

Frequently Asked Questions

Community Care Network

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Frequently Asked Questions

Question: Who is the Community Care Network for ?

Answer: The Community Care Network is aimed at the senior members of our communities aged over 60yrs

Question: What area does the Community Care Network cover ?

Answer: The Community Care Network covers the villages of South Elmsall, South Kirkby, Upton, Hemsworth, Kinsley and Fitzwilliam.

Question: What services does the Community Care Network provide ?

Answer: The Community Care Network provides several different services.

We provides a befriending service for those who are lonely. The Community Care Network volunteer will call in once a week at a pre-arranged time for a chat and to spend some time with you as an individual.

We also provide a telephone befriending service for those who are lonely and would love to chat with someone but who don't want anyone coming to their home. A Community Care Network volunteer will ring you at a pre-arranged time on your house telephone number and will chat with you for up to 30 minutes.

The Community Care Network also runs a number of social activities including film shows, tea and talk sessions as well as celebration dinners.

Question: What time is the Community Care Network open ?

The Community Care Network office is open between 9:30 & 3:30, Monday to Friday. Volunteers visiting hours vary but are usually between 10:00am and 4:00pm Monday to Friday.

Question: What does it cost for me to use any of the Community Care Network services ?.

Answer: All of the Community Care Network services are funded by St Luke's Church and free of charge to the user. You will NEVER be expected to pay for a Community Care Network volunteer to visit you, call you on the telephone or to attend a Community Care Network event.

Question: How do I know who is going to call me or see me ?

Answer: All Community Care Network volunteers are interview and have to provide references before they are accepted as a volunteer. Having completed the interview process volunteers and then required to complete a Disclosure and Barring Service (DBS) check before they are allowed to visit clients.

Once a client has called the Community Care Network or has been referred to the Community Care Network then one of our co-ordinators will arrange to call and see the client to arrange with them a convenient time when they can meet together. Once this has been arranged the co-ordinator will have a chat with you and arrange for you to meet with a volunteer. We always try and match volunteers with clients.

Question: I want further information or a chat with someone ?

Answer: If you would like a chat with us before using any of our services we are more than happy to arrange for for a Community Care Network Co-Ordinator to come out and see you. All you have to do is call us and arrange a meeting.