

Home to Home Calls

Delivering peace of mind with a call a day



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Social Care with a Difference

Home to Home Calls is a daily telephone befriending service for those who may suffer from loneliness or social isolation. The daily calls provide peace of mind for carers/distant family members as well as being an invaluable service for its everyday users.

We are also a not for profit organisation that is working with likeminded organisations to help save them money and reduce elderly loneliness and social isolation. Our telephone befriending service is delivered on a daily basis with the same caller allowing for successful friendships to be built.

Our calls are made at an agreed time every day and on average last between 10-15 minutes with the same befriender. Over time this allows for friendships and trust to be built and the benefits of our service to really shine through.

The general nature of the calls vary from being a general welfare check to ensure the user is healthy and remaining independent within their own homes, a gentle reminder about a doctors appointment or simply a daily chit chat about the users day, the weather or any other conversation topic of choice.

The Main Features

- Positive friendships are formed between caller and user allowing for progressive self esteem to be built which reduces the effects of loneliness.
- Calls are made at an agreed time every day
- Calls are in support of other Health Care Services
- Next of Kin's, main carers/Local Authority's are alerted immediately if the recipient is unreachable or needs further support
- Users gain a sense of clarity that they have not been forgotten within society and regain independence within their own homes
- Call plans can be structured and adapted to suit the client's needs

The Benefits

- Users remain independent in their own homes for longer which reduces the need for extra care services and potential hospital after care.
- A structured reminder service for appointments increases the likelihood of the user attending and prevents unnecessary hospital admissions.
- Increased positivity and self esteem through constant social interaction can reduce the knock on effects of loneliness and increase the uptake of other beneficial care services.
- Personal liability of failing to notice a death or serious injury within a person's home is eliminated as the individual is monitored daily. Any concerns or failure to respond to our service will prompt a visit from the designated carer/support worker/next of kin/police.
- Carers gain an element of peace of mind knowing that their loved ones are well even when they are not around, reducing the strain of carer support or extra interventions.
- Our individual call plans can be used as support for other care plans.
- A wellbeing record can be composed which monitors the user over a period of time. This can be used as evidence for support or reduction of the need of other services.
- Early detection of potential personal harm, damage to property or being unable to cope

The Benefits Of Our Service



Preventing Loneliness

Having a chat about current politics or simply an update on a person's day are some of the general conversations our callers and recipients talk about daily.



Report Concerns

A broken boiler, refusing to take medication, or a fall in the garden. Concerns need not have to wait days or weeks to be noticed. We will report all concerns immediately to the next of kin or carer responsible.



Social Benefits

Our callers will be carefully assigned to a recipient allowing for long term positive friendships to form.

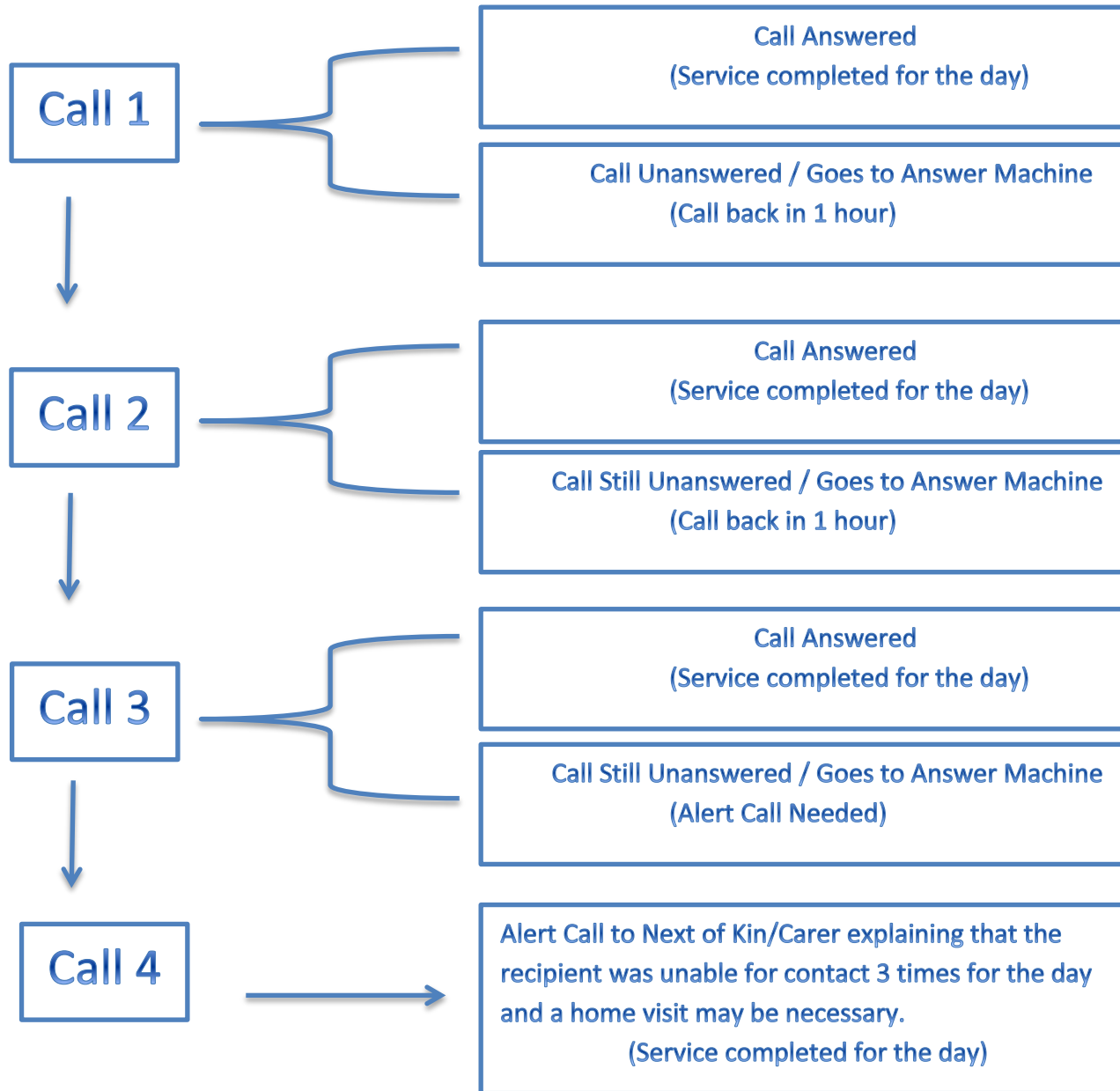


Reminders

A daily pill reminder or upcoming doctor's appointment to attend is always handy especially when the little things can easily slip a person's mind.



Call Plan



Alert Calls can also be prompted at any time if the user is perceived to be at risk or needs immediate attention. For example: A broken boiler, a fall or refusal to take their medication

Home to Home Call Packages



Ruby Package (£9 per week)

- Monday to Friday Daily Befriending and Welfare Check Calls Only (Excluding Weekends, Bank Holidays and Public Holidays)
- Users/Next of Kin will receive regular updates and feedback on client/befriender relationship



Sapphire Package (£10.50 per week)

- Monday to Sunday Daily Befriending and Welfare Check Calls (Excluding Bank Holidays and Public Holidays)
- Users/Next of Kin will receive regular updates and feedback on client/befriender relationship
- Clients will receive an inbound Phone Number for additional Befriending Support



Diamond Package (£12 per week)

- Monday to Sunday Daily Befriending and Welfare Check Calls (365 days of cover) (Inclusive of all Bank Holidays and Public Holidays)
- Clients will receive regular updates and feedback on user/befriender relationship
- Users will receive an inbound Phone Number for additional Befriending Support
- Users will also receive a monthly newsletter to promote the enhancement of self-esteem, social interactions, community involvement and ageing well.

All our call packages can be tailored to suit individual needs and requirements