



*Offering practical support to older people
in Fulham since 1966*

HOME VISITS

Fulham Good Neighbour Service
Rosaline Hall
70 Rosaline Road
London, SW6 7QT

020 7385 8850

info@fulhamgoodneighbours.org

WHOM WE HELP

We provide support from staff or dedicated volunteers to mainly older people in Fulham who:

- are housebound or disabled,
- do not have anyone else to turn to,
- do not have the means to pay a private company for help.

FEES

None. Our services are FREE. Volunteers and staff are not allowed to accept any payments for their services. If you wish to, you might want to make a donation towards Fulham Good Neighbours or remember us in your will. This allows us to reach more people. All donations will be acknowledged with a receipt and thank you letter.

ARRANGING A HOME VISIT

You will be contacted by a staff member or a volunteer ahead of their visit to arrange a day and time suitable for you. Any changes to this need to be done via our office on 020 7385 8850. Volunteers and staff are not allowed to give out their personal phone numbers.

VOLUNTEERS

All our volunteers are referenced and DBS checked. Our volunteers receive an induction training but do not replace or replicate services provided by professionals such as carers, nurses or social workers. Please refrain from asking volunteers to do additional tasks which have not been agreed with the office in advance.

FULHAM GOOD NEIGHBOURS

REGULAR VISITS BY VOLUNTEERS

Adopt a Garden volunteers provide basic help with your garden once a month or so. They are not allowed to use electric equipment, climb ladders or use saws.

Befriending volunteers can call every couple of weeks or so for a cup of tea or short walks.

Digital Inclusion volunteers can help you learn how to use the Internet. They will visit regularly and teach only what you wish to learn.

ONE OFF VISITS BY STAFF

Decorating is done by one of our staff once you returned your Decorating Declaration form and your request was assessed and accepted for the service. Our decorator may be accompanied by volunteers if you agree to this. It may take around 3-6 months from the date of your initial request before we can assist.

Gardening is done by one of our staff who is not allowed to cut down trees. Our gardener may be accompanied by volunteers if you agree to this. The gardener will visit 1-2 times a year and it may take up to 3 months from your initial request before he/she can come.

ONE-OFF VISITS BY VOLUNTEERS

Good Neighbour Scheme volunteers provide help with basic DIY, running errands, attending appointments, wheelchair pushing, respite, shopping, pet care, technology. If you require this help please contact the office as soon as you can so that we can find a volunteer who can help, and at least 5 working days before your appointment date.

SOCIAL CLUBS

We also run a range of social clubs which all local pensioners are encouraged to join in:

- Art Group
- Fulham Carers Group
- Fulham Lunch Club
- Shared Reading Group
- Chair Based Exercises
- Fulham Sunday Afternoon Tea
- Silver Clubs at the Hollywood Arms and the White Horse

FEEDBACK

Last but not least, please do contact us with feedback (good and bad) on our staff and volunteers so that we can improve our services further.