

Volunteers Policy

City Care Southwest Ltd offers care and support services to adults over the age of 65 in their own homes. Our service is regulated by the Care Quality Commission (CQC) in relation to the regulated activity “Personal Care” and in accordance with the Health and Social Care Act 2008 and its associated regulations 2014.

Version Control

Date	New Version #	Made by	Changes/updates	Review Date
16/11/2023	V1.2023	Rhiannon		16/11/2024
28/03/2024	V1.2024	Rhiannon	Inclusion of regulated activity statement and admin footer	28/03/2025

Statement and purpose of policy

City Care Southwest Ltd recognises the value that volunteers bring to our care setting, supporting our mission to enhance the quality of life for our clients. This policy outlines the procedures for recruiting volunteers, ensuring compliance with the Care Quality Commission (CQC) regulations, safer recruitment strategies, and relevant UK legislation.

Scope and Definition

This policy applies to all volunteers involved in enabling and support activities across our care settings and Managers who are involved in the recruitment and on-going management of volunteer roles.

Responsibilities

The Nominated Individual/Directors will:

- Review this policy annually, or sooner as required.
- Conduct quarterly service audits which include a review of the efficacy of this policy in practice.
- Stay up to date with legislation, guidance, and best practice in relation to Volunteers
- Undertake regular training as part of their continuing professional development.

The Registered Manager will:

- Implement this policy, ensuring that all staff read and understand it.
- Conduct bi-monthly service audits which include a review of the efficacy of this policy in practice.
- Undertake regular training as part of their continuing professional development.
- Stay up to date with legislation, guidance, and best practice in relation to Volunteers.

All Volunteers will:

- Read and understand this policy.
- Attend regular, relevant training which is appropriate to their role.
- Comply with all relevant company policies
- Follow guidance and advice detailed in the client’s care plan.

Volunteers Policy

Volunteer Recruitment

We are committed to safer recruitment practices to ensure that volunteers are suitable to work with vulnerable clients in a care environment. The following steps will be followed:

- All volunteer roles will be advertised through appropriate channels, clearly outlining the role requirements and the need for an enhanced Disclosure and Barring Service (DBS) check.
- Prospective volunteers must complete an application form, providing details of their experience, qualifications, and suitability for the role.
- All candidates will undergo an interview with at least two members of the management team to assess their skills, experience, and commitment to working with our clients.
- At least two professional references will be obtained for each volunteer, one of which should be from their most recent employer or volunteer role, if applicable.
- An enhanced DBS check is mandatory for all volunteers working directly with clients and/or client data. This check will be carried out prior to any volunteer starting their role.

City Care Southwest Ltd is committed to promoting equal opportunities. We welcome volunteers from all backgrounds and are committed to providing a diverse and inclusive environment.

Successful Applicants

Upon successful recruitment, all volunteers will undergo a comprehensive induction programme that includes:

- An introduction to City Care Southwest Ltd and our ethos
- Training on safeguarding, health and safety, and data protection
- Familiarisation with the CQC standards and relevant regulations
- Role-specific training as required

Volunteers will be provided with an identifiable uniform that distinguishes them from other care staff. This is to ensure that clients, staff, and visitors can easily identify volunteers and understand their specific role within the care setting.

Training will be refreshed annually as required.

Regulated Activities

In accordance with the Safeguarding of Vulnerable Groups Act 2006, volunteers will not be permitted to undertake any regulated activities. These activities are defined as those involving direct personal care, such as:

Assistance with eating and drinking	Volunteers will be permitted to prepare drinks and snacks for clients to eat independently. Only trained, paid carers will be permitted to assist with the physical support required to assist someone to eat or drink.
Toileting	Volunteers may ask if a client needs to use the toilet. Only trained, paid carers will be permitted to assist a client to visit the toilet.
Washing or Bathing	Volunteers will not support with washing or bathing.
Dressing	Volunteers may assist a client to put on a jumper or coat or tie their shoelaces. Only paid carers will support with putting shoes or any other clothing on.

Volunteers Policy

Oral Care	Volunteers will not support with oral care.
Care of skin and nails	Volunteers will not support with the care of skin and nails.
Medication	Volunteers will not support with Medication. Only trained, paid carers will support with medication.
Mobility Assistance	Volunteers will not support with Moving and Handling but may support a client by bringing their walking stick to them. Only trained, paid carers will support with any other assistance in a client's mobility.

Volunteers within the service will work closely with trained, paid colleagues and in their own day to day role, they may identify a concern, observe unsafe practices, or an un-met need whilst working with a client.

All volunteers will be informed of our safeguarding policy and their responsibility to report any concerns regarding the welfare of clients. Our whistleblowing policy will also be made available to encourage volunteers to report any misconduct or unsafe practices.

This policy will be reviewed annually or in response to any changes in relevant legislation or CQC guidelines.
