

HOME SUPPORT POLICY

The purpose of Home Support

The purpose of Home Support is to enhance the quality of life in the community for people who are depressed, anxious or isolated by introducing volunteers who can offer friendship and support. The value of the volunteer is in being ordinary. The role of the volunteer is not the same as that of the professional nor will it replace it. Home Support aims to build relationships that will prove beneficial in their own right.

Home Support is not a case of 'doing' but of 'being'.

1. All volunteers receive a copy of the Volunteers Handbook.
2. All volunteers will be subject to an enhanced CRB check before commencing home visits.
3. All clients will be given the Home Support Leaflet.
4. Volunteers and clients must always abide by our confidentiality policy and all volunteers will be asked to sign a confidentiality agreement.
5. The Home Support Process will be explained to both client and volunteer by the Home Support scheme co-ordinator. A written copy of the procedure is available on request.
6. Clients and Volunteers will be asked to complete evaluation questionnaires to monitor the benefits of our service.
7. Home Support Guidelines will be given to both parties [client and volunteer] at the earliest stage.
8. All volunteers will be given in house training and an induction pack suitable for the task which they have chosen to do prior to conducting a home visit and will be offered other available training .
9. Supervision and support – All volunteers will have a named person as their main point of contact. They will be provided with regular supervision to feed back on progress, discuss future developments, report any perceived risks and air any problems. Volunteers can contact the chief officer in the first instance if they have concerns or need any support.
10. Trial Period –After four home visits, including the first visit with a supervisor into the Home Support relationship, the co-ordinator will contact both parties individually, where any concerns or issues can be discussed and the relationship can be reviewed.
11. It is expected that most Home Support relationships will continue for one hour per week on average for six months. The ending of a Home Support matching will be managed by the Home Support co-ordinator in consultation with the chief officer.