



Volunteer Handbook:

Together @ Home

Your Details

Your name:

Training date: __/__/____

If you are unable to attend your regular volunteering, please contact Jo or Solomon at your earliest convenience either by phone or email so they can arrange cover

07421 312 455

jo@togetherdementiasupport.org

07579 831 790

solomon@togetherdementiasupport.org

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The Volunteer Handbook

This handbook will be a useful tool as you prepare for volunteering. It contains all the background information you will need, covering four main themes:

- Volunteering Information
- Working with our Members
- Health & Safety
- Safeguarding

The handbook will set out what is expected from you as a volunteer, and what you can expect of us to support you. You will also find information about our organisation policies and where to download these from.

If you ever need to get in touch, your first point of call for client-related issues will be your Project Co-ordinator, Jo Brizland-Cullen



Jo Brizland-Cullen

jo@togetherdementiasupport.org

0161 226 7186

07421 312 455



Welcome to Together Dementia Support



We're delighted you're joining us!

Thank you for giving your time and experience to volunteer with Together Dementia Support. Welcome to our team!

You are joining a group of people with a deep commitment to making life better for people living with dementia. We wouldn't be able to deliver our services without kind, passionate and generous people like you.

Volunteers are at the very heart of TDS. We have a variety of volunteering roles across the organisation, and each makes its own difference every day. All our Trustees are volunteers, and some volunteer in our groups as well.

We hope that your experience with us will be enjoyable and rewarding. Volunteers are extremely important to us, and we will do all that we can to help and support you in your role.

Who We Are and What We Do

Together Dementia Support was founded in 2014 by our CEO, Sally Ferris. She found that there was a vacuum of support offered for people who had been diagnosed with dementia and wanted to change this. She believes that dementia support should be person-centred, comprehensive, and accessible to everyone.



TDS has established itself as the premier provider of dementia support services for people living with dementia and their carers. We are the only provider of specialised dementia support services in Manchester.

We support them primarily through the provision of weekly Friendship & Activity groups, 1:1 support at home through our Together @ Home Service, and our comprehensive carer training and support package.

We currently have over 500 people who we support week in, week out, 52 weeks per year. Our dedicated team of Dementia Group Leaders and volunteers are the lifeblood of our service, working to improve physical and mental health. Together, we enable people to live positively with dementia.

Our Core Services

Our core services are:

- 1. Friendship & Activity Groups**
- 2. Together at Home**
- 3. Carer Training**
- 4. Carer Support**
- 5. Dementia Training for the public and professionals**

Aims of our work with people living with Dementia

These things are important to the wellbeing of all of us, but particularly to people living with Dementia

Kitwood's model of Universal Emotional Needs (1997)

- Love
- Comfort
- Identity (people knowing who we really are)
- Occupation (something to do)
- Attachment (having meaningful relationships)
- Inclusion (being part of a group or community)



Alongside meeting these emotional needs, our main aims are:

1. To maintain or improve wellbeing
2. To maintain or improve physical health
3. To enable peer support, reduce boredom and social isolation by encouraging friendships
4. To maintain activity, skills, confidence and self-esteem
5. To give opportunities for people to talk about themselves, their lives and how they are coping with increasing impairment
6. To get to know, support and celebrate the individual

Our Together @ Home Team



Jo Brizland-Cullen
Dementia Group Leader
Together @ Home Project Co-ordinator

jo@togetherdementiasupport.org
07421 312 455



Solomon Hayes
Volunteer Co-Ordinator

solomon@togetherdementiasupport.org
07579 831 790



Daphney Thompson
Dementia Support Worker

daphney@togetherdementiasupport.org
07421 312 597



Fiona Brown
Business Support Manager

fiona@togetherdementiasupport.org
07763 565 160

Our Vision

We work every day toward our core vision: that everyone affected by dementia has their voice heard, and has access to support, friendship, and stimulating, therapeutic activities.

Volunteers are a core part of making this vision reality, and it is important that all volunteers understand what the four key aims or our services are.

Aims



To amplify the voices of people living with dementia and carers

To work with our partners to improve services for people living with dementia and their carers.

To improve the quality of life for people living with dementia and their carers in Manchester and Trafford

To increase awareness and understanding of dementia and reduce stigma

Values

We collaborate to increase our impact

We are inclusive and accessible

We listen, learn and co-create services with people living with Dementia and their carers

Our services are high quality, creative and innovative

We are committed to the people with whom we work

Your Role with TDS

What does a Together @ Home Volunteer do?

Together @ Home volunteers need to be knowledgeable, confident, reliable people our members can depend on for regular contact. They will:

- Attend our Together @ Home training course and receive their Certificate of Completion
- Be matched with a person living with dementia, who they will visit either weekly or fortnightly at their home
- Plan and prepare activities for this person with the support of TDS
- Complete their Session Reports at www.togetherdementiasupport.org/report after **every session**
- Check in and out of their Together @ Home sessions using the T@H WhatsApp volunteer group
- Be professional, kind and patient at all times, following TDS policies and procedures for safeguarding, health & safety, confidentiality, lone working and professional boundaries.

You can find copies of all of the above policies on our website on our dedicated page for volunteers:

www.TogetherDementiaSupport.org/handbooks

The password is: Dementia1

You will also find digital copies of this handbook and other resources should you need them. If you need physical copies of anything, please contact admin@togetherdementiasupport.org

Holidays & commitment

We expect Together @ Home volunteers to commit to either weekly or fortnightly visits with their matched person regularly for at least 12 months. If you are unable to keep to this commitment and wish to cease volunteering, please let us know as soon as possible.

Of course, not everything always goes exactly to plan! If you are ever unable to make it to your volunteering appointment, all we ask is that you let us know as soon as possible so we can try to arrange cover and make sure your matched member has contact of some kind.

We ask for at least 2 weeks' notice where possible for any planned holidays so we have plenty of time to sort things out.

Notify Jo of any holidays, sickness or other absences as soon as you can.

Paperwork & Expenses

Paperwork

You must fill in your Session Report form for **every session**. These reports are how we can track a person's wellbeing, see how your relationships grow, and prove the impact of our work to our funding bodies so they will continue allowing us to provide this service.

You will find your Session Report form at www.TogetherDementiaSupport.org/report

Expenses

Together Dementia Support will pay expenses incurred as a result of you carrying out your role, including travel to and from your volunteering and any additional costs (such as resources, drinks while out on walks etc) that are reasonable and applicable to your role.

Simply fill in the Expenses Claim Form and submit to payments@togetherdementiasupport.org with copies of your receipts.

Peer Support

There will be weekly online Peer Support sessions for Together @ Home staff and volunteers to share experiences, ideas and good practice. Once you have been given the time and day for your peer support session, you will access it via Zoom using the **Meeting ID 226 7186 123**.

Line Management

You will be managed by Jo Brizland-Cullen principally, with supervision and support from Fiona Brown, the Business Support Manager.

Jo will be your first point of contact in most circumstances, and will be the best person to offer support, advice and guidance as you perform your role.

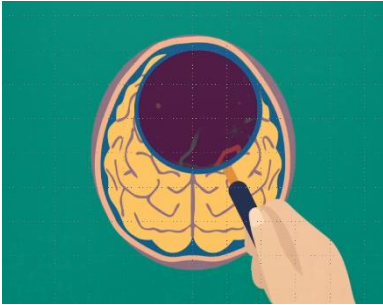
What to do if it's not working

Sometimes, a match doesn't work out. It's not the fault of a volunteer, member, or carer – sometimes it just doesn't work.

If you don't feel that the match is working, just let us know. We will work with you to see if there's any way to resolve the issue, or find you a new match to work with.

Never worry about telling us when it's not working. We want everyone – our members, carers and especially our volunteer – to be happy with our service. We're here to support and help you.

What is dementia?



Dementia is a progressive brain disorder that affects a person's ability to think, communicate, and perform daily tasks. It is characterised by a decline in memory, language, problem-solving, and decision-making abilities.

Dementia is not a specific disease, but rather a term used to describe a group of symptoms associated with a decline in cognitive function. The condition can have a profound impact on a person's quality of life and can also affect their loved ones and caregivers. Early diagnosis and treatment can help to slow the progression of dementia and improve the lives of those affected.

What are the 4 most common types of dementia?

1. _____
2. _____
3. _____
4. _____

Symptoms you will see



Top Tips

- Avoid using words or phrases like 'remember when?' or asking members to recall things from recent memory
- Long term memory is much stronger than short term memory. Ask about a person's early or teen years, or about their job or children.
- Never argue with a person with dementia. Go along with their 'dementia world', or deflect if it is a matter of safety. Don't challenge or tell a person their interpretation of things is wrong.

Lone Working and Together @ Home

Before the Visit:

1. Familiarise yourself with the person's One Page Profile
2. Make sure you have all the necessary equipment and supplies, including a name badge and any relevant forms or paperwork.
3. Plan your route and allow enough time for the visit, taking into account any potential hazards or obstacles along the way.
4. Check in on the WhatsApp group so we know you've arrived safely.

During the Visit:

1. Always wear your name badge and identify yourself clearly when you arrive.
2. Keep a respectful distance and allow the person with dementia to set the pace of the conversation.
3. Use clear and simple language, and try to engage the person in activities they enjoy.
4. Stay alert and aware of your surroundings at all times, and be prepared to respond to any emergency situations.

After the Visit:

1. Report any concerns or observations to the appropriate person, such as a family member or carer.
2. Complete your Session Report form at www.TogetherDementiaSupport.org/report , and make sure all equipment and supplies are returned if you've borrowed any.
3. Check out on the WhatsApp group so we know you are safe.

Emergency Procedures:

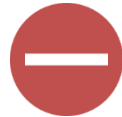
1. If you feel threatened or in danger, leave the premises immediately and call for help. Call our office on 0161 226 7186 or Jo on 07421 312 455 to report your situation.
2. If the person with dementia becomes distressed or agitated, try to remain calm and speak in a reassuring tone.
3. If the person with dementia requires medical assistance, call for an ambulance immediately and follow any relevant procedures.

Remember to always be mindful of your surroundings and to prioritize the safety and well-being of those you are visiting. By doing so, you can ensure a positive experience for everyone involved

Some DOs and DON'Ts



- ✓ Ask in a gentle voice “How can I help you?” and give them time to explain.
- ✓ Acknowledge how they appear to be feeling
- ✓ Distract or redirect the person
- ✓ Think about what you know about this person that makes them feel good



- ✗ Don't get too close to them
- ✗ Don't rush them
- ✗ Don't stand over the person
- ✗ Don't raise your voice or speak sternly
- ✗ Don't tell them not to worry or contradict them too strongly

Testing your knowledge of good practice

When arriving for a visit, the first thing I must do is:

- A Make sure my badge is properly displayed
- B Phone the carer to let them know I am there
- C Check in via WhatsApp so TDS staff know I am lone working

If I feel unsafe, I should:

- A Leave immediately and call TDS
- B Stay close to the person to offer reassurance
- C Call the carer and tell them their relative is making me feel unsafe

When do you complete a Session Report?

- A Within a couple of days of the visit
- B As soon as possible after a visit
- C Every few visits

What is the Session Report for?

- A Proving the impact of our volunteers' work so that we can secure the funding required to keep Together @ Home going
- B Making sure that volunteers are happy with their matches and seeing the relationships grow and develop
- C All of the above

You notice something that makes you uncomfortable during your visit. What should you do?

- A Report it immediately to TDS via email or phone call
- B Include it in my Session Report. It will get picked up there.
- C Do nothing. We shouldn't interfere and it's none of my business.

The Volunteer Code of Conduct

We work with people who are considered 'vulnerable' and therefore we have strict policies to abide by for both the members' protection and for your own legal safety. Please read these policies carefully.

1. Staff and volunteers are expected to maintain **appropriate boundaries** between themselves and the people who use our services. If you have any uncertainty about a relationship this should be discussed with the Dementia Group Leader.

This includes meeting up with members outside of organised groups or visits. This should ALWAYS be discussed firstly with your Dementia Group Leader and should not happen without our knowledge, consent, and full understanding of the exceptional situation. This is for your legal protection if something did go wrong.

2. Staff and volunteers **shouldn't give out personal information** to members about themselves or other individuals involved. It is **not** appropriate to give a group member your phone number, address, e-mail address or other contact information.
3. It is never acceptable for volunteers or staff to be at work under the influence of **alcohol or non-prescription drugs** as it is both unsafe and unprofessional

Additionally, staff and volunteers **should not work** when their functioning is impaired due to ill health or prescription drugs.

4. Staff and volunteers **should not** accept any gifts, including money, from a group member or their family. You must tell the Dementia Group Leader who will deal with this matter appropriately
5. Volunteers **should not** borrow from or lend money to group members as this could cause difficult situations later. All money handled must be given to the Dementia Group Leader to be

logged and dated as soon as possible

6. Staff and volunteers must always abide by the Together Dementia Support **Confidentiality Policy**.
7. Volunteers should always adhere to and be advocates of the Together Dementia Support **Equality and Diversity Policy**
8. Volunteers should always adhere to and be familiar with the Together Dementia Support **Safeguarding Policy**
9. You must **adhere to all COVID-19 safety precautions** in place at the time and venue your volunteering is being carried out. COVID-19 information is constantly changing, so please visit www.TogetherDementiaSupport.org/covid19 to see our latest advice and guidance.
10. Volunteers are always expected to present themselves and behave in a way that promotes the values of TDS and enhances our reputation. This includes being courteous, respectful, helpful, punctual and appropriately dressed.

Also, specifically related to Dementia, volunteers are expected to act in a person-centred, empowering way, putting the needs and preferences of the people living with Dementia first where possible.

Communication

Communicating effectively is an essential skill when working with people with dementia. Some things to consider include:

- Sensory deficits, such as hearing aids or sight loss
- Environment, including any distractions or if it's too warm
- Being clear and concise
- Actively listen and don't contradict
- Visual range and eye contact

Write down any thoughts you have about what might make your communication more effective

Dealing with distress or emotions

Rarely, you may need to deal with a difficult or emotional situations. To decrease negative interactions, it is important to always be respectful of entering personal space or touching a person – especially when they are distressed.

Be mindful of body language, and ensure you are communicating your concern and support. **Always validate** the way the person is feeling. It's important to figure out what the person wants or needs if you can and to respond with empathy.

What if what you are doing is not working?

Stop.

Give the person some space or take your own time out. Try and think of an alternative strategy, or seek advice immediately if you feel

unsafe.

Top tips from experienced volunteers

“If you face a difficulty, as volunteers we must:

THINK

about what might have triggered the agitation / distress / anger / upset for the person with dementia

ASSESS

how we can reduce the impact or remove the client away from the trigger

SEEK

help from other volunteers or the Dementia Group Leader if needed

TELL

the Dementia Group Leader, who will decide whether they should speak with a relative, whether an incident should be written up, and whether the concern needs to be escalated



Safeguarding

All of our service users are people with health and social care needs. This means that TDS has a duty of care towards them, including a duty to raise an alert if there is any suspicion or account of wrong doing or neglect towards one of them.

The abuse may be a single act or repeated over a period of time. It may take one form or a multitude of forms. It is important to note that abuse may also be unintentional, notably where older vulnerable adults themselves carry out the abuse. The central concern is always whether a vulnerable person has been, or could be, harmed.

Perpetrators of abuse can include relatives, paid care workers (including TDS staff), volunteers or other service users.

Types of abuse of vulnerable adults

- **Physical abuse** – actions that result in injury
e.g. hitting
- **Sexual abuse** – acts to which the vulnerable adult has not or could not give consent
- **Psychological abuse** – including verbal abuse, controlling, intimidation or isolation
- **Financial or material abuse*** – including theft, fraud or exploitation
- **Neglect and acts of omission** – including ignoring needs, depriving access to services and other necessities
- **Discriminatory abuse** – including racist, sexist, that is based on a person's disability, and other forms of harassment
- **Institutional abuse** - This may take the form of isolated incidents of poor or unsatisfactory professional practice such as repeated instances of poor care
- **Self abuse**- acts with the intent of harming oneself

Recognizing abuse

- Unexplained injuries, unattended medical problems, fear etc
- Physical signs, unexplained difficulty in walking, sitting or urinating, increased agitation etc
- Isolation, low self esteem, untypical changes in behavior etc
- Unexplained withdrawals, pressurized financial decisions etc
- Poor hygiene, malnutrition, isolation etc
- Prejudices in the form of other types of abuse e.g. physical
- Poor care, restraint, deprivation, lack of respect etc

*Financial or material abuse is the most common

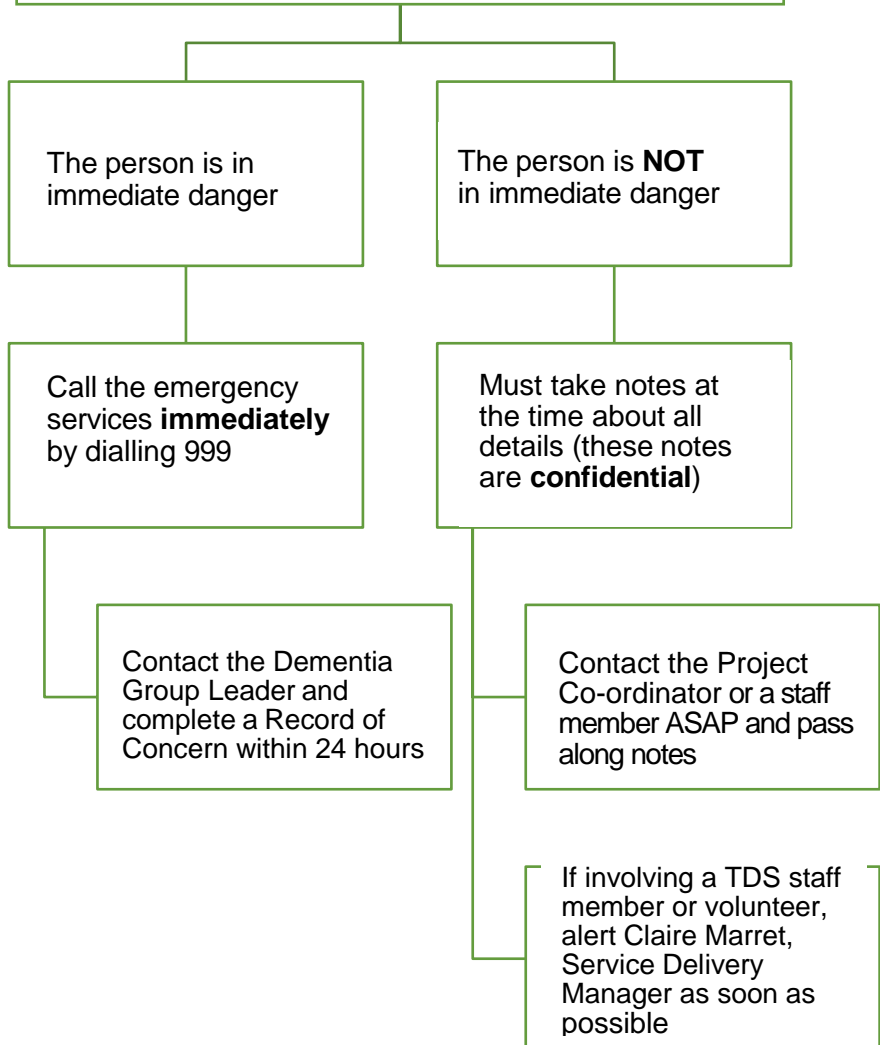
Procedures for raising alert for safeguarding concerns

If you are told something by a service user that concerns you, listen carefully and tell a staff member straight away or at least by the end of the group/visit. If you see anything that concerns you, tell the staff member as soon as possible.

The staff member is likely to ask you to write down what you have been told or what you have seen. You only need to write a factual account. After that the staff member will decide whether an alert should be raised with Manchester Adult Social Care.

Incident arising from:

- The individual themselves
- An observation you have made
- or an expression of concern from another person



Confidentiality and capacity

Volunteers **must** tell the service user that they are obliged to disclose this information (unless there is a concern of intended suicide where the alert should be raised without telling the individual). Whatever the service user says, staff and volunteers cannot keep secrets; they must follow procedure.

Guidelines for recording information

All information must be recorded in black ink and signed with printed names next to signatures, dated and timed.

Information should include

- Details of the safeguarding concern and using your own words to describe, recording any exact quotes from the person and how they described the situation
- Date, time and place of any specific incident, and names of those involved (correct names **MUST** be used. No nicknames.)
- Appearance and behaviour of the person you are concerned about, where appropriate a body map may help to record any injuries
 - Ensure that only the relevant information is recorded
 - Use inverted commas to indicated recorded / quoted speech
 - Include information about other people who have been informed, when they were informed and any actions taken
 - Concerns must be collated and placed on file.



- ✓ Act on any concerns, suspicions or doubts
- ✓ Listen very carefully and try not to show shock or disbelief; clarify the facts
- ✓ Assure the person that their complaint or allegation will be taken seriously
- ✓ Record the words used and any physical injury using a body map
- ✓ Inform the person and seek agreement to report the concern



- ✗ Promise total confidentiality – you **must** complete the safeguarding procedure
- ✗ Ask probing questions
- ✗ Rush the person
- ✗ Start an investigation
- ✗ Question an alleged perpetrator
- ✗ Throw away any interim notes that may have been made
- ✗ Contaminate or disturb any evidence

Safeguarding reminders

- Employees and volunteers should be mindful that they have a duty of care to ensure that any individual should not be left in an unsafe or distressed state.
- It is not for Together Dementia Support employees or volunteers to determine if abuse is ongoing or has occurred in the past. If the person with Dementia indicates in any way that they have been abused, the same alerting process must apply.
- Inform the Project Co-ordinator immediately. If it is not possible to contact them, call Claire Marrett, Service Delivery Manager (07767 730 531 or claire@togethersedementiasupport.org). If Claire is unavailable, call the office on 0161 226 7186. If you have been unsuccessful reaching Together Dementia Support, contact social services.

Policies and Procedures for Volunteers

Confidentiality Policy

Some of the information carried about our clients will be of a sensitive nature and/or will relate to vulnerable adults, therefore all volunteers must act in a legally sound and careful manner. Volunteers are entrusted to act accordingly.

Principles

This policy is intended to comply with the principles of the Data Protection Act 1998, the Caldicott Principles 1997 and the Rules of Confidentiality for Health & Social Care 2013.

All trustees, staff members and volunteers are expected to treat all personal information that comes to their notice with due respect and appropriate confidentiality.

All personal information shared with them during the course of their work or through other contact with clients and/or colleagues is to be treated in the strictest confidence.

Information is only to be passed on or given to someone else with the *express* permission of the person originally imparting the information or where it is required to deliver the normal service to the client eg. when arranging for a taxi company to transport a person to and from a group.

All trustees, staff members and volunteers can expect to be provided with the information and guidance necessary to ensure they are able to uphold confidentiality and operate soundly under the relevant procedures.

All trustees, staff members and volunteers will sign to show that they have read and understood the confidentiality policy. This is taken as an implicit agreement to abide by the policy.

Breaching confidentiality in circumstances other than those referred to in section 3 above is a serious breach of trust, and has the potential to bring the organisation into disrepute; and as a result a breach of confidentiality by any Director, staff member or volunteer will be considered gross misconduct, and could lead to dismissal from the organisation.

Procedures

Only take photos of service users if a staff member asks you to. You can then send them to the staff member and should then delete them as they are the property of TDS and consent to take and keep a photo will have been given only for specific purposes.

Workers should also take care that confidential conversations cannot be overheard and so should avoid talking about data subjects in public places.

Volunteers should not need to write down or store any written details about a service user except for an address and contact number if picking up a member in a car. After it has been used that information should be deleted from a personal device or paperwork destroyed. Only keep information that you might need in the next week.

Every effort must be made to avoid divulging information accidentally.

Employees and volunteers must **NOT**

- Talk about person-identifiable or confidential information in public places or where they can be overheard.
- Leave any person-identifiable or confidential information lying around unattended, this includes telephone messages, computer printouts, or other documents.

Breaches of Security

If security is breached and personal data is lost or released to other people or agencies, you **MUST** tell a staff member straight away.

Equality and Diversity Policy

Together Dementia Support is also committed to person centred care and is committed to recognising and responding appropriately to diversity and its impact on their experience of dementia.

Reporting discrimination / potential discrimination

Volunteers who feel that they have suffered any form of discrimination should raise the issue either verbally or in writing to the TDS CEO or to one of the trustees. Volunteers, if unhappy with the outcome can ask the trustees to consider the matter more fully.

In the case of service users who feel that they have suffered any form of discrimination, they can contact the Service Delivery Manager to discuss this and will be supported to raise the issue through the Complaints & Compliments procedure. This procedure should also be used if one believes they have been the subject of harassment from someone who is not an employee of Together Dementia Support.

If an employee/volunteer/service user witness's behaviour that they find offensive and discriminatory in relation to any protected characteristic, even if it is not directed at them, they should inform the CEO or another manager and use the Complaints & Compliments procedure.

Useful Information and Documents

You will find all of Together Dementia Support's policies and handbooks on our website:

www.TogetherDementiaSupport.org/handbook

You will need to enter the following password to access the page:

Dementia1

Make sure you use a capital D.

You will find copies of your useful documents, such as your Expenses Claim Forms, on this page also.

Useful Contact Details

Our Office is based at:

Kath Locke Centre, 123 Moss Lane East, Manchester,
M15 5DD

Tel: 0161 226 7186

E-mail: admin@togetherdementiasupport.org

Facebook:

www.facebook.com/togetherdementiasupport.org

Twitter: @2getherDementia

Website: www.togetherdementiasupport.org

Free 24-Hour Confidential Helpline: 0800 0234742