

Discharge Lounge Volunteer

Job title:	Discharge Lounge/ward volunteer
Hours of volunteering:	One session per week, approx. up to 4 hours (Min of 26 week commitment) 10am-1pm preferred time 3-5pm less busy
Location:	Discharge Lounge J3 (previously seminar room)
To whom responsible:	SDL Nurses, staff nurses and matron Volunteer Services Manager
Job summary:	<p>This varied role provides general support to the CUH ADU team ensuring that the patient is discharged to the right place at the right time.</p> <p>CUH Discharge Lounge Service is a max. team of x3 nurses trained to support safe and timely discharge in the acute setting to the community. The service is provided on J3 7 days per week, from 8 am -8pm each weekday, and 9 -6pm at the weekend.</p>

Description Summary:

Purpose to enhance the quality and comfort of the patient's stay assisting with the smooth running of the lounge under direct supervision from the qualified staff

Covid-19 Requirements:



Below outlines the Covid-19 related specific requirements for Guide Volunteers:

- Follow PPE guidance Maintain good hand hygiene, washing or gelling hands regularly.
- Uniform must be washed after each site visit.
- Sign Covid-19 agreement.
- Bring minimal personal belongings - if cycling in, please contact VS team to discuss locker arrangements.
- Sign local risk assessment.
- You need to stop volunteering if you feel unwell, especially regarding COVID-19 symptoms Only push patients in wheelchairs where appropriate training has been received and refreshed on volunteer return to role.

Key duties and responsibilities

Based in J3 the volunteer will:

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- Begin shift by touching base with the Discharge Lounge staff (who will act as link staff) to check the flow of patients from wards to the discharge lounge that are due to be discharged that day.
- Following direction of discharge lounge staff liaise with the In-Patient Dispensary coordinator to collect medications for DL patients (using appropriate forms) and provide up-dated information throughout the day as requested by DL staff.
- Attend Inpatient pharmacy to complete pharmacy training. This training will encompass:
 - How discharge medication orders are received
 - How medication is dispensed, checked and supplied
 - How blister packs are dispensed
 - How the In-patient Dispensary is organized
 - The issues that delay discharge medications (i.e. POD checks)
- Pick up Discharge Lounge patients' TTOs from pharmacy staff and transport direct to Discharge Lounge nurse. A Trust photograph ID must be worn at all times. Medication will not be released to anyone not displaying their Trust ID.
- The volunteer WILL NOT issue the drugs direct to the patient.
- Controlled drugs will not be collected by volunteers.
- Volunteer will transport the drugs in a sealed bag to the discharge unit and present to discharge lounge nurse who will ensure correct prescription has been received. The volunteer must pass on any relevant storage requirement information e.g. items that must be stored in a fridge.
- Collect patients from the ward to transfer to the Discharge Lounge on day of discharge – as directed by the discharge lounge staff. Accompanied by an HCA or nurse, show will be responsible to assess whether it is appropriate for transfer to the discharge lounge.
 - Timely collect and transfer of ambulant patients from their originating ward to Discharge Lounge. Those volunteers who have received wheelchair training are able to transfer patients in wheelchairs.
 - Those patients who are not ambulant or who need any physical assistance with moving – the volunteer may accompany the HCA, nurse who will be responsible for transfer.
- The volunteer will meet with patient on originating ward and ensure patient property has been packed ready for transfer and assist with packing if required to tidy their belongings ready for transfer. Reassure the patient on transfer to Discharge Lounge.
- Socialise, spending time listening to patients and chatting – before, during and after transfer to Discharge Lounge.
- Running errands on behalf of patients (limit of £10 money handling – no cards).
- Using the Activity Box, Activity packs or Activity iPads, looking through crosswords, puzzles.
- Reading to patients.
- Under direction of clinical discharge lounge staff, volunteers (unaccompanied by staff) are able to escort fully ambulant patients free of need of medical assistance from DL to patient transport. If these conditions apply but patient needs wheelchair assistance, but can transfer in and out of chair without assistance and volunteer is trained in operating wheelchair, volunteer can escort patient (unaccompanied by staff). If patient requires medical assistance or help in being transferred in and out of wheelchair the volunteer may accompany the patient with a member of clinical staff to patient transport.
- Assisting with making sure patients have access to drinks, including filling out water jugs.
- Handing out sandwiches.

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- Ensuring patients can open any packaging.
- Refer any concerns seen to relevant member of staff.
- To signpost the Macmillan Cancer, Information and support service.
- To support the promotion of a calm, pleasant and safe environment.
- (following training on local induction) General tidying of area.

Uniform

- Volunteer ID badge and lanyard
- Red volunteer apron
- Closed toe shoes
- Appropriate PPE (e.g. facemask)

Useful skills and qualifications

- Warm friendly manner and reliable
- Comfortable in a clinical environment
- Confident to approach patients
- To be understanding and flexible in responding to people's and service needs
- To be able to engage with a diverse group of people
- To be able to present yourself in a professional manner to members of the public, patients and their families and staff
- To be organized, patient and calm and cope in a busy or stressful environment
- To understand ward and hospital etiquette and be comfortable in a ward environment
- Ability to work independently and as part of a team
- Willingness to commit to role related training.
- Willingness to adhere to CUH Trust Policy, the Data Protection Act , Infection Control Policies, health and safety regulations and to maintain strict patient confidentiality

Training:

- Mandatory Training is kept up to date at all times
- Willing to undertake basic Dementia Awareness Training which allows volunteers to know how to engage with people with dementia and to sign post to further information (e.g. Dementia Champion on the ward)

Health & Safety:

Be aware of H & S legislation and its influence on the activities of the site

Volunteers must

- Be aware of government guidelines on use of public transport and if possible avoid travel at peak times
- Only travel to sign-in and out; and to Voluntary Services office and placement location

Volunteers must not:

- Have contact with patient's valuables or money (apart from £10 limit to buy essentials from the concourse shops)
- Provide advocacy or counselling
- Carry out the work of trained staff
- Attend if ill

Volunteer signed:
Print name:
Date:

Our Trust values and behaviours

Values	Behaviours	Love to see	Expect to see	Don't want to see
Safe I never walk past, I always speak up	Safety	Shares lessons learned to help others to improve safety.	Always follows agreed safety and wellbeing procedures. Learns from mistakes and asks for help if they need it.	Shows a lack of focus on safety and wellbeing in their day-to-day work.
	Raising concerns	Encourages others to raise concerns about safety or attitude.	Speaks up every time standards on safety, care or dignity are not met. Welcomes feedback.	Keeps concerns to themselves, and rejects feedback about their own behaviour.
	Communication	Seeks ways to enhance understanding of information being communicated to meet people's needs.	Keeps people informed and gives clear explanations in ways people can understand.	Doesn't give people the information they need. Uses jargon inappropriately.
	Teamwork	Encourage others to contribute and demonstrates better ways of working within and across teams.	Works as part of a team. Co-operates and communicates with colleagues. Values other people's views.	Excludes others and works in isolation.
	Reassuringly professional	Is constantly aware that what they say and do affects how safe other people feel.	Is calm, patient and puts people at ease. Takes pride in their own appearance and our environment.	Passes on their negativity/stress. Is critical of other teams or colleagues in front of others. Displays unprofessional appearance.
Kind I always take care of the people around me	Welcoming	Goes out of their way to make people feel welcome.	Is polite, friendly, makes eye contact, smiles where appropriate and introduces themselves. 'Hello my name is...'	Ignores or avoids people. Is rude or abrupt, appears unapproachable/moody.
	Respectful	Applies a broader understanding of the diverse needs of patients/colleagues. Supports others to be themselves.	Treats everyone as an equal and valued individual. Acts to protect people's dignity.	Ignores people's feelings or pain. Makes people feel bullied, belittled or judged.
	Helpful	Thinks about the needs of others. Goes the 'extra mile' for other people.	Is attentive and compassionate, helps people who need help, or finds someone who can. Never walks by.	Makes people feel like a burden: 'It's not my patient / job / problem'.
	Listen	Makes time to listen to people even when busy.	Listens to people in an attentive and responsive manner.	Disinterested, dismissive or talks over people.
	Appreciate	Goes out of their way to make people feel valued for their efforts and achievements.	Encourages people's efforts. Notices when people live up to our values, says thank you.	Doesn't notice or appreciate people's efforts.
Excellent I'm always looking for a better way	Aiming high	Their positive attitude inspires others to achieve the highest levels of quality.	Always aims to achieve the best results.	Accepts mediocrity or moans without looking for solutions.
	Improving	Helps others to find creative solutions to problems and shares good practice.	Suggests ideas for better ways of doing things and looks for opportunities to learn.	Resists change: 'we've always done it this way'.
	Responsible	Shows enthusiasm and energy to achieve excellent results.	Takes responsibility and has a positive attitude.	Avoids responsibility. Blames or criticises others.
	Timely	Always respects the value of other people's time.	Is on time, efficient, organised and tidy. Apologises and explains if people are kept waiting.	Misses deadlines or keeps people waiting, without explanation/apology.
	Makes connections	Helps others to understand how services connect.	Thinks beyond their own job and team to make things easier for people.	Focuses on their own department needs to the detriment of the people they serve.

Together-Safe | Kind | Excellent