



Limbless Association

#LifeBeyondLimbLoss

The Limbless Association (LA) has been supporting amputees across the UK for over 38 years by Providing them with practical and emotional support, both pre- and post-amputation.

No Amputee Need Cope Alone





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Our Vision

A world where amputees of all ages are not disadvantaged by their disability and able to achieve rehabilitation and independence in hospital, home, education, employment and the community.

Our Mission

At the Limbless Association, we want to support and empower all amputees to lead independent and fulfilled lives.





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The LA provides services that focus on four core strands of work

Informing, Advising, Supporting, Connecting



**Freephone
Helpdesk**



Support & Connect LA™



**Volunteer
Visitor LA**

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**Resources
Library**



**Young
Ambassador
Programme**



**StepForward
Magazine**



**Legal
Advice**



**Lives Beyond
Limb Loss
Programme**



LA Service User Pathway



Services Support Team
Advice, Information, Signposting



Volunteer Visitor
Peer Support



Support and Connect
Peer group activities and ongoing welfare support



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Services Support Team

Advice, Information, Signposting

The Services Support Team receive and respond to telephone and email enquiries from amputees, professionals, family and friends

The team assess the presenting issue and then offer advice and information accordingly.

The team signpost people to other organisations. Their aim is to empower people giving them information so that they can make informed decisions and choices.

Service User Needs assessment offered.



Service Support Enquiries

The following categories are the most common enquiries/issues that people request support with:

- Aids and Adaptations
- Care
- DVLA
- Hospital Discharge
- Housing
- Limb fitting Centre
- Local activities
- Motability
- Rehabilitation
- Support Groups
- Welfare Benefits
- Wheelchair information



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Volunteer Visitors:

- Are all amputees
- Provide one to one support over the phone or on a virtual platform
- Use their own experiences to support others
- Offering a safe place to talk to someone who has lived through a similar experience
- Providing practical information and signpost where relevant



VolunteerTM
Visitor 

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What can Volunteers Visitors offer support with?

Volunteer Visitors provide peer support to other amputees over the phone or virtually



Volunteer Visitors can use their own lived experience to support recent amputees with information and signposting on a range of topics and issues such as:

- Providing early intervention support to amputees
- Mobility issues
- Prosthesis, recovery and rehabilitation (managing expectations and preparing for appointments)
- Phantom Limb Pain
- Self-image and body confidence
- Improving mental wellbeing
- Relationships; with family members and intimate partners
- Wider support services available
- Home adaptations
- Information on pre-existing amputee/disability groups
- Accessibility issues



Benefits of Peer Support

“We talked about everything, and I was able to look beyond the operation and understand what I needed to put in place to support my own life beyond limb loss. I was still scared and apprehensive but so many of my fears were eased”

- VV Service User

Several different studies have found that peer support can improve experience, health outcomes and health service use amongst people with long-term physical conditions and mental health issues (Nesta, 2015).

There are many potential benefits from peer support including:

- Emotional support from someone who has had a similar experience
- Practical information about life as an amputee
- Support from someone outside of clinical services
- Positive role models who can show empathy and understanding of challenges faced



Outcomes for the Volunteer Visitor Programme



Volunteers

1. Having improved levels of confidence after having been trained and supported as a Volunteer Visitor.
2. Feeling more empowered and have improved awareness of their own limb loss and recovery.
3. Feeling more connected to the limb loss community and part of a volunteering community.
4. Having improved confidence in their communication skills and gain transferable skills to apply to their own life and potential career goals following training.
5. Having an improved overall sense of wellbeing and feel that they are making a positive contribution.



Service Users

1. Feeling less isolated and more connected following support.
2. Feeling more informed about amputation, recovery and day-to-day life with limb loss.
3. Helping to a reduce stress and anxiety that may occur in relation to limb loss.



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Courtney's Story





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Referral Process

The VV service can be accessed in the early stages of rehabilitation or later on in an amputee's limb loss journey depending on individual need.

1. Referrals to the Volunteer Visitor Service may be either a self-referral or through a referral from a health care professional, carer or relative.
2. Referrals can be made via our online form or on a paper form which can be posted to LA head office
3. Our aim is to make contact within 2 days of a referral to discuss arrangements for the visit.





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Volunteer Requirements

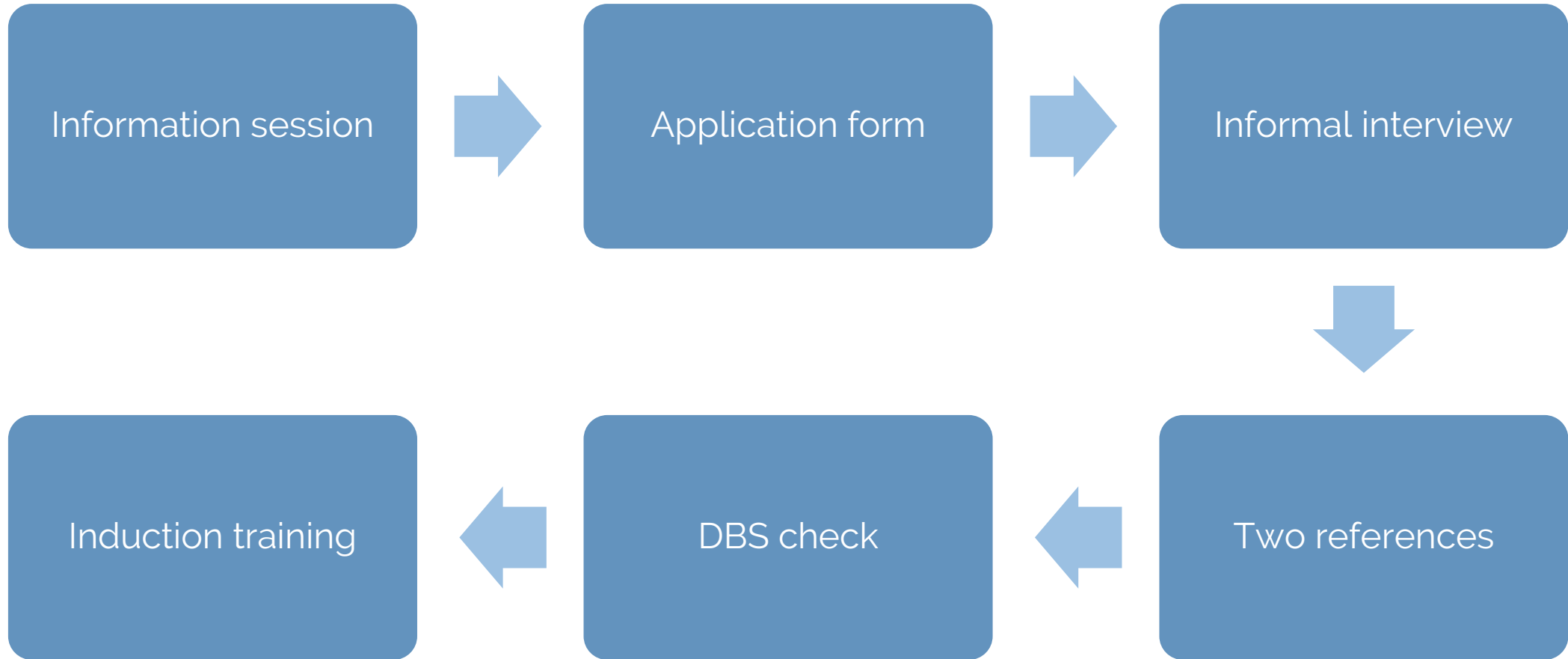
Our volunteer visitors must be:

- Over 18
- At least 2 years post amputation
- Emotionally ready to help fellow amputees
- Able to commit at least four hours a month
- Able to access phone and/or internet to make 'visits'
- Happy to provide two references (one from a healthcare professional)
- Willing to undertake a DBS check every three years
- Committed to our induction and training programme





Recruitment Process





Training, Development and Support

All Volunteer Visitors receive:



A comprehensive induction:

- One-day induction workshop
- Online safeguarding
- Online GDPR



Ongoing training and development:

- Online training sessions
- Facilitated group discussions on key topics
- Group supervision



- Opportunity to gain the VV Award on completion of full VV training.
- VV mentors who are experienced Volunteer Visitors.
- Support from the VV team
- Opportunities for social connections and a chance to meet like-minded people



Why access the Volunteer Visitor service?

- Free to access service for all amputees over 18yrs old.
- All our volunteers are vetted and go through a full safer recruitment process
- All volunteers are trained to a high standard
- Robust service framework with service specification demonstrating due diligence throughout our service provision.
- We have over 70 VVs across the UK, ensuring effective matching
- Simple referral process – by phone, web form or paper form.
- Accessible wherever you are in the UK
- Full time staff team to support with any issues



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A Volunteer Visitor's Story: David



“She was amazing and a true inspiration and has given me hope for the first step in my journey. We had a lot of similarities and she understood how I feel about my elective surgery.”



**Highly skilled (yet human and approachable) volunteer,
great matching process, very powerful and useful for
person to ask Qs and hear advice.**





LA Service User Pathway



Services Support Team
Advice, Information, Signposting



Volunteer Visitor
Peer Support



Support and Connect
Peer group activities and ongoing welfare support



Support & Connect
Outreach LA™

**The Limbless Association's
Support and Connect Outreach Project**



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Support and Connect aims to

- Reduce the isolation that amputees experience
- Improve amputees' knowledge regarding recovery and life after limb loss
- Introduce amputees to activities and other experiences to improve their wellbeing and quality of life.



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The Outreach team



Barrie Evans

Wales



Clifton Henry

London and South
West



Tracy Ralph

South East



Lianne Forrest

North East



Kirstie Beggs

Northern Ireland



David Robinson

North East



Trevor Gallivan

Midlands



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How we deliver Support and Connect Outreach



Support &
Connect Hub LA

- Support and Connect Hubs
- LA Information Desks
- Regional Support for members
- Weekly Online Hub chats hosted by the LA's Outreach coordinators
- Virtually Speaking thematic events
- LA Kitchen





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Training To Be An Amputee

Training To Be An Amputee is a live online 8 week support programme that will cover key topics amputees and their families tell us they want to know more about:

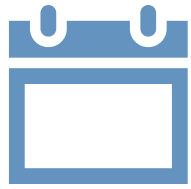
- Living Independently
- Welfare Rights
- Mental Health and Wellbeing
- Physical Wellbeing
- Clinical Rehabilitation Pathway
- Living Life Beyond Limb Loss



**No Amputee
Need Cope Alone**



How will we deliver the programme?



8 weekly support
and information
sessions



11.30am until 1pm



Hosted by the LA
Outreach Team



Presenters include
experts in their field



Supported by
LA Volunteer
Visitors



Digital access
support available



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We believe in a world where No Amputee Need Cope Alone.



Lianne Forrest
Outreach Co-Ordinator
North West



Kirstie Beggs
Outreach Co-Ordinator
Northern Ireland



Scan me to find
out more

0800 644 0185

limbless-association.org/amputee-learning-hub



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How to refer patients to the LA



Services Support Team

Advice, Information, Signposting

Contact on 0800 644 0185

E-mail: support@limbless-association.org



Volunteer Visitor

1:1 Peer Support

Contact the helpdesk to request a visit: Contact on 0800 644 0185
Individuals, family members, or professionals can complete a short online referral at: <https://limbless-association.org/volunteer-visitors/>



Support and Connect

Group peer support virtual and in person, and ongoing regional support
Via the LA website at: <https://limbless-association.org/>



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Q & A

Freephone Helpdesk: **0800 644 0185** **support@limbless-association.org**
limbless-association.org

 **@limblessassoc**  **/limblessassociation**

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