

The difference the service makes

The Befriending Service aims to support both individuals and carers in a variety of ways.

Benefits we have found include:

- Reducing social isolation and loneliness
- Lowering stress levels for carers
- Providing a reassuring presence for both the befriender and carer
- Supporting carers to be able to continue in their vital roles through breaks to ensure their own physical and mental health is managed
- Offering a trusted source of information and signposting to other services, including those of the hospice

How do I access the service?

Referrals to the Befriending Service come via a health or social care professional.

These include:

- Clinical Nurse Specialists
- In-patient unit nurses
- Lymphoedema nurses
- Social workers
- Occupational therapists
- District nurses
- GPs
- Specialist nurses

Alternatively you can contact the St Catherine's Support Team:



Tel: 01772 629171

Email: supportteam@stcatherines.co.uk

St Catherine's Hospice

St Catherine's Hospice is an independent local charity working to help people in Central Lancashire facing life-shortening illnesses to experience a good quality of life, until the end of life.

We achieve this through a range of specialist services delivered at the hospice and in the places people call home which promote comfort, dignity, independence and choice for our patients and their loved ones.

A key focus of our work is keeping people out of hospital when it's not necessary for them to be there. We're here to offer the support people need to live and die where they wish to be, and for families to have opportunities to remember and reflect together.

Our services include:

- Clinical Nurse Specialists
- In-patient unit
- Lymphoedema clinic and other out-patient clinics
- Occupational therapy
- Physiotherapy
- Spiritual care
- Support services for families, carers and those who are bereaved

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Registered Charity Number: 512186



St Catherine's
hospice care



www.stcatherines.co.uk

01772 629171

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Befriending Service

A volunteer-led service providing social support for individuals with life-shortening illnesses and their carers

What is the St Catherine's Befriending Service?

The St Catherine's Befriending Service supports people with life-shortening illnesses and their carers in their own homes by offering:

- Companionship
- Social activities
- Respite breaks for carers

It is managed by the hospice's Support Team but provided by a team of fully-trained volunteers who give their time for free for a role which they find so rewarding.

'True friendships are formed as we work to match befriender with befriended according to their personalities, interests and experiences.'

The service provided can be for up to four hours each week, providing companionship and social interaction; the chance to take part in hobbies or outings; and giving carers the opportunity to take a break. This can simply be for some 'me time' which is vital when working as a carer, but also so they can carry out important jobs such as visiting the doctor or dentist themselves.

It's important to note that befrienders do not carry out any personal care, complex moving, handling or domestic duties. The role is not intended to replace any nursing or domiciliary care services - but focuses on supporting patients' and loved ones' emotional needs, which in turn can improve physical wellbeing.



It does not matter whether they are already known to the hospice.

The service began as a service supporting carers, but was later extended to include those living alone with a life-shortening illness. This was in a bid to reduce the isolation that some people can feel when they are living with an incurable illness.

What is a carer?

A carer is someone who provides unpaid, regular and substantial support to a relative, partner, friend or neighbour who cannot manage without help because of a physical or mental disability or dependency. They can be in receipt of Carers Allowance.

What is a befriender?

Befrienders are volunteers who come from all walks of life with a desire to make a difference to people at a very poignant time in their lives.

They undergo a comprehensive training programme delivered by the hospice, and have received checks from the Disclosure and Barring Service.

They visit individuals in their home at prearranged times. Visits can involve conversation, games, outings or simply being there for those who are living alone or when their carer is out.

All of the befrienders have access to support and supervision to ensure they feel confident and capable in their roles, and get the most out of this rewarding position.

What qualities do befrienders have?

Our volunteer befrienders are:

- Approachable
- Reliable
- Good communicators
- Good listeners
- Accepting of others
- Experienced in supporting people with physical disabilities and/or life-limiting illnesses

If you think you could help us reach more people who need us in the community, we'd love to hear from you!

To find out more please contact the Support Team:

Tel: **01772 629171**

Email: supportteam@stcatherines.co.uk