

## Emotional and practical support

**At the British Red Cross, we reach out to thousands of people who feel that they have nowhere else to turn.**

We offer free support for however long it takes to connect you with what you need - whether that be emotional support or practical things that you are struggling with.

If you have been attending A&E or your GP frequently, or calling 999 to seek help, it may be because you are not getting the support you really need.

Our team specialises in supporting people who use services more than expected. You may be referred to us by A&E, your GP practice, or another health professional. We then reach out to you so we can listen to what matters to you and try and help.



Photo © Simon Rawles/BRC

## Support tailored to YOU



Photo © Simon Rawles/BRC

**Everything we offer is built around you.**

Medical, emotional, or practical difficulties can often make life hard. Maybe you have suffered loss, feel lonely or isolated, have money worries or housing problems? Perhaps you feel low or lack self-confidence? Well, we are here to help with any of these things and more.

**Our support is a little bit different for each person as it is built around you. It can take many forms, for example, we could help you to:**



### Access what you need

Our teams are skilled and dedicated to helping you find out about, and apply for, available grants or services that could make your life easier. Lacking mobility? Our team can help access aids to help you regain a sense of independence and community connection.



### Build confidence

We specialise in connecting with people and helping you to make the changes you want to see. This often starts with building confidence, focussing on your strengths and interests.



### Make connections

Getting out and about, meeting new people or even speaking to people on the phone can be daunting if we have not done it for a while. We can help with that and, if you would like, go with you to beat the nerves. When we are more connected to other people and our community, it starts to feel like we belong.

**We offer support to connect people with what they need whether that be emotional or practical help, whether that's one-off contact or over a few months, it is tailored to each person.**



Photo © Camilla Greenwell/BRC

**We offer support to reconnect people with what they need whether that be emotional or practical elements in life**

## What you can expect from us

- ✓ The British Red Cross works within the Health and Safety at Work Act, 1974.
- ✓ We provide a professional service and make sure people are treated well and their rights and dignity are respected.
- ✓ We work within our policies and procedures to provide a high level of service that meets people's needs.
- ✓ While you are getting support from us and with your permission, we will collect, record, and use certain personal information about you. We will not share your details with a third party without your permission.
- ✓ The British Red Cross does not discriminate on the basis of nationality, race, religious beliefs, class, or political opinions. We work with whoever needs support, whatever their background or beliefs.
- ✓ Everyone has a right to be free from abuse and harm. If you tell us that you or others are at risk, we will take this seriously.

## What we expect from you

- ✓ I understand I should treat British Red Cross staff and volunteers with consideration, dignity, and respect.
- ✓ I understand that I should keep my appointments with British Red Cross.
- ✓ I understand that for home visits, I should make sure I am in at the agreed time.
- ✓ I understand I should let British Red Cross know if I need to cancel an appointment or home visit.
- ✓ I understand I should let British Red Cross know if I change my address or telephone details.
- ✓ I understand British Red Cross can withdraw a service in some situations, for example if I am physically or verbally abusive to the people delivering the service.

## How to contact us

### North Somerset Service

**Helen Butler – Service Lead**

07834496792

[HButler@redcross.org.uk](mailto:HButler@redcross.org.uk)

**Louise O'Brien – Community Connector**

07710330087

[LouiseOBrien@redcross.org.uk](mailto:LouiseOBrien@redcross.org.uk)

### **Complaints, compliments & comments**

The British Red Cross is committed to providing quality services designed to meet the needs of our service users. However, sometimes things do not work out the way we expect them to.

If you are unhappy about any aspect of your support and wish to discuss this, please contact us.

Equally, if you have any positive comments or suggestions on how we could improve, you can let us know about this too. All feedback will be received in a positive manner and will be used to improve our service.

**Tel: 07834496792 or 0300 456 1981**

**Address: British Red Cross, Caxton Business Park, Tower Road North, Warmley, BS30 8XP.**

[www.redcross.org.uk/feedback](http://www.redcross.org.uk/feedback)

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). Photos - Front Cover: © Anna Gordon/BRC; page 2: © Simon Rawles/BRC; page 3: © John Eccles/BRC; page 4: © Simon Rawles/BRC, © Rob Durston/BRC; page 5: © Simon Rawles/BRC. BRC20-174.

# High Intensity Use Service Leaflet



**'High Intensity' is the energy WE  
bring to people who need it most,  
in the way YOU want it.**

**The power  
of kindness**