



Community Resource Team

Befriending Scheme

User Guide

**working with older people
in Hackney**



INVESTOR IN PEOPLE

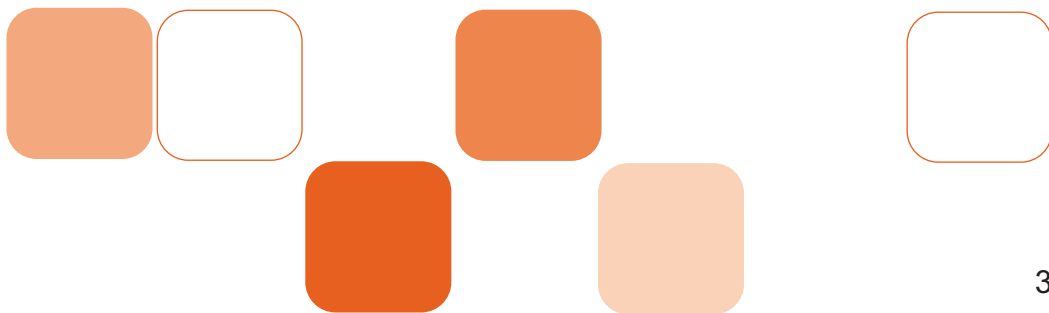


This leaflet is available in Braille, audio tape and on CD.
You can order a copy by phoning the Community Resource
Team on 020 7275 7092.



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Community Resource Team Befriending Scheme

Introduction

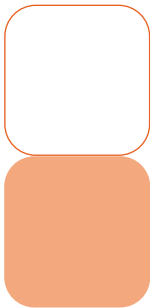
Community Resource Team (CRT) is a community-based service. We provide a range of support services to frail, disabled and vulnerable older people aged 50 and over, who are:

- lonely;
- isolated; or
- housebound (unable to leave their home).

CRT works within Provided Services.

Provided Services is a section in Adults and Older People's Provision of Hackney Community Services. They provide services in the homes of older people and vulnerable adults (aged 18 and over), after a care manager or social worker has assessed the person's needs.

We are aware just how lonely and isolated life can be, especially when our friends and family move on.



What can the Community Resource Team offer me?

We can offer you:

- home visits;
- phoned services such as 'Ring-A-Round' and 'TeleLink Up 2 U';
- 'Two's Company' service; and
- card service.

How much would I need to pay?

All of the above services are free. Each service is provided by trained volunteers.



What services does the Befriending Scheme provide?

Home visits

Home visits involve one of our trained volunteers visiting you in the comfort of your own home, for about one to two hours a week. The volunteers are there to keep you company.

Ring-A-Round

The Ring-A-Round service provides friendship over the phone and can help you keep up to date with current events such as what is going on in your community. The Ring-A-Round service is similar to the home visits service.

TeleLink Up 2 U

TeleLink Up 2 U is a phone service for frail and vulnerable older people who are all socially isolated for various reasons. The service links up a group of individuals in one phone conversation, no matter where people are, as long as they have a phone, they can take part in the conversation.



What services does the Befriending Scheme provide?

All you need is a standard phone and you can share your experience with others in similar situations. There will be someone (known as the volunteer facilitator) to support and guide the conversation.

Sometimes we may invite a guest speaker to join in your group's discussion, particularly on current events which may or may not affect you.

We can organise social gatherings for those on TeleLink Up 2 U. These gatherings give you a chance to meet other members of your group. This will be a good experience as you will be able to put a face to a voice.

Two's Company service

Two's Company offers a wheelchair service. We also have trained volunteers who will come with you to a hospital, or a doctor's appointment, to your hairdressers or barbers or to social events.



What services does the Befriending Scheme provide?

The Two's Company service aims to encourage older people living in Hackney to become part of their community. They may have not involved themselves in the past, because they were scared or they may have been a victim of crime.

Card service

The card service is a service aimed at our service users and volunteers, to mark any special events in their lives, such as:

- birthdays;
- going into hospital; or
- the loss of someone else.



Who benefits from our services?

To benefit from our services, you must be:

- aged 50 years or over;
- live in Hackney;
- isolated;
- lonely;
- living alone; and
- housebound.

How can I apply for a service?

You can be referred by: -

- friend or neighbour;
- relative;
- social worker/care manager;
- Assessment Care Management Team;
- doctor or GP;
- nurse.



Who benefits from our services?

What happens next?

- A member of staff from the Befriending Scheme will be in touch with you to arrange a time and date to carry out an assessment.
- The assessment could be based on your home environment, or circumstances or situations such as if you find it difficult to get around or if you feel excluded from society.
- If you are able to receive the home visits service, we will arrange a time and date with you for you to meet one of our befriending volunteers. This gives you a chance to discuss and agree a start date and any concerns you may have, such as, how often you will need the service.
- Your volunteer will visit you every week (depending on what is agreed). We always try to match you with a volunteer who has similar interests to you.
- For the Ring-A-Round service, one of our trained volunteers will contact you once a set of dates has been agreed. You will be given a date telling you when the



Who benefits from our services?

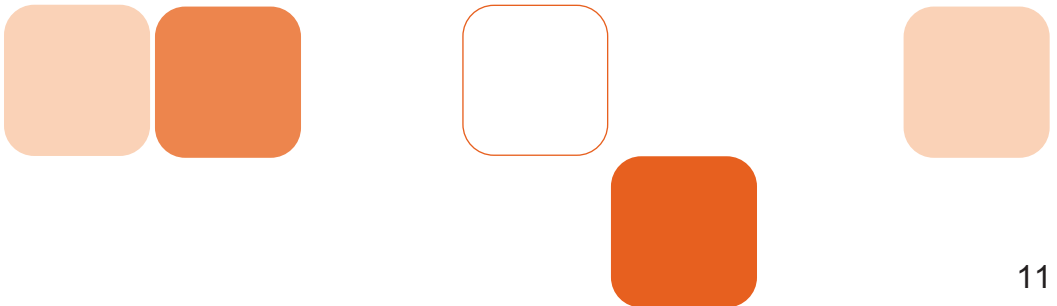
service will start. A trained volunteer will ring you once a week for a brief chat and to make sure all is well.

- For the TeleLink Up 2 U service, one of our trained volunteers will contact you once a start date has been agreed. You will then be linked up to about six other people to have a group chat or discussion. Each session will last for about half an hour. A volunteer will phone you at the same time each week, to let you know that your group is ready to talk. They will stay on the phone while you have your chat.

What do our volunteers do?

Our volunteers can:

- chat with you;
- listen to music;
- read to you or write a letter for you;
- go for a walk with you to the shops, the cinema or the park;
- invite you to take part in social events and activities;



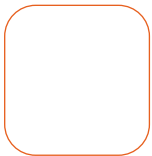
Who benefits from our services?

- share news and information with you; and
- play board games with you.

What our volunteers cannot do?

Volunteers must not:

- carry out practical tasks such as housework or any minor household repairs such as changing a light bulb;
- handle any money;
- give you any medication;
- lift you (for example, getting you off your bed) or do any personal care such as taking you to the toilet;
- provide a sitting service; or
- collect pensions.

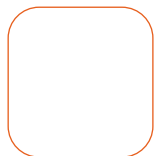


Health, security and safety

The health, security and safety of you and your volunteer are important to us.

We will:

- make every effort to make sure you and your volunteer are safe; and
- carry out regular checks to make sure you are still happy with the service you are receiving.



Where you can find us

You can write to us or phone us.

Community Resource Team

Befriending Scheme

Sir Robert Geffery Centre

153 Church Walk

Stoke Newington

London

N16 8QQ

Phone: 020 7249 1868 or 020 7275 7092

Fax: 020 7254 1755

