



Eden Care UK | Referral Criteria

The Befriending service at Eden Care is available to those who meet the criteria outlined below.

The services are available to those who have **little to no support network**, such as individuals who come from disadvantaged backgrounds or are vulnerable. This includes disabilities, physical illness, mental health issues or loneliness in general.

- Service users can refer themselves.
- All referrals must be completed with the consent of service user.
- Referral form must be completed by or with the service user.
- Referral forms need to be completed before any support is offered, in order to assess the needs and support which can be provided.
- Support is offered on a 12-month basis, which can be exceeded or shortened if and when necessary. This is assessed on a case-by-case basis, depending on the individual requirements and needs of the service user.
- Not all referrals will be accepted. This could be due to the lack of resources at the current time. However, declined referral forms will be kept on record in accordance with GDPR regulations. When support become available, Service Users may be contacted again.
- Other reasons for declined referrals include not meeting the requirements outlined above. In such case, they may be guided towards other services that may be available and more suitable for their case.

Priority will be given to service users who are:

- Terminally ill or reaching end of life.
- In residential care, hospital or hospice.
- Living alone with little to no support.

Eden Care specialises in intervention and support within the BAME community – however, our services are available to anyone in need.