**Covid 19 Update:**

We have replaced most of our face to face visits with telephone befriending. If we have volunteers available we can help with shopping for people and errands. Our transport capacity is very limited: if we have a volunteer available, we can help with essential lifts but only for people who can get themselves in and out of the back seat of a car without help. Depending on the current risk level we may be able to help with gardening and short indoor practical tasks but not indoor decorating.

**Please phone or email the office if you would like to discuss a referral.**

**If you have any questions or would like help completing this form please call our office on: 023 8250 0050**

We are a local charity who aim to match volunteers with people who need help in Southampton. Our ‘Communiteers’ are kind-hearted volunteers who want to help reduce loneliness and isolation within our city. They are not trained support workers and their help is limited to the sort of help a good neighbour might be reasonably expected to give.

Please see our ‘notes for referrers’ or call our office for more information. Unfortunately, we do have a long waiting list in most areas.

|  |
| --- |
| **Name of person who needs help:** |

|  |  |
| --- | --- |
| **Hospital Homecoming** | |
| Please tick if this referral is for our **hospital homecoming project** *(short term help for people recently discharged from hospital).*    If help is requested to start within 5 days please call our office on 023 8250 0050 or put ‘homecoming referral’ as the subject of your email. Help is dependent on a volunteer being available. | ¨ |

**1**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name of person completing this form:** |  | **Date:** |  |

* **If you are completing this form for yourself (you want our help) please complete sections 2, 4 and 5.**
* **If you are completing this form on behalf of someone else (you are a referrer) please complete sections 3, 4 and 5.**

**2**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **I am completing the form for myself** | | | | |
| **Title** | **First name** | | **Last name** | |
| **Date of Birth** |  | **Gender** | |  |
| **Postal Address (including postcode)** | | **Landline** | |  |
| **Mobile** | |  |
| **Email** | |  |

Communicare will look after information about you securely and only use it to run our organisation. We will not pass on your details to other organisations without your permission unless we have reason to believe you may be injured or at risk of harm in which case we may contact medical services or social services. Full details are in our privacy policy and data retention policies which are available on our website or from our office. ***Now go to section 4***

**3**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **I am referring someone else. Your (the referrer’s) contact details** | | | | | | | | |
| **First Name** | | | **Last name** | **Position and Organisation or relationship to client** | | | | |
| **Landline** |  | | | | **Mobile** | |  | |
| **Email** |  | | | | **I confirm that the client has given me permission to pass on their details:** | | |  |
| Communicare will store your (Referrer’s) information with this referral. We will only use it to contact you about this referral and won’t pass on your details to any other organisation. Full details are in our privacy policy and data retention policies which are available on our website or from our office. | | | | | | | | |
| **Details about the client** | | | | | | | | |
| **Title** | | **First name** | | | | **Last name** | | |
| **Date of Birth** | |  | | | **Gender** |  | | |
| **Postal Address (including postcode)** | | | | | **Landline** |  | | |
| **Mobile** |  | | |
| **Email** |  | | |

**4**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Please give details about your, or the person you are referring’s, needs.** | | | | | | | | |
| **Disadvantages Faced**  *Please highlight each disadvantage* | | Medical | | Social isolation | Physical disability | | Mental health issue | |
| Dementia | | Learning disability | Sensory loss | | Other | |
| **Why is help needed from Communicare?** | |  | | | | | | |
| **Is there any support already in place?**  *Include family/friends /other agencies and any personal care providers* | |  | | | | | | |
| **Any other information?** | |  | | | | | | |
| **Please list any pets:** | |  | | | | | | |
| **Please state any walking aid(s):** |  | | | | | **Does the client smoke?** | |  |
| **Next of kin/emergency contact:** | | |  | | | | | |

**Our volunteers are kind-hearted ‘good neighbours’ and not trained support workers or counsellors.** Please answer the following ‘risk assessment’ questions to help us protect volunteers and thepeople we help from possible harm.If the answer to any of these questions is ‘yes’ we will contact you for further information to determine whether or not our volunteers may be able to help.

|  |  |  |  |
| --- | --- | --- | --- |
| **Does the person referred have a history of violent, aggressive or unpredictable behaviour towards others? (Including verbally aggressive behaviour).** | No | Yes | Unsure |
| **Does the person referred have a history of violence towards themselves e.g self-harm, suicidal thoughts or is considered to be at risk of suicide attempts?** | No | Yes | Unsure |
| **Additional information?** | | | |

|  |  |
| --- | --- |
| **What sort of help is required currently?** *If requesting more than one type of help, please indicate which is greatest need. If you would like telephone befriending to be replaced with face to face when possible or to refer for lunch clubs when they restart, please note in the details box.* | |
| ¨ Shopping /errands e.g. prescriptions | ¨ Telephone Befriending (usually weekly call) |
| o Accompanying on walks /meeting in community (when possible) | ¨ Hello Southampton calls – up to 5 times weekly short ‘check in’ calls |
| o Transport to essential appointments | o Hospital Homecoming (short term) |
| o Gardening, minor DIY | o Other: please explain below |
| **Please give brief details of help requested (and expected discharge date if Hospital Homecoming)** | |

|  |  |
| --- | --- |
| **Transport Details: *Please note volunteers use their own cars, we do not have adapted vehicles*** | |
| **Currently we cannot transport people who need a front seat due to social distancing. Passengers must be able to get in and out of the car without any help.** | |
| ¨ needs front seat | ¨ can get into back seat of a car with 4 doors |
| o can get into back seat of a 3 door car |  |
| If walking aids need to be taken please state what and if walkers or wheelchairs are able to be folded. | |

Now please complete the ethnicity and diversity monitoring form on the next page then return this document to the address at the bottom of the page.

ETHNICITY & DIVERSITY MONITORING

Many of our funders are interested in the range of backgrounds of our **clients**. By completing this form you will be helping us to provide this and secure further funding. Completing this section is optional.

This information will be only used for anonymised monitoring purposes.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Please complete this for the person who would like our help (yourself or the client if you are their referrer)** | | | | | | |
| Age: |  | Date of Birth: |  | | Gender: |  |
| **What is their ethnic group?**  Choose one section from (a) to (e) and tick the appropriate box to indicate your cultural background | | | | | | |
| **White**   * English/Welsh/Scottish/Northern Irish/British * Irish * Roma/Gypsy/Irish Traveller * Any other White background   ……………………………………………… | | | | **Mixed / Multiple ethnic groups**   * White and Black Caribbean * White and Black African * White and Asian * Any other Mixed / Multiple ethnic background   …………………………………………. | | |
| **Asian / Asian British**   * Indian * Pakistani * Bangladeshi * Chinese * Any other Asian background   ………………………………………… | | | | **Black / African / Caribbean / Black British**   * African * Caribbean * Any other Black / African / Caribbean background   ………………………………………………….. | | |
| **Other ethnic group**   * Arab * Any other ethnic group   ……………………………………. | | | |  | | |