

## Health and Safety

Health and safety for you and our volunteers is of utmost importance to us. All our volunteers are CRB checked. We train our volunteers to keep an eye out for any problems in your home and help suggest potential solutions.

All your information is kept confidential throughout, with nothing disclosed to third parties without your consent. Please note that we have a duty of care to report any safeguarding concerns.

## How can I get involved?

Volunteers are the lifeblood of the Red Cross. Call us on 0117 941 5041 if you are interested in joining our dedicated group of volunteers.



Photographer: © Thompson, Layton (BRC)

British Red Cross  
Home from Hospital  
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Felix Road  
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0117 941 5041

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Website:

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

The British Red Cross is committed to providing a quality service. If you have any complaints please contact:

Bryony Campbell  
Senior Services Manager  
Health & Social Care  
07843 501 459

This service is supported by:



The British Red Cross Society, incorporated by Royal Charter 1908, is a charity registered in England and Wales (220949) and Scotland (SC037738)



## Home from Hospital

Bristol & South Glos



Photographer: © Thompson, Layton (BRC)

Helping you at home after  
a stay in hospital

0117 941 5041

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## What is the Home from Hospital Service?

Following a stay in hospital we can help smooth the process of settling back into a normal routine and help you regain a sense of confidence and independence.

Our trained volunteers can provide companionship whilst assisting you with everyday tasks such as shopping and collecting prescriptions.

## How can I get help?

You can ask the person arranging your discharge to call us. You can also refer yourself to the service within two weeks of your discharge from hospital.



Photographer: © Thomason, Lavton (BRC)

## How can the Home from Hospital Service help me?

Once a week for up to 6 weeks from the date that you leave hospital, our trained Red Cross volunteers can:

- > **Help you with shopping**
- > **Provide companionship**
- > **Collect prescriptions**
- > **Contact local cleaning and laundry services**
- > **Arrange maintenance around the home**
- > **Find other local benefits/extra support**

We cannot:

Provide personal health care (eg washing/dressing)

Administer medication or change dressings

Lift or move someone

Provide a laundry service



Photographer: © Harrison, Patrick (BRCS)

“ I found the service provided was of the highest quality, very professional and very friendly. ”

**Ray, 70, Westbury-On-Trym**

“ I enjoyed the volunteer's company and he was very respectful. He went for shopping, took out dustbins and swept leaves from garden paths. And above all he listened. ”

**Mary, 68, Frampton Cotterell**

“ I felt very alone and the fact that someone was coming in once a week was a great comfort to me. I am very grateful for your help. ”

**Kathleen, 91, Little Stoke**