



Non-medical companionship to support recovery, confidence, and connection.

Community Referral Pack

About Tea & Company

Tea and company provides trusted, non medical companionship visits for older adults across Trafford and South Manchester. Our service supports those who may be at risk of isolation, recently discharged from home, or simply in need of conversation, reassurance, and friendly support at home.

Founder's Message

“ I founded Tea & Company after years of working closely with older adults through my cleaning business. Over time, I saw how many people - especially after hospital stays or mobility changes became increasingly isolated. I wanted to create a service that gives people that human connection, which I believe can make a major difference to their quality of life.”

Who We Support

- Older adults living alone or at risk of isolation
- Individuals discharged from hospital (medically well)
- People with limited mobility needing gentle encouragement
- Carers who would benefit from respite through companionship visits

What We Offer

- Friendly visits and meaningful conversation
- Support with confidence building after discharge
- Gentle walks, activities or local outings
- Accompaniment to appointments, shopping or community spaces

What We Don't Provide

We are not a care or medical provider. We do not offer:

- Personal care (washing, dressing, toileting)
- Nursing or medical support (e.g. medication)
- Mental health or crisis intervention
- Specialist or high-risk care need

Why Refer to Tea & Company

NHS and social care teams are under significant pressure to support older adults once they return home. Our companionship visits help reduce that strain - offering a simple, reliable layer of social and emotional support that helps individuals maintain wellbeing, recover confidence, and settle back into daily life.

By referring to Tea & Company, you can:

- Ensure no patient is left isolated or unsupported after discharge
- Promote quicker recovery and reduced risk of readmission
- Offer reassurance to families unable to visit frequently
- Rely on a fully vetted, DBS-checked, insured companionship team
- Receive prompt communication and progress updates (where appropriate)

Safeguarding & Professional Standards

- All companions are DBS-checked and trained in safeguarding awareness
- Confidentiality and data protection procedures are strictly followed
- Services are fully insured and supervised to maintain consistency and reliability
- We work collaboratively with professionals and families to ensure continuity of care

How to Refer:

We aim to make referrals simple and efficient so your patients receive support quickly:

1. Submit Referral Form — via our website or PDF download
2. Referral Acknowledged — within 24–48 hours
3. Introductory Visit Arranged — to assess needs and preferences
4. Regular Feedback — available to referrers where requested

Contact Us

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 www.teaandcompanyservices.co.uk

Tea & Company – your trusted local companionship partner for older adults in the community.



Referral Form

Referrer Details

Name: _____

Organisation/Role: _____

Phone: _____

Email: _____

Client Details

Full Name: _____

Date of Birth: _____

Address: _____

Phone: _____

Email (if available): _____

Reason for Referral

- Loneliness / Isolation
- Recently discharged from hospital
- Carer respite needed
- Limited mobility / socially isolated
- General companionship support
- Other: _____

Support Requested

- Regular home visits
- Community outings (shopping, café, walks)
- Wellbeing check-ins (phone or in-person)
- One-off visit
- Other: _____

Urgency

- Standard (within 7 days)
- Urgent (within 48 hours)

Additional Information

Consent

■ I confirm the client has given consent for their details to be shared with Tea & Company for the purpose of companionship services.

Referrer Signature: _____ Date: _____

Note: Tea & Company provides companionship only. We do not provide personal care, nursing, or mental health services.