

Golden Years Community Connecting

Referral Guidance

There is a high demand for Befriending services and the following referral process will allow us to manage the process as effectively as possible and not keep people on waiting lists unnecessarily.

- All referrals will receive an acknowledgment and will be reviewed at the end of the month
- At the end of the month we will assess the referrals received and decide which ones we can progress; this will be based on our capacity, and those who best match the criteria we have agreed with our funders.
- A letter or email advising of the decision we have made will be issued by the middle of the following month.

We ask you to please consider the following before referring:

1. Is your client able to manage themselves? - we are unable to provide Personal Care
2. Can your client be left alone at home and outside? We are aware that due to confidence or memory and mobility issues someone may need assistance in returning home, but as the volunteer may need to use the toilet, make a phone call, go to pay for dinner etc your client will be left alone at times. If this is an identified risk we are unable to support your client at this time.
3. If your client has dementia/memory issues are they able to make arrangements with the volunteer, or is there a family member who can assist, or do they have any memory aids, tools or strategies that work to support them in managing this?
4. Is your client able/willing to leave the house with a volunteer? We are aware it may take time to build confidence but is this a goal your client would like to achieve?