NHS
University Hospitals Plymouth
NHS Trust

Emergency Department Volunteer

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 if 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

What is the Emergency Department?

The Emergency Department is the first point of contact for patients needing emergency treatment within the hospital. The types of patients that visit the department are in critical need of care and assistance and need to be seen and responded to quickly. This means that the clinical staff are usually extremely busy and need help when carrying out non-clinical but important tasks.

Why we need your help?

Attendances at the emergency department continue to remain high and the pressure on our staff are working under very busy circumstances. We need your help to alleviate pressure from staff by helping with COVID procedures as patients enter the department.

We also would like volunteers to support staff by helping with non-clinical tasks such as making patients and visitors refreshments and befriending lonely patients.

What does an Emergency Department Support Volunteer do?

- Offering appropriate patients, carers and visitors drinks.
- Befriending and listening to patients - especially those who have come in alone.
- Offer to get chairs for relatives and carers waiting with patients.
- Offer patient toiletry packs.
- Help patients to fill in a patient survey.
- Wipe down chairs.

What you will gain from this role?

- The opportunity to see how a busy department works.
- The opportunity to support NHS staff in the emergency department.

Role profile

- Help keep the hospital safe in line with COVID guidelines.
- Help patients feel cared for and listened to.
- Be part of a wider team within the hospital.
- Receive support and training from staff within the area.
- Meet new people every day.

What skills or experience do you need?

- Excellent communication skills – talking and listening to patients and staff – with 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.

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).
- You won't be asked to physically help patients.
- We won't ask you to carry heavy loads.
- We won't ask you to deal with confrontational patients and visitors.

Making patients and visitors comfortable

A large proportion of a volunteer's time is simply befriending patients, especially those who have come in alone. Patients in the emergency department are usually worried or concerned about their health and require support from a compassionate person.

Some patients are accompanied to the Emergency Department by a relative or carer. These people are often just as worried and anxious about their loved one and require a comfortable place to sit. Please offer relatives and carers chairs as they can often be waiting for hours.

Try to avoid asking personal questions about someone's health or conditions as they may not wish to discuss it with you. Good conversation topics could be:

- ⇒ People's pets
- ⇒ Family
- ⇒ Hobbies or clubs they enjoy
- ⇒ Anything nice they have done recently
- ⇒ What they like to watch on TV

Making patients and visitors drinks

In addition to offering chairs, volunteers can also make patients and visitors refreshments whilst they wait.

It's really important to check to see if patients have been triaged (assessed by a doctor or nurse) before offering refreshments as it could delay further treatment if they need to be nil-by-mouth for any testes, procedures or surgery.

Please check too, in case the patient or visitor has any particular dietary requirements.

When handing a drink to a patient, please ensure that they have somewhere safe to put it without spilling it and be very careful when handling hot drinks.

There is a tea and coffee trolley in the Emergency Department and there is also a kitchen. You will be shown the location of this and given access to the area when you are completing your training.

You can take your own break in the kitchen. If you notice that we are low on supplies, please let the Voluntary Services team know so we can restock before running out.

Top tips from volunteers

Children

If a child and parent come through the Main Entrance, take them around to paediatrics when they have checked in at reception.

Patients

If a patient looks seriously unwell at the door, please grab a member of the nursing team from the nurses desk.

Finding relatives

If someone is looking for a relative or friend who is in the Emergency Department, don't let them in but you can check what's happening and give them an update.

Take the patient's name and the name of the person enquiring and their details (i.e. are they a relative etc).

If they have come in by ambulance, go to the ambulance desk and ask.

Check with the team if it's ok for the relative to see their loved one.

Breaks

Please take a break! You are welcome to use the staff room or Welcome Hub to grab a cup of coffee or tea. Sometimes it may feel really busy and as though you don't have time to stop but please make sure you have a break if needed.

The code for the staff room and locker room is C5479Y. The code for the staff toilet is C56789.

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 experienced volunteers.

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 Indicator (KPI)

Please fill in a KPI slip at the end of your shift. We like to keep track of how many people you have seen and how many drinks you have served.

Much of volunteering is about personal interactions which makes it hard to produce quantitative data. By completing the KPI slips, it helps us to report back and show the value of volunteers.

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

[role title]:
[name]

Email:
[address]

Call:
01752 xxxxxxx

ED Nurses Desk

Call:
01752 792501

ED Manager:
Gemma Cochrane

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

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:

ASSEMBLE

- 9am-1pm
- 1pm-5pm
- 5pm-8pm

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

#AwesomeOrangeArmy