



## ACE Neighbours Referral Criteria

ACE Neighbours is a project 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, Withywood or Keynsham.
- ✓ People must be able to walk unaided or with a walking stick or frame for at least 300m.
- ✓ People should be currently inactive and wanting support to get out and about more and engaged in their local community.
- ✓ People should be living independently (sheltered/supported housing ✓ care/nursing home ✗)

### 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?

- Initial meeting with a volunteer to develop befriending relationship.
- The volunteer will provide support in identifying activities/groups they would like to attend.
- They will then accompany the participant to the activity/group 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
- undergo DBS checks
- are flexible with their visiting times

### Our volunteers cannot:

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

### How do I make a referral?

Online at <https://www.linkagenetwork.org.uk/projects/ace-neighbours/ace-neighbours-referral/>  
or via 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, 0117 305 2365 or [catherine.robinson@stmonicastrust.org.uk](mailto:catherine.robinson@stmonicastrust.org.uk), Mondays to Wednesdays.