BOUNDARIES FOR VOLUNTEERS IN CARE SETTINGS

Consider each of the following activities and decide if they fall within the boundaries to your role:

	YES	**NO**
Swapping phone numbers with the patient you are supporting		
Visiting the patient at their home		
Telling the patient or their family member about your religious beliefs		
Accepting a gift from the patient or their family member		
Doing the patient's shopping for them (with the patient's money)		
Acting as an advocate for a patient who is unhappy with the treatment they are receiving from the medical team		
Changing a dressing for a patient		
Babysitting the patient's children		
Meeting up socially with the family members of the patient		
Buying the patient a gift		
Giving the patient's family members updates on the patient's health		
Getting work done on your house for a reduced rate because of your contact with the patient		
Following the patient (and/or allowing them to follow you) on social media		
Carrying out personal care for a patient		

09/07/2019	**Day One: Overview of volunteering in end of life care at Prospect Hospice**	
9.00-9.15	Welcome, introductions, housekeeping & outline of the day	
9.15-10.15	**Tour of the unit and of the wider hospice** – explanation of how IPU interacts with the rest of the hospice **IPU team structure** – The role of the nursing staff The role of the doctors The role of the HCAs Volunteer roles on the IPU – Hospitality Support, Patient Support, Patient Care, Flower volunteer, Tea volunteer	
10.15-10.45	**Prospect Hospice's core values** – and how we demonstrate them	
10.45-11.00	**COFFEE BREAK**	
11.00-11.45	**Some of the common illnesses we see on the unit** – symptoms, approaches to care, facts and figures **What to expect on IPU** – sights, sounds, smells	
11.45 – 12.15	**An introduction to the two IPU roles**	
12.15-12.45	**Skills, attributes and aptitudes you need to be a successful IPU volunteer** (interactive exercise to encourage self-reflection)	
12.45-1.30	**LUNCH**	
1.30-1.50	**The process of dying**	
1.50 – 2.30	**Taking care of yourself** – emotional resilience and support available from the hospice	
2.30-2.45	**What happens next**	
2.45	**END OF DAY ONE**	

16/07/2019	**Day Two: Equipping you to volunteer on IPU**	
9.00-9.10	Recap of day one. Look ahead to day two.	
9.10-9.50	**Working with patients** – appropriate role for the volunteer; the grief process as it relates to the individual patient's own end of life; how to approach a patient to offer support **Working with families** – appropriate role for the volunteer; family dynamics; issues that may arise as part of the process of supporting a family member at the end of their life; the grief process as it relates to a loved one's end of life **Working with younger patients**	
9.50 – 10.50	**Safeguarding**	
10.50 – 11.15	**COFFEE BREAK**	
11.15 – 12.00	**Mental Capacity**	
12.00 – 12.30	**Diversity & respecting difference**	
12.30- 1.10	**LUNCH**	
1.10 - 2.05	**Boundaries and safe working**, and the limits to the volunteer role; when to refer to a staff member	
2.05 – 2.50	**Confidentiality**	
2.50 - 3.35	**Communication** and handling difficult situations Communication with people with hearing/visual impairment/dementia	
3.35 - 4.00	**Looking ahead** What happens next	
4.00	**END OF DAY TWO**	

Online courses in fire awareness and health and safety to be completed in volunteer's own time before day three.

23/07/2019	**Day Three: Practical aspects of volunteering on IPU**	
9.00-9.15	**Introduction to the day**	
9.15-10.15	**Food Hygiene**	
10.15-11.00	**Dietary needs and fluids**	
11.00-11.15	**COFFEE BREAK**	
11.15-11.45	**Infection control** **Nursing patients in isolation** – how to enter a room and when. What and what not to take in. Allaying volunteer concerns.	
11.45-12.45	**Concerns, questions, queries**	
12.45-1.30	**LUNCH**	
1.30-2.00	**Equipment** you may need to use on the unit	
2.00-2.30	**An IPU Volunteer's Experience** Chance to hear for an established volunteer on their experience, and ask questions	
2.30-3.00	**What happens at the start and end of every shift?** what should the volunteer do/what will staff do/what can the volunteer expect? **Provision of refreshments for families** – guidelines	
3.00-3.15	**Expectations of volunteers** Buddying system for Patient Support volunteers	
3.15-3.30	**What happens next?** **Evaluation**	
3.30	**END OF DAY THREE**	

Role Description

IPU Hospitality Support

Managed by: In-Patient Unit Nurse Manager

Liaison Nurse (assigned per nursing shift)

Overseen by: Head of Voluntary Services

Volunteering Hours: There are three shift patterns available:

Mornings 8am – 12

Afternoons 12 – 4pm

Evenings 6-8pm

This is a role with a low level of direct patient contact. Hospitality Support volunteers provide hospitality services on the In-Patient Unit, serving meals and refreshments and helping to create a pleasant physical environment for patients during their stay.

Role responsibilities:

- Serving meals, including preparing cereals/toast for patients. Preparing snacks as required
- Collecting trays after meals
- Providing drinks for patients and visitors, including refreshing the patient's water jug
- Assisting nursing staff with patient menu choices
- Recording patients' dietary intake
- Loading/unloading the pantry dishwasher and keeping the pantry and flower room clean and tidy
- In the absence of the regular flower volunteer, arranging fresh flowers, disposing of old flowers, changing water in vases
- Carry out additional tasks at quiet times, including, for example, light laundry and ironing; tidying and restocking cupboards; making up patient admission packs etc

Personal responsibilities:

- To seek help and support when needed from the Liaison nurse.
- To inform Voluntary Services and/or the In-Patient Unit of unavailability for scheduled duties – giving at least 24 hours notice. (IPU – Tel: 01793 816107)

- To undertake training as agreed in relevant areas to support your development within the role.
- To be aware of statutory fire, health and safety regulations – know what to do should an emergency situation occur.
- To maintain confidentiality at all times.
- To act within the scope of your volunteering role at all times.
- To promote understanding and support of the values and philosophies of the organisation
- To share comments or concerns in a timely way; this promotes early resolution and avoids misunderstanding

This role description will be reviewed periodically and may be amended according to the changing requirements of the in-patient unit.

Health & Safety at Work Act
It is the responsibility of all volunteers to ensure that the requirements of the Health & Safety at Work Act are complied with, safe working practices are adhered to and that hazards or faulty equipment are reported to a member of staff immediately.

Skills and experiences we are looking for:

Criteria	Essential	Desirable
Presentation/impact	Excellent first impression. Good ambassador for Prospect Hospice	
Knowledge and skills	Good communication and interpersonal skills – ability to respond appropriately to a range of emotions e.g. distress and anger Awareness of own limitations, and able to recognize the need for onward referral Good organisational skills Ability to embrace equality and respect diversity Able to demonstrate an understanding of the importance of boundaries in relationships with patients and their families	

	Awareness of the impact of life threatening illness	
Experience	Being part of a team Respecting confidentiality	Flower arranging.
Special aptitude	Ability to cope under pressure and multi task Ability to take direction and instructions from staff Genuine care for others Calm and patient	
Disposition	Confident and out-going Flexible and adaptable Reliable and trustworthy Team worker Empathetic	

Volunteer Role Description

IPU Patient Support Volunteer

Managed by: In-Patient Unit Nurse Manager

Liaison Nurse (assigned per nursing shift)

Overseen by: Head of Voluntary Services

Volunteering Hours: 4 hours per week, between 8 and 12am or 6 and 10pm

This is a patient-facing role, providing practical, personal, emotional and social care for patients, working alongside a member of staff

Role responsibilities:

- To report to the nurse in charge on arrival, to be partnered with a Healthcare Assistant for the duration of your shift
- To ensure you are fully briefed on issues of note before beginning your activities, and clarify activities for your shift
- To assist with early morning and bed time routines, enabling patients to prepare at their own pace for either getting up, or settling down to sleep
- To assist members of the nursing team with patient personal care and hygiene needs
- To assist patients with toileting needs, under supervision
- To help patients with dressing or undressing
- To ensure patients are comfortably positioned or settled
- To make up beds as requested by nursing staff
- To be available for patient companionship, providing emotional support or activities as requested e.g. reading, accompanying to a religious service, writing letters etc
- Assisting patients to complete the patient feedback survey
- To accompany patients to the day therapy unit or other planned activities within the hospice

- Patient Support volunteers may also be asked to carry out activities relating to the provision of food and refreshments in the absence of a Hospitality Support volunteer, but this is not a regular part of the role.

Personal responsibilities:

- To seek help and support when needed
- To inform Voluntary Services and/or the In-Patient Unit of unavailability for scheduled duties – giving at least 24 hours' notice. (IPU – Tel: 01793 816107)
- To undertake training as agreed in relevant areas to support your development within the role
- To be aware of statutory fire, health and safety regulations – know what to do should an emergency situation occur
- To maintain confidentiality at all times
- To act within the scope of your volunteering role at all times
- To promote understanding and support of the values and philosophies of the organisation
- To share comments or concerns in a timely way to promote early resolution

This role description will be reviewed periodically and may be amended according to the changing requirements of the in-patient unit.

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Knowledge and skills	Good communication and interpersonal skills – ability to respond appropriately to a range of emotions e.g. distress and anger Awareness of own limitations, and able to recognize the need for onward referral Good organisational skills Ability to embrace equality and respect diversity	

	Able to demonstrate an understanding of the importance of boundaries in relationships with patients and their families Awareness of the impact of life threatening illness	
Experience	Being part of a team Respecting confidentiality	
Special aptitude	Ability to take direction and instructions from staff Genuine care for others Calm and patient	
Disposition	Confident and out-going Flexible and adaptable Reliable and trustworthy Empathetic	