



Potential scenarios for Home from Hospital Volunteers and escalation processes

Response	Escalation needed	When	Action	Contact
A	Medical support	9 – 5 Monday to Friday	Contact Multi Service Volunteer Co-ordinator (MSVC)	
B	Urgent medical support	Out of office hours	Contact Single Point of Access Co-ordinator at NDDH (SPOA)	
C	Emergency	24hour	Call 999	999
D	Non-urgent non-medical support	Hours vary – email preferred	Contact Community Developer (CD)	

The volunteer arrives at the patient's house and finds they are not there.	Response A
The patient refuses to answer the door or let the volunteer in	Response A and leaves property
No-one answers the door but the volunteer can see someone in the house either a) conscious or b) unconscious	Response C immediately Response A when convenient
A family member answers the door and says the volunteer isn't needed	Volunteer explains the service and that their relative has asked for a visit. Response C
A family member arrives during the volunteer's visit and doesn't know about the visit (possibly becoming confrontational)	Volunteer shows ID badge and explains the service. Volunteer to leave the property immediately if the family member becomes confrontational Response C
The patient passes out/collapses whilst the volunteer is present	Response C immediately Response A when convenient
The patient lives in a gated block and the volunteer doesn't know the code	Response A

The volunteer thinks the patient is clearly not well enough to be home on their own	Response A or Response C (time dependent)
The patient tells the volunteer that they don't feel well enough to be home alone	Response A or Response C (time dependent)
The patient needs an electricity/gas top up or the supply has been cut whilst they were in hospital	If able to, the volunteer can go and top up the account and either use patient's funds if available or their own and reclaim money back from CD after. If they are unable to, they let the CD know who can arrange support for this.
The patient has empty cupboards and no essential supplies	If able to, the volunteer can go and purchase small amount of food supplies and either use patient's funds if available or their own and reclaim money back from CD after. If they are unable to, they let the CD know who can arrange support for this.
The patient has a pet which they are unable to look after/clean up after	Ask person if they would like some help Response D
The volunteer sees that the patient has a fire risk (i.e. faulty gas fire, daisy chaining plug sockets/extension leads)	Ask person if they would like some help Response D
The patient asks for help administering medication	Volunteers are not allowed to do this Response A or Response C (time dependent)
The patient asks the volunteer to buy painkillers/over the counter medication	Volunteers are not allowed to do this. Response A or Response C (time dependent)
The patient is concerned that they have bills to pay or that are overdue	Ask person if they would like some help Response D
The patient appears to be drunk	Remove yourself from the situation immediately Response A
The patient becomes aggressive	Remove yourself from the situation immediately and response A if needed. Response C when convenient
The patient offers money/a tip to the volunteer	Please politely decline 😊

The patient has obvious hoarding issues in their home	Ask person if they would like some help Response D
--	---