



VOLUNTEER'S INDUCTION BOOKLET

'Committed to Caring'

www.broome-park.co.uk



**WINNERS OF
SURREY CARE AWARDS**





Mr and Mrs Choy
The Proprietors

Welcome!

Broome Park Nursing Home and Stable Cottage is our privately owned and family-run nursing home. It is accredited with Investor in People Silver status and we have won numerous awards in recognition of our excellence in caring for people with dementia and mental health needs.

As proprietors, we take a keen interest and an active part in the day to day running of Broome Park and have been in this particular industry since 1986.

This booklet has been prepared to provide you with information about your role as a volunteer at Broome Park. If you have any queries, are in any doubt or encounter any problems, please feel free to ask a member of staff or do not hesitate to contact us through any member of the nursing team.

On Arrival

When you first arrive please inform the nurse in charge that you are on site and remember to sign the visitor's book. As a volunteer it is vital that you only carry out tasks that you are competent and confident in undertaking and that you are appropriately supported. Please seek advice and guidance from relevant staff members before engaging in any activity and for your own security always ensure that the nurse in charge knows where in the building you are working and which residents you are supporting.

Induction

As part of your induction and in addition to completing a DBS, you are also required to undertake training in both Health and Safety legislation and Safeguarding Vulnerable Adults. Training will also be offered to you if it directly relates to your expected role, for example, if you wish to assist with supporting residents whilst they eat or drink, food hygiene training, instruction on feeding techniques and the importance of recognising choke risk will be offered prior to undertaking this role. Please remember, if in doubt ask and only perform tasks that you are happy and comfortable in doing

Do's ✓	Don'ts ✗
<ul style="list-style-type: none"> • Engage positively with our residents and staff • Be proactive in offering ideas and services • Accept training opportunities • Respect the privacy, dignity and autonomy of all people at Broome Park 	<ul style="list-style-type: none"> • Engage in any activity that you are not either competent or confident • Become involved in personal care • Discuss residents of Broome Park outside of your volunteering services • Take photographs of any person without their express permission

Safeguarding

Broome Park Nursing Home believes that service users must be safeguarded from all forms of abuse/harm. It recognises that it must at all times protect its service users and identify and deal with specific instances of abuse/harm if they occur.

Broome Park Nursing Home is always aiming for the very best quality of care and will not be satisfied with anything that falls short of this. It takes every possible action to prevent abuse/harm and to deal with it as promptly and effectively as possible if it occurs.

If you have a concern in regard to safeguarding please bring this to the attention of a member of staff or contact Surrey County Council on 0300 200 1005.

Confidentiality

As a volunteer you will, through the course of your time here become in receipt of personal and private information pertaining to the business, our residents and their families.

Any information learned must not be shared with a third party either at Broome Park or elsewhere without the express permission of both the client concerned and a member of the Senior Management Team. Neither should you relay confidential information to any person or business without first seeking guidance from a member of the Senior Management Team and ascertaining the need for such information to be given in line with the Caldicott Principles and the Data Protection Act 1998.

Who are you responsible to?



Mr and Mrs Choy

Mr and Mrs Choy are the Proprietors of Broome Park; both are level one registered nurses with a wealth of experience. Having taken the helm in 1993 they have rapidly established Broome Park to be at the forefront of quality long term care with a reputation for excellence.



Rebecca Choy

Rebecca Choy is a dual qualified nurse (RGN, RMN). As executive Manager at Broome Park, she has led the Senior Management team for the past decade.



Farhana Abbas

Farhana Abbas is the nurse manager of Stable Cottage. She is a Registered General Nurse and also holds Nursing Mentorship qualifications.



Ashura Mwilima

Ashura Mwilima is the nurse manager of the main house at Broome Park. As well as being a Registered General Nurse, Ashura has also completed her QCF level 5 in Management and Leadership.



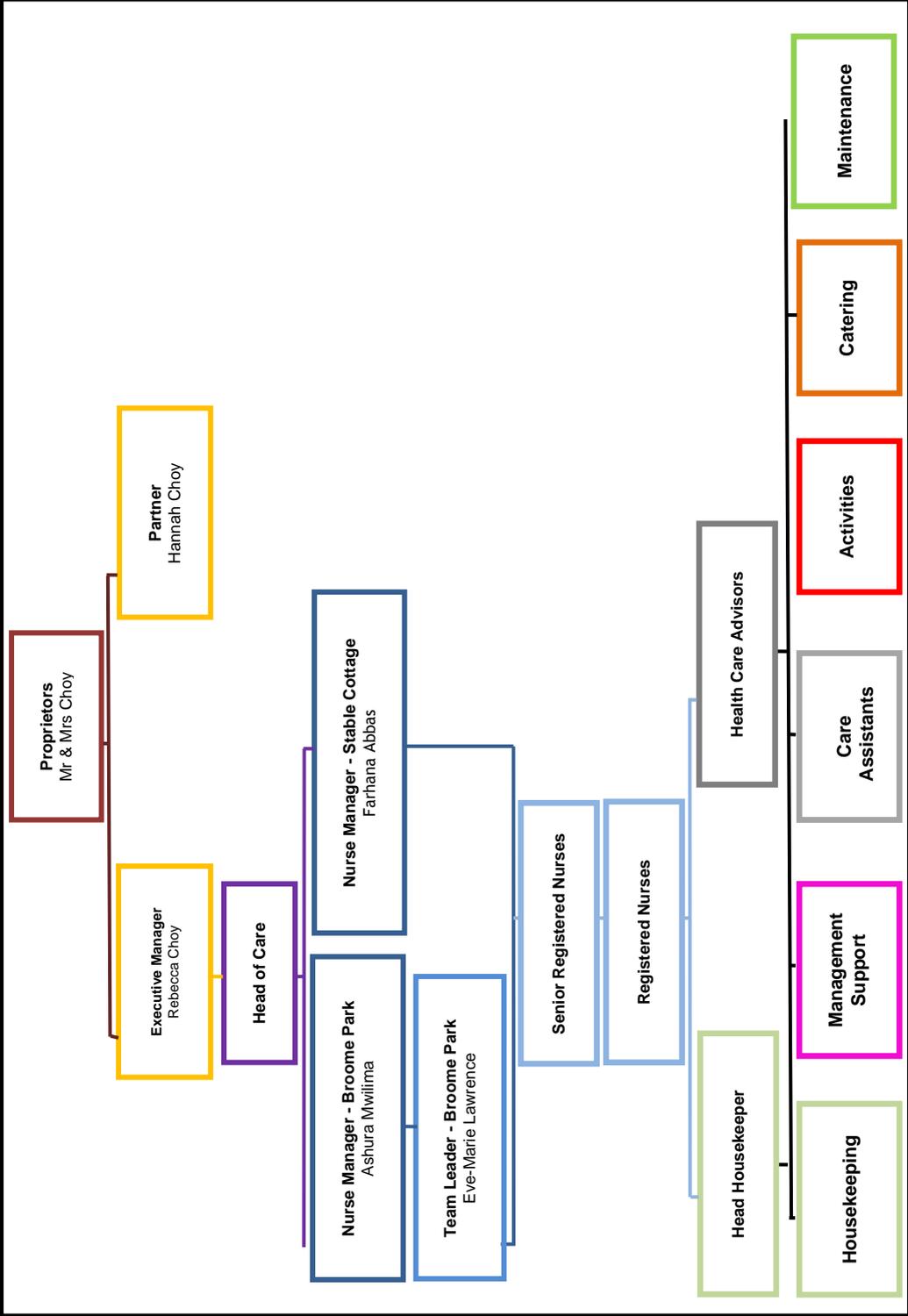
Eve-Marie Lawrence

Eve-Marie Lawrence is the Team Leader at the main house. She is a Registered General Nurse and is responsible for the learning, training and personal development of our staff.



Anthony Neal

Anthony Neal is our activities and volunteers co-ordinator. He works closely with residents, their families and volunteers to ensure all residents engage in a variety of activities.



Fire Evacuation Procedure

Visitors and Contractors

If you discover a fire:

- Raise the alarm by activating the nearest manual call point and verbally warn occupants within the vicinity of the fire.
- Close the nearest fire door on the fire if possible to contain it.
- Inform the head fire marshal (the person in charge) of any occupants remaining in the vicinity or the location of the fire.
- Call the Fire and Rescue Service on 999 and give the full address of the premises.
- **Only** attempt to fight the fire if you are trained and deem it safe to do so.
- If required residents should be evacuated out of the premises to the external assembly point.

If you hear the fire alarm:

- Report to the fire control panel.
- The control panel will indicate the location of the fire alarm activation.
- The head fire marshal (the person in charge) will assign two members of staff to investigate the fire alarm signal.
- Persons investigating the fire alarm system must confirm a fire or false alarm and request assistance if required.
- On confirmation of a fire, one member of staff will return to the control panel to request assistance. The other will commence the evacuation.
- The head fire marshal will call the Fire and Rescue Service on 999.

Health and Safety

General Statement

It is the policy of Broome Park Nursing Home to ensure, so far as is reasonably practicable, the health, safety and welfare of its employees and the health and safety of other persons who may be affected by its activities. Both the staff and management of the home will work in partnership to ensure that its statutory duties with regard to safety are met at all times.

Broome Park is committed to:

- Deciding what could harm people and taking precautions to stop it happening and letting you know who is responsible for making this happen.
- Involving you in deciding what could harm you in your job and in taking precautions.
- Giving you the health and safety training you need to do your job.
- Providing you with any suitable equipment you need and ensuring it is properly looked after.
- Providing you with toilets, washing facilities and drinking water.
- Provide adequate first aid facilities.
- Reporting injuries, diseases and dangerous occurrences at work.
- Having insurance to cover injuries or diseases caused by work and displaying the certificate.

Our Staff are committed to:

- Using any work items Broome Park have supplied as they have been trained to do.
- Taking reasonable care for their own health and safety and other peoples.
- Co-operating with Broome Park on health and safety.
- Telling someone if they think something is wrong and the work or protective measures are giving rise to serious health and safety risks.



**Broome Park Nursing Home
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Betchworth
Surrey
RH3 7DF**

**www.broome-park.co.uk
Email: info@broome-park.co.uk**

**Main House Nursing Office:
01737 843333 option 1**

**Stable Cottage Nursing Office:
01737 843333 option 2**

**Management Office:
01737 843333 option 3**

CQC: 03000 616161