

FAQ'S for Care Home Volunteers

1. Do I need to have had both Covid-19 Vaccinations?

We ask that you inform us of what vaccine(s) you have had and when. You can do this on your application form.

2. Will I need to take a Covid test and wear PPE?

Yes. You will need to take a Covid test before you enter the care home. The care home manager will arrange for your test and PPE. You must let the care home know if you've any symptoms of Covid or if you've come into contact with someone who has received a positive test.

3. Will I need a uniform?

Age Cymru will provide you with a T-shirt and a lanyard with your name and role clearly stated.

4. What training will I receive?

Age Cymru will offer you Safeguarding training and further details about becoming an Age Cymru volunteer. You'll also receive training specific to this role. All training will take place on Zoom.

5. Will the care home provide me support?

You'll have a point of contact at the care home who will show you the layout of the building and welcome you to the team. The care home contact will inform you of the latest Welsh Government guidance related to care home visits and what is expected of you within the home to keep everyone safe.

6. How often do I need to commit to this role at the care home?

Any time you can give is gratefully received. To fulfil this role, we ask that you offer your time in a three - hour block, this will give you and the visitors you are supporting quality time to reconnect with their loved ones.

7. Do I need to volunteer at weekends?

It would be most helpful if you could offer some hours at the weekend but not essential.

8. Will I have any contact with the care home residents?

No, your role is to support visits to the care home. The care staff or family/visitor will provide any support the residents require.

9. Can I volunteer at a Care Home where a friend or relative lives?

Yes. There is absolutely no reason that you cannot volunteer at a home where someone you know lives.

10. When this pilot project has ended, can I continue to volunteer at the care home?

Yes, this is something you can discuss with the care home manager.