

# Volunteer Skills

## 3



## Finding Your Way

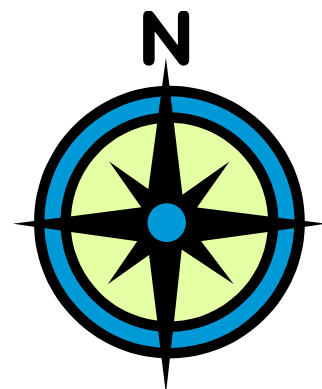
**PART OF THE 'FIRST 33  
HOURS' PROGRAMME FOR  
NEW VOLUNTEERS AT  
CAMBRIDGE UNIVERSITY  
HOSPITAL.**

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## Skills for New Volunteers

### LOCATION, LOCATION, LOCATION!

**C**ambridge University Hospitals (CUH) is growing and changing all the time. It's a big site and one that can be confusing to find your way around – especially if you are a patient anxious about an appointment or a visitor trying to locate a relative on the wards. Visitors and patients often need guidance, and that's where our team of Volunteer Guides make such a difference. This Skills Builder is especially helpful for new Guides – but since any volunteer could be asked for help with directions from patients and members of the public, we hope it may be helpful to all volunteers keen to learn their way around the site.



### FIRST THINGS FIRST

There are up to 10 floors in some parts of the building and there are a lot of staff offices and departments in the basement, which is Level 1. You'll be familiar with the Voluntary Services office on level 1 – a reminder: use the stairs or the lifts near the main concourse and, once on level 1, turn right then right again and you'll see the office on your left. You won't need to direct any patients to Level 1, so you don't need to worry about finding your way around here. Ward volunteers might need to find their way down to the main kitchens on level 1 to pick up a missed meal, but you'll be shown the way by a member of ward staff. In addition to the main kitchens, the laundry, pharmacy and medical equipment departments all have offices on level 1. Here too are housed Media Studios, the Access Office and Post Room, and the hospital's own radio station Radio Addenbrooke's, manned by volunteers.

## CAR PARKING

It can be difficult to park on site and you will need to become familiar with the car parks and the courtesy bus service. Car Parking often leaves people feeling short tempered and sometimes they'll vent their anger on the first person they meet – which may be a volunteer guide. An understanding of the difficulties of parking on site and of the pressure people are under will help to sooth the situation. Parking concessions are dealt with by customer service staff in the car parks.

## FINDING YOUR WAY – CLINICS

It is easiest to think of the clinics in four blocks.

Clinics 1 to 14 are in outpatients. The entrance to Clinic 14 and the Cambridge Eye Clinic (cataract clinic) are outside opposite the bus terminal. Clinic 9 is to the left of the main Outpatients' Entrance (before you enter the building). There is no Clinic 13.

Clinics 21 to 24 are in the Rosie Maternity Hospital.

Clinics 30 to 34 are in the new Treatment Centre (ATC).

Clinic 42 is near to the concourse, through the doors next to Premier Travel and on the left.

Once you have remembered these and familiarised yourself with where they are you will soon pick up on other clinics/departments that are within each of these areas.

For instance:- x ray is in outpatients level 2 and above on level 3 is Ultrasound, DEXA scanning and Barium Suite, and above on Level 4 is Angiography and Vascular Access.

Also close by is radiotherapy, oncology and CT/MRI scan.



**Be careful** if you are asked for MRI scanning as there are two locations and they are a way apart. Ask the enquirer to check their letter (you can help them do this if they would like you to) to check if it says MRI or MRIS. MRI is in outpatients and MRIS is near R block (see Wards, below). MRI is the acronym for Magnetic Resonance Imaging, a type of scan that uses strong magnetic fields and radio waves to produce detailed images of the inside of the body.

## FINDING YOUR WAY – WARDS

Wards are much easier to remember, you'll be relieved to know!

### Main Hospital

**A Block and EAU2** (also known as CDU) are on the main corridor between outpatients and the concourse. EAU stands for Emergency Assessment Unit and the 2 means on level 2.

**C and D block** are across the corridor from the concourse. Use the lifts or stairs to access C and D wards on levels 3 –10.

**F and G block** is past the C and D lifts, continue along the corridor until you see the signs for lifts and stairs for F and G wards, levels 3 to 6.

**J and N wards** are further along the same corridor – follow the signs – as is **MRIS** and **R block**. The Lewin Rehabilitation Ward entrance is opposite **MRIS**. Access to **R2** (acute stroke unit) is via the Diamond Jubilee Gardens. **R3** (Neurology Clinic) is on level 3.

**PDU** (Paediatric Day Unit) is accessed via Diamond Jubilee Gardens.

**EAU 3, 4 and 5** and **Ward K3** are accessible from the C and D lifts by the concourse. There are no signs for these until the correct floor level.

**Along the corridor from the concourse to ATC (Addenbrooke's Treatment Centre).**

**Ward K2** (Cambridge Heart Clinic) is the coronary care ward on the corridor on level 2, on the way towards the Treatment Centre.

**GSK** (Glaxo Smith Kline) and **ACCI** (Addenbrooke's Centre for Clinical Investigation).

**Rosie Hospital** can be accessed from the main corridor but also has entrance on Robinson Way.

**Breast Unit** is also accessed via Rosie Hospital level 1.

**Addenbrooke's Treatment Centre (ATC)** is at the end of the main corridor and also has its own entrance from Keith Day Road.

**L and M block** are in the new Treatment Centre (ATC).

**S block** (Cambridge and Peterborough Mental Health Partnership) is opposite the Dialysis Unit on Keith Day Road and can be accessed from the concourse, through the doors next to Premier Travel.

**Children's Services** operate from a porta-cabin next to the S block on Keith Day Road.

## **THE ROLE OF VOLUNTEER GUIDE**

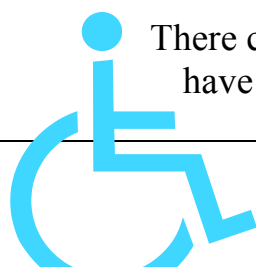
All new volunteer guides will take a while to find their way around. New recruits are always mentored by experienced guides to enable the learning process to happen smoothly over a number of weeks. The guides work as a team and share information, local knowledge and 'as it happens' events and changes.

All volunteer guides will need to attend a **Wheelchair training course** (this will take an hour of your time and will be held during the week during office hours). Until guides have completed their wheelchair training they **must not** push wheelchairs, so it's important to be trained as soon as possible.

Guiding is a long established role that makes a great deal of difference to worried patients and visitors. Guides need to be proactive and approach people; most will be grateful for your help. Occasionally you will get people who do not want your help and will ask the receptionist, please just accept that and help the next person.

If you are in doubt where somewhere is, don't be afraid to ask the receptionist. If you have difficulty understanding where or what a patient or visitor needs, refer them to the receptionist. Guides and reception staff should work as a team, with the guides (volunteers) supporting the receptionists (staff) and being supported by them.

## **WHEELCHAIRS**



There can sometimes be a shortage of wheelchairs. More wheelchairs have been purchased but sometimes they are in demand. Your

guide/mentor will show you what to do, but if you are ever on your own and stuck, please call down to the Voluntary Services department for advice. You will note there are different types of wheelchair and the differences will be explained during the wheelchair training session.

## **WHAT TO SAY TO ANXIOUS PATIENTS**

Patients are often worried when they come into hospital and may try to engage you in conversation about their concerns as you escort them to the service they need. Guides have great interpersonal skills and are skilled listeners. Sometimes reassurance that the patient or their loved one is in the best place and in very good hands can make all the difference.

## **GRIEVANCES**

If someone has a grievance, it's important that you don't get involved, whatever your personal views. Just show them to the Patient Advice and Liaison Office (PALS) which is just near the main reception.

## **CHILDREN**

Sometimes young children may grab hold of your hand as you walk with them and their parent or guardian. If this happens, make sure you talk to the parent or guardian – make them aware and comment 'Is this okay?', disengage your hand and divert kindly 'there is a great picture on the wall just along here I can show and ensure you are never left alone with under 16's.

## **EMERGENCIES – sudden illness or collapse of patient or visitor**

If someone says they suddenly feel ill, try to get them to sit down and alert passing staff for help. DO NOT try to catch someone should they appear to be about to fall – instead raise the alarm by calling out loudly and firmly 'Can I have some help here please'. Do the same if you find someone who has collapsed. There will always be clinical staff in the vicinity who will take over very quickly. Please follow any instructions given to you by clinical staff. If you need to use the telephone to summon help call 2222 and give details as instructed. Security can be reached by dialling 3333. We expect staff to make these calls and give these numbers in case of exceptional circumstances only.

