



Let's Care Together

Client / Referral Partner Instructions

Business in the Community's (BITC) Let's Care Together programme, supported by Simplyhealth, provides unpaid carers with online/over the phone one-to-one mentoring, to help manage your health and wellbeing. We understand that it can be difficult to focus on your own needs when caring for someone else, which is why we want to help you take care of your wellbeing. Please see the process below for signing up to the programme and selecting your Mentor. Do reach out to the team if you have any questions, or need support with this: care@bitc.org.uk

The process to join the programme has 3 stages:

1. Register an account

Go to <https://letscaretogether.onpld.com> and click on 'Create account now':





Complete the registration form and the declaration.

Declaration of consent

I consent to all of the information which I disclose on this form (including sensitive information relating to my physical or mental health) being used and shared for the purposes set out in the data protection statement above.

I understand that if it is subsequently discovered that any statements from me are false or misleading, I may no longer be eligible for the programme.

Please confirm you agree to the declaration of consent above

[Create Account](#)

The information you enter on the system will only ever be used as part of the mentoring platform.
[Read more](#) about how we handle and protect your personal information.

Once registered you will receive an email to confirm and asking you to log in to set up your profile and choose a mentor.



Hi Helen

Welcome to our Mentoring Scheme.

The process for finding a mentor is very simple and when you login to your account you will be guided through each stage.

Find out more about [how it works](#).

The next step is to set up your profile and to find a mentor.

[Get started now](#).

We hope that you find it to be an enjoyable and rewarding experience.

Kind regards

Let's Care Together team



2. Complete a Profile

Complete the profile form. Choose **your referring organisation** from the list for referrers.

If working with a Community Organisation / Support Worker, please include their name, email address and connection to you.

PROFILE

Responsible staff member

Only available to admin

Postcode

Would you prefer your mentor to speak an additional language, other than English?

Only use if you can not communicate confidently in English

Do you have access to the internet?

Do you require mentoring outside working hours?

Our mentoring sessions should be scheduled during working hours (Mon-Fri, 9am-5pm). In specific circumstances, we might be able to find a mentor who can support outside of these times.

Are you currently employed?

We are collating this data to support a study on carers in paid employment and their support needs. The data will be anonymised and be used by BITC in future wellbeing campaigns.

How many people live in your household (including you)?

Preferred method of contact

Would you have a preference towards the gender of your mentor?

Support required

Are you happy for us to contact you in the 6 months following the completion of the programme for a follow-up study?

Emergency contact
We collate this information for safeguarding and emergency purposes only.

Name

Phone number

Relationship to you

Referral partner

Name of referral organisation

Name of contact at organisation

Email of contact

Phone number of contact

We would like to monitor the equal opportunities within this programme, please help us by completing the following questions or selecting 'Prefer not to say'. Your answers are not shared with your mentor.

Age

Gender

Ethnic group



3. Select a Mentor

Up to 3 Mentors will be displayed for you to choose from. You can see the Mentor's title, job & business. You can 'View Details' to see more about the Mentor and the support they can offer.

MATCHING MENTORS	
	Rizwana Singh HR Director Simplyhealth View Details
	Jacob Woreski L&D Advisor Simplyhealth View Details
	Katie Harris Programme Coordinator Simplyhealth View Details

Once you have sent a request to your chosen Mentor then you should log out. This completes the process that we are asking you to do.

You will receive an email notification when the Mentor accepts your request. It is then the Mentor's responsibility to get in touch.

Further engagement with the platform is optional.

Further Engagement with the platform

You will receive an email when the Mentor accepts your request. If you did not create your own account, the email prompts you to reset their password. It does not encourage you to log in at this stage because we want the sessions and use of other features of the platform to be led by the mentor.





To log in, you need to go to <https://letscaretogether.onpld.com> and use the 'Account Login'
When you log in it takes you to the Relationships tab which shows the details of your mentor, see below.

PARTICIPANTS

John Smith [Messages](#) [Meet / Video](#) [Goals](#) [Next step](#) [Actions](#)

John@testing.com
09876678987
Preferred contact: Phone

The features within the relationship tab are:

- 'Next Step' – this allows you to view the material for each session. Only the mentor can mark sessions as complete.
- 'Messages' – users can send messages to each other, with attachments (<5Mb). Recipients also receive an email notification.
- 'Meetings' – users can arrange meetings with each other. The meeting details can be downloaded into personal calendars.
- 'Goals' – users can record goals that they set, along with completion dates and reminders.
- 'Actions' – allows you to view the mentors details and areas of expertise.

Other features:

- 'Need Help?' – This contains answers to FAQs, and a request form to message care@bitc.org.uk
- 'Edit Account' – allow users to change their own details, except their email address. It also allows users to delete their own account if they wish.
- 'Log out' – logs the user out!
- 'Find Mentor' – you can only be in 1 active relationship at a time, if the relationship ends you could use this function to select another mentor.
- 'Profile' – allows users to change the profile data that they entered.
- 'Resources' – allows users to view all of the session documents and toolkits, including the session log

