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| **Job Title:** | Volunteer Dementia and Delirium Champion |
| **Hours of Volunteering:** | 2/3 hour per week over 26 wks |
| **Location:** | C4,G6, C6, F6, G4,C8,D8 and EAU5 |
| **To whom responsible:** | Voluntary Services managerWard Manger/ nurse–in-charge(staff) Dementia & Delirium (D&D)ChampionDebbie/ Catherine Price will ideally conduct volunteer local induction*(Local induction will include information on Falls Audit on wards – but just for info, vols do not get involved in audit)* |
| **Job summary:** | To enhance the quality and comfort of the patients stay. Focusing on working with patients with dementia as directed by nurse in charge or D&D champion. Use of appropriate tools and resources. |

**Key duties and responsibilities:**

* Recognising who has dementia by identifying their blue wristband or the Forget me not symbol on safety board behind bed space or ‘What’s important to me’ or Yellow chrysanthemum symbol on bed board (this to indicate patient has a delirium)
* Give out leaflets to relatives and carers
* Use RITAs – following training (RITA = Reminiscence Interactive Therapy Activity systems)
* These volunteers would also have access to our Volunteer Services reminiscence boxes and could bring these up to use with patients on request

**Improving the patient experience by:**

* Spending time listening to patients and chatting
* Running errands on behalf of patients – e.g. purchasing items from the shops
* Engaging in appropriate activities eg using activity boxes; dementia boxes, and dementia activity packs
* Using RITA
* Reading for patients
* Add to the “What’s important to me “ document on the patient’s bed

**Helping at mealtimes**

* Liaise with nurse in charge to determine if the patient requires particular help ( volunteers MUST NOT feed patients unless trained to do so)
* Offering patients a hand wipe before and after meals
* Ensuring patients can reach their meal comfortably ( alerting staff if patient needs repositioning, as must not assist with any moving and handling of patient)
* Opening any packaging as required
* Cutting food into manageable pieces
* Assisting patients to access drinks for example giving out and filling water jugs as directed by staff
* Helping with the drinks menu
* Providing encouragement at mealtimes
	+ Ensuring patients are continuing to eat meal
	+ Clearing table of debris ready for the meal
	+ Using blue crockery for those with dementia

**End PJ Paralysis**

* Liaising with sister/nurse-in charge or D&D champion to determine which patients to work with at the beginning and throughout shift
* Encouraging patients to get dressed out of PJs and get out of bed (cannot assist with dressing)
* Take a short walk (to day room/ along ward corridor and encourage to engage with items from dementia/activity box) – cannot assist with mobilising. But can push a wheelchair if training has been provided
* Engaging in appropriate activities – dementia and activity boxes – whether in the day room or in chair beside bed – i.e. not in bed

**Dementia boxes**

* Check contents of dementia boxes to ensure they are complete
* Report any items missing/damaged to staff
* Tidy box ready for next use

**General Assistance**

* Assisting in maintaining a tidy environment by tidying cupboards/tables and areas
* Alongside a member of Volunteer Services staff, if required the volunteer would be happy to participate in promotional events whether on or offsite

**Useful Skills/ Qualifications**

* Undertake Basic dementia awareness training – which will:
	+ allow the volunteer to know how to engage with people with dementia
* Volunteers to sign post to further information (e.g. D &D Champion on the ward)
* Undertake RITA training
* Following training use Dementia software on laptop/mobile computers to engage with patients
* Undertake 2x D&D study days per annum (= 4 hours)
* Online training around mealtimes and food (not feeding training)
* Use the “What’s Important to me” board to help with communication with the patient – and feedback to staff on ward
* Excellent communication skills
* Ability to work independently and as part of a team
* Confident to approach and engage with patients with dementia
* Comfortable in a ward environment

**Health and Safety**

**Volunteers must:**

* Undertake all necessary training
* Adhere to role boundaries
* Refer to staff for direction and to hand over necessary information

**Uniform**

* Volunteer ID badge and lanyard
* Bare below the elbow
* Closed toe shoes
* Red volunteer apron and dressed appropriately to avoid embarrassment to self, patients or visitors

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| Volunteer signature:Print name:Date: |

