

Who are the Adventures Team

We have a dedicated, knowledgeable, and experienced Adventures Team who focus on ensuring the delivery of our holidays is high quality, a wonderful experience for our guests, and that our volunteers are well supported. This team is led by Catherine, Head of Adventures, and supported by 5 Adventure Leaders: Gordon, Jesse, Jill, Ruth & Therese. The Adventure Leader can vary from holiday to holiday.

We also have 2 office-based Adventure Coordinators Karen & Julie so you will likely have communication from one of them in the lead-up to a holiday.



Catherine



Gordon



Jesse



Jill



Ruth



Therese

How are the holidays planned?

When planning a holiday, its location, and the itinerary of activities, there is a lot of prior work done by the office-based Adventures Team to try and ensure the holiday will be a success. They consider things like access to attractions, privacy, friendliness, food, cost, and a balance of activities. We are careful not to overload people. We also choose places with accessible activities and accommodation, and that are suitable for people living with Dementia.

Our holidays take place in self-catering cottages and apartments where we have exclusive use. This means we can be 'self-contained', have flexibility as the week progresses, and provides a safe environment for our clients. It also means if people fall asleep in the chair after supper, it really doesn't matter!

Here's how our Adventures Team plan and assess the suitability of all elements of the holiday:

1. Holiday Accommodation

- a. **Initial research:** The team identifies appropriate accommodation by carrying out desk-based research of the location and the facilities on offer, ensuring they are dementia-friendly.

What do we mean by Dementia Friendly?

People living with dementia have told us that a nature space and facilities are dementia friendly if they enable people living with dementia to find their way around, enjoy the activity, feel they belong, and are safe. Dementia friendly spaces:

- are welcoming
 - are easy to access
 - make it easy to find your way around
 - have information about what you can see, hear, touch, smell and taste
 - has staff and volunteers who are aware of dementia and can offer specific support if needed in a respectful way
 - adopt a risk-benefit approach in providing a stimulating yet safe environment
- b. **Site Visit:** The team then carries out an in-person site visit; they gather plans of the accommodation, local maps, and information showing different walk routes, activities, locations, and facilities. They also take photos of the location, facilities, and activities at the venue to show clients whilst on the holiday to inspire them to take part in the activities, and so they can use them as 'recognition points' and landmarks.
- c. **Risk assessment:** They carry out a detailed risk-benefit assessment of the venue, and of all planned activities, to ensure the safety of our clients, staff, and volunteers and have it approved by the CEO.
- d. **Venue:** They establish a relationship with the team on-site at the venue so they can provide us with the help and support needed to ensure our clients have the very best experience.
- e. **Dates:** They confirm the dates of the holidays well in advance.

2. Activities for the Itinerary

- a. We research the variety of existing activities on offer in the area and see if they are suitable for our clients, relevant, and appropriate for people living with dementia.
- b. We look for activities that have 'something for every season' and a variety of sensory and visual features that provide variety and a reason to visit. We plan for adverse weather and think about what extra equipment might be needed (e.g. rain covers, blankets, umbrellas, spare raincoats) and what else might be available on site if it does rain. We also plan for activities which can be carried out indoors if needed.
- c. We ask activity venues about group discounts as our clients may qualify for a discount. Many venues will not charge for carers or family supporters if we tell them about our group and the reason for our visit.
- d. We carry out a site visit to the activities to consider the following:

- Is there a safe place to congregate at the start/finish point?
- Is there adequate designated parking that is close and accessible?
- Are there accessible toilets that are clean, open, and easy to find?
- Is signage clear and informative?
- Is shelter available in bad weather?
- Is there a safe, welcoming environment where people can stay and enjoy conversation and refreshments?
- Are the doors to the centre/facilities wide enough, easy to open, and free of congestion?
- Is there a well-lit reception area with clear signage?
- Is there a trained member of staff and volunteers who can warmly greet the group?
- Are the highlights and features of the nature space clearly signed and easily accessible from the venue/centre's main area?
- Are walking routes clearly signed at decision-making points?
- Do walking routes and nature spaces have accessible tables and sufficient seating/resting places?
- Do walking routes have any accessible undercover space en route?
- Are there any mobility scooters available (or pre-bookable) for people with more limited mobility to explore more of the space?
- Are there on-site guides who can enhance the visit?
- Do the walking routes have trip hazards such as raised path borders?
- Do walking routes use natural landmarks to help people find their way? Is there clear and engaging signage, using words and pictures, which tells people what they can see and help people find their way?

e. We confirm the dates of the activities well in advance.

What are the different roles within the holiday team?

Adventure Leader (Dementia Adventure Staff)

As a paid member of staff, the Adventure Leader has ultimate responsibility and authority for the group. He/she is the intermediary with the office and takes the ultimate responsibility for everything that happens on the holiday. He/she will have a lot of experience working with people with dementia and be able to address and resolve any situation that arises. They also have all the documentation that needs to be filled in from head office, both daily and on a per-holiday basis.

Holiday Supporter (Volunteer)

As a Holiday Supporter, you will be traveling to one of our holiday locations across the UK and supporting individuals living with dementia and their carers throughout their holiday, ensuring that the day-to-day running of the holiday runs smoothly and successfully. You are an essential part of the overall experience that the group has and are an integral part of the Holiday Team. The Dementia Adventure Leader will be on hand to give you advice and support throughout the

holiday where required, but we need you on the ground to anticipate the needs of the group and not be fazed by challenging situations!

As a Holiday Supporter your role will include:

- Meeting the Adventure Leader, the rest of the volunteer team, and the holiday clients at the holiday meet point
- Supporting a person living with dementia and their carer on their holiday (there is no expectation to provide personal care)
- Being an extra pair of hands, supporting clients with as little or as much assistance as they require with tasks such as unpacking/packing, physical support and guidance, support at meal times, and support and encouragement during activities
- If needed, take a person living with dementia through a photo album, listen to some music with them, read sections of particular books, and so on. This could offer their carer a break for an hour or two or you may be required to divert their attention if they are feeling restless/anxious/tired during the day
- Supporting the Adventure Leader in ensuring clients are appropriately dressed for the weather. For example, are they wearing enough layers for a cold/wet day or are they wearing sun cream and a hat for a hot day?
- Working together as a team to support all the activities planned in the itinerary such as trips, walks, and tours, and ensure they are tailored to the specific needs of the group.
- Working together as a team to support mealtimes. This may include cooking meals, preparing packed lunches, setting tables, and clearing away
- Assisting the Adventure Leader in encouraging the clients to participate in the holiday as much as possible, for example encouraging them to get ready in the morning, to participate in activities, to eat and drink, and to go to bed at night
- Participating in a daily debrief each evening of the holiday and supporting the Adventure Leader to summarise the day accurately
- Administering basic first aid (training provided), should the need arise
- Supporting anything further required by the Adventure Leader
- Completing feedback forms and debriefs after each holiday
- The group is best supported when the team is first up and last to bed. We ask that, if possible, Holiday Supporters make sure they are ready at least half an hour before the clients so you can be available to help them get ready for the day. You may also be asked to help with breakfast preparations. In the evening, after all the guests have retired for the night the team will get together to debrief the day, help the Adventure Leader compile the daily report, and collect thoughts to best support the group the following day

Lead Holiday Supporter (Volunteer)

As an experienced member of the holiday team, you would carry out all the duties of a Holiday Supporter, with the addition of:

- Guiding/supporting new volunteers throughout the holiday, helping them to further understand the practicalities and routine of the volunteer role on a holiday and assisting with questions they may have.
- Under the direction of the Adventure Leader, taking a lead in supporting the other volunteers in the team and delegating tasks if appropriate.
- Familiarising yourself with risk assessment information and supporting the Adventure Leader with anticipating issues with timing, activities, and mobility.
- Checking the weather forecast daily and, if required, supporting the Adventure Leader to arrange alternative activities - for example on a rainy day.
- Supporting the Adventure Leader to ensure that the ratio of 1:1 for people living with dementia is adhered to at all times.
- Being vigilant that clients with dementia are eating, drinking, and visiting the toilet enough and flagging any concerns with the Adventure Leader.
- If required, support the Adventure Leader with the completion of an incident report. If required to do this in the absence of an Adventure Leader, staff from the Dementia Adventure office would provide support and guidance.
- If the Adventure Leader is unable to lead, for example if they are called away in an emergency, to take over temporarily, with support from the other volunteers on site, and with support from staff at the Dementia Adventure office, to maintain the safety and wellbeing of the holiday clients.

Please know the Adventure Leader has ultimate responsibility and being a 'lead volunteer' is primarily about being a strong, proactive support for the Adventure Leader. In the unlikely event that the Adventure Leader is absent for a short period, clear expectations, responsibilities, and time frame, will be set by the Adventure Leader. In the event of a longer absence, a staff member from Dementia Adventure will be sent to replace the Adventure Leader.

Driver Companion (sometimes referred to as a 'Co-Pilot')

This role is undertaken by the volunteer accompanying the Adventure Leader, or 2nd driver (who will be a volunteer) in one of the Dementia Adventure minibusses, or hired minibus. As an extra pair of hands to either the driver (role outlined below), this could involve:

- Programming the Sat Nav with the relevant postcodes when required
- Map reading and supporting the Adventure Leader to divert the route if needed
- Interacting with and supporting clients; updating them on where we are in the journey, when stops will be, checking if they are warm enough, asking about music/CD/radio preferences
- Changing the radio/CD when required
- Taking and/or making calls on behalf of the driver
- Allowing the driver to focus on their main task - driving!

Second Driver (Volunteer)

By having one of our wonderful Holiday Supporters undertake the role of second driver, we can keep our holiday running costs down and travel consistently as a group keeping that 'family' feeling throughout the holiday.

The role of a driver includes:

- Collecting the vehicle from the Dementia Adventure offices (depending on where you live), collecting it from your local Enterprise branch, or meeting another volunteer to 'hand over' the vehicle. Sometimes the vehicle used will be a hire vehicle which the Adventures Team will have arranged. If it is a hire vehicle.
- Supporting part of the group to access the vehicle and get to various activities and eateries as outlined in the itinerary.
- The possibility of deviating from the group if necessary, such as taking a couple back to the accommodation early (with another volunteer), popping to the shop for supplies, or a trip to the pharmacy. This will be discussed with the Adventure Leader before departing on such a trip.
- Keeping in regular contact with the lead vehicle/Adventure leader as needed - via the co-pilot
- Ensuring all passengers wear seatbelts, in both the front and rear seats.
- Reporting any incidents, accidents or near-miss situations to the Adventure Leader.
- Returning the vehicle to the appropriate place.
- You will be covered by Dementia Adventure insurance when needed, all fuel will be purchased by Dementia Adventure

To undertake this role you will be required to:

- Provide Dementia Adventure with evidence of an up-to-date license
- Undertake MiDAS training - paid for by Dementia Adventure
- Be willing to drive one of our Dementia Adventure vehicles, and potentially a hire vehicle.
- Ensure your driving is safe and competent at all times by:
 - Not smoking/vaping in the vehicle
 - Not driving under the influence of alcohol or drugs
 - Not using a mobile phone whilst driving (if you need to contact the other vehicle your co-pilot will be with you to do so)
 - Driving within the speed limits
 - Throughout the holiday we'd ask that you ensure the vehicle you are driving is fit for purpose. This means being vigilant and taking note of anything of concern such as; deflated tyres, any warning lights showing up on the dashboard, or any concerns with how the vehicle runs and responds.

Lead Photographer (Volunteer)

We know that memories are stimulated through photographs and image association and photographs can play a key role in allowing those living with dementia to reminisce about

pleasant times in their lives. It is therefore important that we capture as many photo memories as we can for our clients when they are on holiday with us and also produce the Photobook as soon as possible after the holiday they have experienced.

Everyone on the holiday can use the DA camera or DA iPhone to take photographs but it is helpful to have one volunteer on the holiday who takes the lead for ensuring photos are taken and the team is capturing the photos needed which will make up the photobook.

Here are some hints and tips for the lead photographer:

- Ensure there is a photo of the accommodation venue
- Ensure there is at least one complete group photo but the more the better
- Ensure there is a good clear photo of each couple
- Ensure there is an even amount of photographs of all clients to allow them to be evenly represented in the book - we know this can be tricky if people are camera shy.
- Scenery photos are lovely but people in them too make them more interesting
- Photo around the dining table is always a lovely memory.
- Ensure everyone's consent is adhered to under new Data Protection Laws - The Adventure Leader will advise at the outset of the holiday regarding any phot limitations
- Where possible, upload photos from the camera/iPhone to the Adventure Leaders laptop during the week
- Label the 'couple' photos with the client's names to make it easier for the volunteer who will put the photobook together.
- If during the holiday there is a specific memory/photo/event/phrase that you feel should definitely be included in the photobook please email the details to the Volunteer Coordinator so we can ensure it is included.

If you decide to become the lead photographer for the group, an advice sheet will be sent to you ahead of the holiday to help you get the best out of the photographs.

Do I meet the guests and/or team before the holiday?

Before your holiday the Adventures Team will contact you to advise you of a time that an online briefing is being held on Zoom. The briefing will hopefully involve all members of the team (Adventure Leader and volunteers) supporting the holiday, and also all the clients coming on the holiday. The briefing lasts 90 minutes with the first 45 minutes being just for the team, and then for the second half of the call, the clients will join.

The aim of the briefing is to give you as much information about the clients as possible as well as any relevant information about travel/accommodation and/or the itinerary. We encourage you to ask any questions at this point, even if you think they are silly!

The 'Client Information Form' will be sent to you around two weeks prior to the online briefing. The forms give details of the client's diagnosis, communication, mobility, the support in place for them at home, other medical conditions, diet, travel, and other important issues that will impact the support they require on holiday. Please do not print them out and due to privacy and data protection the link is timed and will expire after the holiday.

How will I get to the holiday location/meet point?

You will need to organise your transport to the holiday location, although the Volunteers Team will be able to support you regarding the best options. The Adventures Team will check with you about your travel plans and expected arrival. On the Monday of the holiday if your journey is delayed or diverted we ask you to inform the Adventure Leader, even if you only have limited information on your location or time delay, so they are aware and can adjust plans if needed.

How is the accommodation organised?

Accommodation on our holidays will offer you a comfy stay. Your accommodation may be shared with one other volunteer of the same sex. On our holidays there are very limited single rooms available, but if you feel that you need a single room then let the Volunteers Team know when registering an interest for a holiday so we can look at what venues might work for you. We do everything we can to consider volunteers' personal needs when planning a holiday, but if anything is not right for you when you arrive, please speak to the Adventure Leader discreetly and diplomatically. Bed linen, towels, washing facilities, and showers are provided.

How are the days managed?

You will be provided with an itinerary of the plan for the week. As you will see in the itinerary a single activity tends to be the focus of around an hour or two. To manage the client's energy levels the days will be interspersed with stops for food, drinks, and rest as appropriate to the group. Blood sugar levels dropping can distort behaviour and attitudes in people who do not ordinarily have any problems so do bear this in mind. Be sensitive to people's tiredness levels. At the end of each day it can really help to have a round of "What's been your favourite thing about today", usually over dinner, but maybe over tea or a drink... do note down the feedback for the daily report. As a team try and support some time during the holiday when clients get some time to themselves, and where possible, some time when just carers are together so they can talk without their loved ones present. You will have to play this by ear depending on your group - it may naturally happen anyway.

How is the food arranged?

All your meals, snacks, and most drinks are provided when volunteering with us. If you have any special dietary requirements, you must ensure we know and we will check with you ahead of the holiday. If packed meals are to be provided at lunchtime you may be required to support in the making of them. Planning meals and shopping will have been done for you, but keep an eye on supplies and advise the Adventure Leader if you have concerns about anything.

It can be nice to involve people in cooking and preparation of food, depending on their interest and ability levels, but there should be no expectation of clients to help with this. When preparing food, be especially aware of hygiene at all times. Carers will have told us about food requirements in advance and we will make every effort to accommodate people's dietary preferences, all of which will be noted in the Client Information Form.

Please See Appendix A regarding hygiene and food preparation.

What do I do if a client has a concern about the holiday?

Please encourage the client to raise the concern with the Adventure Leader as soon as possible. Please also mention to the Adventure Leader that a concern has been raised. The Adventure Leader will do their utmost to address and resolve any concern to the best they can. For example, if the client is unhappy with their accommodation we may be able to change it, or if they are concerned about the food, we may be able to substitute, and so on.

What do I do if I am worried about a client's safety and/or well-being?

You can help safeguard people's health and well-being by being constantly vigilant. It is important that if you do have a concern about a client, you do not confront the person who you think is cause for concern. Keep a written record of what was said, when, by whom, and to whom, or what action you observed. This will make it much easier to recall after the event. You should raise your concern, discreetly, with the Adventure Leader so they are aware, and if needed escalate the matter to the Dementia Adventure Safeguarding Team. Depending on the nature of the concern, we may be able to signpost them to other organisations who might be able to help in the longer term, or, if appropriate, we can ask for their permission to refer them to someone who we feel can help after they return home.

Part of your training includes completing our online 'Safeguarding Adults with Dementia' course and you will be made aware of who the Safeguarding Lead is within Dementia Adventure.

What happens if the Adventure Leader is taken ill?

The Adventure Leader would notify the Adventures Team back in the office. In the immediate, the lead volunteer would take on additional responsibility with support from the other volunteers on site, and with support from staff at the Dementia Adventure office, to maintain the safety and well-being of the holiday clients.

Depending on the nature and severity of the illness, the Adventure Leader may be replaced by another member of the Adventures Team, and/or additional personnel support sent.

Do I need to complete an evaluation form after the holiday?

When you return from supporting your holiday we will ask that you complete an anonymous online feedback form to tell us about your experience. If there is any information that you have given in the form or anything else further that you'd like to bring up this can be discussed with the Volunteer Coordinator the week after the holiday. We would appreciate it if you filled in an evaluation form after each one of your holidays, and the link will be emailed to you.

Appendix A

Please watch this short video: <https://www.food.gov.uk/business-guidance/personal-hygiene>

WORKING WITH FOOD?

WHAT YOU NEED TO KNOW BEFORE YOU START

It is easy for you to spread bacteria to food without realising. These bacteria are invisible and could make customers ill. Your personal hygiene is important. This is what you need to do to keep food safe:

BEFORE YOU START WORKING WITH FOOD

Always wash your hands	Wear clean clothes	Wear an apron if handling unwrapped food	Tell your manager if you have vomiting or diarrhoea and do not work with food
Take off your watch and jewellery		It is a good idea to tie hair back and wear a hat or hairnet	

WHEN YOU ARE WORKING WITH FOOD

No smoking	No eating or drinking	Avoid touching your face, coughing or sneezing over food	Cover cuts with a brightly coloured waterproof dressing

Food Standards Agency | food.gov.uk/sfbb

WASHING HANDS EFFECTIVELY



Step 1: Wet your hands thoroughly under warm running water and squirt liquid soap onto your palm



Step 2: Rub your hands together palm to palm to make a lather



Step 3: Rub the palm of one hand along the back of the other and along the fingers. Repeat with the other hand



Step 4: Put your palms together with fingers interlocked and rub in between each of the fingers thoroughly



Step 5: Rub around your thumbs on each hand and then rub the fingertips of each hand against your palms



Step 6: Rinse off the soap with clean water and dry your hands thoroughly on a disposable towel. Turn off the tap with the towel and then throw the towel away

WHEN TO WASH HANDS



Before touching or handling any food, especially ready-to-eat food



After going to the toilet



After every break



After touching raw meat, poultry, fish, eggs or unwashed vegetables



After touching a cut or changing a dressing



After touching or emptying bins



After any cleaning



After touching phones, light switches, door handles, cash registers and money