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Swansea Bay University  
Health Board



# Swansea Bay University Health Board Volunteer Handbook



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## Croeso/Welcome to Swansea Bay University Health Board

### **Croeso/Welcome from our Chief Executive**



It is my great pleasure to welcome you to the Health Board and to thank you for joining us. *Caring for each other, working together and always improving* are our Health Board values, which have been developed collectively with our staff, volunteer partners, and patients. These values are fundamental to the way we operate as an organisation and it's important that they are real, experienced, and practised by all of us.

So much has changed over recent months and the scale and pace of the range of actions is difficult to appreciate. What I have witnessed in response to COVID-19 has been very humbling. These are unprecedented times and your resolve to support us in caring for those who rely on us is very much appreciated. My continued thanks to you all in what are hugely challenging circumstances.

Your role - whether directly serving our patients and population or supporting the organisation to do so - is important in enabling us to provide safe high quality care in a way that demonstrates these values every day.

You will join a team of dedicated employees and volunteers in primary care, community, mental health, acute care, corporate services and essential support functions that ultimately really do make an important difference to people's lives – at a time when they are most vulnerable.

I am proud and privileged to lead our Health Board as its Chief Executive and can deliver nothing without your hard work and dedication to the role that you undertake – thank you. I want us to make our Health Board the best it can possibly be and look forward to working with you to achieve this.

Good luck with your role; I wish you every success and hope you enjoy your time volunteering within NHS Wales.

**Tracy Myhill**

### **Croeso/Welcome from our Chair**



On behalf of everyone who works for or uses our services in Swansea Bay University Health Board, I'd like to welcome you to the volunteering team and thank you for giving your time and skills to help us.

Volunteers such as yourself are providing an absolutely vital service helping patients and carers within our hospitals and in community settings across the Health Board. We simply could not provide the level of patient care we do without your contribution.

Our aim is to make your time with us both rewarding and enjoyable, and to highlight the impact that you are having on the services we provide. We have exciting ambitions to grow volunteering and we welcome your ideas, thoughts, and feedback to help us do this.

Once again, thank you for joining us - your contribution makes a huge difference to patients, visitors and staff and we cannot say enough how grateful we are.

**Emma Woollett**

## Foreword from the Volunteer Service Team

Dear **NHS Volunteers**,

Welcome to Swansea Bay University (SBU) Health Board and thank you so much for choosing to support us as an NHS volunteer.

The response for volunteer work has been overwhelming and demonstrates a true sense of community within the Swansea, Neath and Port Talbot areas during these unprecedented times of COVID-19.

SBU Health Board prides itself on 'living' three key values, including:

**“caring for each other”, “working together” and “always improving”**  
**“gofalu am ein gilydd”, “cydweithio” a “gwella bob amser”**

As a volunteer it's important to remember these values when undertaking your volunteer role.

Please take the time to read and understand the content thoroughly so that we can ensure you are equipped to carry out your role effectively and safely. This handbook should give you all the information you need to help you in your role. However, if you have any questions or concerns please get in touch before you start.

Once again, thank you for joining us, we hope that you enjoy your time volunteering and feel supported in your role.

Kindest Regards,

**The Volunteer Service Team**

## About the Health Board

From April 1, 2019, Swansea Bay University Health Board (SBUHB formerly ABMU) delivers NHS healthcare for the Swansea and Neath Port Talbot areas through our community-based services, our three main hospitals and our mental health services.



The Health Board covers a population of approximately 400,000 people and has a budget of £1 billion. We employ around 12,500 members of staff, 70% of whom are involved in direct patient care.

We have 3 acute hospitals providing a range of services; these are Singleton and Morriston Hospitals in Swansea and Neath Port Talbot Hospital in Port Talbot. There are a number of smaller community hospitals, primary care resource centres providing important clinical services to our residents outside of the three main acute hospital settings. In addition to this we now also have the Bay Field Hospital, developed as a “step up” or “step down” facility in response to COVID-19.



The Health Board acts as the service provider for Wales and the South West of England in respect of Burns and Plastic Surgery. In addition, Forensic Mental Health services are provided to a wider community which extends across the whole of South Wales, while Learning Disability services are provided from Swansea to Cardiff. A range of community based services are also delivered in patients' homes, via community hospitals, health centres and clinics.

The Health Board contracts with independent practitioners in respect of primary care services which are delivered by General Practitioners, Opticians, Pharmacists and Dentists. There are 49 General Practices across the Health Board.

## **Volunteering at Swansea Bay University Health Board**

We have around 400 Health Board volunteers plus a large number of people helping as part of a committee or group, as well as those who volunteer through third sector partners and charities. The Health Board also involves interns, work experience and vocational placements; and many give time unpaid through honorary contracts.

We are privileged to have the support of volunteers across various units and departments within many areas of our hospitals and in community settings, including reception desks, wards, outpatient clinics, carrying out a range of roles from reading friends to dementia champions, drivers to chaplaincy, gardeners to a cancer advice service, neonatal to breastfeeding peer support, the list is endless. And we hope to continue to develop more roles in more areas.

The dedication and commitment you, our volunteers, show enhances the way we deliver our services. Whether supporting patients, their families and carers directly or by working together with staff to enhance the patient's experience, you're making a difference to people's lives.

### **Expectations**

As a volunteer you're here;

- to enhance patient care, not to replace a paid job.
- to support patient care but not deliver physical care (feed patients, toilet, handle soiled items etc.)
- to demonstrate our values of caring for each other, working together and always improving
- to be friendly, welcoming, to listen to the needs of patients and help us improve our services
- to bring diversity to our hospitals
- to have the time to do the little things that make a stay or visit in hospital less stressful
- to enjoy your time volunteering and feel valued

### **Training, support and development**

There is a range of training (HB wide mandatory training, role specific training and further training for personal development) open to you here at SBUHB. For example wheelchair training, customer service, data protection, safeguarding, digital.

As well as this there are a number of groups and projects that you can be a part of such as Reading Friends, Digital Champions, Dementia Champions, Wellbeing Champions, Fundraising Charity Champions, CALON (LGBTQ+), Disability Reference Group, Editorial Board and many more.

There are also a number of meetings and events you can attend such as our Meet the Executive meetings or our Wellbeing Week Event; these will be shared with you in the communication files, noticeboards and via email and digital methods.

If you're interested in finding out more about the training on offer, groups you'd like to be involved with or how to attend health board wide meetings get in touch with the Volunteer Service Team.



## **Volunteer Agreement**

A commitment to making your volunteering experience enjoyable, worthwhile and mutually beneficial.

### **What you can expect from Swansea Bay University Health Board:**

- We will provide a Health Board induction for your volunteering role and any other additional training required to carry out your role.
- We will provide an explanation of the Health Board values and associated behaviours and support you to achieve and maintain them.
- We will provide you with relevant support through the Health Board Occupational Health department.
- We will support you in your volunteering role, including providing you with a named person who you will see regularly to discuss volunteering with.
- We will reimburse reasonable, agreed out of pocket travel expenses as stated in the volunteer expenses policy.
- We will provide you with a volunteer uniform and identity badge.
- We will provide training, equipment and systems to protect your health, safety and wellbeing.
- We will provide insurance cover for you while you are volunteering.
- We will consult with you about changes that affect your volunteering.
- We will ensure that you are treated fairly and in line with our equal opportunities policy.
- We will attempt to resolve any problems you have while volunteering in an efficient and effective manner.

### **What Swansea Bay University Health Board expect from you as a volunteer:**

- To demonstrate the Health Board values and behaviours whilst volunteering.
- To adhere to all relevant Health Board policies and procedures.
- To perform your volunteering role to the best of your ability.
- To notify the volunteering services department about any changes in personal details or circumstances including, physical or emotional wellbeing that could impact on your volunteering.
- To inform the volunteer services department if you are convicted or found guilty of a criminal offence or are involved in a child protection or vulnerable adult investigation.
- To attend induction and mandatory training sessions as required.
- To maintain patient, family and colleague confidentiality by not discussing or disclosing personal information and following our Information Governance policies and processes.
- To take reasonable steps to avoid accidents and protect your health and safety including reporting any hazards or incidents.
- To attend your volunteering regularly and to let us know if you are unable to come in or decide to stop volunteering.
- To wear issued volunteer uniform and identity badges at all times while volunteering.
- To return all property issued by the Health Board when you stop volunteering, including your identity badge, uniform and any other items supplied by the organisation.



## Our Values



All staff and volunteers are expected to demonstrate a set of values.

Our values provide a framework for the behaviour that we expect, to make sure that everyone using our services gets the best possible experience and is treated with dignity and respect at all times.

caring for each other	working together	always improving
in every human contact in all of our communities and each of our hospitals.	as patients, families, carers, staff and communities so that we always put patients first.	so that we are at our best for every patient and for each other.
<p>We are <b>friendly, helpful</b> and <b>attentive</b>. We <b>welcome others</b> with a smile.</p> <p>We <b>see people as individuals</b>. We do the right thing for every person and treat everyone with <b>dignity and respect</b>.</p> <p>We are <b>kind, compassionate, patient</b>, and <b>empathetic</b> to the needs of others.</p>	<p>We <b>communicate openly</b> and <b>honestly</b> and <b>explain things clearly</b>.</p> <p>We take time to <b>listen, understand</b> and <b>involve people</b>. We <b>value everyone's contribution</b> and we work with our partners to join things up for people.</p> <p>We are <b>open to, and act on, feedback</b>. We <b>speak up</b> if we are concerned.</p>	<p>We keep people <b>safe</b> and provide an <b>efficient</b> and <b>timely</b> service.</p> <p>We are <b>professional</b> and <b>responsible</b> and <b>hold ourselves and each other to account</b>.</p> <p>We <b>choose a positive attitude</b>, <b>seek out learning</b>, and <b>continually develop</b> our skills and services.</p>
We won't ignore people, be dismissive, rude, abrupt or leave anyone to suffer or feel neglected.	We won't let each other down, exclude or criticise people.	We won't accept second best or choose a negative attitude.

gofalu am ein gilydd	cydweithio	gwella bob amser
ym mhob cyswllt dynol ym mhob un o'n cymunedau ac ym mhob un o'n hysbytai.	fel cleifion, teuluoedd, gofalmwyr, staff a chymunedau fel ein bod yn rhoi cleifion yn gyntaf bob amser.	fel ein bod ar ein gorau i bob claf ac ein gilydd.
<p>Rydym yn <b>gyfeillgar</b>, yn <b>gymwynasgar</b> ac yn <b>sylwgar</b>. Rydym yn <b>croesawu</b> ein gilydd gyda gwên.</p> <p>Rydym yn <b>gweld pobl</b> fel unigolion. Rydym yn <b>gwneud y peth iawn</b> ar gyfer pob unigolyn ac yn <b>trin pawb</b> gydag <b>urddas</b> a pharch.</p> <p>Rydym yn <b>garedig</b>, yn <b>dosturiol</b>, yn <b>amyneddgar</b> ac yn <b>empathig</b> i anghenion pobl eraill.</p>	<p>Rydym yn <b>cyfathrebu'n agored</b> ac yn <b>onest</b> ac yn <b>esbonio pethau'n glir</b>.</p> <p>Rydym yn <b>cymryd amser</b> i <b>wrando</b>, <b>deall</b> a <b>chynnwys pobl</b>. Rydym yn <b>gwerthfawrogi cyfraniad pawb</b> ac rydym yn <b>gweithio</b> gyda'n partneriaid i gysylltu pethau ar gyfer pobl.</p> <p>Rydym yn <b>agored i adborth</b>, ac yn <b>gweithredu arno</b>. Rydym yn <b>dweud ein dweud</b> os oes gennym bryderon.</p>	<p>Rydym yn <b>cadw pobl yn ddiogel</b> ac rydym yn <b>darparu gwasanaeth effeithlon</b> ac <b>amserol</b>.</p> <p>Rydym yn <b>broffesiynol</b> ac yn <b>gyfrifol</b> ac yn <b>dwyn ein gilydd</b> i gyfrif.</p> <p>Rydym yn <b>dewis agwedd gadarnhaol</b>, <b>ceisio cyfleoedd dysgu</b> ac yn <b>datblygu ein sgiliau</b> a'n <b>gwasanaethau'n barhaus</b>.</p>
Ni fyddwn yn anwybyddu pobl, bod yn ddiystyriol, yn anghwrtais, yn swta na gadael i unrhyw un ddioddef neu deimlo eu bod wedi'u hesgeuluso.	Ni fyddwn yn gadael ein gilydd i lawr, cau pobl allan na'u beirniadu.	Ni fyddwn yn derbyn yr ail orau na dewis agwedd negyddol.

## Important Contact Information

### **Volunteer Office**

To contact the Volunteering Team for help, advice or support:  
Email [volunteer.centre@wales.nhs.uk](mailto:volunteer.centre@wales.nhs.uk) or call **01792 703290**.

**Fire / Emergency Help**                      **3333 (internal)**

**CRASH Team**                                      **2222 (internal)**

**Switchboard**                                      **100 (internal)**

### **Safeguarding**

Mon-Fri 8.30am-5pm                      **01639 683164** / [SBU.Safeguarding@wales.nhs.uk](mailto:SBU.Safeguarding@wales.nhs.uk)

Out of hours                                      Neath Port Talbot Local Authority - **01639 895455**  
Swansea Local Authority - **01792 775501**

### **Health of Wales Information Service – HOWIS**

For information on wellbeing, NHS jobs etc:      <http://howis.wales.nhs.uk/>

**Information Governance**                      [SBU.confidentialityissues@wales.nhs.uk](mailto:SBU.confidentialityissues@wales.nhs.uk)

**The Guardian Service**                      0333 5773132 / [Contact@theguardianservice.co.uk](mailto:Contact@theguardianservice.co.uk)

### **Volunteer Reception Desks**

Morrison                                      01792 703322

Singleton                                      01792 200328

\*Neath Port Talbot                      01639 682349

\*NPT Resource Centre                      01639 683020

*\*Please note these are not open currently*

**Other contacts – use this space to add numbers or emails that are relevant to your role**

<b>Name / Role / Service</b>	<b>Contact details</b>

## **Looking after yourself**

Volunteering in Health can be difficult and emotional at times. You will see people who are distressed and in pain and you may have to respond to emergency situations. If you are ever upset or worried about something you have seen, please make sure you talk to someone about how you are feeling – you can talk to one of the volunteering team, your supervisor, our occupational health service or our wellbeing service.

### **Volunteer Meetings**

These sessions are held every couple of months and give everyone the chance to feedback, share experiences and learning and make sure that we have the right support in place for you. We will also try to offer opportunities virtually where we are able.

### **Occupational Health**

Our Occupational Health department provides health screening and advice for volunteers. The department provides help with physical and emotional issues or conditions.

If you have an illness or injury related to your volunteering or any major change in your health, please speak to the Occupational Health team in your area:

- Morriston Hospital: 01792 703610
- Singleton Hospital: 01792 285223
- Neath Port Talbot Hospital: 01639 683197

### **Counselling Service**

This is available to anyone who wants to talk to someone about any personal problems they are experiencing. To use this service call 08456 048178.

### **Wellbeing Service**

The aim of the Staff and Volunteer Wellbeing Advice and Support Service is to provide faster access to health and wellbeing support. This prudent approach aims to ensure that you can receive timely support by the appropriate healthcare professional.

The service offers an initial telephone contact regarding health at work concerns from a Physiotherapist for musculoskeletal conditions (muscle and joint pain); or a Wellbeing Advisor (Occupational Therapist, Staff Counsellor or Assistant Psychologist) for emotional health problems (such as stress, anxiety and low mood).

Following self-referral, a confidential telephone contact with an appropriate professional will be arranged in order to understand your 'health at work' needs and to provide related advice and ongoing support, if necessary. Additionally, the service will be able to signpost you to relevant services that support your health and wellbeing.

**The service operates 9.00am – 5.00pm, Monday to Friday, excluding Bank Holidays. To access support you can call 01639 684568 or email [SBU.StaffWellbeing@wales.nhs.uk](mailto:SBU.StaffWellbeing@wales.nhs.uk)**

There is a range of wellbeing information guides and training. Visit our Staff Wellbeing page on our website (located in the 'Staff Room') by following this link; <https://sbuhb.nhs.wales/about-us/staff-info/staff-health-and-wellbeing-service/> or scanning the QR Code below. If you would like alternate access to any of these materials or further information please let a member of the Volunteer Service Team know.







# Need to talk?

The Staff Health & Wellbeing Service  
is here to support you

If you work or volunteer for Swansea Bay UHB and need to speak with someone about how you are feeling and the impact the current COVID-19 situation is having, please get in touch.

Monday—Friday (exc. Bank Holidays) 9am—5pm

External line: 01639 684568

Internal line: 44568

[SBU.StaffWellbeing@wales.nhs.uk](mailto:SBU.StaffWellbeing@wales.nhs.uk)

**For more resources please see the dedicated Staff Wellbeing—  
COVID Page under Hot Topics on the intranet.**

For Spiritual and Chaplaincy Support please call

33301 or 01792 703301 08:30am —16:30pm

For additional staff support overnight, please call the Morriston  
switchboard 01792 702222 and ask for the on-call Chaplain

Check out the HEIW All  
Wales Wellbeing resources by scanning  
the QR code



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24/7 Support and Advice contact the  
Samaritans on 116 123

@SBUHBWellbeing





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Iechyd a Lles Staff  
Staff Health & Wellbeing

# Looking after your Wellbeing (During the COVID-19 Outbreak)

## Advice for Staff - 'It's ok not to be ok'

During this period of exceptional stress and uncertainty it is more important than ever to look after **YOU**. Below are some strategies to help deal with these new challenges and advice on keeping yourself well when working.

### Signs of Stress

*Stress during an infectious disease outbreak can include:*

- Fear and worry about your own health or the health of loved ones
- Anxiety triggered by uncertainty and change
- Changes in sleep or eating patterns
- Poor concentration
- Irritability
- Sadness/Tearfulness
- Poor Self-Care
- Tiredness
- Hopelessness



### It is important to remind yourself:

It is not selfish to take breaks  
Know that it is okay to draw boundaries  
It's ok to ask for help and support

### Buddy System

- Support one another by buddying up with a colleague to support, monitor each other's stress, workload and safety.
- Encourage each other to take breaks, share opportunities for stress relief (rest, deep breathing, hydration etc).

### Check In

Take a few minutes to check in. Try a brief meditation to re-focus your attention.

**F – Focus on what's in your control.**

**A – Acknowledge your thoughts and feelings.**

**C – Come back into your body.**

**E – Engage in what you 're doing.**

Link to the exercise:

<https://www.youtube.com/watch?v=BmvNCdpHUYM>

### Preparing for Work

*Responding to COVID-19 is likely to take an emotional toll on you. How can you prepare yourself for work?*

- Get yourself into a routine before you go into work. Prepare food, eat, sleep, and hydrate yourself in preparation.
- Try a mindfulness exercise before leaving or engage in a self-care activity.
- Speak with family and find ways to communicate with them, keep their expectations realistic, to take pressure off yourself.

### Maintaining Wellbeing at Work

*Self care strategies to consider when working:*

- Take breaks as frequently as possible (Keep yourself hydrated and eat throughout)
- Monitor your stress symptoms to avoid burnout.

### Support after Work

*It is important to take time to process, reflect and unwind when you finish work. Consider:*

- Your needs (energy, sleep, meals etc)
- Take time to unwind (relaxation)
- Connect with others
- Engage in self-care activities
- Limit the amount of time spent on social media/watching the news.

This leaflet has been adapted from multiple sources, contact Well-Being Service (01639 684568, or ext.44568) for a list of references.



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## Staff Health and Wellbeing Services



- The Staff Wellbeing Advice and Support Service
- Occupational Health
- Staff Muscle and Joint Service
- Learning & Development
- Getting Involved / Wellbeing Champions
- Living Life Well
- Staff Discounts

**01639 684568**

### STAFF SUPPORT

If you are looking for support with your Health in Work, you may find our services listed here helpful.

If you are unsure and would like to speak to a member of the team, call us on the above number.



@SBUHB\_Occhealth

@SwanseabayNHS

**The Staff Wellbeing Advice and Support Service** offers an initial telephone contact regarding health at work concerns from a Physiotherapist for musculoskeletal conditions (muscle and joint pain); or a Wellbeing Advisor (Occupational Therapist, Staff Counsellor or Assistant Psychologist) for mild to moderate mental / emotional health problems (such as stress, anxiety and low mood). The service also provides advice (sign posting to appropriate policies and departments) in relation to Human Resources from the team's Workforce Programme Manager. Following a self-referral, a confidential telephone appointment with an appropriate professional will be arranged to discuss your 'health at work' needs and to provide appropriate advice and ongoing support, if necessary.

In addition, the service can signpost staff to relevant services that support staff health and wellbeing.

**The Service is available: Monday - Friday, 9:00am - 5:00pm**

**01639 684568 / Ext. 44568 / [SBU.StaffWellbeing@wales.nhs.uk](mailto:SBU.StaffWellbeing@wales.nhs.uk)**

**Occupational Health** provides impartial advice about work-related health issues; health and fitness to work assessments; workplace adjustments and rehabilitation; staff immunisation and more. Both staff and managers can refer to the Occupational Health Team.

**Call: 01792 703610 or use Ext: 33610**

Or email [Sbu.Occhealth@wales.nhs.uk](mailto:Sbu.Occhealth@wales.nhs.uk)

OH referral forms can be found on the Employee Wellbeing Page of the Occupational Health section of the SBU intranet homepage: See **Employee Wellbeing** on the left hand side.

**Staff Muscle and Joint Service** - In addition, staff who are referred to the MSK Pathway within SBU HB can contact the Staff Wellbeing Team and submit a request to have the appointment expedited.

**#WellbeingCymru**



### Services Continued....

**Wellbeing Champions** – the Health Board has developed a network of Employee Wellbeing Champions, which is made up of individuals who have an interest in wellbeing and undertake initiatives to support their colleagues. This includes maintaining notice boards, organising team events and signposting colleagues to support services. Staff who are interested in becoming a Wellbeing Champion, or have any queries are asked to email [SBU.WellbeingChampions@wales.nhs.uk](mailto:SBU.WellbeingChampions@wales.nhs.uk)

**Learning and Development** – in addition a range of personal and professional development opportunities that are available to all staff can be found in the *Learning & Development Prospectus* which is available on the Intranet. This includes a wide range of learning resources - clinical and non-clinical.

**Living Life Well Programme** - offers community based courses across the SBU Health Board area. Full details can be found on <http://www.wales.nhs.uk/sitesplus/863/page/47545>.

The programme provides 'Open Access' Courses (just turn up, no booking required) including the 'Stress Control' and the 'Activate Your Life' courses. There are also a number of other courses available where pre-booking is required.

For further information please contact: [living.lifewell@wales.nhs.uk](mailto:living.lifewell@wales.nhs.uk) or phone/text **07967 612246**.

**Getting involved** – if you have any ideas or want to get involved, please contact the Staff Health & Wellbeing Team on: **01639 684568** or email: [SBU.StaffWellbeing@wales.nhs.uk](mailto:SBU.StaffWellbeing@wales.nhs.uk)

### Staff Discounts -

Some leisure facilities offer discounted memberships to NHS employees. Staff are advised to make enquiries to establish what may be available in your local area. Please note, you may need to show proof of NHS employment.

Many more Online and High street discounts can be found through the **BlueLightCard** for NHS & Armed Forces [bluelightcard.co.uk](http://bluelightcard.co.uk), Healthcare Staff Benefits [www.healthcarestaffbenefits.org](http://www.healthcarestaffbenefits.org) or NHS Discounts [healthservicediscounts.com](http://healthservicediscounts.com)



@SBUHB\_Occhealth  
@SwanseabayNHS



#WellbeingCymru



## **Spiritual, Religious and Pastoral Care**

Spiritual care is offered to patients, their families, carers, staff and volunteers because we understand that a person's attitude, state of mind and their feelings play an important role in the process of healing.

You may become aware of signs of spiritual distress in patients at any point from admission, throughout treatment and even at discharge, and also in families and carers, and not everyone feels able to deal with such need.

There is a team of chaplains throughout Swansea Bay University Health Board, whole-time, part-time and specially- trained volunteers, who can offer spiritual help and support to patients, families and carers of any faith or none. Religious care can also be provided and contact with local faith groups can be made at a patient's request.

We also recognise that working in healthcare can sometimes be tough, and that talking things through with someone can be helpful, so we are also available to provide care for you in your volunteer role.

Chaplains support patients, their families, carers, staff and volunteers by offering:

- A listening ear and pastoral or spiritual care in difficult times
- Non-judgemental comfort and confidential support
- Religious care
- Contact with local faith groups

The Chaplaincy Team can be contacted through the acute hospital switchboards; an on call Chaplain is usually available 24 hours a day 7 days a week.

## **Patient Advisory Liaison Support (PALS)**

It is essential that we learn from people using our service about what is good and how we can improve. One way we try to understand how we are doing and to improve Patient Experience is through the PALS teams.

PALS provide practical on the spot advice and support to patients, their families carers and staff. The team listen to worries, suggestions and queries, and take immediate action to help sort out problems. They also encourage patients and families to 'tell their story' so we can learn from their experiences and get a better perspective of their point of view.

PALS help by:

- Listening to any problems and suggesting the best way to resolve them
- Agreeing what should happen next and what steps will be taken to sort out problems
- Arranging meetings with staff so that people's questions can be answered
- Going to meetings with staff to support patients, their families and carers
- Sharing information about any changes and improvements that have been made
- Passing on positive comments to staff

## Useful Information

### Communication

Your supervisor will keep you updated with important information that affects your role but there are other ways of finding out what is happening in the Health Board.

**Diaries, notice boards and reception desk files** – The Volunteer Service Team will keep you updated with information relevant to your role, training opportunities, events by placing printed information into the diaries and communication files on the front desk of each hospital site (noticeboard in Morriston). Remember to take a look at the start of your shift.

**Email and post** – The Volunteer Service Team will from time to time send emails with information about training, events and information about your role.

**Volunteer Meetings** – are held every couple of months letting you know about what's happening in the health board and they're your chance to give us feedback about what's going well, what we can do better, and for you to share experiences and learn from other volunteers. They may also be used to provide refresher training and give you updates about your role.

**Internet** – visit our website: [www.sbuhb.nhs.wales/](http://www.sbuhb.nhs.wales/) for general communication including annual reports, press releases, media statements, consultations and information about our services for patients and visitors.

**Facebook** – Swansea Bay NHS – follow us on Facebook and keep up with what's happening in the Health Board and also important healthcare information you, your family and friends.

**Twitter** - @SwanseabayNHS– if you're a Twitter follower you can also use it to keep up to date with what is going on in the Health Board and important healthcare information. And for volunteer specific information you can follow @SBUVolunteers.

**YouTube** – Swansea Bay NHS TV – we have a large collection of in house videos ranging from patient stories, interviews with staff, events, patient / visitor information and new services.

**Information Screens** – the Health Board has a network of information screens across its four main hospital sites providing staff, patients and visitors with SBU news and information.

**Meet the Executive Team Meetings** – the Executive Team host a monthly staff and volunteer engagement session where you can make your voice heard and also submit questions that you want the team to respond to in future Meet the Executive Team sessions. Our Executives are made up of department and unit directors across the Health Board and our Chief Executive.

To submit your questions email Lee Leyshon [Lee.Leyshon@wales.nhs.uk](mailto:Lee.Leyshon@wales.nhs.uk) (Questions can be treated anonymously if preferred). Details of sessions will be displayed on posters on noticeboards and diaries/communications files on front desks and can be emailed to you if requested.

## **Signing in and out**

The hours you are expected to attend will be agreed between yourself and your supervisor or the volunteering team. Please make every effort to attend regularly and punctually and if anything makes this difficult for you please talk to the volunteering team.

During office hours, if volunteering in one of our main acute sites please make sure you first sign in on the volunteer desk and then check in with your supervisor once you begin your shift. For those in other areas please sign in and out as appropriate with your supervisor or following the process in place. We ask that you always tell someone that you are leaving when your shift finishes.

## **Uniform and clothing**

All volunteers wear a uniform provided by SBU Health Board. Wearing a uniform makes it easy for people to see that you are part of SBUHB and to be confident that you can be trusted. Please also wear your ID badge at all times while volunteering. Speak to the Volunteer Service Team regarding ordering new or surplus uniform.

If you volunteer in a clinical area, please be aware that jewellery and chipped nail varnish can spread infection amongst patients. Therefore we ask that you don't wear rings with stones or other visible jewellery or watches; one plain band is all that is permitted on the wards, and that you don't wear nail varnish or wrist watches.

We also ask that you wear flat, enclosed shoes and refrain from wearing perfume on your shift due to allergies.

## **Transport and Parking**

Parking at all of our hospital sites is difficult, car parks are busy and space is limited therefore please allow extra time to find a parking space before you start your role. Please be mindful of parking outside of designated bays or in restricted areas such as disabled spaces as parking fines will apply. If finding a parking space is too difficult or causes distress, we understand that this may mean you can't attend your volunteer shift, please just give us a call to let us know.

Parking permits are available from the volunteering team. These allow you to park in the staff car parks. If you have a problem with a parking permit please email [Carpark.permit@wales.nhs.uk](mailto:Carpark.permit@wales.nhs.uk).

## **Car Drivers**

If you drive your car as part of your role, for example if you help transport patients to appointments or transport goods or equipment, you need to make sure that you are adequately insured. The Volunteer Team will provide you with a handbook with more information around driving for voluntary purposes.

## **Handling Patients' Money**

Volunteers who are based on wards may be asked to go to the hospital shops to buy items for patients. If a patient asks you to buy something for them please check with a member of the nursing staff and ask them to witness the amount of money you are taking. Always have a witness and always get a receipt and give this to the patient with any change.

## **Volunteer Expenses**

We do not expect you to have to pay to volunteer so will reimburse agreed reasonable expenses such as travel to and from your volunteering. The process for claiming expenses is set out in our Expenses Procedure which the volunteering team discuss during your induction. Remember to keep the receipts and tickets for expenses you wish to reclaim.

The Health Board is unable to reimburse taxi fares unless exceptional circumstances are specifically agreed and authorised in advance by the Volunteer Services Department. Volunteers who use their own car can claim the mileage rate below:

All cars	45p per mile (plus 5p per mile per passenger carried)
All motorbikes	24p per mile
All bicycles	20p per mile

All expenses must be claimed using the volunteer expenses claim form. Expenses should be claimed on a monthly basis and are reimbursed via bank transfer.

## **Patient and Visitor Complaints**

Swansea Bay University Health Board aims to provide the very best care and treatment and welcome all views and want to learn from experiences, good or bad. The vast majority of people are happy with the service they receive. Sometimes though, things might not go as well as expected. By telling us about concerns, we can apologise, investigate and try to put things right. We will also learn lessons and improve services.

If someone wants to make a complaint please put them in touch with the PALS team in the hospital where you are based. Alternatively, you can provide them with the contact details below:

Telephone:	01639 683363/683316
Text:	07903594520
Email:	SBU.Complaints@wales.nhs.uk
Post:	Tracy Myhill, Chief Executive, SBU Health Board Headquarters, 1 Talbot Gateway, Baglan Energy Park, Port Talbot, SA12 7BR

## **Social media**

If you use social media such as Facebook, Twitter, Instagram then please avoid posting any information about patients, relatives, staff or other volunteers and refrain from taking any photos that may have any patients or visitors visible.

Please be aware that as a volunteer you are expected to comply with the Health Board social media policy. More information about our social media policy is available from the Volunteering Team or in the communication file in your area.

## **Insurance**

While you are volunteering you are covered by the Welsh Risk Pool; providing employers liability insurance while you are carrying out your role. The insurance only covers activities listed in your volunteer role description.

If you are asked or begin to undertake extra responsibilities please inform the Volunteer Service Team who can agree this Welsh Risk Pool.

## Staying Safe

We want everyone who volunteers to be happy and safe and know what to do in the event of an emergency or difficult situation.

This section provides basic information that all volunteers need to know about. For further information about any of these areas, please talk to the Volunteer Team.

## Health and Safety

We all have a duty to prevent accidents and look after our own and each other's wellbeing. Health and Safety isn't complicated, if everyone does a few simple things then most accidents could be avoided:

- Wear flat shoes with closed toes
- If you discover a spillage (for example if someone has spilt a cup of tea) tell someone and let passers-by know that they should take care
- Don't run or read anything while walking
- Report any damaged equipment or furniture

## Infection Control and Hand Washing (Covid -19)

**The advice for anyone in any setting is to follow these main guidelines from Public Health Wales.**

1. The most common symptoms of coronavirus (COVID-19) are;
  - new continuous cough
  - high temperature
  - loss or change to your sense of taste or smellIf you have these symptoms, however mild, stay at home to self-isolate and do not attend your volunteer shift. Please follow [Welsh Government guidance](#) and contact the Occupational Health team.
2. Wash your hands more often than usual, for 20 seconds using soap and hot water, particularly after coughing, sneezing and blowing your nose, or after being in public areas where other people are doing so. Use hand sanitiser in addition to hand washing.
3. To reduce the spread of germs when you cough or sneeze, cover your mouth and nose with a tissue, or your sleeve (not your hands) if you don't have a tissue, and throw the tissue in a bin immediately. Then wash your hands or use a hand sanitising gel.
4. Clean and disinfect regularly touched objects and surfaces using your regular cleaning products to reduce the risk of passing the infection on to other people.

If you have any of these symptoms or you have been in contact with anyone who has or who has tested positive you must let the volunteer team know immediately and do not attend any work as a volunteer or agree to assist a vulnerable individual. **Please stay home and only return to volunteer once better** after advice from Occupational Health. Coming in to volunteer when you are unwell reduces our ability to prevent infections spreading. **You must not put patients, staff or other volunteers at risk of exposure to the virus.**

Your role should not involve any contact with blood or other bodily fluids, and we ask that you please do not handle any bodily fluids or contaminated waste.

If you are volunteering on a ward or in a clinical area make sure you know how to wash your hands thoroughly and when you should do this. Make sure your forearms are not covered by rolling up your sleeves or wearing short sleeved clothes. Please see the poster from Public Health England with a step by step guide on hand washing and using hand sanitizer given to you in this pack. Some roles may require extra ICP training, this will be discussed with you.

## **Sharps**

Volunteers should not handle sharps as part of their role. If you see a sharp object lying around for example a used syringe do not touch it, report it to a member of staff or your supervisor immediately. All sharps are disposed of in yellow sharps bins – please do not touch sharps bins or move them. If you do cut or prick yourself on a sharp, you must seek medical treatment immediately. All sharps injuries have to be reported by law.

## **Fire**

Everyone has a responsibility to reduce the risk of fire breaking out and to know what to do in the event of a fire.

Most fires are associated with electrical equipment so report all faults such as damaged cables. Do not obstruct fire exits and keep fire doors closed, report any blocked fire exits to your supervisor.

On your first day please ask to see the fire evacuation plan for your area so that you know where to locate your nearest fire exits and the assembly point if there is an evacuation. Speak to your supervisor if you're unsure.

If you discover a fire please:

- Break the glass in the nearest red fire alarm
- Leave the area and go to a safe place
- If on a HB site call 3333 from any internal phone and tell the operator about the fire, for other areas please call 999.

## **Emergencies**

Whilst volunteering on site if a person becomes unwell, collapses or is unresponsive you should call for help, and call the Crash Team by dialling 2222 from any internal phone. If volunteering off site please call 999.

Volunteers are not medically qualified and are not expected to check pulses etc. or provide first aid. Only trained people should use the defibrillators.

## **Manual Handling**

Volunteers are not able to lift patients or provide any form of physical care. Volunteers are able to push wheelchairs only once they have attended Health Board training.

Volunteers should be mindful of moving or lifting large or heavy objects without assistance and should not do so unless they have received adequate training. Never stand on anything to reach high shelves. If you need to move something or reach something high up please ask for assistance.

## **Violence and Aggression**

Occasionally people using our services become aggressive or abusive. If you are dealing with someone who is becoming angry you can contact the PALS team for assistance. If someone becomes aggressive, demonstrates violent behaviour or you are worried about someone getting hurt please ask for help and call 3333 (if on site) as soon as you can.

If volunteering on one of the main hospital site desks or the Singleton Crush hall shop there is a panic alarm located under the desk which can be used in an emergency situation to request security. On your first day please familiarize yourself with this.

## **Lone working**

Volunteers should work in public areas and should not work alone unless this has been agreed with the volunteering team. If your role does involve working alone, a risk assessment will demonstrate emergency procedures.

In your role always make sure you know how to call for help if there is a problem.

## **Boundaries**

All volunteer roles have boundaries. Boundaries exist to make sure that the work of volunteers is safe and complements the work of paid staff. We want all volunteers to be clear of the boundaries in their roles and to be comfortable saying no if they are asked to do something that is not part of their role.

People in hospital often want reassurance that everything is going to be ok, or want someone to tell them what to do and as a result you may find that people want to talk to you. The role of volunteers is to provide information and use your knowledge and personal experience to help people but you should also be careful to avoid making judgements or giving people advice; especially in regard to health and wellbeing.

Always remember that there are people around to help such as medical staff and the PALS team.

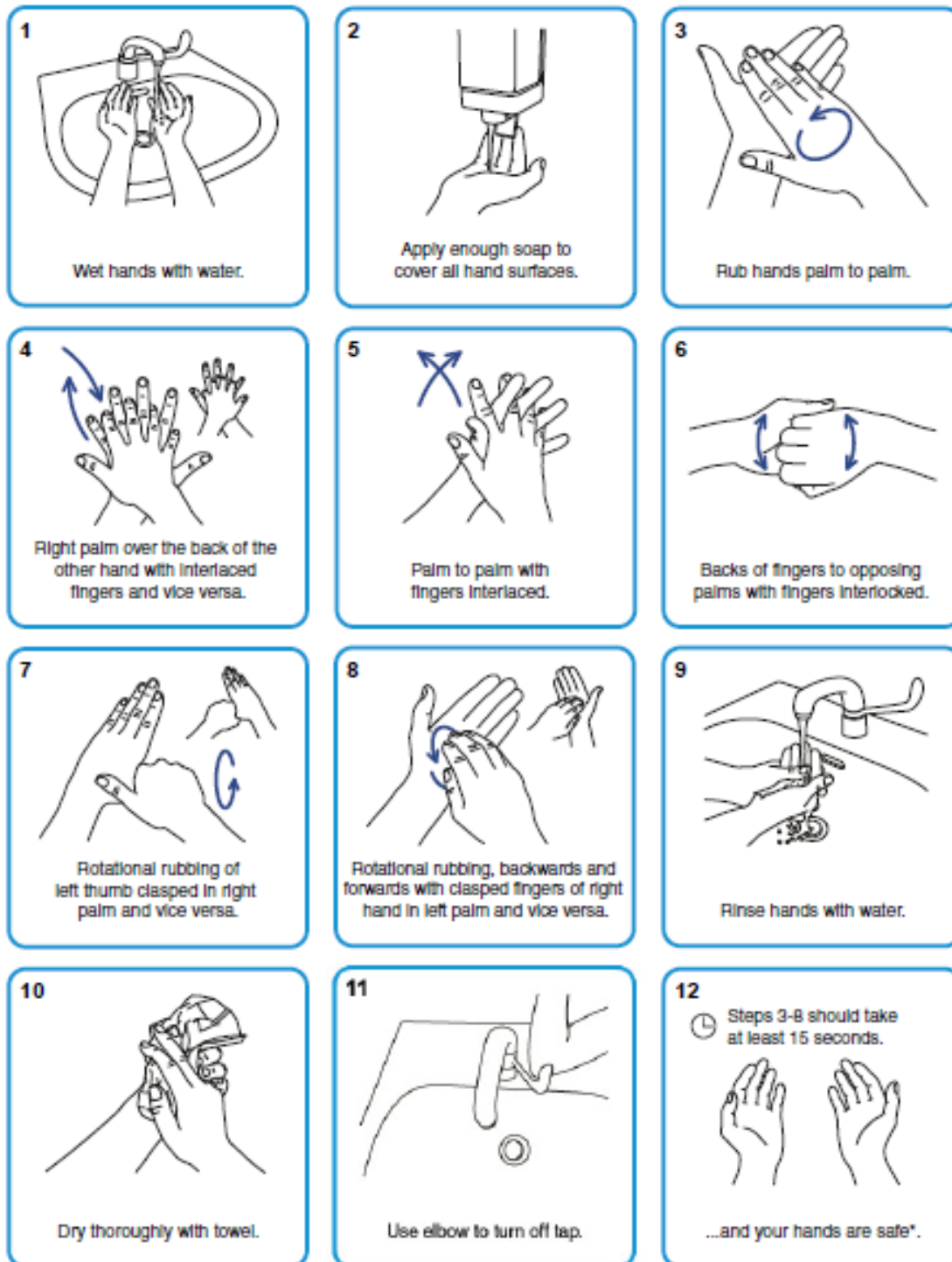
As a volunteer:

- don't exchange personal details with patients
- don't lend money to patients or visitors (if someone needs money or basic items contact the PALS team or ward manager who can speak with them)
- don't accept gifts from patients (if gifts are offered, please inform your supervisor)
- don't look after patient and visitor belongings
- don't provide legal advice or advocate for patients as part of your role
- don't provide personal care (washing, helping with going to the toilet) or give medication to patients
- don't feed patients (you can help at mealtimes by cutting up food and encouraging patients to eat and drink and if a patient is not eating please tell a member of the nursing staff)
- any form of physical contact with patients is not encouraged
- if you see someone you know in a hospital treat them as you would any other patient.



# Best Practice – How to Hand Wash

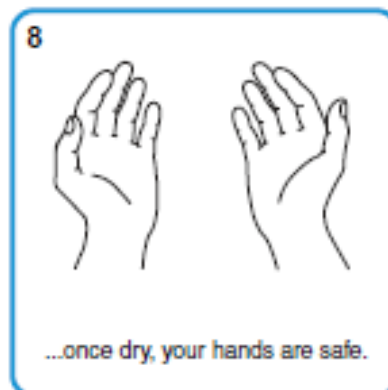
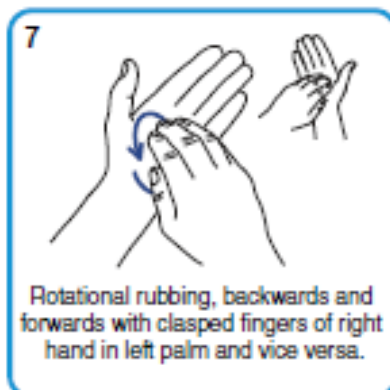
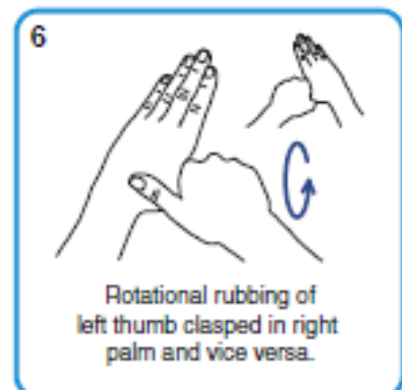
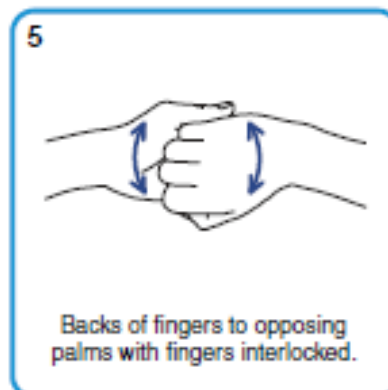
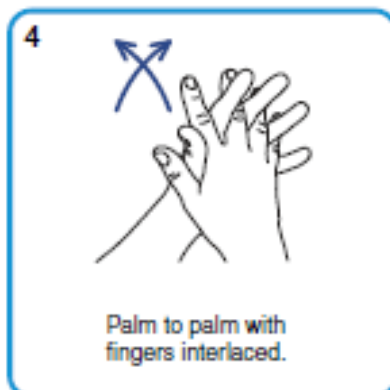
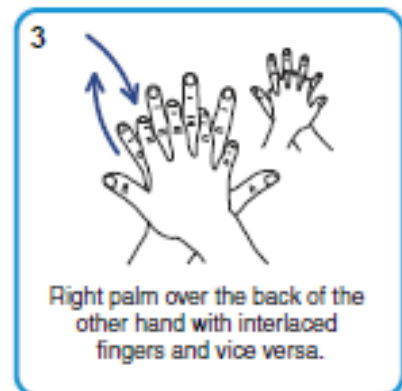
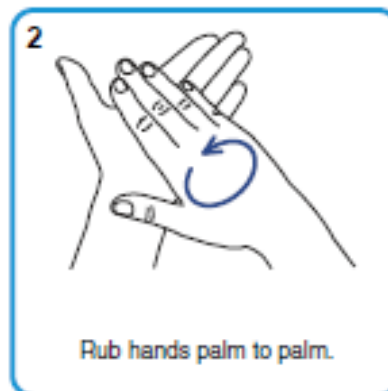
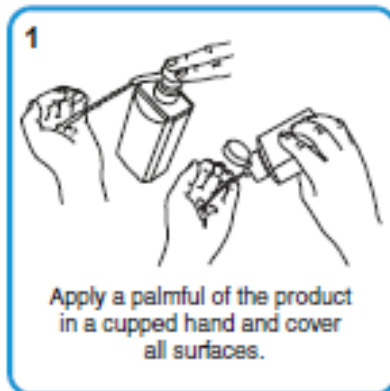
Steps 3-8 should take at least 15 seconds.



\*Any skin complaints should be referred to local occupational health or GP.

## Best Practice – How to Hand Rub

Duration of the process: 20-30 seconds.



## **Safeguarding**

Safeguarding refers to the process of protecting children and adults to provide safe and effective care. This includes all procedures designed to prevent harm to a child or an adult at risk. Making sure that children and adults at risk are protected from harm is everyone's responsibility.

- Don't dismiss your concerns
- Don't confront the person about who you have a concern
- Refer your concern to someone senior

If you are worried that someone is being harmed or is at risk of harm you should tell your supervisor or the volunteer service team immediately who will be able to take this forward.

If you are unsure of who to speak to you can contact the Corporate Safeguarding Team between Monday and Friday (8.30 am - 5 pm) who will be able to assist you.

You can contact them by calling 01639 683164 or emailing

[SBU.Safeguarding@wales.nhs.uk](mailto:SBU.Safeguarding@wales.nhs.uk).

If you are volunteering outside of office hours, weekday evenings and weekends you should contact Social Services by calling your Local Authority Emergency Telephone Number:

Neath Port Talbot Local Authority **01639 895455**

Swansea Local Authority **01792 775501**

Police **101**

Remember in an emergency or if you have serious concerns for a person's immediate safety, please call **999**.

Volunteers should have a basic knowledge about safeguarding. The Wales Safeguarding Procedures are available for download via the Apple App Store and Google Play Store; and they can also be viewed online at [www.safeguarding.wales](http://www.safeguarding.wales).

## **Policies and Procedures**

Our expectations for volunteers are set out in our volunteering policy. We ask all volunteers to sign a volunteering agreement which sets out what you should expect while volunteering and what we expect in return. If you want to read this policy please ask the central volunteering team for a copy.

## **Concerns and complaints**

### **If you have a concern or complaint about your volunteering**

Whilst you're volunteering we hope that you'll never have a serious problem – but we do understand that from time to time problems can crop up. For example if you're unhappy with your role, feel that someone has treated you unfairly or if your supervisor feels that you're struggling with your role.

Wherever possible we try to resolve problems informally and we encourage you to speak to someone in the first instance; either your supervisor or the volunteer service. If problems cannot be resolved informally we follow our structured process.

Whenever there is a problem we use our problem solving procedure to deal with problems fairly and consistently; please ask the Volunteer Team to see a copy of this.

### **How you can raise concerns anonymously**

The Health Board uses The Guardian Service who be contacted on 0333 5773132 or [Contact@theguardianservice.co.uk](mailto:Contact@theguardianservice.co.uk)

#### **The Guardian Service**

- are available 24/7 to listen to any work related concern
- offer an independent, strictly confidential, non-judgemental, supportive staff liaison service
- your meeting with us is strictly confidential and we will not make a record of this meeting or do anything with the information you provide without your express permission
- if the issue is patient or staff safety, we will escalate your concerns immediately either anonymously or with your permission with your name
- are supportive of an open, honest, reporting culture
- have access to senior decision makers within your NHS Trust who can help resolve the issues raised
- can facilitate a meeting between you and the person you may have a concern with as long as you both agree to it
- provide an additional option for staff and volunteers
- are open to everyone
- do not provide legal advice
- do not provide mediation
- do not provide counselling
- do not provide psychological advice
- if you are involved in any formal process with your organisation we cannot become involved until that formal process is complete
- do not tell you what to do
- do not undertake investigations

## Equality and Diversity

Disease and illness don't discriminate and neither do we. Our values show our commitment to equality is at the heart of everything we do. Equality is about making sure that people are treated fairly. It is not about us treating everyone the same, but seeing people as individuals and recognising that everyone's needs are met in different ways. We must be sensitive, thoughtful and flexible in how to meet the needs of each person.

We do the right thing for every person and treat everyone with dignity and respect. We protect people's dignity and privacy and take action when we see these are being undermined. We care for each other in every human contact in all of our communities and each of our hospitals.

Our equality objectives were developed by working together with our partners. We engaged with people from different groups fostering good relations. The objectives are designed to ensure that our services are accessible to everyone and our employment practices are fair. We want to be inclusive and always improving. We will promote equality and human rights for everyone. We won't accept anyone being disadvantaged by any of the following (also known as 'protected characteristics'):

- age
- disability
- faith or belief
- gender
- pregnancy or maternity
- race
- sexual orientation
- being married or in a civil partnership
- gender reassignment

### Contacts

Jane Williams – Jane.Williams16@wales.nhs.uk

Mitch Jones – Mitchell.Jones@wales.nhs.uk

### Staff Networks

Calon – LGBT+ - Calon.LGBTStaffNetwork@wales.nhs.uk

BME Staff Network - SBU.BMESTaffNetwork@wales.nhs.uk

Women's Network

## Learning Disabilities

"Learning Disabilities" can be described as an umbrella term under which all affected individuals are described as having varying degrees of "impairment of intellectual and social functioning".

Somebody with a learning disability will have: significantly reduced ability to understand new or complex information, to learn new skills (impaired intelligence) with reduced ability to cope independently (impaired social functioning) which started before adulthood, with lasting effect on development.

The health board employs three learning disability nurses in acute liaison roles, across the hospital sites.

Their key responsibilities are:

- Promote and champion the rights of people with learning disabilities
- Work in partnership with hospital staff including learning disability champions
- Offer support, advice and consultation to staff within the hospital
- Support you to make reasonable adjustments to improve the patient experience
- Give advice and support in relation to challenging behaviour and other complex needs
- Work with departments and external partners to ensure a safe discharge
- Provide education and training.

## What are reasonable adjustments?

This symbol may be above somebody's bed or on their wristband to indicate that they may need reasonable adjustments.

Reasonable adjustments are a legal requirement under the Equality Act 2010. It is important that we take positive steps to remove potential barriers that might prevent people with learning disabilities to access health care.

Some examples would be:

- Easy read appointment letters
- Simplifying your language
- Offering appointments at the beginning or end of day when it's less busy
- Being mindful of what you are wearing (uniforms can be a barrier)
- Offering longer appointments
- Offering a side room if the wait is going to be too long

Every department has access to the learning disability care pathway, you may hear this referred to as the "care bundle", which provides specific guidance and documents. More information on caring for people with learning disabilities, and what you need to do, can be found on the 1000 lives website. If you want to know more, or want to become a learning disability champion, contact the acute liaison nurses for the health board.

## Welsh language

At the core of all arguments for strengthening Welsh language provision is patient safety, dignity and respect. Care and language go hand-in-hand and the failure to communicate with patients and service users in their first language can result in the quality of care being compromised. By putting into place systems to make the 'active offer' it means we offer Welsh Language services without patients having to ask for it.

The Welsh language needs to be integrated into the planning, commissioning, delivery and monitoring of services to enable Welsh speakers to receive services in Welsh if that is what they want. To do this we need to work with partner organisations to ensure that all staff and volunteers providing services across health, social services and social care understand the importance of the Welsh language as a fundamental part of a person's identity and a wholly important part of meeting their needs.

The Welsh Government's Strategic Framework 'More than just words' aims to strengthen Welsh Language Services in Health, Social Services and Social Care, by improving the quality of care, maintain professional standards, meet the language needs of users and comply with legal and statutory requirements.

Under the Welsh Language Act 1993 the NHS in Wales has a statutory duty to deliver services to the public in both Welsh and English. Welsh Language Standards set out how organisations are expected to use the Welsh language in different situations.

SBUHB is fully committed to providing a bilingual service and information for all service users. Wherever possible, service users should have their treatment and care conducted in the language of their choice. People generally prefer to talk about personal matters, like health, in the language they are most comfortable with, and in some cases this is Welsh. People in Wales, by law, have the right to communicate and receive information in Welsh.

Some things you can do:

- Learn a few common welsh phrases to help put welsh speaking patients at ease (learner books are available on the reception volunteer desks)
- Give a bilingual greeting when answering the phone
- Wear a badge if you speak welsh fluently – this helps welsh speakers to identify volunteers and staff to talk to

You can contact the Welsh Language Officer for more advice and information.

## Answering the phone bilingually



In order to ensure that people are aware that they can use either Welsh or English when dealing with the Health Board, all SBUHB staff should answer the phone with a bilingual greeting:

### Example 1

'Bore da, Good morning. Bwrdd Iechyd Bae Abertawe, Swansea Bay Health Board. Carol Harry'.

'Pnawn da, Good afternoon. Bwrdd Iechyd Bae Abertawe, Swansea Bay Health Board. Carol Harry '.

### Example 2

"Bore da, Good morning. Switchfwrdd Bwrdd Iechyd Bae Abertawe, Swansea Bay, Health Board Switchboard. Nick Jones."

"Pnawn da, Good afternoon. Switchfwrdd Bwrdd Iechyd Bae Abertawe, Swansea Bay Health Board Switchboard. Nick Jones".

### Example 3

"Bore da. Good morning. How can I help?" or "Prynhawn da. Good afternoon. How can I help?".

## Guidelines

- If the caller responds to this initial greeting in Welsh, but the operator is not fluent in that language, the call should be transferred to a Welsh-speaking member of staff.
- If there are no Welsh-speaking members of staff available, the caller should be asked whether they would like to continue the call in English, or if they would prefer to have a Welsh-speaking member of staff call them back.

**A.** Bore da, good morning. Ysbyty Singleton Hospital.

**B.** Bore da. Fyddai'n bosibl siarad efo rhywun yn yr adran radioleg os gwelwch yn dda?

**A.** I'm afraid I don't speak Welsh. Can I transfer you to a Welsh speaker?

**B.** Yes please.

**A.** Hold on please. Diolch.



### **Gofalu Trwy'r Gymraeg**

Mae App newydd o'r enw **Gofalu Trwy'r Gymraeg** ar gael i'w ddefnyddio gan fyfyrwyr, academyddion ac ymarferwyr gofal iechyd a gellir ei lawrlwytho yn rhad ac am ddim o iTunes a'r App Store, ac o'i gael ar ddyfeisiadau hylaw a phoblogaidd fel hyn, byddai cyfle pellach i gynyddu'r defnydd.

### **Caring Through Welsh**

There is a new App available called **Caring Through Welsh**, it can be used by students, academics and health care practitioners and can be downloaded for free from iTunes and the App Store. Being available on easy-to-use and popular devices means that there is a potential to further increase its use.

## **Other languages**

SBUHB uses a telephone interpreting service for people who do not speak English. If you are approached by someone who does not speak English try to find out what language they speak using a language identification card. If the person has an appointment letter guide them to the appropriate department, or if they require urgent help, talk to your supervisor about using Language Line.

## **Information Governance** **Confidentiality and Data Protection**

Patients, relatives and visitors expect their information to be kept secure and confidential and we have a legal duty to protect personal information we collect.

- Never share or disclose any patient information
- Do not share staff or patient information or photographs on social media
- If you need to talk to someone about another person, find a quiet place to do this
- Do not leave any papers containing people's names or details where others can read them

### **Information Governance** **General:**

- Follow the "Information Governance Policy" and "Information Security Policy" (available on the Intranet or contact the IG Dept).
- Always ensure that health records, staff records and any other personal/confidential information are secure when you leave the office/nurses' station etc..
- Lock rooms or cupboards where personal (staff and patient) data is stored when an area is unmanned.
- Ensure personal data cannot be seen through windows, in reception areas, in consulting rooms, etc..
- Do not access clinical systems for reasons not directly work related: This breaches Policy and could result in your dismissal. This includes your own records and those of colleagues, family and friends, even with their consent. The only exception to this is if you are involved in their care, including admin staff involved in arranging care.
- Treat personal information as if it is your own.
- Never leave records, sensitive information or electronic devices unattended and in view in a vehicle.
- Do not post online comments that are offensive or breach confidentiality on social networking sites.
- Remove any confidential information from printers and fax machines once printed/sent/received.

- Ensure papers containing personal information are destroyed appropriately – shred or use confidential waste sacks/bins.
- Let your patients know how we use and manage their information: Posters and leaflets are available to download on the IG intranet pages (IT Informatics tab on Intranet front page, then Information Governance).
- Tell the IG Department if you have your own departmental information that you give patients (unless they are purely clinical which we do not need to review) or staff, including leaflets, letters, posters or newsletters so we can review them for legal compliance.
- Follow the Decommissioning Policy if you are moving offices, buildings or disposing of old equipment or furniture. Ensure no personal data is left in unexpected places, e.g. piece of paper under a mattress.
- If you share personal data externally with a non-NHS organisation regularly, please advise the IG Dept

**Report all IG Breaches onto Datix within 24 hours as there is a legal requirement for this.**

**Failure to do so may result in a fine of £23 million.  
DO NOT DELAY!!**

- If you share patient information externally, please note this in the patient record – what/why/when/who with.
- Do not enter into local contracts without Procurement support – they may not be legally compliant.
- If you are responsible for a new project, or a major new information flow, there is a legal requirement to complete a Data Protection Impact Assessment – email [abm.confidentialityissues@wales.nhs.uk](mailto:abm.confidentialityissues@wales.nhs.uk) for details.
- Use your IGB Lead as your first point of contact for IG queries (see contacts section for details).
- Contact your IGB Lead if you identify any area of IG risk so they can add it to the relevant Risk Register.
- Ensure the Information Asset Register (IAR) includes details of all information held on databases, spreadsheets, documents, paper records stored offsite, locally in filing cabinets, etc – anything necessary for your department's business to take place needs to be logged. Email the IG Dept or your IGB Lead for details.

#### **Telephone and face-to-face good practice:**

- Speak discretely at all times – in consulting rooms, on the wards, in the corridors etc..
- Only share personal information via telephone when you have confirmed the caller is authorised to receive it.
- Remember the Caldicott Principles and the 'need to know' principle when discussing patients.
- Don't gossip.
- Be careful of how much information you leave on answering machines or voicemail.

#### **Communication with the Police:**

Unless this is a regular part of your job, contact the IG Department for further advice. There are procedures available for release of information to the Police (ask the IG Department or visit the IG pages on the Intranet).

### PC good practice:

- Follow the “Information Security Policy”, “E-mail Use Policy” and “Internet Use Policy” (available on the Intranet or contact the IG Department).
- No personal IT equipment is allowed to connect to the Health Board network. However, you may connect your own equipment to the free WIFI service provided by Sky in your own time, and use Mobile Iron to access work data.
- Always save work to a secure network drive and not to the c: drive or the desktop.
- Lock or log out of workstations when unattended (Ctrl+Alt+Delete, then the enter key OR Window key+L).
- Do not share or pass on your password - keep it private.

### Sending of Mail:

- Please double check the address you are using with the most up-to-date information available. If you notice a discrepancy please don't guess - find out which is the correct address and organise to have the incorrect address(es) updated immediately.
- If you are handwriting an envelope, write neatly and clearly and include the recipient's full name and address.
- If you are using a window envelope, ensure that only the name and address of the recipient is visible through the envelope when sealed (shake it if necessary to check the letter doesn't shift position).
- Consider the use of “Private and Confidential” on the envelope – departments should make their own decisions, weighing up the risk of flagging the envelope as containing potentially sensitive information to those other than the recipient, versus the benefit of stating the envelope is private. You may choose to mark the envelope as “For addressee only” instead.
- Use two envelopes if sending anything heavy or bulky.
- Ensure all envelopes are fully sealed, but do not use any Sellotape on an envelope as this can lead to it sticking to a letter to be sent to someone different by mistake (this has happened and the Information Commissioner's Office recommended no Sellotape use).
- If hand delivering a letter, ensure that the envelope has still been fully addressed with the recipient's name and address, and ensure that it is handed over to the recipient only or posted through the correct secure letterbox.
- Consider the need to use a courier service, or tracking and/or 'signed for' services through Royal Mail, to ensure confidentiality and audit of the delivery and receipt of the letter/package.

### Faxes

- Follow the Fax Policy (available on the Intranet or contact the IG Department).
- Make sure you have the correct fax number and that there is an appropriate person read to receive the fax at the other end.
- Emailing within policy is preferable, followed by the Secure File Sharing Portal, MoveIT or CJSIM (ask the Information Security Manager for details), then Royal Mail or internal mail ..... fax as a last resort only.
- Check and check again.

### Transfer of personal data – patient and/or staff – via e-mail

Personal data is information relating to an individual, including their image or voice, which enables them to be uniquely identified from that information on its own, or from that and / or other information available. Personal data refers to patient or staff information. The transfer of personal data via e-mail should be controlled as follows:

**Within NHS Wales (addresses ending in wales.nhs.uk)** - Personal data can be sent anywhere within the Welsh NHS network (wales.nhs.uk) without password protection or encryption. This includes GPs at their wales.nhs.uk address, as long as the process has been agreed with them first.

**Within Public Sector in Wales** - Following work undertaken by a number of Welsh public sector organisations and NHS Wales, e-mails will be automatically encrypted in transit between ourselves and the organisations listed here:

This means that we can now send identifiable and confidential information securely between ourselves and these public sector organisations. Please remember that we must still be vigilant and ensure the e-mail address we are sending the information to is correct and that we have a legal reason for sharing this information under the Data Protection Act 2018 (GDPR).

### Contact

**Data Protection Officer:** [sbu.dpo@wales.nhs.uk](mailto:sbu.dpo@wales.nhs.uk)

**General IG queries:** [sbu.confidentialityissues@wales.nhs.uk](mailto:sbu.confidentialityissues@wales.nhs.uk)

### Counter Fraud

The role of the Health Board's Counter Fraud team is to protect the Health Board resources from fraud, bribery and corruption (known as economic crime), in order to ensure better patient care. The team aim to prevent and deter as much economic crime as possible, and investigate all allegations received. They also work to inform and involve all staff and key partners with a view to creating an anti-fraud culture throughout the Health Board. All investigations are carried out in accordance with the Counter Fraud, Bribery and Corruption Policy and Response Plan, which is available on the intranet.

#### **What is NHS fraud?**

Fraud is a criminal act of dishonesty and can occur through either false representation, failure to disclose information or abuse of position.

Anyone can commit fraud against the NHS – patients, staff, contractors or suppliers, and it can manifest itself in a variety of ways.

Common examples of fraud in the NHS include timesheet fraud, working whilst on sick, providing false qualifications, false or inflated claims for payment and patients falsely claiming exemptions from dental or optical charges.

#### **Contact Us**

If you have any concerns about fraud, bribery or corruption, please contact the team as soon as possible. In doing so, you will be helping to protect the health service and its valuable resources. Any information shared will be treated in confidence.

Full contact details for the Counter Fraud team can be found on the intranet as well as further information on NHS Fraud.

You can also report any concerns you have via the National Fraud and Corruption Reporting Line on 0800 028 40 60 or [www.cfa.nhs.uk/reportfraud](http://www.cfa.nhs.uk/reportfraud)

### Making every contact count

Everyone can take part in making Wales a healthier and happier place. Everyday lifestyle choices can have a significant impact on our health and wellbeing. Eating well, taking part in regular physical activity, looking after our mental wellbeing, not smoking and drinking moderately can all help to improve quality of life and reduce long term ill-health.

If you would like training to help you have opportunistic conversations about healthy lifestyles, and signpost people to relevant information and professional services please let the Volunteer Services Team know.

## Environmental Fact Sheet

**Waste Management** – All employees have a duty of care to make sure that their waste is disposed of correctly. The best way of managing waste is not to produce it, then consider the “waste hierarchy”, correct segregation of waste stream is necessary for legal compliance, reduces the negative impact the organisation has upon the environment and can minimise costs. SBU is committed to seeking to reduce waste volumes and increasing its recycling year on year:

**Clear Bag** — For recycling waste e.g. Paper, card, clean plastic containers and bottles and drink cans.

**Black Bag** —For all remaining non-recyclable general waste.

**Clinical Waste** – Separate segregation requirements are in-place for clinical waste.

**Energy Saving** — Swansea Bay Health Board uses enough electricity to power 1.8 million average sized kettles and enough gas to power 5.3 million Gas cookers a month. Resulting in a significant amount of Carbon Dioxide being released to the atmosphere.

### **Electricity**

**Lighting** - Unnecessary lighting is wasteful and increases energy consumption:

- **Switch off lights** that are not needed where it is safe and feasible to do so
- **Fit labels** on **switches** so people know which switches control which lights

**Switch off** - Ensure anything that can be switched off at the end of use/day is i.e. Air Conditioning units, lighting, PC's,

- **Report** any **malfunctioning** equipment to your manager
- Send any Energy Saving Ideas to [abm.environmentenquiries@wales.nhs.uk](mailto:abm.environmentenquiries@wales.nhs.uk)

**Heating** — Heating is a major consumer of energy, particularly in winter and can account for a large proportion of the energy used in organisations:

- **Communicate** occupancy **patterns** to the Estates Department - There is no point heating Empty rooms
- If the temperatures are too low, contact the estates department.
- Report doors and windows that do **not seal correctly** when closed.
- **Report** any heating issues to your manager so they can be addressed.

**Cooling** — Air-conditioned buildings use about twice as much energy as naturally ventilated ones - even small cooling systems are expensive to run. If you have to use air conditioning:

- **Communicate** occupancy **patterns** to the Estates Department - There is no point cooling Empty rooms
- Ensure any stand-alone Air conditioning units are **turned off** after meetings.
- Report any **cooling** that is **running** at the same time as the **heating**.
- Keep **doors** and **windows closed** in air-conditioned areas.
- Where possible, turn off **office equipment** to reduce any additional heat.
- If temperatures are too high, contact the **Estates Department** to adjust the heating in your area.

