

PENNA 2018

Staff Engagement - Improving Staff Experience

Staff Mealtime Volunteers

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University Hospitals Plymouth NHS Trust

Largest hospital in the South West Peninsula, providing secondary and tertiary healthcare and region's major trauma centre.

Offering a full range of general hospital services to around 450,000 people in Plymouth, North and East Cornwall and South and West Devon, including maternity services, paediatrics and a full range of diagnostic, medical and surgical.

More than 48,000 people pass through the main entrance of Derriford in a week. The hospital has more than 900 beds and 1,000 public car parking spaces and employ about 6,000 staff.



Staff Mealtime Volunteers



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Why do it!!!

There were many benefits to developing the mealtime volunteer initiative including:

- ✓ Providing our non-clinical staff with an opportunity to undertake more interesting and rewarding duties to support patients
- ✓ Giving staff an option to develop skills outside their usual area of expertise
- ✓ Protected time with patients who may not have visitors during their stay
- ✓ Encouraging patients at mealtimes to help improve their nutritional intake
- ✓ More direct involvement in patient care for all our staff
- ✓ Enhancing the experience for patients during mealtimes
- ✓ Additional support for our patients with dementia and other impairments such as communication & sight



Expectations of staff volunteers

- Attend training – practical ways to help a patient at mealtimes
- Staff uniform policy - smart, professional, comfortable clothing
- Hair off the shoulders
- Bare below elbows
- Sensible flat footwear
- Protective equipment



Staff volunteer role

- Menu completion and explaining menu choices
- Preparing the patient for mealtime - providing hand wipes prior to meals, dentures, glasses, hearing aids
- Assist ward staff with meal time service – delivering trays
- Clearing patients' tables ready for mealtimes
- Opening packaging and cutting up food
- Encouraging patients' to eat
- Socialising with patient during mealtimes if appropriate

What to expect?



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Introduction to the wards

- Alignment to ward
- Meet with ward manager and shadow a mealtime session
- Agree expectations and attendance with senior sister
- Confirm desire to continue with volunteering
- Complete DBS Check
- Assist at mealtimes on aligned ward



Lets hear from one of staff



What Next.....

- Develop the role further
- Provide more opportunities to staff to volunteer
- Work with carers and relatives to support them to help at mealtimes
- Establish a staff volunteering forum for staff to share their experiences



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Questions?