

Firstly, a big thank you for considering becoming a volunteer for our wellbeing volunteers for dementia project.

Without people like you, we would not be able to reduce loneliness and increase support for families living with dementia.

### What we expect from you...

You will help us to help families living with dementia by:

- Showing commitment and working to the best of your ability.
- Act with integrity and being non-judgemental towards others.
- Treating all information as confidential and escalating anything that puts you or your patient at risk.
- Attend training sessions and support meetings where possible.
- Keeping us up to date with your volunteering ability especially if it is affected by illness or you wish to change your role.
- If there is a problem, let us know promptly so things do not escalate. There is no stigma to asking for advice. Ever.

### Other ways of volunteering for Caraway

- Join a group to develop and deliver resources for older people who are housebound or in care homes.
- Join a care home team visiting residents in a care home who have asked to be visited.
- Work with an Anna Chaplain to support older people in the community.
- Become an Anna Chaplain, or a Bereavement and Loss Listener.

### CONTACT US

We'd love to hear from you!

If you have any questions, or would like to find out more, please look at our website or email us on:

[caraway@caraway.uk.com](mailto:caraway@caraway.uk.com)  
[www.caraway.uk.com](http://www.caraway.uk.com)



**Caraway**

THIS WELLBEING CALL SERVICE IS PROVIDED IN PARTNERSHIP WITH:



**Caraway**

*Spiritually Resourcing the Older Person*



**WELLBEING VOLUNTEERS  
FOR FAMILIES  
LIVING WITH DEMENTIA**

[www.caraway.uk.com](http://www.caraway.uk.com)  
Caraway is a registered charity no. 1177743

## THE PROJECT

*Southampton is a city with 270,000 residents, and there are about 500 families living with dementia in various stages of the illness.*

*At diagnosis of dementia, there is some support and advice which focuses on medication, tests, defines any problems, and gives initial advice and support.*

*Dementia is a long-term illness, lasting several years. And this project aims to provide regular telephone support to families living with dementia.*

*However, as time goes on, there is less support from a specialist service, and the care of the carers is supported by the NHS Admiral Nurses, trained especially in helping families and individuals cope with living with dementia.*

*An exciting new service, supporting families living with dementia by contacting them at home to see how they are, listen and redirect, as required. The overall aim is that all our people living with dementia are healthy, safe, and independent at home.*



## What will I do to support families living with Dementia?

- Connect with individuals in a way suitable to them.
- Check in to see how they are, on an agreed frequency basis.
- Encourage individuals to gain access to resources that they may need.
- Checking that they are aware of appointments, etc, as appropriate.
- Identify when things are not going so well and suggest options for support.
- Keep a safe, confidential, brief record of interactions, to use as a reminder of discussions to help when reviewing calls.
- Inform Caraway immediately of any general problems, concerns or incidents.

## What to expect in return?

- Recruitment as a volunteer involves an interview with Caraway, 2 references and an enhanced DBS check.
- Training includes induction, 4 virtual training workshops and 2 mandatory online training modules.
- Training covers how to make calls, questions to ask / not to ask and how to start / finish a call.
- Training Pack and Prompt Sheets provided to structure your initial and follow up calls.
- Regular volunteer support sessions with the other volunteers providing the opportunity to discuss how the role is going.
- Informal discussions with Caraway are also available when a more confidential discussion about wellbeing calls is needed.

*This wellbeing call service is only offered to consenting families living with dementia, who would normally attend the memory café and wish to stay connected.*

*Provides advice, signposting or referral back to the Admiral Nurses or other health professionals who can help those on the dementia journey.*

*You will compassionately walk alongside someone on the dementia journey. This is greatly valued and we are delighted you would like to take on this role for one or more families.*

**This is not a clinical service, just some ordinary people doing an amazing job of gifting their time to connect, listen and be there.**