



# Guide for Clients

**ROLE.** The role of the Isle of Wedmore Good Neighbours is to provide additional support for anyone who may need it. We can offer Home Visit volunteers and we can also offer Volunteer Drivers if there is a particular need.

## TASKS

**A Home Visit volunteer** may be able to provide friendship, companionship and non-specialist home support. They may be able to help you with a task or activity which you find difficult, or just for company, for example:

- Visiting, for a cup of tea and a chat/listen
- Light housework, washing and ironing and minor household repairs
- Errands, such as shopping, collecting prescriptions or returning library books
- Assistance with pets, dog walking
- Gardening
- Help with IT, letter writing, filling out forms etc

A Home Visit volunteer is not obliged to do any task that they are uncomfortable with. They will also not be able to help with certain services that are not covered by the Scheme's Public Liability Insurance, so, these may not be provided under the auspices of the Scheme. These are the services which we cannot provide:-

- Provision of child care
- Provision of personal care
- Delivering training of any kind
- Delivering a therapy or treatment
- Providing specialised respite care for carers
- Meal preparation
- Electrical household repairs
- Assisting with completing benefit claim forms and other financial documents.
- Offering professional advice and guidance

## A Volunteer Driver

The role of the Volunteer Driver is to use their private cars to provide transport for people who may feel isolated and who do not have timely access to public or private transport. They can provide safe and reliable lifts to doctors' appointments, community social events etc.

**TASKS** The Driving volunteer is not obliged to do any task that they are uncomfortable with, but transport may be provided for activities that support your health and wellbeing, such as:

- Attending medical appointments
- Shopping
- Collecting prescriptions
- Visits to community social events and activities
- Attending church
- Visiting friends and relatives in hospital

Isle of Wedmore Good Neighbours cannot do the work of social services, district nurses or other professional caring groups and statutory services – certain jobs will be beyond the capabilities of the volunteers. If in doubt, please contact your Good Neighbour Coordinator.

**PROCEDURE** When someone in the community asks for our help, the Duty Coordinator will find out what help you are looking for and then decide whether this is the type of support we can offer. If it is, the Coordinator will contact the Volunteers and see if someone is available. They will then give the Volunteer your contact details and they will contact you directly to make arrangements.

If you have requested regular support we will do the following:-

- The volunteer will maintain a record of their contacts with you
- Coordinators may occasionally contact you to check that things are going OK.
- If you are unhappy with the arrangement, contact the Duty Coordinator immediately – 01934 806299

When you contact Isle of Wedmore Good Neighbours it may be that your request is outside our scope of support or there is no Volunteer available. However we will do the best we can.

**LIABILITY INSURANCE** Volunteers for the Isle of Wedmore Good Neighbours Scheme will automatically be covered by the Scheme's public liability and personal accident insurance, as long as they are abiding by the terms of the Scheme and behave in a responsible and appropriate manner.

**PRIVACY & DATA PROTECTION** Volunteers must respect the privacy of you the client. It is essential that you have confidence that the information you have provided to Good Neighbours is handled with appropriate discretion. The personal details of volunteers and clients will be maintained securely by Good Neighbours. Personal information will only be disclosed to another person or authority in the event of an emergency or other potentially serious issue or with your permission. Please contact the Duty Coordinator if you would like a copy of the Data Protection policy.

**SAFEGUARDING** All volunteers must have completed an Enhanced Criminal Record Check by the Disclosure and Barring Service (DBS) before they can work on

behalf of Isle of Wedmore Good Neighbours. They must comply with the Safeguarding Policy. Please contact the Duty Coordinator if you would like a copy of the Safeguarding Policy.

**RECORD KEEPING** Driving and Home Visit volunteers must keep a personal log of all significant actions and events when working with clients, in order to provide a record of what happened in case of disputes or accidents.

**KEEPING SAFE** It is important that volunteers consider Health & Safety, both for you the client and themselves. They will do all they can to minimise any risk to you or themselves. They will ask you to help them to keep you both safe while they are with you.

**ACCIDENTS** If you have an accident, or are injured, or feel unwell while the Volunteer is with you, please inform the Volunteer and they will inform the Duty Coordinator immediately. The volunteer will help you to decide what action to take, including calling a doctor or emergency services, or will act in your best interests if you are unable to decide.

**PAYMENTS** The Isle of Wedmore Good Neighbours does not pay their volunteers, nor routinely reimburse them for expenses. It is accepted that some people may like to make a contribution to their volunteer by way of thanking them and reasonable donations will be accepted with thanks. Should you wish to make a donation you will be given a receipt for all donations and the purpose for which it was given. The volunteer will also record it in the volunteer's Record of Contacts. The volunteer then passes this donation on to the Treasurer, who will add it to the Good Neighbours funds. The volunteer can then make an expenses claim via the Treasurer, should they wish.

### **How to contact the Isle of Wedmore Good Neighbours**

If you would like more information or to discuss anything, you can phone the Isle of Wedmore Good Neighbours at any time and leave a message on 01934 806299. This messaging service is contacted at least twice a day by the Duty Coordinator and he/she will respond to you as soon as possible. If your request relates to an urgent problem, please contact the usual urgent or emergency services, for example NHS 111 or 999.