

ENGAGE, INFORM, INFLUENCE



**VOLUNTEER
INDUCTION PACK
(COVID-19)**

Thank You

For offering your services to support others in our community in these unprecedented times.

What does Healthwatch Doncaster do?

Healthwatch Doncaster came into being in April 2013 as a result of provision in the Health and Social Care Act 2012. Since that time, every local authority area across England has a local Healthwatch organisation, serving the local community with a remit to ENGAGE, INFORM and INFLUENCE. By engaging with the local community, we can form a picture of how local health and social care services are performing in relation to the patient and user's needs. We can then use this information to influence commissioners and service providers around service delivery.

We also keep the public informed about health and social care initiatives both locally and nationally and facilitate their involvement in focus groups and consultations around these. We can also provide signposting to people to help them find the health and social care services that they need.

You can view some videos about Healthwatch, find out [what Healthwatch is](#), [how we help people to the right service](#), and how we want to hear your [health and social care stories](#).

Further information is available in the document entitled Healthwatch England Induction is available in the Information menu on the Volunteer page.

What is the volunteer role during the Covid-19 outbreak?

Healthwatch Doncaster is supporting the local effort around COVID-19 by ensuring that the public have access to relevant and up to date information through their website, social media channels and direct contact via email and telephone.

Our volunteers are helping us to expand that reach and contact vulnerable and isolated people across Doncaster by telephone to inform them of support available to them at this time. This also provides us with an opportunity to find out about people's experiences in the current circumstances, which can be useful to feed back to those planning and delivering services during the outbreak. This is aside from the obvious benefits to the recipient of the call who may be facing a long period of isolation and separation from friends and family. You can read more about the volunteering opportunity [here](#).

Guidance for making a telephone call

There is some practical guidance around telephoning someone:

- Please remember that when you phone someone your telephone number is available to them unless you take measures to withhold it. In order to protect yourself from unwanted calls we strongly recommend that you take the relevant measures to withhold your number.
- As many people do not like to answer calls from numbers that they do not recognise we advise that you leave a short message saying who you are (we would recommend first name only), why you are calling and saying that you will call back.

Conducting the call

Everyone will have their own personal conversational style and we don't want the call to be scripted as this will come across as such to the recipient, but we have included some guidance to help you structure the call. The questions should not be presented as questions for example like you are filling in a questionnaire. If you are unsure of how to do this and would like to discuss with a member of the Healthwatch Team contact Sandie Hodson or Jill Telford (contact details can be found later in this document).

- Introduce yourself (first name only) and explain why you are calling ...
"Hello my name is (...) and I am calling on behalf of Doncaster Community Hub/Healthwatch Doncaster (we will let you know the source of the information)"
- *"The reason I am calling is to see how you are managing at the moment..."*
The call recipient may then ask about how you got their details and where you are from you can explain who Healthwatch Doncaster are and what our role is and say that we are helping out with the local effort by calling people to check that they have information about local support and giving them an opportunity to share their experiences with us.
- Adopting a conversational approach enquire how people are managing to get vital supplies of food and medicine in order to determine whether they need any additional support with this (it is most likely that if they have been referred through the Hub they will be fine). If they need additional support you can give them the Community Hub details -telephone 01302 430300 or email enquiries@dncommunityhub.org.uk
If they are unable to contact the Hub themselves gain their permission to pass their details on to the Hub.
- By talking and more importantly **listening** you should be able to assess what other support needs the person may have and using information from reliable sources (Appendix One). If someone has a need that isn't covered and you are unsure what to recommend ask the person if it is ok to get back to them. Then contact a member of the Healthwatch Doncaster team for help with this.

- We are also looking to gather people's experiences around health and social care during the COVID-19 outbreak so we need to ensure that we ask the call recipient if we have their permission to use the information they have given us (not personal data) anonymously, for inclusion in reports and possibly on our website.

Please be sure check out the Powerpoint that accompanies the guidance on making a telephone call [here](#)

Safeguarding

As part of the online induction process you need to have watched the safeguarding presentation [here](#) and complete the safeguarding quiz [here](#)

If during the course of your telephone conversation you hear something that is a cause for concern you **MUST** discuss it immediately with a member of the Healthwatch Doncaster team or contact adult safeguarding direct on 01302 736296. Further contact details can be found in Appendix One. Things that may be a cause for concern:

- If someone gives any indication that they may have the intention to harm themselves or another person
- If someone tells you anything that leads you to believe that they may be the victim of physical, emotional, financial or sexual abuse or may be neglecting themselves, some examples of this may be:

Physical- if someone tell you that someone got angry with them and pushed them -you could ask does that happen often?

Emotional - if someone says "I don't get in touch much with my family asdoesn't like it"

Financial - if someone says that they don't handle their own money and someone else is doing that for them (it may be of course that the person doing that has power of attorney to do that) some gentle conversational questioning can help clarify that.

Sexual - Listen carefully for any verbal clues that something inappropriate may be happening.

Self neglect - if you ask someone if they are managing to get enough to eat and they tell you that they don't eat much (bearing in mind that lots of people, especially elderly people, do not always eat big meals) some further gentle questioning could help clarify the situation. For example by asking are you drinking plenty (not alcohol) and staying hydrated? You could then say are they trying to keep to a regular routine, getting up, showered, dressed etc. We cannot impose things on to people as any adult with mental capacity has the right to choose how to live their life however if we are aware of someone who is likely to be neglecting themselves we may need to inform someone who can look into this.

Additional information around safeguarding can be found in Appendix One.

Recording the outcomes of your calls

A online form has been designed for the purposes of recording the outcomes of the call, the form can be accessed by clicking [here](#)

- Date of call
- Initials of the call recipient and the last four digits of their phone number
- A summary of the conversation including key points discussed
- Any help and advice given as a result of any specific requirements
- Include details of any discussion around future calls for example any dates or frequency agreed

Once submitted this will come direct to Healthwatch.

Data Protection and confidentiality

Data protection is very important even in times of emergency. As you will be given the name and telephone numbers of vulnerable, ill or isolated people care needs to be taken not to disclose this information either intentionally or accidentally.

There has been some guidance produced by the Information Commissioners Office around the management of data protection in the current situation but as this relates to the activity that you will be involved in the guidance is:

- Keep any lists of names or numbers given to you by Healthwatch Doncaster in a safe place and do not leave on open display where other members of your household may see them.
- If making any notes on calls before uploading the information remember to use the call recipient's initials and last 4 digits of their telephone number and destroy the notes once uploaded preferably by shredding.
- As a guide - treat the information that you are given with the same respect that you would if it were your own.

Policies

Whilst volunteering with Healthwatch Doncaster you need to adhere to Healthwatch Doncaster policies in relation to volunteering copies of these documents can be found [here](#).

DBS

If you currently have a portable DBS certificate we can check your status online if we have your permission to do so and you give us your date of birth and certificate number.

If you do not currently have a certificate you will need to undergo a new DBS check this can be done online and you can produce the required documentation via a video call, the application process will be discussed at this point. The guidance relating to documentation required to apply for a DBS check can be found [here](#)

How do I claim expenses?

Whilst making the calls on behalf of Healthwatch Doncaster and The Doncaster Community Hub you will incur some expense in the form of telephone calls. As we do not expect volunteers to be disadvantaged by this by having to wait until itemised telephone bills have been issued and to speed up the process for reimbursement it is our intention to issue standard payments at a rate to be confirmed. This will be paid directly into your bank account (you will need to provide us with details of your account) at the end of each month that you have undertaken this task.

YOU MUST NOW COMPLETE THE VOLUNTEER CHECKLIST ON THE COVID-19 VOLUNTEER WEBSITE PAGE [HERE](#)

What if I would like to continue my volunteering role with Healthwatch Doncaster beyond the outbreak?

We'd love to talk to about that, our volunteers get involved in ENGAGING, INFORMING and INFLUENCING a variety of ways. Our volunteering programme is very flexible and can fit around your lifestyle. If you would like an informal chat about what opportunities are available please contact our Volunteer Coordinator Sandie Hodson sandra.hodson@healthwatchdoncaster.org.uk

07834686852

CONTACT NUMBERS

In the first instance Sandie Hodson – Volunteer Co-ordinator 07834686852
sandra.hodson@healthwatchdoncaster.org.uk

Andrew Goodall 07834686855
andrew.goodall@healthwatchdoncaster.org.uk

Jill Telford 07834686857
jill.telford@healthwatchdoncaster.org.uk

Appendix One

Useful Contacts

Here is some useful information but as information is being updated regularly you may need to check reputable sources for any updates before passing on information.

www.healthwatchdoncaster.org.uk

www.gov.uk

Safeguarding

Everyone has a duty to be on the lookout for and report safeguarding concerns.

If you see, hear or suspect that an adult at risk is being abused, or if you are an adult at risk, or if you would like further guidance or support, contact us:

- Out of hours emergency phone **01302 796000**
- To report a crime to the police in an emergency dial **999** (non-emergency dial **101**)
- Safeguarding Adults Unit phone **01302 736296**
- Doncaster Council's Adult Contact Team phone **01302 737391**
- SMS/text number (for people from the deaf community) **0797 903 1116**

If you see, hear or suspect that a child at risk or is being abused, or if you are a child, or if you would like further guidance or support, contact us:

- Call Doncaster Children's Services Duty Team on **01302 737777** (8:30am - 5pm Monday to Friday) Outside of these hours telephone **01302 796000**. Textphone: **01302 737796**
- Email: **childrenassessmentsservice@dcstrust.co.uk**
- **If you think a child is in immediate danger call the police on 999**, or call the NSPCC on **0808 800 5000**

More information can be found by accessing the Doncaster Children's Services Trust website using the following link: **www.doncasterchildrenstrust.co.uk/worried-about-a-child**

Information can be given in confidence. You could also share your concerns with a nurse, health worker, social care worker, doctor, housing officer, advocacy service or advice centre, and ask them to make an alert for you.

Community Support

Doncaster Community Hub - website www.dncommunityhub.org.uk

Email - enquiries@dncommunityhub.org.uk

Telephone - 01302 430300

NHS

NHS 111 service

Mental Health

Anxiety UK

Charity providing support if you have been diagnosed with an anxiety condition.

Phone: 03444 775 774 (Monday to Friday, 9.30am to 10pm; Saturday to Sunday, 10am to 8pm)

Website: www.anxietyuk.org.uk

Bipolar UK

A charity helping people living with manic depression or bipolar disorder.

Website: www.bipolaruk.org.uk

CALM

CALM is the Campaign Against Living Miserably, for men aged 15 to 35.

Phone: 0800 58 58 58 (daily, 5pm to midnight)

Website: www.thecalmzone.net

Men's Health Forum

24/7 stress support for men by text, chat and email.

Website: www.menshealthforum.org.uk

Mental Health Foundation

Provides information and support for anyone with mental health problems or learning disabilities.

Website: www.mentalhealth.org.uk

Mind

Promotes the views and needs of people with mental health problems.

Phone: 0300 123 3393 (Monday to Friday, 9am to 6pm)

Website: www.mind.org.uk

No Panic

Voluntary charity offering support for sufferers of panic attacks and obsessive compulsive disorder (OCD). Offers a course to help overcome your phobia or OCD.

Phone: 0844 967 4848 (daily, 10am to 10pm). Calls cost 5p per minute plus your phone provider's Access Charge

Website: www.nopanic.org.uk

OCD Action

Support for people with OCD. Includes information on treatment and online resources.

Phone: 0845 390 6232 (Monday to Friday, 9.30am to 5pm). Calls cost 5p per minute plus your phone provider's Access Charge

Website: www.ocdaction.org.uk

OCD UK

A charity run by people with OCD, for people with OCD. Includes facts, news and treatments.

Phone: 0333 212 7890 (Monday to Friday, 9am to 5pm)

Website: www.ocduk.org

PAPYRUS

Young suicide prevention society.

Phone: HOPELINEUK 0800 068 4141 (Monday to Friday, 10am to 10pm, and 2pm to 10pm on weekends and bank holidays) Website: www.papyrus-uk.org

Rethink Mental Illness

Support and advice for people living with mental illness.

Phone: 0300 5000 927 (Monday to Friday, 9.30am to 4pm)

Website: www.rethink.org

Samaritans

Confidential support for people experiencing feelings of distress or despair.

Phone: 116 123 (free 24-hour helpline)

Website: www.samaritans.org.uk

SANE

Emotional support, information and guidance for people affected by mental illness, their families and carers.

SANEline: 0300 304 7000 (daily, 4.30pm to 10.30pm)

Textcare: comfort and care via text message, sent when the person needs it most: www.sane.org.uk/textcare

Peer support forum: www.sane.org.uk/supportforum

Website: www.sane.org.uk/support

YoungMinds

Information on child and adolescent mental health. Services for parents and professionals.

Phone: Parents' helpline 0808 802 5544 (Monday to Friday, 9.30am to 4pm)

Website: www.youngminds.org.uk

Abuse (child, sexual, domestic violence)

NSPCC

Children's charity dedicated to ending child abuse and child cruelty.

Phone: 0800 1111 for Childline for children (24-hour helpline)

0808 800 5000 for adults concerned about a child (24-hour helpline)

Website: www.nspcc.org.uk

Refuge

Advice on dealing with domestic violence.

Phone: 0808 2000 247 (24-hour helpline)

Website: www.refuge.org.uk

Addiction (drugs, alcohol, gambling)

Alcoholics Anonymous

Phone: 0800 917 7650 (24-hour helpline)

Website: www.alcoholics-anonymous.org.uk

National Gambling Helpline

Phone: 0808 8020 133 (daily, 8am to midnight)

Website: www.begambleaware.org

Narcotics Anonymous

Phone: 0300 999 1212 (daily, 10am to midnight)

Website: www.ukna.org

Alzheimer's

Alzheimer's Society

Provides information on dementia, including factsheets and helplines.

Phone: 0333 150 3456 (Monday to Friday, 9am to 5pm and 10am to 4pm on weekends)

Website: www.alzheimers.org.uk

Bereavement

Listening Ear Bereavement (COVID-19 bereavement support)

0800 048 5224

Cruse Bereavement Care

Phone: 0808 808 1677 (Monday to Friday, 9am to 5pm)

Website: www.cruse.org.uk

Crime victims

Rape Crisis

To find your local services phone: 0808 802 9999 (daily, 12pm to 2.30pm and 7pm to 9.30pm)

Website: www.rapecrisis.org.uk

Victim Support

Phone: 0808 168 9111 (24-hour helpline)

Website: www.victimsupport.org

Eating disorders

Beat

Phone: 0808 801 0677 (adults) or 0808 801 0711 (for under-18s)

Website: www.b-eat.co.uk

Learning disabilities

Mencap

Charity working with people with a learning disability, their families and carers.

Phone: 0808 808 1111 (Monday to Friday, 9am to 5pm)

Website: www.mencap.org.uk

Parenting

Family Lives

Advice on all aspects of parenting, including dealing with bullying.

Phone: 0808 800 2222 (Monday to Friday, 9am to 9pm and Saturday to Sunday, 10am to 3pm)

Website: www.familylives.org.uk

Relationships

Relate

The UK's largest provider of relationship support.

Website: www.relate.org.uk