

How our volunteers support clients

Volunteers work with clients to improve physical and emotional health, wellbeing and independence. The emphasis is on a partnership, with the volunteer and client working together to set and achieve goals.

Acceptance Criteria

- The person must be aged 18 or over
- The person is a registered patient of a North/South Norfolk CCG GP practice. If the person is not registered with a GP, there is evidence they live permanently in the CCG locality areas. Please note this service does not cover Norwich.
- The identified need(s) are as a result of a newly diagnosed long term condition, recovery from an injury or period of ill-health, or a condition that may cause social isolation or loss of independence as part of the progression of the illness.
- The person must have a health or wellbeing need(s) that can be assisted by a volunteer.

Exclusion Criteria

- Referrals for personal care, meal preparation, eye drops, shopping & dog walking on behalf of the client
- Referrals to support people with complex mental health conditions
- Referrals to support a carer in the form of a sitting service
- Referrals for a befriending service

Duration of support

All clients who are accepted to receive support from the Health and Wellbeing Service will begin with the **Three Month Support Programme**. After 3 months of support if there are ongoing or additional health and wellbeing goals, the client will move to the **Six Month Support Programme**.

Clients can be supported in a variety of ways, for example:

- Support to help clients regain or maintain independence when recovering from a period of injury or ill health through lifestyle changes and goals
- Support to maintain independence within the home environment e.g. helping with correspondence, supporting the person to arrange home maintenance or gardening services, signposting
- Provide information for signposting to other services, for example falls prevention services, community alarm providers, medication management, fuel efficiency.
- Accompany client to social activities to reintegrate into society
- Support a person to have a healthier lifestyle for example through exercise, support to stop smoking or reduce alcohol intake, healthier eating.

Extended Support Programme: Following a review after 6 months should the client need ongoing assistance with identified goals/needs, an extended period of support can be provided, up to a maximum of two years with reviews every 3 months.

If you wish to refer a client to our service please use the
[Health and Wellbeing online referral form.](#)

