

VOLUNTEERING IN CARE HOMES TOOLKIT

MAKING CONNECTIONS,
IMPROVING LIVES



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- South Derbyshire CVS
- Overseal Residential Care Home
- Shardlow Manor
- Oakland Village Residential Care Home

The strategic advisory group

- Residents and Relatives Association
- National Care Association
- National Care Forum
- Care England
- Royal Voluntary Service
- Skills for Care
- My Home Life
- Volunteering Matters
- National Activity Provider Association
- Alzheimer's Society
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Stakeholders from our Learn and Share events and Expert Panel including Jewish Care and Methodist Homes

Introduction

About the Volunteering in Care Homes Project

The Volunteering in Care Homes Project was a national three-year pilot project, funded by the Department of Health. It provided opportunities for care homes for older people and their local communities to work together to:

- enhance quality of life
- build cohesive communities
- enable active citizenship.

Volunteers were recruited and supported through their local Volunteer Centre to share their time and skills with older care home residents in bespoke activities. These included supporting a resident to lead a group activity such as a reading group and providing companionship around shared interests such as knitting, walking, playing board games and home background. The project operated in five pilot sites including central London, Oldham, Blackburn and Darwen, Shropshire, and South Derbyshire.

About this toolkit

This toolkit is one way in which we aim to share the learning from this project to help contribute to the development of a national standard of good practice in volunteering in the care home sector.

This toolkit is for anyone interested in developing volunteering in a care home setting but is aimed particularly at care homes that are interested in utilising the practical learning from this project, and other resources, to help them engage volunteers in their home to improve the outcomes for their residents.

The content of this guide is based on the real experiences of care homes and Volunteer Centres involved in the project, in addition to the findings of the evaluation, and draws on nationally accepted principles of good practice in volunteer management. It also brings together a number of templates and examples produced by those involved in the project. The toolkit is complemented by a suite of online case studies and volunteer induction training resources collected over the course of the project that are now available on NCVO Knowhow Nonprofit.

» www.knowhownonprofit.org/people/volunteers-and-your-organisation/volunteering-in-care-homes



Part one:

Involving volunteers

Why involve volunteers in care homes?

The evaluation report on the Volunteering in Care Homes Project has highlighted compelling evidence that effectively engaging volunteers in care homes can have significant positive impacts on residents, relatives, staff, volunteers and the care home sector.

Improving health and well-being

For many residents, the volunteers have provided important opportunities for socialisation, company and just 'someone to talk to', ranging from very basic 'sitting and being' with people to more substantial, long-term, one-to-one befriending relationships and support. At a time when the risks of loneliness and social isolation to people's physical and mental health and well-being have been well documented, volunteers recruited to these supportive and befriending roles have a clear part to play in promoting the health and well-being of residents in care homes.

» www.nhs.uk/news/2015/11November/Pages/Loneliness-may-affect-the-immune-system.aspx

Added value

Care home managers and staff identified that volunteers brought a range of benefits to the home. In addition to the sheer time and resources they contribute, they have added value to and complemented the support that staff were able to provide to residents.

For many relatives and friends of residents, this can be an added assurance which in turn increases their levels of satisfaction with the care being delivered.

Over the course of two-and-a-half years, the Volunteering in Care Homes Project placed 259 volunteers, who provided 10,000 hours supporting 493 residents. Although the return on investment did not break even until 18 months in to the project due to set up costs, in the final six months the value of volunteering exceeded the sum invested by £11,088.

Reinventing the brand

Volunteers can play a significant role in helping the sector challenge some of the misconceptions that people have about the care home environment, older people and dementia. Volunteers who have had a good experience within the home act as ambassadors and share that positive experience with others. They are the link between the home and the local

If I didn't have the volunteer my morale would be very low

Resident

It does reduce distress because they like to re-live their lives. It settles them, it's like a de-stress

Senior carer

someone else coming in to brighten up the day of their relative

Activities co-ordinator

It brings the community into the care home; everyone has embraced meeting volunteers from different cultures and learning about them

Care home owner

community, helping to break down barriers and bring residents and members of the community together. Care home staff involved in the project have noted that they felt less isolated from the local community and, by opening their doors to volunteers, the workings of the home felt more transparent.

Meeting regulatory requirements

Volunteers can help care homes to meet the Care Quality Commission's (CQC) Fundamental Standards to be safe, effective, caring, responsive and well led.

Standard	Evidence
Safe	Volunteers can act as enablers, supporting residents with positive risk taking as well as providing additional eyes and ears, meaning that people are protected from abuse and avoidable harm.
Effective	Volunteers enable residents to live their lives as they wish, which means that people's care, treatment and support achieves good outcomes and promotes a good quality of life. The benefits of engaging volunteers in befriending and activity support roles in care homes is evidence based.
Caring	Volunteers make a distinctive contribution based on their equality and closeness to residents, as well as the altruistic dynamic of their engagement, which means that people are treated with compassion, kindness, dignity and respect.
Responsive	Volunteers can adapt their approach to supporting residents as their needs change and so services are organised to meet people's needs.
Well led	Engaging volunteers from the local community is evidence of an inclusive approach to delivering care to residents. This satisfies the criteria that the leadership, management and governance of the organisation assures the delivery of high-quality, person-centred care, supports learning and innovation, and promotes an open and fair culture.

Investing in the future

The Volunteering in Care Homes Project highlighted the reciprocal nature of the volunteer-resident relationship, as a number of volunteers recorded that they had gained a range of benefits including developing confidence, satisfaction from helping, a sense of community and developing communication skills.

Volunteering should never be used as a replacement for paid staff. But at a time when the sector is concerned with meeting the demands of an ageing population and a looming staffing

shortage, volunteers not only provide additional resource but also an opportunity to nurture the workforce of the future. The project highlighted that of those who have had the opportunity to volunteer, some were able to see a new career in the sector.

What to think about before involving volunteers in your care home

Care homes involved in the project identified some key characteristics for success. This included things to think about and prepare ahead of recruiting and involving volunteers. Even at the early stages of thinking through the role of volunteers in your care home, you should consider how you will put the right structures and support in place for managing volunteers before embarking on recruitment.

Positive perceptions of volunteers amongst management and staff

Before involving volunteers it is important to be clear on why you are doing this and what role they will have in the organisation. You should have discussions with staff about this before recruiting volunteers. This will ensure that early on you can be clear on what the different roles are for staff and volunteers, and how volunteers can add value to the work you do and help to enhance quality of life and outcomes for residents. Volunteers should be involved in roles that complement, enhance and add value to the roles undertaken by staff. Volunteers should not be involved as a substitute for employees. Taking this type of approach is important to realising the full potential volunteering can bring within the care home environment and is an important starting point for developing positive relationships between staff and volunteers.

Top tips to establishing a good relationship between staff and volunteers

- Be clear about the role of volunteers in the care home, emphasising that they add value to residents' lives and that it's not about replacing their jobs.
- Make the volunteer roles clear to staff including any restrictions to the roles.
- Promote the benefits for staff of having the support of volunteers.
- Provide opportunities for staff to learn from volunteers eg developing digital skills.
- Be clear about boundaries for all.
- Involve all in the development of the programme.
- Communicate to staff and residents what you are trying to achieve.
- Put clear task/role descriptions in place for volunteers

Legal considerations

There are some key legal considerations to be aware of in relation to involving and managing volunteers. The table below highlights some frequently asked questions (FAQs). The answers should give you some pointers on how you should approach each of these areas to ensure you are complying with the law and understand what your responsibilities are as an organisation involving volunteers.

However, this guidance is not a substitute for legal advice and so you should seek professional advice where appropriate.

Volunteers and the law FAQs

Expenses

Which expenses should be reimbursed?

It is good practice to reimburse reasonable out-of-pocket expenses incurred whilst volunteering. This is not payment if volunteers are being reimbursed for only the expenses incurred while volunteering. This may include but is not limited to:

- travel, including to and from the place of volunteering
- meals and refreshments
- care of dependants, including children
- equipment such as protective clothing
- administration costs such as postage, phone calls and stationery.

Further information on how to reimburse expenses and good practice is available at:

» www.knowhownonprofit.org/people/volunteers/keeping/volunteer-expenses

In Appendix A you can find an example of an expenses form from Shropshire Rural Community Council.

Can someone on benefits receive expenses?

Yes, as long as they are only being reimbursed for out-of-pocket expenses then this should not impact on someone's benefits.

Anything more than out-of-pocket expenses could be liable for tax and could be seen as income which could have an impact on the benefits some people receive.

Keep records associated with expenses claims, eg associated receipts and claims forms, so that you can demonstrate that it was out-of-pocket expenses that were being reimbursed.

Can we set a limit?

Yes. For some expenses, such as child care, it may not be possible financially to reimburse the full costs. For some expenses, like lunch for example, the costs could vary greatly. It may therefore be practical to set a limit of what you will reimburse. This is acceptable but it is important to be clear in your policies and associated paperwork what the limit is so that volunteers know what to expect.

There is specific guidance issued by HMRC which informs you of the limits on reimbursing travel expenses for mileage.

» www.gov.uk/guidance/how-to-manage-your-charitys-volunteers

Avoiding treating volunteers as employees

Do volunteers have the same rights as employees?

No. Volunteers are not covered by employment law and therefore do not have formal rights to redress in an employment tribunal. This is because employment law is usually based on having a 'contract' of employment or for providing work or services, and volunteers do not have such contracts with the organisations that they help.

Do volunteers need a contract?

It is important that you do not create the perception, even unintentionally, that a legally binding relationship is being created. The intention to create a legally binding contract may not be something that either party has expressed or even considered. It could simply be implied by the circumstances.

You can lay out the general elements of the role, what it hopes for from the volunteer and what the volunteer can expect, but you should be careful to ensure that you don't create formal obligations. For example, by specifying the required number of hours someone should volunteer for and implying that they are formally obliged to do so, as this then appears too similar to an employment contract.

Think carefully about the language you use, focusing more on setting out hopes and expectations, which helps to acknowledge more clearly that the volunteer is free to come and go as they wish. You should avoid using language that would be used in association with paid work, for example, role rather than job or engage, not work, for volunteer activity.

You should also ensure that when thinking about how you reward volunteers that you do not provide anything that can be perceived to be of significant value and be considered payment. For example, volunteers could sell free concert tickets and be seen to benefit financially from their volunteering.

Data protection

Any organisation that collects personal data about individuals is known as a data controller and has to comply with the Data Protection Act.

It's therefore a good idea to have a policy that covers data protection.

A policy should ideally cover:

- what information will be collected and why
- how long the information will be kept for
- how the information will be stored
- how an individual can access the information held about them.

If your volunteers are likely to come into contact with personal data in their role then they should be aware of your policies and procedures and understand how this applies to their role. You should include it as part of their training and induction.

Further information and guidance is available from the Information Commissioner's Office.

» www.ico.org.uk

Health and safety

Does health and safety legislation apply to volunteers?

Although some legislation refers particularly to the responsibilities of employers to employees, it is good practice to treat volunteers with equal consideration when it comes to health and safety. Organisations have a duty of care to their volunteers as well as to staff.

What are my responsibilities?

The Health and Safety at Work etc Act 1974 is the primary piece of legislation covering occupational health and safety in the UK. The act sets out the general duties which employers, the self-employed and people in control of premises have towards their employees and others who may be affected by their activities, including volunteers and members of the public.

With respect to non-employees, every employer has a general duty to ensure their health and safety, including providing them with information. Depending on the activities concerned, an employer may also have a responsibility to carry out a risk assessment. The results of the risk assessment will determine if the employer needs to provide volunteers with information and training.

For more detailed guidance about your responsibilities you should refer to the Health and Safety Executive, which provides specific guidance for organisations that involve volunteers and for activities taking place on specific settings.

» www.hse.gov.uk

Insurance

Do I need insurance cover for volunteers?

Yes, all groups and organisations that involve volunteers should consider what types of insurance they need to put in place to cover them for that involvement.

Due to the variation between insurers and policies, we can only offer general advice. All groups and organisations should seek specialist advice for more detail.

An organisation or group involving volunteers should have in place:

- employer's liability insurance or public liability insurance to cover the organisation in the event that a volunteer is harmed due to the organisation's negligence
- public liability insurance to cover both the organisation and the volunteer in the event that a third party is injured through the actions of a volunteer.

If you already have the above policies then it is good practice to inform your insurance provider that you are involving volunteers and the nature of the roles they are undertaking, to ensure your policy covers you for their involvement.

Further information and guidance:

» www.knowhownonprofit.org/people/volunteers-and-your-organisation/insurance-and-volunteers

Eligibility to volunteer

Generally there should be no problem with an organisation accepting someone from outside the UK as a volunteer, but the individual must ensure that immigration rules allow them to do so.

If volunteers are unsure about their eligibility to volunteer they should check their immigration documents or contact the Home Office for further guidance.

Refugees

People who have refugee status or who have exceptional leave to remain, and their family members, are allowed to volunteer.

Asylum seekers

Asylum seekers are allowed to volunteer with:

- registered charities
- voluntary organisations
- bodies that raise funds for either.

Illegal working

Because the illegal working rules relate to employment, they should not apply to genuine volunteers who are not working under a contract of employment. However, there have been cases in which an employment tribunal has found that a volunteer is actually an employee. This is why it is important to ensure that the roles you develop are genuine volunteering roles, which should be straightforward providing you follow good practice.

It is important to note that this is a summary of the current position, accurate and in line with current legislation at the time of publication. Further detailed guidance or legal advice should be taken where appropriate.

In focus: How is managing volunteers different to managing staff?

Members of staff have a particular legal status as an employee or as a worker. This status means they have rights and are protected by employment legislation. An employee or worker is usually working under a contract and receives payment, and sometimes other benefits, for the work that they do.

Volunteering, however, is defined as an activity freely undertaken 'that involves spending time, unpaid, doing something that aims to benefit the environment or individuals or groups other than (or in addition to) close relatives'. Volunteers do not receive payment for their contribution but they are entitled to be reimbursed for out-of-pocket expenses they might incur whilst volunteering.

Volunteers should not have a certain number of hours imposed on them, but the time they spend volunteering should be mutually agreed based on their availability and around other commitments they may have. They cannot be compelled to turn up at a certain time, in contrast to an employee who would be contractually obliged to turn up for work. Volunteers can also leave a position whenever they like and would not be required to give notice.

There is a small risk that if organisations involving volunteers do not follow good practice they can inadvertently create a contractual relationship with volunteers. A contract does not have to be written down but can be implied or verbal, so this risk does exist even if you do not have volunteer agreements in place for volunteers. However, by following principles of good practice in volunteer management this risk should be minimal. The section of this guide on legal considerations (p.9) goes into more detail about how to ensure you are meeting your legal obligations when it comes to volunteers and how to do this in line with good practice.

Management commitment to time and resources for volunteering

To provide a good-quality experience for residents, it is important that you make a commitment within your home to provide the necessary time and resources to support and manage volunteers. This is important to ensure that everyone involved gets the most out of volunteering.

Think about which staff members will take responsibility for leading on the development of volunteering and how much of their time it will require. You may need to review this as the way you are involving volunteers develops.

Top tip for securing owner/staff commitment to invest time and resources

→ Highlight the benefits that volunteers bring to the home to demonstrate that it is worth an investment of time and resource.

Costs involved with engaging volunteers include staff time spent managing and supporting them as well as providing training and reimbursing expenses.

Understanding volunteer management

Staff may not have managed volunteers before, so you may need to think about training to ensure they have the skills and knowledge required to help them undertake this as part of their role.

The project's interim evaluation report highlighted that care home staff acknowledged that their skills and experience in volunteer management were low. In response to this finding, a basic volunteer management training course was developed and delivered by the local Volunteer Centres to staff in the participating care homes, with the result that staff felt 'more confident going forward'.

Your local Volunteer Centres are local experts in volunteer management and good practice, and may be able to provide training or signpost you to information and support to help you. You can find your local Volunteer Centre using the NCVO Volunteer Centre finder.

» www.ncvo.org.uk/ncvo-volunteering/find-a-volunteer-centre



Friends for Friends: Entry in the 2015 NCVO member photo competition

Investing in Volunteers is a UK-wide quality standard for volunteer management and good practice. The standard's nine indicators provide a framework for good practice and can be a good starting point to identify some of the things you need to think about to ensure a high-quality experience for volunteers.

» iiv.investinginvolunteers.org.uk

National Occupational Standards for Volunteer Management identify some of the skills and competencies that volunteer managers need to be effective in their role. This can be useful as a guide to understanding what skills and competences are needed to manage volunteers.

» ivo.org/resource/national-occupational-standards-managing-volunteers-pocket-version-54b541c6f34b6b3b13525213

Identify a contact for volunteers

It is important for volunteers to know who they can contact within the organisation. Make sure you know who the key contact will be for volunteers before you start recruiting.

Getting the necessary policies and procedures in place

Policies and procedures make sure everyone involved in your volunteer programme, including volunteers themselves, is clear on how volunteers will be recruited, managed and supported. You should ensure that you keep policies and procedures practical, usable and accessible.

The checklist in Appendix B identifies the key policies and procedures you should have in place before you involve volunteers. For some areas you may already have an organisational policy that just requires updating to reflect the fact that you involve volunteers. As employment legislation does not apply to volunteers it is important that policies for employees are not used as a substitute for developing specific volunteering policies where they are required. For example, grievance policies for staff should not be used to deal with issues that may arise with the performance of behaviour of volunteers. In this case a separate problem-solving procedure is required to deal with issues involving volunteers.

More information on what to do before recruiting volunteers:

» www.knowhownonprofit.org/people/volunteers/recruiting/before-you-recruit

Defining volunteer roles and writing a role description

It is important before advertising a new volunteer role that you should ask yourself the following questions.

- Why is the role needed?
- How will the role contribute to improving outcomes for residents?
- Will it involve volunteers in a way that is focused on the individual needs of residents as well as the care home?
- Is it feasible to provide and manage that opportunity? Do you have the resources or time?
- Is this something people want to do? Is there demand for this type of role?
- Ensure you are clear on why you are involving volunteers in this way: why does it add value or how does it improve things?
- What might the risks be? And could you manage or mitigate these?
- What is the relationship to other roles you have available?
- What kind of skills and experience will be needed to do the role?
- What level of time and commitment will be involved and is this reasonable to ask of volunteers?

Thinking through these points will help to ensure that the volunteer roles you develop are meaningful and beneficial for both residents and volunteers.

It is important to make sure that residents are involved in the process of developing roles as much as possible. Shropshire Rural Community Council identified a number of ways in which you can start to identify potential roles. This included:

- discussing with care home staff ideas for activities that volunteers could get involved in to engage residents
- talking to residents to see what they are interested in and what support they would like from a volunteer
- taking requests for specific activities from residents or considering activities that residents may have pointed out to relatives or members of staff
- having information in either leaflets or on an activities board in the foyer about volunteer-supported activities for residents.

In this project the types of roles volunteers were involved in could roughly be split into two different categories: befriending roles or activity roles that could be carried out either with

Top tips on defining a volunteer role

- Be clear about what you're trying to achieve with volunteer roles.
- Take the time to develop good role descriptions with clear information on the setting and the activities the volunteers can expect to be involved with.

... we have the right people [volunteers] with the right skillset to make a difference and it is making a real difference to a lot of people

Care home manager

groups of residents or with individual residents. The majority of the roles in the project were befriending or activity roles carried out with individual residents. It is important to think about what roles would work well in your setting and what roles would enhance the experience for the individual residents. If volunteers are undertaking befriending or one-to-one roles you will need to match volunteers with particular residents. This can be an important step in ensuring that both volunteers and residents have a good experience and can develop positive relationships. This often involves matching people with similar interests or experience, and so you may decide to collect this type of information as part of the recruitment. It's well worth getting to know your volunteers. One Westminster and St George's Nursing Home share an example of successful volunteer and resident matching in this case study.

» www.knowhownonprofit.org/people/volunteers/recruiting/case_study_on_volunteer_matching_in_care_homes

You can also talk to volunteers about what skills and experiences they think they can bring and design roles around them. In the project, volunteers committed varying levels of time depending on their circumstances, and this may also shape the nature of the volunteering roles you develop. You can also consider developing more flexible volunteering roles, like microvolunteering which can help people to fit it in with busy lifestyles.

More information is available in NCVO's guide:

» www.blogs.ncvo.org.uk/2014/01/23/leave-the-micromanagement-out-of-micro-volunteering

In appendices M to O you can find a range of examples of some of the volunteering roles that were developed as part of the Volunteering in Care Homes Project. You can use these to think about the range of roles you offer and ways in which you may present them. They could be useful templates to work from, but you should make sure that you adapt them to make them relevant to your particular care home and to the kinds of activities that would benefit residents.

Matching roles with volunteers

Working with residents and volunteers can be a way to develop effective roles with mutual benefits, and can help you to find the right match for residents if volunteers are going to support people directly in a one-to-one role. The Volunteering in Care Homes Project found that recruitment worked best when volunteers were selected based on their ability and willingness to commit, their understanding of the demands of a care home

Top tips to allay concerns from staff, residents and relatives about volunteer involvement in your home

- Volunteers should have clearly defined roles and appropriate training to support them.
- Ensure processes are in place for DBS checks (where appropriate), taking references and providing training.
- Involve residents and relatives in volunteer training,
- Staff can help to introduce volunteers to the home and to residents.
- Seek regular feedback from residents, their relatives and friends about how the match is working and identify changing needs.

I like my music and I like to share it. You get a buzz when you are playing your music when you see their foot tapping or their finger moving

Volunteer

environment, their basic communication skills and their basic emotional skills.

As part of the project, NCVO and Skills for Care developed a gifts and goals template (Appendix C). This provides a structured approach that can help you work through what volunteers may have to offer and what skills and experience they want to develop. Volunteers could work through this with a member of staff as part of the recruitment process or, if appropriate, along with a resident. This can make developing volunteer roles a more inclusive and collaborative process. It can be a good exercise to get to know your volunteers.

There are a range of approaches you could use to gather information about the skills your volunteers have. Voluntary Action Oldham developed a skills checklist to gather this information that has a more informal style (Appendix D).

Advertising a volunteer role

It is important to be clear what kind of skills and experience you are looking for and think through what qualities you would like to see in your volunteers.

Key qualities to look for in volunteers are:

- an ability and willingness to commit to a role if it's more long term or requires a regular commitment
- understanding of the care home environment and its demands
- good communication and emotional skills.

Top tips for minimising attachment concerns

- Be clear with residents that volunteers will come for as long as they can.
- Good communication is important when explaining about processes that have been put in place.

Top tip to avoid relatives feeling excluded

- Look to involve relatives in the volunteering programme. Ensure they are kept in the loop about what is happening in the home.



Photo by NCVO: A care home resident performs a song for the volunteers

South Derbyshire CVS

We used a number of different channels to attract volunteers.

- Our existing local publicity networks and mailing lists, including current and former volunteers and Volunteer Centre users, local voluntary and community groups, and other supporters.
- The Volunteer Centre brokerage service (we made sure our volunteer advisors were well briefed about the project and the urgency of our need for volunteers).
- Our website and other social media (eg blogs, Facebook).
- Do-it.org.uk (national searchable online database of volunteer opportunities).
- Our local paper, the Burton Mail is generally willing to publish stories and appeals for us. Unusually it is published daily and always looking for content.
- We used a press release to let local press and media know about the project.
- We also did some local, targeted recruitment: for example, we wrote to residents in the sheltered housing complex on the same site as one of the care homes and to parents of a local school near another home. In a third area, where our volunteer numbers were initially low, we did some house-to-house leaflet drops and distribution of posters, and we also worked in partnership with a Volunteer Centre just a couple of miles away over the district boundary. They promoted the opportunity for us and also offered us space in their premises to run a local training course.
- We were launching a new volunteer befriending service at around the same time and loneliness/isolation/older people were very much in the news, so we were able to include the care home project as part of broader promotional activity.
- We specifically found that training dates are a useful 'hook' for promotional activity as this prompts people to respond by a specific date/deadline. More recently we have included the volunteer training in our CVS Training and Events brochure, which goes out to a mailing list of voluntary groups, volunteers and other partners and local contacts.

Recruitment

Effective recruitment often involves advertising roles in a range of locations. Here are a number of suggestions of where you can advertise volunteer roles and how you could raise awareness of the opportunities you have available.

Word of mouth

Most volunteers are recruited by existing staff or volunteers. It can be useful therefore to make sure that your existing volunteers know what opportunities are available. This also means it is important that, where possible, people have a good experience while volunteering with you as they can be ambassadors who can help encourage others to volunteer too.

Although word of mouth can be an effective way to encourage people to volunteer with your care home, it's also worth bearing in mind that people are likely to recruit people similar to them, which can limit the diversity of the volunteers you involve. You should therefore consider other approaches too.

Print

Think about what printed material you may need to advertise volunteer roles. You may need material in a range of formats, from leaflets and postcards to flyers, posters and banners.

There is a cost to print materials, so you should think about how you can best distribute this material to ensure you maximise the impact. Public venues and areas where there is a reasonable amount of footfall can help you to reach large numbers of people. Some examples include:

- schools and colleges
- libraries
- town halls and other public buildings
- GP and dental surgeries
- sports and leisure centres
- religious centres
- shopping centres or supermarkets
- shop windows
- bars
- job centres.

You can use printed materials to target particular audiences. For example, if you were looking to recruit more young people as volunteers, you may ask younger people for advice on what they might find eye catching about a flyer and make sure that you distribute it in places they go to regularly, for example, schools, colleges or youth groups.

Volunteer Centres

Volunteer Centres are local organisations that provide support and expertise within the local community to potential volunteers, existing volunteers and organisations that involve volunteers.

You can find your nearest Volunteer Centre at
» www.volunteering.org.uk/where-do-i-start.

Events and talks

Going out to existing events or groups to give talks can help to

raise the profile of your volunteering opportunities and inspire people to get involved. Giving talks and presentations as part of engaging with the community can itself be an appealing role for volunteers and it's an excellent way to encourage existing volunteers to share their positive experiences and enthusiasm.

Link to other campaigns

Other campaigns can be a good hook to attach your message to and help raise the profile of what you do. A good example is **Volunteers' Week**, during which hundreds of organisations that involve volunteers recognise and celebrate what their volunteers do, as well as using it as an opportunity to inspire and encourage others to get involved. You can find out more about Volunteers' Week at:

» www.volunteersweek.org

National Care Home Open Day encourages homes to open their doors to their local communities. Thousands of care homes across the UK take part each year, welcoming the public and arranging events and activities that help to create lasting links between care home residents and their local communities.

This is an opportunity to show people what care homes are really about and how they can be at the centre of local communities, developing relationships across the generations. Find out more at:

» www.carehomeopenday.org.uk

Linking to other initiatives can also be a way to tie your information into a wider story, which can help you to get media coverage and potentially reach wider or different audiences with your message.

Local press and radio

It is a good idea to try and build up a good working relationship with the local media in your area. Keep them informed about what you are doing and work with them to identify opportunities for stories with a local interest. This can help to raise awareness of what you are involved in and stories about your volunteers may help to generate interest in volunteering with your care home. It can also be a way to help recognise the work that your volunteers do. Some newspapers and local newsletters may also have space where you can advertise volunteering opportunities. You should think about targeting specialist publications if you are trying to encourage people from particular groups or people with particular skills or experience to volunteer with you.

Local businesses

Local companies may have employees who are keen to get involved in volunteering. Some may approach you or you could have a discussion with them about how they could potentially work with you. It may be worth thinking about how you could highlight the potential benefits to them and their business. Volunteering can be a way to help their staff develop skills and experience. It can also be a way for businesses to develop relationships with their community and is a way for them to give something back as part of their corporate social responsibility. Some companies may be able to allow staff to complete short-term or one-off volunteering opportunities, whereas others may want to develop more comprehensive programmes. It's good to have a discussion about how you can work together so that you fully understand each other's expectations.

Online

Increasingly, people are searching online for information about volunteering opportunities. You should think about your online presence, from your website to other social media, such as Twitter and Facebook. Social media can be a quick and easy way to communicate with large numbers of people and is another way to share what you do and how people can get involved.

The national volunteering database Do-it is a place where you can advertise your volunteering opportunities online. This allows potential volunteers to search by interest and location to find an opportunity that's right for them.

» do-it.org.uk

You may also have another database in your local area for volunteering opportunities, and some communities have developed Timebanks to enable people to exchange skills and time.

It is important to bear in mind that accessing information online may not be suitable for everyone and some people may not have access to the technology or may lack the skills to do this. Limiting your communications to online platforms only may exclude some people.

Taster sessions

Coming forward to volunteer can be daunting for some people, and so you may want to think about how you can allow them to try out a particular role first by attending a taster session, for example. More informal roles that require less of a long-term commitment may be less daunting for new volunteers. Some

potential volunteers may also have little experience of a care home setting or of working with older people, so taster sessions can be a good way of seeing whether the role is right for them.

Appendix E is an example volunteer leaflet used in the project from South Derbyshire, which provided further information for volunteers about the project and their role.

Top tips on supporting volunteers to feel confident in their role

- Taster sessions as part of recruitment can help give volunteers a flavour of the care home setting and their role.
- Volunteers can join group activities supervised by staff during the recruitment process. This can help keep them engaged during the process and can help them get to know the care home environment.

Encouraging diversity

The Equality Act does not apply to volunteers in the same way as it does to staff. However, this does not mean that it is acceptable to unfairly discriminate when recruiting volunteers. There are a range of advantages of involving a diverse range of volunteers. It can:

- provide more people with the opportunity to develop skills and experience through volunteering
- enable people from different backgrounds, or with access requirements, to work alongside each other to increase mutual understanding and strengthen communities
- bring new perspectives and fresh ideas
- better connect the care home and its residents to the wider community.

Find more information on equality and diversity and case studies on how to make your roles accessible to a diverse range of volunteers:

» www.knowhownonprofit.org/people/volunteers/recruiting/equality-and-diversity

You may choose to collect monitoring information on equality and diversity. In Appendix F you can see an example form One Westminster developed for the project. This information should be collected anonymously and should not influence your recruitment decisions. It can be useful however to see if your recruitment processes are inclusive and accessible.

In focus: Involving young people as volunteers

One of the successes of the project was the engagement of young people as volunteers in care homes. This was part of a pledge made to the Step up to Serve campaign, which aims to increase the opportunities for young people to be involved in youth social action.

You can find out more about the campaign at:

» www.stepuptoserve.org.uk

Why engage young people as volunteers in your care home?

Volunteering in care homes provides an opportunity to:

- link young people with care homes and residents in their local community
- get involved in intergenerational volunteering and enable young people to meet older people who they would not usually meet or socialise with, which can help to build understanding between generations, challenge stereotypes and break down barriers
- support young people to develop new skills, build confidence and develop a better understanding of their local community and to use their skills and experiences to support others.

NCVO produced guidance with Step up to Serve, which provides a summary of practical advice and good practice to support you to engage young volunteers.

» www.iwill.org.uk/resources/research

Volunteering Matters has also developed guidance on involving young people in health and social care settings:

» www.volunteeringmatters.org.uk/report/toolkit-youth-social-action-in-health-and-social-care

In this case study, Voluntary Action Oldham share how they engaged young volunteers.

» www.knowhownonprofit.org/case-studies/young-volunteer-engagement

Volunteers with support needs

When developing roles you should think through how you may adapt the roles to make them more accessible. Some volunteers may need support in their role or require equipment or adaptations to enable them to volunteer. This may be because they have a disability or it may be that they need support to

Before volunteering I was really shy ... but after the first session I felt relieved as it was great and the residents really enjoyed the watercolour painting we were doing ... It was a great experience and it has made me more confident

17-year-old volunteer

build confidence before they volunteer or undertake a new role.

If you are unsure about how to offer the right level of support, you could talk to organisations that offer specialist information and guidance in this area. Below are a few examples of organisations it may be useful to contact.

There may also be other local groups and organisations in your area that may be able to offer support and information to help you engage with volunteers with support needs.

As well as accessing specialist information and advice you may need to consider whether staff and volunteers need training to be confident in providing the right level of support. It is also important to ensure that you have adequate staff and/or volunteer time to support people in their roles.

Scope

Provides a range of information for people who work with or support people with a physical impairment or learning disability and other conditions.

» www.scope.org.uk

Mencap

Mencap works in partnership with people with learning disabilities and provides services and support to help them live life as they choose, including training.

» www.mencap.org.uk

Mind

Provides guidance for people living with a mental health problem or those supporting someone who is.

» www.mind.org.uk

Age UK

Offers information and guidance on issues affecting older people.

» www.ageuk.org.uk

The recruitment process

You should aim to make your recruitment process as clear and simple as possible.

It should be a two-way process that enables you to find out more about the person as a potential volunteer and them to find out more about the volunteering opportunity, the setting they will be volunteering in and, potentially, who they will be volunteering with.

The information that you collect throughout the recruitment process will help you to establish two important things.

Top tips on recruitment

- Have a standard recruitment process for volunteers and be clear about how long it takes.
- Identify the skills and interests of your volunteers.

1. Is the volunteer suitable for the role or project?
2. Is the role suitable for the volunteer and will it meet their expectations?

The flowchart in Appendix G provides an example of what a recruitment process might look like.

More information on volunteer recruitment can be found at:

» www.knowhownonprofit.org/people/volunteers/recruiting/copy_of_process

Application forms

Application forms can be useful tools to help you find out more about a potential volunteer as part of the recruitment process, which will help you identify what role may be most suitable for them. It can also be where you collect basic information such as addresses and contact details.

It is important to ensure that you are only collecting information that is really needed and that you do this in line with data protection legislation.

The Information Commissioners Office has tools and resources if you are unsure about requirements and rules about collecting and holding personal data.

» www.ico.org.uk

You can find an example application form from Shropshire Rural Community Council in Appendix H.

You should ensure that you adapt it to make it relevant to the volunteering opportunities you are recruiting to and ensure it is appropriate for your care home.

It is also important to consider the accessibility of your application form. You can draw on the information in this guide and other resources to help you make information accessible. Some people may also need support to complete their application form, so you should think about making staff or other volunteers available to help out with this. This could be more difficult if you are working across a large geographical area.

Where appropriate you could consider how talking through and completing the volunteer application form together could be part of the interview stage. If you decide to link stages of the recruitment process together then you should ensure that volunteers are clear on what stage in the process they have got to.



Photo by Cedarwood Trust: Entry in the 2015 NCVO member photo competition

Interview

At interview you should think through what kind of questions you would like to ask in order to identify what relevant skills and experience the person has and how this relates to the volunteering roles you have available.

Some useful questions may include the following.

- Why are you interested in volunteering in a care home?
- What do you hope to gain from volunteering?
- What relevant skills and experiences do you think you can bring to the role?
- When are you available to volunteer? How much time would you like to give?
- Is there any particular support you would like or would need to volunteer with us?

You can read an example set of interview questions used by Voluntary Action Oldham in Appendix I.

There may be additional questions you would like to ask to establish what their understanding of the role is and how they might approach it. This can be particularly relevant for roles that place a significant amount of responsibility on the volunteer.

You may find when thinking about matching them to a volunteering role that they are more suited to another role. If this is the case then it is good practice to have this discussion at the interview stage, as it's much easier to place someone in the right role from the outset than to move them into a different role later, especially if you have already invested time and resources in training and preparing them.

Ensuring people stay safe

Ensuring people stay safe is a high priority in a setting like a care home, where staff and volunteers come into contact with vulnerable people. It is important that volunteers are aware of safeguarding policies and procedures relevant to their role.

DBS (Disclosure and Barring Service) checks may be appropriate for some of the roles that your volunteers undertake, but you should ensure that the roles are eligible for checks before completing them. Further information at the links overleaf will help you to establish which roles may require DBS checks.

DBS checks should be part of a holistic approach to keeping people safe. This includes thinking through what role other aspects of your recruitment process and on-going management will play in safeguarding.

The volunteer induction training developed as part of a suite of resources by the Volunteering in Care Homes Project advises volunteers what to do if they have any concerns about what they see during their time volunteering in a care home. The number one top tip to volunteers is 'if in doubt, check it out'; however, this advice should not be at the exclusion of regular opportunities for the volunteer to have structured support from their supervisor to review their progress and what is going well, in addition to identifying any concerns or areas for further training and development.

It's important to consider the risks associated with each volunteer role you manage and to think through how you mitigate these. Completing a simple risk assessment can help you think this through.

More detailed guidance on safeguarding and volunteers is available from NCVO.

» www.knowhownonprofit.org/people/volunteers/keeping/safeguarding-volunteers

There is also further information from the Disclosure and Barring Service.

» www.gov.uk/disclosure-barring-service-check/overview

It is important that your recruitment process does not create unnecessary barriers to volunteering with you. It should be proportionate to the type of role the volunteer is interested in and you should try and make it as simple and clear as possible.

Where to find further information

Further information on recruiting volunteers is available from NCVO Knowhow Nonprofit.

» www.knowhownonprofit.org/people/volunteers/recruiting

Part TWO:

Volunteer management and support

This section will help you understand what you need to have in place in order to support and manage volunteers effectively once you have recruited them.

Although this is the next stage after recruitment, it is important to think this through before you go about recruiting volunteers. This will help you to offer a good experience for volunteers and make the most of their contribution from the very start. Providing high-quality support is one way that you can retain volunteers and encourage them to continue to give their time.

More information and good practice guidance on managing and supporting volunteers is available at:

» www.knowhownonprofit.org/people/volunteers/keeping

One way to maximise a volunteer's contribution is to think about their volunteer journey and how you can support them effectively. In this case study South Derbyshire CVS shares the support structures it put in place:

» www.knowhownonprofit.org/case-studies/supporting-the-volunteer-journey

Induction and training

Induction and training are both essential to preparing volunteers to undertake their role. Well-structured induction and training can also provide an opportunity to talk in more detail about boundaries and what is expected of volunteers in their role. It should also cover what they can expect in terms of on-going support. The volunteer role description can be a good starting point for this kind of conversation.

The time required and the level of detail it includes will depend on the complexity of the role they are undertaking. If the volunteer is going to be based in a particular building, volunteers should also have a site induction.

The training you provide to volunteers should be relevant to their role and should give them any additional knowledge and skills they need to be effective in the role. However, don't overwhelm new volunteers with too much detail on their first day. Try to avoid jargon and give volunteers opportunities to ask questions if they aren't sure.

A specialist training session was co-designed and piloted by Skills for Care as part of the Volunteering in Care Homes Project. This can be used as a starting point for an effective induction for volunteers.

» www.knowhownonprofit.org/people/volunteers-and-your-organisation/volunteering-in-care-homes



*Photo by Contact the Elderly:
Entry in the 2015 NCVO
member photo competition*

The staff were very friendly, I felt welcome from the start and it was made very clear that they were very grateful for as much or as little time I could spend there

Volunteer

However, depending on the roles they are undertaking, volunteers may need to be provided with additional training in some other areas. Two particular areas identified as important were bereavement and dementia awareness. Guidance on some of these topics can also be found in the online resources produced as part of the project.

» www.knowhownonprofit.org/people/volunteers-and-your-organisation/volunteering-in-care-homes

Dementia awareness would be relevant for any volunteer in a care home environment, but it should be a priority for volunteers who may be volunteering one-to-one with a resident affected by dementia. Through training or an experienced member of staff you should provide guidance around communicating with residents affected by dementia.

The Alzheimer's Society also delivers free dementia awareness training to people in the community to become Dementia Friends. Further information is available at:

» www.dementiafriends.org.uk

Where possible you should seek to involve care home staff in training and induction of volunteers. This can help both staff and volunteers to get to know each other and learn about their respective roles and how they might work together. It can also help to share knowledge and experience. This was greatly valued where it took place in the project.

Format of training

Think about the format of the training and what might be most appropriate for your audience. Training doesn't always have to be delivered in a traditional classroom style. It can be done informally and can be made fun and engaging.

If you are recruiting several volunteers to do the same role then you could consider providing a group induction. This can save time and can also encourage discussion, which can help to identify any concerns volunteers may have and address them with the group. You could also involve existing, more experienced volunteers in the process, as well as staff. They can share their experience and knowledge with others and offer support to new volunteers.

Online training may be appropriate and offer a more flexible approach for some topics, allowing volunteers to complete it in their own time.

Training and induction could be facilitated by a member of staff or a volunteer, but whoever delivers it should have a good

Top tips for reducing barriers to volunteer training

- Make it clear from the outset that training for volunteers is important and that it will support them in their role.
- You may not wish to call it training if you think this might put people off.
- Highlight good news stories from the project that will encourage volunteers to get involved and stay engaged.

understanding of the content, including the legal issues, policies and procedures relevant to the care home environment. You should make sure that training materials are regularly updated so that the information given to volunteers is accurate and up to date.

There may also be training provided by local voluntary organisations that you can access for your volunteers. Your local Volunteer Centre or Council for Voluntary Services (CVS) should be able to provide details of what is available.

In this case study, One Westminster shares the volunteer induction and feedback mechanism it co-developed with the care homes to establish a committed volunteer base:

» www.knowhownonprofit.org/case-studies/developing-a-successful-volunteer-induction-process-into-the-care-home-1

More information on training volunteers:

» www.knowhownonprofit.org/people/volunteers/training

Top tips for welcoming volunteers into the care home

- Stress the positives of the role: the joy of giving and contributing to life in the home.
- Introduce volunteers to the staff team and support them to feel part of the team
- Give good training, induction, support and supervision. Invest time in understanding what the volunteers want to get out of their roles.
- A person-centred profile for each volunteer can help staff and residents get to know them.
- Ensure volunteers are supported. They may need to see the care plan and be introduced properly to residents.
- Ensure volunteers receive feedback so that they feel valued.

Understanding the motivations of your volunteers

Taking time to understand the motivations of your volunteers can be key to ensuring they are getting the most out of their volunteering. Volunteering is a two-way relationship, and understanding what they want to get out of their volunteering experience is important. It is a key thing to bear in mind if you want to ensure people continue to volunteer with you.

It can be useful to know whether volunteers are interested in developing particular skills or experience, looking just to focus on their particular role or are interested in understanding how the role they are doing is having an impact.

Your recruitment process will help you to start to develop this understanding but it's important to bear in mind that people's motivations for volunteering don't always remain the same, so on-going support and supervision will help you to keep track of how people are finding things and identify what you can do to keep them motivated.

Being clear about expectations

Being clear from the outset on what you expect from volunteers and what volunteers can expect from you is important. Expectations can be explained in a range of ways.

A volunteer role description helps to identify the expectations of them in their particular role, whereas induction, training and volunteer agreements may explain this in a wider context, identifying what all volunteers can expect in terms of support from the organisation.

Remember that people's expectations change and documents such as role descriptions, volunteer agreements or volunteer charters can be useful to refer to as part of support and supervision of volunteers if you need to have a discussion around expectations. Role descriptions may also need to be updated if the role changes, and it is good practice to review them regularly.

Documents outlining expectations for volunteers should not be too formal as to imply a contractual relationship similar to that for employees. There is more guidance on this in the section on volunteers and the law.

In Appendix J you can find an example of a volunteer agreement from Shropshire Rural Community Council.

Find out more about volunteer agreements:

» www.knowhownonprofit.org/people/volunteers/keeping/volunteer-agreements

In some circumstances it may come to light that the volunteer role doesn't meet expectations. This can be managed effectively so that volunteers can find a role that is motivating. In this case study, Shropshire Rural Community Council share their experience of dealing with this situation:

» www.knowhownonprofit.org/case-study-managing-a-volunteer-when-the-volunteering-role-doesn2019t-meet-expectations

Changing roles

Volunteers may not remain in the same role throughout their time with you as a volunteer. Their circumstances may change,

which may mean they can no longer continue in the role, or they may find that they want to try something different. The Pathways through Participation research identified that people's ability to participate changes over the course of their lives:

» www.pathwaysthroughparticipation.org.uk

You may find that you have to be flexible at times if you are to enable people to fit volunteering into their lives. Micro-volunteering can be one way to offer flexible opportunities. There is more information on this in Part One of this guide.

Regular contact with volunteers through support and supervision will help you to have discussions about whether they are happy in their current role.

On-going volunteer support and supervision

Your volunteers are likely to have an individual preference for how much support or supervision they require in their role. Some may prefer formal, structured support and supervision sessions, whereas others may just want opportunities for an informal chat occasionally. The support you provide should also be appropriate to the role.

Supporting and managing volunteers may be new for some staff and so it is also important to think about what support they may need to develop the skills and knowledge to do this. This may include undertaking training or finding time in their role to learn about volunteer management and good practice.

Whichever approach you choose, it's important that, as a minimum, volunteers have a named contact to get in touch with if they have a problem or want to discuss anything. Try to check in with volunteers on a regular basis.

On-going support and supervision can allow you to:

- identify issues and potential problems early
- ensure volunteers feel supported and recognised
- understand the motivations of your volunteers on an on-going basis: volunteers' motivations can change, as can their circumstances, so regular contact with them can help you to keep up to date with this.

Whether using a formal or informal approach, some key questions to ask at supervision sessions are identified below.

- What do you feel has gone well?
- What hasn't gone well for you?



Photo by Voluntary Action Oldham: A younger volunteer supporting a care home resident in an art activity

Volunteering is the best thing I've ever done; I've met some amazing people and had some great experiences! Remember, just a conversation with someone who may be a little lonely can make a big difference

Volunteer

- Are there any other tasks within the organisation you would like to do?
- Do you feel there is any support or training you need?
- Is there anything else you would like to discuss?

You can develop a form to record this information, as demonstrated in Appendix K.

If volunteers are undertaking befriending roles or working one to one with residents, then it is good practice to review this relationship on a regular basis. Setting a review meeting with volunteers four to six weeks after matching will help to identify and address any compatibility concerns about the match with residents. It is also an important measure to take to ensure that appropriate boundaries are being maintained and that both volunteers and resident are happy with the relationship. It is also important to hear residents' views about how it is working for them.

Top tips on preparing volunteers to support care home residents

- Ensure that you cover the needs of residents as part of training and induction for volunteers.
- Staff will also be able to provide guidance and support to volunteers on supporting residents who may be frail or have complex needs.
- Provide volunteers with follow up support.
- Check with volunteers if training has been helpful.
- Tap into existing resources, eg Dementia Friends.
- Reassure volunteers that they can speak to staff if they have concerns or worries.

Don't be afraid to discuss negative experiences. Volunteers should be encouraged to raise problems or concerns. It's much easier to deal with a problem at an early stage than let it grow into something that disrupts the work of the volunteer or even the work of your care home or that of other volunteers. Where there are problems about the volunteer's work or behaviour don't be afraid to raise them, but always remember that the problem is the behaviour not the individual, and phrase the issue as a shared problem. For example, you could discuss what steps you need to take together to improve things.

You should also give positive feedback and help volunteers identify how they can build on this and improve. Letting volunteers know when you are pleased with their contribution is an important way of recognising the difference they make.

Ensuring staff have adequate time to spend supporting volunteers can be a challenge and you should think through what

support structure will work for your home, be sustainable and meet the needs of care home staff, residents and volunteers.

Technology can be useful to keep in touch with volunteers in a time- and cost-effective way. Social media can be a very useful tool and can also provide volunteers with an opportunity to connect with each other, provide peer support and share experiences. As part of the project, a closed Facebook page for volunteers was set up. This proved to be successful as a way to share updates about events and activities. However, it is good practice to provide guidelines for appropriate use of social media in this context. For example, volunteers should be reminded about data protection and not sharing images or personal information about the residents, staff or volunteers they have contact with, unless they've obtained written consent. Guidelines for social media can be covered as part of the induction.

Think through what existing communication methods work well within your home, for example existing publications or noticeboards. Some care homes found that setting up dedicated noticeboards for volunteers was an effective way of sharing information.

You can read case studies from Volunteer Centres involved in the project about how they developed effective support structures for volunteers:

» www.knowhownonprofit.org/people/volunteers-and-your-organisation/volunteering-in-care-homes

Communicating with volunteers about residents

One of the benefits of volunteering within care homes is the positive relationships that volunteers are able to develop with residents. However, it is important that as these relationships develop, volunteers and staff are aware of how they should be managed.

As part of volunteer recruitment you will have already gathered some information to help establish whether volunteers and residents may be compatible with each other. Once you have a good idea of whether the match may work then you should be able to share some basic information with volunteers about the resident they are supporting. This information should be provided with the permission of the resident. It can be useful to share information on their hobbies and interests, perhaps where they grew up or their working life. This can give volunteers some good conversation starters and can help them feel more comfortable in the first initial introductions and meetings with residents.

Ideas for keeping in touch with volunteers:

- Volunteers' noticeboard
- Phone calls
- Email
- Newsletters
- Group meetings
- Social media, eg Twitter, Facebook, LinkedIn
- Teleconferencing
- Online discussions, eg Google Hangouts

Sometimes you may need to deliver difficult or upsetting news to volunteers about a resident they have been supporting. The resident may have fallen ill or passed away. Those involved in the project identified that it is good for volunteers to think through how they might deal with this situation and to ensure that all staff and volunteers are clear about the process for communicating this type of news in an appropriate, sensitive and timely manner. It should be clear who has responsibility for communicating this information to volunteers. The process should be outlined to staff and volunteers as part of training and induction.

Your process should reflect the fact that individuals respond to receiving difficult or upsetting news differently. Some may need further support or guidance. Having an idea of organisations you could put them in touch with to get further support can be helpful. For example, having a list of local bereavement services that you can signpost to, or organisations that support people who are providing support for people with particular conditions like dementia, strokes or cancer. If you already have an assistance programme for staff, you could also consider whether they would offer a certain level of support to volunteers should they require it.

A process for notifying volunteers that they aren't able to visit a resident on a particular occasion should also be in place. For example, if the resident is on holiday, spending time with family or friends or in hospital. Notifying volunteers early where possible means visits could be rescheduled for another time. Effective communication with volunteers is an important way of recognising and demonstrating that their role and contribution is valued.

Peer support

Consider what opportunities there are for volunteers to support each other. This can also be a good way to recognise the experience of existing volunteers and could be a development opportunity for those looking to build on their leadership or mentoring skills. However, asking volunteers to support others will be an extra responsibility, so you should ensure that they are comfortable with this and that they feel supported too. A buddying system for new volunteers can be a good way of providing them with additional support early on in their role.

Volunteers who help out with managing volunteers may also need training in this area. This could be done in house, and if you have staff who already have this knowledge and experience, they may be able to help share this with others.

Looking after the emotional well-being of volunteers

- Ensure that the emotional impact of volunteering with older people is covered in training and induction. For example, exploring how they may experience attachment, guilt or bereavement.
- Support and prepare volunteers for some of the emotions they may experience in the role.

Peer support for volunteers doesn't have to be formal. Providing opportunities for your volunteers to meet and socialise can also be a way for them to find out about other roles and discuss their experiences.

In this case study, Voluntary Action Oldham shares how you can respond to the emerging needs of volunteers by introducing peer support:

» www.knowhownonprofit.org/case-studies/establishing-a-successful-volunteer-peer-support-scheme

Data protection, confidentiality and managing boundaries

Clear role descriptions and effective training and induction help to ensure that volunteers are clear on the boundaries of their role. This can help to maintain a clear distinction between volunteer and staff roles and help to maintain a positive relationship between staff and volunteers.

It is also important to ensure there are clear boundaries in the relationship between volunteers and residents. Boundary issues can arise when the relationship between residents and volunteers becomes too close, for example with the volunteer being seen as a friend or family member. The closeness of these relationships can underpin their positive impact, but also raises some concerns about overdependence, crossing of boundaries and volunteers feeling unable to withdraw from their role. Training and induction for volunteers should cover situations where boundaries may become blurred, so volunteers know how to respond. For example, situations may arise where residents offer gifts to volunteers or want to share mobile phone numbers. As well as being clear about boundaries, volunteers need to be aware of confidentiality and its limits, in addition to access to and protection of personal data. Volunteers should be aware of and understand data protection and confidentiality policies and procedures and their responsibilities in relation to these.

With clear guidance in place, volunteers should be supported to respond appropriately to scenarios like these without causing offence and will ensure that they comply with data protection. Data protection and confidentiality should be covered in the induction and training for volunteers, and they should be provided with adequate support and supervision to ensure that they understand their responsibilities in their role.

Monitoring and reporting

Monitoring and reporting refers to information you may collect



Photo by Voluntary Action Oldham: A younger volunteer and resident looking at historical photographs on a tablet

on the activities your volunteers are undertaking. This can help you to understand better how volunteers are making a contribution within the home, for example identifying the level of volunteer activity in the home and the kinds of activities they are undertaking.

For some roles you may need volunteers to feed back after an event, activity or meeting. To make this straightforward for the volunteer and to help you to manage this process, having templates and forms for them to use can be helpful. For example, providing forms for volunteers to record how long they've volunteered for.

You should ensure that monitoring and reporting processes are not too onerous for volunteers or staff. Some care homes asked volunteers to record their activity with residents in a daily record sheet, which included a brief description for their records. Blackburn and Darwen CVS developed a visit feedback sheet (see Appendix L).

As part of the project some care homes asked volunteers to keep a record of the activities they have done and this was then put in residents' folders. This can be a way to identify what impact the volunteer has had on individual residents. This could be in a simple log or record form. Any information collected would of course need to be collected in line with data protection.

Monitoring and reporting can also enable you to measure the impact of volunteering. There are a number of tools available to help you measure the impact of volunteering as identified below. They provide guidance on what you would need to collect in order to measure impact in this way.

Volunteering Impact Assessment Toolkit (VIAT) is a practical guide to assessing the impact your volunteers make.

» www.ncvo.org.uk/component/redshop/1-publications/P78-volunteering-impact-assessment-toolkit

Volunteer Investment and Value Audit (VIVA) is a measurement tool that assesses the outputs of a volunteer programme in relation to the resources put into running it. The end result is a ratio that demonstrates the return on investment.

» www.ivr.org.uk/component/ivr/viva--the-volunteer-investment-and-value-audit-a-self-help-guide

Reward and recognition

Saying thank you and recognising particularly committed or innovative volunteer contributions also helps to maintain morale and ensures volunteers feel supported. Volunteers who feel appreciated and supported are more likely to stay with your

The value of the volunteers is just fab. I think they are added value to the business and the residents

Care home manager

organisation and continue to contribute.

Thanking volunteers can be very informal and can simply be a kind word at the end of the day. Support and supervision sessions can also be a good time to discuss with volunteers key achievements and successes.

More formally, you may choose to run volunteer events to recognise groups of volunteers together. These could be parties or award ceremonies. Lots of organisations run volunteer awards during Volunteers' Week, which takes place from 1 to 7 June every year.

You should think more broadly about how you demonstrate that you value your volunteers. This can be through training and other support, but it can also be through giving them an input into other aspects of the home. You could consider whether it would be appropriate to involve them in meetings or in decision making in the home.

If things go wrong

Whenever possible you should try to identify and address problems and issues early with volunteers. Addressing issues early helps to:

- protect volunteers, staff and residents
- minimise any disruption to staff, residents and other volunteers
- demonstrate that the organisation respects its volunteers and takes issues they raise seriously
- protect the reputation of the organisation.

Grievance procedures that you may have in place for staff aren't applicable for volunteers, as employment law does not apply to them. You should therefore think about how you may use your comments and complaints procedure for volunteers to raise issues or develop a problem-solving procedure specifically for volunteers.

Having a clear problem-solving procedure in place can make difficult situations much easier to manage. It also ensures that problems are dealt with in a consistent way. An outline of the process that can be used as a template for your procedure is outlined below. The process suggests having several stages in place.

Resolving issues with volunteers

When trying to resolve issues it's important to remember that volunteers are giving up their time, so a more informal

approach may often be needed in comparison to how you may approach issues with staff. Each volunteer will be different in the amount of support they need and in how they approach and deal with situations. If things are going wrong, then it may be a good time for you to reflect with them on why this is. It may be useful to consider the following.

- The volunteer may have already had an induction and training, but you may need to remind them of some policies and procedures or give them a refresher on an area they may be struggling with. If they are undertaking a new role then it may be that the training needs to be adapted or improved.
- Check if the volunteer has any training needs. Everyone learns at a different pace and in a different way. Do you need to adapt your training materials or change the way in which you deliver training, so that it benefits the volunteer more effectively?
- Do they need extra support from staff or from a more experienced volunteer?
- Is the volunteer feeling unfulfilled in their current role? Have their needs changed or would they like to use different skills to help the organisation? If so, you could modify their role description, ask them if they would like to do another role or develop a completely new role for them.
- Is the volunteer suffering from burnout or unable to cope with the demands of the role? They may need a break from volunteering, or may prefer to volunteer in another organisation for a while, as part of a volunteer swap. The volunteer may feel ready to stop volunteering altogether.

What to do when issues can't be resolved

Although most volunteers are likely to have a positive experience volunteering with you, there may be some occasions when some issues cannot be resolved. If you have followed a problem-solving procedure and considered in a fair way the ways in which you may support them to resolve the issue and problems persist, it may be time to end their volunteering with you.

If you do come to this decision it is best to inform the volunteer face to face as part of an exit meeting. Remember that for some volunteers this may not be the outcome that they hoped for, and so it could be a difficult conversation for them to have. They may also wish to be accompanied by someone at this meeting. Below is some guidance to follow when conducting such a meeting, but you should adapt your approach to some extent to ensure it reflects the specific circumstances of the situation you are dealing with and takes into consideration the individual circumstances of the volunteer in question.



Photo by Harrogate Easier Living: Entry in the 2015 NCVO member photo competition

Conducting exit meetings enables you to have an open conversation with the volunteer and ensure you are clear about why you are asking them to leave. This helps to ensure they are aware that this decision is now final and formally ends their relationship with the organisation as a volunteer.

They can also be a way for you to get feedback about their experience of volunteering with you and perhaps identify ways to improve.

Conducting an exit meeting

- Make sure that the meeting takes place in a confidential setting, where you are unlikely to be disturbed.
- Be quick and direct and don't start to discuss or debate the decision. At this stage you need to be clear that the decision to ask them to leave has already been made.
- Make sure that you give clear reasons for why you are asking them to leave. It is important for them to know that you have come to the decision in a fair way and so you may wish to outline the process you had followed and the ways in which you tried to resolve the issue.
- Expect the volunteer to express their emotions, but keep your emotions in check.
- Follow up the meeting with a letter to reiterate the decision to ask the volunteer to leave, as well as outlining the reasons for doing so. Include any information relating to their departure.
- Inform staff, volunteers and others who need to be made aware of the outcome. You should not give reasons for the volunteer's departure, as the discussions you had as part of the problem-solving procedure should remain confidential.

Other useful resources

The table below provides an at-a-glance summary of where you can find more information and support in developing volunteering, volunteer management and good practice.

NCVO practical support
» www.ncvo.org.uk/practical-support/volunteering
Volunteer Centres
» www.volunteering.org.uk/where-do-i-start
National Care Forum (NCF) and The Voluntary Organisations Disability Group (VODG) Volunteer management toolkit
» www.nationalcareforum.org.uk/viewNews.asp?news_ID=2670
UKVPMS
» www.groups.yahoo.com/neo/groups/UKVPMS/info
Step up to Serve
» will.org.uk/resources/research
Volunteering Matters
» www.volunteeringmatters.org.uk/report/toolkit-youth-social-action-in-health-and-social-care
Association of Volunteer Managers
» www.volunteermanagers.org.uk
Investing in Volunteers
» iiv.investinginvolunteers.org.uk
Institute of Volunteering Research
» www.ivr.org.uk
Volunteers' Week
» www.volunteersweek.org



Appendices

Appendix A: Volunteer Expenses Claim Form

Name
 Address

 Name of organisation:
 Contact details:

Capacity of claimant Volunteer – NCVO Care Homes Project 205 Agreed mileage rate: £0.45 per mile

Date	Description of claim	No. of miles	Mileage claimed (£)	Bus/rail fare (£)	Other, parking, respite (£)	Total (£)	Project/cost centre (£)	Nominal code (£)
							205	
							205	
							205	
							205	
	Total							

I confirm that the above expenditure has been necessarily incurred by me. For non-mileage expenses I enclose receipts to support the expenditure.

Signature of claimant: Date
 Signature of authorising officer: Date
 Cheque value Cheque number Cheque date Defrayal

Appendix B: Checklist for Volunteer Involvement

Any organisation that is serious about involving volunteers in its work should ensure that some basic planning and preparation is carried out prior to recruiting volunteers.

This checklist contains a list of policies and documents that can help you think through what you should have in place or can be used to revise what you have in place already.

Policy/procedure/document	Completed?
Volunteering policy	
Volunteer role description	
Volunteer expenses policy	
Equal opportunities and diversity statement (including recruitment of ex-offenders)	
Confidentiality policy	
Data protection statement (ensure this covers data collected on volunteers)	
Health and safety (volunteers will need to be provided with information and training on health and safety)	
Safeguarding policy (safeguarding is everyone's business and volunteers will need to be informed about your policy and it should cover activities undertaken by volunteers to protect both residents and the volunteers themselves)	
Insurance provision for volunteers (check with your provider that your volunteers are covered)	
Problem-solving procedure for volunteers (not suitable to use grievance process written for staff)	

When organisations have more time to develop their volunteer policy and/or handbook in more detail, information on the following topics should be included as a matter of good practice.

Policy/procedure/document	Completed?
Recruitment and selection policy	
Volunteer agreement (if appropriate)	
May include a code of conduct or outline of expectations for volunteers	
Induction and training checklist and content	
Support and supervision information	
Monitoring and evaluation information	
Policy and process on recognition of volunteers	

Appendix C: Gifts and Goals Template

Please complete this questionnaire. It will help you to identify your offer to the people you will be supporting. It is also a good 'getting to know you' activity to complete with the person you are supporting in the care home (you may need to read it to them and or fill it in for them).

Name Date

What gifts do you have that you can use to support other people?

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What do you enjoy doing in your spare time?

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What experiences from your past are you willing to talk about?

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This form helps you to identify any skills you have and are willing to share – or skills you would like to develop and be supported to do so.

	Would like to support others to	Would like support to do	Would like to do	Would never like to do
Shopping				
Dog walking				
Knitting				
Help with form filling				
Letter writing				
Cleaning and clearing				
Playing or teaching music				
Gardening				
Outings				
Craft work				
Visiting others				
Painting and drawing				
Woodwork				
Cycling				
Wild life				
Using computers				
Fishing				
Cooking and baking				
Doing errands				
Sharing local history				
Reading out loud				
Have a go at anything				
Companionship				
Other				
Other				
Other				

Appendix D: Volunteer Skills Checklist

Filling in this sheet will help us to identify the skills you have to share with residents.

Activities you could do	Want to do	Would rather not do
Knitting		
Gardening		
Playing or teaching music		
Craft work		
Painting and drawing		
Using computers		
Reading out loud		
Sharing local history		
Going out		
Watching television		
Playing board games		
Playing dominoes		
Playing cards		
Sewing		
Companionship		
Anything else (please specify)		

What do you like to do as a hobby?

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.....
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.....

What do you enjoy doing in your spare time?

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.....
.....

What experiences do you bring from your past?

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.....
.....

Other areas covered, further comments:

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.....
.....
.....

On induction the volunteer should have a copy of the following publications. If they have not received all or any of these, please make sure a copy is available to them as soon as possible.

For example:

Induction completed by: Date.....

Volunteer: I have received an induction that covered all the areas outlined above, and have had an opportunity to ask questions. I understand my health and safety responsibilities, both to others and myself.

Signed:

Name: Date.....

Appendix E: Volunteering in Care Homes

Volunteer Information Leaflet

What is the Volunteering in Care Homes Project?

A project that aims to improve the quality of life for older people living in care homes. Our volunteers offer support, encouragement and companionship to local care home residents. The project is part of a national pilot project run by the National Council for Voluntary Organisations (NCVO).

What do volunteers do?

Visit a resident or small group of residents at a residential or nursing care home. This could involve spending time chatting and listening over a cup of tea, or supporting an individual or a small group to take part in an activity that interests them. Whatever your skills and interests, we will do our best to put them to good use.

Why do older people in care homes need volunteers?

To help them stay connected with their local communities and have the special one-to-one time and stimulation that volunteers can offer. Not everyone has family or friends who can visit them regularly. Volunteers can offer a valuable link to the wider world, by giving their attention to individual residents, or by sharing their skills and experiences with a small group.

Who can volunteer for this project?

You don't need any special skills or experience - more than anything else we need people who are reliable and caring.

All our volunteers will:

- Receive training and an induction before they start;
- Have their travel expenses reimbursed;
- Be fully supported and supervised by paid staff;
- Have access to ongoing support and training to help them in their volunteering. For example, all our volunteers are offered Dementia Friends Information Sessions.

Where can I volunteer?

One of 3 local care homes in South Derbyshire: Oakland Village Care Home (a specialist dementia unit in Swadlincote), Overseal Residential Care Home or Shardlow Manor.

How much time will it involve?

Most volunteers give a couple of hours a week, but this could be more or less depending on your other commitments. We do usually ask that volunteers commit to at least 6 months with the project - but again there is some flexibility about this, so please talk to us.

How long before I can start?

We want you to get going as a volunteer as soon as possible. However we do need to make sure you're properly prepared and that we've carried out all necessary checks. You will be asked to attend a local half-day training session and induction. We also carry out DBS (criminal record) checks and take references for all volunteers.

Who will manage me?

Staff at the care home will be responsible for you while you're on their premises. You will also be supported by the Volunteer Coordinator at South Derbyshire CVS, who will keep in regular contact with you.

What if I don't enjoy what I'm doing?

We want you to be happy in your volunteer role, so please come and talk to us if you have any questions, problems or concerns, however small.

How do I find out more?

Contact the Volunteer Coordinator at South Derbyshire CVS for an informal chat (details on the back of this leaflet).

Appendix F: Volunteers' Equality and Diversity Monitoring Form

..... aims to provide equal opportunities and fair treatment for all volunteers. The information below will be held in accordance with the Data Protection Act 1998.

We would like you to complete this form in order to help us understand who we are reaching and to better serve everyone in our community. The information will be used to provide an overall profile analysis of our volunteer base.

What is your gender?

Male Female Transgender Prefer not to say

Which age group are you in?

16-25 26-29 30-34 35-39 40-44
45-49 50-54 55-59 60-64 65 over

How would you describe your sexual orientation?

Bisexual Gay man Heterosexual or Lesbian
Prefer not to say Other: 'straight'

How would you describe your religious beliefs?

Christian (all denominations) Buddhist Hindu
Other religion: Prefer not to say

Which ethnic group do you belong to?

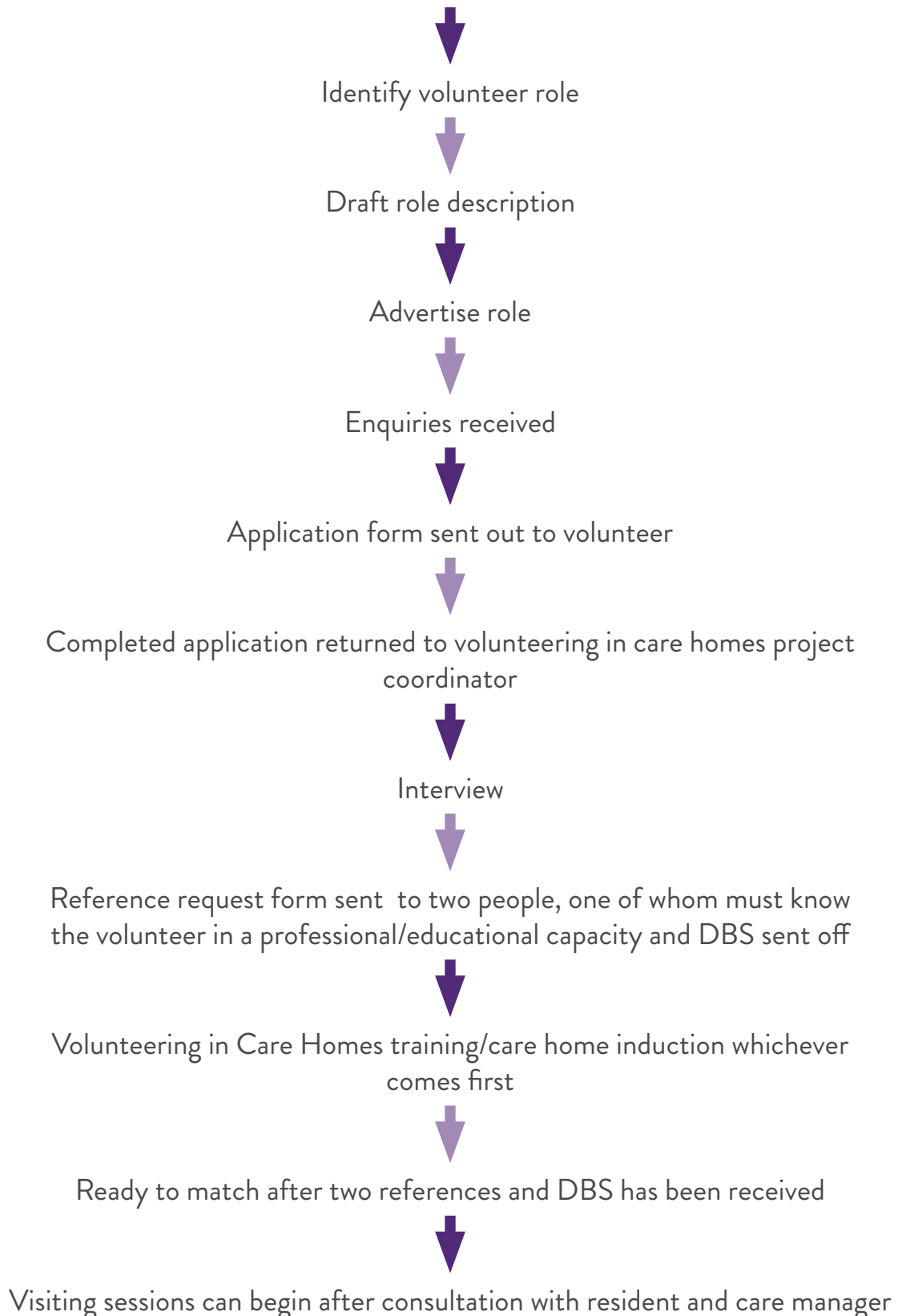
White British (English) Black African Other White Background
Black Caribbean White and Black Caribbean Other Black Background
White and Black African Bangladeshi White and Asian
Indian Chinese Pakistani
Arab Other Asian Background Other Mixed Background
Other (please specify):

Do you consider yourself to have a disability?

Yes No Rather not say

Appendix G: Flowchart of the Volunteer Recruitment and Placement Process

Consult with residents, relatives and staff focusing on residents' interests



Appendix H: Volunteer Application Form

Volunteer information

The information contained in this form will be for the use of only.

Personal details

Name:

Address:

.....

..... Postcode:

Telephone number: Mobile number:

Email address:

Do you have any medical conditions which may affect your volunteering?

.....

Do you take any medication: Yes / No If yes: please state

Do you drive? Yes / No Do you have use of a car? Yes / No

Volunteering experience and availability

Position applied for:

What time would you be able to commit to volunteering? ie: hours per day, week, month

(For discussion when we meet)

.....

.....

.....

Please note that volunteers are expected to commit at least three months to the project.

Tell us briefly about any experience in paid employment or as a volunteer ie organisation, roles.

.....

.....

.....

.....

.....

Skills/qualifications

Please tell us about any skills or qualifications you feel are relevant to the volunteering role in which you are interested (eg people skills, organisational skills, craft skills, IT etc).

.....
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.....

Motivation for volunteering

What has made you decide to become a volunteer and what would you hope to get out of volunteering?

.....
.....

Referees:

Please give us the names and addresses of two people who you have known for at least two years and are not family members; these will be contacted prior to appointment.

Name:..... Name:

Address:..... Address:

.....

.....

.....

Postcode: Postcode:

Tel no: Tel no:

Email address: Email address:

How do you know this person? How do you know this person?

.....

.....

Disclosure and Barring

We ask everyone who works with vulnerable group in a voluntary capacity to disclose all convictions, including spent ones at this stage. This requirement is covered by the exemption order of 1975 relating to sections 4(2) and 4(3b) of the Rehabilitation of Offenders Act 1974.

Do you have any criminal convictions/cautions? Yes No

If 'YES' please give details in a separate letter and send with your application form in an envelope marked 'Confidential'.

Please note, a criminal record will not necessarily prevent you from volunteering with us, however, we reserve the right to conduct checks as necessary with the Disclosure and Barring Service (DBS).

Data protection

The information provided on this application form will remain private and confidential and will be used for the purpose of selection. We may wish to process this information for administration and this will take place in accordance with the provisions of the Data Protection Acts 1984 and 1998. We may approach third parties such as your referees to verify the information that you have given. By signing this form you will be providing us with consent to all these uses.

Eligibility to volunteer

Individuals from outside the UK who volunteer with us are recommended to check their visas/entry clearance conditions before applying, to make sure they are allowed to do voluntary/unpaid work.

Declaration

- The statements made by me in this application are, to the best of my knowledge, true.
- I confirm I have read and understood the information above

Signature of applicant: Date:

Please return your completed form to:

Name of contact:

Postal address:

Please mark your envelope 'Private and Confidential'.

Administrative purposes only

Date of enquiry: Application received:

Application sent: Name:

Date of interview: References received

Interviewed by: DBS check completed:

Appendix I: Example Interview Questions

Why would you like to volunteer with older people?

What do you hope you can gain from the role you have applied for?

Please tell us about any previous volunteer or work experience, skills, qualifications or training that you have which may be relevant to this role.

Please describe the personal qualities you will bring to the role.

Please tell us anything else about yourself that you feel may be relevant to your application.

Do you have any support needs that we should be aware of to enable us to support you volunteering with us?

What is your greatest achievement to date?

What are your interests and hobbies?

How long would you hope to commit as a volunteer on the project?

Appendix J: Volunteer Agreement

This volunteer agreement describes the arrangement between and you. We wish to assure you of our appreciation of your volunteering with us and will do the best we can to make your volunteer experience with us enjoyable and rewarding.

Part 1: the organisation

Your role as a volunteer is volunteer for the and starts on This volunteering role is designed to enhancing the lives of residents within care homes through activities and befriending.

You can expect

1. Induction and training

- To provide a thorough induction on the work of, its staff, your volunteering role and the induction and/or training you need to meet the responsibilities of this role.

2. Supervision, support and flexibility

- To explain the standards we expect for our services and to encourage and support you to achieve and maintain them.
- To provide a named person who will meet with you regularly to discuss your volunteering and any successes and problems.
- To do our best to help you develop your volunteering role with us.

3. Expenses

- To reimburse these expenses following procedures:
 - Travel to and from home to and during your work: an expenses form is in the Volunteer Pack.
- Please keep all your receipts to give to us when we reimburse your expenses.

4. Health and safety

- To provide adequate training and feedback in support of our health and safety policy; a copy of which is in the Volunteer Pack.

5. Insurance

- To provide adequate insurance cover for volunteers whilst carrying out their volunteering roles which have been approved and authorised by us

6. Equal opportunities

- To ensure that all volunteers are dealt with in accordance with our equal opportunities policy, a copy of which is set out in the Volunteer Pack.

7. Problems

- To try to resolve fairly any problems, complaints and difficulties you may have while you volunteer with us.
- In the event of an unresolved problem, to offer an opportunity to discuss the issues in accordance with the procedures set out in the Volunteer Pack.

Part 2: the volunteer

We expect you:

- to perform your volunteering role to the best of your ability
- to follow the organisation's procedures and standards, including health and safety and equal opportunities, in relation to its staff, volunteers and clients
- to maintain the confidential information of the organisation and of its residents
- to meet the time commitments and standards which have been mutually agreed to and to give reasonable notice so other arrangements can be made when this is not possible
- to provide referees as agreed who may be contacted, and to agree to a Disclosure and Barring Service check being carried out where necessary.

This agreement is binding in honour only, is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party.

Appendix K: Volunteer Supervision Form

Name Date

What has been going well?

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What hasn't?

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What training or support do you need?

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Are there any areas of our work you'd like to move into?

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.....

Appendix L: Volunteer Visit Feedback Sheet

Name of volunteer Date

Resident(s)..... Start time

Activity..... End time

Activity (brief details of the activity you were involved in)

Please keep this brief and DO NOT include any sensitive personal data

.....

.....

.....

Ideas for next visit

.....

.....

Need for resources

Yes/no

Identified a need for further training

Yes/no

Any issues or concerns from visit

Have you reported any concerns to the care home staff?

.....

Any other comments

.....

(1 is low and 10 is high)	1	2	3	4	5	6	7	8	9	10
How confident did you feel in this activity?										
How happy were you with this activity?										
How well do you think this relationship is going?										
How happy do you think the resident is with the activity and having a volunteer?										
How well do you think the resident considers this relationship is going?										
How much are you enjoying your volunteering?										

Appendix M: Volunteer Role Description

Role description:

To visit and befriend residents of to improve their health and well-being and their overall quality of life

Objectives:

Work with residents on a one-to-one basis or in a group situation. This can include:

- talking with residents and reminiscing
- reading to residents
- helping residents join into activities like armchair exercises or bingo
- accompanying residents on short trips
- accompanying residents outside the home or on short trips.

Essential skills/Attributes:

- Great interpersonal skills
- Patient and caring nature
- Good listener

Desirable skills/attributes:

- Experience of working/volunteering with older people

Benefits:

- Residents really appreciate the time you spend with them
- Reimbursement of out-of-pocket expenses
- Training provided
- Flexible volunteering hours
- The option to develop a role in a care environment

Please note...

This role description provides a summary of a current volunteer opportunity with Our approach to volunteering is flexible to meet the needs of the care home and we are keen to involve volunteers at all levels. Therefore, if you feel you do not meet the requirements but would like to undertake the role, please talk to us about the possibilities.

All these arrangements are binding in honour only and are not intended to be legally binding.

Appendix N: Advertising a Volunteer Role in a Residential Care Home

Playing an Instrument / Listening to Music / Singing with Older People in a Residential Care Home

[Name of care home]

Contact:

[Contact details of the care home]

When required

Mon–Fri day Weekend day

Areas of interest

Elderly

Type of activity

Befriending and buddying, caring, music

Recruitment method

Application Form, CRB check, informal discussion, interviews, references

Description

Are you musical, can you sing, play an instrument or do you enjoy listening to music?
Can you share these skills with older residents at a residential care home in [name of area].
This could either be in a small group of three to four residents or on a one-to-one basis.

If you are patient, friendly and able to share your skills we are looking to hear from you!

Skills and qualifications

- Interest in music or music-related skills
- Patience
- Friendly
- Interest in the welfare of older people
- Able to work in a team
- Able to use own initiative

Appendix O: Volunteer Role Description

Title: Befriending volunteer
Responsible to:
Location:

Purpose of role:

This is an exciting opportunity to work one to one with residents in

We know it is important for care home residents still to feel part of the local community and the wider world outside the home, but not everyone has family or friends who can visit them regularly.

Volunteers must be interested in supporting people in a care home, either to share a specific activity, spend time chatting or have a skill or hobby with a small group of residents, or an individual.

Skills or qualifications required

The role would suit someone who has the following qualities and skills.

- Good communication skills essential
- Ability to work unsupervised, using own initiative as required
- Understanding of confidentiality
- Understanding of and empathy with the needs of older people
- Reliability, patience and sensitivity
- Outgoing

What can the volunteer gain from this role?

- Meet new people
- The appropriate training and induction
- Support from staff at
- Great experience for your CV, and work references if required
- A chance to make a real difference to someone's life
- Volunteer events such Volunteer Thank You events

Time commitment:

Flexible when the volunteer is available.

Further information:

Name of contact:
Postal address: