

# Case Study

## Befriending and Re-ablement – Volunteer Befriender

### Background

This volunteer came to Age Concern Liverpool & Sefton enquiring originally about the opportunity of a placement within the Counselling Service, delivered at the Sefton offices in Southport.

Whilst we were able to consider her enquiry, we also wanted to ensure that we gave her every opportunity to prepare for her placement by becoming a Volunteer Befriender.

She was delighted with this prospect and at the same time referred her elderly mother to the Befriending and Re-ablement Service



### Feedback

The Befriender sees their client once a week.

The volunteer said of being a Befriender “As a society, we have a responsibility to look after and support our senior citizens – it is in fact, being age concerned” “My favourite part of volunteering is having a connection with someone else. We have a lot in common and I enjoy listening to them – I’ve gained a lot of knowledge that I didn’t have before helping them.”

“It started off when I was younger, we lived with a lot of elderly people, so that’s enhanced my life and I’ve gained so much from being around people of that age group. I think finding time to provide companionship to elderly relatives in today’s busy schedules is difficult for a lot of younger people– any time, no matter how little, can make a difference”

“It’s a very rewarding role. You gain a lot more than you give and it’ll bring something special to someone’s life. Don’t think about it, just do it”

### Outcomes

- The Volunteer Befriender meets the client for a trip to town every week and a look at a few different cafes for a change of scene
- Both the client and the Befriender have a great deal in common as they both worked in similar areas of business
- They also have a passion for local history and reminisce about Southport and days gone by
- The client really appreciates and values the companionship which has been forged and looks forward to the weekly catch up and chat.

To access the Befriending and Re-ablement Service  
or to become a Volunteer Befriender

**Contact us on 01704 542 993 (Option 4)**