**ROLE DESCRIPTION FOR VOLUNTEERS**

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| Date | December 2019 |
| Ward/Department/Clinic | Voluntary Services |
| Position | **VOLUNTARY HOME FROM HOSPITALF SERVICE** |
| Base (where the volunteer will mainly work) |  |
| Preferred day/time of work |  |
| Accountable to | Volunteer Co-ordinator |
| Contact/support person (if different to above)And Contact Number |  |

**Aims of the service**

* To enable patients to return home confidently following a period of time in hospital
* To provide support and advice on discharge from hospital
* To refer onto other agencies as appropriate following discharge from hospital

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| **Key Tasks:** |
| **To assist patients to settle at home on discharge following a spell in hospital*** To meet the patient at home following discharge, either waiting for the ambulance to arrive

or arriving soon after the patient has arrived home* To check heating / lights are working with the patient
* To ensure milk and food is available for that day
* To ensure by talking to the patient that food will be accessible to the patient
* To make a cup of tea for the patient
* To assist unpacking belongings
* Complete falls environmental check, make recommendations and complete actions if safe and agreed with patient i.e. removing rugs
* To chat to the patient, putting them at ease and increasing confidence at being at home
* Identify with the patient if a second visit would be useful

**To contact the volunteer coordinator if concerns are raised during the visit*** Patient is unable to transfer / mobilise
* Patient exhibiting confusion / physical problems
* No food is on the premises and no one apparent to purchase
* Issues re environment – heating / lights / water/ hygiene

**Completion of second visit (or telephone follow-up)*** Check how patient coped over night - chatting with patient
* Making cup of tea for patient
* checking care arrived as planned – by chatting to patients
* Liaison with coordinator re referral to other agencies, Age UK
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| **General Considerations/Conditions:** |
| * Safety within patients homes
* Lone working
* Infection control within the patients own homes
* Moving and handling – objects, assisting patients to stand
* What to do if…..eventualities
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| **Special Considerations:** |
| * Lone working policy
* To have access to coordinator via telephone at all times hospital
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| **Any other useful info:** |
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**Volunteer…………………………………… Department Head………..……….……………..**

**VSM…………………………………………. Date……………………………………………….**