

EIA FRONT SHEET

Name of the policy or service being assessed: VOLUNTARY SERVICES

Directorate Facilities

Date Impact Assessment completed January 2007

Is this a policy or service? Policy Service

Is this a new or existing policy or service? New Existing

Areas Impact Assessed

Race Disability Gender
 Religion Sexual Orientation Age

Names and roles of the people carrying out the Impact Assessment:

Suzanne Parker Voluntary Services Manager

Vicky Braithwaite Assistant Voluntary Services Manager

Lyn Lawrence Facilities Project Manager

Service Manager	
Signature	
Date	

KEY QUESTIONS

To be used in conjunction with training course materials delivered by Rajwant Bains

What is the function of the Service/~~Policy~~?

To provide a service to patients in North Bristol NHS Trust.

This is achieved in many ways such as:-

- *Befrienders who befriend patients on wards*
- *Path Finders, who escort the public around the site, give directions and generally help members of the public and patients.*
- *Voluntary Drivers who use their own vehicle to transport patients to out-patients departments and clinics, they can also be required to transport relatives to visit patients*
- *Confectionary Trolley and Refreshment Centre who provide a transportable service of goods and beverages to the wards and outpatient departments, along with providing help in the refreshment centres.*
- *Pets as Therapy Canine Concern who provide volunteers and their dogs to visit patients on wards*
- *Entertainment, to provide concerts and entertainment*
- *Speech Therapy volunteers, who help in group activities with inpatients and with home visits to aid conversation.*

What are the outcomes of the service?

To provide as much help and comfort as possible to patients, and to aid in making the patients journey whilst an outpatient or inpatient as comfortable as possible. To assist visitors with any problems such as directions to wards.

What is the profile of service users in relation to the outcomes?

All adults and children, inpatients, outpatients, staff and visitors to site.

Are there any identified inequalities in access or outcomes between different groups?
Are any of these justified?

The Voluntary Services have volunteers from many cultures helping them, however it has been noted that Afro Caribbean's do not apply for volunteer posts.

The percentage is higher for women than men, at present there are 106 men and 339 women. Their ages vary from 16 to 80, currently the percentages of age groups are 16-20 58%, 21-40 10%, 42-60 22% and 61-80 53%.

Volunteers are encouraged to speak to all patients, in the guidance notes for volunteers it states "to care for people of all ages", it may be better if this were amended to "all ages, race, culture, disability, gender and sexual orientation. The volunteers are caring people, who become Trust Volunteers with the sole purpose of helping all they come in contact with,

Selected pets go onto the wards only after they have been properly vetted and passed as free from infection and possessing good temperament. Arrangements are

made with the ward sister beforehand. Some cultures are reluctant to come into contact with dogs. Pet Therapy Visitors always ask before they approach the patient. The confectionary trolley and shop seem to carry only English type foods, however a meeting is being arranged with the League of Friends to discuss what would be possible in the future.

How does this picture fit with the National picture?

Similar to the national picture, however UBHT have only just introduced volunteers to the wards to aid with feeding, where NBT has had volunteers helping on wards and departments for some time. Volunteers' helping with feeding has not been agreed within NBT yet.

Where and how do different groups engage with the service?

Recently consultations have taken place at UBHT, this included Occupational Therapist, Speech Therapists and Modern Matrons. This was to determine if Volunteers could be involved in aiding those patients who were unable to feed themselves. This included approach and how to carry out the feeding, age and culture were taken into account. The session was carried out in conjunction with the National Association of Voluntary Manager

What recent consultations or complaints have there been?

Consultations *UBHT regarding feeding of patients*

Complaints: *There have been no complaints received from any area associated with the Voluntary Services. However letters of praise for attitude, approach and helpfulness have been received*

What are the gaps in our information?

There seems to be a lack of Afro Caribbean's who wish to participate in the voluntary services.

What further research/analysis is necessary, who do we need to involve?
(There must be service user consultation.)

- *Investigate what different groups would like to be able to have in the shop/ward trolley.*
- *Amend Guidance Notes for Volunteers to include a paragraph on age, religion, race, disability, gender and sexual orientation*

What are the future monitoring arrangements

- *Level of complaints and praise received from the users of the service.*
- *Questionnaires to patients –with a monitoring form*

CONCLUSIONS AND RECOMMENDATIONS

Does the policy comply with equalities legislation i.e. eliminate unlawful discrimination, promote equality of opportunity and promote good relations between people of different racial groups?

Does it deliver equal access and equal outcomes?

yes no

What are the main areas requiring further attention?

- *Investigate different needs for hospital shop and the League of Friends*
- *Amend guidance notes to voluntaries*
- *Profile the volunteers for age, gender, ethnicity, disability etc.*
- *Raise the profile of the volunteers amongst different communities in order to encourage application from all sectors. This is currently being done through NBT's Disability Equality Scheme and through the Bristol Race Equality in Health Partnership Forum.*

Summary of recommendations for improvement

- *Meet with the League of Friends to investigate the feasibility of different items being stocked in the hospital shop following questionnaire*
- *Guidance notes to include paragraph on age, religion and culture etc.*

How will the results of the EIA feed into the performance planning process?

- *Results to be made known to the Director of Facilities*
- *Results to be made available to the Trust's Equality and Diversity Committee and to be published within NBT's Equality Scheme Annual Reviews.*

ACTION PLAN VOLUNTARY SERVICES

Recommendation	Key Activity	Milestones	Manager responsible	Date Achieved
Amend guidance notes issued to all new volunteers and a copy of this amendment to existing volunteers for information	Agree wording	Amend guidance notes	Issue to all existing and new members.	February 07
Meet with league of friends to discuss way forward	Investigate what types of items need to be considered		Arrange meeting with league of friends	End February 07