

The Hillingdon Hospitals NHS Foundation Trust

Ward Companion



The Hillingdon Hospitals Foundation Trust Volunteers are a really important part of the team at the Trust, working across our sites, helping us do more.

At Hillingdon and Mount Vernon, giving your time helps make a big difference to our patients' lives. Having volunteers enables us to do more, whether that is time to spend with patients, or helping give our teams extra capacity.

Volunteers are vital in helping the Trust deliver the highest quality healthcare possible to our many patients.

Volunteering is also an excellent opportunity for people to give back to their local hospital and to help make a real difference.

What we expect from you:

- Commitment of at least one shift per week, for a minimum period of six months.
- Participation in the training relevant to your role and confidential discussion of any reasonable adjustments required to meet your needs.
- Full compliance with your training and relevant hospital policies including: Infection Control, Health & Safety, Fire Safety, Security, Confidentiality and others as required.
- To live our CARES values through your volunteering role at The Hillingdon NHS Foundation Trust: Communication, Attitude, Responsibility, Equity and Safety.

Why we want you

The Ward Companion role is a service provided by volunteers who offer one-to-one companionship and support to people who are in our hospital. Volunteers provide companionship and emotional, practical support and help with activities, signposting and information to the patient and their families.

What you will be doing

- Pro-actively befriending patients, their relatives and visitors.
- Escorting patients to other parts of the hospital, as directed by senior staff.
- Assisting with activity sessions, which could include arts and crafts, puzzles and crosswords.
- Assisting with providing hot or cold drinks and snacks, in consultation with staff.
- Assisting with patient correspondence on wards (e.g. Letters for Loved Ones Communication).

- Completing shopping for patients. Shopping request forms must be completed by the patient before taking any money. This is essential to avoid misunderstandings.
- Reporting to the nominated contact (Ward Sisters/Nurses) on arrival.
- Encourage patients to complete surveys, comments card which seeks feedback about the hospital stay.
- Complete activity sheets to record activities.
- Helping patients manage the hospital entertainment system. Topping up on credit and taking requests for the hospital radio.

The skills you need

- To have excellent listening skills, be empathetic and non-judgemental.
- To be confident when communicating with patients, relatives, staff and members of the public, including in the use of smart phones/devices.
- Willing to treat all people with politeness, dignity and respect.
- To accept supervision and recognise when to refer issues and questions to Trust staff.
- Understanding the importance of confidentiality and following procedures.
- Ability to work on own initiative and as part of a team.
- Reliable and punctual.
- Available to volunteer for a minimum of 3 hours a week.
- Able to follow instructions.
- Calm and composed.
- Able to liaise with professional staff at all levels.
- Flexible and responsive – able to think on one's feet and to change activities quickly throughout a shift.

What's in it for you

- Satisfaction of assisting others and providing an invaluable service to the Trust and community.
- An opportunity to develop personal skills and experience.
- An opportunity to share your own skills and experiences.
- Insight into the workings of a hospital.

Other information

Minimum age 18

Hospital based, Field Heath Road, Uxbridge, UB8 3NN

How to Apply

An H4ALL application form MUST be completed. We require two references.

To obtain an application form:

- Visit www.h4all.org.uk and download or print an application form
- Email volunteerhub@h4all.org.uk to request an application form to be sent to you by email or post
- Send your fully completed application form by:
- Email to volunteerhub@h4all.org.uk
- Post to H4ALL, Volunteer Development Team, Key House, Yiewsley, UB7 9BQ

! You will go through a further Hillingdon Hospital process in application for this role.

Disclaimer

COVID-19 Guidance. All roles should be risk assessed and mitigation put in place to minimise risks. The latest Government advice should be taken into account particularly for groups of people considered clinically vulnerable. Check Gov website. Volunteers advised to shield or who are self-isolating should be supported to stay at home and can volunteer remotely if appropriate/possible. All volunteers must be made aware of the need to stop volunteering should they feel unwell and to follow the latest government and NHS advice for the public especially regarding COVID-19 symptoms. Training, guidance and induction to be provided via e-learning or virtual technology where possible. To reduce risk of transmission, Response Volunteers shouldn't enter wards or clinical areas where at all possible– if running items to and from wards (e.g. pharmacy running), bring items to ward entrance forward staff/volunteers to collect. If direct patient contact is included, such as escorting patients where social distancing cannot be adhered to, then volunteers must be provided with the required levels of PPE in line with staff provision and following PHE guidance. If PPE required, volunteers must be trained in the usage, donning, doffing, and disposal of PPE in line with PHE guidance.

