

Volunteering  
makes a **difference**

**NHS**

**Leicestershire Partnership**  
NHS Trust

# LPT

# Volunteer

# Handbook



## **Welcome**

This handbook provides information that you can refer to whilst on your volunteering journey. If you have any questions, please just ask your supervisor, or a member of the volunteering team.

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Foreword from Chief Executive

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## **Welcome!**

Congratulations – you are now a member of Leicestershire Partnership NHS Trust (LPT) and I am really delighted to welcome you to our organisation.



We are one of the largest employers across Leicester, Leicestershire and Rutland, with more than 6,500 members of staff and over 200 volunteers delivering and supporting community health, mental health and learning disability services.

Whatever your new role, you will be playing a crucial part in helping us ensure the services we deliver are the best they can be. We are a values-based Trust with the vision of 'creating high quality, compassionate care and wellbeing for all'. I want LPT to be a great place to volunteer, where you feel able to contribute to our culture of continuous improvement and recognition, and that you are recognised and valued for your contribution.

You'll find even more information about our services on our public website at [www.leicspart.nhs.uk](http://www.leicspart.nhs.uk) and lots of information and guidance on everything from policies and future training opportunities to news, features and health and wellbeing support on our staff intranet. More of that inside too!

If you still have questions, please ask your supervisor or any member of the volunteering team – and if you have any suggestions for further improvements to the handbook, let us know. Suggestions, comments and questions can always be sent to: [lpt.volunteering@nhs.net](mailto:lpt.volunteering@nhs.net).

I hope to meet with or hear from you at some time in the future and wish you a successful, happy and fulfilling time with us.

***Angela Hillery, Chief Executive***

# Our vision, values and strategy



# Our leadership

## It starts with Me

Find out more about our Leadership Behaviours for all: [www.leicspart.nhs.uk/behaviours](http://www.leicspart.nhs.uk/behaviours)



“creating high quality, compassionate care and wellbeing for all”



## Section 1

### About the Trust



This section will inform you about Leicestershire Partnership Trust, its services, strategic objectives, the Trust board and the health and care system

### About Leicestershire Partnership Trust (LPT)

We provide integrated mental health, learning disability and community health services for over 1.1 million people across Leicester, Leicestershire and Rutland.

Our services touch the lives of all ages (from health visiting to end of life care), from head to foot (from mental health to podiatry) and everything in between. We have over 7000 staff (including bank staff) who provide care through three clinical directorates:

- Mental health services
- Families, young people and children's services and learning disabilities and autism services
- Community health services

We operate from over 100 buildings, including hospital wards and outpatient clinics, as well as delivering care in a wide range of settings in the community and in people's own homes. A small number of specialist services are also provided to service users from wider geographical areas, primarily areas of the East Midlands adjacent to Leicestershire, this includes our Adult Eating Disorders, Low Secure and Huntington's Disease Services.

We are a teaching Trust, which means we conduct research and provide training and education for medical, psychology, nursing and therapy students.

### Overview of directorates and services

We provide care and support through directorates which focus on:

## Mental health services

We work to deliver high quality care for adults and older people with acute and enduring mental health conditions and complex learning difficulties, across Leicester, Leicestershire and Rutland. Services range from acute inpatient care, acute assessment and home treatment, day care, psychological therapies, community-based mental health care and assertive outreach, day care and prison healthcare. We are also a teaching trust, which means we conduct research and provide training and education for medical, psychology, nursing and therapy students.

## Families, young people and children's services and learning disabilities and autism services

We provide universal and specialist support including child and adolescent mental health services, health visiting and school nursing, paediatric medicine, nutrition and dietetics services, eating disorder services, speech and language therapy, occupational therapy and physiotherapy. We also have locality-based learning disability teams, short break homes, specialist inpatient care, autism and outreach services, as well as specialist advice and support to others involved in caring for someone with a learning disability.

## Community health services

Community health services include adult nursing and therapy services. We deliver services in inpatient wards and outpatient clinics through a number of community hospitals across Leicester, Leicestershire and Rutland, and in patients' own homes, often through joint health and social care teams. Our services include general and stroke rehabilitation, end of life care, physiotherapy, occupational therapy, speech and language therapy, podiatry, and falls prevention.

Our Corporate Directorates (known as Enabling Services) include:

- Chief Executive's office
- Medical
- Nursing, Allied Health Professionals and Quality
- Finance
- Workforce and Organisational Development
- Estates
- IT services

## Our Trust Board

Our Trust Board heads up a governance structure of key committees that provide assurance to the Board about different aspects of our work. Good governance leads to better patient care and allows the Trust Board to demonstrate proper accountability to local people for the safe running of their health service.

## Equality, Diversity and Inclusion (EDI)

We are committed to ensuring all of our services and people demonstrate equality, diversity and inclusion. Equality is not about treating everyone the same; it is about treating people according to their differing needs. The overarching aim of the EDI agenda is to create a fairer society where everyone can participate and has the opportunity to fulfil their potential. It is backed by legislation (the Equality Act 2010) designed to address discrimination based on particular protected characteristics.

Diversity is about recognising and valuing difference in its broadest sense. Within the Trust's workplace, it is about creating a working culture and practices that recognise, respect, value and harness difference for the benefit of the organisation, its workforce, and the individual employee, ultimately manifesting in a better service for service users.

For more information contact the EDI team on:  
lpt.edi@nhs.net

## Patient and Carer Experience and Involvement

What is patient experience and involvement?

The patient experience is the 'sum of all interactions, shaped by an organisation's culture, that influence patient perceptions across the continuum of care'. In other words, we all have a part to play in the overall patient experience, even if we don't have any direct contact with patients on a day-to-day basis.

We don't only want to ensure that patients have a good experience, but here in LPT we also believe that patients and carers can be influential partners in driving, delivering, and supporting change and improving services. We want to collaborate with patients, their carers and families as equal partners to enable us to deliver high quality health care services.

For more information contact the Patient Experience and Involvement team on:

Phone: 0116 2950 0818 Email: LPT.Patient.Experience@nhs.net

Post: FREEPOST LPT Patient Experience

There is also further information about involvement opportunities on our website here: <https://www.leicspart.nhs.uk/involving-you/involving-you/>



## Section 2

### Volunteering at LPT



This section will inform you about the expectations of volunteers and some of the benefits of being a volunteer with LPT

### Welcome to Volunteering

We would like to take this opportunity to welcome you to Leicestershire Partnership NHS Trust and to thank you for making this commitment to the people who use our services and our organisation.

As a volunteer you will carry out your duties alongside our NHS staff, to give invaluable support in delivering our vision of “creating high quality, compassionate care and wellbeing for all”. The selfless contributions of your skills and the commitment of your time makes a huge difference in improving the lives and experiences of people accessing our service.

We hope that your experience of volunteering with us will be enjoyable and fulfilling for you, and our staff and services will do everything they can to ensure you feel welcome and supported.

Thank you for choosing to volunteer with our Trust.

### **Our commitment to volunteers - You will:**

Be treated with respect and courtesy.

Be valued.

Be paid reasonable expenses as appropriate.

Be recruited and supported in accordance with the Trust Policies and Procedures.

Not be discriminated against.

Receive a reference if required.

Receive regular communications.

Have access to a wide range of benefits.

### **We ask for your commitment to:**

Tell us of any health or accessibility issues which may affect your volunteering

Keep up to date with relevant training.

Volunteer within the boundaries of the role description.

Abide with the Trust policies and procedures at all times.

Maintain an agreed level of timekeeping and be reliable.

Give your service/supervisor reasonable notice when you cannot volunteer.

Take all reasonable steps to ensure your own and others personal safety.

### **Our leadership behaviours for all**

Everyone is a leader in the Trust and that includes you. We all have a voice and can take responsibility to lead the way whatever our role. As a leader you see what needs doing and you work with others to do it. Our 'leadership behaviours for all' are pivotal in making LPT a great place to volunteer and deliver our vision of creating high quality compassionate care and wellbeing for all.

### **Volunteering Requirements**

Leaving your volunteer role

You must notify the volunteering team and your supervisor when you wish to leave your volunteering role. You will need to return your ID badge/uniform and any other items that belong to the Trust.

### **Dealing with Problems**

If you feel unhappy about your volunteering, there are many people you can talk to, in the first instance either speak to your supervisor or

a volunteering team member. We want to make sure you are happy and comfortable in your role and to resolve any problems as quickly as possible.

### Equality, Diversity and Inclusion

The Trust strives to value and respect the diversity of its service users, patients, carers, staff, volunteers and the public. The Trust recognises that the experience and needs of every individual are unique.

The diversity of Trust Volunteers will be recognised, and no volunteer will be disadvantaged by conditions or requirements that cannot be shown to be justifiable.

It is a condition of volunteering that you comply with Leicestershire Partnership Trust's Equality Diversity and Inclusion policy. Any action by Trust Volunteers that is determined to be discriminatory and in contravention of the policy will normally lead to termination of your volunteering.

### Confidentiality

It is a condition of volunteering that you follow the Trust's confidentiality guidelines.

Unauthorised disclosure of confidential information is treated seriously and may lead to termination of your volunteering role.

### Health & Safety

Under the Health and Safety at Work Act (1974), you have a responsibility to take reasonable care of your own Health and Safety and the Health and Safety of others. It is your responsibility to bring to the immediate attention of your supervisor/volunteering team any aspects of your voluntary work that you consider to be a risk to yourself or others.

## COVID-19 Guidance/Infection Prevention

All volunteers must follow the latest government and LPT advice. Where roles involve volunteers having direct patient contact/volunteering in COVID-19 positive environments then the Trust is responsible for provision of PPE that is commensurate with the tasks they are being asked to do, in line with the national guidance on PPE requirements.

## Expenses

Actual expenses incurred whilst volunteering can be reimbursed, in line with our management of volunteers' policy. If you wish to claim, please speak to a member of the volunteering team for more information.

## Car use

Volunteers getting to their role are encouraged to use public transport or the free NHS Hospital Hopper (please ask volunteering team for details of this service).

## Security

You will be required to always wear your security identification badge whilst volunteering.

## Personal Property

Leicestershire Partnership Trust accepts no responsibility for loss or damage to personal property on NHS premises.

## Health Service Property

Trust property must not be removed from its or any other NHS premises for personal use, nor used for private purposes onsite (including use of telephones) without prior approval.

## Convictions

You must inform the Volunteering Team of any current or future legal proceedings or criminal offence, which may affect your volunteering or future volunteering with us.

## Interest of Officer in Contracts

If you are aware that Leicestershire Partnership Trust has or is proposing to enter a contract or business arrangement in which you or a partner have any financial interest, or any employment, business or other relationship, whether direct or indirect, and the contract or business arrangement is one in which you may be involved, you must immediately give notice in writing to the Volunteering Team.

## Acceptance of Gifts & Hospitality

Volunteers should follow the principles outlined in the Trusts Code of Conduct and politely refuse gifts of a high value. Gifts under the value of £5 do not need to be declared, but gifts between £5 and £25 should be declared to your supervisor or the Volunteering team.

## Intellectual Property

All inventions, improvements, system developments, enhancements, designs, artistic and literary works made by you as part of volunteering belong to the Trust. More details are set out in the Trust's intellectual property policy.

## Smoking

The Trust is a No Smoking Trust on all NHS sites.

## Insurance

The Trust will provide adequate insurance cover for you whilst you are undertaking volunteer work to the extent that this is approved and authorised by the Trust.

### Appearance

Some roles require the wearing of a volunteer uniform (Volunteer T Shirt) and or compliance with Bare Below the Elbows policy. All volunteers are required to maintain general standards of tidiness and have a high standard of personal hygiene and clothing which is appropriate for the role.

### Alcohol

Consumption of alcohol is not permitted whilst carrying out LPT volunteering roles.

## Section 3

### Health and Wellbeing



In this section we provide you with key information about health and wellbeing

#### Health and wellbeing

We are committed to looking after the health and wellbeing of our volunteers and staff. Health and wellbeing is about looking after both your emotional and physical health.

There are many health and wellbeing events and resources that are on offer within the Trust which volunteers are able to take up. We send out regular notifications by email, so you are kept up to date. But you can also access these by using Staffnet (details in Section 4).

#### Wellbeing Wednesday's

These are virtual sessions accessed over MSTeams and are available to all volunteers. They include activities such as yoga and mindfulness (subject to change).

#### Anti-bullying and harassment advice services

We have a comprehensive set of procedures and support mechanisms, which are outlined in our Anti-bullying and Harassment policy. The confidential anti-bullying and harassment advice service provides guidance which you can access. The service is available Monday to Friday 9 am to 5 pm. Contact us via telephone: 07557190581.

#### Discounted memberships / offer

You can access a wide range of benefits such as high street discounts, offers at leisure facilities and on eating out to name a few. For the current offers have a look at the benefits section on StaffNet.

## Flu vaccinations

Volunteers can have their jabs on us and don't forget you can have a booster, the schedules for our upcoming clinics can be found on StaffNet.

## Freedom to Speak Up Guardian

The Francis Report (2015) highlighted concerns about the freedom of staff to Speak Up in the NHS. Leicestershire Partnership NHS Trust believes that openness is key to cultural change and staff should feel supported and encouraged to speak out about any concerns. We have a Freedom to Speak Up Guardian to develop the culture of openness and transparency across the organisation, through the following:

- To act in a genuinely independent capacity to support and help drive the trust towards becoming a more open and supportive place to work.
- To work across the trust to make it a safer place for patients and a more open place to work.
- To offer support and advice to those who want to raise concerns, or to those who handle concerns
- To ensure that any safety issue is addressed and feedback is given to the member of staff who raised it
- To safeguard the interests of those making protected disclosures, ensuring that there are no repercussions for them either immediately or in the longer term
- To work with others within the trust to develop a culture where speaking up is recognised and valued.

The Freedom to Speak Up Guardian can be contacted at [lpt.ftsuguardian@nhs.net](mailto:lpt.ftsuguardian@nhs.net)

**Raising Health** – Leicestershire & Rutland's Community and Mental Health Charity (Registered Charity No. 1057361)

Raising Health is LPT's registered charity. The charity generates income to support excellent care initiatives, equipment and



innovations which go above and beyond core NHS provision. To find out how the charity can support your work area or to get involved in fundraising challenges and events, visit [www.raisinghealth.org.uk](http://www.raisinghealth.org.uk) or email: [lpt.raisinghealth@nhs.net](mailto:lpt.raisinghealth@nhs.net) for more information.

## Section 4

### Communication and engagement



In this section we provide you  
With key contacts and tell you  
How to access information.

#### Introduction

We serve a population of more than a million people in an array of settings – in hospitals, specialist units, at health centres, schools, from community centre bases, offices and in their own homes.

It's not surprising, then, that we – like the people we care for – place great emphasis on effective communications.

Each of us has a responsibility to be clear in the way we communicate – and to be aware that one person's interaction with one other person/or another has the potential to have a major impact on the experience and wellbeing of others – patients and service users, their families, their friends, their community and on us as colleagues, teams, services and as a Trust. Our Trust's social media presence on Twitter (@LPTnhs) and Facebook (LPTnhs) helps keep everyone in the loop about news and updates.

#### Website

Our public website – [www.leicspart.nhs.uk](http://www.leicspart.nhs.uk) - provides information about our services, how we work and new developments across our services.

Information is divided into sections to make it easier to find what you need – you'll find these under headed 'tabs' on the home page – e.g. About Us/News/Contact.

#### e-Comms and Newsletter

Every week (usually on a Friday) the volunteering team publish the Volunteer e-Comms. It's a rich source of information about organisational developments, important updates, news and information from services, teams and individuals.

## Publicity and the media

It's the responsibility of the communications team to manage requests received by the media via print, broadcast and social media, Members of Parliament (MPs) and other public figures, and to deal with proactive opportunities for raising the profile of our Trust.

When to alert a member of staff:

If you receive any contact or enquiries from the media – or if you know of a situation or development which might attract media attention - you should inform your supervisor or a member of the volunteering team.

We have a strict set of media handling guidelines, which apply to all our employees/volunteers and we ask that you contact the volunteering team before having any involvement with broadcasting or specialist media – including filming, sound recording or photography for sharing inside or outside the Trust. The volunteering team will alert the communications team to advise accordingly.

## Social media

The communications team is responsible for managing LPT's social media presence – this includes our Twitter account @LPTnhs, YouTube, Facebook and LinkedIn. You're encouraged to follow and support our social media presence and to contact a member of the team for support in using social media outlets to promote your work. You should take great care, however, to ensure that your personal social media presence is personal and separate from your volunteering at LPT. Guidance on social media for staff and volunteers can be found on our website here:  
<http://www.leicspart.nhs.uk/KnowledgeDevelopment-Socialmediaguidelines.aspx>

## The celebrating excellence awards

We value our staff and volunteers and hold an annual awards scheme to recognise them. These are annual awards and are an ideal opportunity to recognise excellence in care and services delivered by our staff and volunteers, through a diverse range of categories.

## Volunteer recognition / Valued Star Award / Long Service Awards

We are keen to consider a range of opportunities for us to recognise volunteer contribution in their volunteering here at LPT. Ideas already introduced include thank you cards, long service awards plus the monthly Valued Star Award. Our staff and volunteers are our greatest asset, displaying commitment and compassion on a daily basis.

We want to create a culture where there are lots of opportunities to say, “thank you” and an organisation that our volunteers are proud to be a part of. The Valued Star Award is there for staff and volunteers who have gone the extra mile in the way they demonstrate any or all of our Trust’s values of integrity, trust, compassion and respect.

Nominations (via the website) are welcome for any member of staff or volunteer, from any profession, service or team, just as they are for the annual Celebrating Excellence Awards. The Valued Star is picked on a monthly basis from all those nominated during that month. Winners are then announced the following month through a film by Chief Executive Angela Hillery

## Logging on to StaffNet

The majority of our resources are catalogued on StaffNet. This allows us to categorise our offers into sections which we can signpost you to - based on individual needs. Please see the guide below on how to access StaffNet:

Using Google Chrome, open StaffNet using this link:  
<https://staffnet.leicspart.nhs.uk/>

You can use the generic username and passwords for the light version of StaffNet - Username: Staffnetlpt@leicspart.nhs and password: LPTvolunteers

## Useful Contacts:

<b>Department</b>	<b>Tel number</b>	<b>Email address</b>
<u>Volunteering Team</u>		
Minaxi Patel (Manager)	07747 758822	<a href="mailto:Minaxi.Patel@nhs.net">Minaxi.Patel@nhs.net</a>
Justine Warner (Coordinator)	07990772189	<a href="mailto:Justine.Warner2@nhs.net">Justine.Warner2@nhs.net</a>
Jane Richards (Administrator)	07771772565	<a href="mailto:Jane.Richards23@nhs.net">Jane.Richards23@nhs.net</a>
Kalim Vanat (Transport Coordinator)	07551279713	<a href="mailto:Kalim.Vanat@nhs.net">Kalim.Vanat@nhs.net</a>
Suresh Dhiman (Transport Administrator)	07766247141	<a href="mailto:Suresh.Dhiman@nhs.net">Suresh.Dhiman@nhs.net</a>
<u>Group Emails</u>		
Volunteering	0116 295 0918	<a href="mailto:Lpt.volunteering@nhs.net">Lpt.volunteering@nhs.net</a>
Voluntary Transport	07392316770	<a href="mailto:Lpt.voluntarytransport@nhs.net">Lpt.voluntarytransport@nhs.net</a>
Freedom to Speak Up Guardian	07771772794	<a href="mailto:LPT.ftsuguardian@nhs.net">LPT.ftsuguardian@nhs.net</a>
Anti-bullying and Harassment Advice	0755 7190581	
Equality, Diversity and Inclusion Team		<a href="mailto:LPT.edi@nhs.net">LPT.edi@nhs.net</a>
Patient Experience Team	0116 295 7689	<a href="mailto:LPT.patient.experience@nhs.net">LPT.patient.experience@nhs.net</a>
Chaplaincy	07557 190581	<a href="mailto:LPT.chaplaincy@nhs.net">LPT.chaplaincy@nhs.net</a>
Raising Health Team		<a href="mailto:LPT.Raisinghealth@nhs.net">LPT.Raisinghealth@nhs.net</a>