

# Setting up a new community Memory Café

memory café network



memory cafe network



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## What is a Memory Café?

With many Memory cafés around the county, you may well already know what happens at your local Memory Café. However, being able to travel around and visit different Memory cafes and listen to the guests and volunteers, it is clear that each memory café is unique, and there is a diverse range of creative of ideas and approaches, even though they all share similar experiences.

Generally, Memory cafes provide safe and supportive social environments for people with memory impairment and their family or carers, to come and spend some time together with others. There are usually some activities, entertainment, conversation, and importantly home made cake and refreshments. The aim of all cafes is to improve well-being for people with dementia and their families and carers. Memory cafés generally aim to do this by providing:-

- settings where people with memory loss feel welcomed and valued
- cognitively stimulating activities which are age appropriate, interesting and 'failure-free'
- opportunities for social interaction and making new friendships (this can be as a couple or as individuals)
- ways to contribute to the cafés, either by sharing histories or skills, making the refreshments, washing up, or joining the committee
- 'Reminiscence work' as a way of maintaining individual identity, building group identity and also a sense of community history.
- informal respite to families and carers, and also support
- ways to rejuvenate, refresh and re-weave relationships between people with memory loss and their carers

However the café volunteers and guests are more specific:-

- 'We provide time and space for carers to 'let go'
- 'this time here when I sit down and have a cup of tea, is the only time I feel like I am me again' (carer)
- 'Carers can feel confident that those they care for will be looked after and safe'
- 'it is fun and you don't have to worry what others think' (guest)
- 'I am not one for talking' – and later 'I never normally talk this much' (guest)
- 'I come in with a stranger and go home with my husband' (carer)
- 'It has to be fun or people won't come, and a release too.'
- 'You know you are doing something right when people leave looking happier than when they came in.'
- 'It doesn't just last for the 2 hours they are with us. People tell us they start looking forward to coming a couple of days before and are still talking about it for days afterwards.'
- 'these memory cafes are a life saver – they should be all over Cornwall' (carer)

- ‘people with memory loss are usually led in by the carers when they first come, but after a while, they are the ones leading the way and calling ‘get the kettle on’

Memory cafes give carers the opportunity for mutual support – knowing that others really know and understand makes a difference, and sometimes this grows into a support network that exists outside the café. Some have a ‘carers’ corner’ where carers can either speak to each other or a volunteer in confidence, others are offering separate space and time (about half an hour) to both the carers, and the people with memory loss.

Having some separate time can help people with memory loss to feel more confident and build their own friendships, as sometimes when carers are present, they may either be relied on to make conversation or naturally take the lead, or be over-protective, or be used to pre-empting and meeting the needs of their loved one which can inadvertently limit independence.

Carers feel the separate sessions are a safe place where they can ‘let go’ and talk about how they are feeling and coping. There is usually an exchange of ideas, experiences, information and sometimes phone numbers.

All Memory cafes agree that **mutuality** is the key –

“There is no ‘them and us’ – we are all the same, and to show that we all wear the same name stickers. You do not necessarily know who has memory loss and that is how it should be” (volunteer café co-ordinator).

Helping people to maintain their individual self-identity is essential to their well-being, and means that the temptation to impose an ‘ascribed identity’, which is defined by their memory loss, and ignores their individual characteristics and experiences, is resisted.

## Setting up a new Memory Café

### ***Step One: Gather information***

Contact the Memory Café Network and/or visit your nearest Memory Café to see how it is run. This will provide some ideas and information on how to set up a memory café and the different ways Memory Cafés work. Actually experiencing a memory café session will be far more informative than any information you can read, and as they are all different, it is worth visiting a few. Details of Memory Cafés across Cornwall are in the CRCC leaflet, available on the CRCC website at [www.cornwallrcc.org.uk](http://www.cornwallrcc.org.uk), or the Cornwall Council website [www.cornwallcouncil.gov.uk](http://www.cornwallcouncil.gov.uk).

## ***Step Two: Draw together interested parties***

Call an 'expressions of interest' meeting, to draw together interested people in your community who will be willing to put time, energy and/or resources into the Memory Café. You will need to think about where to hold this first meeting e.g. local scout or church hall, library etc and whether you will need to pay for the hire of the room. Make sure you advertise the meeting widely so that you reach a wide audience, and also give plenty of notice. Colourful posters, local radio interviews are all helpful, as is a telephone number where people can get more information.

Make sure you have someone to lead the 'interest' meeting, and keep it on track. People generally want to know what memory cafés do, what needs they meet, how much time and resources they require, and what if any support is available to help get the café up and running. Whether a Memory Café is wanted or needed in the area, will also need to be discussed.

It is therefore important to have gathered your information beforehand, or to have a speaker who will be able to answer questions. A good speaker could either be the Memory Café Network facilitator, a leading member of REPoD (Rotarians Easing Problems of Dementia), a leading Member of the local Alzheimer's Society, a local doctor or Memory Clinic Nurse who understand the benefits Memory Cafés have to offer or an organiser of another Memory Café.

The most successful ventures are often helped into being by enthusiasm, determination and commitment, so who gets involved is really important, and it helps to 'cast your net' wide. However, do remember some people are initiators and some are completer/finishers and although not everyone who attends the first meeting will stay for the whole journey, there will be other people who can help you along the way.

### **Potential interested partners to contact/invite**

**Local Health centres/ GP surgeries,  
Community Mental health teams/ Memory Clinics  
Adult Social Care teams (Social workers)**

These will all be a source of potential referrals and able to tell you about approximate numbers and also about other existing services.

### **Local Residential Care Homes**

These may also be interested and have residents who are living with dementia, who may enjoy getting out and having a social afternoon, with support. Local care homes can be excellent partners, and creating a balance between numbers of residents and non-residents needs to be considered. Memory Cafés tend to work best when there is a real mix, and care

home residents seem to get more out of sessions if they come with family carers, or in small groups (twos and threes) with support staff.

**Older People's Forums,  
U3A groups,  
the Rotary, Lions, Masons,  
Inner Wheel and Women's Institute**

These are all potential sources of volunteers, who have wide-ranging skills, experience and often useful local knowledge. Some inspirational WI groups have provided venues at lower costs, Inner Wheel groups have provided homemade cakes on a rota, and Rotary Masons & Lions Clubs have been keen to fundraise and provide some initial financial support. Volunteer Centres also provide support with recruiting and selecting volunteers.

**Local councillors**

Councillors are always keen to know what is going on in their localities and to support new community developments, so getting them involved from the outset is a good idea. As well as having small funding pots, they may also be able to help you negotiate for use of public premises, e.g. one stop shops, libraries, schools.

**Local Carers' Support Workers & Carers' Support Groups  
Local Carers' Forums,  
Adult Care Day Centres (private & statutory),  
Cognitive Skills Therapy Groups & Facilitators**

These groups and centres may be able to provide valuable insight, knowledge and skills, as well as being a potential source of referrals. There may also be potential for sharing resources.

**Local religious centres, churches & chapels**

These may also have members who would be very willing to get involved and who may also be known and have really useful knowledge about local people. Some religious centres may also be able to offer free or low cost use of facilities, (although there are always issues around diversity and accessibility when considering holding memory cafés in religious centres).

***Step Three: Setting up a Steering Group***

If there is sufficient agreement and interest in setting up a Memory Café at the expressions of interest meeting, the main outcome should be the setting up of a Steering Group, which would meet regularly and guide the development of the Memory Café. Ideally Steering Groups are comprised of various local people and representatives of local organisations.

Some members may only have short term input, whilst others may remain and become members of the Memory Café Management Committee.

### ***Step Four: Draw up an Action plan***

**You will need to decide:**

#### **1. How you will fund the Memory Café and where you will get the initial start up costs**

Once the Memory café is up and running and you can demonstrate what you are doing and the difference it makes, you will be able to apply to local funding pots, grant holders, councillors, etc.

Also most cafés become self-financing by encouraging guests to make a voluntary donation to cover costs of refreshments and venue rent. Some also ask guests to bring along raffle prizes and sell tickets each time. Initially however, the Steering Group may need to fundraise to cover the initial start up costs. Coffee mornings, Car boot sales, Bring & Buy sales, will all help. Local businesses may be willing to provide 'in kind' help such as tea, coffee, stationary etc. **See finance section for approximate running costs.**

#### **2. Where the best location for the Memory Café is**

The best location for a Memory café will depend on a number of factors, including where the nearest memory cafés are, where there is the greatest demand (this information will be available from the QOF register and the Memory Café Network Facilitator and also your local memory clinic), and where there is the best access (geographical & public transport), and where there is a suitable available venue. **See Venues section for more details.**

#### **3. Which is the best day for the Memory Café to run on**

The best days for Memory Cafés are those which do not overlap with existing popular clubs and services, such as local keep fit sessions, luncheon clubs, or Day Services. If possible it may be helpful to 'twin' with an existing nearby Memory Café so that you are running on the same day but alternate weeks. Make sure you take time to find out what else is happening in your local area and on which days (taking time now could save you time and frustration in the long run).

#### **4. How you will recruit and train volunteers.**

Local groups like the Rotary Club, Inner Wheel, Women's Institute and Over 50 Forum may be an excellent source of volunteers, but younger and older people living in the local community, and ex-carers may possess very useful knowledge and skills. If possible, it is

best to have a mix of volunteers of different ages, backgrounds and interests as this leads to a wide range of skills which can be used and will better reflect the diversity of the Memory Café guests.

You will need to not only think how you will select volunteers, but also how you will train, support and keep volunteers. **See Volunteers section for more details.**

Think about the skills and experience you are looking for before you advertise and use the volunteer application forms. This will give people a chance to think what they have to offer and also find out a bit more about what they will be doing.

## **5. The focus and activities of the Memory Café**

Most Memory Cafés provide an opportunity for people with Memory loss and their family carers to socialise and meet others. In addition to this, some also focus on the needs of the carers, providing informal respite, support and information. Others focus on the needs of the guests with memory loss, by providing cognitively stimulating and creative activities which help to maintain identity and independence. Some memory cafes provide a mixture of all three. The focus of most memory cafés should evolve over time, reflecting the needs, wishes and involvement of the guests, but it is always good to have a starting point. Planning sessions in advance helps everyone; guests know what to expect, volunteers know what is happening and what might be expected of them.

**See Memory Café Focus & Activity Section for more details.**

### ***Step Five: Regular Steering Group meetings***

It is important to meet regularly to keep the development of the Memory Café on track (in line with the action plan) and to make important decisions. You will need to make sure there are a couple of lead people in the steering group who are pro-active and able to move things forward.

## **PRE-LAUNCH MEMORY CAFÉ CHECKLIST**

**1. Memory Café Venue chosen and confirmed. It is important that time and consideration goes into choosing a venue which is appropriate and available in the long term. See Venues Section**

**2. Volunteers have been recruited and trained. Make sure you have a sufficient group of volunteers, not only to run a session but to also cover sickness, holidays etc. At least six volunteers is a good minimum, and although to some extent the more volunteers the better, too many volunteers and not enough guests is not a good mix.**

The training of new volunteers needs some careful planning; too much information can be overwhelming and as well as frightening new volunteers it can make them focus on the 'disease' rather than the people they will be socialising with. The depth of information should enable volunteers to feel knowledgeable, equipped and prepared, and be timed to take place

over the few weeks before the memory café is set to open.

However, training should also be regularly refreshed. Information should include:-

- Different types of dementia and the effects (2 hours)
- How to support people with dementia (communication skills)
- Different creative and cognitively stimulating activities
- Adult Safeguarding/Health and Safety issues
- Planning memory café sessions
- An experiential run through of a Memory Café session

### 3. Any Health & Safety Issues should be addressed. This may include:-

- A risk assessment on the venue. Most venues you hire will have completed their own risk assessment. Ask if you can see it, and use this to complete your own. It may seem daunting but risk assessments are just thinking about things that could potentially happen and what you could do to reduce harm or risk. For example, not having trailing electrical cables, not serving hot drinks when people playing jenga, catch or hoopla, etc
- Getting advice about the specific potential hazards for people with dementia (e.g. shiny floors, patterned floors).
- An information session with volunteers regarding fire alarm procedures & exits, safe working e.g. trips and spills, how to fill hot water urns, where sharp knives kept.
- Any electrical equipment provided with a venue must be tested and certified, but they may also have rules about electrical equipment brought into the venue.
- Public Liability Insurance, some venues (church halls) often carry their own insurance and your Memory café may be covered under that, but you will need to check.
- Purchase a book or register for guest to sign when they arrive – this is essential and should be used in the event of an evacuation due to fire, but also forms a record/evidence of attendance numbers for funders.
- All venues have to provide First Aid Kits, but it is worth either making sure the kit is complete or purchasing one for the Memory Café separately. It is also a good idea to purchase an Accident Book to go with it.
- Having trained First Aiders - **BUT this is not essential** and Memory Cafés have worried about the responsibility this may bring. **The emergency services should be contacted for any accident or incident, regardless if there is a trained first aider present or not.**

### 4. Only essential equipment should be sourced or purchased initially. The equipment and resources of a memory café will increase over time, and it is worth thinking about storage, and also which resources can be borrowed or shared with other groups. For example:-

- Tablecloths – these are optional but can add a touch of comfort and make memory cafés feel more welcoming. Washable table covers may be best as cloth covers will need regular laundering (volunteer time and expense).

- Cups, mugs & plates may well be provided at the venue – check if they are available and also whether they are appropriate (e.g. unstained, easy to hold) and there are enough of them. Mugs mean less washing up than cups and saucers. Also check access to cutlery (spoons and sharp knives for cutting cakes).
- Small table flower arrangements – optional but decorative.
- Venues usually provide detergent but you may need to provide tea towels (again ask for donations and volunteers for laundry rota).
- Portable music centre if the venue does not have one you can use to play CDs.
- Musical CDs – ask for donations, or swaps with other cafés, visit charity shops. you need to reflect the interests of your own Memory Café Guests so you may want to wait until the café is up and running.
- Pens, pencils, scissors, paper and coloured pencils. Good quality coloured pencils are easier to use and last much longer than felt tips. Painting can also be therapeutic but make sure they are washable, and that you have good quality brushes & plastic palettes.
- Leaflets and information for information table – these can be obtained from local Alzheimer's Society, Age UK and Carers' Service.
- Physical puzzles e.g. jenga, skittles, quoits/hoopla, dominoes, Bingo. These can be swapped with other memory cafés or even borrowed from guests so purchasing is not always essential and it does save on storage. Jigsaw puzzles should be age appropriate and of a size which can be completed with a little support (no more than 50 pieces).
- Postcards/Memory cards, picture books (available from libraries) of nostalgic scenes provoke discussion.
- Old Photographs

**5. Choose a launch date and advertise the Memory Café, when you are sure the Memory Café and all the volunteers are prepared. It is best to delay a launch rather to keep to a timetable which is not realistic. People need to know what memory cafés do so advertising is important, but you may want to start small to begin with.**

For example, place posters and leaflets in:

- GP surgeries, Memory Clinics/Community Mental Health teams
- Public libraries, Leisure & Community centres
- Local shops, post offices
- Local Churches & Chapels
- Local Carers Services & groups
- Local based Dementia Charities
- Lions Clubs, Rotary Clubs and other voluntary organisations

Be aware that although an official launch can be a prestigious beginning for a memory café, if it is arranged to coincide with the very first memory café session, the presence of dignitaries and press may put potential guests off.

### ***Step Six: Forming a Management Committee***

Management Committee should steer and plan the work of the Memory Café and help it to grow. Having a Management Committee and a constitution is an essential requirement for opening a bank account and being able to seek funds. However there is more to governance than just having a committee and setting one up can take place before or after the Memory Café is launched, it is getting the right people involved which is more important than timing. **(See Management Committee section for description of roles and responsibilities).**

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## Finances - How much does a Memory Café cost?

<b>Venue Rent</b>	Typically between £12 – £18 per session, so between £190 - £360.00 pa. However, some church halls and community centres may well give you a free rent or reduced rate for a community project so don't be afraid to ask.
Total £0 - 360	
<b>Essential Equipment</b>	Storage box = £5.00 each <b>large supermarkets</b> Pens, Felt tips, colouring pencils = £10 <b>poundshops (colouring pencils last much longer and also allow people to blend colours)</b> Registration book, stickers, petty cash book = £10 <b>poundshops</b> Portable CD player = £25.00 <b>or ask if anyone has a spare</b> Musical CDs = £0 - 25.00 <b>ask for donations of a wide range of music &amp; search through charity shops for compilation CDs.</b> Games including jenga, quoits, large dominoes = £0 - 30.00 <b>ask for donations of age-appropriate, ability appropriate unwanted games</b>
Total £25 - 100	
<b>Refreshments</b>	Tea, coffee, sugar, milk, juice = £0 – 50 <b>see if local supermarkets will make a donation of goods to support you. in some areas, Inner Wheel Volunteers cook/bring cakes into Memory Cafés on a rota. If carers want to contribute to the memory café by bringing in cakes this should be encouraged.</b>
£0 - 50	
<b>CRB checks</b>	the Memory Café Network advises that at least 5 of the core Memory Café volunteers have Criminal Record Bureau checks and these cost about £10 each but are currently free to members of the Cornwall memory Café Network.
£0 - 50	
<b>Public Liability Insurance</b>	Your memory café may come under the insurance of the venue you are using, so it is worth checking first. Individual cover costs between £150-250, but cover under the Cornwall Memory Café Network public Liability Insurance is currently free to members.
<b>Telephone</b>	Most community Memory cafés are run on a tight budget with volunteers often using their own landlines or free minutes to make calls. However, if there are a lot of phonecalls you may want to look at devising an information cascading system, as well as reimbursing people for their costs.
<b>Travel Expenses</b>	Many volunteers do not claim travel expenses but you might want to offer volunteers 'out of pocket' expenses so that cost is not a barrier to them working in the café. The current mileage rate is £0.40p per mile, so you will need to multiple this by number of miles in a return journey, and then multiply again by number of café sessions per year (i.e. 24) e.g. 2 volunteers x 8 miles x 0.40 x 24 sessions = Total £153.00
<b>Publicity/admin</b>	Paper & printing add time and money so it is worth asking around local copy shops & volunteers and trying to negotiate low cost or free copies. £75.00



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## Finding Suitable Venues

If possible look for venues which:

1. Are available on the afternoon you are looking for, and for at least half an hour before the memory café starts and half an hour after it finishes. Memory Cafés take time to set up and as well as clearing away afterwards, volunteers need some time to talk about how the session went, what worked and what might need to be done differently.
2. Are available for a long 'let' period. This gives the Memory café a chance to get established and known, and may also be used to negotiate a lower rent.
3. Are easily accessible by public transport (on regular bus routes).
4. Have adequate free parking for at least 10 cars, although you may also want to talk to volunteers about leaving car parking spaces free.
5. Are disabled/ wheelchair accessible. Flights of steps are often difficult even if people are not wheelchair users.
6. Have enough accessible & disabled toilet facilities, preferably on the same level as the meeting room.
7. Have a well-lit and equipped kitchen. It needs to be of an adequate size for safe use by a team of volunteers. Cookers and microwaves are not essential as cooked food should not be served, but hot water heaters, urns and catering size teapots can also be very useful.
8. Have good natural light and are also well lit – this is especially important for people who may have failing eyesight and for enabling guests to participate in creative activities (especially on darker winter afternoons).
9. Have an adequate heating system which can keep an optimal room temperature (preferably included in the rent).
10. Have an even floor covering to prevent trips, (particularly essential if any movement or dance activities are planned). Wipe clean floors can make for easy cleaning of spills but shiny floors should be avoided as they can

appear wet and may confuse some guests with memory impairment.

11. Have enough space, tables and chairs to seat about 30 people, including wheelchair users, and allow free movement between tables and around the room, without blocking fire exits.
12. Need to be spacious enough to accommodate your guests, but avoid venues where noise echoes, or which may be too large to feel cosy, or comfortable.
13. Have tables which can be both easily moved and are the right height to work on (e.g. low coffee style tables may not facilitate involvement in hands-on activities). Many halls have collapsible tables which need to be erected and then put away at the end of the session, so make sure you allow for this extra help and time.
14. Have chairs which can be both easily moved and are comfortable enough to sit in for an hour or more. Some plastic chairs are either not comfortable enough, or may feel cold in the winter and get sticky during the summer heat. Some larger supportive chairs are more comfortable but harder to move around and also prevent people getting close together.
15. Have some storage space which you can use to store the Memory Café resources. (Without storage, relying on one or two lead volunteers to bring a large resources box to each memory café is onerous and very limiting).
16. Have entrance and exit points are all visible from main room so that guests are always visible and not able to wander unseen.

Halls which can be partitioned off or spare separate rooms can be very useful, especially if separate activities are planned.

## The Management Committee – or the ‘board’

The management committee or board is the ‘governing body’ of a voluntary or community organisation, such as a memory café.

The people that make up the board should have a good range of different skills, knowledge and experience, which when combined can be used to steer the organisation effectively.

Committees or boards need to have at least three members to cover the roles of the Officers (chairperson, secretary and treasurer), but more people are needed because the committee cannot run the organisation alone – it must delegate some authority and responsibility to the Memory café lead(s) and volunteers. Some committees may be tempted to delegate the things they don’t want to be involved with, but delegation is about sharing the burden, not giving up ownership or responsibility.

The optimum size of a committee is difficult to determine. Large committees may become unwieldy (more members often means discussions take longer) and may make it difficult to agree mutually convenient meeting times, whilst small committees run the risk of being unsustainable (over-burdening) and unrepresentative. Ideally the committee or board should include at least two or three stakeholders (volunteers and memory café guests).

Rather than just looking at the numbers, make sure your committee or board members together possess the right skills and experience to help the memory café work effectively and carry out the main duties.

### ***Main roles of the Management Committee***

1. To ensure compliance with the ‘Constitution’ or ‘Governing Document’ and use this to set and maintain vision and values.
2. To plan (in advance) themes or programmes for each Memory Café session, so that volunteers know what they will be doing and how to contribute, and guests know what to expect.
3. Establish and monitor policies (e.g. Protection of Vulnerable Adults, Confidentiality, Data Protection, Complaints’ procedure)
4. To ensure accountability and where appropriate compliance with the law (i.e. data protection, health & safety).
5. To maintain proper financial oversight (e.g. not to incur debt) and develop plans and strategies for long-term sustainability.
6. To select, support and maintain a team of volunteers and to organise a rota so that the café sessions are always adequately and safely staffed.

7. To maintain simple administrative systems and records (e.g guest register, session records/photos, minutes of meetings\*) which may also be used as evidence for funders.

\* Minutes are important because they form a record of decisions taken and a reminder of what was discussed at the last meeting. They are also a useful accountability tool for members who have agreed actions.

8. To promote and publicise the work of the organisation.

9. To maintain effective management committee performance.

Also a committee which is made up of a diverse group of individuals, of different ages, backgrounds and interests, as opposed to consisting solely of existing members of a larger organisation) will feel much more like a community venture and be more responsive to the local people it serves.

It will also provide fresh perspectives to the way the organisation is governed, and ultimately having a diverse committee, which includes stakeholders will ensure that the memory café is more inclusive in the way its 'mission' is fulfilled.

HOWEVER – not everyone has the skills or desire to be on a committee, so it is best to be clear about what being on the committee involves (in terms of time and other commitments) and also the personal skills and experience you are looking for. For example, good committee members will be:-

- committed to the organisation (you need people who not only attend regularly but understand what you are doing and why, and agree with the values of the memory café committee)
- Team players (willing to lend a hand & help others to do whatever needs to be done, even if it is outside their normal role)
- Good at listening to others, valuing different opinions & compromising
- Realistic about commitments and have enough time to give
- Enthusiastic about planning for the future
- Comfortable promoting the organisation

Sometimes people are willing to sit on a committee but wary of taking on the responsibilities associated with the roles of the 'officers'. However, these can be shared so that it is possible to have a chair and vice-chair, and secretary and vice-secretary etc.

## ***The Officers***

### ***Chairperson***

**Responsibilities** - To provide leadership and direction to the committee, enabling them to carry out their roles effectively for the good of the organisation.

To run the meetings, approve the agenda, ensure good participation and decision-making and help the board work as a team.

**Characteristics** – objective, visionary, good at running meetings and getting everyone to contribute, able to handle conflict, good understanding of what the organisation is about, good at summarising discussions and getting people to make decisions.

### ***Secretary***

**Responsibilities** - To provide administrative support to the committee, including writing letters, and keeping records of decisions, meetings, and actions taken, mainly the production of meeting agendas and minutes.

**Characteristics**– able to summarise the key points, good writing skills, well organised, good at distributing information and following up recommendations from the meetings.

### ***Treasurer***

**Responsibilities** - To operate a petty cash system and regularly monitor the organisation's bank account. To keep accurate, up to date financial records and present regular financial reports in a way that everyone can understand and comment on.

**Characteristics** - Strong numeracy and literacy skills with an understanding of financial responsibilities. Well organised, and able to meet key deadlines.

### ***Stakeholders***

A stakeholder is someone who will have a legitimate interest in the work and achievements of the memory cafe, such as a guests or member, partner (i.e. Rotary Club), volunteer, and/or funder. Once the memory Café is up and running, do think about how you will:

- Keep stakeholders up to date with your plans and progress
- Supply information in a form which is useful and understandable (short clear sentences and no jargon works better for everyone, not just people with memory loss).
- Take stakeholders' views into account when making decisions
- Deal with feedback and complaints from stakeholders (e.g. suggestion box, complaints' procedure – examples of these can be found in the appendices)

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## MEMORY CAFÉ CONSTITUTION

### 1. Name

The name of the organisation shall be.....

### 2. Objects

The objects of the organisation are :

1. To promote the well-being of people with memory impairment and their families and carers, through the provision of a Memory café which will provide social, enjoyable and stimulating activities in a safe environment.
2. To represent the views of people with memory impairment and their families and carers, to relevant statutory and voluntary organisations, with the aim of improving public awareness of memory impairment and the development of appropriate services .

### 3. Powers

In furtherance of the objects but not otherwise the organisation may exercise the following procedures:

- i) Power to raise funds and to invite and receive contributions provided that in raising the organisation Committee shall not undertake any substantial permanent trading activities and shall conform to any relevant requirements of the law;
- ii) Power to buy, take on lease or in exchange any property necessary for the achievement of the objects and to maintain and equip it for use;
- iii) Power to subject any consents required by law to sell, lease or dispose of all or any part of the property of the organisation;
- iv) Power subject to any consents required by law to borrow money and to charge all or any part of the property of the organisation with repayment of the money so borrowed;
- v) To recruit and support volunteers as necessary for the proper pursuit of the organisations objects;

- vi) Power to co-operate with other charities, voluntary bodies and statutory authorities in furtherance of the objects or of similar charitable purposes and to exchange information and advice with them;
- vii) Power to establish or support any charitable trusts, associations or institutions formed for all or any of the objects;
- viii) Power to do all such lawful things as are necessary for the achievement of the objects.

#### 4. **Committee**

The Committee shall consist of no less than *four* people who shall be elected from the public at each Annual General Meeting and shall include appointments to the following posts:

Chairperson  
Secretary  
Treasurer

and may also include if required:

Fund Raising Organiser  
Volunteer Representative/Co-ordinator

#### 5. **General Meetings**

General meetings of the committee will be held:

- i) *once monthly*, or as deemed necessary
- ii) AGM will be held in the month of ..... in each year or as soon as practicable afterwards
- iii) A summary record of all meetings shall be kept by the Secretary and agreed at each subsequent meeting

#### 6. **Control of Funds and Finance**

- i) Will be the responsibility of the Treasurer who will keep proper accounts that will be independently examined and verified annually. The verified accounts will be presented to the committee at the next Annual General Meeting.
- ii) Income of the organisation shall be paid into a bank account.
- iii) Withdrawals from the bank shall require the signature of at least two of the aforesaid officers

- iv) All monies received by and belonging to the organisation shall be spent or applied in accordance with the objects of the organisation.
- v) Surplus funds from year to year shall be retained by the organisation for use as in 6 iv)

**7. Change of Constitution**

Any part of the constitution except clauses 1& 2 can be changed at a General Meeting with at least one months notice given to, and with the agreement of, the Committee.

**8. Dissolution**

The dissolution of the organisation will be agreed by the Committee and its members at a General Meeting. Should the group be wound up by a decision of its Committee, then, after all its debts and liabilities have been satisfied, any remaining property shall not be paid or distributed among the Committee members of the organisation but shall be given or transferred to some other body or bodies with objects similar to the objects of the organisation.

This constitution adopted at a meeting of the committee held on.....

Signed

.....Chair

..... Secretary

.....Treasurer

memory cafe network

## Governance and Getting Fit for Funding

Following the InterLink Capability Model (ILCM) Level 2 check list, will help get your Memory Cafés governance in order and also help you to get 'Fit for Funding'.

You should use this list to pull together as many of the following resources that your Memory Cafe has in its filing system. The documents that are identified below may well have different names, or may be organised into smaller documents or exist within larger documents. If some of the resources listed are not in existence yet, you can use the list as an action plan to get more organised.

<b>Evidence of good Governance - What funding bodies will want to see</b>	
Constitution, Terms of Reference, Objects, Rules and/or Trust document(s)	<ul style="list-style-type: none"> <li>• This needs to be signed and dated</li> </ul>
Committee meeting documents (1) Agendas, and (2) Meeting minutes / notes / action lists	<ul style="list-style-type: none"> <li>• Minutes of meeting when constitution was adopted</li> <li>• Set of minutes from management committee meetings/board of trustees</li> <li>• Two sets of minutes signed by chair, 1 showing actions set the following meeting minutes to show action completed or in progress</li> <li>• Copies of agendas and minutes of meetings showing date, time, venue</li> </ul>
Annual General Meeting documents (1) Invitation / Calling notice, (2) Agendas, and (3) Minutes	<ul style="list-style-type: none"> <li>• AGM minutes showing when management committee and officers were appointed and who they are</li> <li>• AGM minutes showing Officers reports (i.e. treasurers report, chairs report etc)</li> <li>• Agenda for AGM</li> <li>• Signed and dated minutes from AGM</li> </ul>
Membership List*	<ul style="list-style-type: none"> <li>• Membership list, mailing list or database. (could be users of the Centre or list of Trustees etc)</li> </ul>

	Important – membership list must be dated of when created or updated
Protection of Vulnerable Adults Policy & procedure	<ul style="list-style-type: none"> <li>this may also include a record of which volunteers have also been CRB checked.</li> </ul>
Data Protection statement, policy or procedure	
Bank details including (1) List of authorised signatures, and (2) Bank Statements	<ul style="list-style-type: none"> <li>As in left hand column</li> <li>Set of Printed accounts for at least last three months</li> </ul>
Approved / audited annual accounts*	<ul style="list-style-type: none"> <li>Minutes of AGM showing treasurers report</li> </ul>
Periodic financial reports (e.g. showing available balances)*	<ul style="list-style-type: none"> <li>One set of minutes to show that financial information from treasurer has been shared</li> </ul>
Any surveys or polls of your members, users or stakeholders	<ul style="list-style-type: none"> <li>Feedback forms</li> <li>Documentation showing what service users would like to see (i.e. consultations)</li> </ul>
Documentation relating to any complaints or compliments received	<ul style="list-style-type: none"> <li>Evidence to show how these are monitored and responded to</li> </ul>
Any policies or procedures relating to marketing your services or communicating with users / members.	<ul style="list-style-type: none"> <li>Marketing Plan</li> <li>Evidence of articles submitted to press,</li> <li>Copy of newsletters</li> <li>Copy of business plan</li> </ul>

## **Criminal Records Bureau Checks & Procedures**

### **CRB checking for volunteers**

For good practice, we suggest that a Memory cafés should have the 'lead volunteers' (usually 3 or 4 anchor people), CRB checked, although according to the CRB guidance (May 2012), only people who are providing/carrying out certain types of activity (such as providing supervision, therapy and/or caring for vulnerable adults) **frequently\*** should be subject to monitoring and a CRB check (see attached notes).

\* **Frequently** is defined as an activity which takes place on more than two days in a 30-day period (Paragraph 10(1) of guidance notes), and therefore does not strictly apply to memory cafe activities and most volunteers.

However, anyone who is alone with or working on a one-to-one basis with café guests i.e. transporting people in their own car, should have a CRB check, and each Memory Café committee is responsible for determining whether or not their volunteers require a CRB check and to which level.

### **Some Frequently Asked Questions**

**Are CRB checks portable?**

**If you already have one, do you need another CRB?**

**As a committee, can you accept a previously-issued CRB check?**

CRB checks are not portable as such, apart from within certain occupations (e.g. supply teaching within the same local authority), so even if you already have a CRB for one role, it is likely you will need another one for a different role.

Ultimately it is for the committee to determine whether to accept a previously-issued CRB check. However the following should be considered before making a decision:

- The applicant's criminal record or other relevant information may have changed since its issue – **look at the date of issue.**
- The decision made by a Chief Police Officer to disclose information on a CRB check was made based on the position for which the CRB check was originally applied for. You cannot assume that no other intelligence would be disclosed for a different position. **E.g. A CRB carried out for work with children might produce different information from a CRB for work with vulnerable adults**
- Enhanced checks may contain 'additional' non-conviction information which is withheld from the applicant's copy in the interests of the prevention or detection of crime. If you choose to accept the applicant's copy of a previous check you will need to find out from the previous Countersignatory if any additional information was revealed in a separate letter.
- The information revealed was based on the identity of the applicant, which was validated by another Registered Body, at the time that the original check was requested. **Therefore, you should ensure that the identity details on the certificate match those of the applicant.**

### **How long is a CRB check valid for?**

There is no official expiry date for a CRB check. Any information revealed on a certificate will be held by police at the time the check was issued. You should check the date of issue on the certificate to decide whether to request a new one. In certain employment sectors a CRB check may be required periodically.

### **How long can we keep CRB records for?**

You can keep a CRB check - or other related information - for no longer than six months, to allow for consideration and resolution of any disputes or complaints after a recruitment or suitability decision is made. If it is considered necessary to keep the certificate information for longer, you should consult the CRB.

**Please Remember – a CRB check is NOT a GUARANTEE of someone’s integrity – it only shows that a prospective volunteer does not have a criminal record, and or has not been barred from work with children or vulnerable adults. It is therefore important to think about the ‘boundaries’ you expect volunteers to maintain and how you will make sure everyone is clear about appropriate and acceptable behaviour.**

Guidance is available from Volunteer Cornwall which is an Umbrella Body (UB) registered with the Criminal Records Bureau. It provides access to CRB checks for non-registered organisations (which includes Memory cafés) and the Charge for a Volunteer CRB is currently £10 which covers administration. (As an Umbrella Body Volunteer Cornwall is required to comply with the CRB’s Code of Practice and take reasonable steps to ensure that those to whom they are providing the CRB service are able to comply with the relevant obligations of the same code).

The CRB forms can be obtained from the Volunteer Cornwall Offices (which are spread out across the county, see area offices contact details below to find out about outreach services covering whole of county). They will help volunteers complete forms and also check and verify ID.

Management Committee member who initiated the CRB Process should liaise with Volunteer Cornwall to arrange a time for the volunteer meet with Volunteer Cornwall to go through the CRB form and validate their ID. Committees might want to think about making this part of their volunteer’s induction.

### **About Volunteer Cornwall (extracted from their website)**

CRB’s Code of Practice allows Volunteer Cornwall to pass the disclosure to the person in the host organisation on whose behalf they are acting. Volunteer Cornwall will need to take into account the security aspects of transmission and delivery when sending disclosure information to the organisation and its subsequent storage and handling.

The recruitment decision and responsibilities of that decision rests with the employing organisation and not Volunteer Cornwall, as the Umbrella Body. In such circumstances, no liability should lie against Volunteer Cornwall if a claim were subsequently made on the basis that the employing organisation had acted unfairly against the applicant.

### **CRB costs (revised March 2011)**

Volunteer standard or enhanced CRB checks are free but there is a £10 administration fee plus £2 VAT making a total of £12 per volunteer.

**\*Standard CRB check** discloses convictions/cautions only.

**\*\*Enhanced CRB check** searches more thoroughly – this is needed for anyone dealing directly with children, young and/or vulnerable people.

### **Storage and handling of CRBs**

By law all CRB certificate information must be stored and disposed of securely. Registered bodies, umbrella bodies and recruiters must not keep CRB certificates and additional information for longer than is necessary, for a maximum of six months following the recruitment decision. This time limit can be extended if a dispute is raised or permission given by the CRB. You can only share information with people who are involved in the recruitment process. It is an offence to make copies except under prior agreement with the CRB.

The full CRB code of practice can be found on the Home Office website.

memory cafe network

## Planning a Memory Café

Memory cafes provide safe and supportive social environments for people with memory loss and their family or carers, to spend some time together with others. Although all memory cafes aim to improve the well-being of people with dementia and their family carers, each memory café is unique, and there is a diverse range of creative of ideas and approaches.

Thinking about the initial focus of the Memory Café, or the difference you want to make, is an important part of the planning process, and also involves thinking about the differing needs of memory café guests. Memory Cafés guests may want:-

- To meet others and re-build a social networks
- Understanding, validation and support from peers
- Information/advice
- Informal respite & support for carers
- a sense of belonging and acceptance
- opportunities to take part in stimulating and creative activities

### Primary Aim & Focus of Memory Café

The focus of Memory Cafés vary from encouraging social engagement, to supporting carers, to focusing on providing stimulating activities for people with memory loss, or balancing a mixture of two or all three of these approaches.

### Socialising

Some memory cafés have been set up to provide 'tea, cake and conversation' with less focus on providing 'cognitively stimulating' activities, and greater emphasis on guests talking to each other and volunteers, sharing memories and interests. Conversation and reminiscence can be just as stimulating as 'designed' activities and also helps people with memory loss to maintain their sense of self and identity. People living with memory loss, and their carers often find they become socially isolated and so safe, welcoming environments where new friendships and supportive networks can grow are particularly valued.

### Ways to encourage socialising

- Allow the first 15-20 minutes of any Memory Café session for everyone to catch up and say hello to each other, and at least another 'chat' session towards the end.
- Encourage guests to get up and move around/mix. We are creatures of habit and so will often sit in the same place, on the same table. Try:-
  1. Changing the seating or layout of tables every so often - it can bring different people together.

2. Volunteers may serve their drinks to guests but encouraging guests to go up and collect their drinks increases:-

- involvement and independence
- movement and physical exercise (which some might appreciate)
- opportunities to chat with different guests

and can also reduce the workload on volunteers.

3. Having separate tables for particular activities i.e. Craft table

- Ask guests to share their news, i.e. celebrations, events coming up, places they have enjoyed visiting etc – this could be facilitated during teatime break. (Keeping a record of birthdates and celebrating birthdays may also be appreciated but you need a named volunteer to make sure all birthdays are recorded in the Memory Café diary and it is updated).
- Encouraging people to work together on quizzes, activities – this usually generates conversation and it is often easier to talk about a subject than to talk about oneself.
- Introduce new guests to others and also make sure there is a volunteer available to talk and sit with them and explain how the café works. You may also want to try buddying guests up – if you know a new guest has had the same interest or hobby as another guest, or is also from a similar area.

Having the chance to talk to others with similar life experiences should not be underestimated; the affirmation, validation and support are powerful. After her second visit, one memory café guest told me how much she had looked forward to the café, because of the joy she felt, just seeing that there were others with memory loss and that she wasn't the only person in the room.

### Supporting carers

Some memory cafés which focus on supporting carers, have separate spaces where carers' can meet away from those they care for, and talk about their experiences and receive information or advice. This can be beneficial to both carers and people with memory loss. Carers are able to be honest about how they feel – knowing that they will be understood by others who share their experiences. either be formal

Others

Memory café guests may prefer a different focus to the one chosen by a steering group and cafés which incorporate the wishes and views of the Memory Café guests will be the most sustainable and life-affirming. Having memory guests on the steering group or committee is one way of increasing participation, but surveys, comments, compliments and complaints are also a good way of regularly measuring 'what's working well and what isn't working well'.

### **Cognitive stimulation**

**Set up Cafe before client group arrive before each meeting. (See also 'set up guide')**

- Count seating. Set up tables to accommodate projected numbers attending. Refer to 'setting up a memory cafe' document if needed. Use previous meetings as experience in setting up table layout.
- Provide a small table with information leaflets, both national and local.
- Issue name stickers to volunteers before guests arrive.
- Have two 'Meeter's and Greeter's' ready at a small table to welcome guests as they come in.
- Have name stickers ready, and ask each guests to sign in. ( This is also essential for Fire Safety regulations as a register)
- Have a collection box or tin for voluntary cash contributions
- Meeter's and Greeter's should discourage any carer who wishes to just drop off a guest and leave them. A Memory Cafe is not for day care
- Escort new guests to a place in group, if they are nervous, introduce them. Try to mix group on a meeting to meeting basis. It is often the case that strong friendships form and in these cases they will, of course, sit together
- If new guests arrive, it is helpful if one of the Memory café leads talk to them before introducing them to the group to explain what happens at the café and answer any questions

**New guest procedure**

The Memory café lead would ask new guests to fill out a short registration form which might include details such as:-

- How the client heard of the group
- Have they had a diagnosis
- Are there any specific health or physical problems
- Emergency contact details and note these into a register
- Particular interests, hobbies, etc

memory cafe network

**Ideas for themed for activities for Memory Cafés**

New year resolutions – and hopes

January quiz & reminiscence - memories of living through coldest times/places

Burn's Night (Burn's Poems) 25<sup>th</sup> January

Chinese New Year - activities including quiz horoscopes & wordsearch

Valentine's Day 14<sup>th</sup> Feb \* activities including Sudoku & roses to colour

St Piran's Day

St David's Day 1<sup>st</sup> March information, wordsearch & dragon to colour

Murdoch Day (local history)

Pancake day \* quiz, pancake challenge

Spring Flowers \* wordsearch, poems, quiz, flowers to colour

St Patrick's Day 17<sup>th</sup> March \*wordsearch, quizzes, bookmarks

Mother's Day \* reminiscence - how mothers' lives have changed

Easter \* quiz, wordsearch, Easter traditions & memories

Royal Weddings \* - past & present

May Celebrations & May quiz

Wild Flower quiz & wordsearch

Wimbledon quiz & wordgame

Father's Day – changing mens role in families, reminiscence

Summer & holidays theme, quizzes, travel wordsearch ....encourage guests to bring favourite souvenirs

Seaside theme – wordsearch & quiz – use shells, pebbles postcards

Food – regional favourites wordsearch and encourage stories

Fruits from around the world – Quiz & wordsearch – make a fruit salad

Harvest Festival, vegetables wordsearch, reminiscence and quizzes

Autumn poems, leaf quiz, props of autumn leaves, painting/printing with leaves

Halloween Quiz

Bonfire Night quiz

Christmas making decorations, quizzes, songs

**Additional Themes**

Cars – first car, favourite car, fantasy car

\*Films Quiz, cinema memories, favourite film stars, films

Sue McDermott

Cornwall Rural Community Council

Musicals quiz, favourite singers, songs

Famous Couples (make a photo quiz)

Travel – ask guests about their favourite journeys near to home and away.

Animals theme – \*favourite animal wild & domestic), sayings & songs

Famous Artists / paintings

Medicines & cosmetics from yesteryear

'Firsts' – trip to cinema, date, wage packet, job, holiday, car, house etc

All the fun of the Fair

First/favourite Home remembered – ask guests to draw or remember what it was like

memory cafe network

## Memory Café Volunteer Policy

### Mission Statement

The ..... Memory Café provides a safe and supportive social environment for people with memory loss and their family or carers, to come and spend some time together with others. There are usually some activities, entertainment, conversation, and refreshments. The aim of this Memory Café is to improve well-being for people with dementia and their families and carers.

The ..... Memory café is run by a committee which includes members of .....and Memory Café volunteers.

### **The role of a Memory Café Volunteer.**

The Memory Café volunteers help out at the Memory Café by encouraging the guests to participate and making the refreshments. Volunteers may also lead an activity. The Memory Café is open to anyone who may have memory loss. A typical Memory café session consists of conversation, a mixture of reminiscence activities, cognitively stimulating activities (e.g. quizzes, games, puzzles) and creative (art and craft ) activities. There might also be singing, dancing and day trips. There are over 29 Memory Cafes across Cornwall, most of which are volunteer led.

### **Memory Café Values**

This Memory Café is committed to the following:

- For volunteers to be integrated and treated equally as part of the team.
- To recognise the individual skills each person brings to the organisation.
- For volunteers to feel supported and valued in their role through a comprehensive induction to the Memory Café.
- Encouraging volunteers to develop and build on existing skills and knowledge through sharing good practice within the Memory Café Network.



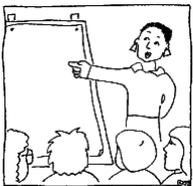
## Volunteers - Good Practice (source – Volunteer Cornwall)

### Recruitment



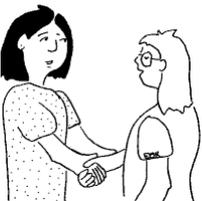
- This Memory café seeks to recruit volunteers from a diverse range of backgrounds that reflects the make up of the local community (see diversity policy).
- Every potential volunteer will be invited to meet with the café leader and fill in an application form.
- Two references are then taken up for every volunteer.
- The volunteer can have a two week trial before they decide whether on not volunteering at the café is for them, they are supervised during this time until the references are back and the CRB check is back (if needed)
- The café leader will identify if a Criminal Record Check needs to take place.

### Induction and Training



- Each volunteer will receive a minimum of one day's training about dementia and memory loss, and communication skills.
- Each volunteer will receive information about health and safety and equal opportunities
  - Volunteers will have a **code of conduct** and **role profile**.

### Support



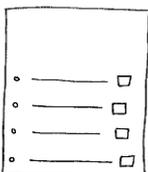
- Volunteers will have supervision on a one to one basis for their trial period.
- Volunteers will be invited to meetings to have an input on how the café is run.
- Volunteers can call the Café leader to discuss issues.
- Volunteers will be offered training.

### Expenses



- All volunteers will have their travel and other agreed expenses reimbursed. Such expenses must be agreed with the Café leader prior the expenses being incurred.

### Insurance



- All volunteers are covered by the Memory Café's insurance policy whilst they are on the premises or engaged in work as a volunteer at the Memory Café. It is the responsibility of the volunteers to inform their motor insurance

## Health and Safety



- Each volunteer will undertake basic health and safety training, and will be told about the reporting of accidents.
- Volunteers will be given some knowledge of risk assessment.

## Diversity

- Volunteers will be expected to have an understanding and commitment to equal opportunities and diversity.(See diversity policy)



## Problem-solving

- The Memory Café will try to solve any problems at the earliest possible stage. It is always best to raise the issue with the café leaders or committee, so that the problem can be addressed as soon as possible.

## Confidentiality

- The confidentiality policy is included in the Volunteer's code of conduct.
- The Confidentiality policy states that any private information about a guest, which a Memory Café Volunteer sees or hears as part of volunteering at the Memory Café, must not be disclosed or discussed without the café guests permission. This does not include information which makes a volunteer concerned about a Memory café guest's safety and well being, which must report to Memory Café lead or committee.

## Volunteers

Though it is tempting to jump straight into a recruitment campaign, you should first ensure that you are well prepared. It is no good recruiting volunteers if you do not know what they will do, how you will support them, or what procedures you will have for selection.

The starting point is to decide why you want volunteers and what is appropriate work for them to do.

It can be useful to draw up a Volunteering Policy for the organisation, including the basic principles behind your volunteer-involvement and your practice guidelines for working with volunteers (for example, the payment of expenses, how will the volunteers be inducted and trained, who do they go to if there is a problem etc).

For a sample volunteer policy or agreement ask your local volunteer centre, details at the back of this handout.

## Volunteer Support

All volunteers need support. What kind of support you provide will depend on the nature of their work and their needs.

Key elements of support can include:

- supervision - regular time to talk and plan
- voluntary work outlines like a job description for volunteers
- problem solving procedures
- training - everyone must be given sufficient training to do their work well
- recognition - identifying meaningful ways to recognise the contribution volunteers make

## Selection

For some voluntary work selection can be very informal, and focus on an introductory chat about the work and the potential volunteer's interests. If the role has some degree of responsibility, however (for example, working with people, money or dangerous equipment), selection procedures should be more formal.

Key elements of selection can include:

- application forms
- references
- interviews
- criminal record checks (especially if volunteers are working with vulnerable people)

## Other issues

Other issues to consider before starting to recruit volunteers include the payment of expenses, insurance, health and safety.

## Recruitment

Recruiting volunteers can be seen as a similar process to advertising (you are trying to sell the benefits of volunteering with your organisation), and as with any advertising it is critical that you have a clear message.

The nature of this message will depend on your organisation and the work you want volunteers to do. However, in general it will include:

- what the Memory Café is all about
- what the volunteering role is
- how a new volunteer can make a difference
- how to find out more

Most methods of recruitment elaborate on these four elements of the basic message. They are about ensuring that recruits are informed, motivated and know how to get involved!

## Motivation

It is useful to think about the possible motivations that people might have for becoming volunteers. This can help you to design volunteering opportunities and influence your recruitment message.

Motivations for volunteering might include:

- commitment to the organisation / cause, so it is important to emphasise how their contribution will make a difference to the Memory Café guests and their carers
- meeting people - volunteering can be a very sociable activity!
- gaining skills - when recruiting stress the skills and experience that volunteers can gain
- utilising existing skills - some people want to put their skills to a good cause, perhaps a volunteer is good at devising quizzes
- keeping active - more and more older people are volunteering

### **Making it easy**

Putting oneself forward as a volunteer can be quite daunting. People might not be sure what they are getting into and might be worried that, for example, they won't be up to it or that the commitment will end up being greater than they want.

It is important, therefore, to be flexible when taking on new recruits. It can be useful to offer tasters of volunteering so that the volunteer and Memory Café can get to know one another better. You will also need to spend some time finding out what people are looking for and what they have to offer. After a supervised taster session if the volunteer then wants to volunteer you can take up references.

### **Recruitment ideas**

Make sure you are clear about the kind of work volunteers will do (i.e. volunteer role description) and are also prepared to deal with enquiries (i.e. telephone contact and copies of memory café poster/leaflet, or a description of what the memory café does, volunteer application forms etc).

### ***How do you go about actually getting new recruits?***

#### **Word of mouth**

Most volunteers are recruited by existing staff, clients, supporters or volunteers. Make sure everyone you know knows that you are trying to recruit, and what the opportunities are. You might want to run a brainstorming session identifying people your organisation knows. Think about your contacts and how you can spread the word, this might include your local Rotary, Inner Wheel, WI or sports clubs.

Of course, if your volunteers are happy and motivated they will be more effective in recruiting their friends! Perhaps you could even print out cards with the lead person's phone number on, to be given out to recruit friends and family.

Pros:

- word of mouth is still the most effective method of recruiting volunteers
- it is particularly useful in smaller communities

Cons:

- you are likely to recruit more of the same, as existing volunteers will tend to recruit people similar to themselves, so if you rely on word of mouth your volunteers might not be very diverse.

Posters can spread your message to a wider audience. Leaflets or postcards are a handy and attractive way of providing information to potential recruits.

When designing printed information remember the principles of your recruitment message. Keep it simple, and reflect the nature of the volunteering opportunities in your design. You should also consider who your target audience is.

You might consider placing printed information in:

- schools and colleges
- libraries
- town halls and other public buildings
- sports and leisure centres
- churches
- shop windows
- bars
- Job Centres
- Any waiting rooms where people have time to read posters on walls, such as at the doctors, dentist, hairdressers, laundrette etc

Pros:

- printed information can be targeted at particular audiences
- eye-catching designs can create a good image for your organisation
- printed materials are becoming increasingly cheap and easy to produce.

Cons:

- printed information tends to circulate for a long time, so you do need to make sure the contact information is in date.

## **Talks**

Once you have identified a possible source of new recruits you need to take your message to them. Setting up a talk or presentation might take some time as you will need to persuade the host (be it a college or local Rotary group) that your information will be of real interest. But it can produce good results.

Try to be as well-briefed as possible about the people you will be talking to and what is likely to appeal to them about volunteering. Remember the principles of your recruitment message!

Visual images such as photographs or a video can aid a presentation, but real live volunteers or clients are the most effective inspiration. Make sure you bring printed information to support your talk that includes the relevant phone number, this will give people the chance to go away and think before committing themselves. Be clear about how people can get involved or find out more if they are interested.

## **Events**

An event such as Volunteers Week is a great chance to recruit new volunteers. You might have an exhibition stand in a supermarket.

There are many places and events at which stalls can be set up, including:

- the local high street (you will probably need to get local council permission to do this)
- the local library
- fetes and carnivals
- career and recruitment fairs
- train stations

Pros:

- gets you seen
- provides the opportunity of face-to-face recruitment

Cons:

- can be a lot of work without a guaranteed return

### **Local press and radio**

Coverage in the local media might range from feature articles to brief news stories. Try to build a good relationship with local newspapers and radio stations, stressing the human interest of local people getting involved to help the community.

A steady stream of coverage about your organisation, its work and its volunteers can help to raise your profile and thereby aid recruitment. Press coverage can also be used as a form of public recognition for volunteers' work. The press are also more likely to include an article if there is a 'news' element to it.

The West Briton, Cornish Guardian and Cornishman allow non-for-profit organisations to advertise for volunteers for free.

### **Local companies**

When assessing your local area for possible sources of recruits you might well come across local companies whose employees are keen to get involved. It will help if you can get the support of someone senior in the company, for example, to allow you to address a staff meeting. Once employees are volunteering, the company might also be willing to offer other kinds of support.

### **Diversity**

Having a diverse range of volunteers is important in allowing the Memory Café to reflect the community as a whole. Under represented groups amongst volunteers in Cornwall includes men, disabled people, young people, people from black and minority ethnic groups.

### **Male volunteers**

Some Memory Cafes have found that male café guests enjoy the company of male volunteers at the Memory Café. If the volunteers at your café are mainly female, then you

could try targeting male volunteers by getting in touch with other organisations that host males such as your local Rotary club.

Disabled people

Most Memory Cafes meet in accessible venues. Publicise the fact that your venue is accessible, and if you have a volunteer with disabilities, take a proactive approach and ask them if need any adaptations such as large print etc

Black and minority ethnic and migrant workers

To attract more black and minority ethnic people target your volunteer recruitment at religious and cultural centres. To target migrant workers target your campaign towards companies that employ migrant workers such as large employers or seasonal employers such as tourism.

**Volunteer Cornwall**

Volunteer Cornwall has five offices across the county in Liskeard, Bodmin, St Austell, Truro and Redruth. Penzance Volunteer Bureau cover the Penzance area. The Volunteer Centre in your area can help to advertise your volunteering vacancies. The Volunteer Centre don't have a bank of people waiting to volunteer as the number of opportunities is greater than the number of people wanting to volunteer but we can help to advertise the opportunity on the national volunteering website, and when people enquiry about the opportunities in their area we will then be able to signpost them to you. If you would like us to do this, you will need to fill in two short forms, get in touch with your local Volunteer Centre, the contact details areas follows:

Contact information

**St Austell Volunteer Centre**

Volunteer Cornwall  
17 Duke Street,  
St Austell,  
PL25 5PQ                      01726 76633

**Bodmin Volunteer Centre,**

1 Hamley Court,  
Dennison Road,  
Bodmin,  
PL31 2LL                      01208 79565

**Liskeard Volunteer Centre,**

Shop B,  
6 Church Street,  
Liskeard,  
PL14 3AG                      01579 344818

**St Austell Volunteer Centre,**

17 Duke Street,  
St Austell,  
PL25 5PQ                      01726 71087

**Truro Volunteer Centre,**

7-9 Old Bridge Street,

Sue McDermott

Truro,

TR1 2AQ

01872 263728

Cornwall Rural Community Council

**Redruth Volunteer Centre,**

64 West End,

Redruth,

TR15 2SQ

01209 217614

memory cafe network

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## **SAFEGUARDING VULNERABLE ADULTS POLICY**

### ***Introduction***

The \_\_\_\_\_ Memory Cafe has signed up to the Multi-Agency Policy for the Protection of Vulnerable Adults from Abuse and Neglect in Cornwall. It has a commitment to ensure all volunteers understand and adhere to the principles and procedures within that policy. For further information on safeguarding adults see [www.cornwall.gov.uk/adultprotection](http://www.cornwall.gov.uk/adultprotection)

As part of this commitment all volunteers need to be aware of \_\_\_\_\_ Memory Café's commitment to this policy and volunteers who may be working more closely with 'vulnerable adult' guests will be given more in depth training.

### ***Who is a Vulnerable Adult?***

A vulnerable adult is a person who is or may be in need of community care services by reason of mental or other disability, age or illness, and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.

The Cornwall multi-agency policy relates to adults of 18 years of age or over. Children under the age of 18 years are protected by the Children Act 1989. A person is a "child" until they reach 18 years of age or until they get married.

The term "community care services" includes all social and health care services provided in any setting or context.

The term "harm" should be taken to include not only ill treatment (including sexual abuse and forms of ill treatment that are not physical), but also the impairment of, or an avoidable deterioration in, physical or mental health. It should also be taken to include the impairment of physical, intellectual, emotional, social or behavioural development.

*(Definitions from "No Secrets" – Department of Health, 2000)*

### ***What is abuse?***

Abuse is a violation of an individual's human and civil rights by any other person or persons.

Abuse can consist of a single act or repeated acts. It may be physical, verbal, or psychological. It may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented or cannot consent.

Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it.

*(Definitions from "No Secrets" – Department of Health, 2000)*

If a disclosure of alleged abuse is made to a volunteer it is not their responsibility to investigate the allegation; they should contact the named Safeguarding Adult Lead Person within the memory café who will take the matter forward in line with the Cornwall Multi-Agency Policy. They will require a certain amount of information from you which will include details of the person who has disclosed that they have been abused and the person they allege to be the abuser, the type of abuse, where the abuse has taken place and when.

**The named .....Memory Café Safeguarding Adult Lead Person is:**

.....Tel.....

If the allegation is against the named Safeguarding Adult Lead Person for the memory cafe, either the Chairperson or one of the other officers should be contacted.

If further disclosures are made by the same vulnerable adult, without evidence of any action being taken from the original disclosure, immediate contact should be made to the named Safeguarding Adult Lead Person to ensure the allegation is being suitably dealt with.

### ***Confidentiality***

**All information supplied to the Memory Café Safeguarding Adult Lead Person (or Chair/Secretary of committee in their absence) should not be subject to further discussion with anyone else, unless information is specifically requested by someone involved in the Safeguarding Adults process. If there is any doubt the Safeguarding Adult Lead Person should be contacted to clarify the situation and provide guidance.**

Memory Café guests and volunteers should be aware that the information provided to the Memory Café Safeguarding Adult Lead Person will be acted upon in accordance with the Multi-Agency Policy for the Protection of Vulnerable Adults from Abuse and Neglect in Cornwall. No guarantees that the information will remain confidential should be made to the person making the disclosure, because as part of the Multi-Agency Policy there is an obligation for all allegations to be investigated.

All volunteers must understand and operate the policy and fully agree to apply this procedure in practice.

## **Complaints Procedure**

### ***Feedback concerning the Memory Cafe***

Feedback concerning the Memory Cafe both positive and negative is welcomed. Positive feedback and suggestions for improvement can be made to the volunteers or leaders either verbally or writing.

### ***Complaint about the Memory Café***

A general complaint concerning the Memory Café should be made, where possible to the lead organiser of the Memory café. Most Memory Café guests will know who the lead person is, but the organisers of each Memory Café are also listed on the county wide leaflet.

The complaint can be made either verbally or in writing, and preferably as soon as possible. Where possible, complaints should be factual and provide specific information concerning the complaint, such as what happened, when, where, who was present etc.

Depending on the seriousness of the complaint, the lead organiser may either seek to resolve the issue personally and convey the outcome and resultant actions back to the complainant, either verbally or in writing, or if the complaint is serious (or concerns the lead organiser) the complaint should be referred onto the Memory Café steering group/committee.

The Memory café committee should discuss the complaint as soon as possible, and identify the relevant issues/concerns and also decide the actions necessary to resolve the complaint. It is important that the identity of the person complaining is kept anonymous unless absolutely necessary. The Committee should communicate the outcome of the complaint and resultant actions back to the complainant, either verbally or in writing, as soon as possible (and preferably within four weeks).

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Role Profile Memory Café Volunteer

<b>Name of Memory Café</b>	
<b>Role Title:</b>	Memory Café Volunteer
<b>Where:</b>	
<b>When:</b>	
<b>Commitment:</b>	
<b>Requirements:</b>	<ul style="list-style-type: none"> <li>▪ An interest in supporting people with memory loss and their carers</li> <li>▪ Friendly, patient and calm</li> <li>▪ Good listening skills.</li> <li>▪ Previous experience or knowledge of being with older people and/or people with dementia is useful but not essential.</li> <li>▪ Ability to show empathy</li> <li>▪ Punctual and reliable</li> </ul>
<b>What the role is</b>	<ul style="list-style-type: none"> <li>▪ Help to set up at the beginning of sessions</li> <li>▪ Help to meet and greet the Café guests providing a warm friendly welcome.</li> <li>▪ Assist with the activities</li> <li>▪ Direct anyone asking for further information to the Café organiser, information leaflets or to specialist advisors</li> <li>▪ Provide support and encourage people to share their experiences and stories</li> <li>▪ Help with the refreshments</li> <li>▪ Pack away and tidy up at the end of the session</li> </ul>
<b>What we offer you:</b>	<p>The chance to be part of ..... Memory Café, meet new people and help support people living with memory loss. <i>Also include details such as training, expenses, or activities that the volunteers join in on such as day trips, Christmas parties etc.</i></p>
<b>Why We Want You:</b>	<p>Being diagnosed with memory loss can be a frightening and isolating experience. Memory Cafes help by proving an environment where people feel welcomed and don't need to feel embarrassed. Café guests can take part in the activities and reminiscence and meet other people in the same situation, helping them to make friends. Volunteers are crucial to the role of the Memory Cafés by supporting their operation.</p>
<b>Notes:</b>	
<b>Contact information:</b>	<p>For more information contact .....Memory Café Coordinator on .....</p>



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## Memory Café Volunteer form

The information on this form will be used for the purpose of the Memory Café.

### About You

First Name ..... Surname .....

Home phone number ..... Mobile phone number.....

Email address.....

Address .....

.....

.....Postcode.....

Date of Birth ...../...../.....

### About your volunteering

What attracted you to volunteering for the Memory Café?

.....

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.....

.....

What experience do you have that might be useful to volunteering at the Memory Café?

(include any experience that you might have of being with older people, and people with Dementia /Alzheimers)

.....

.....

.....

.....

.....

What skills do you have to offer the Memory Café? (think about your hobbies as well as personal skills and how they could be useful to the Memory Café)

.....

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.....

.....

What would you like to gain from your volunteering?

.....

.....

.....

How did you hear about the Memory Café and the opportunity to volunteer?

.....

.....

The Memory Café produces a list of Volunteer's contact information, which is given to other volunteers, please indicate if you want your name and contact information to be added to the list.

Yes

No

The Memory Café may need to complete a Criminal Record Check disclosure on Memory Café Volunteers.

About you

Do you consider that you have a disability? Yes/ No

If yes please give details .....

.....

Do you have any health or mobility issues that may affect your volunteering? Yes/ No

If yes please give details.....

.....

References

Please can you provide the contact details of two people who can provide a reference for you. They need to have known you for at least 2 years but can't be related to you. This could include a current or former employer, friend or neighbour.

<p><i>1<sup>st</sup> Person</i></p> <p>Name .....</p> <p>Address.....</p> <p>.....</p> <p>.....Postcode.....</p> <p>Tel No.....</p> <p>How you know them.....</p> <p>How long have you known them?.....</p>	<p><i>2<sup>nd</sup> Person</i></p> <p>Name .....</p> <p>Address.....</p> <p>.....</p> <p>.....Postcode.....</p> <p>Tel No.....</p> <p>How you know them.....</p> <p>How long have you known them?.....</p>
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Office use  
 Refs requested on \_\_\_/\_\_\_/\_\_\_ Received first ref?  Second ref?  Chased \_\_\_/\_\_\_/\_\_\_

**Memory Café Volunteer Code of Conduct**

**Code of Conduct**

As a volunteer at the Memory Café I will

- Be punctual
- Respect the privacy of the café guests
- Act appropriately and be respectful to others
- Agree any expenses with the Memory Café organiser before the cost is incurred.

As part of your volunteering at the Memory Café you may see or hear personal or private information about other people. It is imperative that you do not disclose that information. This does not include information which makes you concerned about other people’s safety and well being, which you must report to Memory Café lead .....

**Confidentiality Policy**

All personnel participating in voluntary duties with the ..... Memory Café potentially have access to very confidential information regarding guests at the Memory Café.

Any such information acquired from either written documentation or in conversation (whether it is with visiting Dementia specialists or guests of the Memory Café must be held in the strictest confidence.

This is considered a very serious issue and must be adhered to at all times.

I, the undersigned understand and hereby agree that all information given and received by me shall be confidential as between myself and the ..... Memory Café. The exception to this is if I am given information which makes me concerned about another person’s safety and well being, which I will report to the Memory Café Lead, or to the Memory Café Network Facilitator.

**Name of Volunteer:** .....

**Signature:** .....

**Date**.....