

ALL HALLOWS HEALTHCARE TRUST VOLUNTEER HANDBOOK



November 2010

VOLUNTEER HANDBOOK

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INTRODUCTION

We welcome volunteers at All Hallows Healthcare Trust and hope they enjoy working with us and playing a part in the success of the Hospital Nursing Home and Daycare centre.

Volunteers help to provide the highest standard of support for the patients and residents.

Volunteers can help with any of the following

- *Serving afternoon drinks*
- *Spending time socializing and helping staff*
- *Serving evening drinks*
- *Taking our sweet trolley round*
- *Walking/pushing patients or residents in the garden (obviously weather permitting)*
- *Talking or reading to patients and residents*
- *Acting as an escort on outings*

Flower arranging in the chapels

Bringing in a PAT dog

Gardening in the grounds

Letter writing/form filling

Another way you can help is to provide us with in-house entertainment such as a musical performance, singing, games, animal visits, etc.

If you have a few hours to spare and are interested in joining our team by volunteering at the Hospital, The Daycare Centre or the Nursing Home please contact, Donna Oakins, Volunteer Co-ordinator, tel: 01986 892728 or email donna@all-hallows.org.uk or visit www.all-hallows.org.uk for an application form

Whether you can give us 1 hour per week or 10 hours per week we would like to hear from you!!



MISSION STATEMENT – All Hallows Hospital

All Hallows Hospital is an independent charitable community Hospital, which aims to deliver high quality and compassionate health care using skilled and dedicated staff.

Our distinctive philosophy of care, based on Christian values, is reflected in our welcoming environment, in our understanding of patients' needs and beliefs and in our respect for the dignity of each individual.

We seek to provide our medical colleagues with unrivalled support and in order to achieve this we encourage in our staff an awareness of the changing nature of health care and respond swiftly and imaginatively to new developments and needs.

We value the unique contribution of each member of staff and aim to develop their full potential through a commitment to training and education.

At All Hallows Hospital we are justly proud of our reputation and recognition given to us by our patients and their relatives. The level of service which we offer and which they may expect are clearly stated in our Mission Statement, and displayed in the reception of the Hospital.

MISSION STATEMENT – All Nursing Home

All Hallows Nursing Home is an independent registered home which aims to deliver high quality and compassionate nursing care in a homely setting using skilled and dedicated staff.

Our distinctive philosophy of care, based on Christian values, is reflected in our welcoming environment, in our understanding of residents' needs and beliefs and in our respect for the dignity of each individual.

We value the unique contribution of each member of staff and aim to develop their full potential through a commitment to training and education.



ABOUT US

All Hallows Healthcare Trust, charity no. 1124717 comprises:

- All Hallows Hospital
- All Hallows Daycare Centre
- All Hallows Home Care
- All Hallows Meals on Wheels
- All Hallows Nursing Home Adult Day Services
- All Hallows Nursing Home
- All Hallows Weekend Respite

The Trust offers a comprehensive range of services to the local community.

All Hallows Hospital has 30 inpatient beds caring for people with complex needs (including palliative care); for those with a physical or sensory disability (requiring short or long term care); and individuals requiring post operative / rehabilitation care, Orthopaedic patients, Stroke patients, HIV patients and GP assessment. Some beds are commissioned with NHS Norfolk and some NHS Great Yarmouth and Waveney and patients are accepted from James Paget University Hospital, Norfolk and Norwich University Hospital, GP's and other health professionals within the area. If a patient / resident would like to be referred to All Hallows it always helps to express their choice to their doctor, consultant or other health professional. Beds are also available for patients / residents wishing to self fund for both private long term care and private respite care. It also has a physiotherapy department offering both inpatient and outpatient services.

The Daycare Centre situated in the well maintained grounds behind the Hospital, is open 7 days a week from 9.30am to 3.30pm, offering a range of day services for the elderly and younger palliative clients. It is very well equipped with aids for less able and dependent people. A three course lunch is offered. There is always a choice of hot and cold dishes and special diets are catered for. Tea, coffee and biscuits are served during the day. There is an activities programme which includes handicrafts, games, puzzles, quizzes, live performances and visiting speakers plus many more.

A bathing service is offered, tailored to individual needs. There are 3 large bathrooms equipped with trained staff and hoist facilities. Clients are welcome to come just for a bath or stay for the day, half day or just join in with the activities. The centre has a purposely adapted minibus to transport local people to and from home. Free transport can be provided within a 5 mile radius of the centre, but is subject to availability. Clients are accepted from the private sector and Social Services

Respite week ends are now also available which essentially means attending the day centre Saturday and Sunday and staying overnight on Friday and Saturday evening in the Hospital or Nursing Home. This service is designed to give carers a break while their loved one is looked after.

All Hallows Home Care specialises in needs based care for people living in their own homes. No matter how frail or sick people become, the team recognise that they will be happier receiving specialist care in the comfort and safety of their own home. There's no place like it. In addition to a range of care services it offers a befriending service as well as Homecall services such as housework, laundry and ironing and meals on wheels. Clients are accepted from the private sector and Social Services. It has recently extended its homecare services and now also provides vital support to people nearing the end of their lives choosing to stay in their own home.

All Hallows Meals on Wheels produce is locally sourced, freshly prepared and cooked in the kitchens at All Hallows and delivered approximately between 12pm and 1pm. There is always a choice of hot and cold dishes and special diets are catered for. Dishes can also be provided for individual taste. The service is available 7 days per week, clients may choose to have meals on wheels as little or as often as they like.

All Hallows Nursing Home in Bungay is a Care Home with Nursing registered to provide 24 hour nursing care to 51 residents who require such care including those with physical and sensory disabilities. It has a warm friendly atmosphere, freshly prepared home cooking, activities and entertainment programmes, and accepts residents for both long & short stays including respite and postoperative convalescent care from the private sector, Social Services and the National Health Service. It also offers daycare services to local people.

All Hallows Nursing Home Adult Daycare Services is open 5 days a week from 9.30am to 3.30pm, offering a range of day services for the elderly. A three course lunch is offered. There is always a choice of hot and cold dishes and special diets are catered for. Tea, coffee and biscuits are served during the day. There is an activities programme which includes handicrafts, games, puzzles, quizzes, live performances and visiting speakers plus many more. A bathing service is offered, tailored to individual needs. The Nursing Home has a purposely adapted minibus to transport local people to and from home. Free transport can be provided within a 5 mile radius of the centre, but is subject to availability. Clients are accepted from the private sector and Social Services

All Hallows Weekend Respite essentially means clients can stay at All Hallows over the weekend. Arriving Friday afternoon and returning home Sunday afternoon or evening and during the days they will attend the daycare centre situated in the grounds of the Hospital. Clients can stay at either All Hallows Nursing Home in Bungay or All Hallows Hospital in Ditchingham. This service is aimed at family members who provide care at home, enabling them to enjoy a well deserved break. It also provides a change of scenery for the client themselves, an opportunity to meet different people and enjoy a range of activities. We have a mini bus suitable for wheelchairs and can arrange for clients to be collected and returned from home if required.

HELPFUL STAFF NAMES

All Hallows Hospital

Chief Executive	Clair Westwood-Deamer
PA to CEO	Paula Cleeter
Matron - Hospital	Janet Dunning
Ward Clerk	Jayne Thrower
Receptionists	Wendy Eagle Tracy Caley
Marketing / Fundraising / Volunteers Coordinator	Donna Oakins

All Hallows Nursing Home

Matron – Nursing Home	Carol Harris-Ingram
Administration Manager	Helen Southern

Daycare Centre

Daycare Manager	Louise Warnes
Secretary	Jean Playle

HOW TO RECOGNISE STAFF

Sisters/Staff Nurses	Navy Dress or tunic/trousers
Nursing Assistants	Blue Dress or tunic/trousers
Domestic Staff	Aqua Dress or tunic/trousers
Catering Staff	Light Blue Dress or tunic/trousers
Laundry Staff	White Dress or tunic/trousers
Physiotherapists	White Top, Navy trousers
Occupational Therapists	White Top, Green trousers
Receptionists / Administration	Black/Brown Blouse, Black skirt/ trousers/jacket
Maintenance	Navy polo shirt



USEFUL INFORMATION

All Hallows Healthcare Trust is committed to protecting all patients, residents, staff, volunteers and visitors. Therefore all staff and volunteers have to complete a criminal record bureau check before they can start and provide two referees.

HEALTH & SAFETY & FIRE DRILL

Volunteers are asked to sign a copy of our Health & Safety at Work form to confirm that they have read the contents and are aware of procedures to protect themselves and others from the risk of accidents.

All volunteers will be informed of the fire drill and of the fire assembly points including fobbing in and out of the building.

ABUSE POLICY

Volunteers will be given a copy of our Abuse Policy and are asked to inform an appropriate person or organisation if they feel a patient or resident is the victim of abuse.

If you suspect that someone is being abused (by either a relative or a member of staff), a senior member of staff in the Hospital (e.g. the matron) should be informed.

All such information will be treated in strict confidence.

DOOR LABELS

At the Hospital the patients 'names are on the inside of doors to protect their confidentiality and residents names (at both the hospital and Nursing Home) are usually found on the outside of the door. Other important labels may be displayed near the name.

- A label depicting an eye means the patient is visually impaired.
- A label depicting an ear means the patient has a hearing impairment.
- A red label means the patient is diabetic. *Please check with nursing staff* before offering biscuits or tea/coffee with sugar.
- A yellow label means the patient has an infection. *Please check with nursing staff* before entering the room.

CALL BELLS

Each patients and residents room is fitted with a call bell system which alerts nursing staff to the room or area of the hospital/home when the button has been pushed.

If a volunteer enters a room and the patient or resident appears to need nursing/medical assistance, please press the call bell. You can also step outside the room to see if a nurse is nearby. Do not attempt to assist them.

CONFIDENTIALITY

All Hallows Healthcare Trust have a strict confidentiality policy. Names and details of patients or residents are not to be divulged to anyone outside of the Trust. You will be given a copy of our confidentiality procedure and will be asked to sign a declaration regarding confidentiality before volunteering.

WHEN VOLUNTEERING

- *Please 'fob' in and out when you visit / leave the Hospital, Day Centre or Nursing Home. This is part of our fire safety policy.*
- *Please regularly use hand gel in the dispensers in reception, in patients' rooms and in the ward.*
- *Please do not hesitate to speak to a member of staff at any time if you have a question.*
- *Please wear your name badge when you come to help as a volunteer.*
- *Please wear a tabard if you are working on the tea trolley.*
- *If you have arranged to help us but have to cancel, please give us as much notice as possible so that we can make alternative arrangements.*
- *Very occasional there maybe a resident or patient that wonders therefore to protect them a security mat is placed inside the door causing an alarm to go off when it is trodden on. It would be useful if staff and volunteers stepped over the mat.*
- *We do not expect volunteers to have to cope with challenging behaviour from patients or residents. Please speak to a member of staff if you have a problem with this type of behaviour.*

For further information please do not hesitate to contact our Volunteers Coordinator:

All Hallows Hospital
Station Road
Ditchingham
Bungay
Suffolk
NR35 2QL
Tel: 01986 892728
Fax: 01986 895063
Email: info@all-hallows.org.uk

Or

All Hallows Nursing Home
26 St John's Road
Bungay
Suffolk
NR35 2DL
Tel: 01986 892643
Fax: 01986 893733
Email: admin@allhallowsnursinghome.org.uk

www.all-hallows.org.uk

We also have an Association of Friends of All Hallows Hospital and an association of friends of All Hallows Nursing Home which were formed to raise funds and provide donations to the Trust to enhance the fabric of the building and for equipment to enhance the patients/residents stay.

We welcome new members.