

Pastoral Guidelines for those helping an Adult who may be At Risk

- When visiting <the person> make sure someone (preferably the Church Committee or Leadership team) is aware you are doing it and that you have a mobile phone with you to phone for help if needed.
- Never go into a home if <the person> is not there. If something is urgently needed from the home contact <the person>'s family if possible.
- Never take <the person>'s cash card and draw out cash on their behalf. Tell them you cannot do this. Inform the family if repeatedly asked to do this.
- If you are asked to take <the person> to the cash point, stand back from the cash point, make no comment and have no involvement with getting money out.
- When doing shopping for <the person> give them the receipt and keep a written note of the date and amount they have paid you back for the shopping.
- When taking <the person> out and providing transport for them, make sure someone (preferably the Committee or Leadership team) is aware you are doing it and that you have a mobile phone with you to phone for help if needed.
- When travelling in a car you must check you are covered by your car insurance for Volunteer Driving. Information is also available from the website, abi.org.uk click on Motor Insurance and type into the search bar "Volunteer Drivers".
- Where physically possible encourage the person to sit in the back of a car and check they have a seat belt on before starting the car.
- When making a meal for <the person> first check if they have any food allergies, intolerances or preferences.

- This work requires the volunteer to hold an enhanced DBS for "adult at risk worker" or equivalent and with a barred list check

It is probable that each person may need specific care, guidelines and precautions. Please capture those here. The presence of such detail makes this document sensitive personal information and its capture, use, storage, disclosure and disposal are subject to the Data Protection Act 2018. Be careful.

Please follow the above guidelines and consider these specific guidelines (not all of which may apply, and there may be more to capture).

- If <the person's> family need to be contacted, please inform a single central point of contact to do this. This point of contact person will represent "the church" to the family.
- When visiting we will not do cleaning, personal care, change bedding, do washing / ironing because employed carers may do this.
- When taking <the person> food shopping we will encourage them to hold on to the trolley.
- We will carry food shopping into the home and help to put it away if needed.
- If requested, we will collect prescriptions from a pharmacy and deliver them to <the person>.
- When taking <the person> out of the house we will remind them to lock the front door and take and use a walking stick or frame stick.
- If <the person> falls, we will never lift them off the ground. We will phone 999, stay with <the person> and use the single point of contact to inform the family.
- When getting in and out in the car we will offer an arm to assist with balance and encourage <the person> to use their stick.
- It is wise to name and list a core team of people who may provide regular care, and with whom these guidelines are written and shared. If someone different is going to take <the person> out, then the Church Committee or Leadership team will need to be informed first so they can check the person has a DBS and is aware of these guidelines.
- If someone is available, we may be able to provide transport to appointments at the doctor, hospital, physio or the vets. This is not always possible.
- With <the person>'s agreement any church members may transport <the person> to and from church.