



Ettington
Community Hub

Procedure Guide for Volunteers

Prescription Collection

1. Delivery of any medication is at your own expense and risk. Gloves, masks and visor can be provided. Contact the hub manager to organise collection.
2. Before accepting the medicine from the pharmacy check the address on the prescription is the same as that on the 'matching form'. If not decline the medicine pending further enquiry with the client.
3. Packages must NOT be opened even if the patient asks you to do so.
4. Delivery of medicines is via a 'call, knock and wait' system - place prescription at the door
 - a. Ring the bell/knock or call the client
 - b. Stand back at least 2 meters from the door.
 - c. Ask the client to check the medicine(s).
 - d. If all well, ensure the client and the medicines are safely inside.
5. If there is a problem, explain the client will have to call the pharmacy or dispensary.
6. If the client fails to come to the door, try calling them. If still no response, leave the following note:

To: <i>patient name</i>	Date: <i>dd/mm/yyyy</i>	Time: <i>hh:mm</i>
We tried to deliver your prescription medication today, but you did not reply. We will try to deliver again later.		

7. If delivery unsuccessful after second attempt, the medication(s) should be returned to the pharmacy or dispensary.
8. Confidentiality must be maintained, you should not know what medicine is being delivered, or discuss clients or their addresses with others outside of the central hub team.
9. Deliver only to the address on the package, no re-routing or outdoor 'safe' places without prior satisfactory explanation.
10. YOU MUST confirm that the package has been handed over by adding it to the 'client log' on the 'matching form'. The hub coordinator will then log it in the 'prescription log'.
11. Medicines must not be left in view in a car, or elsewhere.

Shopping Delivery

1. Be prepared to accept that the travel associated with shopping is at your own expense and risk.
2. Always encourage the client to use a supplier who will deliver. Only as a last resort should you 'go' shopping for the client.
3. Village SPAR delivery process:
 - a. The village SPAR offers a delivery service during periods of 'lockdown' and uses hub volunteers to make the deliveries.
 - b. Clients order deliveries direct via SPAR website.
 - c. SPAR advise client deliveries are mid/late afternoon.
 - d. The SPAR has volunteer contact details and will text a volunteer if a delivery is needed.
 - e. They pack groceries in advance, so you only have to collect the shopping from them.
4. Call the client to arrange a suitable time and day for the 'non-SPAR' shopping.
5. Pick up the shopping list and agree how payment will be made.
6. Under no circumstance take a client's debit/credit card and do not accept their PIN as this puts you in a vulnerable position.
7. Delivery of shopping is via a 'call, knock and wait' system - the procedure below is for all shopping deliveries.
8. Ring doorbell/knock door or call client upon arrival. Leave the shopping on the doorstep and stand at least 2 meters away from it.
9. Ask the client to check shopping is correct.
10. If the shopping is not picked up from the door within 5 minutes take the shopping home with you or for SPAR deliveries return to the SPAR who will contact the client and arrange alternative delivery. Do not deliver to alternative address without prior notification from the SPAR or the client and do not leave on the doorstep even if asked to.
11. Receive payment as previously agreed, we recommend a bank transfer. If this cannot be made, then cheque or correct cash in an envelope.
12. YOU MUST confirm that the shopping has been handed over and correct payment received in the 'client log' on the 'matching form'.

SPAR Payments

By far the majority of clients pay by card (SPAR provide a reader).

1. Enter details onto the reader and pass (e.g. via doorstep) to client for them to insert the PIN. When returned print receipt and leave with the client.
2. If a cheque is offered the card number and expiry date/validation code must be recorded on the back.
3. If cash is offered and the exact amount is not provided, the client should be made aware that change is not available until the volunteer is next in the area.
4. Ask the client to check shopping is correct.
5. If shopping is not picked up from the door within 5 minutes return to the SPAR who will contact the client and arrange alternative delivery. Do not deliver to alternative address without prior notification from the SPAR.

Other Shopping Deliveries

Always encourage clients to use a supplier who will deliver. Only as a last resort should you 'go' shopping for the client. The village SPAR offers food delivery during periods of 'lockdown' and 'collect from the back door' service also. However, if you do shop for clients from other stores please follow the procedure below:

1. Confidentiality must be maintained; you must not discuss client information with others.
2. Deliver only to the address of the client, no re-routing or outdoor 'safe' places unless you are able to observe the client taking the package from the 'safe' place once you have retreated.
3. YOU MUST confirm that the shopping has been handed over and correct payment received in the 'client log' on the 'matching form'.

Health & Safety Advice for Shopping Delivery

1. Wash your hands before leaving and after returning to your house and use anti-bac wipes regularly during the trip.
2. Disinfect your car steering wheel, door handles and washable upholstery before and after your trip.
3. Wear gloves if possible when handling shopping items/box or bags winter gloves are fine if clean.
4. Always wear a mask when handling the delivery and/or speaking to the client.

Befriending

Telephone

If you volunteer to support a client through telephone befriending, please follow the procedures below.

1. Make contact with the client and explain who you are and that you are a hub volunteer.
2. The client will have already been informed of your name so should be expecting the call.
3. Think through before you call whether you wish the client to have personal details such as your telephone number. We advise speaking to the client on the phone a couple of times before agreeing to hand out personal numbers. If you are not comfortable handing out your contact details DO NOT do so.
4. In the first phone call discuss the following:
 - a. How often and how long each call will be.
 - b. That both volunteer and client can inform the hub manager if they have any concerns about the befriending relationship.
 - c. The client can end the befriending relationship at any time by informing the volunteer or the hub manager.
 - d. That you are not a trained professional and the conversations you have are for friendly support.
 - e. By setting boundaries around the number and the length of calls you are protecting yourself and your valuable time. It is ok to remind clients of the agreed boundaries if you find they are contacting too regularly.
 - f. **If the volunteer has concerns about the welfare of the client, they are obliged to inform a hub safeguarding officer or hub manager.**

Face to Face

The hub is not currently offering face to face befriending due to the Covid-19 Restrictions in place. Volunteers should only enter a client's home in an emergency and always accompanied by one other person (preferably from the hub central team) and wearing PPE (masks, gloves and apron).

Transport to Appointments

Transport to appointments should ALWAYS be booked by calling the hub. Several days' notice is usually required. If you transport a client to an appointment without it being booked through the hub you are taking personal responsibility for the client during the duration of the trip.

1. Ensure the hub is aware of the journey being conducted, the time of the journey and the start point and destination.
2. Ensure your car insurance covers you for volunteering.
3. Disinfect car door handles and other contact points before collecting the client
4. Always wear a mask and gloves.
5. Collect the client from the starting point at the allotted time.
6. Ask the client to wear a mask and gloves during the journey.
7. Drop the client at the destination taking into account their mobility level etc.
8. If you are also collecting the client for the return journey arrange with them the time and place of pick up.

Referral to Agencies

Foodbanks

If you become aware of a client or other member of the community requiring foodbank assistance these are the procedures to follow:

1. Reassure the client that their need will remain confidential to you and you will do all you can to support them.
2. Inform them that Shipston Foodbank operates out of Shipston Church and does not require a referral. Anyone can get a food parcel; however, they will need to check opening times.
3. A referral to Fosse Foodbank or Stratford Foodbank can be made via the hub manager. Either you or the individual can make contact direct with the hub manager by phone or via email.
4. A WhatsApp message can also be sent requesting foodbank support but please DO NOT give out names by email or via the WhatsApp group.

Other External Agencies

If you become aware or believe a client or other member of the community requires assistance from an external agency (e.g. NHS or Social Services) or if you feel the hub is not able to provide the level of support required please proceed as follows:

1. Reassure the client that their need will remain confidential. You and the hub will do all it can to support them.
2. If you believe it is not possible for the hub to provide the professional expertise necessary, advise the client their issue will be referred to the hub manager.
3. Inform the client the outcome may be the hub wishes to refer to an external agency (e.g. NHS or Social Services). If client objects, make it clear the hub is unlikely to have the resource to assist them further.
4. Make the referral direct to the hub manager by phone, email or by the WhatsApp group. DO NOT give any details that will identify the client by WhatsApp or email.
5. The hub manager will contact you and discuss the individual's needs.
6. The hub manager will make any referral necessary once permission has been sort from the individual in question.
7. If the individual refuses referral support, the hub trustees will support you in putting in boundaries that enable volunteers to support people at an appropriate level.

Contact Details

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