



Pennine Care
NHS Foundation Trust

Volunteer handbook

Contents

Welcome	3
Thank you	4
About Pennine Care	5
Our values.....	6
Information for new starters.....	7
Feedback from our volunteers	8
Responsibilities to each other	9
Volunteer code of conduct	10
To help you in your role.....	11
Support and supervision	11
Reward and recognition	11
Dress code	12
Identification (ID) badge and lanyard	13
Policies	13
Training and development	14
Expenses	14
What to do if you know a service user, carer or staff member	15
Computer access.....	15
Using social media.....	16
Incidents	16
Volunteer Problem Solving Procedure.....	17
Freedom to Speak Up Guardian.....	17
Compliments, concerns and complaints	18
And finally... ..	18

Welcome

Firstly, welcome to Pennine Care. We are delighted that you have chosen to volunteer with us.

Our staff work tirelessly to provide the very best care to thousands of people every day. Some of the most talented people, many leaders in their fields, work for us so you are in very good company.

Our patients are at the heart of everything we do, but we are just as passionate about ensuring our staff and volunteers have a positive experience; recognising that a motivated and empowered workforce is key to delivering the highest quality of care.

You'll be expected to uphold our values and professionalism at all times and in return we will ensure that you receive the support you need, to flourish in your volunteer role.

Whether you have supported the Trust for a long time or are brand new, we really do appreciate what you do, thank you. We hope you feel proud to be part of Pennine Care and wish you continuing success in your time with us.

Thank you

Welcome to Pennine Care NHS Foundation Trust and your volunteer handbook. I would like to extend a warm welcome to you and hope that your time as a volunteer with us will be satisfying.

As an organisation we recognise the great value and enhancement that volunteers bring to our services. We are committed to presenting opportunities that are enjoyable and rewarding. I trust that your volunteer placement will provide an experience that offers you the chance to use your skills and expertise as well as learning and developing new skills and interests.

As with the service users and carers of our services, I hope volunteers will also take the opportunity to become involved in contributing to the continued development of our services.

This handbook will give you the information you need to start your volunteer placement, please take time to read it carefully. It will also give you a point of reference if questions arise once you have started volunteering. If you have any questions about the information then please contact the volunteer service.

I would also like to take this opportunity to thank you in advance for the time and support that you are about to offer to the services of the Trust.

Yours sincerely



Evelyn Asante-Mensah
Chair of Pennine Care NHS Foundation Trust



About Pennine Care

We're proud to provide mental health and learning disability services to a population of 1.3 million across Greater Manchester, including Bury, Oldham, Rochdale, Stockport and Tameside and Glossop. Our amazing staff, made up of over 100 different nationalities from across the world, care for around 100,000 patients every year.

Our mental health services provide care and treatment for people with mild to moderate conditions such as depression, anxiety or dementia, or more serious mental health illnesses such as schizophrenia, bi-polar disorder and more.

Our learning disability services provide specialist care and support for children and adults with a range of learning disabilities, complex and challenging needs.

We are also leading the way in many areas, such as child and adolescent mental health services, the Greater Manchester Crisis Care Pathway, Manchester Resilience Hub and services for military veterans.

The exact range of services we provide varies from place to place and you can find a full list on our online service directory at:

www.penninecare.nhs.uk/services

Our vision

A happier and more hopeful life for everyone in our communities.

Our mission

Maximise people's potential to live healthier and more rewarding lives and create a great place to work.

Our values

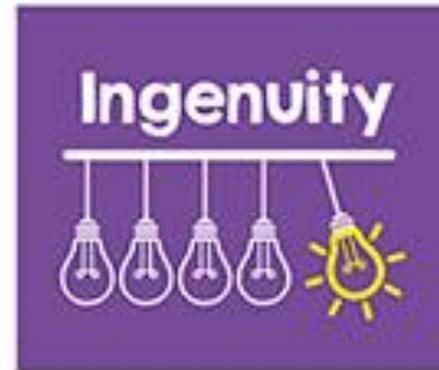
Our four values support our vision, shape our culture and contribute to our overall success. They determine our behaviour and are a golden thread from recruitment, to appraisals and to our decision making:



- We believe that care and compassion underpin everything. This means we:
- Support and care for the people we work with and for
 - Champion great team work
 - Always respect others



- We treat everyone fairly. This means we:
- Empower and involve others in decisions
 - Are accountable and honest for our actions
 - Work towards a fairer society by being inclusive and challenging stigma



- We are resourceful and innovative. This means we:
- Are creative and solutions-focused
 - Are curious to continuously improve
 - Enthuse and support people to bring about positive change



- We are courageous and ambitious for what we can achieve together. This means we:
- Aim high
 - Are tenacious and confident
 - Learn from mistakes

Information for new starters

You will have already attended the Trust Welcome Day where you received training and information about the Trust and its expectations of staff and volunteers.

Your supervisor will also conduct a local induction with you, focussing on policies and procedures to help you further understand how things need to be done.

Here is some more advice and information specific to volunteers:

Volunteering and DWP benefits

You are permitted to volunteer whilst claiming benefits though you should make your benefits office aware that you are volunteering. If you have any concerns talk to the volunteer service. If you require written confirmation from the Trust that you are volunteering and not receiving payment for your time, the volunteer service can provide this.

Unsure about volunteering?

Once you start your placement if you decide it is not for you or not what you expected, please contact the volunteer service to discuss what other opportunities may be available to you. If you do decide to no longer volunteer, please let the volunteer service know as soon as possible.

Insurance

Persons recruited by the volunteer service, volunteering directly for the Trust and working within the boundaries of their agreed volunteer role, are covered for Public Liability, Professional Indemnity and related risks by National Health Service Litigation Authority under the Trust's membership.

Feedback from our volunteers

We are proud of the volunteers in our Trust and of the volunteering opportunities we provide. We recognise that volunteering is a great way to give something back, learn new skills, improve health and wellbeing and, for some, it provides a pathway to employment. When we asked our volunteers about their experience with us, this is what they told us:

- Over 70% said their confidence or self-esteem has increased or greatly increased due to their volunteering
- Over 50% said their general health and wellbeing has increased or greatly increased due to their volunteering
- 60% believed their access to new contacts and networks increased or greatly increased
- Over 90% say they would recommend Pennine Care as a place to volunteer

Comments from and about volunteers

Volunteers are great help; it's always nice to have someone to talk to
Service user

My role has made me more aware of the vulnerable in society and how in a small way I can help
Volunteer

I feel enthused, excited and much happier than before – I enjoy getting out of the house, meeting new people and have a sense of purpose and that I am making a valuable contribution to society, as well as benefits to myself
Volunteer



Volunteers have a really positive impact on our service
Staff member

Responsibilities to each other

It is important to work within your volunteer role outline to ensure the wellbeing of you, service users, their carers, staff and others.

Working beyond or outside of role outlines or guidance should not be undertaken without discussion and agreement with your supervisor or the volunteer service.

The Trust has a responsibility to:

- Treat you with dignity and respect and as a valued and appreciated associate of Pennine Care NHS Foundation Trust.
- Provide regular contact with your supervisor and the opportunity to discuss your role and voluntary activity.
- Ensure your voluntary activity is undertaken in safe premises with safe conditions.
- Keep you informed about changes within Pennine Care NHS Foundation Trust.

As a volunteer you have a responsibility to:

- Adhere to the volunteer agreement, volunteer code of conduct and policies outlined by Pennine Care NHS Foundation Trust.
- To treat everyone with dignity and respect.

- Be reliable and punctual, providing timely notice of any absences.
- Attend one to one sessions with your supervisor to discuss your volunteer activity, personal development and to share any worries or concerns.
- Ask for help if needed.
- Inform the volunteer service of changes to your role, personal information or if you wish to stop volunteering.

Volunteer code of conduct

As a volunteer, you are representing the Trust and are asked to adhere to the following standards of conduct whilst undertaking your role:

- Act within our values, policies and vision.
- Only undertake the activity described in your role outline – if required, changes can be made with agreement between you and your supervisor.
- Be friendly, courteous and kind at all times.
- Treat everyone with dignity and respect.
- Respect other people's privacy and boundaries.
- Communicate with others in an open and respectful way.
- Do not use mobile phones, recording equipment or cameras.
- Do not establish personal relationships with service users and/or carers.
- Do not act fraudulently or dishonestly or do anything that brings, or is likely to bring, the Trust into disrepute by your action or omissions.

Key points to remember

- Declare any interests you have which may cause conflict in your volunteering role.
- Only claim expenses that are within your entitlement.
- Do not accept gifts from service users or carers. If they are insistent seek the advice of your supervisor.
- Do not disclose your personal details such as your address, email or phone number to service users or their cares/families or contact service users/carers outside of your volunteer placement

To help you in your role...

Support and supervision

You will be allocated a member of staff from the service to be your supervisor. They are there to support you whilst volunteering and to hold supervision meetings with you on a regular basis.

Supervision is one to one time with your supervisor to reflect on how you are doing in your role and any training needs required. You can also discuss anything from concerns you may have to further volunteering or employment aspirations with the Trust.

Reward and recognition

The Trust values the fantastic contribution made by our volunteers and during National Volunteer's Week we host an annual 'Thank You' event attended by volunteers and their supervisors from across our services as well as the Chair, and members of the Trust Board to recognise all that you do.

We also like share good news about our volunteers through the Trust's various communications channels including the Pennine Post, Facebook and Twitter to recognise the brilliant work our volunteers do. If you have some volunteering news to share, please contact the volunteer service and we'll get it out there!

Dress code

The Dress Code (& Uniform Policy) sets out the expectations of the Trust in relation to dress code and the wearing of Trust uniforms. This is in order to:

- Convey a professional image of the Trust and individual
- Give patients confidence
- Support infection control
- Have regard to health and safety considerations for staff

Volunteers are individually responsible for their general presentation, appearance and personal hygiene and have a responsibility to consider how their appearance may be perceived by others. This means that your clothing and presentation:

- Is appropriate to your role and does not place themselves or others at risk
- Is not likely to be viewed as offensive, revealing, or sexually provocative, cause embarrassment or give rise to misunderstanding

- Is absent of any political or otherwise contentious slogans, not considered to be discriminatory and is culturally sensitive

Visible tattoos are to be discouraged and where present must not be offensive to others. Where they are deemed to be offensive they must be appropriately covered.

Your supervisor will discuss the dress code expectations of the service you are supporting.

Identification (ID) badge and lanyard

You will be issued with your ID badge and volunteer lanyard at the Trust Welcome. If not please contact your volunteer coordinator immediately to arrange for this to be completed. You must wear your ID badge and lanyard at all times whilst carrying out your duties.

If you lose your badge please let your supervisor or the volunteer service know immediately.

You must return your badge to your supervisor or the volunteer service when you leave your placement.

Policies

The Trust has a range of policies to guide staff and volunteers on how to carry out their work. The full range of policies can be found on the intranet and obtained from your supervisor or the volunteer service.

Policies that are specific to your role or the service area in which you volunteer, will be identified and discussed with you by your supervisor.

Overarching policies or guidance to be familiar with:

- **Volunteer policy**
- **Reimbursement of expenses to volunteers policy**
- **Data protection and confidentiality policy**
- **Information sharing policy**
- **Infection prevention and control policy**
- **Hand hygiene policy**
- **Personal protective equipment policy**
- **Dress code policy**
- **Disclosure and barring service policy**
- **Safeguarding families policy**

Training and development

You will have undertaken training relevant to all staff and volunteers at the Trust Welcome Day. You will also need to keep up to date with this training on a frequency that is dependent on how many hours a week or month you volunteer. Some of the policies identified above are underpinned by training and it is important that you keep up to date with this.

There may also be additional training required for your role and your supervisor or the volunteer service can advise on this.

Expenses

Our volunteers are paid agreed out of pocket expenses in line with Trust policy. Key points to know are:

- Volunteers are required to choose the most cost effective means available to them, while still meeting their needs, of travel or support costs.
- For mileage we will only reimburse up to a maximum 20 miles per round trip.
- For public transport, we ask you to buy either a return ticket or day saver whichever is cheapest.

- Please keep copies of your receipts and forms until you have received payment. You will have been given a copy of the Expenses Claim Process by the volunteer service and blank claim forms. Additional copies can be requested from your supervisor or the volunteer service as needed.

Please let the volunteer service know if you are having difficulties in processing your expenses or receiving them.

What to do if you know a service user, carer or staff member

Whilst undertaking your volunteer role you may come across people you know outside of this role. If you do, you should act to respect people's privacy and boundaries as stated within the standards of conduct.

If you encounter a service user or carer you know, we need to act to protect their wellbeing, privacy and dignity and you should inform your supervisor or staff member in charge. It may cause distress to a service user or carer if a volunteer they know, or who knows them, is volunteering where they are receiving care and treatment or visiting. In order to protect all concerned, we may need to temporarily or permanently place you in another service area.

Failure to inform a member of staff may lead to your placement being withdrawn.

Computer access

Access to computers is given if relevant to the volunteer role. This will be actioned by the authorised person in your service. Our volunteers are not permitted access to electronic patient records in line our Information Governance policies.

Using social media

If you use social media and your profile identifies you as a volunteer of the Trust you must ensure the content does not contravene the Trust's Social Media Policy. You must not post any content which may bring the Trust into disrepute. You cannot take pictures of you in the place where you volunteer and/or with any service users or carers.

Good practice tips

These tips will help you get the most out of social media, whilst maintaining a safe professional environment and protecting yourself and the Trust.

- You are responsible for what you publish so don't publish anything you would not like to see repeated in the press and/or in public arenas.
- Don't talk about service users, their carers, staff or Trust business
- Don't talk about personal issues.
- Never give out personal details such as home addresses and telephone numbers.
- If you are unsure about something you have posted, or that has been posted to your site, then discuss it with your supervisor as soon as possible.

Incidents

Sometimes things happen or almost happen to service users, staff, volunteers or other people that we hope would not occur.

An incident could be the use of inappropriate or offensive language, someone using threatening or violent behaviour or may be an issue of health and safety. If you see an incident occur or it involves you, it is essential that you report it to a staff member immediately in order that it is dealt with appropriately and any necessary support or assistance is provided.

Volunteer Problem Solving Procedure

Volunteering is hopefully a positive experience for everyone but occasionally there are times when things don't go to plan. Concerns may be raised by volunteers or about volunteers. Although these occurrences are very rare, we need to ensure that there is a fair, equitable and consistent approach for dealing with them and it is essential to have process to address any concerns.

Our Problem Solving Procedure is available by request form the volunteer service at any time. When using this procedure it is important to remember that volunteers have no legal rights and are therefore not subject to, or protected by, paid employment rights, policies and procedures.

Freedom to Speak Up Guardian

When things go wrong, we need to make sure that lessons are learnt and things are improved. If we think something might go wrong, it's important that we all feel able to speak up so that potential harm is prevented. Even when things are going well, but could be made even better, we should feel able to say something and should expect that what we say is listened to and used as an opportunity for improvement. Speaking up is about all these things.

We want to create an open, honest and transparent culture where everyone is valued for speaking up, so that lessons are learnt and care improves.

If you have tried to speak up but don't feel listened to or you don't know who to raise concerns with, you can contact Phil Gordon who is the Trust's Freedom to Speak up Guardian. You can contact Phil for independent, confidential advice by calling 07517 581605 or emailing philip.gordon@nhs.net

Compliments, concerns and complaints

We are always keen to hear from service users and carers regarding their experience of our services. If someone wishes to provide their feedback, please direct them to a member of staff in the first instance. If they feel unable to discuss this with them, please advise them to contact the Patient Advice and Liaison Service (PALS) on 0161 716 3178 or pals.penninecare@nhs.net

And finally...

Thank you again for choosing to volunteer with us – we sincerely hope you find it rewarding and worthwhile.

Don't forget we are here if you need us or just want to let us know how your volunteering is going!

Volunteer service team and contact details

Volunteer Service

volunteering.penninecare@nhs.net

Allison Byrne Volunteer Coordinator

Tel: 0161 716 3385
Email: allison.byrne@nhs.net

Kirstie Healey Assistant Volunteer Coordinator

Tel: 0161 716 3365
Email: kirstie.healey@nhs.net