



# Service user peer buddy: information pack for buddy's

Plain text version

**Dear buddy,**

Thank you for taking on this exciting role.

The role of the buddy is a very important role.

You will help new service users to settle into life on the unit, which can be difficult for some people.

In this role you will make new service users feel welcome, show them around the home and share your own experiences of the home.

This pack includes:

- information about the buddy role
- being a buddy: agreement
- a checklist to help you in your buddy role.

## **Asking for help**

A staff member in the home will support you in your role.

Their name is:

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You can also ask our Service User Engagement Manager for help and advice.

Her name is Sophia Feurtado and you can email her at [sfeurtado@exemplarhc.com](mailto:sfeurtado@exemplarhc.com) or telephone her on 07494 279739.

## **Your feedback**

We want to make sure that you get the right support to do the buddy role.

If you have any feedback or suggestions, please tell us!

Good luck in your new role, and again, thank you!

Sophia Feurtado - Service User Engagement Manager

# Buddy role description

**This section tells you more about the buddy role.**

When someone is moving into your home, the Manager will ask them if they would like a buddy.

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If the new service user would like a buddy, you should telephone them before they move into the home. The Care Team will help you to do this.

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Get a welcome card for the new person before they come to your unit. You could make the card or the Activity Team can give you one.

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When the new person moves into the home, welcome them and show them around the home.

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Tell the new person what time things happen on the unit, for example, breakfast, lunch, community meetings and medication.

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Talk to the new person about the menu and tell them how to order or ask for food.

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Tell the new person about things to do, for example activities and exercise.

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Tell the new person about the local community and how they can go out, if they want to.

Ask the Care Team if you are not sure about this.

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Introduce the new person to other service users and staff on the unit.

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You will do this role for six weeks.

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If the new person would like a buddy for longer than six weeks, you may do it for another four weeks, if you wish.

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When the buddy period has ended, we will ask you to fill in a form to tell us about your experience.

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# Here are some rules to keep everyone safe.

Do **not** say negative things about staff members or other service users.

Let the person make up their own mind.

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Only share information about yourself that you feel comfortable sharing.

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Respect the new person's personal space and privacy.

If the new person tells you personal information about themselves, do not tell anyone else about it.

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If the new person tells you something that makes you feel uncomfortable, tell a member of staff.

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If you have concerns that the new person might harm themselves, you or someone else, tell a member of staff.

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Tell the new person that you cannot keep secrets for them.

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Be positive and encourage the new person to have hope for the future.

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# Being a buddy: agreement

Please read the sentences below. They tell you what we expect from you when you do the buddy role.

Make sure that you agree with them before you start the buddy role.

If you do not agree with any of the points, please tell a member of staff.

**These are the things that you agree to do as a buddy.**

I agree to be a buddy in the ways that are written in the buddy role description.

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I will keep the rules of doing this role.

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I agree to only buddy one person at a time.

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I agree to buddy someone for six weeks.

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I understand that I might be asked to be a buddy for up to four weeks more if the new person asks.

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I will ask the Care Team to stop being a buddy if I do not feel comfortable with the person that I am buddying, or if I do not feel able to be a buddy anymore.

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I will tell the person that I am buddying that I cannot keep things secret if I believe that they might harm themselves and/or someone else.

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I may be asked to stop buddying if:

- I become unwell
  - if my behaviour is crossing boundaries
  - if my behaviour is socially unacceptable
  - if the person asks for another buddy.
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I will aim to be a positive role model for the person that I am buddying.

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## Being a buddy: agreement

Name of buddy	
Signature of buddy	
Name of unit	
Name of home	
Date	

The Activities Team should save a copy of this agreement in the buddy's care plan, and give a copy to the buddy and Care Team.

## Checklist for buddies

When someone new moves into your home, this checklist will help you to make sure that you have done everything.

Please tick the boxes when you have done each activity.

Name of buddy:	
Initials of new service user:	
	Give the new person the 'Service user peer buddy – service user leaflet'
	Give the new person a leaflet about the home and/or unit
	Show the new person around the unit, home and garden
	Tell the new person about what time things are
	Tell the new person about what time things are
	Tell the new person about activities and things to do
	Introduce the new person to other service users and staff on the unit
	Tell the new person about the local community and how they can go out

*every day better*



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