



Age UK Hounslow Befriending Service

Age UK Hounslow
Southville Community Centre
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Office hours:
Monday to Friday
9:00am to 5:00pm

Age UK Hounslow is a charity registered in England, Registered Charity Number 1061681. Registered office: Southville Community Centre, Southville Road, Feltham, TW14 8AP. Age UK Hounslow is committed to equal opportunities.

The Age UK Hounslow Befriending service aims to give support and companionship to older people who may feel lonely and isolated. Our main target client group are Hounslow residents aged over 65 and living alone who have little social contact.

Applicants are matched with a suitable volunteer who visits their home for at least one hour each week to keep them company and have a chat. Visits are arranged for a time that suits both the client and the volunteer and we aim for the Befriending partnership to last for at least 12 months.

The service is free and anyone can refer to the scheme. This includes self-referrals from people who may wish to use the scheme.

The service is managed by the Befriending Co-ordinator who interviews and trains new volunteers, visits clients to assess their needs and ensures a match with a suitable Befriender. They also offer continued support during the partnership and receive a monthly report back from the Befriender.

All befrienders are selected subject to satisfactory references and a Disclosure & Barring Service (DBS) check.

To receive a referral form for the service, a volunteer application form to volunteer as a Befriender or for more information about the service, please phone on 020 8560 6969, email us at info@ageukhounslow.org.uk or visit us at Southville Community Centre, Southville Road, Feltham, TW14 8AP.

Criteria

The service is for those who are:

- Residents of the London Borough of Hounslow
- Aged 65+
- Feeling isolated or lonely due to disability or health problems
- Someone who is the main carer of a partner or relative that has resulted in them becoming isolated
- Aware of and have agreed to the referral and been assessed as benefiting from the service.

Priority for the service is given to those that live alone and are housebound

The Befriending service is not able to:

- Provide services which are the responsibility of the statutory sector
- Carry out any personal care, housework or other domestic tasks
- Provide an escort service
- Serve as a short term intervention – Befriending partnerships usually last for a minimum of 1 year

Volunteers do **NOT** provide hands on care or do weekly shopping, cleaning, decorating or gardening. Individuals with advanced dementia or memory loss may be unsuitable for the service.

Acceptance into this service is subject to an initial assessment lead by the Befriending Co-ordinator.

Volunteering Opportunities

Could you find the time to become a volunteer Befriender?

If you:

- * Can spare 1 or 2 hours per week
- * Have good listening and communication skills
- * Are able to empathise with the needs of our client group
- * Can offer commitment

We would like to hear from you!

As part of our duty of care, all volunteers are selected subject to satisfactory references and a Disclosure and Barring Service (DBS) check. Full training and on-going support is given to Befrienders.

Quotes from our Befrienders and befriendees

Sue (a Befriender since Jan 2014) says "Befriending makes me feel good. Age UK Hounslow found just the right befriendees for me. Thank you!"

Some of our befriendees have said:

"It is so good to see a friendly face."

"We get on well together."

"I wait all week for your visit."