

Referral Procedure

The client should be ready for, and aware of, the referral

All referral criteria should be met

Fill out a referral form and return to the co-ordinator for your area

The Project Co-ordinator then arranges an introductory meeting with the client to discuss the project further

If the client is suitable, the co-ordinator will then endeavour to match them with a suitable visitor

There may be a waiting list for a suitable visitor, but we will do our best to arrange an appropriate match as quickly as possible

The co-ordinator will meet with the client and their visitor for the initial meeting if required and will review the match regularly

For more information please contact:

Gill Amos (Axminster)
AVVS Project Coordinators
Action East Devon
Younghayes Centre
169 Younghayes rd
Cranbrook
EX5 7DR
Tel: 01404 549045
gill.amos@actioneastdevon.org.uk
www.actioneastdevon.org.uk



AVVS is partly funded by Making it Local, a locally managed grants scheme in the Blackdown Hills and east Devon AONB areas, incorporating funding from the EU, Defra and Leader.

Funding is also provided by Axminster Hospital League of Friends, Seaton Hospital League of Friends, David Gibbons Foundation, Norman Family Trust, Awards for All and Action East Devon.

Axe Valley Visiting Scheme Information for Referrers



What is the AVVS?

The AVVS scheme aims to provide a visiting service to *socially isolated* people over the age of 60, residing in their own homes and in receipt of health and social care services or in Residential Care Homes.

We hope that, with the support of their Visitor the client will experience a better quality of life, achieve increased contact with their wider communities and feel greater sense of well being and involvement.

The service is currently only available to people living in the Axminster & District areas (All Saints, Chardstock, Dalwood, Hawkchurch, Kilmington, Membury, Shute, Stockland, Uplyme).

How can AVVS help?

AVVS supports people by matching them with a volunteer visitor. Visitors are carefully selected, trained and have enhanced DBS checks. They are motivated, friendly people from the local area who get to know the person they are supporting and provide them with meaningful social contact through visiting. Visitors receive support and supervision from the AVVS Coordinators.

Clients and their Visitors meet for a chat and cup of tea with each visit generally lasting for 1 hour and will take place once or twice a week depending on volunteer availability. Visits will take place Monday-Friday, 9-5.

The relationship will initially last for six months. If at the end of this period it is felt that further support is needed, we can extend the period of support depending on volunteer availability.

Referral Criteria

- ◆ 60+ years of age
- ◆ Living in Axminster & District areas
- ◆ In receipt of health and social care services or living in a Residential Care Home
- ◆ Experiencing social isolation (a lack of consistent and meaningful social contact)
- ◆ Referred by a Health Care professional or other Voluntary/Health Care organisation
- ◆ Is ready to have the support of a visitor and is well enough, at the time of referral, for regular contact

Clients who may not be suitable include:

- ◆ Anyone requiring immediate or short-term visiting (less than 8 weeks)
- ◆ Anyone with severe dementia/memory problems/physical illness
- ◆ Any changes to mental/physical health status of active clients may make individuals unsuitable to remain within AVVS and they may need to be sign-posted to a more relevant service