



**Sandwell and  
West Birmingham**

**NHS Trust**

## **Volunteer Placement Tasks**

# **Patient Companion**

### **1.0 Role summary**

By providing company and companionship, volunteers will be enhancing the patient experience and helping to reduce any feelings of isolation and loneliness.

**NB All duties will be carried out under the supervision / guidance of the nursing staff but will never include tasks of a clinical nature.**

### **2.0 Key tasks:**

- Spending time with patients who do not have many visitors
- Keeping company and reassuring anxious and nervous patients
- Chatting and listening to patients.
- Reading to patients.
- Playing a game with a patient
- Possibly writing letters and going to the post for a patient
- Reminiscence activities using discussion, books and other resources.
- Helping write out menu cards
- Assist patients complete the FFT survey when they are being discharged from hospital

**Whilst a patient may be grateful for your visit, volunteers must not take money or gifts from patients and it is not appropriate for volunteers to read patients medical records.**

### **3.0 Confidentiality**

The volunteer must maintain confidentiality of information relating to patients, staff and other Health Service business.

### **4.0 Health & Safety**

Volunteers must be aware of the responsibilities placed on them under the Health & Safety at Work Act (1974) and the Manual Handling Operations Regulations (1992). This ensures that



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the agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors to the Trust.

## 5.0 Equal Opportunities

The Trust has a clear commitment to its equal opportunities policy and it is the duty of every volunteer and employee to comply with the detail and spirit of the policy.

## 6.0 Smoking

This Trust acknowledges its responsibility to provide a safe, smoke free environment, for its volunteers, employees, service users and visitors. Smoking is therefore not permitted in accordance with the guidelines set down within the Trust Smoking Policy.