

COMMUNITY RESPONDER

HANDBOOK



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INTRODUCTION

Welcome to the Hampshire Ambulance Community Responder Scheme.

This Handbook is designed to provide you with the information you require as a Community Responder. Within its pages you will find guidance regarding procedures, patient treatment and “What to do if” advice.

It is important that you become familiar with the contents of the Handbook and ensure that in the course of your duty you act only within these guidelines.

Your Group Co-ordinator or the Ambulance Service Co-ordinator are there to support group members and offer additional help and advice should the need arise.

In volunteering to become a Community Responder you have already shown an interest in wanting to help members of your community. Please remember that for your group to succeed it needs the full commitment of every member.

I would like to thank you for helping the community in this way, your contribution is valued and will be worthwhile, I wish you every success in your new role.

**Chief Executive
Hampshire Ambulance Service NHS Trust**

BACKGROUND

Dr Richard Cummins, from Seattle, USA, discovered that if a series of events took place in a set sequence, a heart attack victim has a greater chance of survival. These events are known as the “Chain of Survival”.

Early Access, Early Resuscitation, Early Defibrillation, Early Advanced Life Support.

When put into practice by increasing public awareness, training in basic life support and community based defibrillators; these events have improved the pre-hospital survival rate to between 25% and 30%.

Hampshire Ambulance believes that by introducing a scheme where Community Responders are trained in providing the Community three events in this chain, there would be a significant improvement in the chance of survival.

As well as attending to patients who have had a heart attack there are other instances where an early response by a Community Responder would have a significant benefit. Such calls would be to someone with severe bleeding or someone who is unconscious.

In all cases of life threatening conditions the Community ten minutes is the most crucial time. Chances of survival and the prevention of deterioration are improved if prompt appropriate action is taken in the Community few minutes. Therefore a key element in the success of Community Responder Schemes lies with the ability of Community Responders to arrive at the scene of an emergency within 8 minutes of the emergency call being received.

THE CONCEPT OF A COMMUNITY RESPONDER SCHEME

A Community Responder Scheme is made up of groups of volunteers who, within the community, in which they live or work, have been trained to attend emergency calls received by the NHS Ambulance Service, providing First aid until an emergency ambulance arrives.

Hampshire Ambulance when looking at the locations for Community Responder Groups, took the following into consideration:

- Towns or villages that are challenging for an Emergency Ambulance to arrive at the scene within 8 minutes. This is usual in the more rural areas of the County.
- Develop partnerships with organisations that have a high number of people within or near to their establishment. This will include Supermarkets, Large Office establishments, Large Public Gatherings etc.
- Develop partnerships with organisations that have high-risk clients within or near to their establishments. Such as Sport Centres, Coronary Rehab Centres etc.
- Community Housing estates, new housing development.

COMMUNITY RESPONDER GROUP STRUCTURE

Ideally, each group consists of between 10 and 15 Community Responders. Each group has an identified co-ordinator.

Groups meet regularly to arrange events such as:

- Fund Raising Activities
- Community Awareness Programmes i.e. local fetes etc.
- Availability of Members for Rota Planning
- Revision Training
- Case Reviews
- Social Events

AVAILABILITY

The co-ordinator administers the group, and part of their role is to ensure that there is a Community Responder available on call each day and night. This is usually achieved by a rota system. Group members advise the co-ordinator of their availability. For this to work efficiently, Community Responders must be committed to the scheme. Cover for sickness etc, may need to be arranged at short notice, therefore, the more flexible the Community Responders are, the more efficient the group becomes.

Partnerships with other organisations will have specific Community Responder cover arrangements that meet the parameters of all parties concerned.

Groups link into the Ambulance Service through the Ambulance Service Co-ordinator. Wherever possible this person will be a serving member of the Ambulance Service who lives or works near your group. This member of staff is responsible for providing support to each group and individual group members.

Community Responder Groups must comply with the policies and procedures established by Hampshire Ambulance.

In cases where groups act outside of these policies and procedures Hampshire Ambulance will take whatever action it feels appropriate. This may include disassociation from the group. In this event all equipment and assets must be returned to the Community Responder Scheme.

Individual members of a group who act outside of the policies and procedures or bring the scheme or Hampshire Ambulance into disrepute will be asked to leave the group and the scheme.

Should the need arise an Officer of Hampshire Ambulance Service will be available to any member of the scheme and can be contacted via the Communication Centre.

THE ROLE OF THE AMBULANCE SERVICE CO-ORDINATOR

Below is a list of responsibilities of the Ambulance Service Co-ordinator, although not comprehensive, the main duties would include:

- Support and motivate groups and their members
- Raise the profile of the Community Responder Scheme throughout the County by establishing new local contacts
- Offer assistance to any group or group member who may need it
- Offer assistance in the resolution of any problems within a group or its members
- Assist in the recruiting process for members if required
- Visit members, after they have dealt with a patient, and ensure all is well. If not offer appropriate action e.g. counselling if required
- Maintain liaison with established public groups such as local councils, clubs, voluntary aid societies etc.
- Attend group meetings
- Establish and maintain systems for servicing and replacement of equipment, replenishing group stock items and dealing with any equipment faults that are reported
- Collate and maintain any relevant paperwork
- Be present, should a statement be required from a Community Responder by the police or ambulance service (Ambulance Service Officer)
- To assist in the event of any complaint or dispute relating to any part of the Community Responder Scheme

THE ROLE OF THE COMMUNITY RESPONDER CO-ORDINATOR

Below are the responsibilities of the Community Responder Co-ordinator, although not comprehensive the main duties would include:

- Maintain rotas and cover
- Liaise with the Ambulance Service Communication Centre and Ambulance Service Co-ordinator when appropriate
- Support and motivate group members
- Recruit members to the group as and when required
- Raise the profile of Community Responder Groups
- Assist in the organisation of fund raising activities
- Maintain all records
- Provide scheme information as required
- Maintain a supervisory role in relation to scheme members
- Ensure that policies and procedures are adhered to
- Ensure all equipment is cleaned, maintained and serviced as per service procedures
- Hold a small stock of consumable equipment
- Provide a supporting role to group members

THE ROLE OF THE COMMUNITY RESPONDER

The main responsibilities of a Community Responder are:

- To attend emergency calls in their area at the direction of the Ambulance Communications Centre and achieve, where possible, a response within 8 minutes
- To provide appropriate treatment to patients prior to the arrival of an ambulance
- To document, record and inform attending ambulance crews of the history and treatment given
- When required, provide continuing care, under the direction of the Ambulance Crew
- To remain at the scene of an incident until relieved by an ambulance crew

RESPONDING TO AN EMERGENCY CALL

The Ambulance Communications Centre receives emergency calls at all times throughout the day and night.

The number and nature of these calls are difficult to predict, however, it would be anticipated that a group would respond to at least one emergency call a week.

Therefore, as a Community Responder you should be prepared on the one hand for completing whole periods of duty without being called to an emergency, whilst on the other hand being called upon several times.

This requires Community Responders when 'on duty' to ensure that all equipment has been checked and they are ready to respond immediately.

There are many different types of emergency calls, and emergency calls vary in the degree of seriousness. Some calls are considered to be unsuitable for Community Responders to attend, these include Road Traffic Accident, and incidents where specialist skills are required, or situations where it would be unsafe to send a Community Responder such as where violence has occurred. Therefore, Community Responders **MUST** only attend emergency calls when asked to do so by staff in the Ambulance Service Communications Centre.

TYPES OF CALLS

Calls Community Responders will be asked to attend will include:

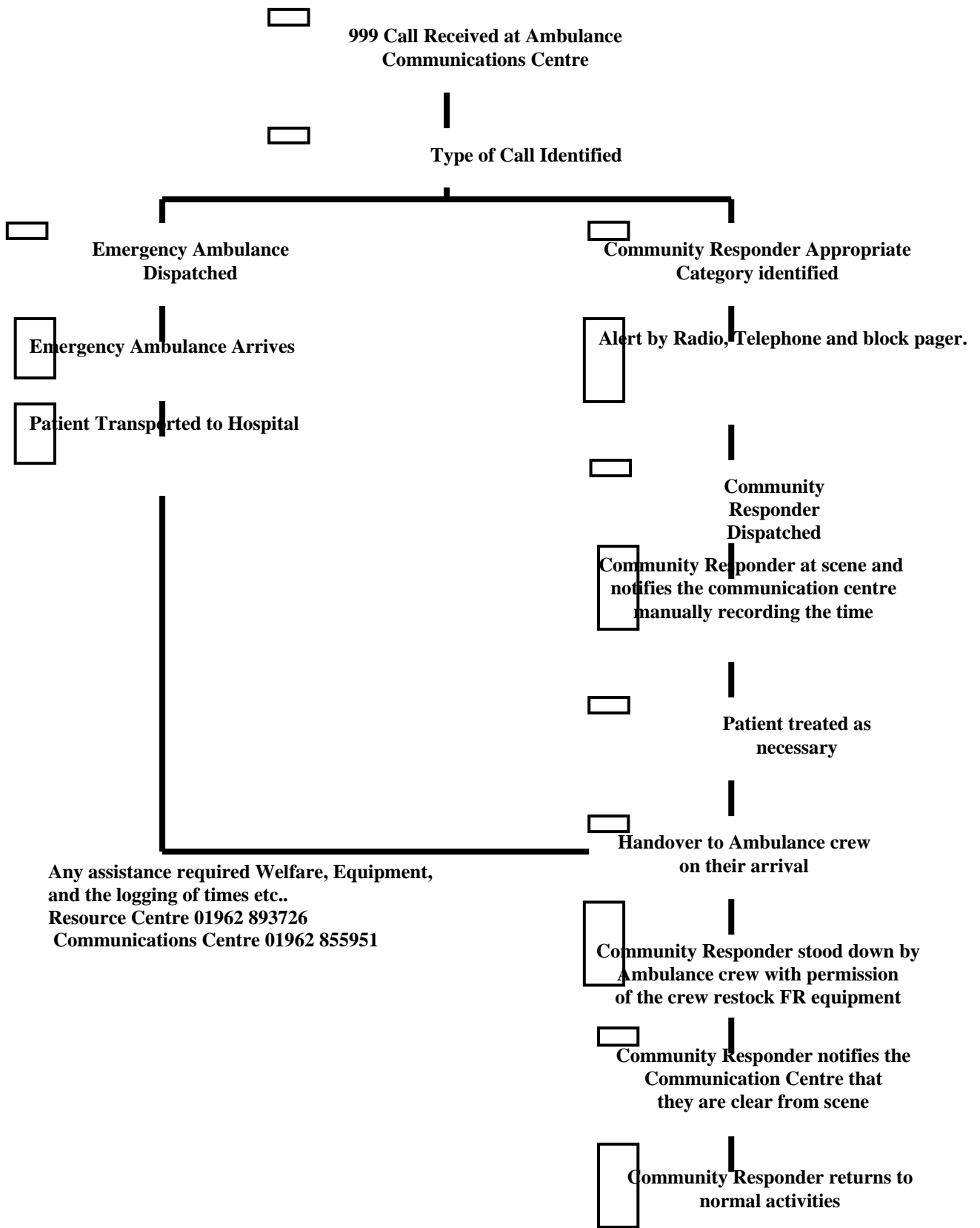
- Asthmatic Attacks
- Cardiac Conditions
- Collapses with known or unknown cause
- Falls
- Home Accidents
- Leisure/Sport Accidents
- Sudden Illness in the home
- Sudden Illness in a public place
- Work Accidents
- Abdominal Pains
- Epilepsy
- Diabetic Emergencies
- Accidents in a public place

There may be other requests for attendance from Doctors and Community Care Workers who require the assistance of Community Responders. However, these will always be directed through the Ambulance Communications Centre.

You will not be asked to attend incidents including: -

- Fire
- Violent Situations
- Road Traffic Incidents
- Children under two (under review)
- Gynaecological and maternity incidents

CALL OUT PROCEDURE



CALL OUT PROCEDURE

Community Responders must **ONLY** attend emergency calls when dispatched by the Ambulance Communications Centre.

Should a Community Responder, whilst on duty, be notified of an emergency by any other means e.g. neighbour knocking on the door, they **MUST** immediately contact the Ambulance Communications Centre by the '999' system, and obtain authorisation to attend. If you are approached whilst off duty, again dial '999' for ambulance assistance, this will activate an Ambulance and your colleague who is on duty.

When the Ambulance Communications Centre receives an appropriate '999' emergency call they will contact the duty Community Responder using the pagers, mobile telephone or handportable radio.

On receipt of a '999' call you will be alerted by the Ambulance Communications Centre with the location and type of incident.

The Community Responder should proceed to the call as quickly and as safely as possible. You will be required to make a personal decision as to the appropriate and safe mode of transport to attend the incident. On arrival at the scene, contact should be made using the pre-programmed mobile phone or handportable radio, with the Ambulance Communications Centre to confirm your arrival. If this is not possible you should take an accurate note of the time, which can be passed onto the Ambulance Communications Centre later.

Appropriate treatment of the patient can now begin.

Remember that at any stage you may be joined at the scene by a GP, an Ambulance Officer or Paramedic, so, be prepared to accept their help and to provide assistance to them.

When an emergency ambulance arrives, hand over to the ambulance crew. Be prepared that the crew may wish you to continue helping with the treatment of your patient, particularly if it is a cardiac arrest situation.

Ensure that your name as the attending Community Responder is noted on the CAS61/35 patient report form along with the time that you arrived by the patient. The attending Ambulance Crew will have this form.

When the ambulance crew have released you, you should confirm your availability, again using the mobile phone or the handportable radio with the Ambulance Communications Centre. If there are no further emergencies for you to deal with, you will revert to being 'on call'. Replace any equipment you may have used.

It is likely that the Ambulance Service Co-ordinator or your group Co-ordinator will contact you to ensure that all is well. If you do not hear from them and would like to speak with them, then call them on the contact number you have been given.

OTHER RESPONSIBILITIES WHILST ON DUTY

STARTING DUTY

At the commencement of your agreed duty period you should make sure the equipment is:

- Checked against the equipment list for completeness
- Any items of equipment which may be missing are replaced
- All equipment is clean and in full working order
- Test the defibrillator
- Test the mobile telephone/handportable radio and ensure it is fully charged
- Complete the equipment check form
- Ensure you have all necessary documentation such as patient report forms, incident form etc.

Your group co-ordinator should have supplies of items of equipment for replacement, however, should this not be the case contact the Ambulance Service Co-ordinator who will arrange for replacements for you.

In the event that any item of equipment is not in full working order you must inform you group co-ordinator or Ambulance Service Co-ordinator immediately.

ENDING DUTY

At the end of duty:

- Replace any consumable equipment you may have used
- Deliver the equipment to the next group member on duty
- Report to the group co-ordinator:
 - Number and type of incidents attended
 - Any untoward events
 - Confirmation of hand over to next 'on call' member
 - Confirmation of next period of duty
 - Forward copies of patient and incident reports to the group co-ordinator

CODE OF CONDUCT

No matter how well organised your Community Responder Group is the reputation of the scheme and your group depends very much on the conduct and efficiency of its members.

You have a responsibility to perform your duties within the limits of your training and the procedures found within this Handbook. Actions outside these limits could have legal implications for:

- The Patient
- Yourself
- Hampshire Ambulance Service

Therefore, to gain respect from the community in which you will carry out your duties, and of the Ambulance Crews and other Emergency Services, it is necessary that there is a Code of Conduct, which requires high standards of behaviour and discipline.

As a Community Responder, you must be reliable and a person of integrity, in particular:

- Have high personal standards
- Can conduct yourself appropriately to patients and others
- Have a sense of responsibility
- Be honest
- Have self discipline
- Be loyal

Patients gain confidence from the fact that Community Responders take special care in their own personal standards, such standards are:

- Personal hygiene and cleanliness
- Personal appearance
- Effectiveness and efficiency
- Fitness and health

PERSONAL HYGIENE AND CLEANLINESS

It is important that when on duty Community Responders pay particular attention to their personal hygiene and cleanliness. You will be coming into contact with patients who may have open wounds and illnesses, therefore, poor personal hygiene, including body odour, especially in hot weather, can make patients feel extremely uncomfortable. However, care should be taken not to wear highly scented deodorants/perfumes as this too can have an adverse affect on patient welfare.

Cleanliness and personal hygiene are of paramount importance in minimising the risk of cross infection.

PERSONAL APPEARANCE

When performing the duties of a Community Responder, attention should be given to portraying a smart appearance. Not only will this inspire confidence but will also show that you are caring and professional.

In particular you must ensure that at all times when you are attending an emergency call that you wear the High Visibility Jacket with appropriate identification markings provided.

To avoid injury to yourself long hair should be tied back and excessive jewellery avoided. Remember patients in distress often reach out and clutch anything nearby.

EFFECTIVENESS AND EFFICIENCY

This handbook sets out procedures and action processes to help treat patients in an effective way. However, the way in which you carry out these procedures will effect the subsequent recovery of the patient. Therefore, to remain effective and efficient you should ensure that you fully learn these procedures and practice whenever possible, the skills and techniques described.

FITNESS AND HEALTH

Being a Community Responder will require you to look after yourself and pay particular attention to your own fitness and health. Being called out to an emergency, can be a stressful experience. If you are not fit and well you will not be able to give your best to the patient and it may affect your health.

If you are 'under the weather' and are rostered for duty you should inform the group co-ordinator immediately, who will stand you down. Do not attempt to be a hero or heroine; there will always be another period of duty.

You are required to inform your General Practitioner that you are a volunteer Community Responder. Your GP may advise a course of Hepatitis, Tetanus and other preventative inoculations.

It is acknowledged that Community Responders will become involved in situations that are new and out of the ordinary. Welfare arrangements are made available, commencing with an Ambulance and Group Coordinator, Occupational Health and if required every effort will be made to put the distressed member in touch with a representative of your Faith.

CONDUCT AND BEHAVIOUR TOWARDS PATIENTS AND OTHERS

Anxiety and stress can make patients and their relatives or carers seem unreasonable. Try to recognise this and respond by being tactful, reassuring, understanding and sympathetic. You must never appear bad tempered, impatient or officious. You should:

- Identify yourself as an Ambulance Service Community Responder and say 'how can I help'
- Always be respectful and avoid over familiarity
- Unless you know their names, always address patients as sir or madam
- Patient confidentiality is crucial. Never discuss patients' conditions or treatment with anyone unless they are authorised to know
- Understand that any information or facts relating to patients **MUST** be treated as confidential
- Always show respect for cultures, values and beliefs, which may be different to your own

SENSE OF RESPONSIBILITY

You will come into contact with others who care equally for patients, for example, carers, relatives and ambulance service staff. Therefore:

- Identify yourself as an Ambulance Service Community Responder and say "how can I help"
- Be aware of the patients' relatives, friends or others who may be concerned with the patient
- Co-operate with attending Ambulance staff
- Do not be drawn into any arguments and always refer problems to your group co-ordinator or the Ambulance Service Co-ordinator, recording any unusual occurrences on the incident report form

Do nothing to destroy the confidence of patients, relatives, carers and bystanders. Any problems associated with the treatment of patients should never be aired in public but should be discussed in a confidential manner between the Community Responders and members of the Ambulance Service

You have a duty of care to your patients:

- Always give a comprehensive hand over to the attending Ambulance staff, giving information such as; what you found when you arrived at scene, what treatment you have given etc.
- Never breach patient confidentiality by divulging information to unauthorised persons, the press or media, or by engaging in gossip
- You must comply at all times to procedures and protocols set out in this handbook

- Do not consume alcohol immediately prior to, or when on duty as a Community Responder
- You must not record incidents by photographic, video or audio recordings or by any other electronic or digital means

Please note statements to the police should only be carried out in the presence of the Ambulance Service Co-ordinator or an Ambulance Service Representative.

TRANSPORT

The aim will be to develop the scheme taking into consideration the size of the area, and terrain, which will be covered within a 5 minute travelling time.

Hampshire Ambulance Service NHS Trust will only support the use of vehicular transport for the Community Responder Schemes when the following rules are strictly adhered to: -

The FR will be alerted to an incident in the normal way and asked to attend as directed by Hampshire Ambulance Communications Centre. You will be required to make a personal decision as to the appropriate and safe mode of transport to attend the incident.

You will be asked to take with you to the scene a First aid kit, a small defibrillator and lightweight oxygen equipment. The oxygen will consist of approximately 380 lts of medical oxygen and will be stored in a suitable carry bag. There is no expectation for the vehicle insurance company to insure the equipment for theft or damage.

In the back of this book you will find a letter for you to forward to your vehicle insurance company, setting out for their purposes, information relevant to your insurance policy and requesting them to provide a suitable endorsement in writing. You are not entitled to use your vehicle to respond to emergencies notified to you under the scheme until this endorsement has been received and forwarded along with a photocopy of your driving licence to the Ambulance Service Coordinator which will then be held on file.

As a condition of using your vehicle to attend an incident, the following rules must be adhered to: -

1. It is your responsibility to maintain the vehicle in a safe and roadworthy condition. (HAST will not be held responsible under any circumstances)
2. HAST will not be responsible under any circumstances for any vehicle excise duty, MOT, insurance premium or any other sum payable in respect of the vehicle (including any hire purchase or loan repayments in respect of the vehicle).
3. The vehicle must not under any circumstances be fitted with any permanent or temporary emergency warning devices including but not limited to lights, sirens and headlamp flash units. On route to an incident you have no priority over any

other motorist. The manual flashing of headlamps is misleading to other motorists and should only be performed in accordance to the Highway Code.

4. You will comply with all road traffic laws in force at that time, and you will be expected to comply with the requirements of the Highway Code.
5. On introduction to the scheme and on an annual basis thereafter you will be asked to produce your driving licence and suitably endorsed vehicle insurance document.
6. You should inform HAST of any driving convictions within 14 days of your acceptance as a volunteer. Details of any convictions recorded against you, whether arising from your activities under the scheme or otherwise, shall be forwarded to HAST within 14 days of conviction.
7. You will be provided with an Automatic Defibrillator, 460 lts of Medical Oxygen and other First aid items carried in a rucksack style bag. For your own safety this equipment must be stored and transported in the boot of the vehicle, and you will be required to display a small green oxygen warning sign visible from the rear of your vehicle. Special arrangements must be made by individuals to secure the equipment on the rear of an estate vehicle or any other vehicle that does not have a sealed boot space.
8. It is difficult to estimate the annual mileage that you will cover; the scheme is designed to operate within a maximum travelling time of five minutes.
9. You will not under any circumstance transport a patient in your own vehicle.
10. Whilst driving to an incident you must concentrate on the standard of your driving. You must stop in a safe location to undertake other activities such as using the phone that you have been provided with, or reading a map. You must ensure that you park safely and in accordance with the Highway Code and any applicable local parking bylaws.
11. Should you be involved in any accident whilst en route to an incident you must stop and provide details in accordance with the Highway Code. This accident should be communicated to Hampshire Ambulance Communications Centre by using the telephone as soon as possible
12. At the scene of an incident the attending ambulance service vehicles will need to park as near to the incident or entrance to the home as possible. To assist the ambulance staff to identify the incident, when your vehicle is parked you should switch on your hazard lights.
13. Should you have any concerns as to your safety at the scene, remain in your car and, if safe to do so, drive on. You must advise Hampshire Ambulance Communications Centre as soon as possible (subject to your obligations under Rule 10 above).

14. You must only drive vehicles with the owner's permission and that you hold an appropriate driving licence to drive. Never drive a vehicle that you are unfamiliar with.
15. HAST will not be held responsible for any breach of these rules which may lead to you being asked to leave the scheme.
16. The use of your vehicle under the scheme is subject to your agreement to comply with these rules. Please sign the acceptance form at the back of this handbook to indicate your agreement to abide by these rules.

There will be occasions when en route to an incident, traffic congestion and the action of other road users will increase stress and anxiety. You must learn to recognise this natural heightened response of the body and maintain control of your actions.

SPONSORED VEHICLE

In the event that a vehicle is provided to an individual group the following must be adhered to: -

You will be required to agree and comply with the following terms as a condition of being permitted to use a vehicle that has been provided or sponsored by another organisation.

1) I will: -

- Use the vehicle only whilst acting as a Community Responder
- Comply with all relevant road traffic legislation relating to the use of the vehicle
- Be personally responsible for any road traffic offence which occurs driving the vehicle
- Notify Hampshire Ambulance Service NHS Trust immediately of any accident in which the vehicle is involved whilst on duty as a Community Responder
- Provide mileage reports to Hampshire Ambulance Service NHS Trust in accordance with their requirements

- Keep the vehicle clean and tidy at all times
- Pay for any petrol or oil required in connection with use of the vehicle
- Return the vehicle to the suppliers if requested to do so by Hampshire Ambulance Service NHS Trust
- Keep the service record and any other documents supplied with the vehicle with the vehicle at all times
- Ensure that whilst the vehicle is not being driven that it is parked in a safe place and kept locked at all times
- Provide a photocopy of both sides of your driving licence.

I understand that if I fail to comply with any of these conditions Hampshire Ambulance Service NHS Trust may withdraw its permission for me to use the vehicle.

INSURANCE COVER

Community Responders, when authorised to act on behalf of Hampshire Ambulance are covered for clinical negligence under arrangements with the National Health Service Litigation Authority.

Likewise, when officially on call, and performing the duties of a Community Responder, personal injury and third party liability cover is provided for under the arrangements with the insurers of Hampshire Ambulance Service NHS Trust.

You are advised to ensure that by operating as a Community Responder you do not invalidate any personal insuring arrangements that include life cover. You must also inform your personal insurers that on occasions you may be required to travel in an ambulance.

Should you require more details on the extent of the cover available you should contact the Ambulance Service Co-ordinator.

COMPLAINTS

Hampshire Ambulance views complaints, whether verbal or written as an opportunity to improve the services we provide and are always taken seriously. In the event of a complaint being received by the Ambulance Service an investigation will be carried out by a senior manager.

You should:

- Always co-operate fully with any investigation if requested to do so
- If involved in any form of inquiry or complaint, make sure you truthfully and accurately provide all the facts

In some circumstances if a complaint is received about the actions of a Community Responder, it may be necessary, whilst the complaint is being investigated, to suspend the Community Responder from participation in the scheme until the outcome of the complaint is reached. This in no way should be regarded as a sanction against the Community Responder.

A copy of the Trusts complaints procedures will be made available on request.

DO'S AND DON'TS

Things you **MUST** report to Hampshire Ambulance Communications Centre are:

- Arrival at the incident
- Any unusual occurrences (including suspicious circumstances)
- Situations which require additional resources i.e. Fire & Rescue, Police etc
- If, on arrival at the scene of an accident, the patient does not wish you to attend to them, you should inform them that an ambulance is already on the way, leave the incident if asked to do so and inform Hampshire Ambulance Communications Centre accordingly
- If stood down by a doctor at an incident, the doctor's name and surgery should be recorded together with the reason. You should tell the doctor that an ambulance is on its way and that you as a Community Responder cannot stand it down. Leave the incident and inform Hampshire Ambulance Communications Centre
- On arrival at an incident you should inform Hampshire Ambulance Communications Centre of any special instructions which would be helpful to the attending ambulance staff i.e. landmarks for the location

You **CANNOT**:

- Stand down an ambulance service response and stop it from attending.

TRAINING

Community Responders will be required to have knowledge in First Aid and the use of an AED and be able to competently carry out procedures that will promote the well being of the patient until an Emergency Ambulance or other trained personnel arrives on the scene.

Initial training for volunteers who have had no previous medical or First Aid experience will be provided appropriately. During the training period candidates will be assessed by approved qualified instructors and have to pass satisfactorily practical and written examinations before being allowed to participate as a Community Responder.

Candidates who hold a current First Aid Certificate as approved by the Health and Safety Executive, or Voluntary Aid Societies, such as St John Ambulance or the British Red Cross Society, or hold a professional nursing qualification will be trained in specific procedures and equipment, where appropriate. There will still be a requirement to demonstrate competence by practical and written assessment.

All Community Responders will be required to participate in an on-going training programme, which will include re-assessment of Basic Life Support techniques including Defibrillation.

COURSE CONTENT

- Role of the Community Responder
- Introduction to Hampshire Ambulance Service NHS Trust
- Place of the Community Responder as part of the Health Care Team
- Code of Conduct, Documentation and Reporting Procedures, (Health & Safety, Clinical Risk, CAS 61's)
- Role of Hampshire Ambulance Communications Centre, use of communications equipment
- Airway management
- Basic Life Support
- Introduction to Defibrillation, use of an automatic defibrillator
- Care and Management of the Unconscious Patient, the Recovery Position
- Patient Observation and Assessment
- Respiratory Disorders, Asthma, Bronchitis, Emphysema
- Cardiac Conditions, Angina, Acute Myocardial Infarction (Heart Attack)
- Medical disorders, Epilepsy, Diabetes
- Wounds and bleeding
- Accidental poisoning, self harm
- Injuries to bones and joints
- Burns and Scalds
- Manual Handling
- Driver awareness and behaviour

It is anticipated that further training modules will be introduced when appropriate.

COURSE STANDARDS AND REFERENCE MATERIALS

The course standards are those approved by Hampshire Ambulance Service NHS Trust and are based on:

- Hampshire Ambulance Policies and Procedures relating to Community Responders
- 'First Aid Manual' (Voluntary Aids Societies) 7th Edition
- 'Ambulance Services Basic Training Manual' (Institute of Health and Care Development)
- Basic Life Support (Resuscitation Council(UK))
- Manual Handling Regulations 1992 (Health and Safety Executive)

ASSESSMENT CRITERIA

Throughout the training candidates will be assessed on their theoretical knowledge and practical skills. In particular, their ability to demonstrate competence in all core subject areas.

- Multi-choice question papers require an 85% pass mark
- Written (essay) questions require a 70% pass mark
- A test scenario with associated oral questioning measures practical ability

Not reaching the required standard through incapacity, an unsafe procedure or not meeting the pass mark in the test papers will result in failure.

UNSUCCESSFUL CANDIDATES

Individuals who do not reach the required standard can in certain circumstances be reassessed. Therefore, it is important to put maximum effort into the entire process.

Candidates who fail one aspect of the assessment (theory or practical) will only be required to resit that aspect. Those who failed on more than one aspect will be expected to resit the entire theoretical and practical assessment. The period prior to resiting assessments will be agreed between the candidate, trainer and Ambulance Service Co-ordinator.

Candidates who have marginally failed a written paper (by up to 5%) may be offered an oral assessment to establish knowledge in areas where a candidate may have answered insufficiently or incorrectly. This assessment is discretionary and will only be granted by the Ambulance Service Co-ordinator after full review of all available training records, and discussions with the trainer. In such circumstances an approved person who was not involved in the training process of that candidate must conduct the assessment.

Candidates who are unsuccessful in all areas of the assessment may be offered another course. This option is discretionary and will only be approved by the Ambulance Service Co-ordinator once all training records have been reviewed and the candidate has been interviewed. The maximum number of complete training courses that can be attended or assessments sat will be no more than 2.

APPEALS PROCEDURE

Assessments are deemed to be fair, reliable and consistent and therefore, are based entirely on practical competence and examination results.

Any candidate who feels that this has not been applied in their case can instigate on appeals procedure.

On request, the Ambulance Service Co-ordinator, will provide an Appeals Form. Once completed and acknowledged a written reply will be received within 14 working days. If you are not entirely satisfied with this reply an interview can be arranged between yourself, the Group Co-ordinator and the Ambulance Service Co-ordinator. If both parties still fail to reach agreement the matter may then be referred to the Director of Operations of Hampshire Ambulance Service NHS Trust or his representative.

HEALTH AND SAFETY

During training you will be practising techniques and using equipment which is new to you and therefore is potentially dangerous if strict procedures are not observed.

Any candidate found to be acting irresponsibly and or dangerously with equipment will be removed from the course.

In particular, strict procedures must be observed when preparing, testing and using defibrillators. Only use the equipment you have been trained to use. This is particularly important with the use of defibrillators. Should you injure yourself or have any other incidents that you wish to bring to the attention of the Trust, a Health & Safety book is made available to you via your Co-ordinator. Any identified clinical risk can be notified in a similar way.

DATA PROTECTION ACT

Records relating to the Community Responders may be kept in one or more computers. Such information may include:

- Personal details i.e. name, address, telephone number etc
- Training records
- Case review/feedback etc

Hampshire Ambulance will ensure that this information is not released to unsolicited parties or sold on to other organisations.

It is the practice that all calls made from or into Hampshire Ambulance Communications Centre are recorded.

Further information regarding what information is held in this way may be obtained from the Ambulance Service Co-ordinator.

DOCUMENTATION AND RETURNS

Community Responder Groups are responsible for ensuring that all records kept by the group are maintained. Such records may include:

- Minutes of Meetings held by the Group
- Equipment Inventory
- Rotas
- Case Details
- Training
- A record of purchases (receipts)
- Other Group Activities

These records will be maintained by the Group Co-ordinator and should be available for inspection by any member of Hampshire Ambulance with authority to do so or at the request of any other interested party with reasonable request for such information.

WHAT DO AMBULANCE CREWS THINK

We are asked on a number of occasions as to what do the ambulance crews think of the Community Responders.

Ambulance crews are professional providers of emergency care in the pre-hospital environment. They respond to people who have a medical or sociological need. Their working practices are developed on clinical evidence and actions that benefit the patient.

The Community Responders are an extension of the service to help the crews meet the need of the patient, and as such, in general the crews encompass this initiative as a benefit to patient care.

Over the past 3 years the Community Responders have provided a service to over 2000 members of the public, a continuous flow of testimonials indicate the benefits of the Community Responders actions however during this time there have been a number valuable lessons learnt by us all.

The following comments are intended to advise the individual Community Responder as to your actions and how they may be misinterpreted.

- Please do not add anything to your vehicle that might raise the vehicles profile. This is because should you attend an incident, and in the interests of your own safety stopping is not possible this limits the recourse from the people at the incident. (ie damage to your vehicle)
- Please think ahead and do not park your vehicle where the ambulance may wish to park. It is also not a good idea to park in the driveway of the property, as often the crew will have to carry the patient out to the ambulance.
- The Police understand the urgency of the medical emergency; please do not place yourself in the embarrassing position by exceeding the safe speed limit. This also applies to the safe parking of your vehicle. The role of the Community responders carries no exemption from any aspect of the Highway Code. It is the duty of the Police to enforce their rules.
- Do not race the crews, the object is to provide the best possible care to the patient, do not run in front of the crew just to demonstrate you have knocked on the door to indicate that you are “Community on scene”.
- If the crew are on scene before you, ask if you are required, if not leave the incident straight away. This is because often the situations are embarrassing to the caller and the crew may wish to extend the best dignity possible.
- If you are on scene before the crew, please be very clear to the caller that you are the Community Responder and that the Ambulance Crew will be with you

shortly. It is essential that the patient understand that you are the Community Responder. (Do not have anything on your jacket that may suggest otherwise) There have been examples where on arrival of the ambulance crew, the caller has told the crew that they are not required as they already have an ambulance crew attending to their family member.

- On the arrival of the crew, ask them if they wish you to stay. If there is not a role for you please leave the building and return to providing cover. This has two benefits; one that the house is not inundated by fluorescent jackets (remember this is often embarrassing to many patients and it ensures that should a second call come in you are able to respond immediately).
- The role of the Community Responder has been designed around specific clinical incidents and the parameters of the training reflect the practices to attend the identified incidents. The ambulance crews are trained to respond to a very broad and variable number of incidents. On occasions, their parameters are vastly different to those of the Community Responder and therefore a crewmember will use tools differently to the Community Responder. Should the Community Responder like to take advice from the crew, please ensure that this enquiry is carried out in private and not in front of the patient or any bystander.
- When ever possible the crews are able to support you with the replacement of equipment, normally there will not be a problem. However should they be short of O2 they must cover their own anticipated needs Community. In this case, please contact the Resource Centre who will make alternative arrangements to ensure you have the equipment that you need.
- Never attempt to diagnose a patient's illness, as without diagnostic equipment that can often only be found in the hospital you will be saddened as to how often you are wrong. More importantly, the patient can be distressed unnecessarily.
- If you find yourself at an incident and there is nothing that you can do to help, once the crew arrive, please just leave. The hallmark of the ambulance service is to quietly respond to an incident, carry out the necessary procedures, and allow the family to continue with their lives with the least interruption possible.

USEFUL CONTACT NUMBERS

Hampshire Ambulance Communications Centre	
Routine telephone number	01962 863511 Ext 2676
Administration	01962 892676

Ambulance Service Co-ordinator			
Name	Telephone number	Mobile number	Pager number

Group Co-ordinator		
Name	Address	Telephone number

APPLICATION FORM

Please indicate the scheme / area you are applying for

--

Surname	Name	Title

Address		
E-mail address		Post Code
Home Telephone	Work Telephone	Mobile
Date of Birth	Nationality	

Qualifications	Date Attained

First Aid Certificate			
Issue date		Expiry Date	
Issued by			

References	
Name (Ref 1)	
Occupation	
Address	
Telephone Number	

Name (Ref 2)	
Occupation	
Address	
Telephone Number	

Declaration	
<p>I do not know of any reason why I should not be considered as a Community Responder for the Hampshire Ambulance NHS Trust. I normally keep good health and have no previous convictions or convictions pending which would prevent me from joining this scheme. Hampshire Ambulance is exempt from the Rehabilitation of Offenders Act and therefore all convictions including those considered 'spent' must be declared.</p>	
SIGNED _____	DATE _____

THE PROCESS FOR APPLYING FOR A CRB DISCLOSURE

The following is a “step by step” guide to the process of applying for a Criminal Record Disclosure.

1. In order for your application to be progressed we require you to receive clearance by the Criminal Records Bureau (CRB). You are therefore requested to contact the CRB Application Hotline on 0870 9090844 and provide them with the following information:
 - Name
 - Date of Birth
 - Address (including any previous addresses in the past 5 years)
 - National Insurance Number
 - Name of the Requesting Authority (Hampshire Ambulance Service NHS Trust)
 - Level of Clearance: Enhanced
 - Registration Number: 20571500006
 - Clearly state that you are a “volunteer” therefore “no payment is due”

Once you have provided this information to the CRB, they will send a partially completed application form to you.

PLEASE NOTE THAT ONLY AUTHORISED SIGNATORIES CAN COMPLETE AND SIGN THE BACK SECTION OF THE APPLICATION FORM THEREFORE PLEASE DO NOT SEND THE FORM BACK TO THE CRB!

2. You will need to complete the remainder of the form and take it to your coordinator along with original documents and photocopies of the following:
 - Passport
 - Driving Licence (both parts for photocard licences)
 - Birth Certificate
 - Marriage Certificate
 - Proof of National Insurance Number (P45/P60/recent wage slip)
 - Proof of address (any 2 of the following: recent bank statement; recent credit card statement; recent mortgage statement; current Council Tax bill; recent utility bill).

All the above documents are to be supplied, if held and must be copied. Both originals and copies must be taken to your coordinator or Hampshire ambulance where copies signed to verify they are “true copies”. Coordinators **MUST NOT** complete any part of the back page of the form or sign any part of a form other than their own.

UNDERSTANDING BETWEEN THE VOLUNTEER AND HAST

This document is intended to be an understanding between the Community Responder and Hampshire Ambulance Service.

- To safely respond to incidents as directed by Hampshire Ambulance.
- To provide basic life saving support to the patient, until the arrival of the Emergency Ambulance.

Following the successful completion of your induction/training course, I confirm your association with Hampshire Ambulance Service NHS Trust as a Volunteer Community Responder (subject to satisfactory references, medical and criminal disclosure clearance). You are expected to work to an "on call" rota and will be assigned to an incident on an "as and when required basis". There is no obligation on the Trust to provide you with emergency calls and there is no obligation on you to accept the assignment offered. You will have no relationship with the Trust when you are not undertaking duties as a Community Responder. Each assignment is self-contained and once the assignment is over, you are not obliged to undertake any further assignments, nor is the Trust obliged to offer you any.

There is a voucher system that enables the volunteer to be reimbursed of personal costs. The voucher should be completed with evidence of money spent. This voucher should hold two authorised signatories from your scheme and directed to the Finance department for reimbursement.

If arrangements have been made for you to undertake prearranged duties and you then find that you are unable to attend, we require that you contact your Co-ordinator at the earliest opportunity. There is no entitlement to Occupational Sick Pay, Occupational Maternity Leave/Pay or any other form of paid leave. Nothing in this clause, however, will affect any right conferred by statute.

Whilst undertaking any assignment for the Trust, you should comply with the general protocols, standards and conduct applicable to the area in which you are working. Copies of the rules and regulations and Code of Practice are contained within the Community Responder Handbook. You must further comply with such other reasonable instructions as you may be given from time to time. If you fail to comply with applicable protocols, standards and conduct, or any reasonable instruction given to you, the Trust has the right to remove you from the register of Volunteers.

You must notify the Human Resources Department and your nominated Co-ordinator in writing if you are no longer available for work and no longer wish to remain registered as a Volunteer. Where you have not undertaken duties for a period of six months you will be deleted from the Register unless you have reached a prior agreement with your local Co-ordinator or the Hampshire Ambulance Service.

The Trust may remove you from the Register, at any time and for any reason at its discretion, without being obliged to give any reason for so doing. Examples of when you may be removed from the Register are if you fail to comply with the standards,

conduct or protocols of the Trust or if you no longer fulfil the requirements needed to be a member of the Register.

For the avoidance of doubt, it is agreed and understood that registering as a Volunteer does not constitute a contract of employment between you and the Trust. Registering as a Volunteer does not denote any obligation to provide you with duties nor does it denote any obligation on your part to accept any assignments offered. The Trust reserves the right to alter these terms from time to time at its discretion.

I would be grateful if you would sign the return form on page 30 / 31 of this Handbook accepting these terms and conditions and returning it to the Hampshire Ambulance Service.

HAMPSHIRE AMBULANCE SERVICE NHS TRUST
COMMUNITY RESPONDERS **Jan 2004**

As from December 2003 the Board of Directors for Hampshire Ambulance established a formal management team to support the operation of the Community Responders.

As the process for the management of the Community Responder initiative has been formalised, there are statutory responsibilities to maintain accurate and relevant records and to ensure that processes are in place to sustain these measures for the future.

In order to comply with the requirements of the Data Protection Act (1998), I should be grateful if you would confirm the following items of Personal Information. This is to ensure that the information held is accurate.

Personal information	
First Name	Second Name
Date of Birth	Nationality
Address	
Post Code	
Phone number	Mobile
E-mail address	

Additionally, there is a requirement to ensure that recognised processes are in place, which confirms that all Community Responders have a clear understanding of what their role and responsibilities are in relation to the clinical practices associated with their role. I should therefore be grateful if you would read the following Areas of Confirmation and sign to acknowledge your understanding and agreement of each element

Areas of Confirmation	Signature
The aim will be to develop the scheme, taking into consideration of the size of the area and terrain, which will be covered within 8 minutes travelling time.	
I confirm that I have read and understood the contents of the Hampshire Ambulance Service NHS Trust Community Responder Handbook.	
I understand that Hampshire Ambulance Service NHS Trust is not able to support any incident or claim resulting from the use of a vehicle and would wholly be the responsibility of the person operating the vehicle and no secondary claim will be accepted by Hampshire Ambulance.	
I confirm that I have written documentation from my vehicle	

insurance company that endorses the use of the vehicle in respect of responding to emergencies. I agree to provide a copy of the document to be kept on file and update it should my insurance arrangement change.	
I confirm that I will notify my personal insurers of my involvement with the Hampshire Ambulance Voluntary Community Responders Scheme and that I may, on occasion, be required to travel in the back of an ambulance.	
I confirm that I will notify my house insurers, that on occasion, the Community Responder kit which contains 460lts of Medical Oxygen, may be stored in my home.	
I agree to provide a copy of my driving licence and inform Hampshire Ambulance of any changes / endorsements to that licence.	
I understand that this is a volunteer position and that I am not entitled to payment, leave entitlements etc.	
I agree to abide by the terms and conditions of the Handbook and that I will carry out any reasonable request from any member of Hampshire Ambulance Service NHS Trust acting in course of their duties.	

Declaration

I do not know of any reason why I should not be considered or remain as a Community Responder for the Hampshire Ambulance NHS Trust. I normally keep good health and have no previous convictions or convictions pending which would prevent me from being involved in the scheme. Hampshire Ambulance is exempt from the Rehabilitation of Offenders Act and therefore all convictions including those considered "spent" must be declared.

Signed _____ Date _____

Instructor _____ Date _____

PLEASE ENSURE THAT THIS DOCUMENT IS RETURNED TO THE AMBULANCE SERVICE CO-ORDINATOR.

Community Responders, Hampshire Ambulance Service NHS Trust, (Freepost SO6030)
Winchester, SO23 8BR

Date

Dear Sir/Madam,

Hampshire Ambulance Service Trust NHS (“the Trust”) – Community Responders Scheme

We write to confirm that, Policy No.....has applied for a position in, and has been accepted as a voluntary member of the Community Responder Scheme operating in the.....area of Hampshire.

The Scheme

The Community Responders Scheme (“the Scheme”) was developed by the Trust following national guidelines laid down by the Patients Charter governing ambulance response times. Included in these guidelines is a requirement that, where a “Category A” emergency call (which would include heart attacks and seizures) is received by the Trust, an ambulance or other First aid assistance is to attend at the scene within 8 minutes of the call.

To fulfil its obligations, the Trust has established a network of local volunteers to assist the Trust in meeting these performance targets. This network is known as the Community Responder Scheme, and has been running since 1999 in a number of areas around Hampshire.

All members of the Scheme are volunteers, and are not employed by the Trust and do not receive payment for their services. In return for their assistance, the Trust provides comprehensive training in advanced First aid, the storage and use of medical equipment and instruction on the volunteers’ obligation both to the public and the Trust. The volunteers are obliged to submit to regular re-training.

Prior to accepting a volunteer into the scheme, the Trust undertakes a number of suitability checks, including criminal record disclosures, and obtaining references.

Equipment

Each local scheme is issued with all the necessary equipment to enable it to carry out the Scheme's objectives, including luminous jackets, small defibrillators and oxygen cylinders. The Trust provides detailed training on the safe use and storage of this equipment by volunteers.

Insurance in respect of the equipment, and for any damage or loss sustained thereto, has been provided under the Trust's own insurance policies.

The Volunteers Role

Each volunteer works as part of an "on-call" rota within his or her local scheme. During an on-call shift, the volunteer may be directed by Hampshire Ambulance Communications Centre to attend emergencies within their area. A volunteer may only attend the scene of an emergency as part of the Scheme if he has been directed to do so by the Trust.

The Trust has permitted the Scheme's volunteers to attend by their own personal transport (subject to obtaining suitable endorsements on their vehicles insurance policies).

Insurance Cover

The Trust would be grateful if you could confirm, in writing to both the volunteer and ourselves, thatwill be covered under the terms of his/her existing policy to use his/her vehicle to fulfil his/her on-call obligations under the Scheme. In this regard, we would draw your attention to the following points:-

1. The vehicle will not be equipped with any emergency warning devices (including sirens or lights).
2. There will be no entitlement for the volunteer to claim any priority over any other motorist, regardless of whether the vehicle is being used within the Scheme or otherwise (except to the extent permitted by law).
3. The volunteer will at all times be expected to observe all the applicable road traffic laws from time to time in force.
4. The Trust will not be responsible for any vehicle excise duty, MOT or other Sum payable in respect of the vehicle.
5. The Trust will not be responsible for the mechanical condition of the motor Vehicle, or for the cost of any maintenance or repair.

6. The Trust cannot provide an estimate of the annual mileage the volunteer will Accrue in the performance of his duties. However, the Scheme is designed to Operate within a eight-minute travelling time of the volunteer's starting location.

7. The Volunteer will occasionally store his First aid equipment, including Oxygen cylinders, in his vehicle. All volunteers have been trained in the safe use and storage of their equipment, and are obliged to attend regular re-training. All equipment is provided with suitable storage and carriage containers.

A copy of the Scheme handbook, which sets out the Volunteers' obligations in respect of the safe storage of equipment and the use of vehicles to attend emergencies, is available on request.

We look forward to receiving your written confirmation of cover. Please send to:

Community Responders
Hampshire Ambulance Service
FREEPOST (Licence No. SO6030)
Winchester
SO23 8BR

Yours faithfully



Keith Boyes
On behalf of the Trust
Cc (The Insured)