

EACH

Help at Home

volunteer

handbook

This handbook is a supplementary booklet to the EACH volunteer handbook.



each

East Anglia's
Children's Hospices



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Introduction to our Help at Home Service



Why is our Help at Home Service needed?

We know caring for a seriously ill child or young person can put extra demands on a family. Families told us one of the things they would really benefit from is hands-on practical support at home with tasks such as gardening, ironing, household chores, taking children to activity clubs, to name a few. Therefore, the aim of this volunteer service is to offer families this practical support in their own homes.

“The support we received from our volunteer is invaluable to us as a family. Having someone come in and help means life at home is just that bit easier. We get more time to spend with the children together, as opposed to one of us taking the children out whilst the other stays behind to catch up with the chores.”

“Our volunteer has been amazing. Her support has really lightened my load and by doing just a few of the little chores, this frees me up for the rest of the week, allowing me to spend time with the family.”

How are families referred to the service?

All families with a child accessing our services are eligible to use our Help at Home Volunteer Service. Every referral is considered on an individual basis to gauge if a volunteer’s support could be valuable for a family. They can be referred by a member of staff or self-refer.



Keeping yourself and others safe

Fire safety

In the event of a fire in the family home, warn people in the vicinity of the fire, **raise the alarm** and vacate the building immediately, dial 999 from outside the building. **Do not** stop to collect your personal belongings.

Assessing risk

Your volunteer coordinator will look at any risks within the family that need to be considered and risk assess the location and task. They will discuss any risks prior to the match so you can make an informed decision as to whether you would like to go ahead.

Whilst in the home, you should also know your own limits and feel comfortable to say no or ask to check with your volunteer coordinator.

Driving and car seat information

Transport can be valuable in helping family members access events, shopping and collect medication. If you think you may be interested in driving for any of our families we would need to see the following driving documents:

- MOT
- Driving license
- Certificate of insurance
- Registration documents.

You will also need to **tell your insurance company** you are driving for EACH. If you are driving an EACH vehicle an occupational health check may need to be carried out.

Think T.I.L.E before you lift: Task, Individual, Load, Environment

Task: What needs moving? Does it need moving? Can it be reduced in size/weight?

Individual: Can you manage it alone or do you need help? know your own capabilities

Load: Is it heavy, large or awkward? Where is the centre of gravity?

Environment: The route you will be travelling with the load. Is it clear, well lit, uneven surface or slippery



Signing in and out/lone working

Every time you come to the hospice please sign in and out of the hospice building.

You are also required to check in before and after making your visits to the family. This is because we have a duty of care to our volunteers and want to ensure you have safely returned from your visit.

Visits in normal working hours: If you are visiting a family in working hours (9am-5pm) please call your managing hospice. A member of staff will take your contact details, visiting address and time expected to finish your visit.

Visits out of working hours: If you are visiting a family out of working hours please firstly try your managing hospice. If the hospice is closed, please call one of the other hospices and provide them with the same details. In the rare event that all three hospices are closed, you will be informed and provided with an on-call number.

Mobile devices/phones

(In accordance with EACH policy AD21 Mobile Devices Policy)

We will issue you with a mobile device which is to be used for contact with the family/point of contact only. It can also be used in an emergency.

Devices issued remain the property of EACH inclusive of all attachments and accessories, but are the responsibility of staff members and volunteers who are in possession of them.

The phone and sim card and any other device, including charging cables, must be returned on request and/or on termination of your volunteer role.

Do not share personal information via text/Whatsapp.

The transmittal of offensive and or inappropriate images or text is not permitted.

Cameras on personal mobile devices must never be used to take pictures of service users without the specific authorisation of your volunteer coordinator. Images or photographs of service users may only be taken when this has been specifically arranged and correct permissions have been obtained.

We reserve the right to charge volunteers for all mobile phone calls which are deemed to be unnecessary or of excessive duration. No calls to premium rate numbers are permitted, this includes 0898 and 118.



Safeguarding

As Help at Home volunteers you will be in direct contact with families in their own home and will build relationships. You will appreciate from your training the need to be alert to any safeguarding issues around children, and will know it is the responsibility of all EACH volunteers to protect and safeguard the welfare of children and young people. Here are some reminders:

What do I do if I have concerns?

When the child is in need of immediate protection and emergency action is required:

- Stay calm
- **Call 999**
- Act to ensure the immediate safety of the child/young person.

Immediately discuss the situation as a matter of urgency with your volunteer coordinator. If they are unavailable please contact your local hospice and speak to the nurse in charge or manager on call.

When emergency action is not required

- Record your concerns and report immediately to the volunteer coordinator
- If they are not available report to the nurse in charge, care manager or service manager at your local hospice.

Disclosure

If a child/young person discloses an allegation of abuse to you

- **The child needs to be listened to, BUT NOT DIRECTLY QUESTIONED**
- **Do not** prevent a child who wants to talk about what has happened from doing so
- Reassure the child they were right in telling you, but be clear that if they/you are concerned, this information has to be passed on
- Note the time, setting and details as accurately as possible
- Once the disclosure has been made, record and inform your volunteer coordinator, or if out of hours, the nurse in charge, care manager or service manager immediately.



Support for volunteers

Like all our volunteers your primary support is your volunteer coordinator, and then the volunteer services partner.

Help at Home volunteers will receive increased levels of supervision due to the sensitive and independent nature of their role. Your volunteer coordinator will keep in regular contact with you and you will be invited to attend supervision sessions throughout the year. Please ensure that you attend a minimum of two of the sessions offered.

Help at Home volunteers also have access to ongoing telephone support and debriefing opportunities (via phone call and email). We will also provide the opportunity for volunteers to meet as a group to provide support to each other, learning opportunities, and an important social element in what can be a complex and challenging volunteer role.

Boundaries with children and families

To ensure a safe, respectful, and comfortable environment for everyone, volunteers are asked to maintain appropriate personal boundaries at all times. This includes refraining from physical contact, such as hugging or touching, with fellow volunteers, employees, CYP and family members, unless explicitly invited or clinically appropriate. This approach helps us respect individual preferences, cultural differences, and professional standards within the hospice setting

Some important boundaries to remember are:

Be clear – make sure you are clear on what you can and cannot do.

Personal details – never disclose where you live, where you work, where your children go to school, your phone number or email.

Meeting – it is important that volunteers do not contact families other than to arrange or cancel volunteering sessions.

Attendance at family events – volunteers must not meet service users socially outside of their volunteering session, nor develop a friendship past the end of the professional relationship.



There may be exceptional circumstances when it would be appropriate for a volunteer to attend a family event e.g. a party where practical support was required.

Relationships – all of the families we work with are vulnerable people. Personal relationships between family members and volunteers are completely unacceptable.

Hugs/touching - physical contact should be avoided wherever possible unless for example, a leaving hug from a small child when parents are present.

Social networking – volunteers must not accept a family member as a ‘friend’ on sites such as Facebook. If a family member invites you as a friend you should decline politely.

We will not give your surname to families to avoid any searching for you on social media. We recommend you keep your privacy settings to a high level to avoid personal information being disclosed.

Gifts – personal gifts should be neither given or accepted. However, there may be situations where it feels difficult to refuse. If you feel you have to accept a gift, you may choose to accept a small gift on behalf of EACH rather than as an individual. You must inform your Volunteer Coordinator who can record this.

Loans/payments – volunteers should **not** withdraw money, sign cheques or provide financial help/loan to a family. When undertaking shopping for a family, volunteers must adhere to the EACH procedure for handling of service users’ money and property.

Politics and religion – the best way to avoid imposing your own personal opinions is to leave them at home.

Fraud Prevention

EACH adopts a zero-tolerance policy towards fraud with anyone connected with the charity. All volunteers should be aware of the potential for fraud and ensure that procedures include sufficient protocols to detect or avoid fraud wherever reasonably practical to do so. All volunteers are required to report any concerns or suspicions that they may have regarding fraud to their line manager; this includes reporting all fraud whether known or suspected which may involve yourself, colleagues, volunteers, or any other third parties external to EACH. For the avoidance of doubt, EACH volunteers must not accept donations where funds may have been fraudulently acquired. Managers are required to escalate any knowledge or reports of fraud through the incident reporting system.



Matching you with a family

What do we tell the family?

The volunteer coordinator has an initial induction meeting with the family to talk about the service, what they can expect from a volunteer, including boundaries, expectations and confidentiality, etc.

The draft volunteer/family agreement will illustrate all the practical tasks you will be expected to support the family with. It must also take into account the needs of the family as discussed at the family introduction meeting. You and the family will have a signed copy of this agreement. This can be changed during the match, however this must be agreed with the volunteer coordinator.

How are you matched with a family?

Matching takes place on the basis of a variety of factors:

- Family support needs
- Volunteer skills and experience
- Availability of volunteer and family

- Area knowledge
- Distance between where the volunteer and the family live
- Family expectations, common interests and risk issues.

Length of volunteer support

The time frame of your involvement with the family will be agreed with you, your volunteer coordinator and the family themselves.

For regular support we ask that volunteers offer a minimum of six months commitment.

For one off or shorter periods of support, the time is likely to be dictated by the task itself.



Three steps to matching you with a family:

1. Potential family has been identified

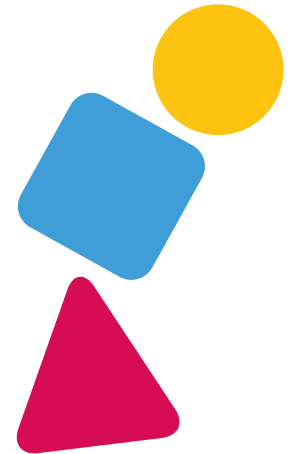
You will be sent a Family Information Summary when a potential family has been identified so you have an opportunity to think about, and make a decision regarding the match. Information provided to you will be on a need to know basis and with the consent of the family. Any information that could cause harm to the family, the volunteer or others will be shared with you. The volunteer coordinator will give you up to one week to reach a decision. If you agree then an induction meeting is arranged.

2. Volunteer induction meeting

If you are happy to proceed with the family identified, the volunteer coordinator will meet with you for an induction before you are matched with a family. This meeting is a chance to discuss the family, set out our Help at Home Volunteer Service guidelines and for you to ask any final questions you may have.

3. Introducing you to the family

An introduction meeting can then be organised with the family so everyone can be introduced. At the introduction meeting the family/volunteer agreement is signed by the family and yourself. This outlines the nature of the activities, timescale and anything else that is relevant. It enables both the volunteer and family to be clear about their commitment and for the volunteer coordinator to be clear about activities that will take place and when. This can be amended, but only with the agreement of the volunteer coordinator, the volunteer and the family.



About your visits to the family

It is expected you will visit your family depending on what is stated in your signed agreement. This should also guide the tasks you do within the visit.

Expectations – Do's and don'ts of the role.

You should:

- Complete **practical tasks** as agreed
- Be **non-judgmental** and have an awareness/ understanding that families may be experiencing chaotic times
- Be **reliable**
- Maintain **appropriate boundaries** with the family
- Complete the online **record of contact** within 48 hours
- Work within **EACH's policy and practice** framework.

You should not:

- Be **left unaccompanied with a child who has medical needs** (a parent doesn't have to be in the same room but should be within quick and easy access)
- **Administer medication**
- Provide **personal care**
- Experience **negative attitudes**.

Keeping a record of your visits

You will be sent a link to the online Record of Contact form and should submit this within **48 hours of your visit to the family**.

The Record of Contact form will be marked 'strictly confidential' and must not include names of any of the family members.

If any child/adult protection issues or concerns are raised this must be shared with your volunteer coordinator soon as possible. You will be given information in your induction about how to report any concerns.



Failure to meet

Families depend on the support provided by our volunteers so if you are unable to meet your family you must contact them and the volunteer coordinator, giving as much notice as possible. If the family are not in when you arrive, or if there is no answer at the family home then you should wait for a maximum of 15 minutes before leaving. You must contact the hospice and record on your contact sheet, in the appropriate boxes, either if a family does not arrive after 15 minutes and you have to leave or if they cancel the visit and do not arrange an alternative time for you to visit.

Review meetings

These will occur between the volunteer coordinator and the family at the midpoint stage of the relationship. The meeting is a chance to have an informal catch up with the family to gain their feedback on the match, and to see what support they would like for the remainder of your visits.

Becoming a key holder

The agreement allows the named volunteer only to access the family home to perform agreed practical tasks at an agreed time/date, when/if the family is unable to be at home, to oversee activities as outlined in the agreement between the two. This should only be used where a family is unable to be at home due to legitimate reasons, and where both the family and the volunteer consent.

Training and development

EACH is committed to the training and development of volunteers. Please let volunteer staff know of any training and development needs and where possible we will provide training either through EACH staff or through training.



Ending your support to a family

Reasons for endings

The relationship between you and your family will initially be for six months and, if both parties are happy to continue, will be reviewed after a year. This initial year can be extended but if either party decide to move on at this point, a mutually convenient end date can be arranged. The endings are, where possible, planned and phased so everyone is aware of the end date.

Occasionally there may be other reasons for a match ending such as the family not engaging, a volunteer's personal circumstances changing or if there is end of life of a child within the family you are supporting. Regardless of whether the match ends in a planned way or prematurely, the volunteer coordinator must be involved and this situation should be handled sensitively.

If a volunteer or family leaves unexpectedly or suddenly, the volunteer coordinator must try to find an explanation so this can be shared with the family or volunteer. We ask all volunteers commit to at least six months and this will be revisited and reinforced at supervision meetings.

Final meeting

There should be a final meeting between the family and volunteer to celebrate the end, review the progress made and discuss future plans.

Can I keep in touch?

Once a match is complete it is important **not** to stay in contact with a family you are supporting.

Evaluation

At the end of the match, the volunteer coordinator will undertake evaluation questionnaires with the family and volunteer to gain an understanding of how the service has worked, and will contribute to the monitoring and evaluation of the service.

Any areas where service improvement needs are identified should be noted by the volunteer coordinator and discussed with their supervisor and EACH teams if relevant.



Frequently asked questions

What happens if I want to end the match or do not want to be a volunteer anymore?

Some matches with families may breakdown or come to a natural end before six months or a year. Both the volunteer and family have the right to end the match if they feel it is not working, but by joining as a volunteer you make a commitment to work through difficulties wherever possible.

You should always discuss your concerns with the volunteer coordinator before ending a match with your family.

If you no longer wish to be a Help at Home volunteer, you should discuss this with your volunteer coordinator.

What should I do if the family asks me for money?

You should say no. You are not permitted to give or lend the family money (including the use of contactless payment cards).

How should I contact my family in-between visits and vice versa?

We advise you call/text the family in advance to make sure the arranged visit is still convenient for them using the mobile phone provided.

Can I take another person along with me to the visit?

No, as a volunteer you cannot bring an additional person e.g. children, friends, to the visit.

How do I get support if I need it?

If you ever have any concerns or need some support please contact the volunteer coordinator. They will be your first point of contact for any questions, queries and difficulties you may have. They will contact you regularly to monitor the progress of the partnership.



Useful contact details

Volunteer Coordinator (Milton): Tanya Jenkinson

tanya.jenkinson@each.org.uk

07595 415484

Volunteer Coordinator (The Nook): Anne Rayner

anne.rayner@each.org.uk

07771 275320 or 01603 967596

VolunteerServices@each.org.uk

01223 205183

Thank you for taking the time to read this guidance and we hope you enjoy volunteering with our Help at Home Volunteer Service.

EACH registered office

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