

# Hospice Orientation Training



The Prince & Princess  
of Wales Hospice

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Scottish registered charity SC012372

# Volunteering with the hospice



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# Why volunteer?



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- Be part of your community
- Increase self-esteem
- Learn or develop a new skill
- Sense of achievement
- Give something back
- Meeting a diverse range of people
- New experiences, interests and hobbies
- Boost career options
- Have fun



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# Volunteering with the hospice



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Supporting and enhancing the work of our staff, we have volunteers supporting many different areas

Quite simply we could not provide many of our services without this vital ingredient in our holistic approach to care



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# Areas of volunteer involvement



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# Volunteers behind the scenes



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- Administration duties
- Fundraising duties, counting donations
- Event preparation
- Meet & Greet
- Day services
- Family support
- Gardening
- Walk leaders
- Housekeeping
- Therapets
- Complementary therapy



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# Our commitment



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The hospice aims to encourage, develop and support volunteer involvement in its work, in which volunteers are already important stakeholders.



In doing so the hospice recognises that the roles of volunteers will complement and not replace the roles of paid staff members.

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# Induction to volunteering



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- Area of work, introduction to team, role description
- Training
- Communication, information folders, email updates
- Tour of premises, toilets, refreshment areas and lockers
- Volunteer handbook and agreement
- Badges / Photographic identification
- Contact information, cancelling / rescheduling shifts
- Safe driving into the hospice parking
- No smoking, outside the main gate

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# Hospice Orientation Training



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## Fire Prevention Awareness and Responsibilities for Volunteers

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# The aim of this session



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- To keep fire awareness a priority of everything we do to ensure a safe environment for patients, staff, volunteers and visitors
- To ensure all volunteers know their role and responsibility in terms of fire awareness and prevention
- To provide information and training relating to our new Hospice



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# Fire procedures

The importance of raising the alarm is key



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- Fire alarm tested at 11am on a Wednesday
- Fire panel at reception
- Mimic panels - location
- 2 phase evacuation
- Fire extinguishers
- On hearing the fire alarm at any other time please leave the building by your nearest safe exit
- Front of House staff will telephone fire and rescue services during office hours
- Monday – Friday 8.30am - 5pm
- Porter will telephone the fire and rescue services out with office hours, weekend and bank holidays
- Fire checks carried out by night porter
- Red box with contact details and mobile numbers kept at reception



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# Fire procedures



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- The sound of the fire alarm (spoken message)
- Monitoring contract in place
- Disabled access refuge
- Evacuation chairs
- Key staff carry a red pager linked to fire panel
- All staff and volunteers with no responsibilities to evacuate using the nearest safe exit



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# Fire exits



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HOW DO YOU EXIT THE BUILDING IN THE EVENT OF  
AN EVACUATION ?

- Do you know where your nearest fire exit is?
- Do you know where the assemble point is?



# Specific responsibilities



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Do you know yours?

- IPU staff
- Day services
- Medical team
- Front of house
- Porters
- Kitchen
- Housekeeping
- All other staff and volunteers



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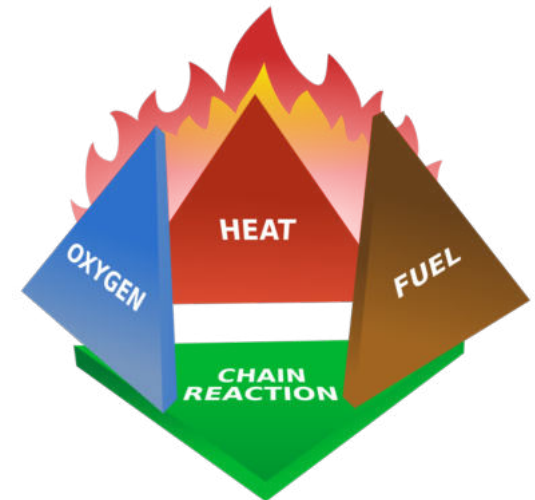
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# Fire prevention and awareness



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- Planned preventative maintenance programme
- Daily checks and reporting
- Fire risk assessment
- Fire detection /sprinkler system / extinguisher's
- Call points
- Fire suppression system in kitchen
- Good housekeeping
- No smoking policy



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# In summary



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- Fire awareness is everyone's responsibility
- Raise the alarm
- Know your escape route
- Know your responsibilities
- Know your limitations



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# Evacuation chair



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## Health and Safety Session for Volunteers

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# Aim of this session



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- To ensure volunteers understand the importance of Health & Safety and Security
- Understanding first aid
- Understand importance of good hand hygiene
- To ensure volunteers understand individual responsibilities in occupational health and safety

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# Health & Safety



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## The Health & Safety at Work Act 1974

- Regulations
- Responsibilities
- Reporting



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# Security within the Hospice



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- CCTV
- External lighting
- Gates
- Front door locked after 6pm
- Parking
- Fobs
- Intercom systems
- Panic button under reception desk
- Sister Gilmore



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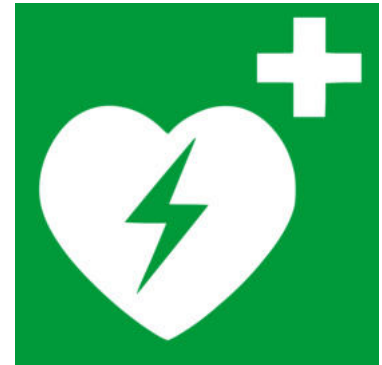
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# First aid



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- We have 2 defib's
- We have 5 first aiders in the building
- We have 6 first aid boxes and location



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# Hand hygiene



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The single most importance thing we  
can do in the prevention of cross  
infection  
Following theses simple steps will  
encourage good hand hygiene

## How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB

Duration of the entire procedure: 40-60 seconds

- 0 Wet hands with water;
- 1 Apply enough soap to cover all hand surfaces;
- 2 Rub hands palm to palm;
- 3 Right palm over left dorsum with interlaced fingers and vice versa;
- 4 Palm to palm with fingers interlaced;
- 5 Backs of fingers to opposing palms with fingers interlocked;
- 6 Rotational rubbing of left thumb clasped in right palm and vice versa;
- 7 Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;
- 8 Rinse hands with water;
- 9 Dry hands thoroughly with a single use towel;
- 10 Use towel to turn off faucet;
- 11 Your hands are now safe.



World Health  
Organization

Patient Safety  
A World Standard for Safer Health Care

SAVE LIVES  
Clean Your Hands

1/16/2016

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# When not to volunteer!



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- Diarrhoea and sickness
- FLU / swine flu
- Shingles
- Chicken Pox



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## GDPR

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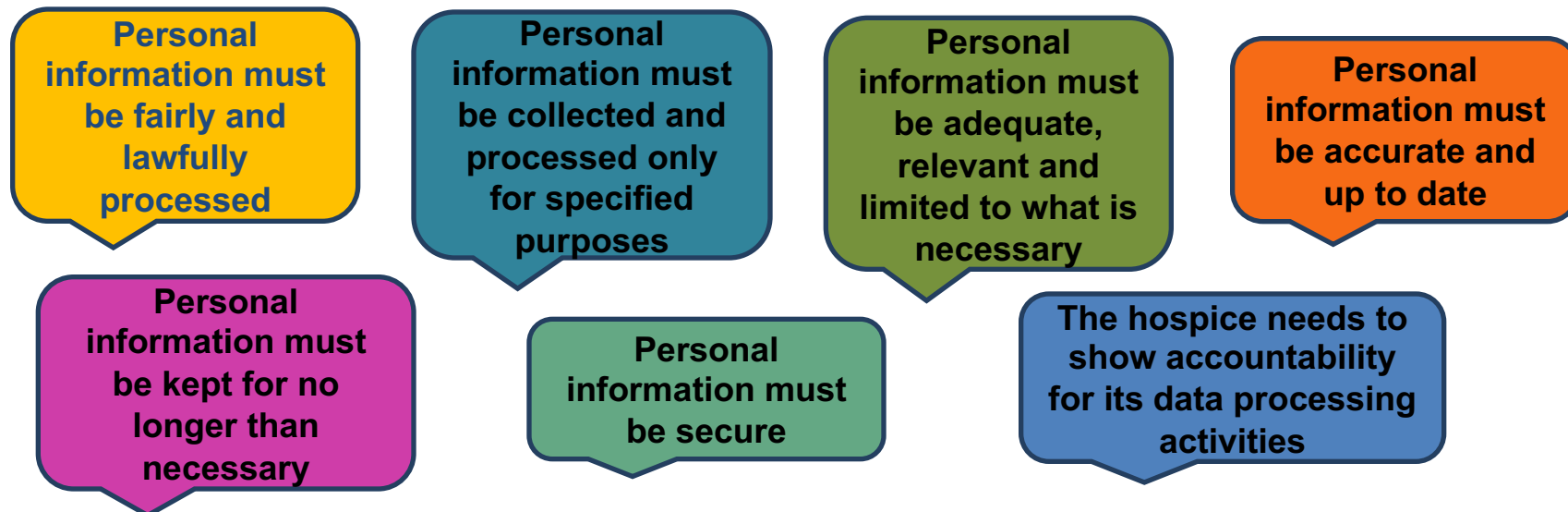
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# GDPR



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Everyone working in the hospice must adhere to data protection regulations when collecting, processing and storing the personal information of supporters, staff, volunteers and service users



We must protect the personal data of individuals. The inappropriate use of personal information of an individual could cause harm or distress to that individual, as well as leading to financial repercussions for the hospice and damage to its reputation

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# Security



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Please make sure data is secure, whether online,  
on a system or a hard copy

Only share information  
with authorised  
individuals when it has  
been permitted

Have a healthy sense  
of paranoia. If  
something doesn't look  
right  
flag it up

If you did something  
you shouldn't have,  
own up as quickly as  
possible to limit the  
damage

Lock your computer  
when you leave your  
desk

Do not hold on to data  
unnecessarily  
- no hoarding

Ask your manager for  
advice on disposing of  
information securely

**Our Data Protection  
Officer is  
Phil Calderwood in  
Supporter Relations**

A privacy policy explains what data we collect  
and how we will use it.  
Our supporter and service user privacy policies are  
available at [www.ppwh.org.uk/privacy-policy](http://www.ppwh.org.uk/privacy-policy)  
Our staff and volunteer privacy policies  
are available from HR

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## Adult and Child Protection

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# Adult support and protection



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## PPWH underpinning values

- Every adult has the right to be protected from all forms of abuse, neglect and exploitation
- Welfare and safety of the adult takes primacy in relation to any enquiry
- Every effort is made to enable the individual to express wishes and make own decisions
  - **Our commitment**
- PPWH aims to support and protect anyone who receives a service from us
- We are committed to the protection of adults at risk of harm, safeguarding and promoting their interests and wellbeing

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# Child welfare and protection



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## PPWH principles

- It is everybody's business to make sure that our children are safe
- They have the right to be protected from abuse or neglect of any kind - abuse, neglect and exploitation often happen in secret
- A child centred approach is the most effective way of ensuring the well being of Child and Young Person
- Child welfare and protection should be seen in the wider context of supporting the whole family's needs and therefore hospice policies should take account of their impact on the whole family

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# Roles and responsibilities



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- All staff and volunteers responsible
- Communicate with Line Manager
- Not alone / support available within organisation
- Importance of self care

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## Hospice Services

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# Out patient services



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## *What do we offer?*

Clinics, Outreach, Day Services, Rehab, Art, Complementary Therapy, Hairdressing, Chi Gung, Young Adult Group, Walking Group, Befriending

## *Who is the service for?*

Anyone with a life limiting illness from the age of 16.

Carers of Hospice patients

## *How do you obtain the service?*

Patients are referred by, consultants, G.P.'s, CNS's, or any health professional professional involved in their care. They can also self refer back to the service.

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# Family support services



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Who we are and what we do

- Chaplaincy
  - Counselling and bereavement support
  - Social Work
  - Butterfly Service
  - Training and advice
- 
- Bereavement support for children, young people, adults, one to one and groups
  - One to one counselling for patients, carers and those who are bereaved
  - Chaplaincy support: visits with patients every day, will also conduct weddings and arrange funerals
  - Social Work: Power of Attorney, Wills, and future child care plans
  - Butterfly Service: range of supports for children, young people their parents and main carers before and after bereavement
  - Training and advice for external organisations

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# Participation at the Hospice



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## Hospice Participation

Started July 2017

- Have 2 groups concerned with feedback and engagement and influencing services and change.
  - Steering group (staff)
  - Forum (patients, families, volunteers other interested parties)
- Developed Hospice Participation Strategy
- Hospice Feedback during open days
- Developing Hospice Leaflet
- Universal approach to feedback 'You Said We Did'

Community Engagement newer concept.

- Developing Community Engagement Volunteer Role
- This role is primarily about supporting people on a local level: raising awareness of the service offerings, assisting with events, and improving engagement with the community.
- Year long calendar of engagement both within the hospice and within community
- Part of national and local events e.g Glasgow Mela/Pride

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# Education



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## Education in and beyond the Hospice

- Our in-house education and training programme is central to the development of our staff and volunteers. The development of our workforce is key to our specialist unit, and we endeavour to give the best care, and provide the best service possible
- We also have a commitment to provide educational programmes for other professionals within the Greater Glasgow and Clyde environment through one off study days, links with universities and by offering placements to a variety of staff

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# Community



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## Who we are

- One team leader, four clinical nurse specialists, one staff nurse
- Medical consultant and specialist
- Rehabilitation team

## What we provide

- Supportive care to help the patient remain at home
- A link between hospice and community services
- Seven day service
- Support to external clinics

## Role and support

- Symptom management, emotional and psychological, practical and social, family and carer, spiritual, bereavement

## Who we work with

- Wider hospice services
- GP's and district nurses
- Community social work teams
- Hospital teams

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# Retail



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- 17 Shops throughout Glasgow
- Serve 5000 customers per week
- Sell clothing, furniture, electrics, media, bric-a-brac
- Also sell a range of new goods
- Storage Unit where we sort through donated items
- Also sell items on Ebay, Gumtree and other online platforms



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# Thank you



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