

Expenses Claims

An expenses claim form should be completed for all claims. These are available from the Volunteer Services Manager. Any receipt or ticket should be attached to the form.

Volunteers working in the hospital for a single shift of six hours or more will be entitled to a meal voucher for use in Herriot's Restaurant. These are issued by General Office, along with tea/coffee vouchers. The restaurant opening hours are on the noticeboard just off the main reception area on the long corridor.

If you have a car it may be parked in the public car parks in front of the hospital. You are entitled to free car parking while you are on duty. Please present your car park ticket and your ID badge on departure at the front desk and you will receive a validated pass.

Contact information

Volunteer Services
Harrogate and District NHS Foundation Trust
Harrogate District Hospital
Lancaster Park Road
Harrogate
HG2 7SX



Harrogate and District
NHS Foundation Trust

Volunteering Handbook and Training Guide



"Your time will be spent making a difference to patients when they need it most."



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/HarrogateDistrictNHS

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Introduction

Thank you for offering your services as a Volunteer for Harrogate and District NHS Foundation Trust.

This guide outlines important information, advice and expectations. Please read it carefully so you are aware of what we expect of you, and also what you can expect from the Volunteering Programme.

The aim of the Volunteering Programme is to provide opportunities for people to assist with roles throughout the Trust.



Volunteers' rights and responsibilities

Volunteer rights

- To be given clear information about your role within the organisation and to be issued with a role description as appropriate
- To receive training to enable you to carry out hospital-based tasks
- To be given support and supervision on a regular basis
- Not to be used to replace paid workers
- Not to have unfair demands placed on your time
- Not to be unfairly excluded from giving help and to be provided with appropriate facilities, wherever possible
- To be given protection under Health & Safety regulations and under public liability
- To have travel and other out-of-pocket expenses paid

Volunteer responsibilities

- To accept the Trust's Vision
- To respect the confidentiality of patient information at all times
- To recognise that you represent the Trust and therefore need to act in an appropriate manner at all times
- To treat all patients, visitors, staff and other volunteers with dignity and respect in a helpful and considerate manner, equally and without discrimination of any kind
- To do what is reasonably expected of you to the best of your ability
- To accept appropriate supervision and guidance from the staff
- To sign in and out at each shift in the Volunteers' sign-in book at front reception and to give adequate notice is not available for a shift.

Health and Safety for Volunteers

The Trust is responsible for the health, safety and welfare of everyone who visits or works within the Trust. This responsibility is contained in the Health and Safety at Work Act 1974. The legislation also places responsibilities on people who work within hospitals, whether as paid members of staff or not, and the information in this Policy is designed to ensure your safety and that of other persons.

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
- Volunteers should not attempt to use fire extinguishers, unless they have received appropriate training

If you suspect or discover a fire, raise **the alarm immediately** by using the nearest break-glass alarm point. The Fire Service will be called automatically by the switchboard operator.

There are two types of fire alarm within the hospital:

Intermittent Alarm

This means that the alarm has been raised in a neighbouring zone to the one you are in. Take no action unless directed by a paid member of staff.

Continuous Alarm

This means that there is an incident in your particular zone. You may be requested to evacuate into a neighbouring, unaffected area, depending upon the fire procedure for that area. Leave immediately, do not stop to lock up or secure cash/goods. The lifts should not be used during an evacuation.

Reporting Accidents and Hazards

While undertaking voluntary work, if you are involved in an accident or a potential accident, no matter how trivial, report it immediately to the Manager of your area or department. If you need treatment, this will be arranged. Reporting the incident will also allow the necessary steps to be taken to prevent a recurrence. An Incident Report Form must be completed to comply with Trust Policy and insurance requirements.

Moving and Handling

Volunteers should not lift, move or handle any heavy or awkward object, unless the necessary training has been given. Volunteers may push a patient in a wheelchair providing he/she is happy to do so and the journey is on the level. Volunteers must not transfer patients from a chair or a bed into a wheelchair, this must be done by the appropriate member of staff. It is forbidden to lift, move or handle patients in any other situation. More information and guidance is provided on pages 7-8.

Smoking

Harrogate and District NHS Foundation Trust operates a non-smoking policy. Smoking is not allowed within the grounds or the buildings of the Trust.

Security and Confidentiality

Volunteers have a responsibility to report all security incidents as soon as possible. Identification badges must be worn at all times whilst carrying out voluntary duties.

Volunteers must NOT disclose any information, including posting anything on social media with regard to any personal/medical details which they may learn about patients, visitors, staff and other volunteers. This information is strictly confidential to the Hospital, and will result in termination of service as a volunteer. This can also result in criminal proceedings.

Protecting adults at risk

Adult Safeguarding means protecting a person's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop the risks and experience of abuse or neglect, while also promoting well-being and choice.

Our safeguarding duties apply to an adult (18 or over) 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 and neglect (Care Act 2014)

Types of abuse

- **Physical:** hitting, restraint, misuse of medication
- **Domestic violence:** various types of abuse or abusive behaviour between intimate partners or family members, forced marriage
- **Sexual:** Sexual assault, sexual acts to which consent has not been given, being made to watch sexual activity
- **Psychological abuse:** Threats of harm, intimidation, verbal abuse
- **Financial/Material:** Theft, fraud, internet scamming, misuse of POAs
- **Discrimination:** Abuse based on gender, age, race, religion, sexuality
- **Neglect/acts of omission:** Ignoring medical or physical care needs, withholding necessities of life, wilfully failing to provide care
- **Modern slavery:** Human trafficking, forced labour, domestic servitude

- **Organisational:** Neglect and poor practice as a result of structure, policies and practices within an organisation.
- **Self-neglect:** Not caring for one's personal hygiene or health needs, hoarding
- **Prevent-radicalisation** of vulnerable adults to extremism also comes under the umbrella of safeguarding

Reporting abuse

As a volunteer, if you witness abuse or someone discloses abuse to you, you have a duty to report it. This should be the person in charge of the ward or department you are working in.

All staff have received up to date training in Adult Safeguarding, so they will know what action to take. If for some reason you are unable to do this, you could contact the following:

- The Senior Nurse Adult Safeguarding: Ext 3311
- Volunteer Services Ext 7408
- The Bed Manager (24 hour cover) Bleep 2005

Further information is available on the Trust's intranet under 'Safeguarding'.

North Yorkshire County Council is the organisation who has overall responsibility for Safeguarding. The Adult Social Care Customer Service number is 01609 780780.

Other considerations

If you feel you are being asked to do something beyond your role, please discuss this with the Volunteer Services Manager or the person in charge of the area where you are working.

Don't allow yourself to be put in a vulnerable position; this includes forming new friendships with patients that extends beyond your role as a volunteer in the hospital.

Safeguarding children

Duties, roles and responsibilities

Everyone who comes in to contact with children has a role to play in Safeguarding Children (Working Together, 2015). The Trust, in its obligation under the Children Act 2004, acts as a key partner agency to North Yorkshire Safeguarding Children Board.

The Trust aspires to deliver the highest standards of healthcare to the community it serves and strives to ensure that every individual in its employment makes the safety and welfare of any unborn baby, child or young person (up to their 18th birthday), a priority in the course of their duty.

All staff will have appropriate safeguarding children knowledge and competencies appropriate to their role to enable them to promote the welfare of children and safeguard them from harm as outlined in 'Safeguarding Children and Young People; roles and competencies for healthcare staff' (March 2014). The Children Act principle, 'the welfare of the child is paramount', lies at the heart of safeguarding children activity (DOH, DFES 1989, 2004).

All employees who are substantive, temporary/fixed term, seconded, bank, agency, locum, on clinical placement/attachment or Honorary appointment, student, volunteer and any sub contracted staff hold a collective responsibility for acting to protect

a child if they are concerned about their welfare.

'Working Together to Safeguard Children' (HM Government, 2015) gives a formal definition of children:

Children: anyone who has not yet reached their 18th birthday. The fact that a child has reached 16 years of age, is living independently or is in further education, is a member of the armed forces, is in hospital or in custody in a secure estate, does not change his/her status or entitlements to services or protection.

Child Protection: this is part of safeguarding and promoting the welfare of children and young people. This refers to the activity that is undertaken to protect specific children who are suffering, or are likely to suffer, significant harm; this includes unborn babies.

Abuse: this a form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others (e.g. via the internet). They may be abused by an adult or adults, or another child or children.

There are four categories of abuse: **Physical** (includes fabricated or induced illness and female genital mutilation), **Emotional**, **Sexual** (includes child sexual exploitation) and **Neglect**.

Please refer to the Safeguarding Children Policy on the intranet for definitions and further information.

As a volunteer, if you witness abuse or someone discloses abuse to you, you have a duty to report it. This should be to the person in charge of the ward or department you are working in.

If for some reason you are unable to do this you could use the contact information on this page.

There is a dedicated Safeguarding Children Team available during office hours for advice and information. The teams are based in Harrogate, Scarborough, Thirsk, Middlesbrough, Durham and Darlington. **For all safeguarding advice, support & information, please contact the SPC - Single Point of Contact on 01423 557788.**

Local teams

Craven, Harrogate & Rural District	01423 557541
Hambleton, Richmondshire & Selby	01423 542352
Scarborough, Whitby and Ryedale	01423 542391
Middlesbrough	01423 553656
County Durham	03000 262904
Darlington	07770 734981

If you are concerned a child may be at risk you can refer directly to the Children and Families Service on 01609 780780. (Service available both during and out of office hours) Telephone referrals will need to be followed up in writing within 24hours. For **urgent responses** please contact the Police on **999** or for non-urgent situations call **101**.

Please inform your locality Safeguarding Children Team of any referral to the Children and Families Service or police as soon as possible.

Further advice and information is available via Safeguarding Children Hub on the intranet and www.safeguardingchildren.co.uk (North Yorkshire's Safeguarding Children Board website - basic Level 1 eLearning training is accessible free of charge via this website).

Infection Control guidelines

Hand Hygiene

Most infections that occur within hospitals are spread by the 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.

Bare below the elbow

To ensure that hand hygiene can be carried out thoroughly, when you are in a patient area you must be 'Bare Below the Elbows'. This means no wristwatch, bracelets; including charity bands, false nails, nail polish or stoned rings. Plain wedding bands are 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 cleaning

Hand hygiene may be washing your hands or using the alcohol-based hand gels.

Use of liquid soap and hot water following the six-step technique, (look for diagram/posters at all hand washing sinks) is the best way of cleaning hands and should always be carried out:

- Before and after procedures requiring direct contact with patients
- After going to the toilet
- Before handling food or drinks
- Before going home
- After removing disposable gloves
- If your hands look or feel dirty

Alcohol-based hand gel (called Purell) is also provided as a convenient alternative to hand washing. This only works on clean hands and should be applied using the six-step technique until it dries. It should be used:

- On entering and leaving a ward/department
- After handling fixtures, fittings and/or equipment

Hand care

Please use the hand cream provided to prevent damage to your hands. If your hands become sore or cracked, please report this to your supervisor who can seek advice from Occupational Health.

Gastroenteritis

You must not come to the hospital if you have had diarrhoea and/or vomiting within the previous 48 hours. Sometimes wards or bays are 'closed' due to viral gastroenteritis. If you are due to work in an area and find signs displayed to inform you that the ward is affected by viral gastroenteritis, please do not enter and seek instructions from your supervisor.

Other Infections

To prevent spread of other infections, you must not come to the hospital if you are suffering from one of the following:

- Sore throat
- Influenza
- One of the childhood infections, e.g. measles, mumps, chicken pox
- An undiagnosed rash or other infectious condition

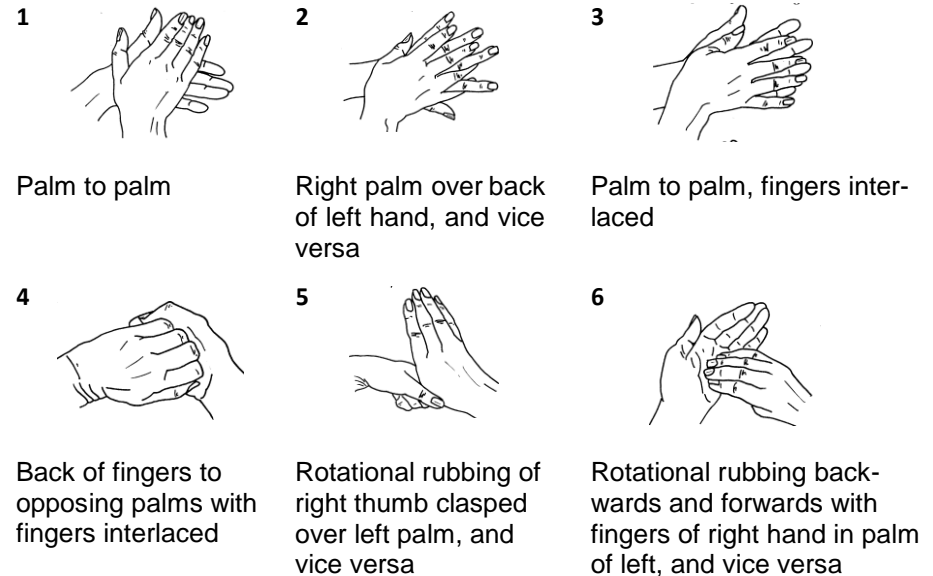
If you have had contact with a person suffering from a childhood infection, please report this to your supervisor, before you come to the hospital, so that advice can be sought from the Infection Control Team.

Needle-stick injury or splashes with blood or body fluids

If you sustain a needle or sharps injury, or you are splashed by blood or body fluids, report to the nurse in charge immediately. Prompt first aid is vital and follow up through the Occupational Health or Emergency Department.

Hand washing technique:

The following technique is recommended and need only take 20 seconds:



Thorough rinsing under running water is an important part of the procedure. Finally, dry the hands thoroughly using one paper towel for each hand - this also helps to prevent soreness.

Procedure	Infection Prevention & Control advice
Infected side rooms	Do not enter
Cleaning of patient tables	Wear apron and gloves – change in between each patient and wash hands.
Handling of bodily fluids (urine, faeces, blood, vomit)	Do not handle – Ask a member of staff to handle.
Patient care (moving & handling)	Do not assist – Ask a member of staff to assist patient with moving & handling.
Feeding patients	Gloves are not required. Wash hands before and after feeding each patient. Aprons are optional.
Outbreak bays/wards	Do not enter
Sharps management (needles, sharps boxes)	Do not handle – ask a member of staff to remove.

Back care for volunteers

Lifting and Handling

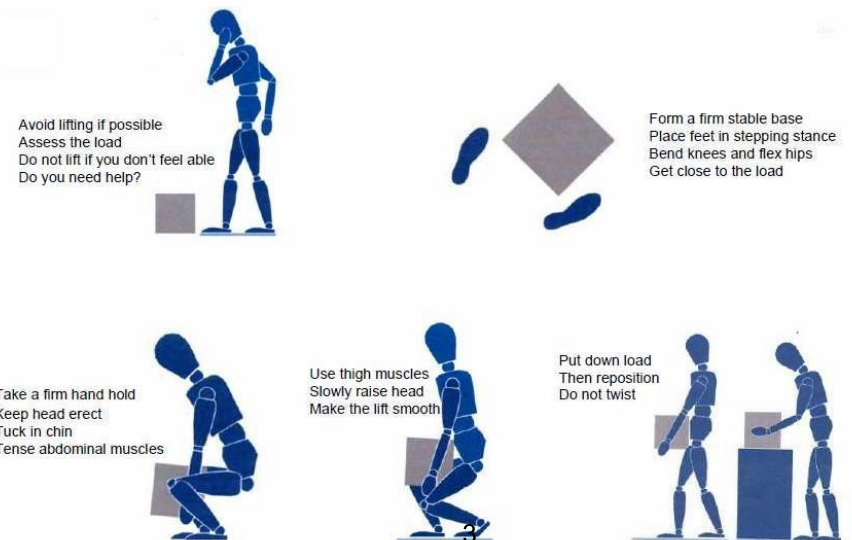
All staff and volunteers are governed by the Manual Handling Operations Regulations which cover every aspect of Manual Handling. Volunteers should not attempt to move or handle anything large or awkward.

Definition of Manual Handling

Any transporting or supporting of a load, including the lifting, carrying, putting down, pushing, pulling or supporting by hand or bodily force. The Regulations help to protect us from injury by making it a legal requirement for the Employer (The Trust) to:

- **Avoid** hazardous manual handling where possible
- **Always assess** hazardous manual handling which cannot be avoided with documented risk assessments
- **Reduce** the amount of risk volunteers are exposed to

Overall Lifting Procedure



Please remember:

- Bare below the elbows at all times (No jewellery unless plain wedding band, short nails, no artificial or painted nails, sleeves must be rolled up to elbow).
- Hair must be tied back.
- Do not come into hospital if you are unwell with vomiting/diarrhoea (you must be symptom free for 48 hours before you return).
- If you are unwell with a severe cold, coughing or sneezing, it is advised that you do not come into the hospital. Coughs & sneezes spread diseases!
- Please clean your hands in between each patient interaction.

Preventing Back Pain

One of the biggest causes of back injury, especially in a work environment, is lifting or handling objects incorrectly. Learning and following the correct method for lifting and handling objects can help prevent back pain.

- **Avoid lifting-** if possible avoid lifting
- **Think before you lift** - can you manage the lift? Where is the load going? Ask a member of staff to lift any awkward or heavy object
- **Start in a good position** - your feet should be apart with one leg slightly forward, in a stepping stance, to maintain balance. When lifting, let your thighs take the strain - bend your knees, sticking them outwards and flex your hips. Tighten your stomach muscles to pull your pelvis in
- **Keep the load close to your waist** - keep the load as close to your body for as long as possible with the heaviest end nearest to you
- **Avoid twisting your back or leaning sideways** - Your shoulders should be level and facing in the same direction as your hips. Turning by moving your feet is better than lifting and twisting at the same time
- **Avoid lifting from high levels-** it is dangerous to lift heavy items off high shelves
- **Keep your head up** - once you have the load secure, look ahead, not down at the load
- **Know your limits** - there is a big difference between what you can lift and what you can safely lift. If in doubt, get help
- **Push, don't pull** - if you have to move a heavy object across the floor, it is better to push it rather than pull it
- **Distribute the weight evenly** - If you are carrying shopping bags or luggage, try to distribute the weight evenly on both sides of your body

You matter most

Harrogate Hospital and Community Charity

Thank you for supporting the Trust as a volunteer, your time and commitment is very much appreciated! We would love to hear from you if you would be interested in volunteering for the hospital charity.

Harrogate Hospital and Community Charity raises money to make a difference to the care and experiences of local patients and their families. It funds specialist equipment training and services; going above and beyond what can be provided by the NHS, to continuously improve treatment and facilities for patients and staff. The charity raises funds for all departments and community services at the Trust.

There are lots of ways you can help the charity do more for patients and their families. Whether you are raising money at your place of work, hosting your own fundraising activity, volunteering or taking part in one of our events, the charity is here to support you every step of the way.

To get in touch please email hdfthhcc@nhs.net or call 01423 555641. You can also visit www.hdft.nhs.uk/hhcc.

