



Background to the Organisation

SCCCC is a multi-award-winning local charity supporting older people, their families and carers across Sheffield and Doncaster for over 60 years. Working alongside health, social care, voluntary sector partners, and a wide network of volunteers, SCCCC provides practical and social support that helps older people stay connected, return home from hospital safely and live independently for longer.

Our work is rooted in community care. Many people supported by SCCCC are experiencing isolation, reduced mobility, illness, hospital admission or a period of uncertainty after returning home. Our services respond to these needs through friendly contact, practical help, transport, short-term equipment loans and onward support where appropriate.

Our Services

Good Neighbour Scheme (Sheffield & Doncaster)

The Good Neighbour Scheme matches older people with friendly volunteers who provide regular face-to-face companionship, usually through visits at home for a chat and a cup of tea. Volunteers can also provide practical neighbourly support, such as helping with one-off emergency shopping, rearranging furniture to improve mobility, accompanying someone to a hospital appointment or offering reassurance during a difficult time.

Telephone Support Service

The Telephone Support Service offers regular friendly calls for older people who may feel lonely or isolated, or who prefer telephone contact to in-person visits. Volunteers provide consistent conversation, a listening ear and an opportunity to build an ongoing connection.

PenPal Scheme

The PenPal Scheme helps reduce isolation by connecting older people with volunteers through letters, cards and friendly written messages. It offers a meaningful way to stay in touch for people who enjoy receiving post and building friendships through writing.

Sheffield Hospital to Home Service

The Sheffield Hospital to Home Service supports older people to leave hospital safely and sooner. Staff help with transport, emergency food shops, belongings, small items of equipment and other practical tasks that remove barriers to discharge. The service works closely with hospital colleagues and responds flexibly to the needs of patients and carers.

Discharge Lounge Support

SCCCC supports discharge lounges by helping people return home when hospital transport is not appropriate or when they have no other way to travel safely. This helps reduce delays, supports hospital flow and ensures older people are not left waiting unnecessarily when they are ready to go home.

Back Home Scheme

The Back Home Scheme provides short-term support after a hospital stay, helping people regain confidence and settle back into home and community life. Support is person-centred and may include practical help, reassurance, signposting and encouragement to rebuild independence.

Home from Hospital, Doncaster

Home from Hospital, Doncaster supports people following a stay in hospital by helping them settle safely at home and manage immediate practical needs. The service helps people regain confidence, reduce avoidable readmissions and access wider support where needed.

Temporary Key Safe Loan

When the lack of a key safe is the only thing delaying a safe discharge from hospital, SCCCC can provide a temporary key safe loan. This helps carers, care agencies and health professionals access a person's home safely while longer-term arrangements are put in place.

High Seat Chair Loan

SCCCC can loan high seat chairs to support older people at home following illness, injury or hospital discharge. This practical equipment can make daily living safer and more manageable while longer-term solutions are arranged.

Adverse Weather Support

During periods of adverse weather, SCCCC can provide targeted support to older people who may be unable to get out safely. This may include practical help such as one-off emergency shopping or reassurance for those who are at increased risk of isolation.

How We Work

SCCCC receives referrals from health and social care professionals, families, carers and individuals. Coordinators listen carefully, assess what support is needed and match people with the most appropriate service. Where SCCCC cannot provide direct support, the team may be able to signpost to other organisations that can help.

Volunteers are central to SCCCC's work. They offer time, kindness and practical support that can make a significant difference to someone's confidence, wellbeing and sense of connection. Volunteers are supported by SCCCC staff and help extend the charity's reach across local communities.

Funding and Partnerships

SCCCC is supported through contracts, grants, donations, fundraising, churches, faith groups, individuals, businesses and partner organisations. This mixed support enables the charity to continue delivering practical, compassionate services for older people and their families when they need help most.

Contact

For further information about SCCCC services, referrals, volunteering or fundraising, please visit www.scccc.co.uk or contact the SCCCC office.