

You do not need any special qualifications to join our service – we will provide all the training you require and cover your out-of-pocket expenses. If you can offer a commitment and would like to support people with Heart Failure, we would like to hear from you:



Volunteer with CHSS &

- Learn new skills
- Be trained and supported
- Meet new friends
- Have fun and enjoy yourself
- Make a real difference to your local community

For more information on volunteering with CHSS, call our Information Line: 0800 169 5139

Our staff are all trained to ensure that you have the very best experience of volunteering with us. CHSS has achieved the prestigious Investing in Volunteers UK accreditation, which recognises that we recruit, support and train our volunteers to the highest standard.

Chest, Heart & Stroke Scotland

Chest, Heart & Stroke Scotland aims to improve the quality of life for people in Scotland affected by chest, heart and stroke illness through medical research, advice and information, and support in the community.

If you would like to speak to one of our Advice Line Nurses, in confidence, phone:

Chest, Heart & Stroke Advice Line

0845 077 6000

Monday-Friday

9.30am – 12.30pm and 1.30pm – 4.00pm

Chest, Heart & Stroke Scotland

65 North Castle Street, Edinburgh EH2 3LT

Tel: 0131 225 6963

Email: admin@chss.org.uk • Textphone available

www.chss.org.uk



Chest, Heart & Stroke Scotland and CHSS are operating names of The Chest, Heart & Stroke Association Scotland, a registered Charity No. SC018761

Chest, Heart & Stroke Scotland

Heart Failure Support Service

Relieving the isolation of Heart Failure through Volunteer Befriending



HFSS client and volunteer enjoying a stroll in the Botanic Gardens in Edinburgh



Can you help?

Heart Failure Support Service



'My original feeling was one of isolation...'

Heart Failure is a chronic condition which affects up to 100,000 people in Scotland today...

Living with Heart Failure means living with physical limitations which can lead to isolation and loneliness.

The Volunteer Role

Our volunteer befrienders are from all walks of life and of all ages. Trained and supported by our Local Co-ordinator, they are matched with a client, whom they visit regularly on a one-to-one basis.

Our volunteer befrienders give companionship and support, provide information on local services and enhance the quality of life of people living with Heart Failure.

'The regular outings I have with my volunteer allow me to enjoy going to places of my choice which otherwise I have little hope of seeing again.'



From outings and trips to quiet afternoons of enjoyable conversation, the HFSS is flexible to the needs of our clients and provides a welcome link with the local community.

'Having spent most of the afternoon on my own, I really appreciate a visitor.'

HFSS client having a pleasant afternoon of conversation with his volunteer



Additional Support

The Heart Failure Support Service also holds regular Forum Meetings for people living with Heart Failure and their carers.

The 'Heart Failure News' provides important educational information about the condition. It reaches those who cannot attend the forum and helps to create a strong sense of identity and friendship within the local community.