

www.edinburgh.gov.uk/volunteernet

Giving unpaid carers some extra time

Online, flexible volunteer support to give you time for yourself, for the person you look after and for help with small practical tasks



Working together for a caring,
healthier, safer Edinburgh



Are you caring for someone you live with? Then we can link you directly with volunteers who can offer you some extra support, free of charge.

What is VolunteerNet?

It is an easy and safe way for carers to access support from fully checked, trained and supervised volunteers. You can make arrangements quickly and directly online with our registered volunteers.

What type of support can I ask for?

VolunteerNet is designed around you and your needs, so you can ask for different types of support. These include:

- the volunteer and the person you care for spending time together whilst you have some time for yourself.
- spending time with you and the

person you care for, i.e. going out on walks and a coffee, a trip to the cinema, bowling or swimming pool or simply having a cup of tea and a chat

- helping with computers and building confidence and IT skills
- collecting prescriptions or giving you a lift to the shops or carers support group
- occasional support to do small, practical day-to-day tasks around the house and garden.

All our volunteers offer their time, energy and contribution to people's lives for free.

Their role is therefore very different from a role of paid staff and so our volunteers will not be expected to take on tasks normally carried out by paid staff.

How do I apply to use VolunteerNet?

If you and the person you care for are 18 or over, you live together and you both live in Edinburgh you can apply



to use the service. Please contact Social Care Direct on 0131 200 2324.

What happens next?

When you call Social Care Direct they will check if you are eligible to join VolunteerNet.

If you are, they will take details about you and the person you care for. You will then be sent an acknowledgement letter within two weeks. Our carers' coordinator will contact you and arrange to meet with you and the person you care for.

We will listen to you and gather information about your situation and the needs of the person you care for to establish whether VolunteerNet would be a useful service for you. If it is, we will then enrol you on the system.

How will I arrange for help?

Once you have enrolled we will gather the information we need, and then create an online VolunteerNet account for you. We will develop your personal profile with you and person

you care for. All our volunteers will have profiles on the system too. You will be able to see these to help you to choose which volunteer you want to accept support from.

Volunteers who are supporting you will be able to see your profile on the system. We will show you how to use our VolunteerNet online system and will continue to help you use it when needed. We will also give you a welcome pack with all the details you need on using the system including your log in details.

Once you are ready you will be able to use the system via your home computer, tablet or smartphone to request support from volunteers. However, if you don't have a computer, tablet or smartphone, you may still be able to use VolunteerNet as you can give permission for someone else to use the system on your behalf. This person may be a family member, close friend or professional.



How will the volunteer know what the person I care for needs?

All volunteers are fully checked*, trained and supervised. Volunteers who support you will be able to access your personal profile through our VolunteerNet system. This is to make sure that volunteers are properly prepared to support you and the person you care for.

We will train every volunteer which includes preparing them on how to deal with difficult and unexpected situations so you can feel confident in leaving the person you care for with the volunteer.

How much will it cost me?

VolunteerNet is free. We will pay volunteers' travel expenses to and from the place of their volunteering (e.g. your home). You will however be expected to cover the costs of any activities you ask the volunteer to support you or/and the cared for person with (e.g. transport costs, refreshments and food, entry fees).

Other support

We will stay in regular contact with you and we may also be able to direct you to other services and support. You may also wish to request a carers' assessment, if you have not already had one.

Your feedback

As we want to build and develop this service with you, your feedback is really important to us. We're hoping that you will be happy to tell us about your experience with VolunteerNet and share your ideas of how we can develop and improve the service.

Further information for carers

Call Social Care Direct on 0131 200 2324 or go online to www.edinburgh.gov.uk/volunteemet

Further information for volunteers

If you are interested in volunteering with us, please go to www.edinburgh.gov.uk/socialcarevolunteer or call us on 0131 469 5959.

*All volunteers are PVG checked. This is the check for adults working with vulnerable adults. Our volunteers will not be expected to work with or be responsible for children under 18.



HAPPY TO TRANSLATE

You can get this document on tape, in Braille, large print and various computer formats if you ask us. Please contact the Interpretation and Translation Service (ITS) on 0131 242 8181 and quote reference number 15-1164. ITS can also give information on community language translations.

You can get more copies of this document by calling 0131 469 6294

