



### **Is there a charge for the service?**

The final details of the proposed service are still being scoped. As part of this exploratory work, a pilot is planned which will run in the parish of St Brelade.

The St Brelade's pilot is being funded by Jersey Post.

### **When does the Call & Check pilot start?**

Subject to finalising the format and potential uptake, it is planned that the pilot will start in September 2013.

### **Who should I contact if I have further queries?**

For more information and further details on how referrals can be made, please contact:

Joe Dickinson  
Jersey Post  
Rue des Pres  
Jersey  
JE1 1AA

If you would like to speak to Joe in person, please call 616594, or alternatively you can email him via [call&check@jerseypost.com](mailto:call&check@jerseypost.com).

## **JERSEY POST IN THE COMMUNITY**



# **Call & Check**

St Brelade's Pilot Scheme



### **A little background...**

There are many people in Jersey who live alone or could benefit from a little extra assistance. It is recognised that social inclusion is a really important factor in any individual's general wellbeing.

At Jersey Post, we identified this need to look out for some members of our community and wondered if we could help. We visit all homes in the island on most days of the week, and so are well placed to do a little more when we call to deliver mail.

As a result, we are now working with Health & Social Services to develop a community care service. This service is called 'Call & Check' and, if launched, would be the first of its kind in Great Britain.

### **What is Call & Check?**

The concept of the Call & Check service is that a nominated group of postal workers will call on a person in the community on a regular basis. This might be daily, weekly or as agreed.

The postie will knock on their door and have a brief chat to ask how they are and whether they have any immediate issues or requests. If they do, we will pass the information on to appropriate partner organisations to action, such as their doctor or the parish. We are in no way proposing postal workers should become health carers or provide medical assistance. We just want to be a regular friendly face that frequently checks on certain individuals and can raise concerns if necessary.

The postie will also be able to offer other services and assistance. They can deliver repeat prescription, collect post on the individual's behalf, assist with reminders, such as hospital appointments, or supply information on important Health and Social Services or Parish matters. These additional services will be 'opt in', in addition to the basic call and check offering.

### **Who is the service for?**

The service is intended for any member of the community that would benefit from it. Such individuals might be...

- Anyone who is living alone
- Anyone who is living away from family and friends
- Anyone who is socially isolated or feels lonely
- Anyone who is recently bereaved
- Anyone who is caring for someone
- Anyone who is isolated from the immediate community, due to physical disability or health problems
- Anyone who is recently out of hospital or experiencing a significant change to their daily living arrangements
- Anyone who has been assessed as benefiting from the service
- Anyone who would like to be monitored after the use of their panic button

The service will have a formal application process and anyone wishing to sign up to Call & Check will need to be referred by a scheme partner.

### **Who can make a referral?**

To join the Call & Check scheme, a referral will have to be made by one of the following...

- The individual themselves (a self-referral)
- Family and friends
- Carers
- Doctors
- Voluntary and community groups
- Pharmacists
- Health & Social Services care professionals