

# Sharing time and talents: Building caring communities

Volunteering in care homes  
volunteer induction

# Housekeeping

- Toilets
- Refreshments
- Fire alarm
- Assembly point
- Mobile phones
- Smoking area



# Introductions

In pairs, ask the person next to you;

- Their name
- Why they want to volunteer
- What type of caring experiences have they done previously?
- Their interests/hobbies
- One unusual thing about them!

Introduce each other to the rest of the group

# Ground rules

- There is no such thing as a daft question
- If someone says something you don't understand – please ask them to explain
- Start and finish on time
- Respect others' views
- Any others?



# Aim of today's workshop

- To explore 'need to know' information
- To enable volunteers to feel safe and confident
- To clarify roles and responsibilities



# Care homes – different types

- Residential
- Nursing care
- Dual registered care
- Specialised dementia care

# Roles within care homes

- Care assistants
- Senior care assistants
- Activities coordinator
- Cooks
- Housekeepers
- Registered manager
- Volunteers

# Health and safety in care homes

- Infection prevention and control
- Food safety
- Fire safety
- Accidents and emergencies
- Control of substances hazardous to health
- Manual handling and positioning
- Safety of all in the building



# Adult deemed to be at risk

“Any person 18 years of age and over who is or may be in need of social care services (including services due to their role as carer) by reason of mental or other disability, age or illness; and who is or may be unable to take care of himself or herself, or unable to protect him or herself against significant harm or serious exploitation”

*(No Secrets: Guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse, Department of Health, 2000)*

# Six personalised safeguarding responses



# Effective communication

Things to consider:

- How we communicate
- Potential barriers
- Touch

# Confidentiality

- Confidentiality and its limits
- Access to, and protection of, data
- Record keeping and access to files

# Personal boundaries

- Tell me about you...
- Can I come to your house?
- Can I have your phone number?
- It's my birthday – are you going to buy me a present?
- I have some cheap tobacco – do you want to buy some?

# There is a 'u' in Volunteer

- There are lots of different emotions that all people feel at differing times
- The role of a volunteer may be new to you
- The care home environment may be new to you
- You might also be coming into contact with people who are at the end of their lives, who may want to plan the end of their lives
- It is important that you take good care and give concern to your own thoughts and feelings
- It is normal and natural to have emotions. It is how you respond to them that is important
- Please always talk to someone you trust about how you are feeling. Acknowledging how you feel is part of the process of dealing with your emotions.

# What if I have concerns?

## What not to do!

- Take things home and worry about them
- Ignore things
- Stop coming to the care home

# Top 10 tips

1. If in doubt check it out
2. Do your research
3. Don't assume this is new
4. People in need of care and support are who we could be at any time of our lives
5. Put yourself in my place
6. Don't be afraid of learning
7. Ask yourself, "is it good enough for me?"
8. Don't make promises you wish you hadn't
9. Manage your and others' expectations
10. Avoid surprises – set out your stall.



# Resources and further information

- More about volunteering:

[www.ncvo.org.uk](http://www.ncvo.org.uk)

- More about the care sector:

[www.skillsforcare.org.uk](http://www.skillsforcare.org.uk)

- Dementia awareness e-learning:

[www.scie.org.uk/publications/dementia](http://www.scie.org.uk/publications/dementia)