

Buddy & Befriending Services Terms & Conditions

Changing Lives Together's Buddying & Befriending Scheme aims to reduce Loneliness and Social Isolation amongst the over 18s living across Cheshire.

Our service has been successful for a number of years, offering our well-established telephone based support service and more recently, our group-based activities.

Referrals from the following organisations will be considered

- Social Prescribers, Wellbeing Co-ordinators
- Adult Social Care, Social Workers, Link Workers, CwaC
- Other health care professionals including Doctor's Surgeries
- Community & Voluntary Sector
- Housing Associations
- Self-Referral or Family Referral

Client eligibility criteria (any of the following)

- Any individual experiencing loneliness and / or social isolation
- Clients must live within Cheshire
- Clients must be Over 18 **
- Would like the opportunity for social interaction

Client Referrals

- Low-level mental health issues
- Early on-set or mild Dementia
- Managed drug or alcohol issues

Our volunteer befrienders are trained to provide the opportunity for social interaction, therefore should any referred client meet any of the exclusion criteria below it may be necessary to decline, re-evaluate or refer back to the referrer.

Exclusion Criteria:

If the service user has any of the following then we cannot accept the referral

- Complex mental health needs requiring specialist support
- Unmanaged Drug or Alcohol Issues
- Those at high risk to self or others
- Those who are experiencing suicidal thoughts
- Clients whose Dementia is moderate or severe
- Severe Anxiety and Depression
- End of life Patient care

Changing Lives Together reserve the right to decline any referred individual who we deem to be unsuitable for our services. Any undisclosed information that is detrimental to the service and other users will result in immediate withdrawal from our services.