



Telephone Befriending

-Providing friendship and support over the phone-

A Volunteers Guide

Our Mission : To help make Leeds the best city to grow old in.

Age UK Leeds will influence, shape and deliver responsive services, supporting the independence and wellbeing of older people in the city to positively improve their quality of life.



Your Role

- * **The main aim of Telephone Befriending is to provide a friendly chat and support to older people with a weekly telephone call**
- * **To keep a log of phone calls and brief details of the conversation (Contact Log)**
- * **To liaise with the Befriending Team if there are any concerns**



Expectations

- * **Good telephone manner**
- * **Ability to listen as well as talk**
- * **Empathy**
- * **Friendly and calm**
- * **Honest and reliable**
- * **Able to report back to the Befriending Team**



Boundaries

Volunteers must never overstep professional boundaries and confuse befriending with friendship.

All workers must be aware of the difference between:

Befriending a service user

-which is a professional relationship, made to meet service users needs.

Becoming a service user's friend

-which is a relationship that focuses on the needs of both people.

A professional relationship focuses solely on the needs of the service user



DO NOT:

***Advise / Counsel the older person**

***Give your personal details**

***Arrange to meet**

Confidentiality

- * It is important to keep clients information confidential
- * When a person discloses personal information and requires his/ her privacy to be protected.
- * Situations may arise where confidentiality needs to be breached and reported to the Befriending Team. This may be the disclosure of physical, sexual or serious emotional abuse or neglect.

Conducting Telephone Befriending

Add **'141'**
before dialling the
clients number
e.g. **1412622222** or
14107777777777

Use the
**'Conversation
Guide'**
to steer your
conversation

Fill in the
'Contact Diary'
if you have any
concerns call up the
Befriending Team
right away

**Email or send a
photo** of the
'Contact Log' to the
Befriending team on
the last day
of each month

Scenarios

Older Person

Why don't you come and visit me?

My washer is leaking, do you know a plumber?

I have been sent a letter about my pension and I don't understand it, can you help?

Telephone Befriender

Sorry, due to COVID-19 AgeUK Leeds have moved to telephone befriending as a way to be able to continue to provide support to you.

I can refer you to a member of Age UK Leeds staff who will be able to assist you with this problem.

Age UK Leeds do offer an Information and Advice service. I can refer you to a member of staff.

You should NEVER offer any advice—direct any questions to Age UK Leeds Staff

Conversation Guide

Hello *****, it's *****.

- ◆ How are you today?

-this could include asking if they are eating well and staying hydrated, have enough food, have a plan to get more delivered if necessary; asking if they are taking and have access to any medication which they might need.

- ◆ Have you been keeping in touch with friends/family/other groups?

-encouraging them to keep in touch with people over the phone and digitally if they can

-the coming months could be quite isolating, so its good to chat to friends and keep up moral at times like these.

-recommending listening to a chatty radio station or tv channel

- ◆ Remember to wash your hands frequently.

- ◆ Are you clear on what to do if you or anyone at home starts to feel unwell?

-Isolate (for 7 days if you live alone, 14 days if you live with other people)

-If symptoms worsen or don't improve for 7 days call 111 and follow NHS guidance.

Do not go to your GP or Hospital.

-Ask for support to deliver shopping, collect prescriptions etc.. from family/friends/neighbours

-Follow Government guidance

- ◆ What is the area like where you live?

- ◆ Are there any places you like to visit?

- ◆ Do you have any hobbies / interests?

—these are a guide, use your intuition based on the conversation

- For up-to-date health information and advice on COVID-19 (coronavirus) go to: www.nhs.uk/coronavirus or www.gov.uk

- Mental Health Support and Guidance: <https://www.mindwell-leeds.org.uk/home/information-on-coronavirus>



Contact Us

The Befriending Team

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**If you have any concerns about the health & wellbeing of a client please contact our Befriending Team or the Front of House as a matter of urgency on
0113 389 3000**