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### Vocational Opportunities Project (VOP) Procedure

#### Introduction and Aim

To provide an environment for assessment of vocational function. In addition the VOP provides a therapeutic work environment for service users while they are inpatients in Hafan Y Coed

#### Objectives

- To provide an assessment of service users' functional skills
- To provide a therapeutic environment where service users can maintain their function and develop experience towards vocational goals
- To provide a small retail unit within Hafan Y Coed for service users to purchase clothing and toiletries

#### Scope

This procedure applies to all of our staff in all locations including those with honorary contracts

#### Equality Impact Assessment

*An Equality Impact Assessment has been completed. The Equality Impact Assessment completed for the policy found here to be a positive effect.*

#### Health Impact Assessment

*A Health Impact Assessment (HIA) has not been completed.*

#### Documents to read alongside this Procedure

HCPC Standards of Proficiency Occupational Therapists (2013)  
COT – Code of Ethics and Professional Conduct (2012)  
COT – Professional Standards for Occupational Therapy Practice ( standard 5) (2011)  
Cardiff and Vale UHB Health and Safety Policy (2012)  
Incident, Hazard and Near Miss Reporting Policy (2012)  
Mental Health Clinical Risk Assessment and Risk Management Policy (2012)  
Counter Fraud and Corruption Policy (2011)

#### Approved by

*Mental Health Policy Group  
Mental Health Clinical Board Quality & Safety Committee*

<b>Accountable Executive or Clinical Board Director</b>	<i>Mental Health Clinical Board</i>
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Summary of reviews/amendments			
Version Number	Date of Review Approved	Date Published	Summary of Amendments
1	7/4/2016	16/06 2016	New document

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## Vocational Opportunities Project (VOP) Procedure

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## 1. INTRODUCTION

Assessment for vocational skills, budgeting, numeracy and literacy are limited on adult acute inpatient units due to legal restrictions being in place for many inpatients. The primary function of the VOP is for assessment and rehabilitation in a contained, safe environment of service users within Hafan Y Coed. It provides opportunities for inpatients to work voluntarily in a contained retail environment to support their recovery and provide a means of occupational and functional assessment. The availability of a shop for inpatients is a secondary benefit and should not override the primary aim of therapy. The VOP generates a small income to maintain change for transactions and to purchase items for sale to patients only. Any additional income should be used for supporting therapeutic projects across the OT service that are of direct benefit to patient care.

All members of the Occupational Therapy Service have a duty to ensure that all reasonable steps are taken to ensure the health, safety and welfare of all persons within the service (*COT Code of Ethics* 2010). The running of the Project should be guided by the principles and duties contained within the COT Code of Ethics and HCPC standards. The procedure is required to ensure financial probity and the safe running of the Project within the Code and Standards.

## 2. SCOPE

The procedure applies to all Occupational Therapy staff working and supporting the service on the Hafan Y Coed Inpatient unit at Llandough Hospital. This includes Occupational Therapists and their support staff, Occupational Therapy students and the Operational Head Occupational Therapist acting as Line Manager for the Occupational Therapy staff. The procedure also applies indirectly to service users accessing the service as inpatient volunteers. Non-Occupational Therapy staff are to be supervised by the Occupational Therapist within the department and are and are expected to maintain same standards of proficiency and conduct.

## 3. AIMS AND OBJECTIVES

The Occupational Therapy service has a commitment to working towards the Recovery Model and the VOP supports this by offering a range of vocational opportunities for Inpatients with Mental Health problems. The aim is to provide a means of assessment and treatment within a controlled environment to promote recovery, assess function and engage service users in meaningful activity.

The procedure aims to achieve a safe and therapeutic environment while establishing the necessary controls to maintain financial probity. The project aims to provide meaningful roles and vocational experience for involved service users that can often be absent during long admissions. The VOP also aims to offer graded interventions with a view to service users developing volunteering or paid employment.

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## **4. RESPONSIBILITIES**

### **4.1 Managers**

The Operational Line Manager has a responsibility to ensure that the procedure is reviewed and that audit cycles are completed within the given time-lines. The manager should also ensure that clear reporting structures are in place and that any incident forms are acted on promptly.

### **4.2 Operational Staff**

All Occupational Therapy staff engaged in the operation of the Vocational Opportunities Project are responsible for following the procedures and reporting any issues or incidents promptly to their line manager. OT staff based at Hafan Y Coed need to ensure that new staff are apprenticed, appraised of the procedures and supervised as indicated in the UHB and local policies / procedures.

## **5. RESOURCES**

No additional resources are required for the implementation of these procedures.

### **5.1 Staff**

Cover arrangements need to be made by the operational staff to ensure the consistent operation of the service.

### **5.2 Finances**

An initial float of £20 from petty cash was used to start the Vocational Opportunities Project, it now requires no additional funding as it generates a small profit through its operation.

## **6. TRAINING**

There is no formal training available for these procedures to be implemented though informal apprenticing of new staff by the supervising Occupational Therapist is required to ensure that the procedures are followed accordingly. New staff will need to be supervised by a senior member of staff to ensure lines of accountability.

## **7. IMPLEMENTATION**

The service is operational and accompanying paperwork has been agreed with internal audit. The day to day operational procedures are outlined below.

## **8. ITEMS OF SALE**

- All items are priced and receipts are to be offered on request for purchased items.

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- COSHH files need to be updated for the sale or use of any related items in the VOP such as bathroom products, cosmetics, or leisure items.
- Health and Safety Risk assessments are undertaken and maintained in files, updated and reassessed when there is any change to the operating procedures. Risk assessment needs to be undertaken for the sale of any new, previously unsold items.
- Risk assessment includes the Health and Safety risk assessment and Clinical Risk assessment for the use of the iron when pressing clothes for sale.
- Hangers are used in the VOP but are not sold due to the risk of using for ligatures.
- Items for sale that have age restrictions (such as aerosols) are not be sold to under 18s.
- Occupational Therapy staff operating the VOP have a duty to inform the ward staff when Items (such as belts and nail polish) which present a risk to health are sold to inpatients. OT staff will document this on the PARIS record system.

## 9. DONATIONS

The VOP receives donations of items from staff working on the inpatient unit. It is important for donators to understand that the VOP does not operate on a charitable basis.

- A sign indicating this needs to be visibly displayed in the VOP.
- Any donations direct to OT staff will be given a receipt indicating VOP does not operate as a charity but as a Therapeutic Project that creates a small amount of income.
- As items are left by staff out of hours in the OT office, a sign on the door needs to indicate this so donators are aware.
- Donations by service users are to be declined as this has been identified as a posing a potential clinical risk.

## 10. VOLUNTEERS

- OT staff will need to risk assess patient volunteers from the inpatient wards prior to their starting in the VOP.
- Tasks that volunteers engage in are as follows:
  - ironing clothes for sale
  - sorting clothes / stock checking
  - labeling / pricing sale items
  - manning the till / VOP
  - restocking by purchasing items with the support of OT staff
- Patient volunteers will be supported by OT staff throughout the duration of their work in the project.
- Patient volunteers are offered redeemable tokens for their time volunteering in the project to the value of £1.50. These are provided on

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a numbered ticket with the name of the volunteer and the date issued written by OT staff on the back of the ticket. A duplicate is held for audit purposes by the OT staff.

The ticket is not redeemable by anyone other than the named volunteer. One token is issued for a session's volunteering (1.5 hours). All purchases made through the use of the token must be documented in the VOP sales sheets (in the appendix).

## **11. MANAGEMENT, RECORDING AND MONITORING OF FINANCES**

A £40 float is the maximum amount to be held by the OT staff at the end of the week. Additional finances need to be returned to cashiers and a record kept indicating the amount in cashiers on Subjective Code 06100 "Income Generation- OT sales". Cashiers will provide a receipt. This needs to be retained.

The recording sheets are listed at the end of this procedure.

Purchases for restocking the VOP are to be receipted and numbered by OT staff for audit purposes.

All financial records from the VOP are to be managed from 1<sup>st</sup> April to the 31<sup>st</sup> March each year.

## **12. MANAGEMENT OF THEFT BY VOLUNTEERS OR INPATIENT SHOPPERS**

Where the theft is due to a clinical presentation, a therapeutic conversation needs to be held between the OT staff using records as evidence to challenge perceived ideas of the patient. This must be weighed against the therapeutic milieu and risk and may be better conducted on the ward area.

Where theft is unrelated to mental health an incident form will need to be completed and the issue raised with the clinical team and unit manager.

## **13. SECURITY OF CASH AND GOODS**

The VOP is to be locked when the project is not open and the keys restricted to OT staff only. All cash is to be stored in a locked box with access restricted to those staff involved in the management of the VOP.

Any discrepancies in the finances or in the stock take indicating theft or fraud need to be reported immediately to the unit manager and OT line manager, an incident form completed and the police informed. The Counter Fraud and Corruption Policy will need to be followed in this eventuality.

## **14. CHANGES TO VOP FUNCTIONS**

Any change in the procedures resulting in increased income will require the Head OT to liaise with Internal Audit to ensure probity.

OT staff operating the VOP have a duty to notify their line manager of any changes in procedure.

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## 15. CLINICAL POLICIES AND PROCEDURES

Engagement in the service by inpatients is to be documented as in the COT Code of Ethics and HCPC standards.

## 16. EQUALITY

The VOP aims to promote equal opportunities for service users to access vocational rehabilitation while in an inpatient setting. The project aims to eliminate discrimination and exclusion of people with acute psychiatric conditions who may have restrictions under the Mental Health Act by providing an opportunity to develop, learn and experience voluntary work. It also aims to eliminate discrimination, promote equality and foster good relations between people who share 'protected characteristics' and those who do not as stated by the Equality Act 2010.

We have undertaken an Equality Impact Assessment (Appendix 2) and received feedback on this procedure and the way it operates. We wanted to know of any possible or actual impact that this procedure may have on any groups in respect of their protected characteristics of sex, maternity and pregnancy, marriage or civil partnership issues, race, disability, sexual orientation, religion or belief, transgender and age or the Welsh language,. The assessment found that there was no impact to the equality groups mentioned. Where appropriate we have taken or will make plans for the necessary actions required to minimise any stated impact to ensure that we meet our responsibilities under the equalities and human rights legislation.

## 17. AUDIT

The operation of the VOP will be subject to audit and assessed in line with normal internal audit planning processes.

## 18. DISTRIBUTION

These procedures will be made available on the UHB intranet.

## 19. REVIEW

These procedures will be reviewed yearly or earlier if required by changes or audit recommendations.



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## 20. APPENDICES

### Appendix 1



VOP SALES.xls (59 KB)