



Photo: © Patrick Harrison/BRC

### What skills and training do our volunteers have?

Our volunteers all take part in a comprehensive training programme, as well as undergoing personal interviews and DBS checks. They have good interpersonal skills, and an understanding of the differing physical and emotional needs of our service users.

Find out more about becoming a Red Cross volunteer by calling Volunteer Admin on 02392 894202 or email: [HiOWSVolunteerAdmin@redcross.org.uk](mailto:HiOWSVolunteerAdmin@redcross.org.uk)

## Contact Us:

# Frimley Park Hospital

supporting patients registered to a GP within the Surrey Heath, North East Hampshire and Farnham, and Bracknell and Ascot Clinical commissioning groups (CCG) areas.

01276 522728

Extension - 2728

07971913699



Email: [production@redcross.org.uk](mailto:production@redcross.org.uk)  
Tel: 020 7877 7029



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## COULD YOU USE A LITTLE EXTRA HELP AT HOME?

Support at home service  
Frimley Park Hospital

# The British Red Cross support at home service offers short-term practical and emotional support at home to help people regain their independence.

## How does the support at home service help people?

Our service helps thousands of people every year following a stay in hospital.

Following an illness or injury, we smooth the process of settling back into a normal routine and enable people to regain their confidence and independence. There is no charge for this service, however donations are welcome.

Our friendly volunteers can provide the following support:

- > Rebuilding confidence and social networks
- > Companionship
- > Essential shopping
- > Low level practical support
- > Accompanying on trips, e.g to bank
- > Signposting to other organisations



## Who can benefit from the service?

The support at home service is available on a short-term basis. The referral process varies according to area, but referrals can generally be accepted from a hospital discharge team, a health professional or relevant community agencies: GPs, primary care trusts, hospitals, and social workers.

We do not accept self-referral.

## What happens next?

The British Red Cross will make the initial visit as soon as possible following the referral, to make an assessment of what is needed. Following the initial visit a volunteer or staff member will visit and/or telephone once a week, for about an hour, for up to 6 weeks.

The service unfortunately cannot provide:

- > Personal Care
- > Domestic Assistance/Cleaning
- > Give Medication or Change dressing
- > Act as substitute for any statutory services
- > Offer long term support.

## Have a compliment, comment or complaint?

We always welcome your views whether positive or critical. You may offer comments or make a complaint by telephone, in person or in writing to any volunteer or staff member within the society. An advocate may also offer comments or make a complaint on your behalf, e.g. a relative, friend, carer or another organisation.

Call us on: **0300 456 1981**

Write to us: **British Red Cross, 78 Walton Road, Woking, Surrey, GU21 5DW**