



## **Referral Guidelines**

**- in response to Covid -19 pandemic**

**The No.1 Team is working to support clients and volunteers whilst implementing ways of delivering services through the changing time. The No.1 Team members are all working from home and all assessments will take place over the phone. Since the Covid -19 pandemic began we have transferred our befriending services to Telephone Befriending, Virtual Events and continue Befriending Plus.**

**Our telephone befriending services are delivered by trained volunteers, matched to older people in their communities, offering weekly chat, listening ear and laugh. Virtual Events will include an extensive variety of intergenerational activities via platforms like zoom with volunteers supporting clients to use technology. A programme of the events will be planned depending on the social needs.**

**In response to Covid -19 pandemic our services are delivered in accordance with government guidelines.**

**To be eligible for our befriending services the applicant / client must meet ALL the following criteria:**

1. Applicants must be lonely and isolated.
2. Applicants for Telephone Befriending must be aged 60 or over.
3. Applicants for Virtual Events must be aged 18, being socially isolated (e.g. shielding, physical health/mental health/mobility/lack of confidence etc.)
4. Applicants should live alone.
5. Applicants, who are living in a care home can be referred, only if no family or friends visits. Applicants must meet other criteria as well.
6. Applicants must not use any substances such as drugs and alcohol as it would

increase the risk during the contact / match. Moreover our volunteers are not trained for this type of support.

7. Applicants with dementia, mental health issues, cognitive impairment or any other additional needs can be referred if they are able to function well day to day, and to build up a relationship with a new person and benefit from conversation on the phone or able to participate the virtual event.

The Client can be referred to our befriending service by a voluntary or statutory agency (such as social work, GP, CPN or a voluntary group who support you), apply themselves, or with help from a friend or family member. In every case, the applicant must give consent to the application.

If we decide that a client does not meet the above criteria we will contact the client and/or the person who referred, normally within 4-6 weeks of the submission of clients referral form, to advise of this and the reason for our decision.

If the client meets the above criteria we will aim to call the client to assess your referral in more detail within 2-4 weeks of the date of receiving referral. If, following this assessment, we decide that the client does not meet our criteria, we will advise you of this and the reason for our decision. If we decide that the client does meet our criteria we will place the client on a waiting list and contact you when a suitable volunteer befriender becomes available.

## **Safety**

To enable us to ensure the safety of our staff and volunteers it is important that all potential risk factors are detailed in the application. Please provide details of any behaviour issues, substance abuse, physical and mental health conditions or other factors which could present a risk.

## Paid Services:

**Befriending Plus services** (hourly rate applies, minimum 3 hours support requirement)

The aim of the service is to provide companionship, at home and going out, shopping for clients of vulnerable groups who can not leave house or is shielding, supporting clients in planning meals, helping preparing meals, supporting accessing activities in communities and attending appointments.

## **No1 Care Agency services**

We are a social enterprise company, and as well as our free, voluntary befriending service, we offer person-centred care services. If client require personal care or support

services which go beyond what our befriending service can offer, or if client do not meet our criteria for the befriending service, you are welcome to contact us to discuss our care services. Contact us on [info@befriend.org.uk](mailto:info@befriend.org.uk) or on 0141 465 6998 to discuss what we can offer and our charges for these services.

### **Complaints and suggestions**

We aim to constantly improve our services and welcome suggestions and complaints.

Please contact the Operations Manager at [info@befriend.org.uk](mailto:info@befriend.org.uk), or Tel: 0141 465 6998.