TIMEBANKING FOR HEALTH

A STEP BY STEP GUIDE FOR USING YOUR TIME BANK AS A TOOL IN PARTNERSHIP WITH YOUR LOCAL HOSPITAL
WELCOME TO THIS TIMEBANKING FOR HEALTH TOOLKIT.

Timebanking is an ideal way to connect people in communities using time as a currency where everyone’s time is equal. It is a mechanism that sees every person as an asset no matter what their age, background or ability. Everyone has something to offer another person whether that is help at home, sharing knowledge, skills or supporting someone when they need it.

When people feel valued, they become more confident and have improved self esteem. Time banks help connect people creating friendships and mutual support networks. We want to help time banks to reach people who are lonely or isolated of any age who might need help or assistance. That is why Timebanking UK have created this toolkit in partnership with time banks and Timebanking UK Associates. Time banks who have piloted this scheme have reported that their members have felt more confident knowing that if they need help or support because of illness, or at a difficult time in their lives, that the time bank can provide the crucial link to those who can help. This help is often in ‘bite size’ chunks to get people back ‘on their feet’ in a safe and friendly way.

Some of the outcomes proven were:

- Overall health and wellbeing are improved.
- Feeling less lonely and depressed.
- People get home from hospital earlier.
- They remain mobile and confident in their own home.
- They attend doctor and hospital appointments.

Do share this toolkit and let us at Timebanking UK know how you are getting on with your scheme.

Thank you to you all, especially the funders who enabled us to create this toolkit. These are:

GARFIELD WESTON FOUNDATION
MORTON MICHEL INSURANCE
HAMPSHIRE COUNTY COUNCIL
STEP 1: INTRODUCTION

The following steps will guide you through how to set up and run a Timebanking for Health. Using Your Timebank as a Tool in Partnership with your Local Hospital Scheme, within your time bank.

STEP 2: WORKING PRINCIPLES

The information provided in each step can be adapted to suit the ways your local time bank is organised and run. Please see the Case Studies in Appendix 3 for examples of how some time banks have provided timebanking for health.

Local use of this Toolkit will:

- Be shared with your time bank members and local stakeholders
- Adhere to your time bank practices and policies
- Enable local people to join your time bank
- Adhere to your partner/s practices and policies
- Be used within other time bank projects, as required and appropriate.

Please Note:

If your local hospital is NOT an agency or organisational member, of your time bank, please refer to the Timebanking for Health. A Step by Step Guide for Using Your Time Bank as a Tool.
STEP 3: TIMEBANKING FOR HEALTH. USING YOUR TIMEBANK AS A TOOL IN PARTNERSHIP WITH YOUR LOCAL HOSPITAL: HOW IT WORKS:

✓ The hospital becomes an agency or organisational member of the time bank.
✓ Person to agency time exchange takes place, some of which will be in the local hospital.
✓ Each time bank member, taking part in your Scheme, receives a Timebanking for Health. Using Your Timebank as a Tool in Partnership with your Local Hospital Scheme Scope of Role, Sign Up Guide Sheet & Contact Arrangements. This acts as a guide for actions to be taken by them, and the time bank broker, including giving notice to exit the Timebanking for Health. Using Your Timebank as a Tool in Partnership with your Local Hospital Scheme.
✓ Time bank members, taking part in your Scheme, will also be provided with a copy of their Timebanking for Health. Using Your Timebank as a Tool in Partnership with your Local Hospital Scheme Rota, on a regular basis.
✓ Time bank members may be required to have a DBS assessment.

Please Note:
The management of your obligations to the hospital, via your Scheme, requires an ongoing time commitment, from both the time bank broker, and time bank members, who have agreed to be part of your Scheme. Therefore, please do consider all the steps, in this Toolkit, before commencing your Scheme.

Activities in which time bank members, may get involved

✓ Providing a lift home
✓ Companionship
✓ Fetching clothes from home
✓ Making sure the house is warm/ready
✓ Shopping
✓ Contacting friends and relatives
✓ Cooking
✓ Collecting prescriptions
✓ Providing a lift to the doctor’s surgery
✓ Providing a lift to the Out Patients department
✓ Providing a lift to the dentist
✓ Support during care in the home visits
STEP 4: GETTING STARTED:

To make the most of your Scheme, it is useful to review and/or start developing your local health and social care networks as follows:

- Identify the key health and social care staff in the local community and at the local hospital.
- Meet with ward staff, discharge planning staff, community health and social care staff and GPs.
- Decide on the methods of communication, and what works locally, with the hospital and with time bank members. Including the discussing of any concerns around personal information, and the sharing of that information, with relevant key staff and time bank members.
- Set up a Buddy system and/or small teams so that time bank members work with their peers and not in isolation.

STEP 5: KEY POINTS AND HELPFUL HINTS

<table>
<thead>
<tr>
<th>KEY POINTS</th>
<th>HELPFUL HINTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Your Scheme is set up after the hospital has joined the time bank, as an agency or organisational member.</td>
<td>✓ A conversation, at joining, can help time bank members appreciate the options available to them.</td>
</tr>
<tr>
<td>✓ You will need to consider if participation in your Scheme is open to all your time bank members, or only to those who have been involved in supporting people with health needs.</td>
<td>✓ If you have not run a Scheme before, you will need to contact <a href="http://www.timebanking.org">http://www.timebanking.org</a> for further guidance.</td>
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<tr>
<td>✓ Person to agency, or organisation, time exchange principles are required. The hospital gives the hours to the time bank member(s) who help the patient leave hospital.</td>
<td>✓ Offering your Scheme does not require every patient, in hospital, to be a time bank member, but you should provide them with the choice to join.</td>
</tr>
<tr>
<td>✓ Time exchange principles, of one Time Credit for one hour of help, also apply.</td>
<td>✓ Remember to reassure your members that they are not obliged to join your Scheme.</td>
</tr>
<tr>
<td>✓ Your Rota should be shared with key personnel, at the hospital, and with your time bank members, at least five working days ahead.</td>
<td>✓ Regular catch up conversations encourage members to keep in touch with you.</td>
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<tr>
<td>✓ As your health and social care networks grow, you may need to share your Rota more widely.</td>
<td>✓ Having a pocket-sized card, for all contact details, is useful for members using this Scheme.</td>
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<tr>
<td>✓</td>
<td>✓ You may want to think about how you will evaluate the impact of your Scheme, when you set your Scheme up.</td>
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STEP 6: THE LOCAL HOSPITAL AS AN AGENCY OR ORGANISATIONAL TIME BANK MEMBER:

✓ Your Timebanking for Health. Using Your Timebank as a Tool in Partnership with your Local Hospital firstly requires the hospital (the agency) to become an agency or organisational member of your time bank. Further guidance on person to agency time exchange can be found at http://www.timebanking.org/what-is-timebanking/

✓ Once this is done, you will need to consider if participation in your Scheme is open to all your time bank members, or only those who have experience of supporting people with health needs. Then it is recommended you consider the following:

STEP 7: THE CONVERSATION

✓ With time bank members who have experience of supporting people with health needs: Time bank members who have contributed to and gained experience in supporting people with health needs may be interested in contributing to your Scheme. It is important to clarify, with time bank members, that your Scheme requires them to contribute to a Rota for a specified length of time.

✓ At the initial getting to know each other meeting: You may have decided to offer involvement, in your Scheme, to all time bank members. In addition to this, you may be interested in offering it to new members when they join. It is important to clarify that your Scheme requires the time bank member to contribute to a Rota for a specified length of time.

✓ During feedback conversations: You may have these conversations once the time bank member has settled into the time bank and is beginning to get to know other members. Also prior to and after time exchange as well as during meetings and events. Again, it is important to clarify, with the time bank member, that your Scheme requires them to contribute to a Rota for a specified length of time.

STEP 8: DBS CONSIDERATIONS

✓ Whilst the Disclosure and Barring Service (DBS) is not normally required for time banking activities, you may need to consider this. Particularly if you are extending any of your normal time banking activities and these meet the requirements of the DBS, as detailed in the link below: https://www.gov.uk/government/organisations/disclosure-and-barring-service

✓ Further details about the use of DBS checks, in time banking, can also be found on http://www.timebanking.org
STEP 9: SECURING COMMITMENT TO THE ROTA:

✓ You will need to consider the setting up of a Rota that ensures that time bank members are available on the days, and at the times, you have arranged to be available at the hospital to support discharge home.

✓ The time bank member’s commitment, to a Rota, can be for one month or for as long as three to six months. This will depend on how you need to manage your arrangement with the hospital, to support patients to get home safely.

✓ The completed Rota is normally circulated, to all time bank members in your Scheme, as well as your key contacts at the hospital, at least five working days before the commencement of the Rota.

STEP 10: TIME EXCHANGE

✓ You should use the processes, you have in place, for your person to agency or organisation time exchange. Further guidance on person to agency time exchange can be found at http://www.timebanking.org/what-is-timebanking/what-is-timebanking/

✓ Please remember that the exchange of time credits is between the hospital, and your members.

✓ This approach allows your members to help patients who are not members of your time bank.

✓ You may want to consider what the hospital can give in exchange, for your members helping patients get home. Examples include: the use of meeting rooms; access to printers for printing documents; workshops for your time bank on subjects such as healthy eating.

✓ You should create a Timebanking for Health. Using Your Timebank as a Tool in Partnership with your Local Hospital Scheme category, of time exchange, in your time bank records.
Please note that an electronic approach to recording time exchange enables you to ensure that 1) your records are accurate; 2) you have access to monitoring information and 3) all members have access to their hours. Further guidance on the Time On Line 2 software and the associated App can be found at www.timebanking.org.

STEP 11: KEY DOCUMENTS:

The time bank member will need to understand the scope of their role and the time commitment required. The following documents should be given to each time bank member agreeing to contribute to your Scheme.

- The Timebanking for Health. Using Your Timebank as a Tool in Partnership with your Local Hospital Scheme Scope of Role, Sign Up Guide Sheet & Contact Arrangements. This document can be found in Appendix 1 and can also be downloaded from the TBUK resource pages at http://www.timebanking.org
The Timebanking for Health. Using Your Timebank as a Tool in Partnership with your Local Hospital Scheme Rota Document. This document can be found in Appendix 2 and can also be downloaded from the TBUK resource pages at http://www.timebanking.org

**Examples of Activities:**

- Providing support in hospital e.g. companionship; fetching clothes from home; making sure the house is warm/ready; shopping; contacting friends and relatives and providing a lift home.

- Providing support in the home e.g. companionship; cooking; making sure the house is warm; make telephone calls; shopping; contacting friends and relatives; collecting prescriptions; providing a lift to the GP and/or the Outpatients Department and providing support during care in the home visits.

**STEP 12: EVALUATING YOUR SCHEME**

When evaluating your Timebanking for Health. Using Your Timebank as a Tool in Partnership with your Local Hospital Scheme, you may want to consider including a measure of the social value your Scheme has provided. This is done by:

- Asking those individuals, involved in your project, what has changed for them, because of being involved in your Scheme; this will include those who have provided help as well as those that have been helped.

- Collecting information including stories and case studies.

- Calculating the value, to those individuals, of the change that has happened.

- As you will know, from other time exchanges, in your time bank, the value of help given and received can be extensive and includes: new friendships increased confidence and learning new skills.

- For more information on how measuring social value has been done and described, in one time bank, please see Community Time bank Sharing Skills Across South Manchester Annual Report 2015/2016 available at http://www.timebanking.org/what-is-timebanking/research/

- Other resources that will provide you with tools for measuring the impact of your Scheme are: https://impactsupport.org/ http://www.socialvalueuk.org/ and http://www.socialvalueuk.org/

**STEP 13: CASE STUDIES**

Please see a selection of examples of help provided by some time banks in Appendix 3. They can also be downloaded from the TBUK resource pages at http://www.timebanking.org

Final Note: if your local hospital is NOT an agency or organisational member, of your time bank, please refer to the Timebanking for Health. A Step by Step Guide for Using Your Time Bank as a Tool.
APPENDIX 1

TIMEBANKING FOR HEALTH. A STEP BY STEP GUIDE FOR USING YOUR TIME BANK AS A TOOL IN PARTNERSHIP WITH YOUR LOCAL HOSPITAL SCHEME

SCOPE OF ROLE SIGN UP GUIDE SHEET & CONTACT ARRANGEMENTS

Name: ____________________________

This Guide provides details of the Timebanking for Health. Using Your Timebank as a Tool in Partnership with your Local Hospital Scheme offered by your time bank.

HOW IT WORKS

✓ The hospital becomes an organisational member of the time bank.

✓ You sign up to the Timebanking for Health. Using Your Timebank as a Tool in Partnership with your Local Hospital Scheme and receive this Scope of Role and Sign Up Guide & Contact Arrangements. This acts as a guide for actions to be taken by you, and the time bank broker, including giving notice to exit the Scheme, should you wish to do so. Both you and the time bank broker, will keep a copy of this Guide.

✓ You may be required to have a DBS assessment.

✓ You will also be provided with a copy of your Timebanking for Health. Using Your Timebank as a Tool in Partnership with your Local Hospital Rota on a regular basis.

If You Are Admitted to Hospital

DBS CONSIDERATIONS

✓ You will be advised by your time bank broker as to whether you will need to apply for a Disclosure and Barring Service (DBS) assessment.

✓ This is not normally required for time banking activities but, as some of the people, you may be helping to go home from hospital, may not know you, your time bank broker may decide that it is better for you to be in possession of a DBS. If so, the process will be discussed with you.

✓ For more information, please visit https://www.gov.uk/government/organisations/disclosure-and-barring-service

THE ROTA:

The Rota ensures that time bank members are available on the days, and at the times, that the time bank broker has arranged, with the hospital. Please remember that your time bank broker will need as much help as possible, from you, to ensure that there are time bank members available at the hospital, as has been agreed with the hospital.

✓ You will need to join a Rota to help deliver your Scheme at the hospital.

✓ The days of the week, and times of the day, that your time bank has committed to having time bank members, at the hospital, to help people get safely home, will be explained to you.

✓ You will normally be required to commit to a minimum number of visits, a week, to the hospital.

✓ You will normally be required to provide your preferences for when you wish to work on the Rota.
✓ You will be required to give as much notice, as possible, to any changes you want to make on a live Rota.

✓ Arranging to swop with another time bank member is a useful way of keeping your time flexible, but please remember to keep your time bank broker updated.

GIVING NOTICE TO EXIT THE SCHEME

Should you wish to exit from the Timebanking for Health. Using Your Timebank as a Tool in Partnership with your Local Hospital Scheme, your time bank broker will need to have enough time to replace you on the Rota and make sure that the time bank meets its commitment to the hospital.

✓ You can usually give notice to exit the Scheme at any time.

✓ Your time bank broker will explain to you how much notice you need to give.

✓ As you will appreciate, it is important to note this before you sign up to take part in the Timebanking for Health. Using Your Timebank as a Tool in Partnership with your Local Hospital Scheme.

Suggested list of activities in which time bank members, may get involved

✓ Providing a lift home
✓ Companionship
✓ Fetching clothes from home
✓ Making sure the house is warm/ready
✓ Shopping
✓ Contacting friends and relatives
✓ Cooking
✓ Collecting prescriptions
✓ Providing a lift to the doctor’s surgery
✓ Providing a lift to the Out Patients department
✓ Providing a lift to the dentist
✓ Support during care in the home visits

YOUR TIME BANK SUPPORT FOR YOU

✓ An initial conversation, with you, about how the Scheme works, and the commitment required from you.

✓ Guidance on DBS and what is required, if anything, from you.

✓ Provide you with details of the Rota, deadlines for providing availability and guidance as to how you swop/change your availability.
✓ Providing you with a copy of the Rota five working days ahead of the start of the Rota.

✓ Providing you with a named person, within the time bank, and contact number, who can support you, whilst taking part in the Scheme. Including should you require any help and support or have questions or queries.

✓ Helping you identify the key staff, at the local hospital, and in the community, that you need to talk to, to help you get people home safely.

✓ Guidance on how concerns about patients are shared.

✓ Guidance on how you manage any personal and private information that may be shared with you.

✓ As your local Scheme grows, provide a Buddy system so that you have other time bank members to work with and support each other.

Signing up to the Timebanking for Health. Using Your Timebank as a Tool in Partnership with your Local Hospital Scheme:

Name (time bank Member): _____________________________

1. The Timebanking for Health. Using Your Timebank as a Tool in Partnership with your Local Hospital Scheme has been explained to me and I agree to take part in this Scheme, including committing to a rota, and providing (INSERT NOTICE TIME) notice to exit the Scheme, should I wish to do so, as detailed in this Guide.

Signed ______________________________________________

Contact Details: _____________________________________

Name (on behalf of the time bank): ___________________

The Timebanking for Health. Using Your Timebank as a Tool in Partnership with your Local Hospital Scheme has been explained to ________________ (INSERT NAME) and I understand that they are happy to take part in the Scheme, including committing to a Rota, and providing (INSERT NOTICE TIME) notice to exit the Scheme, should they wish to do so, as detailed in this Guide.

Contact Details: _____________________________________

Please make sure that you speak with your time bank broker, on a regular basis, to keep them updated about your use of the Scheme.
APPENDIX 2

TIMEBANKING FOR HEALTH. A STEP BY STEP GUIDE FOR USING YOUR TIME BANK AS A TOOL IN PARTNERSHIP WITH YOUR LOCAL HOSPITAL

Example of a Time bank Member Rota

<table>
<thead>
<tr>
<th>Name</th>
<th>Monday 0800-1200</th>
<th>Tuesday</th>
<th>Wednesday 0800-1200</th>
<th>Thursday am</th>
<th>Friday am</th>
<th>Saturday</th>
<th>Sunday</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Lynn S</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Margaret G</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Dave T</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name</th>
<th>Monday 1200-1600</th>
<th>Tuesday</th>
<th>Wednesday 1200-1600</th>
<th>Thursday pm</th>
<th>Friday pm</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Lynn S</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Margaret G</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Dave T</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- We have three people signed up to our Scheme.
- We require two time bank members on a Monday & Wednesday morning 0800-1200
- We require two time bank members on a Monday & Wednesday afternoon 1200-1600
- Each time bank member will normally be prepared to commit to a minimum of three time slots (am or pm) each week.
- Slots will be filled by the time bank broker, with reference to each member’s key preferences. Occasionally the time bank broker will need to ask you to fill less preferred slots. Your support for this will be greatly appreciated.

Please:
- ✓ Remember your time bank broker will need to know about any requests no more than 5 working days before the Rota goes live.
- ✓ Let the time bank broker know of any changes, including swaps, as soon as possible.
APPENDIX 3

CASE STUDIES

1. An elderly time bank member (in her 70’s), who uses a walking stick, went into hospital to have an operation on her hand. The hospital advised her not to use the hand that was operated on for a month. This meant she was unable to hold the lead for her dog when taking him out for his daily walk. The time bank broker organised (via their carer) for another time bank member, who has learning disabilities to go out with her for one hour a day to hold the dog’s lead until the lady’s hand was healed since then they have become good friends. Since this time, they go out regularly to local community activities, McDonalds, walks on the Common, etc. At Christmas they both went into the city to see the lights being turned on and they have been to a pantomime. The elderly lady has recently had a pacemaker fitted and again was unable to take her dog out for a walk. The same time bank member arranged to visit the lady, daily, to take the dog out for her. The elderly lady reported to the time bank broker that she would like to take the other lady on holiday abroad if her parent will permit it.

2. A time bank member went into hospital to have a knee replacement. Whilst he was in hospital, another time bank member, along with one of his neighbours, fed and walked his dog. On his return home, his time bank friend continued to walk his dog, prepared him some meals, did his laundry and some tidying. As the gentleman didn’t have that many accrued hours, the other member donated her hours back to him.

3. A physically disabled time bank member who is unable to walk, went into hospital to have an operation on her neck. Three different time bank members visited her on different occasions (two of them visiting twice). Now that she is home, the same time bank members have agreed to visit her and do any shopping she may need. They have also agreed to go out shopping with her when she is ready to go out.

4. A wheelchair using lady time bank member had an over grown garden, which she was unable to do. Members of another time bank cleared the garden, covered it with a weed suppressant mat and moved tubs and planters so that she could reach and see them. She has reported that this has made her feel much better.

5. A new elderly time bank member said that the thing she missed most was going to a group that she attended with her husband and friends. We advised her of the lunch club that takes place once a month in the local community centre. Due to her physical impairment she was unable to take public transport, so another time bank member agreed to pick her up and return her home. Again, she has reported how much this has helped her feel better about herself and her life.

6. A wheelchair bound time bank member was suffering terribly with her health and unable to leave her home. She was in desperate need for someone to take her prescription to a chemist to get it made up. Another time bank member arranged to go to her home and pick up the prescription.

7. Frank had been taken to hospital because a large bookcase, full of encyclopaedias had fallen on him, this meant a long stay in hospital. His coming home was delayed due to the hospital needing the offending books and furniture removed and reassurance that the house was safe. The local hospital was aware of the local time bank and contacted them to see if they could help. Two time bank members offered their help and arrangements were made for the time bank broker to visit the ward sister and collect the key to his property. This done, the books and other hazards were removed, and the hospital informed. As soon as our call was received arrangements were made for him to go home. When time bank members visited his property, it was obvious that this gentleman needed much more care and support. Community health and social care services were contacted, and an aftercare plan devised.

8. Joanne was in hospital for seven months with escalating problems and when the time came to return
home, this was delayed. However, the local time bank was able to support her to get home, with companionship, a buddy to keep in touch daily and most important, to Joanne, someone to water her garden. It is these minor things that matter most to the patient in circumstances like this. Shopping was also organised. Although Joanne was given a wheelchair from the hospital, as she could no longer walk or stand and found it difficult to move around the bungalow. Local time bank members helped to find a suitable vehicle and arranged for the relevant housing association to install ramps and lower the threshold ridges which had prevented her getting around without assistance, including accessing her garden. Overall, the local time bank provided a buddy system and ensured that Joanne had a regular point of contact.

9. The time bank broker received a very tearful call from 90-year-old Edith, her husband had been taken to hospital having had a severe stroke. She realised that he would be away for some time and with no transport to the hospital which was miles away she was distraught. Edith’s daughter worked and was unable to get time off but was going to try to form a rota to cover the visits. The time bank broker put out an urgent call to all those that offered transport. Within the first hour an offer came back from Pat, followed by two others, Charles and Terry. Once again, a tearful call from Edith but this time with joy that we could help. Our time bank members also visited Ken with Edith which is also helping his recovery. Visits were organised, and shopping taken care of, plus Charles felt that Edith needed to be cheered up so treated her to dinner out. We know that our local time bank members are helping to speed up Ken’s recovery, as he won’t be worrying about Edith. The Stoke Team at the hospital emphasise the need for a stoke patient to be encouraged and stimulated mentally to aid recovery. Having a variety of visitors to engage with challenges and aids memory retention. Ken’s after care will also involve several skills offered by local time bank members.

10. Bridget joined the time bank in January 2015 soon after being discharged from hospital after having had a hip replacement. Her son contacted the time bank as he had heard that we might be able to help her get some of her independence back, after her surgery.

With the help of other time bank members, Bridget was able to regain her confidence and, within weeks was able to walk up and down stairs at home. Bridget also decided to join the Scheme, provided by the time bank, and ended up using the Scheme on several occasions.

Firstly, Bridget was able to get some help and support in attending Outpatient appointments. A couple of time bank members organised to take her to the hospital, stay with her and help her navigate her way through the hospital system. This saved Bridget having to organise, wait for and attend the hospital by ambulance, which she was frightened to do. She did say that had she had to rely on an ambulance, she probably would not have attended her Outpatient Clinic appointments, as all her family lived some distance from her and could not take her. She also really appreciated the company and friendship and said that she felt much safer going to the hospital with time bank members she had got to know.

On another occasion, Bridget had to be admitted, because of a fall she had at home. Because of our Scheme, the nurse in the Accident and Emergency (A&E) Department was able to call the time bank broker after Bridget had given the nurse her Scheme contact card. The time bank broker was then able to contact a couple of time bank members, who Bridget had named as being willing to help her, should she end up in hospital.

Within an hour, both members had visited Bridget and sorted out what she needed. They had contacted her son, gone to her home to get some clothes and then returned, to the hospital, to keep her company. Luckily, once seen in A&E and, and because the staff knew that Bridget could get home and that someone would be making sure she was alright, she was discharged home. Her time bank companions took her home, made sure the house was warm and food available and did some shopping for her. Over the next couple of days, they kept her company until she felt able to manage by herself.

Overall Bridget felt that she had really benefited from the Scheme and was sure that she would have been admitted if she did not have the support from the time bank. In exchange, Bridget arranged for her son to take them all out for afternoon tea as thanks to her time bank friends.
Written by:

DR LYNN SBAIH
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Stockport, Greater Manchester

With thanks to those timebank brokers and members who have piloted local schemes and helped contributed to the final version of this Toolkit.