**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 the city of 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. We do have a long waiting list in some areas but we will do our best to help. We are very happy to discuss how likely we are to be able to help over the phone before you complete this form.

|  |
| --- |
| **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 or under medical care).*    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** | |  | | |
| Did you hear about us through Senior Saints? | | | | | Yes | No |

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 this person 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 Person Introduced** | | | | | | | | |
| **Title** | | **First name** | | | | **Last name** | | |
| **Date of Birth** | |  | | | **Gender** |  | | |
| **Postal Address (including postcode)** | | | | | **Landline** |  | | |
| **Mobile** |  | | |
| **Email** |  | | |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Please give details about your, or the person you are referring’s, needs.**  **4** | | | | | | | | |
| **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 person smoke or vape?** | |  |
| **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 may 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 |
| **Does the person referred have a problematic relationship with alcohol or other drugs? (Now or within the last 5 years)** | No | Yes | Unsure |
| **Additional information including any factors which may reduce the risk to our volunteers.** | | | |

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| **What sort of help is required currently?** *If requesting more than one type of help, please indicate which is greatest need.* | | | |
| ¨ Short term Shopping /errands e.g. prescriptions | ¨ Telephone Befriending (usually weekly call) | | |
| o 1:1 help to get out and about in the community | ¨ Hello Southampton telephone calls – up to 5 times weekly short ‘check in’ calls | | |
| o Transport (must be able to get in & out of a car) | o Hospital Homecoming (short term) | | |
| o Gardening, minor DIY -please give details | o Face-to-Face befriending at home | | |
| o Group trips out / lunch club / coffee groups | o Other: please explain below | | |
| **Please give brief details of help requested (and expected discharge date if Hospital Homecoming)** | | | |
| **Can the person referred get out on their own?** | | Yes | No |
| **Can the person referred use public transport?** | | Yes | No |
| **Additional Details about ability to get out and about.** | | | |

|  |  |
| --- | --- |
| **Transport Details: *Please note volunteers use their own cars, we do not have adapted vehicles*** | |
| **For individual transport our volunteers use their own cars and passengers must be able to get in and out safely with minimal assistance. For some group trips/events we may use an accessible minibus.** | |
| ¨ 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 whether walkers and wheelchairs fold. | |
| **For group trips where we may use an accessible bus only**  ¨ needs to remain in wheelchair | |

Now please go to 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 the people we help. 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 stored on the person’s record, but it will only used for anonymised monitoring purposes.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Information about the person requesting help** | | | | | | |
| 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   ……………………………………. | | | |  | | |