



INFORMATION FOR REFERRAL AGENCIES

on our

Recovery Focused Mental Health Befriending Services

Befrienders Highland offer a range of Recovery Focused supported befriending services for people who are receiving professional support for enduring mental illness

including:

**1-1 Face to Face
1-1 Telephone, Letter or Email
Group Befriending**

Who to refer?

We can accept referrals for people (Friends) who are:

- Adults (18+) who are receiving professional support for enduring mental ill health
- Have a named mental health professional or GP contact
- Are living in the community

Each person will also:

- Be lonely and isolated and have limited opportunity or confidence for social contact
- Be able to independently meet their volunteer in Inverness, Nairn, Invergordon, Alness, Dingwall, Caithness, and Skye and Lochalsh (only) in a mutually agreed public place for Face-to-Face Befriending
- Be in a period of relatively stable mental health at the time of referral
- Give consent (on the Referral/Consent form) for the Befriending Coordinator to speak confidentially to their nominated mental health professionals involved in their care and support on an on-going basis as appropriate and agreed.

PLEASE NOTE THAT OUR VOLUNTEERS ARE NOT ABLE TO VISIT PEOPLE IN THEIR OWN HOMES OR IN CARE HOMES.

Our Befriending services are not suitable for:

- Anyone who does not have recognised enduring mental illness
- Anyone who has a significant learning disability (mental health must be the predominant difficulty and the person must have the ability to independently travel to meet a befriender (for Face-to-Face befriending). Please contact us to discuss individual cases before making a referral.
- Anyone who has a current drug or alcohol dependency (must be clear for 1 year, although assessed case by case)
- Anyone who has had suicidal attempts or is a risk to themselves or others within 9-12 months prior to their application
- Anyone whose behaviour is unpredictable or has violent verbal or physical tendencies
- Anyone whose lifestyle is chaotic, and which would prevent them being able to maintain regular contact with their volunteer
- Anyone living in a care home - there may be possible exceptions, and each will be independently assessed but given a lower priority

Our services

- **Face to Face** Weekly or Fortnightly 1-1 meetings with a trained volunteer for a social activity of choice in Inverness, Nairn, Invergordon, Alness, Dingwall, Caithness, and Skye and Lochalsh only.
- **Distance Befriending** by telephone; letter or email across the whole of Highland.
- **Group Befriending** interest groups open to all Friends and Volunteers.

The Process for referral and matching

We offer befriending using the **Recovery Model, Refocus**, aimed at enabling the person to build their confidence, reduce isolation and regain control of their lives. Befriending relationships are focused on helping them achieve life goals they have set themselves through discussion with the coordinators using a coaching approach.

- A referral form should be completed and signed by the person wishing to be befriended (verbal electronic /typed signatures are accepted). If the referrer is signing the form on behalf of the person interested in befriending, please indicate on the form that it has been verbally consented to by the individual and initial beside that statement.
- The coordinator will contact the nominated health professionals to complete a Mental Health Worker Discussion Form (MHWDF). This information will be used to gauge whether this is the right service for the referred person, to assist in the matching process, and to help us support the individual in the best way possible.
- The coordinator will meet with or speak to the person referred several times during the assessment process using the Recovery model, REFOCUS. Discussions will enable completion of a strengths assessment and personal goal setting using a coaching approach.
- Once a person has had their application successfully processed, the coordinator carefully considers all trained volunteers to identify one who may be compatible.
- A baseline evaluation questionnaire is completed with each Friend using the Inspire evaluation tool to gauge their levels of confidence, self-esteem, feelings of belonging and general wellbeing. This is repeated every 6 months during friendship reviews.

Friendship evaluation

- Volunteers receive supervision with the coordinator every 4 weeks.
- Formal friendship reviews are completed every 6 months with the Friend and Volunteer to ensure that the befriending is working well and to evaluate goal achievement and progress.
- An Inspire evaluation questionnaire is completed every 6 months.

MAKING A REFERRAL

To refer someone to BHL mental health befriending services, please return a completed and signed referral form to:

Befrienders Highland
1st Floor Academy House
42 Academy Street
Inverness
IV1 1JT

Or email it to:

info@befriendershighland.org.uk

We are happy to clarify and discuss potential individual referrals and your queries at any stage so please get in touch.

MENTAL HEALTH SERVICES

Coordinators

Alison Campbell (Senior Coordinator)

Alan Duncan

Catherine Patterson

Malcolm MacSween

Ruth Webster

Telephone:

Inverness: 01463 712791

Caithness: 07738 274437

Email Alison: alisoncampbell@befriendershighland.org.uk

Email Alan: alanduncan@befriendershighland.org.uk

Email Catherine: catherinepatterson@befriendershighland.org.uk

Email Malcolm: malcolmmacsween@befriendershighland.org.uk

Email Ruth: ruthwebster@befriendershighland.org.uk

www.befriendershighland.org.uk