

South London and Maudsley



NHS Foundation Trust

**VOLUNTEER
INFORMATION
AND
POLICY
PACK**

Welcome

INTRODUCTION

Welcome to the South London and Maudsley NHS Foundation Trust. This pack provides an introduction to the Trust and information relating to your role as a volunteer.

We hope you find the information helpful, if you have any queries please contact the volunteer manager responsible for your placement.

ABOUT THE TRUST

We provide the widest range of NHS mental health services in the UK. We work closely with the Institute of Psychiatry, King's College London, and are part of King's Health Partners Academic Health Sciences Centre. King's Health Partners Academic Health Sciences Centre (AHSC) involves three NHS Foundation Trusts and a leading university. As well as South London and Maudsley NHS Foundation Trust, the partnership involves Guy's and St Thomas' NHS Foundation Trust, King's College Hospital NHS Foundation Trust and King's College London.

We provide services to people living in the London Boroughs of Bromley, Bexley, Croydon, Greenwich, Lambeth, Lewisham, Southwark and specialist services in Kent and Medway.

We provide care and treatment to help people recover from mental illness. But we don't just focus on treating illness. We also offer advice and information about how people can look after their own mental well-being and stay healthy. We offer recovery focused services which are a central component to making health services fit for the twenty-first century. Our aim is to provide the best possible care for the people who use our services. We constantly monitor and measure the quality of care we provide, and we are always looking for ways about how we can do things better. Most important of all, we receive feedback from the people who use our services.

Our aim is build relationships based upon five commitments:

- (1) to be caring, kind and polite
- (2) to be prompt and value your time
- (3) to take time and listen to you
- (4) to be honest and direct with you
- (5) to do what I say I'm going to do.

INDUCTION AND TRAINING FOR VOLUNTEERS

Induction

All volunteers will receive a general induction when they join the Trust which will provide guidance on their role as a volunteer and a general introduction to the Trust. This will be followed by a local induction at the location of the placement whereby the volunteer will have an opportunity to meet service users and staff. They will be informed about the team's service and health and safety within the area.

Training

All volunteers will be required to attend a training course which will cover - volunteering with the Trust; mental health issues; communication skills; confidentiality and boundaries; safeguarding vulnerable adults.

Volunteers are required to attend other training agreed as relevant and necessary by the voluntary services team member responsible for your placement.

All volunteers have a responsibility to undertake essential training and to identify any additional training needs they may have in order to fulfil the duties of their role effectively. The Volunteer Services Development Manager is keen to hear your ideas on training. If you have any suggestions about additional areas that will support your voluntary work, she will be pleased to talk to you about them.

SUPPORT AND SUPERVISION

You will have access to regular volunteer meetings and supervision. These give you an opportunity to review your voluntary work and meet volunteers placed in other settings.

VOLUNTEER EXPENSES

Travel

Volunteers will be reimbursed for all reasonable transport costs incurred when volunteering. Volunteers are advised to keep all tickets when using public transport. Volunteers making multiple journeys are advised to purchase a day bus pass or travel card. All claims need to be recorded on the appropriate claim forms.

Other Expenses

The volunteer may claim reasonable expenses when accompanying a client to a cafe or cinema or other public place. The client will be required to pay for his/her own expenses.

Claiming Expenses

Volunteers are advised to claim expenses on a regular basis where possible.

The above are the general protocols for claiming volunteer expenses in the Trust. Different volunteer projects will have local guidelines for reimbursement of befriending expenses.

BRIEFING ON ACTIVITY

All volunteers will receive a briefing describing their volunteer role prior to commencing their placement. It will set out clearly what you are authorised to do as a volunteer, and may also specify things you should not do. It is important to work within the terms of the activity description, as otherwise you may be putting yourself and others at risk.

If you have any concerns or queries about any aspect of the terms of your role, please discuss these with the member of staff supporting your placement, or with your volunteer manager.

CONDUCT

The Trust expects volunteers to:

- treat all service users, staff and other volunteers with respect and dignity
- promote the independence and individuality of service users
- keep within their boundaries of the agreed voluntary role

Confidentiality

Any information relating to the business of the Trust or of the users of the service must not be discussed outside Trust premises or with non-Trust personnel.

Money and Gifts

Many of the users of our services are vulnerable. The following guidance is for their protection as well as your own as a volunteer.

Borrowing Money from Users

Volunteers are prohibited from borrowing money from a client. If financial difficulties are affecting your ability to volunteer, you should contact volunteer staff.

Taking Responsibility for a User's Finances

Volunteers should not take any responsibility for a client's bank account, pension or any other aspect of that person's finances.

Responding to Requests for Financial Advice

Under no circumstances should you give financial advice to a user of the Trust. If the advice is needed, refer the client to an appropriate agency.

Offers of Money or Gifts

Volunteers should politely but firmly refuse money or expensive gifts. It is recommended that smaller gifts (up to the value of £5) should be also discouraged.

(If you have any concerns please speak to your volunteer coordinator or your supervisor)

Commitment

This area of voluntary work demands a high level of commitment so volunteers must give careful consideration before accepting a placement. They should let staff know if they are not able to attend and give notice when they are leaving a placement.

Personal Information

Volunteers are encouraged not to disclose home telephone numbers or addresses to clients.

Identity Cards

Arrangements will be made for the issue of photo-identity cards for volunteers when they are required for work on Trust premises. If you cease to work for the Trust, your ID must be returned to the Volunteer staff for security reasons.

General

The Trust reserves the right to discontinue the association with a volunteer, if they have concerns over that volunteer, or the volunteer manager and staff member supervising the placement decide it is in the best interests of the Trust to end any volunteer's involvement with the Trust.

Any relationship with which a volunteer may have doubts or difficulties must be discussed with the staff member supporting the placement and the volunteer manager, so that guidance and help can be given at an early stage to help maintain the relationship at an ethical level.

South London and Maudsley Trust

VOLUNTEER TERMS OF ENGAGEMENT

- You agree to become a volunteer at the South London and Maudsley NHS Trust.
- You will from time to time be authorised to undertake particular work and you agree to act within that authorisation. The Trust will provide training, supervision and a reference for you.
- You are required to comply at all times with the relevant Trust and departmental policies and procedures.

- The Trust has an obligation under the Health and Safety at Work Act, 1974, and the Fire Precautions Act, 1971, to provide safe and healthy working conditions. You are required to comply with the terms of the Act and to take reasonable care for the health and safety of yourself and others.
- During the course of your voluntary work you may have access to confidential information. Under no circumstances should you disclose this information to any unauthorised person. Any breach of this precept may result in the termination of your engagement as a volunteer.

- As a volunteer you are expected to respect clients' values, beliefs or wishes. You are required to be aware of this at all time and should not attempt to impose your own thoughts or ideas.

- The Trust does not take responsibility for personal articles whether lost or damaged on Trust property or otherwise in the course of your duties.

- Trust will provide insurance under its employers' liability arising from the performance of your voluntary duties. The Trust, however, is not insured against any liability or claim that arises from your acting outside the confines of your voluntary role.
- You are not entitled to remuneration. The Trust will reimburse appropriate and reasonable travel expenses incurred in the course of your voluntary duties.
- **These “Terms of Engagement” do not constitute a contract of employment.**
- The Trust reserves the right to discontinue this engagement without notice in the event of misconduct and with or without notice if, in the opinion of the Trust, this would be in the best interests of the Trust or yourself.

I am prepared to abide by the terms and conditions outlined above and undertake to work within the boundaries of the role of the volunteer

Name

Signature

Date

Name

Signature

Date

EQUALITY OF OPPORTUNITY

Statement of Intent

The Trust accepts a responsibility to provide equal opportunities in its services for patients, staff and volunteers. It acknowledges that the society it serves is multi-cultural and multi-racial. The trust aims to ensure that no patient, member of staff or anyone else associated with it receives less favourable treatment for any reason. Patient services should be appropriate relevant and sensitive; the Trust does not tolerate discrimination and monitors equal treatment on a regular basis. It expects the commitment and goodwill of all those involved with the Trust to make the Policy effective and successful.

Aims

The Equality Act 2010 came into force on 1st October 2010. It aims to simplify equalities legislation by harmonising and simplifying previous discrimination law into one more consistent framework, while at the same time extending discrimination protection.

The Trust recognises that discrimination and prejudice exists both individually and institutionally and people are most commonly disadvantaged by discrimination on the grounds of age, disability, sex, gender reassignment, pregnancy, maternity, race (which includes colour, nationality and ethnic or national origins), sexual orientation, religion or belief, or because someone is married or in a civil partnership. Under the Equality Act 2010, discrimination against any of these ‘protected characteristics’ is unlawful.

The Equal Opportunities Policy is to ensure that no user of its services, employee or volunteer receives less favourable treatment on grounds such as:-

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief

- Sex
- Sexual orientation

Other key changes to legislation are:

1. The extension of the forms of unlawful discrimination and protection to include treating someone unfavourably because they are **associated** with a person with a protective characteristic (e.g. a carer) or because it is **perceived** that they have protected characteristic.
2. The extension of employers' liability for third party harassment.
3. Extensions and the introduction of new forms of protection for disabled people including new protection from indirect discrimination and the introduction of the concept of 'discrimination arising from disability'.

HEALTH AND SAFETY

There is a common law duty of care to ensure the health and safety of staff, volunteers and service users. Volunteers on the Peer Support Project have a duty of care for service users with whom they are matched.

Volunteers are subject to the regulations of the Health and Safety at Work Act, which means that if, while doing your voluntary work, you have an accident or see a potential accident, you must report it to the member of staff in charge and the Coordinator.

SLaM has a lone working policy which applies to volunteers as well as staff. See Appendix B of the policy for safety on community visits.

Personal Safety

We do not expect volunteers to accept hostility, violence, threats, harassment, propositioning or intimidation whilst volunteering.

You will receive a briefing and guidelines on safe systems of volunteering.

You should report all incidents immediately to a member of the staff and the project coordinator. We will then act on your behalf.

10 Key Personal Safety Guidelines (from Mentoring and Befriending Network)

1. Make sure your project knows your whereabouts
2. Plan for your own safety
3. Familiarise yourself with the area in which you will be working
4. Present yourself appropriately in various contexts (eg. dress)
5. Communicate any concerns to your coordinator
6. Make sure your mobile phone is fully charged and easily accessible
7. Carry your ID badge with you at all times
8. Follow the guidelines laid down by the project
9. Trust and listen to your instincts

INSURANCE & LIABILITY

Injury whilst working for the Trust

All the Trust's staff and volunteers are covered by insurance against personal injury whilst acting in the course of their activities for the Trust. This does not include injuries occurring outside your authorised Trust activities, so you must make careful note of the work you are requested to do, and must not take on an additional role without first consulting your volunteer manager. Nor does it absolve you from a duty of care for your own safety.

Protecting yourself

So long as you do not use any more force than is necessary you are entitled by the law to protect yourself. Unless excessive force is used you will not commit a criminal offence under the Criminal Law Act 1967, S3(1) of which provides that "anyone who is liable to be injured by an assault on their person may use reasonable force to protect themselves." Similarly a civil claim for damages cannot be brought against you if you simply take reasonable steps to protect yourself.

Consumer Affairs

It is the intention of this Trust to provide the type of health care which is responsive and sensitive to the needs and expectations of individuals, their families and groups taking particular account of social, cultural and economic backgrounds.

It is also the objective of the trust to preserve the dignity, independence, integrity and individuality of each person. The Trust will encourage the involvement of families and friends and actively pursue responses from users and their families and friends.

The Trust wishes to provide a responsive service and therefore:-

- recognises the rights of individuals to complain if dissatisfied;
- will publicise those rights;
- will respond appropriately to all complaints

The Trust is committed to promoting Patient Advocacy, to enable the consumers of the service to express their individual rights when they consider it necessary.