



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	Annual	Date	25 th February 2025
Welfare of Guests			

1. Background

1.1. SCL's mission is *'to inspire those who are homeless or socially isolated by providing safe creative spaces. SCL offers opportunities for guests to access services that encourage their physical, emotional and spiritual well-being. We are a diverse and inclusive community who are learning to reflect on our experiences, that through this, personal lives may be transformed and empowered.*

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 St Mary de Castro and their policies and practices on well-being.

3. Scope

3.1. This policy applies to all SoundCafe Leicester employees, volunteers and helpers, guests, 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 the session lead and appropriate volunteers 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.

- 6.1. Respect for the individual alongside safeguarding for the guest and any volunteers involved is a key priority.
- 6.2. Where possible if it is known that a guest has a particular condition, an action plan of what to do in a certain event will be agreed in advance. The guest will be advised that SCL does not have appropriate staffing or volunteers to deal with regular health related events and will be encouraged to seek medical assistance.
- 6.3. If the guest is conscious: the session lead and appropriate volunteers to make an initial 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.
- 6.4. 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.
- 6.5. 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).
- 6.6. If guest is unconscious, session lead or volunteer will call an ambulance and hand guest over to paramedics in ambulance.
- 6.7. 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).
- 6.8. Any incident involving guests being unwell will be recorded. 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.
- 6.9. 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.

