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| St Mary's Nursing Home | POLICY NO: 029 | |
| | Date reviewed: | 24/03/15 |
| | Reviewed by: | BOARD |
| VOLUNTEERS POLICY | | |

At St Mary's Nursing Home we aim to:

- provide a high standard of nursing care within a Christian environment;
- welcome residents of all faiths and ethnic backgrounds;
- ensure the health, well-being, dignity and comfort of all residents within a homely, friendly and open atmosphere;
- foster and promote the pastoral care of our residents and their families.

St Mary's believes that volunteers can contribute to this by providing new ideas and innovations, skills and enthusiasm and therefore supports and values volunteers who come into the Home.

Principles

- Our volunteers support the work of paid staff to enhance what St Mary's does;
- Our volunteers do not replace paid staff;
- Our volunteers are treated with dignity and respect and considered members of the team;
- Our volunteers receive support, supervision and training as necessary to help them fulfil their role;
- Our volunteers are valued and their contributions appreciated.

Recruitment and Induction

Individuals who express an interest in volunteering at St Mary's will be invited to meet with either the Registered Manager or the Activities Co-ordinator. Volunteers under the age of 16 will not usually be considered. This will give the volunteer an opportunity to discuss the role of volunteers at St Mary's and to find out whether needs and expectations are matched. We actively encourage volunteers to participate in tasks they find stimulating and interesting. The types of roles which volunteers at St Mary's carry out include:

- Assisting with fundraising;
- Assisting with activities including bingo and pampering sessions;
- Chatting and socialising with residents;
- Assisting with trips outside the Home.

If it is agreed that volunteering will proceed, a DBS check will be carried out which will be funded by the Home.

The role of all volunteers will be reviewed by the Registered Manager or the Activities Co-ordinator, who should also be the first points of contact for guidance and to raise any problems or issues which may arise.

Resolving Problems

The relationship between St Mary's and our volunteers is entirely voluntary and does not imply any contract. However, it is important that the Home is able to maintain its agreed standards of service to our residents and it is also important that our volunteers feel that the contribution they make is enjoyable and rewarding.

If the role of a volunteer does not meet with the Home's standards, or if the volunteer is not happy with their role and wishes to raise a concern, it will be dealt with as follows:

- Initially a meeting will be held with either the Registered Manager or the Activities Co-ordinator where the concern will be discussed;
- If this does not resolve the concern, then a meeting with a member of the Home's Management Board will be arranged;
- If the issues or problems are still not resolved, the Home or the volunteer may need to make a decision to end the volunteering arrangement. Volunteers should be assured that they will be given an opportunity to state their case, or raise their concerns, and can bring an accompanying person if they wish.

Please note that the need for any particular volunteering role may change from time-to-time, or cease entirely. Where this is the case the Home will do all it can to give the volunteer involved reasonable notice.

Data Protection and Confidentiality

Volunteers are expected to observe St Mary's Confidentiality Policy, and remain under a continuing obligation not to disclose or make use of any information concerning our residents or any other information belonging to St Mary's.

Personal data for volunteers is held in accordance with St Mary's Data Protection Policy. Records will not be held for longer than necessary and will be disposed of confidentially and securely.

Insurance

Our insurance extends to our volunteers whilst they are on the premises or engaged in any activities authorised by the Home, as long as they follow the relevant policies and procedures, and any instructions they may have been given.

Health and Safety

St Mary's has a Health & Safety Policy and volunteers have a duty to act in accordance with this. Copies are available on request.