

Check in & Chat



A check in and chat call can make all the difference to someone who is lonely at this time. Phone support is a positive step to engage with people who may have little or no contact with others, for some self-isolating may lead to issues with confidence, self-esteem, and loneliness.

This support you will be giving is a phone call that can be flexible to suit the time you have available to give. The aim is to ensure that the wellbeing of the isolated person is taken into consideration and possibly identify any practical support they may require.



Make the call at a time that is mutually convenient to both the isolating person and yourself.

It is important to uphold the confidentiality of the individual at all times. You may hear personal information through conversations. All forms of personal information must be treated with respect and be handled in a highly confidential way.

We recommend calling from a landline number, unless you have free minutes on a mobile phone that you are willing to use. Dial 141 before the phone number to ensure you with-hold your number.

Think about how you safely store peoples contact details, don't leave them where other people can access them. If you are able to lock these away in a safe place, please do so. If you need to destroy this information please ensure it is shredded in a confidential manner.

Remember the person you are supporting could be at risk of isolation for any reason, including cognitive difficulties or dementia.

Be aware that you may need to revisit elements of a conversation you may have had before. You may also need to repeat yourself or communicate more clearly than you may be used to in order to have a successful chat.

Getting
Started



Introduce yourself and let person know that you are a volunteer who is supporting the Knowsley Volunteer Hub. You are calling to check in with the person to chat and make sure they are ok.

It's difficult to pre-empt what types of calls or queries you are likely to get from an individual, they may need some factual information or just some reassurance. Rest assured that there will be people available to support you if you are faced with a query that raises concerns just contact your Volunteer Co-Ordinator.

Some questions to help the conversation:

- How are you doing today?
- Are you managing to get around the house ok?
- How are you feeling today?
- Are you able to speak to your friends or family?
- Do you enjoy reading or watching TV?
- Are you managing to prepare your meals?
- Do you have all the medication you need?
- Are you able to get out to the garden for some fresh air?



Questions you may be asked:

I'm concerned that I'm not going to see anyone for a long time. Recognise their concerns and let them know that you are here to listen them. It's ok to go outside if they have a garden and get fresh air keeping the 2 metre distance.

I need some practical help, I can't get to the shops or get my prescription.

Contact Knowsley Volunteer Hub.

I like talking to you, can you call me again next week? That's lovely to hear, I've enjoyed talking with you too but I'm unable to call frequently. You may hear from another volunteer, but that may not be me.

Can I take down your phone number, so I can call you if I need anything? Ask what they mean by 'need anything' i.e. is this practical support we can offer through The Hub. Politely tell them that you're not permitted to give out your personal details.

I'm worried about my neighbour, can you call them if I give you their number? I would suggest your neighbour call the Knowsley Volunteer Hub.

I'm feeling sad/depressed I think I need some help. Talk to them to understand their needs. Contact your Volunteer Coordinator if you have any concerns.