York Teaching Hospital NHS Foundation Trust

Volunteering Times

Monday – Sunday 12.00pm to 2.00pm
5.00pm to 6.00pm

Dining Companion Level 1

Dining Companion Volunteers are allocated to a specific ward where they will be integral to the ward. Dining companions are involved in providing basic assistance and company to patients at mealtimes but will not be involved in feeding patients directly. You will receive training to ensure that you have an awareness the role and of how to give encouragement and support to patients at mealtimes. Volunteers are required during meal times which includes both lunchtime and evening and will link with other Dining Companions to provide a rota to cover mealtimes on their ward. A level 1 Dining Companion Volunteer does not feed patients.

Role Description

Tasks to be undertaken

It is anticipated that you will carry out all or some of the following tasks:

1. To liaise with nursing staff at the start of each session to ensure each patient’s needs in relation to their diet and fluids, and the way patients feed is understood.
2. To positively encourage patients (identified to you) to eat and drink, and to remind the patient if they have not finished their food.
3. To assist patients in cutting food and opening packets.
4. To assist with patient dignity. For example this may be by wiping the Patient’s face, with their permission, or ensuring they have a suitably placed napkin.
5. To ensure that the patient has access to any equipment they need for eating including false teeth.
6. To ensure all food and drink is within easy range of each patient.
7. To remove crockery and cutlery from the patient’s bedside area and ensure the area is kept clean and tidy.
8. To refresh patient water jugs as necessary (after checking with the nursing staff).
9. To provide company to the patient during meal times.
10. To support patients with completing the Friends & Family test.
11. To identify and take part in relevant training and development courses.
12. To make and offer Smoothies to the patients as a meal supplement/substitute
13. To complete food charts after meals (training will be given)
14. To carry out drink rounds for all patients
15. Other duties as required by the ward by agreement with the worker.

Person Specification

It is expected that the dining companion will be able:

1. To communicate effectively with patients and staff.
2. To work with the minimum of supervision after suitable training has been undertaken.

17/01/2018
3. To use their own initiative as the need arises within agreed areas.
4. To present a professional approach to patients, carers, nursing and other staff.
5. To be polite and punctual at all times.
6. To fulfil the agreed time commitment each week.
7. To ensure absolute confidentiality of information obtained through contact with York Teaching Hospital NHS Foundation Trust.
8. Demonstrate our Trust Values

Level 2 Dining Companion (addendum)
Where Level 1 Dining Companions have regularly (at least once a week for a period of three months) volunteered on the ward, they can request to undertake the Level 2 Dining Companion training to assist people to eat. This training will be with our dietetic and speech and language therapy team and will be delivered over 1.5 hours in a group setting.

Tasks to be undertaken following Level 2 training (in addition to Level 1 role):

1. Monitoring food and fluid intake by completing patient food and fluid intake charts
2. Signing off food and fluid chart following each meal
3. Encouraging patients to take their supplements as identified by staff
4. Support patients during mealtimes by helping to feed patients who are identified by staff as requiring additional support.
5. Support a patient who is a slow eater by ensuring that time is taken to allow the patient to eat and drink at their pace. The patient should not feel rushed to eat their meal.
6. Where a patient is visually impaired or cannot see completely, the Volunteer should ensure that the patient understands what the Volunteer is doing at each stage of the mealt ime.

Tasks not to be undertaken by the Volunteer:

Dining Companions should never attempt to feed a patient who is unable to close their mouth or a patient who is lying flat. Where a patient is falling asleep, the Volunteer should seek advice from the person in charge of the ward, as to whether they should attempt to continue to support the patient to eat or drink.

We will support you by:

1. Delivering a Trust half day training session which will provide mandatory training prior to commencement of volunteering.
2. Providing Level 1 Dining Companion training session and Food Preparation and Handling
3. Providing Level 2 Dining Companion training session where Volunteers move to supporting people to eat at mealtimes
4. Providing Dementia Friends training session
5. Providing supervision from the ward team on a daily basis and regular review meetings with your named volunteer supervisor on the ward.
6. Access and contact with the volunteering services team.
7. Other training that may be identified by you, volunteer service or ward staff.
8. Listening to your feedback about your role and the services we provide and using it, where we can, to improve.
9. Ensuring you know who to speak to if you need to raise any immediate concerns on matters of safety, conduct or patient care.
Trust Key Values:

The ultimate objective of the Trust is: ‘To be trusted to deliver safe, effective and sustainable healthcare within our communities’. The Trust requires all volunteers to demonstrate the following Trust Values:
- caring about what we do
- respecting and valuing each other
- listening in order to improve
- always doing what we can to be helpful.

ROLE RISK PROFILE

Role: VOLUNTEER DINING COMPANION LEVEL 1 & 2

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<thead>
<tr>
<th>The job profile is predominantly nursing</th>
<th>Yes</th>
<th>No</th>
<th>High</th>
<th>Medium</th>
<th>Low</th>
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<tbody>
<tr>
<td>There is potential exposure to</td>
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<tr>
<td>a) Violence / verbal abuse</td>
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<td>✓</td>
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<tr>
<td>b) Blood / body fluids</td>
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<td>The job involves contact with</td>
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<tr>
<td>a) Clinical / hands on patient / client care</td>
<td>✓</td>
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<tr>
<td>b) Moving &amp; handling of patients / loads</td>
<td>✓</td>
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<td>c) Food preparation and handling</td>
<td>✓</td>
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<td>d) Immuno-compromised patients</td>
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Control Measures

- Volunteers will sign a Volunteer Agreement before starting to volunteer that covers safeguarding, infection prevention, confidentiality, and expected behaviours
- Volunteers will undertake a local induction and be supervised at all times whilst on placement.

I have read the role description and fully understand what is expected of me whilst I am in service as a Volunteer.

Signed by …………………….. Print Name ……………………

Date ………………………