

## **A CALL IN TIME**

*A national network of telephone friendship & support for people in later life*

### **What is Call in Time?**

There are two elements to Call Time. Firstly, it can provide a telephone friendship service which connects you with a volunteer in order to establish a mutual ongoing friendship and social call; this generally occurs on a weekly basis for up to 30 minutes. Secondly, it can provide a shorter call (Good Day) made by Call in Time staff to check if you are ok or remind you of prompts for daily living, these calls are available to you for up to eight weeks, e.g. after returning from hospital.

All calls are made between 9am and 5pm, Monday-Friday.

### **Definition of befriending**





Befriending is a mutual process whereby two people are brought together with the aim of establishing and developing an informal and social relationship.

### **What can Call in Time do for me?**





It can provide an opportunity to talk and exchange ideas, to be listened to and share experience. It can also support you at a time of chance or crisis.

### **What are the criteria for the service?**

Call in Time is primarily for people over the age of 60 who would benefit from the additional support a telephone friendship could provide, and are:

-  living alone
-  feeling lonely and socially isolated
-  lacking a social support network (family/friends/neighbours)
-  having easy access to a landline and are comfortable having conversations on the phone

They may also be benefiting from our service if they:

-  have been recently bereaved
-  are isolated from their immediate community due to physical disability or health issues
-  are out of hospital or experiencing a significant change to daily living
-  are assessed as benefiting from the service for other reasons (i.e. being a full-time older carer for someone else)

We have identified that the service is not appropriate for most people experiencing short memory loss (where establishing a new relationship may be difficult), various types of dementia (where face to face interaction with others seems more appropriate) or other moderate/serious mental health conditions.

### **What have others said about the service?**

To date, the service has supported in excess of 500 people in a variety of different circumstances. We have received lots of positive feedback and the benefits that people have experienced.

***'It brightens up your day when you got nobody. I am on my own all the time. It makes you feel better – it really does'***








***'You can't put it into words. It's just knowing that there is somebody there for you, especially when you live on your own. It's just priceless'***

### **Where do the volunteers come from?**

Call in Time works with a number of corporate partners who encourage employees to volunteer; this enables volunteers to call from their desks during work time, providing them with an opportunity to gain confidence, share knowledge and experience through a mutual befriending relationship. The dedicated volunteers who have taken part in the service over the past few years are now integral to the lives of people they contact.

***'Whenever I put the phone down, I always have a smile on my face, and I know that the older person I called does too.'***

### **What training, skills and experience do volunteers need?**

-  Warmth, understanding, sensitivity and a willingness to listen
-  The ability to be supportive and non-judgmental
-  Be able to communicate easily with people
-  A genuine desire to support people in later life
-  Basic understanding of people in later life and the issues they may face
-  Safeguarding Training
-  Confidentiality/ Data Protection Training

### **What checks do you make on volunteers?**

Call in Time is committed to ensuring the safety and security, and confidence of its clients so all volunteers are vetted and undergo a Criminal Records check at an enhanced level and personal reference checks. They sign up to a code of practice and to adhering to a confidentiality agreement.

### **Can I choose my own befriender?**

The service seeks to have a diverse range of volunteers in order to ensure that people are matched with the right individual. You will be asked by the Call in Time coordinator for some information on your interests, hobbies, experience and the type of person you would like to talk to, the coordinator will then match you with a volunteer with similar interests. The coordinator will provide you with information on the volunteer and arrange an introductory call to share information and to see if you would like to work together. Should you or the volunteer not be comfortable, then the coordinator will re-match you to another volunteer.

**Who can I contact if I have any questions or concerns?**

You will be able to contact your Call in Time coordinator who will be there to sort out any queries or concerns you have.

**What if I need other assistance or support?**

We would help you find solutions to practical problems or connect you with other services that can provide you with further help.

**Does it matter where I live?**

Because the service is national and uses the telephone, it can be delivered to you regardless of where you live; the only restriction that is in place is that volunteers and clients do not live within a 50 mile radius (this is to safeguard both parties).

If you happen to live in an area covered by a pre-existing service or may require the services of an organization that specializes in your area of need, we may talk to you regarding those services.

**Can I give gifts to staff or my volunteer?**

The charity has a policy that means staff and volunteers must not accept gifts, gratuities or bequests from individuals, their family, relatives or friends. We would

ask all parties to respect this policy and to understand that this is done to safeguard both you and them.

**Is there a charge for the service?**

No, all services are **free**. All telephone calls are made to you by a corporate volunteer or member of staff; there is absolutely no cost to you.

**Want to Find out More?**

If you are interested but would like to know more about the service then please feel free to contact the team:

**By telephone:**

**0844 225 0320** (typically local rate at 2p/min from BT landlines).

Our office hours are 9am-5pm (outside of those hours, please leave a message with your name and telephone number).

**or e-mail:**

[callintime@ageuk.org.uk](mailto:callintime@ageuk.org.uk)

**or write to:**

RSRS-LTUZ-BGHC  
Age UK  
Call In Time  
Tavis House  
1-6 Tavistock Square  
LONDON  
WC1H 9NA

**Website:** <http://www.ageuk.org.uk/call-in-time>