

Befriending Service Volunteer Role Description

Purpose

Too many people affected by dementia do not get the vital social care, support, and guidance they need. We use our person-centred experience of dementia to define and implement social care services, from diagnosis to end of life, that reduce the devastating impact the disease can have. The purpose of a befriender is to provide companionship to older people who are living with dementia, to help combat loneliness and isolation and to assist these individuals to feel more part of the wider community. This may be conversations or activities or some outings dependant on the needs of the client.

Vision

Everyone living with dementia, in Kent and Medway, gets the support they need to live the life they want.

Mission

Our mission is to give people affected by dementia the knowledge, support and care they need to take back control of their lives, take part in family and community life and manage their symptoms.

Values

We believe:

- In being **person centred** and focused on people's **abilities**.
- In being **caring** and **compassionate** in all we do.
- In **working together** to deliver excellence in the information, support and services we provide.
- In acting with **integrity** and **honesty** at all times.
- That everyone's **rights** and **dignity** should be **promoted**.
- In being **inclusive** and **embracing** everyone in our community.

Service description

Befriending is a service for those living with dementia to receive companionship and take part in activities in their own home.

The service supports people to maintain or improve their quality of life. It can also support individuals to lead an independent and fulfilling life enabling them to participate in activities that promote cognition and wellbeing.

Evidence shows that befriending and peer support are important sources of emotional and social support for carers and people living with dementia. Volunteer led befriending and peer support offers carers of people with dementia emotional and social support which enables them to cope better with challenges and continue caring. This has important implications for potentially reducing breakdowns in carer mental and physical health.

Service Delivery

The Befriending Service is offered around core hours of Monday to Friday 10am to 4pm but visits outside of this time can be accommodated.

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Each person using the Befriending Service will have a regular volunteer matched to them. There will be an assessment of the individual's needs and abilities and they will be encouraged to have choice and control over the activities they wish to pursue and how they wish their support to be provided to them.

A holistic assessment will take place, with the Dementia Befriending Coordinator and the individual wishing to use the service to get an understanding of the support they would like. The Dementia Befriending Coordinator will match the most suitable volunteer to the individual wishing to use the service. The Dementia Befriending Coordinator will also conduct a risk assessment of the home environment.

A review will take place within the first 6 weeks of the Service commencing (or sooner, if needed) and every 12 months thereafter, or when there has been a change, whichever is sooner. The service will not provide regulated activities to the user and the Befriending Volunteers will be coordinated and supervised by a Dementia Befriending Coordinator.

Intended outcomes

By meeting the following outcomes, the Befriending Service is intended to support people affected by dementia to socialise and take part in fun and stimulating activities, take control of their lives, and to minimise the risk of them being lonely and isolated.

- I am able to access social activities that I enjoy, in a safe place.
- I feel less lonely.
- I am listened to by someone who is knowledgeable about dementia.
- I am supported to live safely and independently and carry out everyday activities that I choose.

Who can use the service?

Venue

The Befriending Service will take place in the home of the person receiving the service.

People

The service is delivered by trained and experienced staff. Staff will be trained to a minimum Level 2 in Dementia. They will also have undertaken additional mandatory training which includes health and safety and safeguarding.

Impact evaluation

The impact of the service will be evaluated using the following methods:

- Annual evaluation of people using the service and their carers/significant others.
- Regular reviews of people using the service.
- Regular staff feedback.
- Monitoring of compliments and complaints.

Volunteers will be periodically asked to complete outcome surveys to establish their thoughts and anecdotal evidence on where the intended outcomes of the service have been met.

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An organisational evaluation takes place annually to ensure all our services are meeting the required outcomes. This includes service specific questionnaires as well as a whole organisation questionnaire for those that access multiple services. Evaluations are facilitated through 1-2-1 discussions to ensure those living with dementia can take part in the process, there is also an option for self-completion for those that prefer that method.

Impact Measures

- Proportion of people using the Befriending Service who reported that the Service enabled them to take part in enjoyable activities.
- Proportion of people using the Befriending Service who reported that they feel less lonely as a result of using the service.
- Proportion of people attending the using the Befriending Service who reported that have been listened to by someone who is knowledgeable about dementia.
- Proportion of volunteers that reported the intended outcomes of the service are being met.

Quality Indicators

The Support at Home Service will meet the following quality requirements:

- Person centred activities are planned and are meaningful for the individual.
- A risk assessment is up to date and has been reviewed by our Dementia Care Manager or Dementia Care Deputy Manager.
- An activity to encourage cognitive stimulation and social interaction is offered at each visit.

The quality of the Support at Home Service is monitored by:

- Regular quality checks conducted by the Dementia Befriending Coordinator.
- Regular supervision with volunteers.
- Recording and reviewing Incidents/Accidents and Near Misses on a monthly basis.