**Working with Older People**

**Outstanding questions from webinar**

**Has MHA thought about connecting with Anna Chaplaincy?**

MHA Chaplaincy always looks for opportunities to work in partnership with others. We hope to invite Anna Chaplaincy to a future webinar to hear more about their work.

**How have you been able to explain how to access/ use online technology?**

This has been a steady journey that has taken time and energy. We started small by sending out basic joining instructions to join in a zoom meeting using the telephone with some basic etiquette of how to introduce yourself and to minimise background noise. Once people had got used to the telephone, we suggested using a tablet to get online.

We have worked with people one to one over the telephone coaching them through joining zoom meeting and have sent gadgets out with guidebooks.

**Do you have criteria and example of how you set up and manage the telephone tree and befriending calls?**

We discussed on the call that it was simply arranging a group of people who would like to take part, I would say keep them small. One person starts the call, then calls the next person in the chain at a designated time. If someone cannot be contacted the coordinator is contacted. We can share more widely our process if required.

**How to work effectively with different managers who might have different perspectives on roles / responsibilities - some might be concerned to keep individuals safe in their rooms = yet 'residents' want to mix and meet in lounge areas (with safe distancing and face coverings) to watch worship on lounge tv**

The individual Care Home Manager has ultimate responsibility for what happens in the home and so always have the final say in those kinds of decisions, within the law. We encourage you to take time to build a relationship and trust with the local manager.

**Have MHA considered asking others to collaborate with them in developing the resources (worship and spiritual)?**

We would always respond positively to any approach and seek partnership whenever possible. If you are interested in offering any resources please email [chaplaincy@MHA.org.uk](mailto:chaplaincy@MHA.org.uk) .

**Do MHA support bereaved in grief and organising funerals?**

Very much so. Our Chaplains are often asked to take part in or conduct funerals for residents. They are chaplains to relatives and colleagues, as well as residents, so bereavement support often continues, though usually in an informal way. We are currently looking at developing a resource specifically aimed at people who have been bereaved during the pandemic. Probably paper based and digital.

**What safeguarding checks required of individuals who deliver 'goodie bags' to members on doorsteps? Is self-declaration sufficient?**

A DBS check is not required as the role would not meet the criteria.  You will need to create a role description that clearly lays out what is expected from the volunteers and then include this when issuing the Self-Declaration Form (SD/4 which replaced form C) <https://www.methodist.org.uk/media/19519/sd4_safeguarding_declaration_for-members_of_church_bodies-aug-2020.pdf>

Please contact your local/denomination safeguarding officer for further support.

**How have you overcome the food hygiene implications of taking home baked cakes out to people? How can you ensure safe processes have been used? Is food labelled with allergies?**

Food Hygiene Certificates, whilst good practice, are not essential when you bake a cake or biscuits on an occasional basis from your home. Food must be labelled with all ingredients and prepared and packed in a safe way.

Please refer to your local council for any queries relating to food hygiene before your event. It is critical that you follow all good practice and the law.

**Can anyone offer the information about tablets that can be used where there is no WiFi??**

Sim cards can be bought and inserted into (some) tablets. Some form of data package would also be required.

**Contact details**

If you would like to speak further with any of the webinar contributors please use the following contact details:

**Chermayne Bennett** (MHA Communities Manager for South Yorkshire and Bassett Law) - Chermayne.Bennett@mha.org.uk

**Kate le Sueur** (MHA Head Chaplain for the north) - kate.lesueur@mha.org.uk

**Wayne Goodwin** – wayne.goodwin@mha.org.uk

**Carol Cotton** (Barnsley Methodist Circuit) - carol\_cotton@hotmail.co.uk

**Alison Hill** (Sheffield Methodist District Safeguarding Officer) -safeguarding@sheffieldmethodist.org

**Helen Coates** (Kindness post box) - oaksandacornssheffield@gmail.com

**Other resources and ideas**

**MHA Communities for Sheffield**

Details and contact information: <https://www.mha.org.uk/communities/near-me/south-yorkshire-bassetlaw/>

**Kindness Post box**

Please email Helen Coates (oaksandacornssheffield@gmail.com) if anyone would like to know more about Kindness Post box.

**Sheffcare Homes**

Developing resources for worship and spiritual nurture in care homes and private homes. They are called *Our Church at Home* and will be freely downloadable. Please contact kathrynlord22@gmail.com if you are interested in piloting those or collaborating in any way.

**MHA Chaplaincy**

We offer a day workshop on Worship Engagement in Later Life, aimed at people who go into care homes to lead worship, particularly where there are people living with dementia. Once visiting becomes possible again, we will be pleased to offer them again.