

5. SAFEGUARDING

We don't usually work with unaccompanied children or vulnerable adults, but there may be occasions where such individuals become separated from parents / escorts and find their way into the garden. People who actively want to abuse such individuals in any way are very rare, but unfortunately do exist. Also please remember that overwrought parents may jump to conclusions about any stranger approaching their child.

If you see an apparently lost child or other vulnerable person, please keep an eye on them and ask for help from the session lead or another volunteer; also ask other volunteers to look around the area to see if anyone appears to be searching for someone.

If the lost person isn't swiftly reunited with carers, the session lead should telephone the main hospital reception and explain the situation, giving their own phone number and as much useful information as possible.

If you witness what appears to be inappropriate behaviour between another person and someone who appears vulnerable, again tell the session lead / another volunteer. If immediate action seems to be required, then police (999) or hospital security should be contacted via main reception.

If the incident just looks odd/ doesn't seem right then the session lead should complete an 'Accidents and Untoward Events' form - most such incidents will be innocent but recording details may enable any concerning patterns / repeat involvement of individuals to be identified.

to the garden will be only intent on enjoying our lovely flowers and relaxing. However, to ensure both garden and personal property are kept safe, please

- Lock the cottage, shed and toolshed doors if they are being left unattended
- Make sure the key code is **never** left on show on padlock etc dials - only too easy to remember it from a casual glance and then return later when no-one is around
- Always leave valuables out of sight, preferably locked in your vehicle if possible until we get the locker shed erected; or keep money, phones etc on your person
- NEVER leave tools lying around, even for a very short absence: someone could trip over them, or possibly walk off with them
- Don't be afraid to give a big smile and a friendly 'Can I help you?' to anyone loitering. This makes innocent visitors feel welcome and discourages the others.
- Any serious incidents re security/accidents / safeguarding, please Jan or Jane know as soon as possible.
- Bonfires/BBQ etc: only if planned with a Trustee. NB under NHS site rules we must inform the Fire Service in advance of any "controlled burn" and again when it's put out. Also if smoke drifts towards the Sterile Supply Unit next door the fire must be put out immediately.

6. SECURITY

Most visitors

7. VISITORS

We are getting more and more visitors to the garden, almost always very complimentary and friendly.

Be aware of visitors while you're in the garden, but you don't need to speak to anyone, even if they seem distressed. Many people will just want a bit of peace and solitude. If people want to talk to you that's fine, but don't be afraid to say something kind but firm (but not necessarily true!) like "I'm sorry but my colleague is calling me from the shed, so I must to go now" to escape if you need to!

If you need to interact with visitors for anything other than a casual friendly chat, always alert a fellow volunteer/session lead, and work together.

Visitors should **always** be treated with friendly courtesy – even if they are being unpleasant: you don't know why they are being like that, and keeping things calm and friendly can diffuse a lot of aggression and bad behaviour. Walk away if necessary.

Please record any unpleasant incidents / aggressive behaviour etc on an 'Accident and Untoward Events' form.

If you witness vandalism / theft in progress, please consider your own safety first and foremost before taking any action. Again, always alert another volunteer / session lead. Getting a photograph could be helpful if you can do it safely.

Well-behaved dogs and children are welcome but should be kept under control by their owners and any mess cleared up. Badly behaved visitors may get composted. (official policy).

3. FIRST AID

We have a couple of first aid boxes in the shed, which cater for most minor incidents. These are regularly reviewed by Jane and Bobinca. We have a few people who have done recent first aid courses, and a few more who are ex Nurses/Therapists / Red Cross trainers, Pharmacists, etc.

The A&E department at The Grange hospital next door is **only** intended for serious injuries or life-threatening illness, or for babies under one year old – and often has very long waiting times at the moment. Non-life-threatening injuries/illness needing hospital are likely to be better dealt with by a local hospital at Royal Gwent, Ysbyty Ystrad Fawr, Nevill Hall, or Ysbyty Aneurin Bevan; depending on where the person concerned lives. NHS Direct Wales (website or phone 111) will give urgent medical advice re illness/injuries.

Remember to protect any immobile casualty from the weather.

NB sun cream and spare gloves / hats / goggles etc in shed.

4. TOILETS

Should go without saying, but please use our garden loo (when finished) or those in Grange House (we have permission – ground floor, turn left along the corridor) or the old Recreation Hall foyer – **not** the bushes! People are increasingly walking around the grounds of the House, and they are also overlooked by Health Board offices.

2. SAFETY

- Dress for the weather and the task – stout boots help ensure you go home with the same number of toes you arrived with, and both sun cream and woolly hats can be essential (occasionally on the same day). Gloves help to avoid blisters or getting soil into cuts and scrapes. Don't get too cold, too hot, too tired or dehydrated – all increase the risk of mishaps.
- Please use tools and equipment responsibly, ensure that they do not provide a hazard to others, and clean and replace them in the store at the end of a session
- Report any repairs required to the session lead
- Please don't leave things lying around on paths, even for a short time – others may trip over tools, watering cans, heaps of weeds etc, especially if they are less agile, or have poor eyesight. If we all remind each other, we'll keep everyone safe
- Don't lift things which are too heavy for you – get help or reduce the load
- Be aware of glass in the soil from old greenhouses
- Never use power tools without being very sure you know what you are doing, and ALWAYS use appropriate personal protection – goggles, gloves etc.
- There are fire extinguishers in the shed and the cottage
- Chemicals should be kept in the metal cupboard in the shed unless they are actually being used. This applies to anything you wouldn't want a child to pick up and taste. Generally we try to minimise the use of chemicals in the garden, but they are occasionally necessary – eg specific fertilisers or to deal with particularly thuggish weeds

6. TIMES

At the time of writing, the garden will only be open to the public while volunteers are present working in the garden. Approximately 5 mins before the gates are locked, a handbell (kept on top of the shed fridge) should be rung to warn anyone out of sight in the garden it's time to leave.

In the very rare event of a volunteer being on their own in the garden, they should ensure they have a working mobile phone on their person and take care for their own safety. Before leaving, they should ensure they have cleared up after themselves and locked up / shut up any gates / area they have needed to open up - as per session lead task list. Feel free to lock yourself in if you feel safer.

9. MEMORIALS

While financial donations are always welcome, the Trustees have decided not to allow memorial plaques to individuals in the garden. Given the nature of the hospital, it could get overcrowded.

10. PLANT SALES/NURSERY COMPOUND

Plants for sale should be in the compound outside the southern wall, in the part nearest the Cottage: priced by pot size – see plank near entrance. (NB discretion allowed re size/condition of plant). Cash only, tin in shed, banked by Trustees. If you are keeping plants in pots for a particular purpose, please ensure they have a red label, and are in the part furthest from the Cottage – otherwise one of your colleagues may inadvertently sell them!

8. OPENIN

11. CATERING / JAM ETC FOR SALE

Volunteers occasionally make cakes or other food for events, or make jam, chutney etc to sell for Garden funds.

If you want to do this, please be aware of (and practice!) basic food hygiene; and read all the information on the following website – ask someone to print it off for you if necessary:

<https://www.food.gov.uk/safety-hygiene/providing-food-at-community-and-charity-events>

As we don't supply food more often than once a month, we do not need to register with the Local Authority as a food business. Because we are not a registered food business, we do not have to list allergens present in anything we make.

In the case of jams etc for sale, please use the 'Llanfrechfa Grange Walled Garden' labels and jars, and write the product and date on each jar – eg 'Raspberry Jam July 2019'. Jars should be sterilised, and new lids should always be used.

12. THERAPEUTIC HORTICULTURE

We have previously hosted groups, such as young people with autism, for therapeutic sessions in the garden. This had to be stopped due to COVID and the unsafe state of the garden during recent building work.

Once the main building work has been finished, the Trustees will plan to start hosting such activities again. Volunteers will be told in advance about such plans and will be able to avoid or possibly help with such groups as they wish, although it may mean changing days or times of volunteering sessions.

- Volunteers **must** register their name, address, phone number and emergency contact details on a form for Sundari, and agree to follow the guidance in this booklet.
- We want everyone to enjoy working in the garden in a calm, friendly and respectful atmosphere. All gardens naturally have some safety risks, so everybody needs to take sensible steps to reduce harm to garden users.
- **'Live and Let Live policy'** – anyone aged 18 or over and able to work independently is welcome as a volunteer. Volunteers are expected to be always considerate to other volunteers and visitors and not discriminate against anyone on basis of age, disability, gender, race, religion, sexual orientation, etc. (as per the Equality Act 2010). Headphones must be used if anyone wants to listen to music/radio devices. Anyone under the influence of alcohol or drugs, or deliberately causing damage or upsetting other people or wildlife will be asked to leave the garden and their suitability as a volunteer reviewed.
- Please resolve any **disputes** amicably. The session lead may be able to help, or in extreme cases, the Trustees will arbitrate.
- **Use of facilities** is at your own risk. The Trustees do not accept responsibility for loss of personal belongings.
- As the site is NHS property, **smoking is not legally permitted** anywhere in the site / grounds.

1. VOLUN TEERS

The garden is leased from Aneurin Bevan University Health Board by a Charitable Incorporated Organisation called 'Friends of Llanfrechfa Grange Walled Garden' (Registered Charity 1176172). The Trustees are Jan Smith (Chair), Jane Nehaul (Vice chair), Angela Fry (General secretary), Bobinca Wilson (Membership secretary), Sundari (Volunteers secretary) and Christopher Parsons (Treasurer).

The aim is to provide a relaxing and welcoming space to all, asking everyone to enjoy the garden responsibly.

From early summer 2022, the garden will be increasingly open to the public - all sorts of people may come in, from distressed relatives or staff seeking a breather from the Hospital to local people out for a stroll.

There should always be a designated 'session lead', who should be agreed amicably among the attendees at the start of each session. They will have overall co-ordination responsibilities for that session, and be the person who ensures that various essential tasks (eg locking up) get done. They will usually be a longer standing volunteer or Trustee.

Any issues arising can be taken up with one of the Trustees, who will discuss with other Trustees and agree any action.

We tend to work in garden area 'groups', helping other groups out if necessary. The longer standing volunteers will know what needs to be done on a day-to-day basis for 'their' garden area.

The Trustees felt it would be useful to have a summary of the expectations for all of us in the garden, hence this booklet.

SESSION LEAD RESPONSIBILITIES:

NB these can be delegated, but it's the session lead's role to ensure they're done or delegated to a specific (willing and able!) person. Days can be split between two or three session leads if required, so there is always one person 'officially' keeping tabs on things while volunteers are working.

1. Please keep your (charged!) mobile phone on you
2. Open up main north/south gates at the start of a session
3. Walk around garden to check for damage, hazards etc
4. Ensure everyone knows what they are doing during the session - may depend on the needs of the garden that day, and capabilities / preferences of volunteers
5. Ensure any new volunteers have read this booklet, are allocated a 'buddy', and completed a form for Sundari
6. Fill and turn on hot water urn / organise jugs of water
7. Ensure regular breaks for volunteers (and mugs washed!)
8. Deal with plant sales if no-one else near the nursery
9. Greet and deal with any visitors who have come on specific garden business
10. Generally keep tabs on things for the session
11. Ensure any necessary 'Accidents and Untoward Incidents' forms are completed (in red trays by door in cottage) - please tell Jan or Jane at appropriate time.
12. Ring the bell from the centre of the garden to alert visitors that gates are about to be locked.
13. Take a final walk around the garden to ensure all tools etc have been put away, and rubbish collected etc, no hazards left lying around, encourage any stragglers to leave.

14. Shut up greenhouse / polytunnel as appropriate for time of year/weather
15. Ensure all taps off and hoses disconnected
16. Ensure kettles etc disconnected but leave fridge/freezer/any propagators in use plugged in
17. Ensure all sheds / stores / compounds locked up.
18. Lock keys in cottage – be sure lock/bolt are shut properly
19. Put out a note on garden whatsapp group re attendees/activity

Notes:

To protect confidentiality, completed accident etc forms and volunteer's details will be stored in the cottage by Trustees, with access by session leads as required.

VOLUNTEERING
@
LLANFRECHFA GRANGE
WALLED GARDEN

WHAT YOU NEED TO KNOW

FROM JULY 2022

for review July 2023