Volunteer Ward Assistants at SPRU

Ideas for induction, motivation, tasks and management, informed by [CNWL Volunteer Policy](https://www.cnwl.nhs.uk/application/files/7915/9498/1988/Volunteer_Policy.pdf), [Recruiting and managing volunteers in the NHS: a practical guide](https://www.england.nhs.uk/wp-content/uploads/2017/10/recruiting-managing-volunteers-nhs-providers-practical-guide.pdf) and from the personal experience of Kirsty Chestnutt - Patient IT Lead and Volunteer Ward Assistant.

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## Basic Requirements

* A local Volunteer Supervisor \ Co-ordinator: this should be a nominated person or a figure in the team who will guide the volunteers’ work and be a point of contact
* Calendar with volunteer hours accessible by all ward staff
* Central tasks list
* Regular personal check-ins with volunteer, ideally after every shift
* Ward staff to be aware of and understand the volunteer role so they can also guide and support them
* Uniform, ID badge, ‘My name is’ badge

## Induction

Especially for those coming from outside the NHS, a thorough induction is important for those starting at SPRU. Things that may appear obvious to existing staff may be a total mystery for new volunteers.

[CNWL Volunteer policy](https://www.cnwl.nhs.uk/application/files/7915/9498/1988/Volunteer_Policy.pdf) template below has been adapted to SPRU needs. It is available in checklist form at Appendix 1: Induction Checklist.

| **Induction and Training** | **Arranged by** | **Timescale** |
| --- | --- | --- |
| Volunteer checks: DBS and OH | Volunteer Team | Prior to placement |
| Volunteer access to LDZ | Volunteer Team | Prior to placement and completed in 8 weeks |
| Volunteer policy and Skills passport | Volunteer Team | Prior to placement |
| Payment of expenses incurred during their volunteering | Volunteer Team | Prior and during placement |
| Personal NHS Volunteer ID badge | Volunteer Team \ HR lead | Prior to placement |
| Service induction:  Introduction to SPRU - What is SPRU? What patients do we have here and where do they come from?   * Introduction to volunteering at SPRU - why we have volunteers? * Introduction to the volunteer role – general outline of the day-to-day tasks * General site induction – toilets, changing area, break rooms, meeting rooms etc | SPRU Volunteer Contact | First day of placement |
| Familiarisation with placement area:   * Introduction to ward\s – how they fit into SPRU and wider NHS services * Introduction to relevant staff and key points of contact | Ward \ Dept | First day of placement |
| Dress Code *(as relevant for the service)* and “My name is” badge | SPRU Volunteer Contact | First day of placement |
| Confidentiality, including dealing with patient records and handling phone calls | SPRU Volunteer Contact | First day of placement |
| COVID-19 Risk Assessment | SPRU Volunteer Contact | First day of placement |
| Conduct expected | Volunteer Team and SPRU Volunteer Contact | Prior to placement and again on first day of placement |
| Volunteer IT access – how and where to log in | SPRU Volunteer Contact | As when needed for the role |
| Routine reporting for duty and supervision arrangements, including contacts for absence or lateness | SPRU Volunteer Contact | First day of placement |
| Wellbeing and accessing support – routine and emergency | Volunteer Team and SPRU Volunteer Contact | Prior to placement and again on first day of placement |
| Personal property | SPRU Volunteer Contact | First day of placement |
| Fire Regulations | SPRU Volunteer Contact | First day of placement |
| Health & Safety \ Safe working | SPRU Volunteer Contact | First day of placement |
| Safeguarding Adults and Children overview | SPRU Volunteer Contact | First day of placement |
| Training specific to ward \ dept e.g. patient management, call handling | Ward \ Dept | First week of placement |
| Mental Health \ Learning Difficulties Awareness for Volunteers | SPRU Volunteer Contact | First month of placement |
| Statutory training e.g. Infection Prevention & Control | SPRU Volunteer Contact | First month of placement (could be induction) |
| Familiarisation with relevant policies | SPRU Volunteer Contact | First week of placement |
| If required, to attend a CNWL Recovery & Wellbeing College course appropriate to role and personal development | Volunteer Team | Subject to R&W College timetable volunteer role |

## Occupational Health

### COVID-19 Testing

Volunteers should follow the same COVID-19 procedures as staff, including a COVID-19 Risk assessment and fortnightly COVID-19 tests at SPRU.

These tests are carried out on Mondays and Thursdays between 1000 and 1500. The clinic is on the 2nd Floor, in the room just outside the Integrated Adult Services office.

### Flu Jab

Volunteers as well as staff are encouraged to get a flu jab whilst volunteering at SPRU.

As of 11 November 2020, the flu jab clinic at SPRU is every Thursday, 1300 - 1500, but here for latest information: <https://staff.cnwl.nhs.uk/corporate-support-services/hr-and-development/i-want-find-out-about-health-and-wellbeing-services/flu>

## Tasks

When a volunteer is starting out, it’s handy to have a ready list of tasks for them to perform so they can get started quickly. This helps with volunteer motivation by making the volunteer feel useful right away and helps us make the best use of our volunteers.

At SPRU we have the [Volunteers Task List](https://teams.microsoft.com/l/entity/26bc2873-6023-480c-a11b-76b66605ce8c/_djb2_msteams_prefix_1827083923?context=%7B%22subEntityId%22%3Anull%2C%22channelId%22%3A%2219%3Adfbb1fcba2784d2a80d8bfc0b73ff156%40thread.tacv2%22%7D&groupId=6a9a71a0-30fd-40c5-ad96-0df59f96e01b&tenantId=37c354b2-85b0-47f5-b222-07b48d774ee3) kept in Microsoft Teams. Tasks can be added by any Admin staff member or Ward Manager, and volunteers should be encouraged to check the list every shift. Instructions for adding tasks can be found [here](https://nhs.sharepoint.com/sites/msteams_d9b0f7/_layouts/15/Doc.aspx?OR=teams&action=edit&sourcedoc=%7b0B23E65C-99C0-420E-BE61-F63EC6C68B6F%7d) or in the Team.

NB: To ensure that tasks are appropriate for our Volunteers, check the role description at Appendix 3: SPRU Volunteer role description.

Possible Day 1 tasks:

* Meeting patients via ice-breaker e.g. tea run, video visit consent \ introduction, library cart
* Blue and Red Folder making
* Helping with in-person visitors (e.g. offering drinks, talking to them about video visit)
* Patient feedback surveys

## SPRU Volunteer Team

Microsoft Teams is currently being rolled out throughout CNWL. It provides a central digital hub so that members of a Team can easily share up-to-date information.

To find the Volunteer area, log into the Teams app on your PC, or via the web here: <https://teams.microsoft.com/>. Current items available include:

* [Volunteer Task List](https://teams.microsoft.com/l/entity/26bc2873-6023-480c-a11b-76b66605ce8c/_djb2_msteams_prefix_1827083923?context=%7B%22subEntityId%22%3Anull%2C%22channelId%22%3A%2219%3Adfbb1fcba2784d2a80d8bfc0b73ff156%40thread.tacv2%22%7D&groupId=6a9a71a0-30fd-40c5-ad96-0df59f96e01b&tenantId=37c354b2-85b0-47f5-b222-07b48d774ee3)
* [Volunteer Rota](https://teams.microsoft.com/l/channel/19%3Adfbb1fcba2784d2a80d8bfc0b73ff156%40thread.tacv2/tab%3A%3A9fcc583c-bcc0-455c-a396-455f96f00932?groupId=6a9a71a0-30fd-40c5-ad96-0df59f96e01b&tenantId=37c354b2-85b0-47f5-b222-07b48d774ee3)
* Links to the Whiteboard, Visitor Spreadsheet and other useful files
* Templates (folders, calling cards, booking sheets)

When Volunteer access to Email and Teams is confirmed we will add:

* Conversation space for Volunteers
* Calendar
* Patient Visitor Contacts spreadsheet (currently on o:\)
* Tips and tricks for volunteers

## Appendix 1: Induction Checklist

|  | **Induction and Training** | **Arranged by** | **Timescale** | **Date** | **Signed**  **Volunteer and Supervisor** |
| --- | --- | --- | --- | --- | --- |
| 1 | Volunteer checks: DBS and OH | Volunteer Team | Prior to placement |  |  |
| 2 | Volunteer access to LDZ | Volunteer Team | Prior to placement and completed in 8 weeks |  |  |
| 3 | Volunteer policy and Skills passport | Volunteer Team | Prior to placement |  |  |
| 4 | Payment of expenses incurred throughout the volunteering | Volunteer Team | Prior and during placement |  |  |
| 5 | Personal NHS Volunteer ID Badge Identification | Volunteer Team \ HR lead | Prior to placement |  |  |
| 6 | Service induction:  Introduction to SPRU - What is SPRU? What patients do we have here and where do they come from?   * Introduction to volunteering at SPRU - why we have volunteers? * Introduction to the volunteer role – general outline of the day-to-day tasks * General site induction – toilets, changing area, break rooms, meeting rooms etc | SPRU Volunteer Contact | First day of placement |  |  |
| 7 | Familiarisation with placement area:  Introduction to ward\s – how they fit into SPRU and wider NHS services  Introduction to relevant staff and key points of contact | Ward \ Dept | First day of placement |  |  |
| 8 | Dress Code *(as relevant for the service)* and “My name is” badge | SPRU Volunteer Contact | First day of placement |  |  |
| 9 | Confidentiality, including dealing with patient records and handling phone calls | SPRU Volunteer Contact | First day of placement |  |  |
| 10 | COVID-19 Risk Assessment | SPRU Volunteer Contact | First day of placement |  |  |
| 11 | Conduct expected | Volunteer Team and SPRU Volunteer Contact | Prior to placement and again on first day of placement |  |  |
| 12 | Volunteer IT access – how and where to log in | SPRU Volunteer Contact | As when needed |  |  |
| 13 | Routine reporting for duty and supervision arrangements, including contacts for absence or lateness | SPRU Volunteer Contact | First day of placement |  |  |
| 14 | Wellbeing and accessing support – routine and emergency | Volunteer Team and SPRU Volunteer Contact | Prior to placement and again on first day of placement |  |  |
| 15 | Personal property | SPRU Volunteer Contact | First day of placement |  |  |
| 16 | Fire Regulations | SPRU Volunteer Contact | First day of placement |  |  |
| 17 | Health & Safety \ Safe working | SPRU Volunteer Contact | First day of placement |  |  |
| 18 | Safeguarding Adults and Children overview | SPRU Volunteer Contact | First day of placement |  |  |
| 19 | Training specific to ward \ dept e.g. patient management, call handling | Ward \ Dept | First week of placement |  |  |
| 20 | Mental Health \ Learning Difficulties Awareness for Volunteers | SPRU Volunteer Contact | First month of placement |  |  |
| 21 | Statutory training e.g. Infection Prevention & Control | SPRU Volunteer Contact | Induction/ First month |  |  |
| 22 | Familiarisation with relevant policies | SPRU Volunteer Contact | First week of placement |  |  |
| 23 | If required, to attend a CNWL Recovery & Wellbeing College course appropriate to role and personal development | Volunteer Team | Subject to R&W College timetable and volunteer needs |  |  |

## Appendix 2: Ideas for weekend and outsource volunteers

### List provided by Caroline Horton-John

* Piano on RW ward Volunteer that can come in to play and have maybe a monthly mini concert on the ward.
* Singers and music – Camden Harmony, Camden Chamber choir, Camden United Gospel, Community choir, Camden Voices. Once a forthright / once a month. Volunteer to join in the afternoons or weekends.
* Hairdresser is desperately needed; a lot of patients miss having their hair done.
* Intergenerational with children, “Nursing home for 4 year olds” programme on Channel 4. Doctor Hannah Campling & I did this recently which was a big success. Can we ask local Nursery’s/ schools to implement this?
* Cover sessions and Weekends - to try one group session in the afternoons for all Patients on wards to be invited to that session.
* Card games higher and lower, Rummy, Image Snap
* Bingo with prizes
* Adult Colouring
* Puzzles
* Singers Volunteers
* Music Volunteers
* Balloon Tennis
* Reminiscence game

### Other ideas

* Nail cutting
* Zoom bingo

## Appendix 3: SPRU Volunteer role description

**Befriender and virtual visiting volunteer SPRU**

CNWL Trust has almost 7,000 staff providing integrated healthcare to a third of London's population, Milton Keynes and areas beyond.

St Pancras Rehabilitation Unit provides treatment and support for patients whose physical abilities have been reduced through illness, such as a stroke, or a fall or a musculoskeletal condition.

**About the role**

Being in hospital can feel like a lonely experience, even more when COVID-19 restrictions can limit visits and some patients can’t use a phone or don’t know how to video call their relatives. You will be the person who will help our patients feel more connected by chatting to them and helping them to digitally engage with others. You will have the potential to transform patient and carer experience and support our team resilience!

**Commitment**

Very flexible, it can work around your spare time but we ask you to please be consistent and volunteer for a minimum of 3 hours a week, any day of the week, during visiting times, 10am to 8pm, seven days a week.

**Key Tasks**

* Provide company and chat with our patients, some of whom may have no visitors or family to support them
* Assist patients to get in touch digitally with family members and friends
* Engage with family and friends, making their hospital visit even more enjoyable.

If you’d like to, you could also get involved in:

* Supporting in serving drinks and meals
* Providing general assistance in answering the door, phones and passing messages
* Basic admin such as, photocopying, filing and printing labels
* Restocking supplies, putting away stores deliveries – monitoring supply levels
* Helping our housekeepers to keep areas clean and organised
* Running errands to other departments, the community or people’s homes
* Other reasonable tasks that you feel confident about and have been trained for.

The safety our volunteers, staff and patients is key, so we also ask you to:

* Follow the same Covid-19 procedures as our staff, including regular Covid-19 testing, temperature checks and risk assessments
* Be fully compliant with confidentiality of all information at all times, no matter how trivial it may appear, protecting the privacy and dignity of patients

**Key traits, skills and experience**

* Reliability -to be someone we can rely on: consistent and dependable
* Resilience: you will volunteer in a hospital setting with a range of people at different stages of their rehabilitation
* Empathetic, compassionate, patient, tolerant and considerate
* Initiative to identify tasks and support staff and patients
* Adaptable and willing to learn
* Good conversational and listening skills with a caring nature
* A team player, being helpful, communicative, open, respectful and honest
* The ability to work independently whilst staying within the role’s boundaries, recognising what should and shouldn’t be done, when to seek advice or report concerns
* Let us know if you can speak other languages – as our patients come from a diverse community and some don’t speak English as their first language

**What is in there for you?**

* The satisfaction of helping people to have a more enjoyable time whilst being hospitalised
* The opportunity to develop new skills and learn in an hospital setting
* The opportunity to help the NHS in a time of growing pressure
* Full support and a range of relevant training, including Confidentiality, Safeguarding and Equality and Diversity
* Local Trust induction and orientation
* A reference for future volunteering or employment, after 6 months
* Following our expenses policy, reimbursement of agreed expenses

**Next steps and contact details**

For an application form or to have a chat with our team, you can contact us on [cnwl.volunteer@nhs.net](mailto:cnwl.volunteer@nhs.net)

**Specific COVID-19 Guidance for volunteers.** We please ask you to:

* Complete an individual risk assessment checklist for Covid-19
* Follow the same testing protocol as staff members
* Stop volunteering should you feel unwell and to follow the latest government and NHS advice for the public especially regarding COVID-19 symptoms.
* Participate in training and induction, mostly via e-learning or virtual technology where possible
* Reduce risk of transmission, volunteers shouldn’t enter other wards or clinical areas where at all possible– if running items to and from wards (e.g. pharmacy running), bring items to ward entrance for ward staff/volunteers to collect.
* You will be trained in the usage, donning, doffing, and disposal of PPE in line with PHE guidance

**What the role is NOT.** You are not expected to be involved in any of the following:

* Direct care or assistance for patient’s daily clinical activities, including personal or intimate nature care
* Moving and handling activities –of patients or heavy items/ equipment.
* Assisting the patient with any form of medication
* Involved in admission or discharge procedures
* Involved in aggressive incidents
* Pushing patients in wheelchairs unless wheelchair training has been completed
* Escorting patients, unless Ward Manager directs/authorises
* Answering enquiries about patients; whether on the phone or face to face
* Cleaning up of bodily fluids.

## Appendix 4: Claiming Expenses for Volunteers

For PDFs of these instructions, which include illustrations, please go to the Expense Folder in the [SPRU Volunteer Team](https://teams.microsoft.com/_#/files/Volunteers?threadId=19%3Adfbb1fcba2784d2a80d8bfc0b73ff156%40thread.tacv2&ctx=channel&context=Expenses&rootfolder=%252Fsites%252Fmsteams_d9b0f7%252FShared%2520Documents%252FVolunteers%252FExpenses).

For more Expenses information, visit TrustNet’s Expenses page [here](https://staff.cnwl.nhs.uk/corporate-support-services/finance/how-do-i-claim-expenses).

### How to Self-Register on SELENITY

NHS volunteers who are not on CNWL’s payroll system will need to register themselves on Selenity in order to reclaim expenses that you have made.

Before beginning the registration process, please ensure you have the following information to hand:

* Volunteer’s personal details including home address
* Volunteer’s Bank details
* Volunteer’s Vehicle details (only required if claiming mileage)

Instructions:

1. Go to <https://cnwl.sel-expenses.com>
2. Click Register to start the process
3. Complete the form with your details, and then click on next
4. Create a new password then click on next
5. Enter your home details. In the Address Search, type in your postcode and select your home address. This will auto populate some of the fields. Complete the date you moved to that address, your phone number and email address. Once completed, click next.
6. Enter your bank details. Type **VolunteerExpenses** in the reference box. Once completed, click next.
7. For those wishing to claim vehicle use mileage, please ensure correct vehicle details are entered; if you type in the car registration number, some of the fields will auto populate.

Ensure you select Miles as the unit of measure.

1. In the field Vehicle Journey Rate you must select **Volunteers(Non-Staff)For use for Volunteers(Non-Staff) on Covid19 Duties**. This will ensure you are paid the correct rate. Once completed click next
2. A summary of all the details you have entered will show in each section; please ensure that the details you have entered are correct; once you’re happy, click register to complete registration.

Congratulations, you have completed registration.

You will shortly receive emails asking you to verify your account, please follow the instructions in doing this.

You will then receive and email confirming your account is active, along with your login details; please keep these somewhere safe.

## 

### How to Claim Expenses on SELENITY

Please ensure you have completed the registration process above before attempting to make a claim.

If you would prefer, you may submit your claims via the Selenity mobile app. You can download the app via [Applestore](https://apps.apple.com/gb/app/expenses-mobile/id1174442334) if using an iPhone or [Google Play store](https://play.google.com/store/apps/details?id=com.softwareeurope.expensesmobile) if using an Android mobile phone.

1. Go to <https://cnwl.sel-expenses.com> and log in
2. Click on Add New Expenses
3. To start, you must select the type of expense you wish to claim. This is displayed in **My Expense Items**. Typically options will be for car miles (car Travel), other expenses (Non-Travel), and public transport.  
   Please note, if you want to input a claim for each type of expense, 1 for car mileage, 1 for transport mileage, and 1 for miscellaneous, you can do so by clicking more than 1 expense item.
4. Enter the date the expense was incurred.
5. In the Reason drop down options, always select **COVID19Expenses**
6. In Other Details, enter a short description about the detail of expense you are claiming

**Inputting a mileage car expense claim**

1. Ensure the car you are claiming mileage for is showing in this dropdown box.
2. Enter the postcode or the address of where the journey started “from” and ended “to”. You can add multiple journey steps that you did. Next click Save
3. In My Expense Items, tick **Covid19 Car Travel**.
4. In the next screen, you will be able to see your claim detail
5. Here in the Claim Details screen under the Page Options, click Submit Claim
6. In this next screen you have the option to name your claim, this is quite useful to do as it will enable you to quickly search and easily identify it. Click Save
7. A declaration window appears, please read and then click on the ‘I Accept’ button.

**Inputting a Public Transport expense claim**

1. Date your claim, Select **COVID19 Expenses** as the Reason, and enter a short description in Other Details.
2. Ensure you select YES when prompted about your receipt, in the second box, type in the amount you are claiming Next click Save
3. Click the button to add a receipt. You will be able to attach your receipt and proceed with your claim.
4. In My Expense Items, tick Covid19 Public Transport.
5. In the next screen, you will be able to see your claim detail. Here you will need to attach your receipt. This is compulsory as you will not be able to proceed unless you attach your receipt.
6. If using a mobile phone device, you could take a picture of the receipt and upload that as the image.
7. Click to upload your receipt.
8. You will be prompted to find the document on your computer, select the document and then click Open.
9. Here you will see this icon indicating the receipt has been attached. Proceed by clicking save
10. Once you have attached your receipt and clicked save, you will be taken to the Claim Details
11. Under the Page Options, you need to click Submit Claim
12. In this next screen you have the option to name your claim, this is quite useful to do as it will enable you to quickly search and easily identify it. Click Save
13. A declaration window appears, please read and then click on the ‘I Accept’ button.

**Inputting an authorised miscellaneous expense claim**

1. Date your claim, Select COVID19 Expenses as the Reason, and enter a short description in Other Details.
2. Ensure you select YES when prompted about your receipt, in the second box below, type in the amount you are claiming Next click Save
3. Click the button to add a receipt. You will be able to attach your receipt and proceed with your claim.
4. In My Expense Items, tick Covid19 Non-Travel.
5. In the next screen, you will be able to see your claim detail. Here you will need to attach your receipt. This is compulsory as you will not be able to proceed unless you attach your receipt.
6. Click here to upload your receipt.
7. You will be prompted to find the document on your computer, select the document and then click Open.
8. Here you will see an icon indicating the receipt has been attached. Proceed by clicking save
9. Once you have attached your receipt and clicked save, you will be taken to the Claim Details
10. Under the Page Options, you need to click Submit Claim
11. In this next screen you have the option to name your claim, this is quite useful to do as it will enable you to quickly search and easily identify it. Click Save
12. A declaration window appears, please read and then click on the ‘I Accept’ button.

**After your claim has been submitted**

Once submitted, your claim will move from the current claim page to your submitted claims page (Home/My Claims)

Clicking into the submitted claims page will bring up a list of claims awaiting payment/approval. You can click into any of these to view the claim history for information about what is happening with your claim.

An email will also be sent to you confirming receipt of your claim.

If approvers do not have any questions or issues with your claim, you will receive an email once the claim has been approved for payment in the system.

**Important**

If an expense item is disputed and returned, you will receive an e-mail notification explaining what action you need to take. If you have not corrected or deleted an item before 28 days from the date the claim was rejected, the item will be deleted from your claim.