



The Friends of St Cross

We support The Hospital of St Cross, Rugby
and the local community and mental health services



Maple Unit Volunteers - Operations Procedure

- Wash your hands upon arrival in the Suite and then use alcohol gel when moving from one patient to another and before you leave.
- Ensure that long hair is tied back, and that you adhere to the “bare below the elbows” policy at all times. With the exception of a wedding band and small stud earrings, no jewellery or watches are allowed.
- Upon arrival at the Suite, please report to the nurse in charge and introduce yourself as a Volunteer (Please note, there may be a short wait to speak to the nurse in charge, so we would ask for your patience)
- Please ask the nurse in charge which patients are appropriate for you to be with.
- Check with the nurse in charge about priorities and any issues the volunteer should be briefed about
- DON'T enter any side room of a ward that displays a **RED HAND** on the door without first checking with a nurse if it's ok to enter
- If a patient has closed the curtains around their bed, respect their privacy and don't enter or disturb them
- Never assume that a person will automatically want to engage in conversation but introduce yourself and explain you are a Volunteer helping in the Suite
- To ensure hygienic standards in the Suite kitchen. All kitchen equipment, the sink and countertops should be left clean and tidy. Any spillages should always be cleaned up and the floor mopped if required
- Do not lift or carry patients, accompany patients to the toilet or help patients in and out of bed
- Don't offer medical advice if asked and don't answer any medical question, instead, refer them to a member of staff in the Suite
- Maintain patient confidentiality at all times.
- Don't share your personal contact details
- Report and share any concerns/feedback from patients about risks to themselves or others.