



ACE Neighbours Referral Criteria

ACE Neighbours is a peer support programme where older volunteers support older adults to become more active and to engage with their local community.

Who is the scheme for?

- People who are affected by loneliness and isolation.
- People who have lost some confidence and would like support to get out and about more.

Referral criteria

- ✓ People should be aged 65+ and live in Hartcliffe or Withywood.
- ✓ People must be able to walk unaided or with a walking stick or frame for at least 300 metres.
- ✓ People should not be in full-time work (daytime availability is required).
- ✓ People should be currently inactive and wanting support to get out and about more and engaged in their local community.

Sorry, we can't help individuals with:

- drug and/or alcohol issues
- serious mental health issues
- significant memory impairment (including a diagnosis of dementia)
- those who don't wish to get out and about more and have not given consent to participate

What can ACE Neighbours do?

Participants will be matched with an older volunteer who will provide the following:

- Initial meeting to make contact and develop befriending relationship.
- Support participants to identify activities or events they would like to attend.
- Accompany participant to the activity or event on at least three occasions or until the participant feels able to attend on their own.
- The volunteer will then begin to withdraw initial support but will remain available for on-going 1-2-1 and telephone support for 6 months.

All our volunteers:

- receive specialist training provided by St Monica Trust and the University of Bath
- undergo DBS checks
- are matched to older people living in their area and travel expenses are reimbursed
- are flexible with their visiting times
- commit to a visiting period of six months

Our volunteers cannot:

- provide personal care
- perform domestic tasks
- administer or supervise medications

How do I make a referral?

Anyone can make a referral to the ACE Neighbours scheme for a person who meets the referral criteria by completing and submitting a referral application form and returning it to Catherine Robinson at catherine.robinson@stmonicastrust.org.uk or post to:

Catherine Robinson
St Monica Trust
Monica Wills House
Cromwell Street
Bristol
BS3 3NH.

If you would like further information please contact Catherine on:
07817 632963 or 0117 305 2365, Mondays to Wednesdays.