

LIFELINE RESPONSE VOLUNTEERS

Information for Professionals



The Lifeline Response Volunteer Service is an innovative pilot programme provided by Volunteer Cornwall on behalf of Cornwall Council Lifeline service

This will support people to lead an independent, and safer, life in their own home.

The volunteers will help enable earlier discharge from hospital, may reduce preventable readmissions and reduce the demand for social care.



How can we help?

A trained volunteer will become the Lifeline Responder in the event that the applicant does not have any family or friends who are able to assist. Lifeline Volunteers will:

- * Respond to a Lifeline call
- * Contact NHS 111 or 999 as required
- * Making someone comfortable and offer medicine prompts
- * Assist with falls where practical
- * Provide information on other services to support ongoing needs
- * Refer to statutory services if there are additional concerns identified over ongoing patient health and wellbeing
- * Report back to the Lifeline service

For more information you can:

Talk to your Community Maker

Tel: 01872 266988

Email: Requestforhelp@volunteercornwall.org.uk



CARECALLS PROMPTING SERVICE

Information for Professionals



The Prompting Service is an innovative pilot programme provided by Volunteer Cornwall working with Care Calls.

Vulnerable individuals are able to maintain important habits such as medication, hydration and nutrition.

Family and friends can rest easy knowing there CareCalls is helping.

Vulnerable individuals are able to maintain their independence for longer.



How can we help?

A phone-based message reminder can be set up using www.carecalls.co.uk

- This allows for tailored messages to be sent to individuals to remind them to take medication, eat a meal etc*
- If the call is not answered, an alert will be sent to a named contact.*
- The named contact can be a family member, friend or neighbour*
- If the person has no suitable contacts, the alert will go to Volunteer Cornwall who can send a volunteer around to check on them*
- The service costs £12 per month but a 3 month free trial can be arranged*

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carecalls



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Cornwall**