

PLACEMENT PROFILE FOR VOLUNTEERING

Placement title:	Ward volunteer (Older Persons Assessment Unit)
Main aim of placement:	Supporting staff and patients on ward, including assisting patients and ward staff at and around mealtimes, and providing companionship for patients.
Placement location and hospital site:	Older Persons Assessment Unit (OPAU), Bristol Royal Infirmary.
Named Contact for day to day accountability for volunteer:	Ward Manager / Nurse in charge

Time and duration of placement:	<p>There is an opportunity to volunteer at various times between 7.30am and 8pm, by negotiation.</p> <p>Mealtimes are: Breakfast between 7.30 - 8.30am Lunch between 12noon - 1pm Evening meal between 5.30pm - 6.30pm</p> <p>Volunteers are asked to commit to a regular time each week for at least six months.</p>
Duration of placement (if not on-going):	Ongoing
Level of CRB check required:	Enhanced, with a check against the list of those barred from working with adults.

<p>Description of main tasks specific to the placement:</p> <ul style="list-style-type: none"> • Provide company for patients through conversation and simple activities e.g. reading. • Assist with the afternoon tea-round. • Help patients request their meal choice from the menus by filling in menu cards. • Help prepare patients for mealtimes by tidying tables, offering hand wipes. • Support patients at mealtimes if requested by staff and have had appropriate training (assisting patients with feeding and food, giving encouragement with food, completing food record charts). • Update individual care logs if spent time with a patient. • Support group activities for patients eg: taking patients to quiet room/area, play games, listen to music, have tea and a chat. • Help fill in 'This is me' documentation for the patient, with the family / carer. • Help to ensure call bells are within reach of each patient. • Help patients to keep their bedspace tidy, such as hanging up dressing gowns, tidying the top of bedside cupboards, cleaning tables. • Help keep the relatives room tidy. • Help clean equipment, following directions from the ward staff. • Help keep visitor and patient leaflets stocked up on the ward. • Help ensure gloves and aprons are stocked up on the ward. • Promote and maintain the dignity and privacy of patients at all times. • Maintain the confidentiality of patients, carers and relatives at all times. <p>Volunteers are under no obligation to undertake any of the above duties if they do not wish to do so or if they do not feel able to.</p>

Volunteers must not undertake any form of lifting or moving patients.

Should a volunteer have any concerns about the tasks they are asked to do, they can discuss this with Voluntary Services or the Ward Manager/Nurse in Charge.

Details of any specific skills/attributes required by volunteer:

- Good social and communication skills.
- Enjoys spending time with people.
- Ability to relate to people well.
- Compassionate nature and patient.
- Able to work on own or part of a team.
- Negotiating skills and experience of dealing with difficult situations.
- A willingness to be flexible and to follow the guidance of staff.
- To undertake training both before volunteering and throughout volunteering as required.

What the volunteer will gain from the placement:

- A greater insight into the workings of a ward area.
- Working within a committed team.
- Knowing what you do can make a difference to a patient's hospital stay.
- Companionship and the opportunity to meet other volunteers.

A volunteer is a valued member of University Hospitals Bristol NHS Foundation Trust and is expected:

- To volunteer within the guidelines agreed by the Voluntary Services Manager and Named Contact for the placement.
- To carry out their duties with consideration and respect to all staff, general public, Foundation Trust members and patients at all times.
- To maintain confidentiality at all times, whilst on placement and once the placement is complete.
- To maintain good standards of communication with staff, general public and patients at all times.
- To comply with the Trust's Health & Safety Policy and other policies provided to the volunteer at the commencement of their placement.

University Hospitals Bristol NHS Foundation Trust is committed to ensuring that volunteers are treated with respect and courtesy and to ensure that they receive appropriate training for the placements they undertake.

University Hospitals Bristol is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

You have a responsibility for contributing to the reduction of infections.

This is not a contractual relationship between University Hospitals Bristol NHS Foundation Trust and the volunteer.

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