

## Volunteering

Application forms can be downloaded from our website, picked up from the Hospice, or you can contact the following people:

Tel: 01706 393 870

Email: [volunteering@rossendalehospice.org](mailto:volunteering@rossendalehospice.org)

## Address

Rossendale Hospice  
New Cribden House  
Rossendale PHCC  
161 Bacup Road  
Rawtenstall  
BB4 7PL

[www.rossendalehospice.org](http://www.rossendalehospice.org)

We rely heavily on generous donations from the people of Rossendale as we only receive a small proportion of funding to run our services from the government and other statutory sources.

## Your medical information

The information you give us may be recorded on both computer and paper record. It may be shared between our wider teams and other healthcare professionals related to your clinical care.

Your medical information may also be used to support clinical audit, education and other work to monitor the quality of care provided. Anyone who receives information from us is also under a legal duty of confidentiality.

Rossendale Hospice is committed to data protection and we will take great care to ensure your data is properly looked after. We aim to comply with current legislation, NHS codes of practice and professional codes of conduct. If you have any concerns regarding the use of your medical or personal information please speak to a member of the Hospice team.



# The Rossendale Befriending Service



# Helping to reduce social isolation in Rossendale

## The Rossendale Befriending Service

The Rossendale Befriending Service aims to reduce social isolation for people who are elderly and have long term health issues by arranging a visit to their home from a specially selected volunteer.

The scheme works by matching each person (Befriendee) with a Volunteer Befriender who will visit regularly to provide some company and, in some cases, assistance with accessing particular interest groups or sources of support. All of the Befriendees are assessed by The Befriending Coordinator who will take care to match them with a Volunteer Befriender who is able to meet their needs. All Volunteer Befrienders undergo thorough checks and receive relevant training.

Befriending is flexible to suit the needs of the Volunteer Befriender and the Befriendee and, as such, can be carried out from Monday to Sunday during daytimes and evenings. The service is not intended to be long-term and, in most cases, will form a link to a wider network of social support.

## Who Is Eligible?

The service is for people who are registered with a Rossendale GP Practice and also meet one or more of the following criteria:-

- Be aged 75 or over\*;
- Have a life limiting illness; or
- Have a long-term condition which significantly affects daily living

\*persons under the age of 75 will be holistically assessed on a case by case basis.

## How to request a Befriender

We operate an open referral system which means that people can self-refer or be referred by family, friends or providers of health and social care.

Referrals can be made in person at Rossendale Hospice, over the telephone, by using the downloadable referral form on our website or by faxing or posting a completed referral form.

It is important that the person being referred is made aware of the referral.



## Who can be a Volunteer Befriender?

Most people can be a Volunteer Befriender because our Befriendees are all different and have a wide range of needs. We have people who want to chat, people who like to listen, people who want to learn new skills or practice existing skills and people who just need somebody to be in the home to give the carer a break.

A Volunteer Befriender is not expected to provide any personal care but may occasionally be asked to carry out small errands. They would also be encouraged, with the support of the Befriending Coordinator, to help the Befriendee to access other activities and sources of social support in their local area.

Volunteer Befrienders undergo an Enhanced Disclosure & Barring Service (DBS) check and provide two references. They attend Volunteer Induction and training specific to the role.