

## How do I contact the Befriending Service?

If you would like to use this service you can be referred by your GP, Community Mental Health Team or a relevant health professional. If you would like any further information please contact:

**Day Services Manager**

**Thurrock Mind**

**160 Bridge Road**

**Grays**

**Essex**

**RM17 6DB**

**Telephone: 01375 380233**

**Fax: 01375 389793**

**Email: [befriending@thurrockmind.org.uk](mailto:befriending@thurrockmind.org.uk)**

**Thurrock Mind** 

Thurrock Mind is an affiliated Local Mind Association and strives to deliver services which meet the quality management in Mind standards



**For better mental health**

## Thurrock Mind

Services and Contact Numbers

### DAY SERVICES

*Community Bridge Builders*

*Befriending Volunteers*

*Drop In Activities*

**Tel: 01375 380233**

**Email: [befriending@thurrockmind.org.uk](mailto:befriending@thurrockmind.org.uk)**

### ADVOCACY SERVICES

*Advocacy*

*Advocacy For People Over 65*

*IMCA Independent Mental Capacity*

*Advocate*

**Tel: 01375 391411**

**Email: [advocacy@thurrockmind.org.uk](mailto:advocacy@thurrockmind.org.uk)**

### COUNSELLING & GROUPWORK SERVICE

**Tel: 01375 391411**

**Email: [counselling@thurrockmind.org.uk](mailto:counselling@thurrockmind.org.uk)**

### STEPPING STONES SERVICE

**Tel: 01375 389780**

**Email: [reception@thurrockmind.org.uk](mailto:reception@thurrockmind.org.uk)**

# Thurrock Mind

AFFILIATED LOCAL ASSOCIATION



## DAY SERVICES

## BEFRIENDING SCHEME

## Thurrock Mind

152 Bridge Road, Grays, Essex RM17 6DB

**Tel: 01375 391411**

**Fax: 01375 389793**

[www.thurrockmind.org.uk](http://www.thurrockmind.org.uk)

Registered Charity Number 1106452

Registered Company Number 5256793

Thurrock Mind is an Affiliated Local Association



**For better mental health**

# Thurrock Mind Befriending Scheme

Our Befriending Scheme, established in 1997 works closely with the Community Mental Health Services and aims to match volunteers, on a one-to-one basis, to service users who have enduring mental health problems.

The Befriending Scheme recruits and trains volunteers, from the local community, providing friendship and social support to people who may be lonely and isolated in the community through severe and enduring mental health problems.

The scheme provides:

- A valuable link with the local community
- The experience of friendship on an equal basis
- Additional and unique support to the individual
- Training and support to volunteers to enable them to participate in the scheme

## Referrals

Referrals are made via Community Mental Health Team, GP's and other agencies working directly with people with severe and enduring mental health needs.

## Referral Criteria

- Individuals aged between 18 and 65 years with severe and enduring mental ill health

- Those individuals over the age of 65 years who have suffered and continue to suffer from long term functional illness and are receiving continuing mental health services
- Dual diagnosis, individuals with a primary diagnosis of severe and enduring mental ill health

## What is a Befriender?

A Befriender is a volunteer who wants to put something back into their community. The volunteer will, after training, be matched with a service user and spend time with them doing things which the service user would like to do but feels that they cannot do without support. This could be a walk in the local park or a day by the seaside, what activities take place is decided between the friendship partners.

All our volunteers are carefully screened and trained by us and are guided by Thurrock Mind's Policies and Procedures.

We take up formal references as well as a CRB check on each volunteer to ensure suitability.

Whilst volunteers can be relied upon to meet their friendship partners regularly undertaking the activities agreed with the Befriendee, please remember that a Befriender will not:

- Be on call
- Give more time than they have arranged
- Provide transport, do shopping or chores
- Supervise taking of medicines
- Provide any personal care

- Provide personal details such as their telephone number and address.
- A service user, once matched, will be able to contact their befriender through our office, during office hours, on 01375 380233.

Friendships will have a maximum duration of two years with one volunteer. Service users can be re-referred to the scheme if the mental health care professional feels that it is necessary.

## Confidentiality and Volunteers

Volunteers will respect confidentiality and be guided by Thurrock Mind's Policy on Confidentiality.

Confidential information will not be disclosed without the client's consent. However, our volunteers will be receiving supervision from the Befriending Scheme Coordinator and confidentiality will extend to that person.

## Interested in Volunteering?

*Can you help? Your friendship can make all the difference.*

We offer:

- Volunteers receive training and ongoing support
- Expenses are paid
- Volunteers learn new skills and gain valuable life experience

We ask:

- That a volunteer makes a minimum of 6 months commitment to the scheme.