

Welfare of Guests Policy – when a Guest seems to be ill at a SoundCafe session

Responsible Officer	Policy & Risk Trustee	Review report to	Trustees
Review Required	February 2021	Date	6 February 2020

1. Background

- 1.1. SCL's mission is *'To relieve poverty and the other charitable needs of persons who are homeless or living in vulnerable housing or who have recently experienced homelessness in Leicester and Leicestershire, in particular by providing a safe creative space for them to meet regularly by offering opportunities to listen to and take part in musical and artistic practice and performances, as a means to improve their conditions of life'*.
- 1.2. Ensuring that guests are safe and their well being is at the heart of SCL

2. Statement

- 2.1. SoundCafe aims to keep everyone safe while attending our sessions
- 2.2. SCL is committed to the best welfare standards for each guest and volunteer
- 2.3. The purpose of this policy is to ensure with all those guests and volunteers attending our sessions are looked after irrespective of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age.
- 2.4. SCL works in partnership with SMH and it is SMH's policy and practice on well being which will usually guide SCL's approach

3. Scope

- 3.1. This policy applies to all SoundCafe Leicester employees, volunteers and helpers; casual workers and contractors undertaking work on behalf of the charity.

4. Outcomes

- 4.1. All employees, volunteers and guests will be helped and encouraged to take advice and support from SMH if they feel unwell at a session
- 4.2. SCL will do all that is possible that promotes dignity and respect to all.

5. Our Commitment to Safeguarding within Well Being

- 5.1. SCL aims to create an environment in which individual's wishes and preferences are listened to and valued.
- 5.2. Every employee and volunteer will adhere to the safeguarding code of conduct which re-enforces our commitment to treating one another with respect.
- 5.3. Training in first aid opportunities will be made available to all employees and volunteers as appropriate to their role.

6. If a guest feels unwell, or is identified as unwell during the session

See flowchart for ease of use of this policy. Several laminated copies of this will be available at each session of SoundCafe.

- 6.1. Respect for the individual alongside safeguarding for the guest and any volunteers involved is a key priority.
- 6.2. If the guest is conscious: contact SMH first aider for assessment; if they need medical attention offer a volunteer escort (preferably two) to nearest Walk-In centre. After arrival at Walk-in centre, volunteers to hand over guest with Walk-In centre staff .
- 6.3. Escorting will be done by Taxi - SCL will pay for guest and volunteer taxi to Walk-in centre and for Volunteer to get home (or to their car or bus stop). It is recognised that, with regarding to lone working and our policy, if a volunteer prefers to transport a guest (on their way home) in their car then another volunteer must accompany them with the guest.
- 6.4. Volunteer to notify Guest follow-up pastoral team who will call to check on guest progress (if appropriate permission has previously been given by guest)
- 6.5. If guest is unconscious, volunteer will call an ambulance via SMH reception team and hand guest over to paramedics in ambulance
- 6.6. As per 6.4 Volunteer to notify Guest follow-up pastoral team who will call guest/hospital to check on guest progress (if appropriate permission has previously been given by guest)
- 6.7. Any incident involving guests being unwell will be recorded in SMH's incident book – or a copy given to SMH. SCL's volunteers will make notes as soon after an incident as possible to add to the record, they will sign and date any notes
- 6.8. If SoundCafe is at an event or different venue: we will either access the event first aid/facility or if none is available where appropriate call 111 or an ambulance
- 6.9. If a guest feels unwell during choir rehearsal at Cathedral, a verger will be notified and then a volunteer will contact SMH for advice and support as per 6.2

This policy will be evaluated and reviewed by the Trustees on an annual basis.