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| Role: Ward helper |
| Purpose: This is a very popular role as it provides patient contact and a good insight and experience of working in a hospital. The role provides the ward with an extra pair of hands, assisting with non-clinical tasks such as chatting to patients, distributing meals, making drinks and running errands for staff and patients. There are a variety of wards to volunteer on. Volunteering shifts are available on weekdays (morning or afternoon), evenings and also weekends, depending on your availability. |
| Duties (what you will be doing):* Providing patients and families and friends of patients with tea, coffee and other refreshments;
* Befriending: spending time with patients who do not have many visitors. This could include playing games, reading or any other activity;
* Ensuring patient water jugs are full;
* Taking samples to the laboratory;
* Escorting patients to different departments within the hospital for bloods tests, scans and x-rays as instructed by medical staff;
* Help with preparing patients for breakfast, lunch, dinner and snacks
* Chatting to patients and visitors – supporting a welcoming environment
* Support the nurse with pharmacy collections
* Tidying up any day room – but not cleaning
* Helping with H.O.M.E.

**H**ydration and nutrition: work with patients who need encouragement to eat and drink, helping them with food choice, sitting and engaging them at meal times**O**ut of pyjamas: identify patients who are not dressed in their own clothes, discuss and encourage them to change and where this is agreed arrange time with the clinical staff for this to happen.**M**ovement: helping patients stay mobile and active by e.g. helping them out of bed and into a chair, walk with them (or push them in a wheelchair) to the Day Room etc. as directed by the clinical staff**E**ngagement: Engaging with patients in a variety of ways including by e.g. reading, playing board games, puzzles, taking them to the Medicinema or to performances in the atrium |
| Boundaries (what you won’t be doing):* No clinical care of patients
* No patient feeding
* No personal care (e.g. toileting or getting patients changed)
* No cleaning
* No lifting of heavy equipment
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| Time commitment: * Volunteering shifts are available on weekdays (morning or afternoon), evenings and also weekends, depending on your availability and the particular ward
* You are expected to commit to one shift of at least a 3 to 4 hours per week for a period of at least six months
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| Location:Chelsea and Westminster Hospital, 369 Fulham Rd, London SW10 9NH  |
| Requirements of the role:Age: You must be 16 years or older to volunteer in this roleAccessibility: This role is accessible to people with wheelchairs or who have other mobility issuesAs a volunteer you will embody the Trust’s values:* Putting patients first
* Responsive to, and supportive of, patients and staff
* Open, welcoming and honest
* Unfailingly kind, treating everyone with respect, compassion and dignity
* Determined to develop our skills and continuously improve the quality of care

Skills and other requirements:* You must be self-motivated; with an ability to think on your feet and work independently
* You must be punctual and dependable
* You must have a professional and friendly demeanour
* You must be flexible and eager to learn

Pre-placement checks and training:* You must have an enhanced criminal record check (DBS) for this role. If you do not have one already then we can organise and pay for one.
* This role requires that you have certain immunisations and you will need to complete a health declaration form – we will discuss this with you when you apply.
* You will receive a core volunteering induction.
* You will also receive a local induction and orientation. This will include any training that is relevant to perform your tasks on the specific ward.
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| Supervisors: Your supervisors are the people you will see day-to-day during your shift. Because shift patterns vary you will see different people depending on your shift. Please report to the nurses’ station when you arrive for your shift and you will be supervised from there.Champion: Someone more senior who is our main link in the ward. |
| Personal development:You will gain experience of working in a busy hospital environment and frontline patient care. Your support will make a real difference to our patients. You will develop communication and team-working skills. |