



**British Red Cross
Home, Settle and Support Service
Queens Hospital (3rd Floor)
Rom Valley Way
Romford
RM7 0AG**

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redcross.org.uk

The British Red Cross Society, incorporated by Royal Charter 1908, is a charity registered in England and Wales (220949), Scotland (SC037738) and Isle of Man (0752).

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BHR Home Settle and Support Service

Queens, King George & Whipps Cross Hospitals
For residents of B&D, Havering and Redbridge

**The power
of kindness**

Welcome to the Home Settle & Support Service

What can I expect from this service?

The British Red Cross works in partnership with BHR Councils and CCG. Our skilled team of volunteers and staff tailor support to meet individual needs and are committed to delivering the highest standards of support at a time and pace that suits you.

Examples of support:

- Escort or meet at home and settle;
- Improved wellbeing through companionship;
- Prescription collection;
- Light food and drink preparation;
- Collecting or assisting with shopping;
- Signpost to other community services;
- Help to access benefits.



Photo: © Simon Rawles (BRC)



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Who will visit me?

Our team of staff and volunteers are trained including first aid, health and safety and adult safeguarding. To view any of our organisational policies including confidentiality and freedom of information please ask us. Our team are reference checked and have had Disclosure and Barring Service checks.

When one of our team visits you, please check the following:

1. That the volunteer or a member of staff has phoned ahead.
2. That you are aware of the staff or volunteer's name.
3. That the staff member or volunteer shows you their identification badge when they arrive.

Feedback

We welcome any comments, good or bad. If you have feedback about the service, we would like to hear from you.

Call us on 0300 456 1981.