

LHBS/Radio Broadgreen Training Unit

Section 1 – Ward Visiting

In the commercial radio sector, hospital radio used to be frowned upon for being quite raw and amateurish, (although most people have some sort of student or hospital radio background before moving onto commercial or BBC radio). This was due to the lack of presentation skills, knowledge, and somewhat mimicking local radio (usually commercial “in yer face” style of presentation - *badly*). This style of presentation does not bode well if your main audience are 50-60 years of age!

Therefore visiting patients is an integral part of hospital radio. If you wish to broadcast on the radio service, there is no point if you don't know who your core audience is; and therefore build an appropriate radio service that patient's will like to listen to and enjoy.

Before you are shown how to visit patients on wards, you must use some common sense. Basic ground rules are: asking for permission, how to approach patients collectively/individually, when not to approach patients, and infection control. There is also a section added to this course about POVA (Protection Of Vulnerable Adults) policy – more about this later.

Before you decide to visit any wards, you must familiarise yourself with the layout of the Broadgreen site. There are three Hospital Trusts' on site. These are:

1. The Royal & Broadgreen Universities Hospital Trust (RBUHT)
2. The Liverpool Heart & Chest Unit Trust (LHCU)
3. Mersey Health Care NHS Trust (Broadoak Unit)

The main sections of the site are operated by RBUHT and include the new wing, the Alexandra Wing and the old main surgical corridor.

The LHCU operate near to top part of the site near to the Queens Drive/Thomas Drive pedestrian entrance.

The Broadoak Unit caters for psychiatric patients and have no radio facilities. Kent Lodge is a unit that specialises in aged patients and has no radio bedside facilities.

Our core listeners can be found in the Alexandra Wing (as the new part of the hospital deal with “day” or “short stay” patients. The LHCU has difficulties with their radio system at present. It is hoped that the Radio Broadgreen service will expand greatly in the near future, both to the Royal Hospital site and via an AM/medium wave service broadcasting from the Broadgreen site.

And so onto the training.....

Ward Visiting.

1. Ensure you are properly dressed and check your personal hygiene before you perform visiting duties. *Remember as a volunteer, you are representing the hospital trust as well as Radio Broadgreen.*
2. Decide which ward/s you plan to visit. Ensure that the ward is not an isolation/infectious treatment ward. Ensure you are wearing your ID at all times.
3. Before entering the ward, make use of the alcohol/sanitising hand gel. *Infections are brought INTO hospitals – ensure you use the gel before and after ward visiting.*
4. Introduce yourself to the ward sister/matron/duty officer and ask for permission and if it is suitable to visit the patients for requests. In some cases it may not be possible to visit the patients, (whilst patient medication is being administered/doctors doing their rounds, a medical emergency, etc.).
5. If permission is given, approach the ward and assess the type of ward and condition of the patients (some patients may be drowsy through post-op anaesthetics or medication). At the opening to the ward, give your first name and introduce yourself. By doing this, you don't alienate other patients when you start to talk to the first patient. You will also put the patients at ease and create a better rapport. Don't isolate yourself to one patient – try to talk to the ward as a whole. This can create a better atmosphere with the patients and nursing staff alike.
6. While talking to patients, ask about their favourite song/artiste. You could also ask if they would like a request played for someone, or if a song may bring back a memorable occasion in their life. The more information you find, the more of a "story" you can tell on air.
7. During visiting, check the condition of the hospital bedside radio system. Report any broken units for repair and/or replacement of headsets. To prevent cross contamination, do not place the headsets in your ears.
8. Before leaving, encourage patients to listen in, and wish them all a speedy recovery.
9. Return to the nursing station and thank the staff. When leaving the ward/s, reuse the alcohol/sanitising gel.
10. When "breaking the ice" to talk to patients, NEVER use humorous comments that could offend persons of an ethnic, racial, or religious faiths etc. MP's and comedians seem to do a great job at that already!
11. NEVER use comments that can be construed as swearing or offensive to people. (ie. "*bl**dy hell*", "*Je*us!*", "*daft bug*er*").

Station Work.

Once you have returned from ward visiting, you now need to find any songs that have been requested. You will need to access the Myriad playout system in the Library. If this not set-up, load up Myriad, and log in using the general login "myriad". Search the database (Artist or Song Title) for the required track. Mark your findings onto the request slip. If the song/track is not on the Myriad system, check the Radio Broadgreen Library Software on the other PC. Here you will find all songs/artists that we have on vinyl and CD. Again mark down your findings onto the request slip. If the track you require is on a CD, get the CD and place it along with the request slip ready for broadcast. Ensure you return ALL CD's and vinyl to the library after use. Ensure you adhere to studio etiquette at all times. Only enter the studio if the Red "Mic Live" indicator is not lit and at the request of the presenter. All used request slips need to be placed into the box marked "Requests". The requests will be used to make up a favourite song/artist data that can be used to structure the automated playout system.

Familiarisation & Suitability.

Part of this training, is also intended to familiarise you with Radio Broadgreen and how we operate. As we are all volunteers, part of your duties will include general cleaning duties to keep all working areas clean and tidy. You will also be expected to aid the on air presenter by taking telephone calls etc. During this time, ongoing reports will be made about your standard of work and your suitability by your training team and presenter/s. You may also cancel training if you believe it is not want you want to do. Not all new members of staff will be deemed as appropriate and acceptance to LHBS/Radio Broadgreen is not guaranteed. We believe this is a fair system to encourage suitable staff for the continued operation of this Charity.

POVA Policy

It has been brought to our attention of a system in place for paid staff and volunteers alike who deal with vulnerable persons. POVA (Protection Of Vulnerable Adults) Policy was set up to help persons working with vulnerable people. A vulnerable adult is "A person who is 18 years of age or over, and who is or may be in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to take care of him/herself, or unable to protect him/herself against significant harm or serious exploitation"

Although we don't train staff to POVA (or POCA) standards, we believe that if we interact with hospital patients on ward visits (and all patients can be classed as "vulnerable"), the POVA Policy is brought to your attention.

POVA Outlined

- All vulnerable adults, whatever their age, culture, disability, gender, language, racial origin, religious belief and/or sexual identity have the right to protection from abuse.
- All suspicion and allegations of abuse will be taken seriously and responded to swiftly and appropriately.
- All staff and volunteers have a responsibility to report concerns to the appropriate officer.
- All partner agencies and organisations must co-operate with each other on issues relating to the identification, investigation, treatment and prevention of abuse of vulnerable adults.
- Each agency has a responsibility to share information on a "need to know" basis so that effective decisions can be made and appropriate preventative action taken.

Definitions of Abuse

- PHYSICAL ABUSE – includes hitting or slapping, pushing, misuse of medication, undue restraint or inappropriate sanctions.
- SEXUAL ABUSE – includes rape and sexual assault or sexual acts to which the vulnerable adult has not, or could not, consent and/or was pressured into consenting.
- PSYCHOLOGICAL ABUSE – includes threats of harm, humiliation, verbal or racial abuse.
- FINANCIAL ABUSE – includes theft, fraud, pressure around Wills, property or inheritance, misuse or misappropriation of benefits.
- NEGLECT and/or ACTS of OMISSION – include failure to access medical care or services, failure to give prescribed medication, poor nutrition or lack of heating.

Although it is not expected that you will come across any of the above abuse, if you do see something that concerns you, report it. During your time visiting patients, it is the duty of the hospital nursing staff to also ensure that all patients are prevented into coming to any abuse/harm. As a volunteer of this charity, you will also be under scrutiny from the nursing staff to ensure prevention of abuse to the patients.

To summarise, all patients are “vulnerable” from different forms of abuse. It is the duty of every person to ensure the well-being of patients (*and staff*).

** The above was extracted from "Protection of Vulnerable Adults (POVA) Policy" via InterLink.*

Summary

As a trainee, you will be expected to visit wards and learn how LHBS/Radio Broadgreen operate. You will be assessed as to your suitability, as you will also find if working as a volunteer at radio Broadgreen is suitable to you. You will be expected to help out around the station as part of your duties. You must adhere to the guidelines set out when visiting wards.

As a member of this charity, you will be expected to adhere to the Rules & Regulations pertaining to being a member.