

BefriendingGALE - Helping Hands Referral Form

Name	CHI	Title	DOB
Has the client given consent for this referral? If no, reason			
Address			
Post Code			
Home Phone Number			
Mobile Number			
Email address if available			
Main Carer			
Relationship			
GP Practice & GP Name			
Contact Details			
Relevant information			
Diagnosis			
Reason for referral			
Support currently in place			
Risk factors for staff			
Name of referrer/ Designation			
Contact details of Referrer			
Address			
Phone Number			
Service Information leaflet given: If no, reason:			
I confirm this person meets the criteria for this service			
Signature	Date		

Please email this referral form to volunteering@galeteam.co.uk

BefriendingGALE - Helping Hands Coordinator, The GALE Centre, Gairloch, IV21 2BH.
 Contact details for the service: Rebecca Wolfenden

Telephone	01445 712 071
Email	volunteering@galeteam.co.uk

Office use:

Referral form received	
Allocated service number	
Outcome communicated to referrer	

Guidance for referrers:

The GALE Helping Hands- Befriending service is available in Gairloch and Loch Ewe area (from Kinlochewe out to Gairloch and up to Badcaul). We will also consider referrals from outside this area if another Befriending service isn't available.

The service is a Telephone befriending service which provides social and practical support to vulnerable people who are social isolated in our community. Each client is different therefore the help and support offered is tailored to their individual needs. Each volunteer delivering the service is trained and supported by Highland Hospice staff. Telephone befriending offers social interaction and engagement, and builds supportive reliable relationships. It's the real connection with volunteers which is at the core of this service being just what the client's and their families want and need.

GALE Helping Hands volunteers are not allowed to become involved in personal care, medical care, domestic tasks, such as cooking and cleaning, or financial and legal matters. They are not counsellors.

Eligibility criteria:

People aged 18+ facing social isolation or loneliness.

People do not have to be known to the Highland Hospice clinical team, however it is expected that they will be under the care of their General Practice or Community Health and Social Care Team.

Process after referral:

Once the referral form has been received the Service coordinator will then contact the person to discuss their particular needs and interests following which they will be matched with a volunteer. You will receive information on the outcome of your referral.

Data Protection

This information is collected for the purpose of the management of GALE's Helping hands Befriending service. It will be stored and managed in accordance with GALE's Data Protection and Confidentiality Policies and Procedures which all conform with current data protection legislation. It will not be shared without the prior consent of the person it applies to.