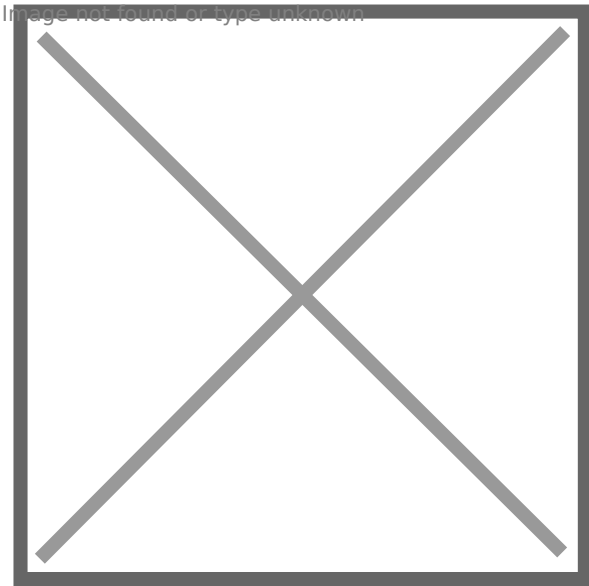


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**Themes:** Befriending and Loneliness, Health and Wellbeing, Mental Health

**Aimed at:** Older Adults 65+

TELEPHONE BEFRIENDING

The Telephone Befriending Service is a community based telephone befriending & support service which provides a link to a trained volunteer up to three times a week.

This FREE service is for Older People who are socially isolated or lonely.

The Befriending Service Line offers a friendly chat with someone who can summon help if it is required. Wherever possible we link service users with volunteers who share similar interests in the hope friendships can be formed.

The Telephone Befriending Service can also be a way of helping an Older Person in a crisis e.g. someone recently bereaved, feeling depressed and unsure about the future, by giving emotional support during our The Telephone Befriending Service involvement.

We have achieved the National Council Voluntary Organisations Mentoring & Befriending Approved Provider Standard Award.

We do not charge for our services.

We do not disclose personal information other than with your permission.

All conversations are conducted in private.

Your interests are our number one priority.

Even if we can't help you we can point you in the direction of someone who can. The Telephone Befriending Service Co-ordinator or volunteer can also direct the Older Person and their carers to reliable sources of up to date information and advice on a variety of topics e.g. welfare benefits and care in the community.

Referrals can be made by anyone e.g. Older Person, their family, friends, carers and health professionals and can be made by email.

**Area:** Bolsover

### **Contact Details**

BrightLife

South Lodge

S40 2BF

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(01246) 273333

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