

Role Title	Ward Helper
Purpose of the role	To support patient care and the smooth running of wards.
Where	Across all NHS Lothian hospital sites (excludes Royal Hospital for Children and Young People).
When	<p>Preferred volunteering hours are focused on mealtimes 7 days a week:</p> <ul style="list-style-type: none"> • 8am to 10am • 11.30am to 2.30pm • 4pm to 6pm <p>Offers of support outside these hours will also be considered.</p>
Tasks to be undertaken	<ul style="list-style-type: none"> • Support the distribution of food and drinks to patients including giving out meals, snacks and refreshments, refilling water jugs, and checking and recording fridge temperatures • Assist patients with their meals by cutting up food, feeding patients and prompting as directed by department staff • Support the cleaning up of dishes and cups following mealtimes • Help patients to complete menu cards • Chat with patients to help them stay mentally active and manage any anxieties caused by hospital stay • Spend quality time participating in meaningful activities with patients i.e., puzzles, games and jigsaws. • Complete 'What Matters To Me' board near bed, which will create conversations • Accompany patients to other areas of the hospital as required as directed by a member of staff (this can include pushing wheelchairs if manual handling training has been completed) • Assist with fielding enquiries, directing families on the ward and enabling ward access through intercom system • Providing patients with new pillows/blankets • Assist staff with preparing beds for discharges and admissions • Stocking up supplies and minor errands for staff • Collecting and delivering pharmacy orders and lab samples as directed by ward staff
Tasks not to be undertaken	<ul style="list-style-type: none"> • Medical care including first aid • Personal care – e.g., toileting, changing • Manual handling of patients – assisting to stand, transferring from bed to chair, getting in and out of a wheelchair • Taking patients out of the ward without consent of nursing staff • Giving advice • Shopping for patients – taking cash from patients, using cash

	<p>machines with patients</p> <ul style="list-style-type: none"> • Stripping down bed linens where clearly soiled/in rooms with infection
Skills, Attitudes and Experience needed	<ul style="list-style-type: none"> • Confident communicator with a good grasp of English (this includes verbal, written and listening skills) • Non-judgemental, able to demonstrate sensitivity and patience • Reliable and committed • Clear demonstration of empathy and an understanding of the needs of patients and their families • Proactive in approaching patients, and able to work independently within role boundaries • Able to follow instructions and a willingness to learn • Adaptable to new situations and people, with the ability to adapt communication styles to individual needs • Commitment to delivering high standards and a quality service • Understanding of the need to adhere to all health and safety, and fire regulations. To cooperate with the NHS in maintaining good standards of health and safety. • Understanding of the need to adhere to NHS Lothian confidentiality policy • Commitment to demonstrating NHS Lothian values and behaviours
Level of Disclosure Scotland Check Required	<p>This role involves regulated activity with adults and therefore you will be asked to join the PVG scheme to work with adults. If you are already a member, your membership will be updated.</p> <p>Please note: This will be requested for you and paid for by NHS Lothian, you do not need to apply or pay for this yourself.</p>
Training	<p>Training will be given on all aspects of the role.</p> <p>Mealtime assistance training must be completed prior to patient feeding.</p> <p>Manual handling training must be completed prior to pushing wheelchairs.</p>
Support /Supervision	<p>Day to day support will be provided to you by the ward or department your volunteering is based within. Ongoing training and support will be provided to you by the Voluntary Services Team.</p>
Expenses	<p>Out of pocket travel expenses will be reimbursed in line with NHS Lothian's Volunteer Expenses Procedure</p>
How to apply / what happens next	<p>Complete our online application form here: https://www.nhslothian.scot/getinvolved/volunteering/online-application-form/</p> <p>Volunteers will be invited to attend a semi-formal interview, followed by mandatory training and a local induction for their chosen role.</p>
Role created date	<p>July 2020</p> <p>Reviewed May 2024</p> <p>2nd Review May 2025</p>