



Treetops Hospice Care Compassionate Communities Befriending Service



**Supporting community members
to connect to reduce isolation**

Supported by



Our Compassionate Communities project is committed to encouraging our community members to support one another by providing help, companionship, and a listening ear for those living with a life limiting illness.

Befriending Service

The Befriending Service is there to offer social connection so that those living with a life limiting illness feel more connected to their community, at a time when they might otherwise be lonely or isolated.

We know that the power of a good chat over a cup of tea can enhance the lives of people.

By listening and hearing people's stories and experiences, our Volunteers can help individuals make every day count and live a normal life for as long as possible.



Offering small acts of kindness, laughter, a game of Scrabble, practical help or sharing memories, can brighten people's lives.

Contact will usually be offered Monday-Friday, during normal office hours. Alternative contact arrangements will be considered on an individual basis.

A member of staff will contact you initially to discuss the support you need and to discuss your interests, before matching you to a Volunteer Befriender.

Regular contact will be offered and then reviewed to see how the support is working for you.

Our Volunteer Befrienders

Our Volunteer Befrienders come from all walks of life with a wide variety of skills and experiences. They undergo careful selection and specialist training before being accepted. All volunteers are required to have a Disclosure and Barring Service (DBS) check.

The thing they all have in common is some spare time to offer and a desire to give back to their community.

What our Befrienders can do:

- Regularly contact you
- Provide one-to-one companionship, listening and support
- Offer support to take part in social activities, such as crafts, board games or walking around the garden
- Help you stay connected to your community and signpost to other support services
- Assist with small practical tasks such as making a drink or planting bulbs

What our Befrienders cannot do:

- Personal or nursing care
- Advice or counselling
- Assist with large practical tasks that require moving or lifting heavy items, heavy gardening or tasks that require specialist skills such as DIY or plumbing



COVID-19

Following the COVID-19 pandemic, Befriender support will initially be offered via telephone or video call. Home visits will resume as soon as it is possible to do so and/or when clients feel comfortable with this following the most up-to-date guidance.

How much does it cost?

All Treetops services are free of charge.

Treetops is a registered charity and we need to raise over £4.3 million each year to continue our vital work – about £12,000 each day. We raise 70% of this through voluntary donations, our shops, fundraising events and lottery memberships.

How can I be referred?

You can self-refer or your family, friend, GP, specialist nurse or professional carer can refer you to the service.

To find out more or to make a referral

Email cc@treetopshospice.org.uk

or

call Julie Mehigan on 07990 040288 / 0115 949 1264

