

Where to find forms

All forms mentioned in this hand book can be found on the Knowdiabetes website only. Please visit:
www.knowdiabetes.org.uk/volunteer-resources

Diabetes MENTOR HANDBOOK



For more information and to see the complete range of services available to you, visit:

www.knowdiabetes.org.uk



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What is the Know Diabetes Mentoring Project?

The idea for the Know Diabetes Mentoring Project developed from the Hammersmith and Fulham Diabetes Service User Group, which offered the insight that non-professional peer support – led by people living with diabetes and carers of people with the condition – could effectively complement traditional clinical support. From this insight the project was born.



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INTRODUCTION

Welcome to your role as a Know Diabetes mentor. This handbook outlines just what the Know Diabetes Mentoring Project is, how it works and what it aims to achieve. You will also find guidance on expected behaviour for mentors, mentoring timelines and information to help you signpost relevant services to your mentee.

The procedures described here are new and may change as the project develops with the mentors and project partners. Used in conjunction with what you have learned in your training, your handbook should help you give your mentees the best quality support. If you have any further questions, please do not hesitate to contact us.

We hope you enjoy your experience as a mentor!

Judith Ralphs,
Diabetes Mentor Coordinator
Senior Public Health Officer, (Behaviour Change)
Tri-borough Public Health,
Westminster City Council

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What is a diabetes mentor?

What qualifies you to be a diabetes mentor?

A diabetes mentor is someone with a personal understanding of diabetes. This means living with either Type 1 or Type 2 diabetes, being a carer (or ex-carer) of someone with diabetes, or someone who comes from a community with high levels of diabetes. You will have passed an accredited training programme, as well as having attended a structured X-pert Type 2 diabetes education course and a Type 1 diabetes briefing.

What does a diabetes mentor do?

A diabetes mentor acts as a warm, caring supporter to mentees in a one-to-one setting. In partnership with the mentee, the mentor will identify key difficulties in managing diabetes. Mentors then help their mentees develop effective techniques and strategies to improve their quality of life and increase their confidence in coping with the day-to-day difficulties of diabetes.

The mentor's techniques include active listening, facilitation, working in partnership, problem solving, setting goals, giving information and signposting to other relevant services.

What is a diabetes mentor's workload?

Each mentor has a case-load, which allows them to see two mentees per week. As you become more experienced, this may increase. You will agree the number of mentoring sessions (one to eight) with each mentee at the beginning.

What sort of issues can mentoring help with?

The Know Diabetes Mentoring Scheme aims to help mentees cope with non-clinical aspects of diabetes. This can include support with the emotional strain of the condition, motivation, healthy living, as well as simply providing someone to talk to who understands what it is like to live with the condition.

Below are just some of the feelings and issues mentoring can help with.

- What is it like living with diabetes?
- I've just been diagnosed and I'm in shock/denial
- What do they mean by healthy eating or healthy lifestyle?
- I find it really hard keeping to my diabetes care plan
- What does taking exercise mean?
- Where can I turn for help and information?
- I'm feeling low or anxious about managing my condition – I wish there was someone I could talk to about how I feel
- There are cultural issues/barriers and it would be helpful to discuss my condition with someone from the same culture

Criteria for referral

Patients are eligible for referral if they:

- have Type 1 or Type 2 diabetes or pre-diabetes (IGT)
- are 18 or over
- understand one of the available languages
- have identified the need to manage their diabetes better or prevent pre-diabetes
- are able to work with a trained volunteer in a one-to-one setting
- are interested to work with a volunteer on ways they could better cope with their condition and improve their quality of life

Patients cannot be considered for mentoring if they:

- have severe mental health problems which have required new treatment/admission in the past six months
- have severe memory problems that would impair their learning
- have recent history of violence or disruptive behaviour
- are pregnant (including those with gestational diabetes)
- do not speak English or one of the available languages

Referrals should be addressed to
Judith Ralphs, Senior Public Health Officer, (Behaviour Change)

Tel: 020 7641 4663. Email: judith.ralphs@westminster.gcsx.gov.uk

What qualities make a good diabetes mentor?

As someone who provides support and advice to your mentee, qualities like empathy, understanding and knowledge are a definite advantage. Experienced diabetes mentors have also highlighted the qualities below as making a good diabetes mentor.

- Concern for others, especially those with diabetes or at risk from the condition
- A caring attitude and good listening skills
- Patience and an open mind
- Desire to support others in improving their situation
- Understanding of how to manage diabetes
- Understanding of your own experiences and achievements
- Realistic expectations
- Ability to challenge and advise in an encouraging – not a controlling – way
- A willingness to learn that will help you improve as a mentor
- Understanding of how to maintain boundaries in the mentoring relationship
- Understanding of confidentiality issues
- Self-confidence in dealing with rejection and anger
- Commitment to making the mentoring relationship work

Our commitment to you

The Mentor Coordinator will:

- give you the support you need to feel confident in your role and become a great mentor
- run monthly group supervision meetings
- supply you with relevant information, updates and leaflets
- ensure your expenses are paid
- deal with any problems, concerns or complaints

Your commitment as a mentor

As a Know Diabetes mentor, you will:

- follow the guidance in the Diabetes Mentor/Mentee Agreement and uphold the principles outlined in this handbook
- run bi-monthly group supervision meetings
- ensure the confidentiality of discussions with your mentees, sharing details with the Mentor Coordinator only when appropriate
- complete your evaluation documents and other records
- contact the Mentor Coordinator if you have any problems, concerns or complaints

Qualities of a good diabetes mentor &
Our commitment to you



Starting out

How are mentees and mentors paired up?

Mentees are allocated to you based on which GP practice or community organisation you are attached to, or if you can speak a specific language required by the mentee. Some mentees may have a gender preference; we will try to accommodate this as well if possible. Self-referrals may be allocated to any mentor who is available and has time. Mentees with Type 1 diabetes will usually be paired with a mentor also with Type 1.

How do I contact new mentees?

The Mentor Coordinator will send referral or self-referral forms containing contact details via a secure email system or give you the details over the phone if this is preferred. Frequently, mentors will find their own mentees through GP or community links. If you are attached to a GP practice or community organisation, you will have agreed your own referral method.

How long does a mentoring session last?

A session with your mentee can last anywhere from 1 to 1 ½ hours, but no more than 2 hours. Make sure that you are both clear on the time the session will end as well as start.

Where are meetings held?

Your meeting should be held in a public space – a GP practice, community organisation, library or other convenient space – and never at the home of the mentor or mentee. With mutual agreement, the follow up session(s) can be conducted by phone, but you should adhere to the same record keeping as a face-to-face meeting.

Where to find forms

All forms mentioned in this hand book can be found on the Know Diabetes website only. Please visit:
www.knowdiabetes.org.uk/volunteer-resources

Your first meetings

Meeting a mentee for the first time can be an anxious time. However, the Mentor Coordinator is here to support both of you and to make sure that your meetings are safe, effective and enjoyable.

Aims of the first and second meetings:

- to give you both a chance to see if the mentoring relationship is going to work
- to allow you and your mentee to read and sign a Diabetes Mentor/Mentee Agreement
www.knowdiabetes.org.uk/volunteer-resources
- to explain the mentoring procedures, such as completing the Mentoring Meeting Log
www.knowdiabetes.org.uk/volunteer-resources
- to agree some broad objectives for your meetings with your mentee
- to complete the Participant Personal Information (PPI) form
www.knowdiabetes.org.uk/volunteer-resources
- to complete the Diabetes Empowerment Scale with the mentee www.knowdiabetes.org.uk/volunteer-resources
- explain to your mentee that any concerns or issues can be directed to Judith Ralphs, Senior Public Health Officer, (Behaviour Change) Triborough Public Health, Westminster City Hall, 64 Victoria Street, London SW1E 6QP. Telephone: 020 7641 4663
- undertake any other measures eg. weight and add to mentor log
- make a note of Mentees GP details in case of any issues

If both you and your mentee are happy, then you can push ahead and arrange your next meeting.

Guidance for mentoring meetings

The following principles can help you make mentoring a rewarding experience for both you and your mentee.

- **Both mentors and mentees should be good timekeepers.** If either of you are going to be late or cannot attend a session, it is important you let the other person know as soon as possible.
- **Don't be discouraged if a mentee drops out.** Some mentees will start enthusiastically and then give up because the unexpected has taken priority.
- **Ask for regular feedback from your mentee.** Check they are happy with how things are going or whether you could approach anything differently.
- **Remember, building a trusting relationship takes time.** Especially if someone has not always had positive experiences of the 'caring' professions.
- **Meet the mentee on your own.** Unless you have arranged a joint session – with the practice nurse, for example.
- **Do not make any promises or offers you can't keep.** This can jeopardise the trust in the mentor/mentee relationship.
- **Try not to overload your mentee with information.** Listen, be patient and sensitive to their needs.
- **Get in touch if you feel something is wrong.** If you have a problem or feel unhappy about any aspect of the relationship, contact the Mentor Coordinator.
- **Don't let yourself become overwhelmed with all the problems.** Focus on achieving the agreed goals of your mentoring partnership.

Establishing boundaries

Well-defined boundaries are crucial to the success of your mentoring relationship. You should establish these boundaries early and make sure that both you and your mentee clearly understand what they are.

- **Agree clear boundaries in your first meeting.** Mentees may be familiar with the concept of mentoring before they meet you, but it's important you are clear about what you will and will not do.
- **You are not expected to act as advocates for mentees in healthcare meetings.** However, your mentee may choose for you to attend meetings with healthcare professionals if you have the consent of the Mentor Coordinator.
- **You are there for the mentee, not their family.** If conflicts arise between you and the mentee's family, you should consult with the Mentor Coordinator on appropriate action.
- **You should not give or receive any money.** Any gifts to or from your mentee should be checked with the Mentor Coordinator.
- **You should not enter into a physical relationship with your mentee.**



Clinical/medical advice

Your role is to support mentees with non-clinical aspects of living with diabetes. You must never give clinical advice about treatment or medication – this can only be given by a trained medical professional.

What is clinical/medical advice?

Whether advice can be considered clinical or medical depends on both question and answer. If you can give a full response to the mentee's question without interpreting their condition, then it is fine to answer. For instance, if your mentee asks, "is burning pain a sign of neuropathy?", you can answer this without personal reference to your mentee's condition.

But if answering the question requires you to interpret your mentee's condition – i.e. the question is seeking diagnosis or treatment advice – this is not acceptable. "I have burning pain. Do you think it is neuropathy?", for example, demands an interpretation of your mentee's condition.

Any questions or concerns about medicine, dose adjustments, alternative therapies and healthcare delivery should be passed to the Mentee's GP or Nurse as soon as possible.



Evaluation

It's important that we keep track of your mentoring, so that we can better understand who it is we are trying to help and if our work is helping the mentee. It also helps to flag any areas where we could improve our performance. These measures may be amended or added to as the project develops, if so you will be updated. Access is available on the Know Diabetes website.

We require you to fill out four forms for evaluation.

www.knowdiabetes.org.uk/volunteer-resources

Participant Personal Information (PPI) form

This form should be completed during your first session. Please use the provided ID numbers – not the mentee's name – and send the form to the Mentor Coordinator following your last session.

Diabetes Empowerment Scale

You need to complete this form in the first and last sessions, scoring as outlined in the 'Scoring hand out' you have been given. Indicate the number of sessions attended, your name and your mentee's ID at the top of the form. Send it to the Mentor Coordinator following your last session.

Web Improvement Support for Healthcare (WISH)

This online tool needs to be completed after every mentoring session. It enables the project teams to enter and view data which helps them drive improvement in the project. You will likely find it easier to fill in online (we will give you log in details), but you do have the option to complete it on paper and send it to the Mentor Coordinator.

Mentee Last Day Evaluation

Give this to the mentee to complete with their ID number at the last session and then send to the Mentor Coordinator.

Keeping records

Aside from the information we ask you to document for evaluation, we ask that you complete several other documents found on www.knowdiabetes.org.uk

Diabetes Mentor/Mentee Agreement

This should be completed at the first or second meeting, with a copy kept for the mentee and a further copy sent to the Mentor Coordinator.

Mentoring Meeting Log

Complete the meeting log at each mentor session. These should be sent to the Mentor Coordinator after the last session.

Summary of Diabetes Mentoring form

To be completed jointly by you and the mentee after your last session. Take two copies for you and the mentee and send the top copy to the Mentor Coordinator who will forward it to the mentee's referrer. If you work from a GP practice or for the Diabetes Service, give the original to the referrer in a sealed envelope (marked 'confidential') and post another to the Mentor Coordinator.

Expenses forms

Your completed expenses forms, together with all receipts, should be sent to the Mentor Coordinator on a monthly basis.

Note: make sure all information and records remain confidential by following the Information Governance Guidelines on page 18 and TBC WCC governance guidelines found at www.knowdiabetes.org.uk

Forms timeline

FIRST/SECOND MEETING

Complete with your mentee

- Diabetes Mentor/Mentee Agreement
 - Diabetes Empowerment Scale
- Participant Personal Information (PPI)
 - Weigh mentee

Complete with your mentee and keep secure

- Mentoring Meeting Log

Complete online soon after the meeting

- WISH

OTHER MEETINGS

Complete with your mentee and keep secure

- Mentoring Meeting Log

Complete online soon after the meeting

- Web Reporting Tool

In an early meeting look at together

- Diabetes Personal Care Charter

FINAL MEETING

Complete with your mentee

- Diabetes Empowerment Scale
- Summary of Diabetes Mentoring (send to referrer and GP with mentee's permission)
 - Weigh mentee

The mentee should complete

- Mentee Last Day Evaluation (confidential)

Complete with your mentee and keep secure

- Mentoring Meeting Log

Complete online soon after the meeting

- Web Reporting Tool

Send all the relevant forms from the sessions to the Mentor Coordinator after the last session.

Confidentiality

Confidentiality is of the utmost importance in the Know Diabetes Mentoring Scheme, since your mentees need to know they can trust you when sharing personal information. You should, however, make your mentee aware that you may need to discuss some information with the Mentor Coordinator when seeking advice in certain circumstances. You should also let the mentee know that you will send a copy of the Summary of Diabetes Mentoring form to their referrer.

The only exceptions to the confidentiality rules are:

- if you believe the mentee is a risk to themselves or others
- for legal requirements (i.e. when a crime has been committed or a vulnerable person may be at risk)
- the mentee may give you permission to discuss an issue with the referrer. However, you must ensure the mentee's consent is noted in the Mentoring Meeting Log.
- If you are working within a Health Care setting and have agreed with your Mentees that you will regularly update their nurse or Doctor

Information governance guidelines

As a mentor you will have access to confidential information about your mentees. The below guidelines should help you manage this confidential data safely. We expect volunteers to treat all personal and sensitive service user and organisational information as confidential to the Programme. Volunteers must comply with the law regarding the protection and disclosure of information. You should not disclose personal information without the prior informed consent of the individual concerned nor gain or attempt to gain access to information you are not authorised to have

Training

Before you start as a mentor, you will have completed online Information governance training and sent a copy of your completion certificate to the Mentor Coordinator.

Email

All emails concerning your mentee should be sent from your secure confidential email address, which will have been set up by the Mentor Coordinator.

Working from home

Try to find a quiet, confidential space for when you are working at home. When checking your mail or inputting data to the web reporting tool, turn your screen to make sure that no one else can read it. You must not store information about your mentee or meetings on your home computer, and you must never share your passwords. Ensure telephone calls can not be overheard and any notes you make are held in a safe place with ID numbers used in place of names.

Referrals

All emails concerning your mentee should be anonymised or sent from your secure encrypted email, if not available, the telephone or post should be used. It is very important that mentee details are not sent on ordinary email. You will receive an ID number for each mentee – please add this to all forms.

Information for mentees

Give all mentees a copy of the mentor/mentee agreement. This explains to them just what information is taken, by whom and how and when we use the information.

Storing documents

Please keep all your forms and records for the Know Diabetes Mentoring Project in a secure place. When completing forms, always use ID numbers – not mentee names – unless otherwise stated.

Reporting loss of confidential information

If confidential data is ever lost, left in an unsecure location or sent via unsecured email, you should inform the Mentor Coordinator, Judith Ralphs, on 020 7641 4663 or the Behaviour Change Commissioner, Christine Mead, on 020 7641 4662 immediately.

Health and safety

The health and safety of our mentors and mentees is a priority for the Know Diabetes Mentoring Project. By following the guidance below you can keep health and safety risks to a minimum.

- In health centres, risk assessments will already have been carried out, but you may need to run your own risk assessment if you are meeting in a non-health related venue for the first time. Please contact the Mentor Coordinator for advice on risk assessments if you are unsure. (A risk assessment is a systematic way of deciding what the potential problems, dangers and risks are when conducting an activity in a specific location and taking action to reduce those risks.)
- If you are not meeting in a health centre or community organisation, make sure that you meet in a public space in which you both feel comfortable. Do not meet at your home or the mentee's home.
- Plan your seating so that you can see the door.
- Ensure you can contact other people in case of an emergency (i.e. by mobile phone).
- If the mentee was self-referred, let the Mentor Coordinator know the times and places of your appointments.
- Find out where the fire exits are in the place where you are meeting.
- Ring the Mentor Coordinator for advice if you feel unhappy about any aspect of your meeting.
- Always write up reports of meetings as soon as possible.
- Contact the Mentor Coordinator with any urgent safeguarding problems. If she is unavailable, contact her manager, Christine Mead, on 020 7641 4662.
- Health and safety is everyone's responsibility; if you see something, report it or contact the most relevant person.

Safeguarding teams

If you cannot contact either the Mentor Coordinator or Christine Mead, phone the relevant council numbers.

Hammersmith and Fulham Safeguarding Team

Tel: 0845 313 3935. Out of hours, call the Emergency Duty Team on 020 8753 8588. Email: h&fadvice.care@lbhf.gov.uk

Safeguarding Adults Team Westminster

Tel: 020 7641 2176 (ask for Safeguarding). Out of hours, call the helpline on 020 7641 6000.

Email: safeguardingadults@westminster.gov.uk
www.westminster.gov.uk/safeguarding

Kensington and Chelsea

Contact the safeguarding team on the social services central number: 020 7361 3031.



Urgent health concerns or 'red flag' situations

If your mentee starts to feel dizzy, hungry, sweaty, trembling or it becomes hard for them to concentrate, they may be having a 'hypo' (hypoglycaemia). You must get them to ingest some glucose tablets, fizzy drinks (not diet) or some sweets (like jelly babies).

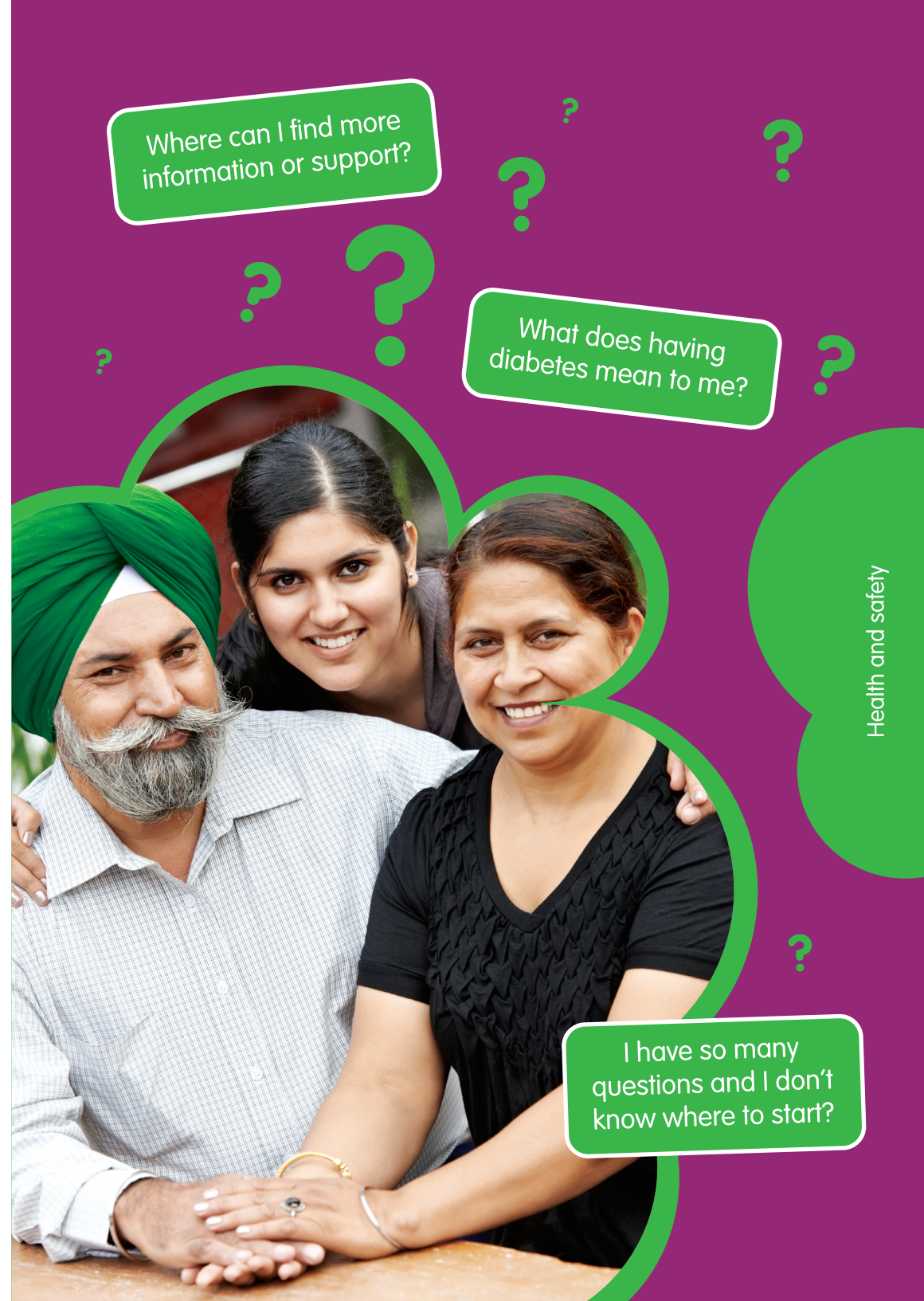
If your mentee is suffering from severe mental distress – mentioning thoughts of self harm or suicide, not wanting to go on or being very agitated – support them in contacting their GP straight away and, perhaps, help them make an appointment. If they refuse, you must inform them that you are concerned and will contact their GP.

If your mentee experiences any of the following problems, you should advise them to see their GP as soon as possible:

- A worsening mood, depression or anxiety (but not as bad as above)
- A new foot problem or an existing foot problem getting worse
- Sudden and sustained rise in blood glucose levels, particularly if they have another illness or infection at the same time

If your mentee experiences loss of vision or sudden change in eyesight, they should contact the **Western Eye Hospital Casualty Department, 153-173 Marylebone Rd, London, Greater London NW1 5QH. Tel: 020 3312 3241** or go directly to their nearest eye casualty department.

This list is not comprehensive. If you have any concerns, advise your mentee to see their referrer as soon as possible.



Where can I find more information or support?

What does having diabetes mean to me?

I have so many questions and I don't know where to start?

Health and safety

Using the IT systems

Accessing the Web Improvements Support for Healthcare (WISH)

1 There are several ways you can access the WISH

- From the CLAHRC NWL web pages (Research projects – Web Improvement Support for Healthcare).
- Type the following into the address bar of your web browser, or click the link if you're viewing this on a computer
www.clahrc-northwestlondon.nihr.ac.uk/research-projects/web-reporting-tool
- Alternatively, search for '**CLAHRC Web Improvement Support for Healthcare**' in a search engine (i.e. Google).

2 You will see the front page of the tool, which contains a login box

3 Logging in

- Enter your username and password into the relevant boxes in the panel marked 'Login'. Click the button marked 'Login' below where you entered your password. If no one else uses your computer, you can also select for the tool to remember your username.
- If you have forgotten your password, enter your username and click 'I forgot my password'. A new random password will be sent to your email address. You can change this once you log in.

4 Change your password

- To change your password once you have logged in, go to 'Resources' – 'My Account' – 'Change my details' in the menu bar at the top of the 'Welcome' page.
- Enter a new password, click the 'Update' button, and then the 'Done' button.

5 The 'Welcome' page

- You can select the Dimple project
- Run reports
- Use administration tools
- Access your account details, the user guide, and report a problem feature
- Log out

6 Send messages

- Send messages to all members of the project. These messages only appear within the tool itself. They are shown on the 'Welcome' page and Project homepage. Click on the list to select a project.

If you have a problem or question, go to the Web Reporting Tool User Guide on the front page or in the 'Resources' section (once you have logged in). If after looking at the user guide you are still having problems inputting data, you can contact a.poots@imperial.ac.uk or Thomas.woodcock99@imperial.ac.uk. Though they may not always be in the office, they are helpful and friendly and will contact you as soon as possible.

If there is a genuine fault, rather than 'I don't know how to...', go to 'Report a problem' in the 'Resources' section (once you have logged in).

Expenses

While being a mentor is a voluntary role, you should never end up out of pocket for your services. We will pay all expenses as quickly as possible through BACS directly into your bank account. You can download an expenses form from www.knowdiabetes.org.uk or the Mentor coordinator will send you the appropriate forms

Travel

Mentors are entitled to claim their travel expenses to and from meetings. Keep all receipts or tickets for travel and send them, together with the completed expenses form.

Refreshments

In certain circumstances, you may need to meet mentees in cafes if no other public space is convenient. You can claim for the price of one round of non-alcoholic drinks. Simply keep and submit the receipts with your monthly expense claim.

Other expenses

You can claim the cost of stamps to post information or any other reasonable expense incurred through your work as a mentor such as lunch in the course of your work up to the cost of £6. If you are unsure what is acceptable, please contact the Mentoring Coordinator.

Complaints

As a mentor meeting with mentees week by week, it is crucial that you are happy with the scheme you contribute to. If you have any concerns, then you should call the Mentor Coordinator, Judith Ralphs, Senior Public Health Officer, (Behaviour Change) on 020 7641 4663. Alternatively, you can contact Christine Mead, Behaviour Change Commissioner on 020 7641 4662. Whatever the issue, we will listen to your complaint and strive to have it rectified as quickly as possible.

Mentees

All mentees should have the Mentor Coordinator's contact details. At your first session you should inform the mentee that they should direct any complaints to the Mentor Coordinator.

GP practice complaints

Any problems/issues relating to a GP practice should be addressed to the Practice Manager.

What happens if the mentoring relationship doesn't work out?

Together, your training, ongoing supervision and the guidance in this handbook should help make mentoring an enjoyable and effective experience. However, things don't always work out as planned and we need to have measures in place for such situations.

If for any reason you don't keep your commitments as a mentor, we will have to end your role as a diabetes mentor as outlined in your volunteer offer letter. Reasons may include breaking confidentiality, consistent unreliability and inappropriate behaviour. The termination will occur immediately, without notice. It is our duty to ensure mentees receive a safe, confidential and high quality service.

Thanks again for your time and commitment to this innovative scheme.