

WARRINGTON - Befriending Services

Age UK Telephone Friendship

As we get older, we may find we spend more time on our own. This can sometimes feel lonely, boring or make us miss friends or family. If you or someone you know is missing the joy of regular conversation, Age UK and our partner charity The Silver Line can help. We offer free telephone friendship services so you can enjoy chatting with someone over the phone, all from the comfort of your own home. Whether you'd like to speak to someone every week, or just want to talk when the need strikes, we're here to help.

We have two different telephone friendship services available:

1. Regular telephone friendship service – we match over 60s with a friendly volunteer for a weekly chat. Our service has helped create hundreds of new friendships, and many people tell us their calls are the highlight of their week
2. A 24-hour helpline service – this is run by our partner charity, The Silver Line. It's a free 24-hour helpline which people can call for a chat, day or night. Whatever the reason, we're here to listen

Our services are here for people in later life who'd like to talk to someone. You don't need to be feeling lonely (though if you are, we'd like to help), and you don't need to live on your own. Sometimes it's just nice to talk.

To sign up for our regular telephone friendship service, where someone calls each week, you need to:

- Be over 60
- Have your own landline or mobile phone
- Be able to hear and be understood over the phone
- Commit to a regular call at the same time each week

Website – www.ageuk.org.uk

British Red Cross Support at Home

If you're returning from hospital, we make sure you have everything you need for your first 24 to 72 hours back at home. We may then provide up to 12 weeks of support depending on the level of help you need.

We'll assess your needs and help you decide what goals you want to achieve with our help. The support we offer varies by area. In some places, we can offer practical and emotional support including:

- Transport home from hospital
- Door-to-door transport for essential health-care journeys
- Help with everyday tasks (for example, picking up prescriptions and shopping)
- Companionship
- Rebuilding confidence
- Help arranging for bills to be paid
- Short-term use of a wheelchair and toilet aids

Our volunteers receive full training to support you in meeting your goals.

Phone – 01565 682304

Email – ilcnorthadmin@recross.org.uk

Website – www.redcross.org.uk

Buddy Up Warrington Youth Club

Buddy Up is a community project which takes young people who have disabilities and matches them up with positive role models who become their buddies helping them to grow in confidence, make new friends and practice independence skills.

A buddy will support a designated young person ideally for one hour a week over the course of 12 months. The support can be in any social setting, which will challenge and provide the young person with some self-belief and inspiration.

Phone – 01925 909674, 07432 640939

Email – NuvvyS@warringtonyouthclub.co.uk

Guardian Medical Centre Befriending Service

The Guardian Medical Centre befriending service is available to people registered at the Practice aged 18 years or over. If you are experiencing loneliness or isolation please speak with a member of the reception team in person or by phoning us and they will arrange for the befriending team to make contact with you. Our dedicated patient advisers on reception may also be able to help you with alternative projects or support options. If you are eligible for the service one of our befriending volunteers will be in touch with you within two weeks.

The aims of befriending are:

- To reduce social isolation
- To improve quality of life for people experiencing loneliness, illness or mental health difficulties
- To promote independence
- To build self-confidence and self-esteem
- To promote recovery
- To improve health and wellbeing

We do this by:

- Providing one to one support by our Befriending Volunteers
- Providing opportunities for social contact
- Encouraging participation in local activities or groups
- Encouraging peer support

Befriending is a relationship between a volunteer befriender and someone who is at risk of isolation or loneliness. A befriender will start to build a relationship with the person they are helping by:

- Taking time to get to know you
- Sharing interests and having a chat
- Listening to you and discussing anything that is worrying you
- Valuing your opinions and beliefs
- Helping you take short walks or other activities you may like to do
- Talking about any relevant experiences and any problems you have overcome, if appropriate
- Encouraging you to talk and think about ambitions or hopes for the future and planning the steps needed to achieve these

The time given by our volunteers can also give your family and carers a break.

One to one befriending – A befriender can visit you on a regular basis to enjoy some conversation and provide a listening ear which may include a cup of tea and a chat, a short stroll or playing cards or board games.

Telephone befriending – A free telephone befriending service offering companionship for isolated people through telephone contact. A befriender can call you regularly for a chat and a catch up, support and general conversation.

A befriender is not a substitute teacher, parent, social worker, coach or counsellor. Volunteer bidders, however, can work very effectively alongside professional services in providing the best possible support for patients.

Phone – 01925 650226

Homestart Warrington

Families are referred to us from various sources. Most are from health visitors, but others are from social workers, mental health workers, Children's Centre support workers, schools, maternity services and even self-referrals.

Families need our support for a variety of reasons. Families can be; isolated, suffered from mental health issues or postnatal depression, single parents, victims of domestic violence, alcohol/drug abuse, etc.

Our volunteers who are parents/step-parents/foster carers undertake a 10 week course of preparation, to arm them with the skills and information that they may need to help them support a family.

These volunteers then visit vulnerable families in their own home for 3 hours a week, working with parents to create a nurturing environment for their child/children, with the aim of giving these children the best possible start in life. Practical help can include; helping manage a disability or mental illness in the family, managing child behaviour, developing coping strategies for grief or depression, getting in touch with organisations that can offer additional support, becoming a good role model, managing finances, preparing nutritious meals on a budget, assists with visits to doctors/child development centre. Quite simple it is 'one parent supporting another'.

Phone – 01925 652320, 01925 576100

Email – office@homestart-warrington.org.uk

Website – <https://homestart-warrington.org.uk>

Reengage (formerly Contact the Elderly) Call Companions

Call Companions is a free service for older people who live alone and feel they could do with a friendly phone call every week or two. What's great is that the same person calls every time so, gradually, you get to know one another. Whatever you chat about, it helps lift your spirits, makes you feel whole again and more connected to the world.

One of our volunteer call companions will phone you at a time that suits and you might chat weekly or every other week, depending on what you've agreed. The calls last for half an hour and we'll try and match you so you have interests in common. The service is completely free and lasts as long as you want it to.

To be eligible for a call companion you should be living alone or in sheltered housing and have difficulty getting out in normal times. However, we do consider applications on a case-by-case basis, so if your circumstances don't completely meet our criteria and you would like a call companion, please do apply.

Phone – 0800 716543

Website – www.reengage.org.uk

Rocco's On Your Doorstep

This is a free service provided by volunteers who have been specially trained to offer neighbourly support in a variety of ways. Examples of how our volunteers have helped include:

- Sitting and chatting
- Giving carers a break
- Reading
- Joining in with crosswords or jigsaws
- Undertaking light housework
- Shopping for a few essential items
- Providing transport and company for appointments
- Going out for coffee or a short trip
- Walking the dog
- Providing a lift to church
- Running errands
- Minor household maintenance
- Light gardening
- Doing craft activities

Visits can take place from Monday to Friday between the hours of 9am and 5pm. Visits usually last about 2 hours. One-off special requests for weekend/evening can be considered with reasonable notice.

The service is accessible to those recently diagnosed with a life limiting illness and requiring short term support, for example whilst undergoing treatment such as chemotherapy. The service can also be accessed by those with a diagnosis of a palliative nature, who are receiving palliative care services. The service is available for persons aged 18 years or over.

Referrals are accepted from GPs, District Nurses, Macmillan Nurse, Social Workers and members of the hospice team who may already be involved in the care or by self-referral.

Phone – 01925 575780

Email – enquiries@stroccos.org.uk

Website – www.stroccos.org.uk

Royal Air Forces Association (RAFA)

We are finding large numbers of people suffering truly desperate levels of isolation, loneliness and need, especially during the Covid-19 pandemic. We are determined to ensure that no single member of our RAF community is left to struggle through difficult times on their own. A united effort from our branches, our employees and our amazing army of volunteers is making sure everyone who needs help gets the support they deserve.

Having no one to talk to can be incredibly isolating and something as simple as a friendly chat can make all the difference. We are providing a Freephone friendship line for anyone in our RAF community to call if you are feeling isolated, in need of more specific support, or simply want to chat with someone who understands.

We can also arrange for a dedicated friend from our amazing army of volunteers to make regular telephone contact.

Phone – 0800 018 2361

Email – opconnect@rafa.org.uk

Website – www.rafa.org.uk

The Silver Line

The Silver Line is the only free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year.

We also offer telephone friendship where we match volunteers with older people based on their interests, facilitated group calls, and help to connect people with local services in their area.

Our specially trained helpline team can:

- Offer conversation and friendship
- Provide information and advice
- Link callers to local groups and services
- Refer people on to receive regular friendship calls
- Protect and support older people who are suffering abuse and neglect

Silver Circles – Silver Circles are facilitated group phone calls where people with shared interests can discuss topics that interest them with a wider small group of 6 to 8 people. Calls are free for people taking part, as costs are covered by The Silver Line.

Silver Connects – The Silver Connects team provides older people with support, advice, and help with connecting to local services. Since launching in November 2015, the team has worked on issues ranging from housing and health, to finding luncheon clubs and even financial concerns.

Phone – 0800 4 70 80 90 (helpline), 020 7224 2020 (head office)

Email – info@thesilverline.org.uk

Website – www.thesilverline.org.uk

Torus Staying Home Service

We are committed to helping people remain safe, healthy and happy at home for longer. We can introduce you to a telephone befriending service, signpost you to new hobbies, local events and social activities, or even help with completing forms and setting up direct debits.

There are lots of ways we can support you to remain safe and happy at home. Here are some of the things we provide:

- Help claiming housing costs and welfare benefits
- Help arranging for mobility aids and property adaptations
- Help ensuring your home is safe, warm and in a good state of repair
- Budgeting support and money management
- Helping filling in forms and setting up direct debits
- Helping you find support for everyday household tasks

As well as checking your home is safe and suitable, we can help you stay healthy too. We provide support with:

- Registering with a GP and dentist
- Accessing NHS and other services
- Referrals to occupational therapy
- Getting you online
- Arranging for volunteer support
- Help taking up new hobbies, skills or socialising

Phone – 01925 452424

Email – staying.hoem@wearetorus.co.uk

Website – www.gght.org.uk/find-a-home/staying-home

West Warrington Church Telephone Befriending

We provide safely recruited and trained volunteers from church congregations, who call their companion once a week for a friendly chat and to check on their well-being.

Our service is people centred and so our volunteers will talk with people only about the issues they want to talk about.

This service is provided free of charge of a gift to the community.

Phone – 01925 387075

Email – telephonebefriending@westwarringtonchurch.uk

Website – www.stphilipswestbrook.co.uk