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**Cheshire East Virtual Co-odrination Points (VCPs) Network**

**Fact Sheet – Volunteer Drivers for Hospital to Home**

The following Fact Sheet is for volunteers who have offered their support as part of the Cheshire East People Helping People Response to the COVID-19 pandemic.

**Driving people from Hospital to Home**

Thank you for offering your time to support driving patients who live in Cheshire East from Hospital to home. You will be supporting the NHS and Council’s People Helping People volunteering service by providing transport to patients who are medically fit for discharge from Hospital to their home safely.

Please note all patients being discharged have been categorised by referrers as not having a confirmed infection of COVID-19.To protect yourself and the patient while completing these duties we have put together a list of practical advice and guidance for the **driving hospital to home volunteering** role.

**Please note you will need an Enhanced DBS check for this volunteering role due to the nature of the activities.**

Please read this guide for some of the key steps to take before, during and after the volunteering activity:

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| **Driving a patient from Hospital to Home – Practical Steps to Take** |
| * Ensure your vehicle is safe, road worthy, taxed, has a current MOT and your insurance is aware that you are driving on behalf of the Cheshire East Council’s People Helping People service.
* We recommend that you carry drinking water, hand sanitiser and a mobile phone in your vehicle at all times, in case of an emergency and to maintain Covid-19 health & safety hygiene measures.
* Please make someone aware of where you are going and what time you are expected to return. (The volunteer coordinator you report to and/or a family or friend too).
* If lifting heavy items into the vehicle, please make sure you lift by bending your knees not your back.
* All drivers and passengers must wear a seatbelt and not use a handheld telephone whilst driving.
* Ensure the car door is locked into the fully open position before the individual gets in or out of the car. Do not use the car door as support as car doors are prone to move.
* Think about where you park before picking up and dropping off patients - avoid high pavements and drain covers or uneven ground. Park on the level not on a slope. Remember to leave enough space between cars when parking to be able to open the car doors fully to enable patients with limited mobility, access to get out safely/ in some cases for wheelchair access.
* If you find yourself in a road traffic accident or incident, please refer to the “Driving Emergency Procedures” listed in the table below.
* Ensure you have with you the patient pickup location instructions from the volunteer coordinator held within the initial volunteer job request.
* You may be asked by a Healthcare professional or the person you are supporting to provide additional tasks such as shopping please refer them to the People Helping People Volunteering Service Support Team so this can be arranged.
* If you are given any confidential paperwork please ensure it is disposed or shredded in a confidential manner.

**For further training on Covid-19 Health & Safety whilst volunteering including safeguarding, Covid-19 infection control and supporting yourself and others developed by the British Red Cross please** [**Click Here**](https://rise.articulate.com/share/bOiebd5nNsS8qqBvYouYG_Ompki_m61e#/)**.** |

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| **Covid-19 Health & Safety - Car Cleaning, PPE, and Preparation** |
| * Before transporting patients in your car, please ensure that it is clear of rubbish and clean.
* You will need to ensure that dashboards, seatbelts, and door handles of your car are wiped down with an antibacterial wipe or cloth before and after every patient and you may want to clean your car more regularly than you do already.
* You must wear a single-use surgical mask for each patient you transport. PPE including single-use surgical masks should be provided by the health organisation that requested patient transportation. It may mean that you need to collect your mask/s from them before collecting the patient.
* You will not be able to practice social distancing at all times when transporting patients, but please do so as much as possible when not in the vehicle or actively helping the patient transfer to/from the vehicle.
* You should wash your hands as regularly as possible or use hand sanitiser and avoid touching your face. It will be useful for you to have tissues and hand sanitiser in the car.
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| **Transferring a patient in and out of your car** |
| * Before attempting to transfer, push the car seat back as far as possible to ensure maximum leg room.
* Open the car door fully, wind down the window and have someone brace it to stop it swinging back onto the patient.
* Position the patient with the back of their legs against the car seat before they sit down. Protect the patients head as they sit down into the car.
* The patient can use the dash or car body for support if necessary.
* Pivot the patient on their bottom, bringing their legs around into the car. You may need to assist with their legs, but only one at a time.
* Ensure your back is protected by maintaining good posture, bending your knees, and stabilising your core abdominal muscles.
* Reverse the procedure for getting into the car, i.e. legs out first, then stand.
* Care should be taken to protect the patient’s head.
* Guide the patient out of the vehicle by placing a hand on their lower back. This also allows you to protect their head if needed.
* Have the patients walking aids in the ready position before they stand up.
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| **Vehicle Accidents – What to do in an emergency whilst volunteering** |
| * If you are involved in a road traffic accident or an incident which results in damage to your vehicle, loss or damage to property or injury to any people you must inform the volunteer coordinator from the People Helping People service team as soon as possible. All incidents and accidents must be recorded and reported in accordance with the incident, accident and allegation reporting procedures.
* **Vehicle Accident – What practical steps you need to take:**

1. Use hazard warning lights and switch off your engine.2. Do not move injured passengers unless they are in immediate danger of further injury from other vehicles or from fire or explosion.3. Call the emergency services immediately; provide them with information about the situation.4. Determine the extent of and damage to both vehicles and/or property.5. Do not under any circumstances apologise, admit blame or accept liability.6. Record as far as you are able, the details of the accident.7. Exchange information with others involved as detailed.8. If possible, take photographs of the incident, and obtain statements from any independent witnesses at the scene.9. Report the accident/incident immediately to the People Helping People support team via phone if physically possible.10. Ensure your own safety and stand away from the vehicle in a safe place. |

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| **Supporting patients at Home from Hospital – Practical Tasks** |
| The home from hospital element supports adults after a stay in hospital, volunteers will visit the client's home over 2/3 days to ensure they have everything they need to assist their recovery.**Purpose of the role:*** The Home from Hospital volunteers will provide support for adults in Cheshire East after a stay in hospital to assist their recovery. Volunteer support is practical, no personal care is required.

**Tasks may include:*** Meet and greet the patient in hospital prior to being discharged to their home following their stay in hospital. This will help to enable you to build a trusted relationship with the patient who you will be supporting home from hospital after being discharged.
* Ensure the home is warm, and the heating and electricity are working and putting on the heating in advance of the patient returning home.
* Moving furniture to enable beds to be downstairs. The **furniture movers** element is to support patients who may need furniture moving around their home to allow them to come home safely from a stay in hospital. This task will need two manual handling trained volunteers to carry out. This will be highlighted on the Home from Hospital volunteer patient request form.
* You will need to ensure you have read the guidance and followed the training on Manual Handling on [Manual Handling: Health and Safety (hse.gov.uk)](https://www.hse.gov.uk/toolbox/manual.htm) before moving furniture. Please note if you have any health conditions that may limit your ability to lift, move, push or pull furniture please inform your volunteer coordinator or a member of the People Helping People team as we will make sure that we do not allocate any tasks that involve manual handling.
* Provide an essential shop if needed, i.e. bread, milk, cheese, tinned goods, fruit and vegetables available for the patient returning home.
* Attend healthcare appointments with the patient shortly after their return home from hospital.
* Light housework, i.e. dusting, vacuuming, polishing.
* Support patients to set up home shopping either online or through a community shopping service.
* Signpost to information and advice/benefits and other support services via local service providers including Age UK Cheshire East, Citizens Advice, Live Well and other support groups available for older people in Cheshire East.

**What will you get out of this volunteer role?*** You will meet new people.
* You will be given full training for the role.
* You will have the opportunity to attend other local and relevant training courses to support your role.
* You will be helping to support people and teams across Cheshire East as part of the Covid-19 People Helping People volunteering teams.
* You will be part of a team of volunteers and staff working across Cheshire East to support local residents get home safely from Hospital.

**What is required of me?*** Our Home from Hospital volunteers are required to have a patient and understanding attitude when they are helping to support clients.
* We expect Home from Hospital volunteers to be supporting clients for an average of 2-3hrs per week for up to 6 weeks, but you can choose to volunteer as much or as little as you comfortable with. We will always check with volunteers and confirm their availability and arrangements before a job is tasked and confirmed.
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| **Covid-19 and volunteering** |
| What should I do if I think I have COVID-19 Symptoms?* If you are concerned about your health in relation to COVID-19 and believe you have symptoms, then you need to hold on volunteering and self-isolate for the required period of time. Please **DO NOT VOLUNTEER as a volunteer driver if you have Covid-19 symptoms, test positive for Covid-19 or have been told to self-isolate even if you have agreed to take on the role.** Please check out the Public Health Guidance to identify how long you need to isolate for.

On <https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public> * Please inform the People Helping People service team as soon as you can that you cannot currently volunteer due having Covid-19 symptoms, having to self-isolating or testing positive for Covid-19.
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| **Covid-19 and Keeping you safe** |
| The support you will offer will mean you will be out in the community and hospital settings, supporting the most vulnerable through the COVID-19 virus outbreak. We are committed to ensuring you keep safe and well and have outlined some practical ‘Do’s and ‘Don’ts to support you whilst supporting others. |
| **Do’s** | **Don’ts**  |
| **Wash hands** frequently for at least 20 seconds with soap and water at regular intervals throughout the day. | **Don’t touch your face:** Avoid touching your face and keep hands away from eyes, mouth and nose to avoid spread of any virus. |
| If running water and soap is not available, then ensure you have alcohol-based handwipes or sanitiser to kill viruses that may be on your hands. | Avoid large and small gatherings in public spaces or indoor settings. |
| Maintain **social distancing by least 2 metres** distance between yourself andanyone where you can, especially those coughing and sneezing. | Avoid contact with someone who is displaying symptoms of COVID-19. Symptoms, including a high temperature/fever and/or new and continuous cough or lack of taste or smell. |
| Use **antibacterial wipes to wipe down** handles/ surfaces and seating where people have been regularly and in between passengers.**For a full guide to Covid-19 vehicle cleaning** [**click here**](https://articulateusercontent.com/rise/courses/wIWnmo2qkLuxVJ6DbrVKy8E7sIiCnn_S/yKXVKR872FfgbKyp-Vehicle%2520cleaning%2520schedules.pdf)**.** | Don’t volunteer if you test positive for Covid-19, have symptoms or have been told to self-isolate. |
| If you cough, use a tissue and dispose of the tissue immediately. If the cough becomes persistent then you should follow government Covid-19 self-isolation precautions. If no tissue is available, cough into your arm. | Avoid touching surfaces or door handles in hospital and community settings. Make sure you wash your hands or apply antibacterial gel regularly or straight after touching a surface or door handle. |
| If you feel unwell and have a fever, cough and difficulty breathing, seek medical attention as soon as possible and follow NHS guidance whilst avoiding any contact with people. |  |

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| **Safeguarding** |
| When volunteering, you may well come into contact with children and/or adults who are at risk of harm or abuse. In these situations, safeguarding should be taken very seriously:* Everyone who you support or engage with has a right to be safe from abuse and harm.
* All children and adults have a right to be safeguarded and protected from abuse, harm, violence, exploitation, harassment, and discrimination.
* It is expected that all volunteers understand their responsibilities and know how to respond when they have a safeguarding concern, or a safeguarding concern is raised.

**What to do if you are concerned about a vulnerable child/adult:**Please inform your volunteer coordinator or direct contact at the People Helping People service team as soon as you can. This can then be raised through to the Cheshire East Safeguarding Duty Manager for immediate action.If you suspect a crime is being or has been committed or someone is in immediate danger while you are supporting someone or others whilst volunteering, call the police on 999. |

**Volunteer Checklist Agreement**

All individuals that are willing to drive their own vehicles for Cheshire East People Helping People must read the information above and confirm and tick that they have the following arrangements in place:

** I confirm that the vehicle being used is roadworthy as outlined by UK law, and has a valid MOT certificate where appropriate and is taxed for use on the roads.**

** I confirm that my driving licence is valid, in date and appropriate for the vehicle I’m using.**

** I confirm that I have a valid Enhanced DBS check, which is appropriate for the volunteering role I am undertaking.**

**Acceptance and agreement**

I confirm that I have read and understood the requirements of the volunteer role for which I have applied to volunteer. I understand the boundaries and responsibilities associated with this role and know of no reason that I am unable to safely and competently carry out these duties. I also confirm that I meet all requirements detailed within this Volunteer Driver/ Hospital to Home role description.

Name:

Volunteer Role:

Date

Signature

Note: Some information in this Fact Sheet has been sourced from NHS/ RVS Getting Started as a Transport Volunteer and the British Red Cross Covid-19 volunteer training guide.