Winter Welfare Visits to Vulnerable People, prioritising those Recently Discharged from Hospital

GUIDANCE FOR VOLUNTEERS

WHO WILL I BE HELPING?

People can struggle on return from home due to finances, environment, loss of confidence and inability to access basic essentials such as food and warmth. This Winter Wellbeing response aims to offer a reassuring visit and practical help within the first few days after discharge.
Most of the referrals will come to CVS via the hospital's *Independent Discharge Team* and *Provide*.
ALL will be medically fit for discharge. ALL will have already been contacted by telephone to establish the circumstances of their immediate needs and agree that a home visit is desired.
Referrals are most likely to be over 65 but could be adults of any age and will be vulnerable in terms of their welfare needs. This is not an emergency service but a welfare crisis response.

REFERRALS:

Please update your availability weekly on the rota so that we know when to call on you (or not).

When a referral comes through, a coordinator from the CVS will telephone you to confirm if you can help, and what's needed, then an *information sheet* will be emailed to you. This will be password protected; the password will come to you by phone call or message. We will have already spoken to the client to ask what they might need, and to ensure that it is appropriate for you to visit.

The *information sheet* should have all the information you need to make the visit, however if you wish to call the person yourself to confirm the time you be calling round then please do so. **Make sure you shield your number by preceding theirs with 141 before you dial.** Introduce yourself clearly with your name and state that you are a volunteer supporting the CVS Winter Hub. **Don't give out your personal contact information**. If they have any further questions or requests, please refer them back to CVS Community Hub & Helpline: 01245 280731 (weekdays 10am to 4pm).

STAYING SAFE DURING YOUR VISIT:

We use a WhatsApp group to help keep track of visits. This will be monitored by a CVS staff member from when you arrive at the home until you advise that you have completed the visit and are clear of the premises. Please read carefully the *Safe Welfare Visits* sheet that is attached.

OUT OF HOURS VISITS:

The CVS is staffed weekdays from 9am to 5pm. If you are visiting someone outside of these hours then please let us know in advance so that we can ensure someone is available to check the WhatsApp Group. Ideally volunteers should visit in pairs, but if you are visiting alone please follow *Safe Welfare Visit Protocols* attached.

SUPPLIES AND PAYMENTS:

CVS has a supply of *Winter Warm* packs that include local information and basics such as a blanket and non-perishable food. We may also ask you to pick up a prescription or buy a small amount of fresh food to take

with on your visit. Take a photo of the receipt and send it with your with your name, bank account number, and sort-code to: **07483 407527** so that we can quickly reimburse you. If you feel the client may struggle to pay for their shopping essentials do let us know as we have a small emergency fund.

Please do not accept cash or cheques directly (CVS has a secure system to process payments for shopping and prescriptions). Do not allow the client to share bankcards or PIN numbers with you. Politely refuse offers of gifts or tips. If they wish to donate please let CVS know and we will contact them directly with how to do this.

WHAT DO I DO IF THERE IS NO ANSWER?

If they do not answer the door then we recommend that you approach any windows on the ground floor and knock on / look through them to see if you can attract the person's attention.

You could also knock at a named neighbour in case the person has left their home for any reason (if the client has nominated a trusted neighbour this will be indicated on the information sheet).

If you still cannot make contact, please alert the CVS Hub via call or WhatsApp message who will then take further action (we are working with a number of partners that we can escalate to).

WHAT DO I DO IF I LOOK THROUGH THE WINDOW OR LETTERBOX AND THE PERSON IS INJURED/NOT MOVING?

Please call 999 and ask for help.

AFTER THE VISIT:

Please let the CVS Hub Co-ordinator know if a further visit, or any follow up support or help beyond the scope of the welfare check is required. We will keep a central and secure record of referrals.
Clients needing more than two or three visits can be referred on to the local Home Support Service.
Please shred or otherwise delete the client information sheet.

TRAVEL EXPENSES:

We will refund your travel at a cost of 45p per mile, your parking fee or the price of the public transport ticket within a reasonable distance. Please submit the attached Travel Expenses Claims forms to **Finance@chelmsfordcvs.org.uk**

KEY CONTACT NUMBERS:

Chelmsford Community Hub & Helpline: 01245 280731 (weekdays 10am to 4pm) – *please feel free to share this number with the client*

CVS Community Hub Co-ordinator Mobile: 07873 575834 (will be monitored until visit completed) - *please do not share this number externally.*

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Thank you so much for volunteering