Dignity in Care Champions Pilot
Service Specification

The overall aim of the project is to ensure that Merton Council funded residents in residential and nursing homes are having a positive experience and that their quality of life is acceptable to them.

This will be achieved by:

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<th>Objective</th>
<th>Why</th>
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<td>Recruiting, training and supporting volunteer visitors to residential and nursing homes</td>
<td>To provide independence to the review process undertaken by the Local Authority under their contractual obligations</td>
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<td>Building positive working relationships with residential and nursing homes across Merton</td>
<td>To enable visitors, through observation and discussion, to identify positives and any areas for improvement</td>
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<td>Sharing information about existing groups and services for older people in Merton with residential and care homes</td>
<td>To encourage residents to venture outside of their home and continue to lead a full life</td>
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The host organisation will:
- Recruit a minimum of eight volunteers to become visitors
- Arrange Disclosure checks for volunteers, when applicable
- Train the volunteers in line with the proposed training programme for volunteers. It has been agreed that the Safeguarding Manager from Merton Council will deliver the Safeguarding and Deprivation of Liberty Training
- Provide ongoing support to volunteers individually and as a group when required
- Dedicate a member of staff to oversee project
- Develop and maintain a schedule of home visits
- Ensure reports are produced within 14 days of the visit
- Circulate reports to relevant parties
- Share information packs with residential and nursing homes, encouraging older people to engage in networks across the borough
- Encourage the dedicated member of staff to attend training relevant to the successful delivery of the project
- Network with other organisations delivering similar projects and local partners

Expected timescales:
- Volunteers will be recruited throughout June. Significant work has been done to plan and resource the volunteer journey which will form part of the induction to the host organisation
- Training will start in July in line with the Safeguarding Manager’s availability
- The first inspection is to be completed by the end of September due to the length of the pilot

Organisations must evidence in their application that:
- They have good links with the local community
- Have experience of recruiting, training and supporting volunteers
- They have appropriate organisational policies

Delivery Requirements
Outputs
- A minimum of 8 volunteers recruited, trained and supported
- A named member of staff to co-ordinate the project
- Delivery of a minimum of 4 inspections a month, increasing as the service is implemented
- A visit to every home at least once during the first year of the pilot
- A report and recommendations where necessary for each home visited
- The information pack about activities and services for older people within Merton shared with residential and nursing homes
Outcomes

- More individuals contributing to the community through volunteering
- Residents will have a voice and an opportunity to live more independently within the residential and care home setting
- Standards in homes improve and services will improve

Reporting

The provider will report monthly to the Project Officer on project progress including:
- a written update with key points noted, including challenges
- the number of inspections
- the number of volunteers

General Responsibilities

- Safeguarding

Comply with organisational safeguarding polices. Employees and volunteers delivering the service will have the relevant Disclosure check where necessary.
The Provider shall meet all costs associated with carrying out enhanced Disclosure checks.
- Confidentiality

Ensure confidentiality at all times, only releasing confidential information in line with organisational policy.
- Data Protection Act

Comply with the requirements of the Data Protection Act.
- Equal Opportunities and Diversity

Ensure that all volunteers are treated as individuals within an Equal Opportunities and Diversity framework
- Health and Safety

Comply at all times with the requirements of the organisational health and safety policy

Policies and procedures specific to this service will be developed if required. All policies and procedures shall be reviewed, and revised where necessary, on a regular basis or as and when good practice, legislation and / or new terminology is identified throughout the contract period.