

PRIMROSE HILL NEIGHBOURS HELP

Befriending visits and help getting out for older people living in and around Primrose Hill and Chalk Farm

Coordinator's mobile phone:

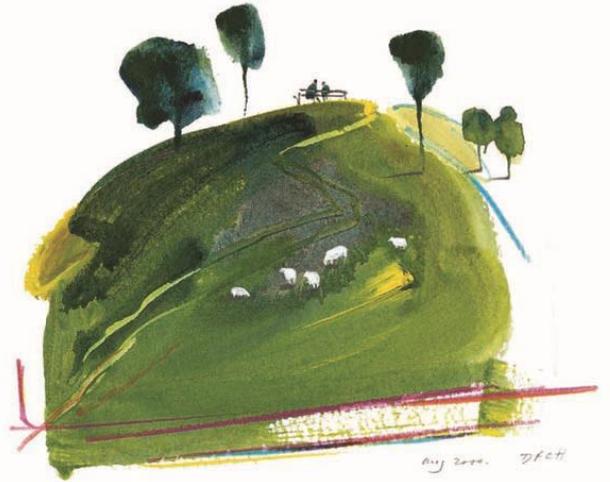
07531 779 827 (please leave a message & Laura will get back to you)

Age UK Camden Switchboard:

020 7239 0400

Email: phn.help@ageukcamden.org.uk

Web: primrosehillneighbours.wordpress.com



What is Primrose Hill Neighbours Help?

Primrose Hill Neighbours Help (PHN Help) is a community 'Good Neighbour Scheme' for local older people. We match carefully selected volunteer visitors with people over 60 in the Primrose Hill and Chalk Farm areas who would enjoy some extra company at home on a regular basis, or some help getting out and about.

We aim to help local older people to continue living independently and happily in their own homes. The people who volunteer as befrienders with us do so because they care about people and enjoy helping in their community.

PHN Help is one of a number of 'good neighbour schemes' in Camden. Ours is managed by an independent management committee and supported by Age UK Camden.

What we offer over 60s

Most of our volunteers visit our scheme users for a social visit lasting about an hour each week. Some help 'as and when' instead, providing occasional assistance with small, simple, practical tasks. Our volunteers can help with any of the following:

- Visiting/befriending people in their homes
- Accompanying people to the shops
- Going out for a walk

- Light gardening/plant watering
- Putting up curtains/changing lightbulbs/very minor DIY activities around the home
- Reading; assisting with forms/correspondence; organising paperwork
- Playing games such as bridge or scrabble



Our scheme is a voluntary service offering extra social visits that complement any other care scheme members may receive. Our volunteers cannot undertake tasks that are considered an essential service e.g. shopping as there is no back-up if a volunteer cannot make one week. Our volunteers also cannot undertake activities that are the responsibility of local authority care services e.g. personal care, or which might take away paid work from people.

How do we work?

- All potential scheme users will receive a home visit from the coordinator to assess their needs, wants and interests.
- All potential volunteers are carefully selected, interviewed by the coordinator and we seek and verify character references.
- Our volunteers are given full training and support.
- Volunteers are accompanied by the scheme coordinator on all initial visits.
- We take self-referrals and referrals from other organisations, individuals and care services.
- We really care about making a good match between members and volunteers (and we are very successful at doing this), but this can take time.
- We aim to make matches as quickly as possible, but it is dependent on the availability of suitable volunteers and demand for our service.
- A typical befriending relationship lasts approximately 10-12 months, though many can continue for much longer and many become genuine long-term friendships.
- The Coordinator will work closely with both scheme member and volunteer visitor to review the visit regularly.
- We have links with a number of local organisations for further referrals
- All scheme users and volunteers receive our occasional newsletter and are encouraged to call us for help and information as needed.



Information service

We also offer a twice-weekly neighbourhood information service, staffed by volunteers, for those seeking help with practical problems. Our volunteers provide help with:

- forms to fill in that you don't understand e.g. rent, council tax, pensions, etc.
- accessing a health service, finance, housing, etc.
- finding out about local activities which may be of interest to you



You can book an appointment or just drop in:

Monday 2-4pm Primrose Hill Community Library
Wednesday 10-12noon Jaqueline House Lounge, Oldfield Estate

Call 020 3397 3058 to reach our neighbourhood information volunteers (leave a message if no answer and we'll get back to you, probably on a Monday)

Getting people together, trips and events

We publicise and organise a variety of trips and social events appropriate for our scheme users. They are provided by other local organisations and tailored for people with mobility issues and other age-related conditions.

Join Primrose Hill Neighbours Help

If you would like to become a scheme user, or if you know a local person over 60 who could benefit from becoming a member of the scheme, please contact us on :

07531 779 827 (coordinator's mobile phone)
or email phn.help@ageukcamden.org.uk

You can also leave a message with the Age UK Camden Landline on **020 7239 0400** if you prefer not to call mobile phones. Please make sure you say you are leaving a message for Primrose Hill Neighbours Help Coordinator.

Volunteer with us!

We're always on the lookout for people to get involved with helping their community. Please contact us as above if you are interested.

Thank you