

## Volunteer Role Description

<b>Role Title</b>	<b>Meal time companion</b>
<b>Where</b>	<b>Willow Ward, Charlton Lane Hospital</b>
<b>When</b>	<b>Lunchtimes (12-2pm) Evening meal time (4-6pm)</b>
<b>Commitment</b>	<b>1-2 sessions per week</b>
<b>Accountable to</b>	<b>Ward Manager &amp; Non-medical consultant nurse, dementia</b>
<b>What we do</b>	<p>2gether NHS Foundation Trust (2gether) provides specialist mental health and learning disability services to the people of Gloucestershire and Herefordshire.</p> <p>Our priority is to deliver quality services and exceptional customer experience. Our purpose is to make life better.</p> <p>Our core values are as follows:</p> <div style="display: flex; flex-direction: column; align-items: center;"> <div style="background-color: #1a522d; color: white; padding: 5px; margin-bottom: 2px;"><b>S</b> Seeing from a service user perspective</div> <div style="background-color: #4caf50; color: white; padding: 5px; margin-bottom: 2px;"><b>E</b> Excelling and improving</div> <div style="background-color: #00bcd4; color: white; padding: 5px; margin-bottom: 2px;"><b>R</b> Responsive</div> <div style="background-color: #2196f3; color: white; padding: 5px; margin-bottom: 2px;"><b>V</b> Valuing and respectful</div> <div style="background-color: #a1887f; color: white; padding: 5px; margin-bottom: 2px;"><b>I</b> Inclusive, open and honest</div> <div style="background-color: #ff9800; color: white; padding: 5px; margin-bottom: 2px;"><b>C</b> Can do</div> <div style="background-color: #cddc39; color: white; padding: 5px;"><b>E</b> Efficient, effective, economic and equitable</div> </div> <p>We expect our staff and volunteers share these values in order to create the best service possible.</p>
<b>Why we want you</b>	<p>Nutrition and hydration is a really important part of both physical and mental wellbeing for those who experience dementia and need the support of our hospital care.</p> <p>For a variety of reasons, people with dementia may need additional support at meal times to ensure that they can eat and drink. Finding the motivation to eat and drink and concentrate during meal times can be difficult and people on the ward benefit from support.</p>

	<p>We are looking for people to work with us in a volunteer role to work alongside nursing staff to support individuals and help make meal times a positive experience.</p>
<b>Role Tasks</b>	<p>Under the guidance of the nursing team:-</p> <ul style="list-style-type: none"> <li>• Help patients to lay the tables maintaining familiar roles and skills</li> <li>• Sit with and accompany patients through meal times, encouraging eating and drinking at their pace.</li> <li>• Help with physical aspects of eating and drinking including cutting up food, supporting lifting cups, cutlery etc.</li> <li>• Offer reassurance and engage in conversation to make meal times enjoyable.</li> <li>• Report any observations to nursing team</li> </ul>
<b>Skills and attributes you will need</b>	<ul style="list-style-type: none"> <li>• Interest in working with people with Dementia</li> <li>• Ability to communicate with a range of people with diverse needs</li> <li>• Patience</li> <li>• Compassion</li> <li>• Empathy</li> <li>• Ability to follow direction</li> </ul>
<b>Most Challenging part of the role</b>	<ul style="list-style-type: none"> <li>• People with dementia can sometimes behave in a way that can be challenging for others to make sense of, and have difficulty with communicating and swallowing. This means being alert to changes in how a person may be feeling (i.e. frustrated/ upset) and being able to respond accordingly and/or seek advice.</li> </ul>
<b>Training required and how often this will need to be completed</b>	<ul style="list-style-type: none"> <li>• Corporate Induction day one and two</li> <li>• Safeguarding – once only – will be completed on day 1 of Corporate Induction</li> <li>• Breakaway Training - annually</li> <li>• E learning Fire safety – every 2 years</li> <li>• E learning Infection Control – every 3 years</li> <li>• E learning Manual handling – every 2 years</li> <li>• E learning information governance – annually</li> <li>• E learning – Dementia</li> <li>• Dementia Training (Day 1 and 2)</li> </ul>
<b>How the Trust will support you</b>	<ul style="list-style-type: none"> <li>• Provide the necessary training to help support the volunteer role</li> <li>• Supervision regularly 6-8 weekly to discuss any relevant issues</li> </ul>