ensuring we have financially viable and sustainable systems in place'.



Sustainable Future Hospital



Sustainable Behaviours



Sustainable Environment



Sustainable Plymouth



Our sustainability roles



Volunteers will play a huge part in the plans to make University Hospitals Plymouth more sustainable. The Voluntary Services team are working on developing new roles with departments across the hospital and external groups.

Some of our current and planned roles are listed below:

- ⇒ Gardening
- ⇒ Orchard volunteering
- ⇒ Pond restoration
- ⇒ Litter picking
- ⇒ Biodiversity monitoring
- ⇒ Wildlife walks



Please speak to one of the team if you'd like to find out more about any of our roles or our sustainability work.

Likewise, please chat to us if you can see ways that we can improve or possible areas where volunteers could help.



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.

You may be asked directions by a patient or a visitor or they may stop and ask what you are doing. Please stop and talk to them and if they're asking you directions but you're unsure, please point them towards a Meet and Greet volunteer at Main Entrance. It also is really beneficial to the patient to have that friendly face there and a kind person to talk to.



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.
- ⇒ Socially distance wherever possible.
- ⇒ 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

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

**Volunteer Services
Manager:**
Rebecca Smith

Email:
rebecca.smith276@nhs.net

Call:
01752 432816

**Where to get your
equipment from...**

New starter checklist

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

- ☐ Welcome Pack
- ☐ Department Information Guide
- ☐ Lanyard
- ☐ ID badge

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.



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

Assemble can be used to keep up to date with the latest news, book shifts and for messaging your team.

#AwesomeOrangeArmy

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