

Our aim is “To keep older people in their own homes independently for longer.”

The service is open to referrals from individuals (with a supporting statement from a doctor, nurse, social worker etc.), family, voluntary and statutory agencies. We would ask that the person being referred would be involved in the decision to apply for a befriender and that the referral form is completed with their knowledge and consent.

To be eligible for referral you/your client must meet some of the following criteria:

- **All referrals must be 60 years of age or over**
- An older person living in their own home, who is isolated and struggling to maintain independence in older life.
- A carer for spouse or family.
- Living in the outer isles and geographically isolated.
- An older person with learning disabilities or mental health concerns.
- Be affected by the stigma and lack of anonymity in a small community.

Safety

It is essential to provide a safe and secure environment for both our volunteers and the Adult Befriending Staff therefore we ask that all issues (including infectious conditions) *which could impact upon this are shared at the time of referral.*

Personal Care

We cannot accept referrals that require personal care as our volunteers are not trained to deal with this.

Waiting List

On receipt of a referral we will make initial contact to acknowledge receipt of the form and then we aim to make an assessment visit to the home of the individual within a month. However, there is great demand for the Adult Befriending Service in Orkney and due to the high standards of the service when recruiting, training and matching volunteers for befriending, there will be a waiting time for some people to be matched with a suitable befriender. The Befriending Service cannot guarantee that a suitable befriender will be found, but will aim to find someone as quickly as practical and will review the list on a regular basis.

If you/or your client does not meet with our referral criteria, if appropriate and given permission, we will sign post to another agency.