



## Isle of Wedmore Good Neighbours

### Advice and information for Clients

**HELPLINE/BOOKINGS – 01934 806299**

#### ABOUT US

The Isle of Wedmore Good Neighbours is a community group of local volunteers who give their time freely and unpaid. All of them have completed an Enhanced Criminal Record Check by the national Disclosure and Barring Service (DBS) and undergo annual Safeguarding training. Most have received First Aid training. Our Volunteers are 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).

#### SERVICES WE PROVIDE

**Driving:** Our volunteers drive clients in their private cars, mainly to medical appointments, but also for:

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

**Home Visiting:** This is primarily for companionship and conversation, but may include:

- Light housework, washing and ironing and minor household repairs
- Errands, such as shopping, collecting prescriptions or returning library books
- Assistance with pets, dog walking
- Light gardening
- Help with IT, letter writing, filling out forms etc
- Reading

#### CLIENTS

We are able to help people who live in the Isle of Wedmore area and who need a little extra support, for example, with transport or home visiting. We can help people who can get in and out of a car with minimal support. Unfortunately we are not able to support people who:-

- Move around in a wheelchair, unless supported by their own carer or supporter

- Need urgent professional medical attention.
- Have difficulty in making day-to-day decisions for themselves

### **SERVICES WE DON'T PROVIDE**

Our volunteers are not obliged to do any task they are uncomfortable with. Under the terms of the Good Neighbours Public Liability insurance, they are not permitted to do the following:

- Child care
- Personal care (bathing, hair washing, assistance in the toilet etc)
- Moving & handling a person
- Training of any kind to clients
- Delivering a therapy or treatment
- Respite care for carers
- Meal preparation
- Repairs to electrical or mechanical equipment
- Assisting with benefit claim forms and other financial or legal documents.
- Professional advice and guidance (legal, financial or IT)

### **DONATIONS**

We do not solicit donations from clients. However, if a client wishes to offer a donation, it will be gratefully accepted and the money used to reimburse the volunteer's legitimate expenses and/or to fund the ongoing expenses of the scheme. There are no hard and fast rules about what size of donation is appropriate, but as a rough guide:

- a. Local: £5 (Axbridge, Cheddar, Rooks Bridge, Winscombe)
- b. District: £10 (Weston Super Mare, Glastonbury, Wells, Shepton Mallett, Bridgwater)
- c. County: £20 (Bristol, Bath, Taunton)

### **DATA PROTECTION**

We understand the need to protect your personal information. Your name, contact details etc are only passed on to the individual volunteer with whom you are involved. They will only be given to another person or authority in the event of an emergency/potentially serious issue, or with your permission.

### **COMPLAINTS**

If you are unhappy with anything that occurs whilst they are involved with the Good Neighbours scheme, they should contact the Duty Coordinator on 01934 806299.

### **FURTHER INFORMATION**

If you'd like more detailed information about the Isle of Wedmore Good Neighbours and how we operate, visit the Wedmore Health & Wellbeing website – [www.whawb.co.uk/gns/](http://www.whawb.co.uk/gns/)