



Volunteer Handbook

Welcome to an organisation
you can feel proud of

www.ashgatehospice.org.uk

Registered Charity No. 700636



Hello and welcome

Thank you very much for choosing to volunteer with Ashgate Hospice, it's a real pleasure to know that we have so many people who are willing to be part of the work that we are so proud of.

Ashgate has a long history of volunteering. The hospice was founded by a group of volunteers in 1988. They not only raised over £1 million to build the original part of what is now the Inpatient Unit, but they also volunteered on the ward when it first opened. It is true to say that Ashgate would not be here without volunteers, and it would not be here without you.

We now have volunteers across the whole of North Derbyshire providing and supporting a remarkable range of services. Volunteers work in our:

- shops and in our coffee shops
- hospice reception and patient services
- within Day Services and on the Inpatient Unit
- gardens and grounds.

They also cover a variety of roles as part of the One Ashgate team and to tell the truth, there's too many to list but some examples include:

- supporting street collections
- helping to organise our events and speak to local community groups about our services

- providing counselling, spiritual support and complementary therapies through some of the most precious and painful times
- caring for and supporting both patients and their loved ones
- providing admin support to make sure Ashgate runs smoothly for the people who need us
- working in the garden and grounds
- sorting donations to sell
- serving customers in our local communities.

Like our staff, our volunteers are a friendly and caring face for patients and their loved ones and in their communities. Volunteering isn't just about raising the vital funds that we need to provide our services; as a volunteer you are also an ambassador for the hospice. Whatever you are doing when you volunteer for Ashgate, know that you are making it possible for more and more people to have the end of life care they need and deserve.

Ashgate is a very special organisation, made not of bricks or collecting cans but of compassion and caring and committed people. Most of those people are volunteers and most of that compassion and caring comes from you. For that, you have my endless respect and gratitude.



Barbara-Anne Walker
Chief Executive



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Who we are

Ashgate Hospice provides palliative and end of life care free of charge to people aged 18 and over. We care for people living with a life-limiting illness, including cancer, neurological diseases, and end-stage heart, kidney and lung diseases.

We care for people across the whole of North Derbyshire. At our hospice, we provide inpatient bedded care, outpatient services, physiotherapy, lymphoedema treatment, counselling, spiritual care, and other creative therapies. We provide most of our care in people's homes, care homes, and other community settings across the region. We work together with other health and social care teams across Chesterfield, North East Derbyshire, North Dales and the High Peak (excluding Glossop) to do this. This is to ensure that, wherever and whenever possible, we care for people in the place of their choice.

We aim to ensure that our patients are well informed, supported and pain free. While our purpose is to provide end-of-life care, our work doesn't only begin at the very end of someone's life. We can help improve quality of life soon after a terminal diagnosis. We also support people's loved ones to ensure they get the practical, emotional and bereavement support they need.

We aspire to provide the highest quality of care for the people of North Derbyshire. That's why we embrace a culture of continuous improvement and learning. The aim of this is to make our services more effective and improve patient experience. It also gives our staff the skills they need to lead change and feel empowered.

Last year, we cared for thousands of people across North Derbyshire at the end of their lives. **Our quality of care can only be achieved through the energy, care and compassion of people like you.**

Our vision

Our vision is for people with a life-limiting illness to be able to live well and to have a good death – well informed and supported – and for their loved ones to be well supported and comforted too.

Our purpose

We provide, campaign for, and educate about, specialist palliative and end of life care and bereavement support. We aspire to be a centre of excellence – working as part of the wider healthcare system with energy, openness, compassion and hope.



Our values

Our values are at the heart of everything we do. They are grounded in our commitment to being the best we can be for our patients and the people who are important to them, for our customers and supporters, and for each other.



How we demonstrate this externally

- Our staff and volunteers work together as one team.
- We listen to people, showing care and kindness.
- We care for people affected by any life-limiting illness and believe everyone deserves respect, privacy and dignity.
- We respect people's right to choose and enable them to make decisions about their care.
- We support people when and where they need us most.

How we demonstrate this internally

- We expect our staff and volunteers to work together.
- We listen to each other, showing care and kindness.
- We foster a culture of open mindedness and value diversity and inclusion.
- We enable positive change and support staff and volunteers in reaching their maximum potential.
- We support staff and volunteers when and where they need us most.

Without volunteers the hospice would not be able to provide the level of care and support our patients and their families need.



About our volunteers

Volunteers bring something unique and distinctive to the hospice, a sense of community and fellowship, at a difficult and vulnerable time in people's lives. Without volunteers the hospice would not be able to provide the level of care and support our patients and their families need.



Your volunteering

Induction and training

At Ashgate Hospice we understand the journey from new starter to fully integrated team member is important. To help you settle in quickly your induction has been designed to not only cover your health, safety and welfare requirements, but also connect you with your role, your work area, and your immediate colleagues.

To start to build strong relationships and give you a wider understanding of how your role fits into the One Ashgate team, as part of your induction you will:

- have time with your supervisor to ask questions, go over any necessary documentation, set up accounts and be briefed on your role and responsibilities
- develop your understanding of Ashgate Hospice, our values, mission, strategy and how your role has a vital function in the success of the One Ashgate team
- familiarise yourself with your work area and the relevant policies, practices and procedures
- complete your core learning, ensuring you have the knowledge to maintain a healthy and safe working environment for yourself and your colleagues.

During your induction, it is expected that you will have regular meetings with your supervisor. These meetings will enable you to reflect on and discuss your progress, your expectations, and perceptions of Ashgate as a whole. Aim to use these meetings as a way of helping you communicate to your manager/supervisor what your needs are.

Ashgate Core Skills

All new starters will be required to demonstrate a **Core Skill** set relevant to their job role. This includes the **statutory training** required to ensure that the organisation meets their legislative

duties and **mandatory training** that is deemed essential by the organisation for the safe and efficient service delivery and maintain safe working practice. Ashgate refers to the subjects covered by both as **Core Skills**.

Your eLearning can be accessed through our customised Learning Management System.

Evidence of Prior Learning (EPL)

There may be other ways for you to evidence confidence in your abilities, for example, learning gained in previous employment is welcome as evidence of your core skills.

Evidence of learning (e.g. course certificates) undertaken within Ashgate's time frame for refresher periods will be used to update your course requirements. In the majority of cases this will be three years, although some may be revisited every year.

Please bring your certificates and talk about your past experiences at your induction. Your line manager/supervisor will inform you if the certificate covers a core skill module.

Development opportunities at Ashgate

Being an Ashgate volunteer is rich with opportunities, experience and offers huge personal rewards. For example, you can test out different roles to find out what you prefer and recognise your talents, knowledge, and skills.

Whether you want to maintain excellence within your role or aspire to have a career with us, your line manager will be on hand to help you identify any further development you may want to consider.

Recognition of your commitment

To commemorate your commitment to Ashgate Hospice you will receive acknowledgement after one year of service. After this, you will receive a special pin badge for five, ten and fifteen years of service.

What to expect from us

- To be treated in line with our values
- To have a clear idea of your role and responsibilities and be provided with a role description
- To receive relevant training, information, and support to enable you to carry out your role
- To be provided with appropriate resources and equipment to carry out your role
- To volunteer in an environment which respects health and safety.

What we can expect from you

- To reflect our values and expected behaviours
- To always act as an ambassador for the hospice
- To participate in any training, learning and development relevant to your role
- To volunteer in accordance with our policies, procedures and safe working practices
- To carry out your duties in a professional and safe manner.



Volunteering essentials – What you need to know

Holidays and absences

Our volunteers play a key role in supporting the services we deliver. It's important that you inform us if you are unable to volunteer or keep any arrangements you have made with us. This enables us to make alternative arrangements to cover your role.

Your line manager will provide you with information on who to contact if you are unavailable for your shift at short notice.

Policies and procedures

Ashgate Hospice has policies and procedures which help to ensure we work effectively, safely, fairly and consistently. Most of the information you need will be provided by your line manager, through your Core Skills training, or is contained in this handbook. Copies of all our policies are available on the Ashgate Hospice Intranet (your line manager can help you access this).

Confidentiality and data protection

"Confidential information" includes, but is not limited to, any information relating to the hospice, its patients, volunteers, staff and supporters that is received by you during your duties. All staff and volunteers are required to protect personal data in accordance with The Data Protection Act 2018 and the UK GDPR (General Data Protection Regulation). This includes any expression of opinion about an individual and any indication of the intentions of the hospice or any other person in respect of the individual. If you have contact with computerised data systems you are required to use information held on the computer in a fair and lawful way.

Equality, diversity and inclusion

Ashgate is committed to being an open, inclusive and accessible organisation. Inequality and injustice is embedded in our health and social care systems and means that not everyone who needs hospice care is accessing it. People from certain groups and communities – for example, those living with a learning disability or mental health issue, LGBT+ and minority ethnic groups – are under-represented both as patients, as well as in our staff and volunteer workforce. Ashgate is taking creative and assertive action to become a more diverse and inclusive organisation and our volunteers are an integral part of this work.

Volunteering with us is an opportunity to champion our values of inclusivity, respect and openness, and help Ashgate reflect the diversity of the community we serve. There are lots of ways you can contribute to our work on equality, diversity and inclusion. For more information, please contact volunteering@ashgatehospice.org.uk or call **01246 568801**.

Equality is about actively ensuring everybody is treated with dignity and respect. It is removing barriers and challenging discrimination so that everybody can achieve their potential .

Diversity is about recognising and celebrating differences in values , abilities, points of view, and making sure Ashgate is an organisation that welcomes and values everyone in our community.

Inclusion is about making sure everyone at Ashgate feels they belong in the organisation and ensuring they have a voice and equal opportunities. This may mean making reasonable adjustments so people can participate.

 **Compassionate
care for everyone**



Professional boundaries

Clearly established limits allow for safe connections between volunteers and patients, their families and loved ones. Professional boundaries involve being friendly but not friends and having a clear understanding of the limits and responsibilities of your volunteer role, not aiding outside of your volunteering role. Professional boundaries and our code of behaviour protect volunteers, the hospice, patients, visitors, and reduce exposure to safeguarding or reputation risks.

Social media

All staff and volunteers should adhere to the standards of professionalism, confidentiality, respect and dignity when using social media (e.g. Blogs or networking sites such as Facebook, Twitter or LinkedIn) in respect of their interactions with other colleagues or comments made about staff, volunteers, supporters, patients or the hospice. Please refer to Ashgate's Social Media Policy for further details.

Infection control

Infection prevention and control is everyone's responsibility. Staff and volunteers involved with patient care, whether directly or indirectly should:

- follow Ashgate Hospice and national guidance in relation to COVID-19. Your line manager will advise you of the standard operating procedures in place for your volunteering location.
- complete any required Infection Prevention and Control training
- advise your line manager of any infections, viruses, or notifiable diseases that develop which may be transmissible to patients or colleagues
- advise your line manager if you have any concerns regarding infection prevention and control.

Health and safety at work

It is your responsibility in whatever role you do to take care of your own health and safety; this includes following rules and instructions. You must not wilfully endanger yourself or others whilst you are volunteering. Volunteers must adhere to the Ashgate Hospice Health and Safety Policy and ensure they adopt safe working practices and precautions. All volunteers should read the Health and Safety Policy, this is available from your line manager. Protective clothing and equipment must be used where provided. ALL accidents and incidents must be reported to your line manager or the senior manager for your department.

Protection of children and adults at risk

All Ashgate staff and volunteers are expected to adhere to Derbyshire Safeguarding Boards and Ashgate Hospice's safeguarding policies. All staff and volunteers will complete, or evidence an appropriate level of safeguarding training within their Core Skills.

If you are concerned that someone is at risk of harm or abuse, you must raise this with your line manager who will then raise this with the Safeguarding Lead.



Your Freedom to Speak Up Guardians

Every day we put our patients at the centre of everything we do. We want to offer patient care and experience that is the best that it can be.

However, if we feel that something is not right, we should have the space to raise our concerns safely and have our voices heard.

Our Freedom to Speak Up Guardians are part of a national initiative. They will help you to navigate any barriers that you feel are holding you back from speaking up, and ensure that the issues you raise are opportunities for learning and improvement.



Arlene Honeyman,
Freedom to Speak Up Guardian



Lesley Makin,
Freedom to Speak Up Guardian

No smoking policy

Ashgate Hospice wishes to create a high quality, healthy and safe working environment for all its workforce, patients and visitors and encourages staff and volunteers to promote healthy lifestyle choices for all. It is committed to eliminating smoking and the use of non-regulated nicotine delivery devices (including electronic cigarettes) on its premises. This includes leased vehicles and company owned vehicles.

Expenses

As a volunteer you can claim for any direct expenses such as mileage, bus fares or parking charges (but not fines) incurred whilst undertaking your volunteer role. If you are using your own vehicle to carry out your role you will be entitled to claim at the following rates: 45p per mile for all cars; 28p per mile for motorcycles; 20p per mile for pedal bikes; 5p per mile for carrying work related passengers.

This means that you are able to claim for expenses incurred whilst travelling to and from your home to your volunteering base. If you volunteer at the hospice itself, your volunteer base will be Ashgate Hospice, if you volunteer in one of the Ashgate Hospice Shops, your volunteer base will be the shop you volunteer in. Or, if you volunteer in the community your volunteer base will be the location you carry out your volunteering role e.g. the venue for an event or the place where you are carrying out a store collection. Your line manager will be able to provide you with expense forms, wherever possible receipts or tickets must be submitted with the form. Payments will usually be made direct to bank accounts, therefore, you will need to provide your bank details on the form. Volunteers are encouraged to claim expenses on a monthly basis, although quarterly claims are accepted for smaller amounts. Your line manager will need to authorise your claim for you and send it on to our finance department. Claims received by finance by 25th of each month will aim to be paid by the end of the same month.

If you have any questions about claiming expenses, please discuss these with your line manager or the Volunteer Development Team.

To speak to one of your Guardians

Email: f2suah@ashgatehospice.org.uk
F2sulm@ashgatehospice.org.uk

Call or text: 07773 956639

Insurance

Ashgate Hospice has Employer's Liability and Public Liability Insurance, staff and volunteers are covered by these policies.

Car drivers

If you are involved in an activity for Ashgate Hospice using your own car, you must inform your insurer and obtain the necessary insurance. Most insurance companies will provide Business Cover use at no extra cost, however, you must check this with your own insurer. If your role involves driving, you must familiarise yourself with the Ashgate Hospice Work Place Transport Policy. This can be provided by your line manager.

Volunteer Drivers will also be provided with a Drivers Handbook which you must make yourself familiar with.

You will also be required to supply:

- a valid driving licence
- insurance for the purpose for which the vehicle is being used (drivers should notify their insurance company they will be driving in a voluntary capacity).

Please notify your line manager if your licence changes.

Criminal records checks (Disclosure and Barring Service DBS)

The Volunteer Development Team will advise you if your role requires a DBS check and the level of check required.

Please assist the team by providing the relevant documentation and information when required.

Criminal convictions will not necessarily prevent someone from being able to volunteer. Decisions on suitability of volunteers who do have criminal convictions will be at the discretion of the Director of People and Performance. Failure to disclose convictions may lead to the termination of volunteering at Ashgate Hospice.

Convictions gained while volunteering

It goes without saying that we are committed to safeguarding the people who use our services and the reputation of the hospice. That is why we ask that should you receive, or are at risk of receiving a criminal conviction or are the subject of a criminal investigation while you are volunteering with us, that you let us know at the earliest opportunity. This may not necessarily prevent you from continuing in your role and we will adopt a person-centred approach when assessing any potential risks that a conviction may present.

All information relating to current or pending convictions will be dealt with in the strictest confidence.

What to wear

It is important to recognise the appearance of staff and volunteers reflects on people's perception of the hospice and confidence in the care provided as a whole. We actively support people to make their own choices about dress and bring their whole selves to Ashgate. All that we ask is that you are smart and your clothes are appropriate for your role.

All volunteers are required to wear or carry name badges whilst on duty. Name badges quickly identify who you are and supports safety and security. By wearing name badges, patients and their loved ones, and others in the organisation can recognise each other and find it easier to have conversations.



Dealing with problems

Our aim is for you to have a rewarding and motivating volunteering experience while you are with us. However, if the occasional problem does arise, please speak to your manager at the earliest opportunity so this can be resolved as quickly as possible.

The Volunteering Policy gives specific detail on how we deal with any problems that arise during your volunteering. Your manager can help you access this and it can also be requested from the Volunteer Development Team.

Leaving your volunteering role

If you decide to leave your volunteer role you should notify your line manager or the Volunteer Development Team, and return any ID Badges and uniforms to your line manager.

The Volunteer Development Team will ask you to complete an exit questionnaire. The content will be kept confidential and used to help the organisation improve and evaluate volunteering at Ashgate.

Other ways to get involved

Many of our volunteers also like to fundraise for the hospice.

From time to time we will ask for your help at our flagship events such as the Sparkle Night Walk or the Chesterfield 10K.

Sparkle Night Walk offers an incredible opportunity to engage with our supporters. This can only happen with the collective effort of our volunteers helping with tasks such as marshalling on the route, helping with refreshments or handing out medals as our exhausted and exhilarated participants cross the finish line.

Throughout the year, you can help raise valuable funds for the hospice by taking part in a range of events at home or in your community. The Fundraising Team can fully support you with your event, help with ideas and have a range of promotional materials available.

Get in touch with the team at fundraising@ashgatehospice.org.uk or call 01246 567 250.

Ashgate's
**Sparkle
Night Walk**

**DON'T
MISS**
CHESTERFIELD'S
BIGGEST
FUNDRAISING
EVENT
OF THE YEAR!



Help us to spread the word!

The Marketing and Communications team support the staff and volunteer communications which include the Internal Bulletin, which is emailed to all of our volunteers, as well as the dedicated volunteer Facebook page (Ashgate Hospice Volunteers) which you can join.

The team is also responsible for the Ashgate Hospice website and social media pages (be sure to give us a follow and a like) as well as any external campaigns and branding. They help assist the Volunteering Team with the recruitment of our volunteers through these digital channels, so keep an eye on them if you're interested in a different role or know someone else who would like to volunteer with us.

You can get in touch with the Marketing and Communications team by emailing marcomms@ashgatehospice.org.uk

How we'll look after you

Good physical and mental health can look different to different people, here at Ashgate Hospice we want to make sure you have the support you need so you can figure out what it means to you.

We do this by providing a range of health and wellbeing support to all our volunteers.

This includes:

- A dedicated Wellbeing Advisor to support your time at Ashgate
- A monthly plan of wellbeing activities and initiatives, including 1:1 wellbeing calls, group calls on nutrition and 30-minute mindfulness sessions to name but a few
- A wobble room which is a confidential support line to talk to one of our specially trained volunteers
- Regular huddles with your department or team to celebrate your successes and share your challenges.



Keeping in touch

To enable us to keep in touch with you regarding issues which affect you as a volunteer, such as training notifications, meetings or hospice news; it's important your contact details and mailing preferences are kept up to date. It's also important to let us know who we can contact in the event of an emergency.

We use a secure database called Cascade to store information on our staff and volunteers.

In order for us to do our job, we do sometimes share your information with companies who work on our behalf, for example we use a mailing house to print invites to events. Any details are sent in a secure form and not kept by the company after the mailing is sent and adhere to GDPR regulations.

Don't forget to inform us of any changes in your personal details including; your email address, telephone number, emergency contacts and mailing preferences.

Please check with your line manager or the Volunteer Development Team that the information we have about you is accurate and up to date.

If you change your mind about these choices or have any concerns about any communications from us, please call the Volunteer Development Team on 01246 568801, email us on volunteering@ashgatehospice.org.uk, or write to: Volunteering, Ashgate Hospice, Ashgate Road, Old Brampton, Chesterfield, S42 7JD.

YOUR PRIVACY RIGHTS: We respect your right of privacy and to have your data kept securely. We will never exchange your details or sell or rent your data to any other commercial organisation or charity. For full details of our Privacy Policy and to read our Supporter Charter please visit: www.ashgatehospice.org.uk.

If you have any queries about our Privacy Policy please contact our Data Protection Officer either by email, telephone or in writing using these contact details:
Data Protection Officer, Ashgate Hospice, Ashgate Road, Old Brampton, Chesterfield, Derbyshire, S42 7JD
T: 01246 568801 E: DPO@ashgatehospice.org.uk



If you require this document in an alternative format,
please contact the Marketing and Communications Team
at marcomms@ashgatehospice.org.uk

Contact

Ashgate Hospice, Ashgate Road, Old Brampton,
Chesterfield, Derbyshire S42 7JD

01246 568801

volunteering@ashgatehospice.org.uk

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