



# **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](mailto:cc@treetopshospice.org.uk)

or

call Julie Mehigan on 07990 040288 / 0115 949 1264

