



Volunteers Handbook



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Welcome



Professor Andy Hardy
Chief Executive Officer

Dear Volunteer,

On behalf of University Hospitals Coventry and Warwickshire (UHCW) NHS Trust, I would like to thank you personally for choosing to volunteer with us. Volunteers are an integral part of our workforce at UHCW.

You are joining a remarkable team who touch every aspect of hospital life and make an enormous difference to our patients, their loved ones and our staff.

We have a wide variety of volunteering roles, all of which are highly valued and an essential part of our day to day activity. Ultimately, you will be supporting us to provide high quality care, complementing the work of our staff and making someone's visit to hospital a little more comfortable.

We will provide you with all the training and tools you need, as well as plenty of support throughout the process. Please take the time to read this handbook - it contains all the information you need.

I welcome you to the UHCW NHS Trust and look forward to working with you to deliver the best possible experience to the people of Coventry, Warwickshire and beyond.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Andy Hardy', written in a cursive style.

Professor Andy Hardy
Chief Executive Officer

Our Values



Our Values

Our values reflect the culture we want to create. Developed by our staff, our seven core values guide what we do daily to achieve what we envision. Wherever we work within our organisation, we commit to uphold these values as we work together to deliver world-class care:



Compassion

We treat everyone with courtesy and compassion.



Partnership

We work in partnership to deliver and improve the services we provide for our patients.



Respect

We treat everyone with respect and dignity.



Improve

We are open to change and seek to innovate to improve what we do.



Learn

We see education, research, and innovation as central to improvement.



Openness

We act with openness, honesty and integrity in all we do.



Pride

We take pride in all we do and aspire to do.

Values in Action

At UHCW, through conversation, discussion and engagement with staff, we have developed a set of organisational values. These values are demonstrated through the work we do and the way we behave and treat patients, visitors and colleagues on a daily basis. By living and demonstrating UHCW's values we can improve the staff, patient and visitor experience.

We live our values in action in our work with patients, visitors and colleagues.

Some of the things you will see include UHCW staff:

- Being polite and introducing ourselves to everyone we meet in accordance with our "Hello my name is.." campaign
- Treating everybody as individuals and respecting their needs
- Being approachable, caring and helpful at all times
- Communicating openly with patients, visitors and colleagues, respecting confidentiality and privacy
- Taking the time to actively listen and understand individual needs
- Being open and honest
- Having honest conversations at all times
- Acknowledging that we don't always get it right
- Speaking out when we see things aren't right and supporting others to do the same
- Giving praise and saying thank you for a job well done including appreciation cards
- Celebrating and recognising personal, team and organisational achievements
- Using the skills, experience and diversity of staff to better deliver our objectives and services
- Actively working with patients and visitors to improve services
- Seeking and adopting best practice from colleagues and other teams within UHCW
- Taking personal responsibility for our own learning
- Keeping up-to-date with mandatory and professional development
- Developing ourselves and others, independent of our job role or profession
- Taking personal responsibility to make improvements by suggesting new ways of doing things
- Taking opportunities to learn with and from others
- Embracing change and supporting others through it
- Putting in place ways to receive feedback and acting to change things
- Seeking and adopting best practice from colleagues and other teams within UHCW
- Sharing learning with others
- Working across boundaries to improve the experience of patients, visitors and colleagues

UHCW is a Research Active Trust

Each year, around 5000 people take part in research at UHCW.

Patients attending research active Trusts generally have better treatment outcomes.

Research improves our understanding of how to diagnose, treat and prevent disease and illness, and can lead to changes in the NHS. The world-class research conducted at UHCW helps us provide the latest treatments and best care for our patients and patients attending other hospitals.



There are lots of different types of research taking place at UHCW that patients and healthy volunteers can consent to take part in. Taking part in research might involve:

- Talking to researchers or filling in a questionnaire
- Allowing research staff to look at medical notes to confidentially collect information
- Having extra blood samples or extra measurements taken, such as blood pressure
- Taking a new medication
- Having a new type of operation or procedure

Research at UHCW could not happen without the support of the patients, carers and members of the public who take part in or help shape our research.

Ways in which you can support research

- Please consider taking part in research if you are asked;
- Make people aware that UHCW conducts world-class research;
- Share your views, experiences and insights to help shape research by joining one of our Patient and Public Involvement Groups – find out more at <https://research.mededcoventry.org/Patients-and-Public/PPIE-Meet-the-Team/PPIE-Meet-the-Team>.

Find out more

To find out more about research at UHCW:

- Visit <https://research.mededcoventry.org/About-Us> or scan the QR code below.
- Contact UHCW Research & Development on 02476 967476 or e-mail research@uhcw.nhs.uk;



Welcome and Thank You



We would like to welcome you to the team at UHCW Trust particularly here at the Hospital of St Cross and say a huge THANK YOU for giving up your time to volunteer. We want you to have a great volunteer experience with us and we will work with you to ensure the roles we provide are both enjoyable and meaningful.

This handbook provides information to support you in your volunteer role alongside induction training and specific training for the role that you choose.

This handbook is designed to give you more information about UHCW Trust and the Hospital of St Cross and guidance on all things volunteering. We want to continually improve and develop this handbook so that it is useful for all of our volunteers. Therefore, please let us know if there is any useful information you discover whilst volunteering, which you think would be useful for other volunteers to know so it can be included in future editions.

Volunteering with UHCW Trust at the Hospital of St Cross

Volunteers at UHCW provide support throughout the hospital and make a huge contribution to ensuring and enhancing patient experience.

We know that our volunteers offer a unique gift of their time and with volunteering now firmly embedded as part of the NHS long term plan, we are striving to ensure that we can offer opportunities for volunteers to bring their skills and experience to support our hospitals.

We have a variety of different roles across the hospital which we will talk you through on the Induction Day.

Expectations

What you can expect from us

We hope that you enjoy your volunteering with us. Our commitment to all volunteers is to:

- Respect your skills, dignity and individual wishes and do our best to meet your wishes
- Provide you with a clear explanation of what your role involves and the support and supervision for you to carry out your role
- Communicate with you and keep you informed of possible changes
- The opportunity for volunteers to achieve the National Volunteer Certificate

We ask of you

As a volunteer we ask of you the following:

- To sign in and out each time you attend your voluntary duties
- To perform your volunteering role to the best of your ability; showing respect to patients, carers/ relatives, staff and members of the public and treat them with dignity at all times
- To maintain the confidential information of the organisation and its patients, including after your volunteering has ended
- To always wear your ID badge whilst volunteering
- To inform the Karen Tomlinson if you are unwell or wish to stop your voluntary duties
- Making an initial commitment of 6 months

Voluntary Services Team

As a St Cross volunteer you will have been supported from point of enquiry through to the time you start by the Voluntary Services Team. The Voluntary Services Team are paid staff and are on hand to ensure that on completion of your training and issue of this handbook that you have had a successful local induction into your volunteer role and ongoing support.

At Rugby St Cross volunteer main point of contact will be Karen Tomlinson, who is based in the main office, Brookfield House.

Karen Tomlinson, Senior Administration Officer (Part-time support for UHCW and Friends of St Cross)	01788 663736 karen.tomlinson2@uhcw.nhs.uk
Chelly Walsma, Voluntary Services Manager	024 76965147 chelly.walsma@uhcw.nhs.uk

Doug Jones, Chairman of the Friends of St Cross	07888 677403 chair@fsx.org.uk
Willy Goldschmidt, President of the Friends of St Cross	07767 788938 president@fsx.org.uk
Elizabeth Burnett, Trustee Volunteer Support of the Friends of St Cross	01788 816285 or 07513 914690 elizabeth_burnett@icloud.com

Volunteering roles, opportunities and programmes

We offer a variety of different volunteer roles and opportunities across the hospital. Most of our roles are organised in teams led by a Service Coordinator who liaises with the Voluntary Services Team and the local management of St Cross. If you are interested in finding out more about the different roles contact the Voluntary Services Team

Volunteer Support and Looking After You

Your volunteering experience should be a positive one but, due to the nature of what we do, you may be involved in situations which are sensitive and may cause you some distress.

We want to ensure support is available for our volunteers. If you are feeling upset or concerned about something you have seen or been part of whilst volunteering here, then it is important that you are able to offload and get support. The Voluntary Services team are always a good first point of contact for support and can get you further support if needed.

As a volunteer you are also entitled to access the Employee Assistance Programme (EAP) which is a confidential employee benefit designed to help you deal with personal and professional problems that could be affecting your home life or work life, health and general wellbeing.

Our EAP service provides a complete support network that offers expert advice and compassionate guidance 24/7, covering a wide range of issues.

EAP is now provided by our partner Vivup. Register/login on vivup.co.uk and head to the Support & Wellbeing section to access a wide range of resources including self-help workbooks, the MyMindPal mental fitness app, debt advice and more.

Access 24/7, 365 days helpline 0800 023 9324

Chaplaincy Team

The hospital Chaplaincy team is also on hand to offer support. The Chapel is located in the grounds of St Cross and you are welcome to visit and spend some quiet time there. The Chaplaincy team offers confidential support and pastoral care to people of all faiths and none.

Volunteer awards, recognition and events

Giving up your valuable time with us does not go unnoticed and we aim to recognise what work you do through the new e-learning (elfh) for volunteers, Long Service Awards and through recognising the work you do every day.

In addition to this we like to say thank you by holding annual volunteer events which you will be invited to. They give you a chance to meet other volunteers and share your experience. It's our way of recognising the amazing work of all our volunteers and of saying THANK YOU.

General Information (Organised A-Z)

Boundaries

It is important when carrying out your role that you maintain clear boundaries and that what you do is within the limits of your role. Your role description and induction training will provide guidance on this, but, if you are ever unsure then speak to either your manager or the Voluntary Services team.

Volunteering is a social activity, and it is probable that you will develop positive relationships with the patients and staff you support. However, these relationships must always remain professional.

Avoid becoming involved with patients via personal social media, sharing personal phone numbers, email or home addresses.

Car Insurance

If you are a Volunteer Driver, then you must insure your car with comprehensive cover. You should check with your insurer that your policy covers you for any passenger or third-party claims.

Volunteer Drivers will need to provide the Voluntary Services team with Vehicle Registration, Insurance certificate and notify us of any changes to your driving licence, e.g., speeding points.

Change of circumstances

If any of your circumstances change whilst you are a volunteer with us, then you must let us know. This includes changes to personal details, ie address, contact details and emergency contact. You must also declare any criminal convictions which occur following the initial clearance checks we complete with you during the recruitment process or during your time as a volunteer.

Change of Role

If you wish to change your role for any reason, please contact Karen Tomlinson. Where possible we will try to accommodate changes in role, but this will be dependent on availability of an alternative and volunteer's suitability.

Commitment

We ask all volunteers to make an initial commitment to volunteer with the Trust for six months. However, you are under no legal obligation as a volunteer, and a volunteer role can be cancelled at any time by either party.

Some volunteers work irregular intervals, as and when they are needed. However, most volunteers will commit to a specific day and time.

Complaints

It is important that volunteers understand that someone may make a complaint about them. If this happens, they will have the same rights as staff, which means that a volunteer will be supported by the Voluntary Services Manager and will have an opportunity to have their say and receive a fair investigation.

Confidentiality

Whilst volunteering, you may find yourself in possession of confidential or highly personal information. You must not disclose or discuss such information. Confidentiality is regarded as a serious issue, and you may be asked to leave if found to be in breach. Further information is detailed in the Volunteers' agreement, which volunteers sign before they begin their voluntary work with us.

DBS (Disclosure and Barring Service)

As part of our volunteer induction process at the Trust, you must have a DBS check (formerly known as a Criminal Records Bureau or CRB check). If you have any subsequent cautions or convictions after becoming a volunteer, you must let the Voluntary Services Team know immediately.

Dress Code

Volunteers should wear one of the following tops (see images) with smart/casual trousers or skirts that allow you to be comfortable for the role you are carrying out, and sensible shoes that are non-slip and enclosed at the heel and toe. If you are volunteering in a



clinical area, then you should follow the **'bare below the elbow' requirement** (see Essential Trust Information - Infection Prevention page 16).

Certain roles require gilets or jackets, and this will be covered post induction depending on where you choose to volunteer.

Drink facilities

All volunteers are entitled to a free hot drink during their shift from the Main Restaurant (situated on the Ground Floor) of UHCW or CSB Restaurant and the Poplar Place Restaurant at the Hospital of St Cross. Just show your ID card at the till.

Equality, Diversity and Human Rights

As a Trust we aim to promote equality and diversity at every level. There is more information on this covered in Essential Trust Information - page 33. We aim to ensure volunteers reflect the diverse community we serve.

There are three specific staff networks for staff and volunteers to address and solve problems for underrepresented groups and individuals within the Trust

- SPOC Network (Supporting People of Colour network) SPOC@uhcw.nhs.uk
- DAWN (Disability and Wellbeing Network) DAWN@uhcw.nhs.uk
- Pride Network (LGBTQ + Network) pridenetwork@uhcw.nhs.uk

Expenses

Volunteers are entitled to have their bus/train tickets reimbursed for the days they are on duty. Please bring tickets to Karen Tomlinson where we will process them.

Facemasks

Facemasks only need to be worn in specific clinical areas, you will be advised if you need to wear one. Wearing a facemask at other times is optional. There are facemasks available on all wards and at the Volunteer Information Desk at the main entrance (UHCW) and Rugby St Cross.

Fire and Emergencies (Essential Trust Information - page 15)

Freedom to Speak Up

Lorna Shaw is the Trust's Freedom to Speak up Guardian who provides confidential advice and support to staff and volunteers in relation to any concerns they may have, that have not been resolved through other channels. Contact Lorna on 02476 968280 or 28280 (from an internal phone), email: lorna.shaw@uhcw.nhs.uk

Gifts

To avoid any misinterpretation that a gift is an attempt to gain preferential treatment, all gifts should, in general, be refused. However, volunteers may accept gifts of a trivial or inexpensive nature. This would include flowers, fruit or confectionary of reasonable

value, or team gifts of low value, such as confectionery, intended to be shared with the team. If the value of the gift is above £25 then this should be reported to the Voluntary Services Manager.

Health and Safety

Volunteers are covered by the Trust's health and safety and associated policies. Health and Safety is covered as part of your volunteer induction training and further information is contained within Essential Trust Information - page 26.

Health and Wellbeing

At UHCW we are committed to looking after the health and wellbeing of all our staff and volunteers, and have a dedicated team known as the People Support team. Information is displayed inside the Faith Centre on the Ground floor at UHCW and inside Poplar Place at Rugby St Cross.

Identity Badge

All volunteers must always wear their ID badge whilst volunteering. ID badges will be issued on your induction day. If your ID badge is lost or stolen, please notify Karen Tomlinson immediately. A replacement ID badge will cost you £10.

Your ID badge must be returned to Karen Tomlinson once you have finished volunteering.

Illness

If you are unwell, you must not attend your volunteering shift. Please let us know if possible so that we can alert the wards/department. If you are unsure about coming in, then call the Karen Tomlinson.

Insurance

Volunteers are covered through the NHS Resolution under the Trust's membership of the Liabilities to Third Parties Scheme (LTPS), provided they are carrying out activities within the boundaries of their volunteer role or with the agreement of the Karen Tomlinson.

Library

As a volunteer you are entitled to use the UHCW library on the First Floor of the CSB building. Just go along and show your ID card and they will help you.

PALS (Patient Advice and Liaison Service)

PALS provide confidential advice and support to patients, carers, relatives, and friends. PALS work with the service to help resolve concerns raised by service users as quickly and as informally as possible. They are situated on the ground floor just to the right inside the main entrance.

Parking

As a volunteer you are entitled to free car parking for the days that you volunteer, in the public car parks.

All car parks have Automatic Number Plate Recognition (ANPR).

If you change your car/registration you must let us know.

Public relations

Volunteers are requested not to make any statement to any representative of the press, radio or television or other body regarding the business of the Trust without prior consultation with the Trust's Communications Team. The Communications Team is always willing to answer any enquiries you may have regarding the media and can be contacted via the Voluntary Services Team.

The Communications Team manages the flow of external information to patients and visitors through the press, social media, and website, helping everyone to stay up to date with the latest news from our hospitals. The team also manages an internal newsletter and intranet to keep staff informed of key messages, campaigns, and events. If you would like to receive a copy of the newsletter please email communications@uhcw.ns.uk

Medical Emergencies

If you witness a medical emergency or cardiac arrest, CALL 2222 FROM ANY INTERNAL PHONE (see Essential Trust Information - page 19)

Reporting accidents/incidents

If you are involved in or witness any type of accident or incident whilst volunteering within the hospital you must report it straight away to a member of staff see Essential Trust Information - page 29.

Role description

As a volunteer you will be given a role description. This will include a list of duties that you may be asked to undertake subject to agreement between you and the Voluntary Services team or the Ward Manager.

Safeguarding

Safeguarding children and vulnerable adults is covered in detail in Essential Trust Information. If you are concerned about someone you have encountered whilst volunteering in the hospital, then report it.

Signing In and Out

For your safety, and so that we can measure volunteer contribution as part of our requirement to report on volunteer impact, we ask you on arrival for your volunteer shift to please sign in within the area where you volunteer.

Smoking

UHCW NHS Trust has a Smoke Free Policy. Smoking is not allowed within the grounds or the buildings of the Trust. This includes e-cigarettes and electronic vaping devices.

Social media and social networking

Please be aware that you must not:

- Reveal confidential information about patients, carers, colleagues, or the Trust.
- Engage in activities that may bring the Trust into disrepute.
- Post defamatory, derogatory, or offensive comments about patients, carers, colleagues, your role, or the Trust.
- Post photographs taken on the Trust premises or post photographs of

colleagues taken at work events without their knowledge and consent.

Spiritual Wellbeing

At UHCW we have a Chaplaincy Team who are committed to providing holistic care to all patients, staff, and volunteers. They are available in the Chapel at St Cross.

Stopping Volunteering

Should you decide to stop volunteering please let the Volunteer Services Team know. Please return your uniform and ID badge. We would also ask you complete an exit survey in order to help develop the service.

Taking a break from volunteering

We recognise that you may have holidays or other events going on which may mean you are unable to volunteer for either a short time or on a more long-term basis. Please arrange cover from your volunteer colleagues or contact your coordinator.

Valuables and personal belongings

You should only bring essential personal belongings into the Trust when you are volunteering, and you are responsible for the safety of those belongings. You will be shown where your personal belongings can be stored during your local induction.

Volunteering and Benefits

Volunteering should not affect your right to claim benefits in accordance with Government guidelines, if the money you claim is to cover volunteer expenses. We recommend strongly that you discuss your volunteering with your benefit advisor before you start placement. It is your responsibility to ensure you meet the conditions of claiming your benefits/tax credits. The Trust cannot offer advice regarding volunteering and benefits and shall not be liable for individuals who do not meet their benefit conditions.

Essential Trust Information





The correct way to wear a face mask



Pinch your nose



Tie straps behind your head and neck



Cover nose and mouth

Clean your hands before putting your mask on

Tie hair back before putting your mask on

Ensure your mask covers your mouth and nose

Tie the straps of your mask behind your head and your neck



Compassion



Openness



Learn



Pride



Improve



Respect



Partnership

Fire Safety

It is important that all volunteers know:

- The fire procedure in the area in which they are working
- How to raise the alarm
- The position of the nearest “break-glass” fire alarm point
- The location of all fire safety zones and exits from their area of work
- What is expected of them in the area where they work
- Not to do anything which could compromise the fire safety of the hospital

There are two types of fire alarm within the hospital:

Continuous Alarm

This indicates that a fire incident has occurred in the area where you are. You should stop what you are doing and follow the instructions issued to you by staff. If a fire is discovered, then staff are to take control of the patients and visitors in the area where the alarms are ringing continuously, and they are to supervise the evacuation of the fire area by removing patients and visitors to an adjoining safe area on the same floor level. If an ‘obvious’ false alarm has occurred, i.e. burnt toast, then staff are to report this to the hospital’s Fire Response Team when they arrive at the scene. In the event of an ‘obvious’ false alarm, an evacuation isn’t necessary.

Intermittent Alarm

This indicates that a fire incident has occurred in an adjoining ward or department to the one you are working in. An ‘intermittent’ alarm should act as a warning alarm to you that you may have to evacuate or you may need to prepare to evacuate. Staff will use this alarm to think about what they should do next. They will firstly, re-assure patients and visitors. Secondly, they will prepare patients and visitors for evacuation in case the fire starts to spread and move your way. Thirdly, they will prepare to remove patients and visitors from the fire area should this be necessary.

Please note: all volunteers are to follow the instructions of Trust staff and assist Trust staff in helping to bring the incident to a satisfactory conclusion.

Fire Safety Training

You should complete the initial training module about Fire Safety in the eLearning for Healthcare and should complete refresher training every 2 years.

Infection Prevention

It is important for the health of our patients, public and staff that you do not attend your voluntary placement if you:

- are suffering from diarrhoea and/or sickness (you need to be symptom free for at least 48 hours before coming into the hospital);
- have a viral infection e.g. flu, Covid, respiratory symptoms, sore throat;
- have a contagious infection e.g. chicken pox.

Healthcare-associated infections are costly in both human and financial terms. Body secretions and skin surfaces can carry bacteria, viruses and fungi that are potentially infectious. Effective hand hygiene is the single most important procedure for significantly reducing/preventing the spread of infection, and is an essential practice for patient safety. Volunteers are required to abide by the Trust's hand hygiene policies and protocols.

Infection Prevention on the Wards (where applicable)

If an outbreak is declared, such as Norovirus on a ward where you volunteer, the Voluntary Services Department will contact you to advise you not to attend your placement, as the area will be closed to all volunteers. Occasionally it may not be possible to contact you prior to you arriving at the hospital. In this situation the ward will send you away.

You should never be expected to go into a side room or bay where there are infectious patients requiring barrier nursing. If you are unsure, please speak with the Ward Manager or the Nurse in charge. Isolation rooms are clearly marked with the following sign:



Bare Below the Elbow

All volunteers in clinical areas must ensure that their sleeves either stop above the elbow or are rolled up above the elbow. This means no wristwatch, bracelets (including charity bands), false nails, nail polish or stoned rings. A plain, smooth ring is permitted to be worn. Either remove or roll up long sleeves. Nails must be short and clean. Any cuts or abrasions should be covered with a waterproof plaster.

Hand Hygiene

Most infections that occur within hospitals are spread by hands. Hands become contaminated with germs when they come into contact with people, fixtures, fittings and/or equipment. Unless careful attention is paid to hand hygiene, these germs are easily transmitted and can result in serious infection.

Please follow the hand decontamination technique as described overleaf when washing your hands.

Hand Decontamination Technique

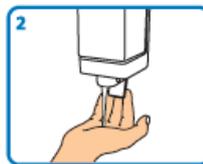
Decontaminate hands using soap and water or alcohol gel using the following eight steps. Each step consists of five strokes rubbing backwards and forwards.



Hand-washing technique with soap and water



1 Wet hands with water



2 Apply enough soap to cover all hand surfaces



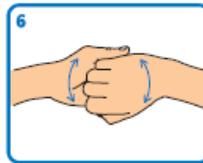
3 Rub hands palm to palm



4 Rub back of each hand with palm of other hand with fingers interlaced



5 Rub palm to palm with fingers interlaced



6 Rub with back of fingers to opposing palms with fingers interlocked



7 Rub each thumb clasped in opposite hand using a rotational movement



8 Rub tips of fingers in opposite palm in a circular motion



9 Rub each wrist with opposite hand



10 Rinse hands with water



11 Use elbow to turn off tap



12 Dry thoroughly with a single-use towel



13 Hand washing should take 15-30 seconds



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Adapted from World Health Organization Guidelines on Hand Hygiene in Health Care



Alcohol handrub hand hygiene technique – for visibly clean hands



© Crown copyright 2007 283373 1p 1k Sep07

Adapted from World Health Organization Guidelines on Hand Hygiene in Health Care

When using soap and water or alcohol gel, ensure hands are thoroughly dry before continuing any task

Infection Prevention Training

You should complete the initial training module about Infection Prevention in the eLearning for Healthcare and should complete refresher training every 3 years.

Medical Emergency

In the event that you witness a medical emergency or cardiac arrest, CALL 2222 FROM ANY INTERNAL PHONE.

Ensure you provide the following information to switchboard:

- Nature of the call - Cardiac Arrest or Medical Emergency
- Name of the Ward/Department
- Location of the incident in the Ward/Department, e.g. Canteen
- Floor it is located on, e.g. Ground Floor, 1st Floor, etc.

This information is vital to ensure the cardiac arrest team are able to arrive at the location as quickly as possible.

Please ask staff to act as a signpost for the cardiac team in key areas, such as the main entrance to a department.

In the event of a medical emergency in a corridor, if no one is around go to the nearest ward.

If you require any further information/clarification, please contact the Resuscitation Department on extension 28800/2/3/4.

Safeguarding Children and Vulnerable Adults

Safeguarding Children and Adults is the responsibility of all employees and volunteers, but no one has to manage a concern alone. If you become worried about the welfare of an adult or child, in the first instance you must discuss your concern with the person in charge of the ward or team or volunteer coordinator, who will ensure that appropriate action will be taken. Even if it is decided at some stage that no further action is required, it is always better to be cautious where potentially vulnerable adults and children are concerned.

All individuals have the right to live a life free from fear, to be treated with dignity and have their choices respected.

Should you be approached by a patient, carer, family member, visitor or member of staff to sign any form of legal document such as Power of Attorney forms or a Will, you must decline and immediately inform a senior member of ward/department staff.

Safeguarding Children

The Children Act 1989

The Children Act 1989 states that significant harm constitutes the right to intervene into family life, in the best interests of the child. If you believe a child has suffered significant harm, or is likely to suffer significant harm, then it needs to be reported to the Local Authority. They will decide if the children is/are in need of safeguarding.

What is safeguarding children?

It might be difficult to accept, but every child can be hurt, put at risk of harm or abused, regardless of their age, gender, religion or ethnicity.

Safeguarding legislation and government guidance says that safeguarding means:

- protecting children from maltreatment;
- preventing impairment of children's health or development;
- ensuring that children are growing up in circumstances consistent with the provision of safe and effective care;
- taking action to enable all children and young people to have the best outcomes.

What constitutes child abuse?

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child either directly by inflicting harm, or indirectly by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting, either by those known to them, or, more rarely, by a stranger.

There are four types of child abuse.

1. Physical abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child or failing to protect a child from that harm. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in a child.

2. Emotional Abuse

Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may feature age or developmentally-inappropriate expectations being imposed on children. It may involve seeing or hearing the ill treatment of another, where domestic violence and abuse is occurring.

3. Sexual Abuse

Sexual abuse is the involvement of a child in any form of sexual activity with an adult, or with another child who is in a relationship of responsibility, trust and power over that child. Sexual abuse includes, but is not limited to, the manipulation or coercion of a child into sexual activity, child prostitution and child pornography.

4. Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. This can occur when a child is deprived of essential needs, such as love, nutrition, clothing, warmth, shelter, security, protection, medical or dental care, education or supervision. Neglect may also occur during pregnancy as a result of maternal substance abuse.

Adult Safeguarding

What is Adult Safeguarding?

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect.

Who is an Adult at risk?

An adult at risk, or a vulnerable adult, is described by 'The Adult Care Act 2014' as an individual over the age of 18 "who has needs for care and support (whether or not the local authority is meeting any of those needs) and is experiencing, or at risk of, abuse or neglect and as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect."

What constitutes abuse?

There are several forms of abuse to be aware of:

- Psychological abuse: This can include actions such as name calling, humiliation, abandonment and deprivation.
- Organisation abuse: This is neglect by an organisation that should be caring for the person and/or poor standards of care.
- Modern Slavery: This is when workers are treated as slaves, and includes human trafficking and the inhumane treatment of workers.
- Radicalisation: This is the process where vulnerable people are drawn into extreme beliefs and behaviour.
- Financial abuse: This is where fraud, theft or scamming is used to take money or goods from people.
- Self-neglect: This includes a wide range of behaviours such as not caring for their own hygiene needs.
- Neglect and acts of omission: An example of this would be if medical needs were ignored.

- Discriminatory abuse: This includes bullying or name calling because of someone's disability, ethnicity or religion.
- Physical abuse: This includes hitting, pushing, punching, kicking or inappropriate use of restraint.
- Domestic Abuse: This is a pattern of incidents such as controlling or violent behaviour perpetrated by a person known intimately to the victim.
- Sexual abuse: This is where the person is subjected to any sexual act that they have not consented to.

What will be done about that concern?

The manager or supervisor will follow the UHCW NHS Trust policy. They will check on the incident and, if required, report it. If abuse is suspected or established, and a crime has been committed, the police will be contacted. This is usually on 101, but in some incidences 999 will be called. In all incidents where abuse is suspected or established, a Safeguarding referral will be sent to Social Care and the UHCW Safeguarding Team informed. If there is a criminal element to the abuse, appropriate managers will be informed.

All Safeguarding incidents are investigated, and the multidisciplinary team work together to share information that may substantiate the abuse and reduce the risk of reoccurrence. You may be asked to make a statement and should be given feedback on the outcome.

Prevent

Prevent is about safeguarding people and communities from the threat of terrorism. Prevent is 1 of the 4 elements of CONTEST, the Government's counter-terrorism strategy. It aims to stop people becoming terrorists or supporting terrorism.

The duty of all NHS staff and volunteers is to Notice/Check/Share

- Notice

You notice a change or are concerned about a particular behaviour, it's that feeling/niggle you have about someone or something.

- Check

You still have concerns, check your concerns with a colleague/manager/ mentor within the organisation. If the concern remains SHARE.

- Share

If you still have a concern please contact the Safeguarding Team on:

024 7696 7214 (Internal Ext. 27214)

"Safeguarding is everyones responsibility"

(Working Together to Safeguard Children 2018)

Safeguarding Training

You should complete the initial training module about Safeguarding in the eLearning for Healthcare and should complete refresher training every 3 years.

Information Governance

Information Governance (IG) is the framework that brings together all the legal rules, guidance and best practice that apply to the handling of information. IG is very important, as it is to do with the way the organisation processes and handles information. It covers personal information relating to patients and employees, and corporate information such as financial records.

Your responsibility

Information Governance is everyone's responsibility; it is fundamental to our way of working. If you find anything that contains personal or confidential information, e.g. name, address, date of birth or hospital treatment information regarding a patient, then please ensure that you hand this to a ward/department manager.

What is Personal Confidential Data?

This is information that can identify an individual. The following are examples of information that is personal and confidential:

- Name
- Address
- Postcode
- Date of birth
- NHS number
- Inpatient / Outpatient information
- Clinical letter
- Email address

Confidentiality

As a volunteer at UHCW, you may be party to confidential and sensitive information about patients, staff, carers, members of the public and the Trust. You are responsible for maintaining confidentiality and must not disclose any information outside of the Trust. It is important that patient confidentiality is maintained at all times. If you have any concerns regarding confidentiality, please contact your ward/department manager to discuss further.

Breaches of Confidentiality

A breach of confidentiality occurs when confidential or sensitive information is disclosed without the patient's consent. Possible breaches of confidentiality in a healthcare setting include:

- when confidential / sensitive information is lost;
- when confidential / sensitive information is disclosed to unauthorised persons;
- when confidential / sensitive information is overheard.

Data Protection

The Trust has a duty to protect the confidentiality of volunteers involved in our work. We will only collect and retain personal information that is relevant to your volunteer placement. In accordance with the Data Protection Act, personal information about volunteers is kept securely and no personal information will be shared with other organisations / individuals without the consent of the volunteer, unless we are legally obliged to do so. Volunteer files will be destroyed seven years after an individual's volunteer placement has ended.

Data Protection Act (2018)- the Seven Principles

All NHS staff / volunteers must abide by the principles of the Data Protection Act:

- 1. Lawfulness** - the data is processed lawfully, fairly and in a transparent manner in relation to individuals.
- 2. Purpose limitation** - the data is collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes.
- 3. Data minimisation** - the data is adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed.
- 4. Accuracy** - the data is accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate.
- 5. Storage limitation** - the data is kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed.
- 6. Integrity and confidentiality** - the data is processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.
- 7. Accountability** – the data controller shall be responsible for, and be able to demonstrate compliance with all the principles.

Please note, University Hospitals Coventry and Warwickshire NHS Trust (UHCW) is the data controller. This means that UHCW is responsible for all information that is processed, generated and handled by the organisation in the course of its duties.

Test your understanding

Question 1: You find a patient list on the stairs, what should you do? (Select one right answer)

- Pick it up and put it in the nearest bin.
- Ignore it.
- Pick it up and give it to your line manager, informing them of the details so an incident can be logged.
- Phone your friend in marketing, to see how much you can sell the list for.

Question 2: A high-profile celebrity is admitted to the hospital; do you: (select 2 right answers)

- Secretly look at their details on the hospital clinical system, but not disclose them to anyone else?
- Invite your colleagues for a coffee round the computer, where you can all look at their details together?
- Only access their records on the clinical system because you are part of the team caring for the patient, and are part of their care pathway?
- Owe them a duty of confidence, just like any other patient, and respect their privacy?

Question 3: Why does the NHS protect confidential information? (select 4 right answers)

- a) The NHS provides a confidential service.
- b) So patients will continue to trust the NHS with their medical details.
- c) To keep NHS managers in jobs.
- d) The law says that the NHS must do this.
- e) Patients can seek legal actions against the NHS if their information is not appropriately protected.

Answers at the bottom of the page

Some IG Do's and Don'ts

Do's

- If you happen to come across any information or paperwork relating to a patient, member of staff or the Trust, ensure that you hand it to your supervisor.
- Ensure a secure mode of transportation is used when transferring any type of information from department to department.
- Only transfer data to authorised personnel. Keep all personal data on the premises.
- Respect the patient's rights to privacy.

Don'ts

- Do not leave the premises with confidential information.
- Do not interfere with the treatment of the patients.
- Do not pass on the details of any overheard conversations.
- Do not leave confidential information where it could land in the wrong hands.
- Do not leave any information on the back of wheelchairs / trolleys.
- Do not look at any personal information, unless you have a proven need (e.g. you are a healthcare professional treating a patient)

If you require any further help or guidance, please contact the Information Governance Unit on information.governance@uhcw.nhs.uk

ANSWERS

Question 1 = C

Question 2 = C and D

Questions 3 = A, B, D and E

Information Governance Training

You should complete the initial training module about Data Security Awareness in the eLearning for Healthcare and should complete refresher training every year.

Health and Safety

As a volunteer, you need to be aware of health and safety issues when undertaking your voluntary role. Your ward/department supervisor is responsible for your immediate supervision and support, and will carry out your local induction. For some roles you will be placed with an experienced volunteer who will guide you through your role. No person will be allowed to work until this has occurred. Should you have any doubt about a health and safety matter, then you should discuss this with your supervisor in the first instance. You have a responsibility as a volunteer to:

- only carry out tasks which are outlined within your role description;
- take responsibility for the health and safety of yourself and of others who may be affected by your actions whilst volunteering;
- immediately report any accidents, hazards or injuries sustained by yourself or others immediately to a member of staff.

First Aid Provision

Ensure you know what the First Aid arrangements are for the main area you are going to work in:

1. Where is the First Aid Box located?
2. Who is the First Aider?

If you injure yourself, tell a local clinical member of staff immediately.

Risk Management

The Head of the Department or Ward Manager will ensure that there is a systematic method to identify hazards and undertake risk assessments for their area. A list of significant hazards and the risk assessments will be kept locally in the Health and Safety folder. You will be told by the departmental or ward manager about any local risks.

Sharps Injuries

Any injury arising from a sharp object that is potentially contaminated with blood or any body fluid **must** be reported to your manager and Occupational Health immediately. Out of hours you must attend the Emergency Department. On receiving a potentially contaminated needlestick or sharps injury, you should:

- squeeze the wound to encourage bleeding;
- wash the wound under running water;
- cover the wound with a dressing;
- report the injury to the supervisor/ line manager who will refer them to Occupational Health;
- complete an Incident Report.

Portable Electrical Appliances

Portable electrical appliances, if not maintained properly, can cause:

- Electric shocks
- Burns
- Fires

Before using any portable electrical equipment, a simple visual check on the plug and electrical lead should be performed by staff. Do not plug ANY electrical equipment into the hospital outlets unless this has been provided and inspected by the Trust.

Hazards to look for include:

- Cable damage - cuts, abrasion exposing wires, severe crushing, etc.
- Plug damage - cracked casing, bent pins, loose cover, etc.
- Lack of cable grip and internal wires showing.
- Equipment must not be used if there are signs of overheating (heat marks, melted plastic parts, etc.) if there is obvious damage to the casing or outer cover or if repairs have been made with tape.
- If there is reason to suspect the equipment's integrity then do not use it and tell the department manager.

Slips, Trips and Falls



Slips and trips are the leading cause of major injuries in the workplace. Despite the traditional perception that slips and trips are funny, or something to be embarrassed about, many of these accidents have very serious and costly consequences for both the individuals concerned and the Trust. There are many simple things you can do to help prevent Slips, Trips and Falls.

- Wear sensible shoes and avoid smooth soled shoes.
- Ensure you don't leave cables or items for people to trip over.
- If you see any types of spillage, don't ignore it. Please report it to a member of staff.
- If it is a small splash, droplets or small amount of fluid (not bodily fluid), then mop it up if possible.
- If you can't clean it up, then barrier it off to stop someone slipping on it and get help.
- For larger spills, barrier it off and get help as soon as possible.
- Report leaks to the departmental manager as soon as possible.
- Inform the nearest healthcare worker or departmental manager if you see any bodily fluids on the floor. Do not touch any bodily fluids.
- A "barrier" can be a person preventing people walking over it, a wet floor sign or a chair.

Use of steps or stools

You must **never** use step ladders or climb on to furniture such as chairs, to access items above head height.

Always remember avoid working at height. If you don't have to go up there, then don't!

If use of a Kik stool or steps is unavoidable, remember to:

- utilise the handrail on steps if one is available;
- never run up or down steps;
- never read papers while using steps;
- focus on the steps, not conversations or other distractions that may be present;
- always look straight ahead when using steps;
- only take one step at a time;
- get help if you have to carry something up or down steps;
- ensure you always have at least one hand free when using steps;
- ensure it is in good condition before use.

Safety Signs

You need to be aware of the various types of safety signs used within the Hospital. There are five basic types of signs:

- **Warning** - to warn of danger or a hazard
- **Mandatory** - must be obeyed
- **Fire** - indicate fire-fighting equipment
- **Safe condition** - exit routes, assembly points, first aid, etc.
- **Prohibition** - must **not** do whatever the sign indicates

There are combination signs which incorporate more than one type of sign. Text can be added to signs if it clarifies the message or makes the symbol more specific in its application.

Some common signs are:

Yellow signs are
Warning Signs



Blue signs are
Mandatory signs



Eye protection
must be worn
in this area



Wear
ear protectors

Red signs are Fire signs



Green signs are Safe
Condition Signs



Red edged signs are
Prohibitory signs



Combination signs



Incidents

If you witness or are involved in an incident whilst volunteering, you should report it immediately to your ward/department supervisor, as well as the Voluntary Services Department. An incident could be an injury to you, the use of inappropriate language, someone falling over or someone leaving a ward area without staff knowing they have gone.

When an incident occurs, then a DATIX form should be completed by a member of staff and in serious cases, an investigation into what happened may be required. Volunteers may be asked to take part in an investigation if it affects the area where they are volunteering. In such cases, volunteers will have the same rights as staff and will be supported throughout the investigation.

Moving and Handling

You should not lift, move or handle any heavy or awkward object, unless the necessary training has been given. You may push a patient in a wheelchair providing you are happy to do so. You must not transfer patients from a chair or bed into a wheelchair; this must be done by the appropriate member of staff.

Pregnancy

There are certain areas of the hospital in which it is inadvisable for pregnant women to volunteer. If you are pregnant or become pregnant please inform your placement supervisor and the Voluntary Services Department who will ensure you are adequately protected whilst volunteering.

Health and Safety Training

You should complete the initial training module about Health and Safety in the eLearning for Healthcare and should complete refresher training every 3 years.

Conflict Resolution

You must not involve yourself in situations where there is conflict or potential for conflict. You are advised to seek help from staff and remove yourself from the situation immediately.

If you find yourself in a situation where you feel the behaviour exhibited is serious and may escalate into violence, then you should contact security by calling extension 2222.

If you witness or experience verbal abuse, threatening behaviour, intimidation or are assaulted whilst volunteering you should report it immediately to your ward/department supervisor as well as the Voluntary Services Department. The incident should be reported on DATIX by a member of staff.

Conflict Resolution Training

You should complete the initial training module about Conflict Resolution in the eLearning for Healthcare and should complete refresher training every 3 years.

Manual Handling

More than a third of injuries reported to the Health and Safety Executive are caused by incorrect manual handling so it is important that you are aware of the risks involved in undertaking any manual handling activities. Manual handling should not be undertaken without the appropriate level of knowledge. Do not undertake any activity that you are unsure about or that is not in your job description.

A manual handling activity includes any transporting or supporting of a load (including the lifting, putting down, pushing, pulling, carrying or moving thereof) by hand or bodily force. A load is anything which is moveable, e.g. inanimate object, person or animal.

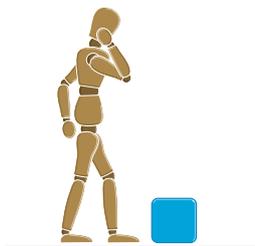
It is important that you take reasonable care for your own health and safety and that of others by making proper use of any equipment provided for your safety. You must comply with any health and safety rules and procedures within the Trust, such as reporting incidents, faulty equipment and unsafe working practices to the manager in your area of work, as well as the Voluntary Services Department. All incidents need to be reported on Datix by a member of staff.

You can reduce the risk of back injury by:

- Keeping fit
- Maintaining good posture
- Adopting good manual handling techniques and avoiding activities such as bending, twisting,

stretching and repetitive actions.

Principles of Safer Handling



THINK before lifting / handling. Don't lift more than you can easily manage



THINK is your posture correct



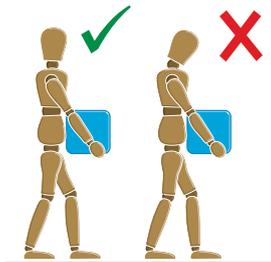
Adopt a stable position with feet apart and one leg slightly forward to maintain balance



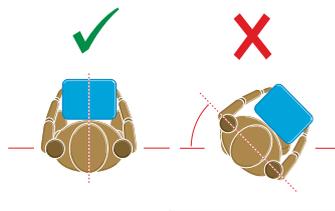
Ensure a good hold on the load



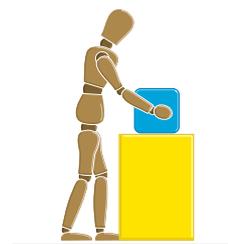
Keep load close to body



Keep head up - look forward



AVOID twisting especially when back is bent



Put down before adjustment

You need to assess any potential risk of injury before you undertake any manual handling. The areas you need to consider are: the task (the whole activity); individual capability (the people who are going to do the task); the load (what is it, size, shape and stability); and the environment (where and route if applicable) and equipment (any equipment necessary to undertake the task).

If you come across a patient who is about to fall you must not attempt to catch them as this could cause you harm nor should you attempt to lift a fallen patient up from the floor. You are advised to seek help from a member of staff, who will use the correct equipment to manoeuvre the patient appropriately.

If you need to seek advice or further information, please contact the manager in your area of work in the first instance. Further advice can be sort through Learning and Development on extension 28762 or by contacting Falls, Moving and Handling Lead on bleep 4865.

Manoeuvring a Trolley/Bed

Wherever possible, trolleys should be pushed rather than pulled. The following principles apply:

- Stand as close to the trolley as possible.
- Place one foot as close to the trolley as possible with the other foot slightly behind it.
- Ensure that your footing is secure.
- Keeping the back naturally straight, bend the knees to lower the hips.
- Keeping the hands between hip and shoulder height and the elbows slightly bent, shoulder width apart; take a firm grip of the trolley handle.
- Lean into the trolley.
- Straighten the legs to move the trolley.
- To change direction pivot from the feet, NEVER twist at the waist.
- Make sure that you have a clear view of your intended route.
- When moving through doorways, hold the door in place using your body, keep the trolley close to you feeding it through the doorway in small movements.

Further advice can be sought through learning and development on extension 28762

Manual Handling Information

You will receive written information about Manual Handling every 2 years.

Equality, Diversity and Human Rights

UHCW NHS Trust aims to promote Equality of opportunity and is committed to treating all applicants for voluntary work fairly and on merit, regardless of **age, disability, gender reassignment, pregnancy and maternity, race, religion, belief (including philosophical belief and non belief), sex, marriage/civil partnerships and sexual orientation** (protected characteristics). UHCW undertakes not to discriminate unfairly against applicants on the basis of a criminal conviction or other information declared. We aim to ensure volunteers reflect the diverse community we serve.

Important legislation and further resources

Equality Act 2010: The Equality Act is a law which protects us all from discrimination. It brings together the majority of existing equality legislation into one place so that it's easier to use. It sets out 9 protected characteristics (listed above) that are protected by law, and the behaviour which is unlawful.

Human Rights Act 1998: This act sets out the fundamental rights and freedoms that everyone in the UK is entitled to. It should help us strike a balance between protecting individual rights and the rights of the wider community. It is underpinned by the following five basic principles: Fairness, Respect, Equality, Dignity and Autonomy.

To request a copy of the Trust's Equality, Diversity and Human Rights Policy, please contact the Voluntary Services Department

Volunteers have a responsibility:

- To adhere to the requirements and purpose of the Equality, Diversity and Human Rights Policy
- To draw to the attention of the Voluntary Services Department suspected discriminatory acts or practices (if the concern relates to the individual's line manager then it should be referred to a more senior manager/workforce advisor/business partner)
- To co-operate with measures introduced to ensure equality of opportunity and non-discrimination;
- To refrain from any actions which might be interpreted as discriminative; otherwise be subject potentially to disciplinary action
- To refrain from victimising employees who have made allegations or complaints of discrimination or who have provided information about such complaints or allegations, or again otherwise be subject potentially to disciplinary action.

Dealing with complaints of discrimination, harassment or breach of human rights

- An individual might consider they have experienced discrimination, harassment or inhumane treatment, either by a colleague or by someone not employed by the Trust, e.g. a patient, member of the public, contractor etc. You are able to report such an incident whether it happened to you directly, or whether you witnessed it happening to someone else. There are a number of ways you can deal with this sort of behaviour, but ignoring it is not an option. If it is not safe to challenge an individual directly on an informal level, or if you do not feel confident or comfortable in doing so, you can report it to a senior member of staff or the Head of Voluntary Services.

Tips for challenging behaviour if you feel able to do so:

- **Describe the behaviour:** “The language you’re using is unacceptable because it is racist/ sexist/homophobic etc. and is not tolerated at this Trust”
- **Describe the effect it’s having:** “It is not only derogatory to this patient but it is also offensive to the rest of us.”
- **Check that the recipient agrees with what you are describing:** “Can you see effect it has had and understand why I have challenged you? It is upsetting to be talked to like that and to have to listen to it”
- **Work with the recipient to suggest a better alternative:** “If you are unhappy with something that they have done or said, can I suggest you discuss it with a member of staff. Would you like me to see if someone is available?”
- **Important:** Make sure the other patient is okay and ask if they would like to speak to someone

Dignity and Respect

All volunteers are expected to treat patients, carers, visitors and staff with courtesy, care and compassion at all times; treating each person as an individual and adopting behaviours and attitudes that promote, support and respect privacy and dignity.

Equality, Diversity and Human Rights Training

You should complete the initial training module about Equality, Diversity and Human Rights in the eLearning for Healthcare.

Staff Uniform



Modern Matron



**Ward Manager /
Nurse Specialist**



**Sister / Charge
Nurse**



Staff Nurse



**Nurse
Associate**



**Healthcare
Support Worker**



Ward Clerk



Physio



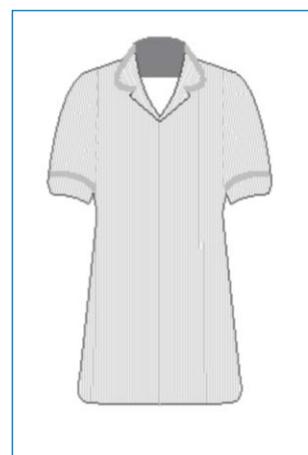
**Occupational
Therapist**



Nurse in Charge



Domestic



Student Nurse



Updated: May 2023

Review: May 2025