



World Ends Good Neighbours Project

Project Coordinator

Claire Charles

What is the Good Neighbours Project?

- Funded by RBKC
- Hosted by Kensington and Chelsea Volunteer Centre
- Will operate on the Worlds End Estate and surrounding areas.

Purpose & Aims of WEGN

- ▶ **Reduce isolation & loneliness –**
 - ▶ Volunteers Visiting Regularly. Helping practically. Companionship
 - ▶ Recognise other services and support needed.

- ▶ **Increased wellbeing –**
 - ▶ Visits improve quality of life and wellbeing.
 - ▶ Feedback on carer support service suggest need for community based volunteers addressing non-clinical needs. Time issue with other professionals.

Sadly 59% of adults aged over 52 with poor health experience feelings of isolation

60% of the population say they would prefer to die at home if they had a terminal illness, yet being at home can mean loneliness.

-Figures from Marie Curie & Campaign to End Loneliness

How does it work?

Over an initial 5 month period the Good Neighbours Project has a target of helping 20 patients with a volunteer group of 20. All of these places need to be filled.



What impact will the project have on peoples lives?

- Allow them to have a better quality of life.
 - Help alleviate loneliness
 - Feeling a part of the community

What is the criteria for eligibility?

The service will be open to residents who:

- Live on the Worlds End estate
- 55+
- Are on their own or live with a carer
- Live in their own home or in a care home
- Must be 18 years or over

How do you refer or get referred onto the programme?

There are three ways to get on to the programme:

1. Self referrals – by phoning the Coordinator, completing form via GP surgeries or on-line via the webpage
2. Statutory body referral – GP's, Adult Social Care MacMillan, District Nurses, Medical Centre etc.
3. Community groups – Residents, Church groups, Specific condition support groups.

What is the process for the patient?

Referral received – online, by post, by fax.

Phone Introduction

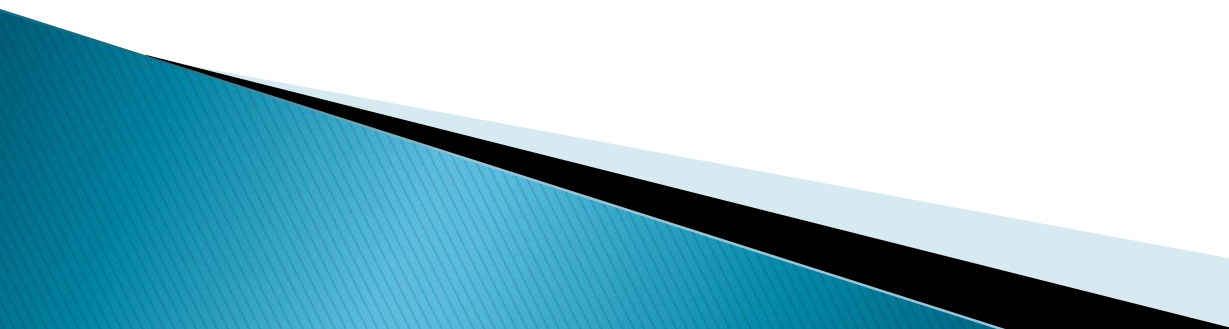
Arrange home visit.

Volunteer and coordinator introduction

Visits start

Visits reviewed periodically

Who will be the Volunteers?

- Will undergo a 2 day compulsory training course.
 - Volunteers will come from the World End Estate and the surrounding area.
 - Age from 18+. (But younger for group events).
 - Will have various backgrounds and experiences.
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Volunteer Training

Volunteers are trained in:

- Safeguarding
- Confidentiality
- Boundaries
- Communication Skills
- Practicalities of supporting someone at the End Of Life

Training (cont)

Specific Add on training:

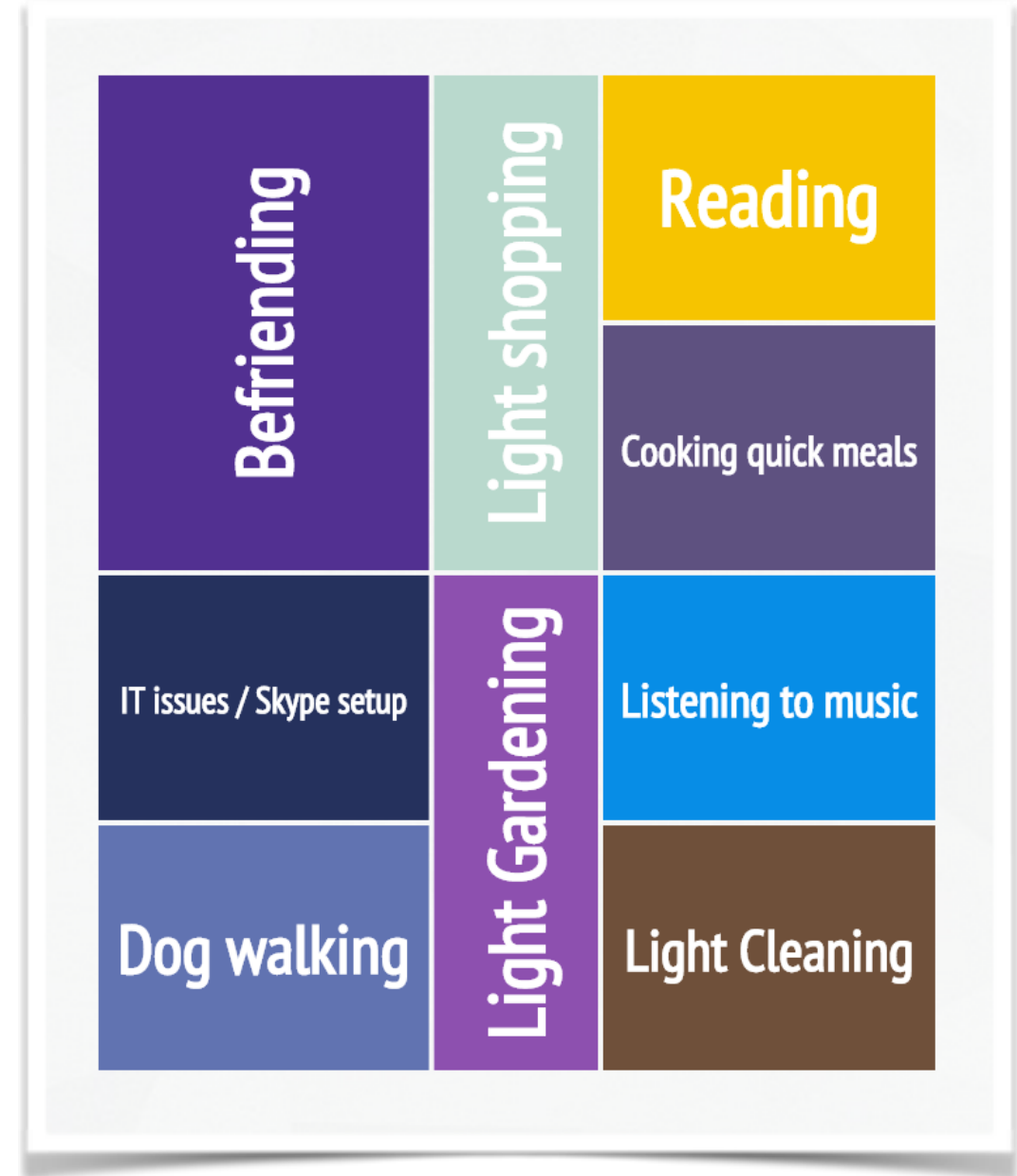
- Working with Dementia – Dementia friends
 - Supporting people with disabilities

What will volunteers be doing?

- Offering companionship, emotional support and a listening ear.
- Listening to music, reading and looking through photographs
- Helping them to connect with their friends and community.
- Directing them to important support services to help them through this difficult time.

Provide practical support which could include:

- Light gardening
- Light cleaning
- Taking the dog for a walk
- Setting up Internet Shopping
- Taking them to appointments





Get in touch!

www.voluntarywork.org.uk

Call: 0208 960 3722

Email: info@voluntarywork.org.uk