



Replenish Referral Introduction Pack.

Replenish U.K. provides a voluntary One-to-One befriending service for adults with mental health problems living in the community within the Chelmsford area and adjoining districts.

Befriending is a means of reducing isolation that so often accompanies the experiences of mental illness. By building up and maintaining a close relationship, social skills and confidence can be rediscovered and nurtured.

Each relationship is effectively a union of what the referred person needs and that which a befriender can offer. Many relationships can become genuine, warm and close friendships. Talking together or visits to the local café can develop into shopping trips, regular walks in the local park or countryside and other outings.

Replenish tries to match you with a compatible friend from within their own team of volunteers or will link you in with a local pastoral team from within the local faith communities.

Replenish also offer other services and you will be given information about these at your initial meeting. We also have links with other organisations that may be able to help you. We want to offer you the best pastoral care and we will do an initial visit to assess your needs and discuss what services we are able to offer you.

There are no charges for the services of Replenish. Minimum referral age is 18 years and there is no upper age limit. Befrienders will always be of the same gender as the client.

Our aim is to ensure that we find the right volunteer based on strengths, personality and interests, whilst also considering location.

General process

1. Referral form – We receive your contact details and request to have a Replenish UK befriender.
2. Telephone chat - We will initially telephone the person being referred for a chat to arrange a home visit.
3. Home visit – A pastoral care worker and support worker will visit you at home to introduce themselves and to start to get to know you, so that we can find a good match with a volunteer befriender. They will also inform you of other services which Replenish may be able to offer you.

4. Volunteer assigned -We endeavour to find a suitable volunteer befriender to start visiting you. We take into account personality, experience, interests, availability and geography. This may take a little time, but we will keep in touch with you during this process.
5. Introductory visit- When we have found a suitable volunteer, we will telephone you to arrange a convenient time to visit you and introduce the volunteer to you. Assuming this meeting goes well, you and the volunteer will then agree regular ongoing visits.
6. Regular visits begin - Provided the above proceeds satisfactorily, visits will continue according to the availability of the volunteer and the need of the friend.
7. Reviews will be carried out to check the progress of the befriending match and to provide any support when and where needed.

What you can expect from us.

- To be treated with respect, politeness, kindness and honesty at all times.
- After a trial period we will ask you to confirm if you wish to continue to be visited by your allocated volunteer. If you decide not to continue with your allocated volunteer, but wish to continue with the scheme, we will endeavour to find another volunteer to visit as soon as possible.
- Your volunteer will visit you on a weekly/ fortnightly basis. A convenient time and place will be arranged between yourselves.
- If for any reason the volunteer is unable to visit you at the agreed time the volunteer will give you as much notice as possible.
- We will respect your confidentiality at all times. We will not contact other people or discuss personal information with other agencies, unless you give us permission to do so. The exception to this is if we believe that you are at risk of harm or if you are in need of urgent medical attention.

What we would ask of you

- To let the replenish office know as soon as possible if you wish to cancel a visit.
- That you do not ask your volunteer to undertake personal care, to dispense your medication, or to lift you or any heavy objects. This is for your own safety and that of your volunteer.
- If you ask your volunteer to do something for you and they say that they are unable to do it (e.g. handling money) that you will respect their decision.
- To show your volunteer politeness, respect kindness and honesty at all times.