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Rehab Legend Volunteer Information Guide

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Name:

Date of induction:

Date of manual handling training:

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

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Welcome to UHP

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

Our values at University Hospitals Plymouth are:

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



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

Role profile

Why we need your help

As part of a patient's rehabilitation, volunteers can have the opportunity to be part of their recovery journey back to health. A patient's condition can deteriorate in hospital as they are unable to get up and about doing their regular activities. We need volunteers to help patients across the hospital fulfil their exercise plans, get out and about in the hospital- visiting the garden, shop and gym.

What you will gain from this role

- An insight into patient care and rehabilitation.
- The opportunity to help patient's recover in a positive way.
- The opportunity to gain experience in patient care in a hospital environment.
- You'll be able to keep fit and active and help as part of a team.
- You'll receive support and training from staff within the area.

What does a Rehab Legend Volunteer do?

As a rehab legend volunteer, the vast majority of your role will be helping patients fulfil their exercise plans and rehabilitation activities. Rehab Legend volunteers help provide entertainment for patient's on the ward and encourage them to get involved in wider hospital activities.

- Help patients to fulfil the exercises in their plans – Liaise with ward Physiotherapy staff if none present
- Facilitate transfers to and from the gym
- Assist with exercise in the gym and on the wider ward – Therabike, Beach balls, exercises as prescribed
- Record feedback from patients
- Provide assistance at meal times for patients who are able to feed themselves
- Support patients to visit the Gardens and outdoor spaces
- Support patients to visit and use the on-site facilities, such as the shops and cafés
- Help patients make video calls to friend and family members
- Liaise with the ward teams to run multi participant activities, such as Bingo and Skittles
- Completion of the 'Getting to know me' leaflets

Role profile

What we won't ask you to do

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

What skills or experience do you need?

- Excellent communication skills as you'll be talking and listening to patients and staff. You will need a good standard of oral English
- Understand and comply with confidentiality requirements
- Have a professional and friendly demeanour, and able to work in a team
- Be committed to the role and attend regularly. Be punctual and dependable.
- Within the boundaries of your role, be self-motivated and able to help without direct supervision
- The ability to know when to seek help – although guidance will be given.
- A reasonable level of fitness – you will be standing and walking during some of your 'shift'.

Training provided

- Trust Induction
- Manual Handling (both e-learning and an in-person practical session)
- Fire Safety
- Safeguarding
- Infection Control
- Information Governance (Data Protection and Confidentiality)
- Resuscitation Theory
- Rehab Legend Volunteer On-Site Training

 If you use social media, please follow our Rehab Legend journey by following #RehabLegend



The importance of rehab

A #RehabLegend is...anyone who has done anything to enhance, support or facilitate rehabilitation.



What is rehabilitation? ★

Rehabilitation is defined as “a set of interventions designed to optimize functioning and reduce disability in individuals with health conditions in interaction with their environment” (World Health Organisation).

Rehabilitation across the hospital environment uses a multi-disciplinary team of nurses, physiotherapists, occupational therapists, consultants, pharmacists and radiographers all striving to give the best outcomes for patient rehabilitation and care.

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What are Rehab Legends? ★

The Rehab Legend movement was started to improve awareness on the importance of rehabilitation and celebrates the little achievements and improvements patients make every day that become part of the larger picture of their journey back to health and recovery.


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The last 1000 days

“Patient time is the most important currency in health and social care”

Please watch this video: <https://bit.ly/3dlly9L>.



The Last 1000 days is a concept in healthcare that explores the last days of an individual's life. 

It emphasises the importance of patients enjoying the last 1000 days of life and raises awareness to get healthcare staff to really consider patient care and how we can make improvements to the quality of care through listening to and getting to know patients.

The more we find out about people and look past the condition, the more we can help them enjoy their time in hospital.

As a Rehab Legend part of your role will be completing a 'Getting to Know You' survey. This enables us to find lovely ways to make a patient's stay more comfortable and assists them in keeping their independence whilst in hospital by helping them find their voice.



4 Key Focus Areas

Hydration

- Offering patients drinks (check if nil-by-mouth first).
- Pouring them a drink.
- Making their water easier to access or getting a straw.

Communication

- Helping patients make a call to loved ones.
- Speaking to patients who are lonely.
- Helping patients communicate with busy staff.

Nutrition

- Ensuring patients are receiving the correct meals.
- Helping patients open packets or cutting up their food into smaller bites.
- Relaying patient preferences to staff.

Exercise

- Helping patients do their in bed exercises and getting them motivated.
- Taking patients down to the gym to do their exercises for group or physio sessions.
- Having games with the patient and encouraging others to join in.

Top tips from volunteers

Hydration

‘It is important to check the info boards at each bedspace to see if patient is nil-by-mouth or has specific dietary needs. I have been caught out on a couple of occasions where a patient has asked for a drink but were nil-by-mouth!’

Communication

‘The greatest amount of my time on a shift can be sitting with patients and chatting, or just holding someone’s hand.

If a patient tells you something that you are unsure about or think doesn’t sound right, please chat to the staff team.’

Nutrition

‘Volunteer shifts may not be at mealtimes but quite often will coincide with at least one drinks run. Try and help with these if you are not busy as it is a good reason to speak to patients and see if they are ok etc.

If a patient leaves a meal untouched, I will always tell the member of staff responsible for the bay/side room (I tend to keep a little notebook to write such things in and at a convenient moment speak to staff).’

Family connection and links

Keeping family and friends connected when a patient is in hospital is extremely important in making the patient feel loved and valued.



At times, COVID can restrict visiting hours and times for patients and some may not have any visitors. We also see patients from across the South West and the journey can be too long for lots of friends and family members.



Therefore, as part of your role you could be asked to organise Zoom calls for patients and set them up with specialist iPad stands if they are unable to hold the iPad themselves.

iPads are available from the PALS and Voluntary Services office on Level 7 (just on from the Cashier's Office). There is a separate training booklet that outlines how to use the iPads for this purpose and someone from the office can take you through how to use it and set the call up. Likewise, we also have a phone available if the patient would prefer to use a traditional handset to speak to friends or family.



Physiotherapy and new ideas

Physiotherapy helps restore movement and function to as near normal as possible when someone is affected by injury, illness or by developmental or other disability.



As a Rehab Legend volunteer, you will be involved in helping the patient fulfil their personal exercise plans.

This could involve taking patients to the gym on one of our wards or simply helping them at their bedside.



By encouraging patients to carry out their activities you will have a significant impact on their recovery and assist in preventing further deterioration whilst in hospital.



Between 2 and 3pm, Hospital Radio do a motivational hour with lots of uplifting music suitable for physio and activity.

Speak to the occupational therapy team if you have any concerns or ideas.



If you think of any ways to support our patients, please contact Kate. For instance, one of our volunteers offered to give our patients hand massages. It was approved by staff who duly bought lots of hand cream! This was a huge success; many patients have been in hospital for a long time, and it allowed them to feel pampered and created a great opportunity to for volunteers and patients to converse.

Support and training

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

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



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



COVID compliance

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

This includes:

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

Useful information

Safeguarding

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

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

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

Dealing with difficult situations

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

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

They will alert security staff if necessary.

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

Emergency numbers and incidents

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



Cardiac arrest: 2222



Security/ fire/ health emergency: 3333

Your observations...



Use this page to make your own notes about your experiences of shadowing either experienced volunteers or clinical staff.

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



Key Performance Indicators (KPIs) help us to demonstrate the value of volunteering. We ask that you fill in the survey after each shift. You can access the survey through the QR code; numbers entered don't have to be exact as long as it gives us a rough indication of how you have helped the patient.



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 Coordinator:
[Name]

Email:
xxx@nhs.net

Call:
01752 xxxxxx

Clinical lead

Specialist Sister ICU:
Kate Tantom

Email:
kate.tantom@nhs.net

Call:
01752 430196

New starter checklist

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

- Welcome Pack
- Role Information Guide
- Lanyard
- ID badge
- Lanyard card
- #RehabLegend 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.

We suggest your shift times are the following:

- 11am-3pm
- 1-4pm
- 3-7pm



If you experience any problems with Assemble when booking your shifts, please let us know. Please book your shift for the week ahead by 8.30am on Monday morning. If booking your first shift, we advise booking on Wednesday or Thursday.

#AwesomeOrangeArmy

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