

Lifeline Responder Project for Volunteering Matters in Pembrokeshire

This is a new project for Pembrokeshire and will be a fairly short-term pilot project; we will be bringing on board volunteers to become Responders for older people who need a pendant alarm, but who may have no social or family connections and therefore cannot name anyone as their Responder.

I want to reassure everyone that this would not be a heavy commitment.

How it will work:

- Volunteer Responders will be fully recruited by Volunteering Matters, with references taken up and DBS checks carried out. They will then be insured and trained prior to starting their role and volunteers will have the back-up of a local Volunteering Matters staff member.
- Volunteer Responders will be on rota, for example, one day a week, one day a fortnight...whatever the volunteers feel they can offer. On the days when a volunteer is on rota, though, they would need to be available in their patch in case they get a shout.
- The volunteer service will only be offered weekdays and in the day-time/evening, possibly 8am-8pm or 9am-9pm - still to be decided.
- For minimum inconvenience to the volunteers, we need to arrange things so that they are only a few minutes away by car from a householder for whom they are a Volunteer Responder.
- We will not be called out on occasions when the Delta team is unable to communicate with the person who has activated their alarm, as anything could have happened, including serious injury. The St Johns' Ambulance team will step in to take these calls.
- We will not be providing a service at night - calls are fewer at night, but tend to be for emergency help due to falls, etc.

Please contact me with any questions or support that you may have.

Kindest Regards

Debbie Williams

Volunteer Manager

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