

Care Home Visitor Support Volunteer

Welcome Pack/Handbook

June 2021

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Welcome

Since March 2020, continuous and often stressful pressures on care home staff and time have been highlighted and heightened by COVID19. Understandable anxieties including the footfall from outside agencies and families and how to protect both residents and staff, have been a continual worry for care homes.

Maintaining and enabling contact between residents and their relatives and friends is vital for their wellbeing. The pandemic has highlighted human engagement as a truly essential aspect of good care and wellbeing, sadly missing during the first national lockdown and onwards. Families and residents have struggled to cope with the emotional strain of separation that has inevitably resulted.

With more than 1,000 care homes in Wales, a national approach was needed to help establish a safe care home volunteering framework that is supported by all stakeholders, delivers consistent high quality and records the positive impact on residents, relatives, staff – and you, our volunteers.

It is time-consuming and practically challenging for care homes to organise visits in a fair and effective way. Having available staff to manage socially-distanced family visiting or to support residents to connect via the telephone and the internet can be a challenge when care home staff have so many – and increased priorities and responsibilities.

Your volunteering will contribute to supporting care homes not only now, but in the longer term beyond COVID19 as well, for everyone's mutual benefit by:

- bringing new and different skills to complement those provided by the paid workforce
- providing career-related experience and personal fulfillment

We thank you for joining us and welcome you warmly. You'll have an important role to play in this exciting new Age Cymru Pilot Project, which provides a real opportunity to make a positive difference to care homes and the people who live, work in and visit them. **Without you** this pilot couldn't happen, and we look forward to gathering your feedback, which will be an essential part of the initiative.

If you require any further information, please contact:

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Age Cymru's Goals

The agenda for Age Cymru is broad, but to ensure we maximise the impact of our efforts we will be focussed. We have identified four goals to encompass the change we will drive to create an age friendly Wales.

1. Rights and participation

In an age friendly Wales we have the information and support we need to feel empowered to exercise our rights and to participate in all areas of society.

2. Community

We have meaningful and purposeful relationships; the transport we need to get out and about and we can live without environmental or social barriers preventing our inclusion.

3. Well-being

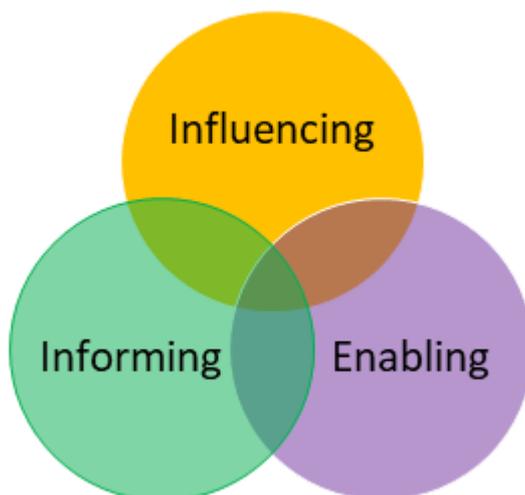
We have access to the care and support we need to for our wellbeing and to age as actively as we are able.

4. Financial inclusion

We have enough money to meet our needs and have a good quality of life.

Our strategy is to create the conditions where older people are able to live well by

- **Influencing** – campaigning for the changes that are needed to improve the lives of older people.
- **Informing**- strengthening our role as the place to go for people who need help as we provide accurate, trusted information and advice.
- **Enabling** - creating the conditions for sustainable services, whether that is through working with our local partners to develop national approaches for service delivery, like I&A or raising funds for projects to be delivered.



To underpin our organisation and ensure we remain fit for purpose, we will also

- Engage older people in their diversity to ensure we respond to the range of needs, wishes and experiences

- Develop volunteering opportunities to provide opportunities for older people to participate and to help us deliver our ambition
- Generate income to support us achieve our aspiration for an age friendly Wales.

Benefits of volunteering with Age Cymru

As a volunteer with us, there will be a range of benefits you could benefit from. Your contribution will help to improve the quality of life of older people in Wales

- There will be the opportunity to both utilise your existing skills and to learn and develop new ones
- You'll gain valuable experience and develop skills that can help you prepare for paid work, increasing your knowledge and experience
- We'll support your learning and skills development through our volunteer training programme
- We'll be proactive in supporting you develop your skills and welcome your thoughts and suggestions on training that we can provide
- You're a part of our team at Age Cymru
- As a volunteer we'll introduce you to our network of volunteers, where you'll meet like-minded people, passionate about making a difference
- We'll arrange opportunities for our volunteers to have a catch up. During these restrictions we will find safe ways for you to do this
- We'll celebrate and share your achievements as a volunteer with us
- You'll earn time credits.

Time Credits

Time Credits are run by Tempo, a charity that started in Wales in 2008 and now works across the UK.

Time Credits are a way of recognising the amazing things people do in their communities. Everyone's time is worth the same with Time Credits, and as well as spending them yourself you can take friends or family with you or give them some of your Time Credits to spend themselves. More details can be found by visiting

<https://timecredits.com>

Volunteer induction and training

We'll take you through a process to make sure you understand the role you're taking on and that you're completely comfortable with everything. By the time you receive this handbook we hope that you'll have already completed the application form, had an introductory interview with a member of the team and had the recruitment process explained to you.

We want this to be a positive experience for you and the people you'll be supporting, and we'll need to go through certain things with you including:

- We'll ask you to complete an enhanced Disclosure and Barring Service (DBS) check, at no cost to yourself. DBS Checks are a vital part of safeguarding for an organisation, and as this role involves working with vulnerable adults, it's an essential part of the volunteer recruitment process.
- We'll ask you to provide us with details of two referees.
- We'll explain the relevant Age Cymru policies and procedures including our Values and Behaviours (page 18-19) to you and ask you to ensure you always work to them.

- You'll be asked to complete our Volunteer Agreement.
- You'll receive relevant induction for your role and will be provided with on-going support.
- We'll introduce you to the Care Home and arrange for you to spend time getting to know their process for welcoming visitors.
- You'll receive ongoing support, supervision and regular feedback sessions throughout this pilot project.

Documents you will receive from us:

- Volunteer agreement to be signed and returned
- Volunteering policy
- Code of conduct
- Expenses Policy
- Personal details form to be filled in and returned
- Equality and diversity form to fill in and returned
- Expenses form to be filled in and returned at the end of each month

Forms should be returned to carehomevolunteer@agecymru.org.uk or sent by post to Age Cymru, Ground Floor, Mariners House, Trident Court, East Moors Road, Cardiff, CF24 5TD.

Volunteer profile

This role is suited to **anyone over 18 years old** who has an interest in the care of older people living in care settings. No prior knowledge is required, although it could be an advantage.

You are likely to be:

- gregarious, sociable, and care about older people living in care settings
- community-minded as an individual or from a corporate organisation
- working in the health and social care sector
- a charity trustee or committee member
- a family member or existing friend of the care home
- working with the public in the hospitality sector
- a student with an interest in older people
- available on a regular basis, at least weekly

Your role and what you will be doing:

- Meeting and greeting family and other visitors – as a representative of the home and its staff
- Hospitality, welcome and hosting
- Guiding visitors to cloakroom, toilet and refreshment facilities
- Wearing simple safety PPE. Training for this and safeguarding will be provided.
- Assisting with LFTs (Lateral Flow Tests) for visitors, where applicable
- Checking LFT results on NHS phone Apps, where applicable
- Filling in details of visiting guests for the Track and Trace log, where applicable
- Knowing where the garden, pod and/or visiting room is and how it works
- Guiding families through the home to the garden, pod or room

- Logging information for the care home (family visitor names and addresses, resident's room number, time of visiting and activity, if any)
- Ending visits – thanks and farewell
- Developing relationships with regular visitors
- Completing a simple record for each visit for reference

The skills that are needed for the role

You will be personable, friendly, well organised, responsible and capable of representing a favourable welcome for the care home that they can feel proud of. The project offers opportunities to acquire and learn new social skills as well as developing your empathic and communication skills.

Being a good host at a care home

1. Make a schedule and try to take responsibility for keeping yourself well-organised.
2. Make sure you know your way around the home – visiting room/s, pod/s garden etc and cloakrooms / toilets / refreshments etc.
3. Try to be fluent in all the necessary information visitors might require.
4. Be aware of any parking issues to smooth the visitors' path.
5. Take ownership – greet visitors warmly as though they are your own guests. Many will be regulars, so it helps to take some interest in them so that you can develop your relationship with them.
6. Where applicable, ensure that you take any information provided from the LFTs correctly.
7. Fill in any necessary paperwork neatly so that others can use it if necessary.
8. Remember you are wearing a mask, so smile broadly and speak slowly and clearly (see 'Communicating well when wearing a mask' on Page X).
9. Be aware of and sensitive to other things that might be going on at the home.
10. End the visit by asking the visitors about their visit and thanking them for coping with any COVID related issues and wish them well until the next time.

Top tip!

Have an umbrella to hand, just in case it rains unexpectedly, so that you can escort them to their car!

Check-ins with the project leads

We will check in with you regularly to hear about your progress and that of the initiative, the home, their visitors and the residents. This will be your opportunity to feedback to us and talk about your experiences. Your feedback is an important tool to move this project forward.

Care Home Locations

Area	Care Home Address
Swansea	Hengoed Park and Hengoed Court Cefn Hengoed Road Swansea

	SA1 7LQ
Anglesey	Glan Rhos Nursing Home Glan Rhos Brynsiencyn Llanfairpwllgwyngyll Isle of Anglesey LL61 6TZ
Aberdare	Ysguborwen Care Home Ysguborwen Aberdare RCT CF44 0AX
Newport	Capel Grange Care Home Capel Crescent Newport Gwent NP20 2FG
Powys	St. Nicholas House Ltd Care Home Church Stoke Montgomery Powys SY15 6AF
Neath	Plas Bryn Rhosyn Care Home Heol Illtyd Neath Neath Port Talbot SA10 7SE
Cardiff	Llys Cyncoed 127 Cyncoed Road Cardiff CF23 6AF
Port Talbot	Llys y Seren Moor Road Aberavon Port Talbot SA12 7BJ
Port Talbot	Ty Nant Tynant Lane Cymmer Port Talbot SA13 3NR

When you will be needed

The following information will be agreed by you and the care home

Your name	
Home name	
Start date	
Regularity	
Visiting days	
Dates	
Time commitment expected	

How will visits be logged?

	Date	Resident's room number	Relationship	Time of visit	Duration
Visitor 1					
Visitor 2					
Visitor 3					
Visitor 4					
Visitor 5					

The hours you volunteer will be logged on your expenses form and a record of sessions attended will be kept on file. These details will be used for your Tempo Time Credit account.

Once you have been introduced to the Care Home staff and are ready to start your role, Zoe will email you the tempo time credit link to register your account and start earning rewards for volunteering your valuable time.

Rules on PPE for care areas, from Public Health Wales

When within or visiting a *clinical or care area* of a social care establishment or client's home, but not providing direct/ personal care: e.g. serving meals, chatting to the resident, delivering mail, visiting

Recommended PPE items	Explanation
Disposable Gloves* 	Required if for other reasons set out in standard infection prevention and control precautions (e.g. contact with residents' blood or other bodily fluids)
Disposable plastic apron* 	*Required if for other reasons set out in standard infection prevention and control precautions (e.g. contact with residents' blood or other bodily fluids)
Fluid-repellent surgical mask (FRSM) Type IIR 	<p>The mask is worn to protect you, the care worker, and can be used while caring for a number of different residents. You should not touch your face mask unless it is to put it on or remove it. It must be disposed of when leaving the care home setting</p> <p>FRSM can be used continuously while providing care, until you take a break from duties (e.g. to drink, eat, for your break time or end of shift)</p> <p>If you are providing homecare visits (or visiting different people living in an extra care scheme) you should remove and dispose of your mask after visiting each individual</p> <p>You should remove and dispose of your mask if it becomes damaged, soiled, damp or uncomfortable to use. You need to use a new mask when you re-start your duties after a break.</p>
Eye protection 	Not required

Putting on and removing PPE

<p>1 Perform hand hygiene before putting on PPE.</p> 	<p>2 Put on apron and tie at waist.</p> 	<p>3 Put on facemask – position upper straps on the crown of your head, lower strap at nape of neck.</p> 
<p>4 With both hands, mould the metal strap over the bridge of your nose.</p> 	<p>5 Don eye protection if required.</p> 	<p>6 Put on gloves.</p> 
<p>1 Remove gloves. Grasp the outside of glove with the opposite gloved hand; peel off. Hold the removed glove in the remaining gloved hand.</p> 	<p>Slide the fingers of the un-gloved hand under the remaining glove at the wrist. Peel the remaining glove off over the first glove and discard.</p> 	
<p>2 Clean hands.</p> 	<p>3 Apron. Unfasten or break apron ties at the neck and let the apron fold down on itself.</p> 	<p>Break ties at waist and fold apron in on itself – do not touch the outside – this will be contaminated. Discard.</p> 
<p>4 Remove eye protection if worn. Use both hands to handle the straps by pulling away from face and discard.</p> 	<p>5 Clean hands.</p> 	
<p>6 Remove facemask once your clinical work is completed. Untie or break bottom ties, followed by top ties or elastic, and remove by handling the ties only. Lean forward slightly. Discard. DO NOT reuse once removed.</p> 		<p>7 Clean hands with soap and water.</p> 

Effective Communication Skills

It's obvious that being able to listen to each other is at the heart of good communication. Good listening means not only listening to hear, but also being able to understand what another person is saying and meaning between the words. Giving others our full attention when they are conveying information of any sort can go a long way in building and improving relationships.

Having empathy is vital to good communication. Empathy involves seeing things from the other person's point of view and means we are less likely to be judgmental or biased. While it can be difficult for some, empathising with others is also a great way to keep in tune with our own emotions and ideas and always makes relationships more rewarding.

Encouraging others always improves our morale and appreciation in any setting. Being a good audience is a skill in itself. Offering words of encouragement helps others feel wanted, welcomed and respected.

Smiling is incredibly dynamic and creates a noticeable difference in how we are perceived and how we see others. People who smile more are considered to be more approachable and trustworthy. (See The Duchenne Smile, Page 11)

Being aware of others and their emotions means getting to know what is going on in their lives. Getting to know people on a first-name basis and having well-connected conversations creates a better environment for all of us.

Body language can have a major impact how we perceive one another. Maintaining an extroverted, friendly persona lets others know we are open to hearing their thoughts and experiences. Our body language plays a large part in this. For example, maintaining eye contact most of the time while we are speaking with someone and using hand gestures to express ourselves can accent to what we are saying and also help us think more clearly.

An introduction to Dementia

Spending time in a care home for adults, you will encounter people living with dementia. Dementia is a complex health problem – an umbrella term describing a number of symptoms and conditions that cause parts of the brain to deteriorate progressively. Dementia affects a person's memory, perception, behaviour, language and personality. There have been no new drugs to treat dementia since 2005.

Who gets it and where do they live?

In Wales there are 43,477 people with dementia, of which 2,204 are younger people. Two-thirds of those with dementia are women. One in three people over 65 are expected to develop dementia and over 50% of informal carers are over 65 years old themselves.

Across Wales, there are 814 homes caring for 13,357 adults and older people. A further 12,397 people live in 263 Nursing Homes. The majority of places for older people in these homes are funded by Local Government or the NHS.

Types of Dementia

Symptoms of normal ageing and those of the four main types of dementia

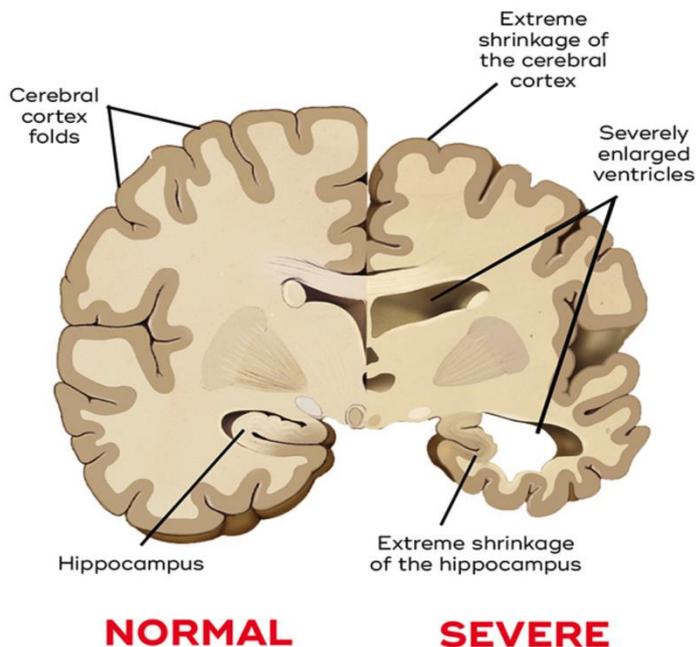
Normal Aging	AD (Alzheimer's disease)	VaD (Vascular dementia)	DLB (Dementia w/Lewy bodies)	FTLD (Frontotemporal lobe dementia)
<ul style="list-style-type: none"> • Reduced speed of mental processing and choice reaction times • Benign forgetfulness that is mild, inconsistent, and not associated with functional impairment 	<ul style="list-style-type: none"> • Short-term memory loss, impaired executive function, difficulty with activities of daily living, time and spatial disorientation, language impairment, personality changes 	<ul style="list-style-type: none"> • Impaired abstraction, mental flexibility, processing speed, and working memory • Verbal memory is better preserved • Slower cognitive decline • Dementia occurs within several months of a stroke 	<ul style="list-style-type: none"> • Visual hallucinations • Spontaneous parkinsonism • Cognitive fluctuations • Visuospatial, attention, and executive function deficits are worse • Memory impairment is not as severe • Earlier presentation of psychosis and personality changes • REM sleep disturbances 	<ul style="list-style-type: none"> • Progressive behavioral and personality changes that impair social conduct (apathy, disinhibition, etc.) • Language impairment • Possibly preserved episodic memory

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There are more than 400 known types of dementia. Here are a few, all of which 'present' differently:

- Mixed dementia (most commonly Alzheimer's disease with vascular dementia)
- Dementia with Parkinson's disease (affects movement, speech, writing)
- CJD – Creutzfeldt-Jakob Disease (progresses fast, affects gait and speech)
- PCA – Posterior Cortical Atrophy (initially affects vision but not memory)
- Korsakoff's Syndrome (alcohol-related dementia)
- HD – Huntington's Disease (inherited disorder, affects movement, mood, motor skills)
- HAD – (HIV-associated dementia, withdrawal, affects motor function and gait, memory function)

What does dementia look like inside the brain?



How dementia can affect a person's behaviour

Dementia affects

- emotions and mood
- impulse, motivation and willingness to do things
- comprehension, judgement, reasoning skills, activities and abilities,
- speech and vocabulary
- memory
- motor skills

Communicating with a person living with dementia

Empathy, compassion and kindness are key to good communication with anyone and this also applies to people living with dementia. Be patient and calm and keep your voice, face, and body relaxed and positive. Speak clearly, at a measured pace and in a warm tone of voice. Make eye contact and respect the person's personal space.

Use short sentences and when asking questions, give the person time to think and respond – their cognitive processing speeds will be much slower. Listen with focus and observe their nonverbal reactions. It can help to reflect or paraphrase what you have heard. Try to avoid hurrying the person or their answers to prevent them feeling pressured. Encourage them to join in conversations with others, where possible. Try to make conversations as enjoyable as possible – laughter can be very uplifting.

The person will likely struggle to remember things that happened recently, so avoid questions that require them to engage their short-term memory, as they can only fail.

Reminiscence of past life stories (especially from the person's teens and twenties) is a great way to engage the person and will help you get to know them as well.

Some ABCs of good communication with a person with dementia

Be aware

Acknowledge the person

Be authentic and **appreciative**

Respect their **beliefs** and **behaviours**

Try to be aware of your own **biases**

Notice the person's – and your own **body language**

Conversations start with **commonality** and **curiosity**

A good conversation involves **chemistry!**

Relationships are central to the wellbeing of any person living with dementia – as well as those caring for them.

Five sensory approaches that matter to a person with advanced dementia

Eye contact

Vocal tone

Touch

Singing – humming

Body language

Masks and communication issues

“When you wear a mask, it changes your outward appearance, but also has an influence on you, inside.” Yusuke Kishi

We used to convey joy with a grin, express sympathy with a downturned lip, invite people in with a welcoming smile and a flash of teeth. Now, we're wearing masks. Covering up half the face is going to lead to communication difficulties across a variety of settings and ages, whether we're aware of it or not.

How can we put people at ease while wearing a mask to protect ourselves and others from COVID? It needs some thought to work around the mask.

The ‘Duchenne Smile’

It takes ten facial muscles for us to be able to smile. The Duchenne Smile is one that is characterised by ‘crow’s feet’ wrinkles we see around the corners of the eyes along with upturned corners of the mouth. This is commonly accepted to be a ‘real’ smile – a smile on the whole face.

Unfortunately, all that is seen when we are covering half our face with a mask, are our eyes and our brow – the only facial means of expressing ourselves. Other people can sense through the lines on our forehead or the wrinkles by our eyes whether we

are really smiling under the mask. Smiling matters more than ever now, even though the other person can't see us grin with our teeth. And of course, smiling sends a message to our own brain to release dopamine, endorphins and serotonin that give us a mood boost.

Eyes

Eyes that are smiling are clear to everyone and every time we truly smile, we smile with our eyes as well. Our eyes are already very expressive, but when wearing a mask, we may need to exaggerate our smile and use our eyebrows. We all know how bad it can feel to have someone frown at us. Raising our brow may mean different things. It can be a sign of some level of submissiveness, of worry or concern as well. But when we lift it with our eyes widened, it can help us express surprise, expectation and even excitement.

It helps to look out for increased eye contact, which indicates that the other person may be curious. Also, when people are more attentive to their surroundings, their blink rate tends to decrease.

Voice, articulation and vocal tone

Being aware of what our eyes might be conveying can be a good reminder to notice our voice as well. There are so many unspoken feelings that are communicated through our voice quality and inflection, so we need to ensure that our vocal tone is as friendly, warm and engaging as possible. Focus on articulation matters. Without the ability to see lips during exchanges, it's important to speak more slowly and articulate clearly – without being theatrical. An unfamiliar accent is harder to understand, whether a person is speaking with or without a mask, so when in conversation with someone from another region, or another country, clear speech is even more important for good communication.

We need to consider how we convey our voice and our tone of voice when we interact with others when wearing a mask. Remember, other people can hear when we're smiling. Deliberately smiling while we are talking can help us to make a positive, upbeat connection.

Words

Before COVID, you may have been a person who would smile a hello when greeting adults without speaking. Now it may help the other person to know what's going on under your mask. Naming emotions can be part of improved communications for many people. Identifying emotions in the first place is a psychologically healthy process. For example, it is better to say, "Hello! I'm smiling Good Morning to you!" This can avoid misunderstandings – and if we also hear ourselves saying it, the positive quality of the greeting will reverberate with us as well.

Body language

Sitting below the other person's eye level can make the other person feel more empowered. Try never to stand over anyone who is seated when you are speaking with them as it can make them feel quite uncomfortable. Find another chair and join them!

Body language experts say that with a bit of deliberate effort and attention we can make sure our emotions come through — even with a face mask. We need to think more about our shoulders now. Shoulder gestures register in someone's eye view if they're looking at your face. Try not to fold your arms. Like a clenched fist, it is a subtle indication of a closed attitude. Open arms and hands display a friendly and approachable outlook.

Ears-listening

For a person whose hearing is compromised, listening to a person speaking from behind a mask can be much harder work. Try to remember that when you are wearing a mask, it muffles your voice. When speaking to a person who is hard of hearing, it is vital to speak clearly.

A mask makes reading a person's lips impossible. Even if we're not hard of hearing, lip reading plays a role in our understanding in conversation. Few of us realise how much we rely on watching people's mouths to process some language. Infants watch their parents' and other adults' mouths to distinguish sounds and learn about language.

Mirroring

Mirroring is a highly rapport-building body language cue that signals a desire to connect with someone else. People tend to mirror those they like. Seeing someone else mirror our own body language creates a feeling of similarity and kinship.

If the other person is displaying negative body language cues, like turning away with their shoulders, folding their arms or crossing their legs away from you, it is better to display open positive language cues yourself, such as leaning in to the person slightly, arms and hands relaxed and legs uncrossed, to encourage them to open up.

Hands and arms

If you hug the air and say "I'm giving you a 'virtual' hug!" to someone, it indicates you might like to embrace them in this friendly gesture.

You can do a lot with your hands through gesticulation and even just thinking of the way that mime artists express love and warmth using their arms and hands can help you be more expressive yourself.

Waving, thumbs up, virtual hugs and clapping hands together in an appreciative way, are all good ways to convey emotion. Hands clasped your high on the chest signals pleasure. Hands together as if in prayer is a way to amplify a thank you.... The right hand held over the heart usually expresses empathy and/or affection. All these gestures help human connection.

Mask wearing is a big shift for all of us, because we humans are hard-wired to read facial expressions, both physically and intuitively. It's a challenge for us all – and a much bigger one than most people realise. What helps the most is our own awareness and adaptation that will help the most and we will reap the certain rewards of more meaningful communication.

Covid safety, Gov.Wales

Visitor Responsibilities to Ensure Safe Indoor Visiting to Care Homes in Support of People Living and Working in them Version 2 (published June 2021)

Covid is still in our communities. Variants have already emerged which are more transmissible than the original infection, including the Delta variant. The vaccine programme is working, but we still need to be vigilant and we must not risk bringing Covid and new variants into our care homes.

You must not come to a care home if you are symptomatic, have tested positive, awaiting a test result or are a close or household contact of a positive case of COVID-19. You should be following the Welsh Government self-isolation guidance. When booking your visit with the care home, you should confirm the number of visitors permitted to attend including children, based on the current Welsh Government guidance.

Please understand and respect the environment in which the care home is working. In order to protect everyone living in and working in the home:

- The care home will have changed from pre Covid days so tolerance and patience is requested whilst staff ensure compliance with Welsh Government visitor guidance.
- You can expect staff to be wearing PPE (personal protective equipment).
- Staff will be doing all they can to keep you and your loved one safe and it's important that you work with them to minimise risks.

You will be required to take a test for COVID-19 (using a lateral flow test). This is an extra way to reduce the risk of spreading COVID-19 as it checks whether someone is infectious at the time of the test. The test takes approximately 30 minutes to be processed, and you will be asked to wait outside the care home while the results comes back. **Unfortunately, if the test is positive you won't be able to proceed with your visit.**

If your test is negative you can go ahead with the visit ensuring you comply with all requirements necessary to minimise risks of spreading COVID-19. This includes:

- Wearing face coverings or PPE provided by the care home
- Using hand sanitisers and hand washing facilities regularly
- Maintaining social distancing where possible
- Avoiding physical contact, for example hugs and kisses. However, hand holding without gloves may be allowed as long as you perform hand

hygiene before and after any contact with your loved one and their environment, and adhere to instructions given

- If you have any issues or concerns relating to these requirements, please discuss with the care home.

It is important to appreciate that people's needs may have changed during the pandemic, and you may need to give time for your relative or loved one to adjust to having visitors again. If you have any concerns, please speak to a member of staff.

If you become unwell with any symptoms of COVID-19 at any point before or after your visit, please stay at home and organise a test. You must let the care home know as soon as possible that you have developed symptoms, and when you receive the result of your test.

Links to key guidance:

CIW – Information for family and social visits to Care Homes:

www.careinspectorate.wales/sites/default/files/2021-02/210203-Visits-to-care-homes-guidance-en.pdf

Welsh Government – Visits to care homes guidance: gov.wales/visits-care-homes-guidance-providers-html

Safeguarding

Age Cymru believes that everyone has the right to live a life free from abuse.

Age Cymru acknowledges that abuse may affect our beneficiaries, our staff and our volunteers.

Safeguarding is a fundamental part of Age Cymru's work and is everyone's responsibility.

The Designated Person for Safeguarding across Age Cymru is Louise Hughes, Head of Safeguarding and Advocacy.

Louise can be contacted by emailing louise.hughes@agecymru.org.uk.

If you have any concerns at all about the possible abuse of an adult who needs care and support, and are not sure what to do, you should immediately contact your supervisor in the first instance.

You'll have training about safeguarding and Age Cymru's Safeguarding Policy, Guidance and Procedure through your initial training to volunteer with Age Cymru. Included in this pack is Age Cymru's Adult Safeguarding Quick Guide.

Values and behaviours of Age Cymru

Our values support the way we do our work. The purpose of the values is to create a sense of unity and inspire behaviours that are needed and lead to success. The identified behaviours show how we work with each other, customers, partners and stakeholders.

Caring

We put people at the heart of what we do.

We are determined and passionate about making life better by:

- always putting older people first
- listening to and valuing what other people have to say
- respecting our colleagues and clients and endeavouring to gain and inspire trust
- always acting in a friendly and professional manner, showing empathy and being supportive
- providing encouragement and acknowledging other peoples' contributions
- always considering the impact of our actions on other people
- valuing other people's judgement.

Determined

We take responsibility for, and pride in, making a positive difference by:

- delivering excellence in everything we do
- questioning and challenging the status quo

- inspiring others and being inspired ourselves
- demonstrating a 'can do' attitude
- being innovative and tenacious in achieving goals
- learning from our mistakes and building on success
- seeing change as an opportunity not a problem.

Effective

We strive to get the best and get results by:

- doing what we say we're going to do
- monitoring our work and evaluating results to enable us to continuously improve
- seeking opinion, listening to people and taking action
- being accessible, approachable and professional
- working efficiently, avoiding waste and achieving value for money
- being proud of our achievements and celebrating and sharing success
- managing our time efficiently.

Empowering

We enable people, build confidence and provide practical support by:

- taking delegated power, authority and autonomy within clear boundaries
- taking personal responsibility and being accountable for own decisions
- giving time, guidance and advice
- coaching, mentoring and supporting to develop to full potential
- giving recognition and praise for a job well done and 'going the extra mile'
- giving constructive feedback, learning from mistakes and building upon successes
- trusting in each other's capabilities and judgements and taking informed risks.

Inclusive

We work together and involve others. We ask, listen and respond by:

- advancing equality, embracing diversity, and promoting human rights
- treating everyone with dignity and respect
- maintaining a culture where everyone feels valued and included
- treating people as individuals, recognising that differences exist and responding to varying needs
- enabling people to share their ideas and be involved in our work
- listening to what is said, being responsive and supporting people to make choices
- communicating effectively in a timely manner.

Conduct of Age Cymru Volunteers

Age Cymru expects that all volunteers should act in accordance with the Values and Behaviours of the organisation and not act in any way that could negatively impact the reputation and / or services of Age Cymru, its service users, other volunteers, employees, or the Charity's public image.

This includes conduct away from the workplace when you are representing Age Cymru and at functions arranged by Age Cymru.

Age Cymru recognises that many volunteers will use social media platforms in a personal capacity. We ask you to bear in mind that any discussion you have on social media is public, as such, common sense and good judgement should be exercised when using social media. Any published posts on social media can be permanent and difficult to remove. However, we want to celebrate your

achievements and there will be arranged opportunities to share all your hard work and the difference you have made to others.

Helpful websites

Age Cymru	https://www.agecymru.org
My Home Life	http://myhomelife.org.uk/
WeCare Wales	https://wecare.wales
CIW	https://careinspectorate.wales
Tempo Time credits	https://timecredits.com

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