

## WHERE TO FIND US

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supported by:  
Richmondshire Carers Centre



St. John's  
Community  
Centre

*putting the ♥ back into commu*

Registered Charity No 700486

**RICHMONDSHIRE  
COMMUNITY  
SITTING SERVICE**

**SERVICE USER  
GUIDE**

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# Richmondshire Community Sitting Service

## What is the Sitting Service?

The Sitting Service is offered to people who live and care for a loved one in their own home. A volunteer will sit with the loved one whilst their carer has a welcome break.

The Sitting Service is managed by St John's Community Care, a charity with over 20 years experience in providing services for older people.

## How can the Sitting Service help you?

The Sitting Service will match you to a suitable volunteer who will sit with you whilst you have a break. This could be for 1-2 hours (more if this could be arranged).

We will have your contact details as to your address and phone number when you go out so you can be contacted at any time if a need arises.

The Sitting Service cannot help with practical tasks such as cleaning or shopping, but can they help with medication, personal care or legal matters.

## How does it work?

Our Sitting Service co-ordinator will visit you at an initial appointment to discuss the needs and preferences of you and your relative. Our volunteers are people of all ages and from all walks of life, so we're sure there will be someone who will suit you both! All our volunteers are required to supply references and undergo a Criminal Records Bureau Disclose (police check) before they are put in contact with clients.

## How much does it cost?

There is no charge to you for the service.

## When will my volunteer visit?

We will try to match you with a suitable volunteer as soon as possible, however depending on your requirements and the availability of volunteers in your area, this could take up to 4 weeks.

The Sitting Service co-ordinator will bring the volunteer to your home for the first visit, after which your volunteer will contact you directly to arrange subsequent visits. All visits will take place at a time and day that is agreeable to you.

## What if I'm not happy with the arrangements?

It is very important to us that you are happy with the arrangements. If you are unhappy with any aspect of the service, please contact us and we will do our best to put things right.