

TELEPHONE BEFRIENDING SERVICES

Self-isolation may mean that some citizens will get no interaction at all. These services can provide telephone befriending for these people, ensuring some human interaction

Silverline

Offer both letter and telephone friendship schemes

Phone scheme is weekly calls for a catch up and to converse about interests

Call to find out more about signing up or refer someone online

24 hours a day/7 days a week

0800 470 80 90

RINB

Offer a group telephone befriending for those with some form of sight loss

Like social groups but over the phone (have a moderator who makes sure no one is left out and conversation is always flowing)

Monday-Friday: 9am-5pm

029 2082 8500

Age Cymru

Age Cymru is to offer a *check-in-and-chat* telephone service for the over 70s in Wales who live alone from Monday 23 March 2020. It is hoped that the initiative will help provide some reassurances to older people, answer basic queries and link people to local services and support during the Coronavirus outbreak.

At the beginning of this week we were all advised self-isolate as far possible to help protect us from the virus. This is particularly important for people over 70 and those with underlying health conditions because they are at higher risk of developing more severe symptoms if they become infected. In the coming days those at greatest risk will be asked to self-isolate for 12 weeks.

Age Cymru's chief executive Victoria Lloyd says: "These are potentially difficult times for many older people, especially those living alone who may not have anyone to share their concerns. Others may just want to have a chat about what they saw on television last night. Hopefully, this initiative will help older people cope with some of the challenges arising from the Coronavirus outbreak."

Anyone over 70 in Wales can register with Age Cymru, free of charge, to receive a regular telephone call from the charity in either English or Welsh. All you have to do call the Age Cymru Advice Number on 08000 223 444 or email enquiries@agecymru.org.uk.

Age UK

Run a telephone befriending scheme

Link you with a volunteer who has similar interests etc. (if it takes a while to find someone a volunteer they will still call as regularly as they can for catch ups)

Sign up online (or refer someone else)

<https://www.ageuk.org.uk/services/befriending-services/sign-up-for-telephone-befriending/>

Warm Wales

Warm Wales North Wales Team will be providing the support that we normally do via - Healthy Homes Healthy People visits slightly differently while we are dealing with the current situation.

We know that it is very important to provide a level of service that still ensures that we are providing support and advice to those that need it, and that we all have to come together. We will be here to assist where we can.

We will be providing a telephone service to those that need a chat and to get advice and support on making sure that their home stays warm, that they can afford to put their heating on, knowing where to get support if they are worried about paying rent, mortgage or are worried about income due to taking time off work. Along with sign posting to those who can assist with getting shopping or picking up prescriptions.

If you have anyone that could benefit please call our office on 01352 711751 or email Joanna.seymour@warmwales.org.uk or karen.hughes@warmwales.org.uk

For front line staff and not for the residents to be provided with:

If you have anyone that could benefit please call our office on 01352 711751 or you could set up an account via www.warmwales.org.uk/hhhp-referral-registration once you have done this you can then make referrals via this www.warmwales.org.uk/site-login/

Independent Age:

Offer befriending services. Currently only telephonic befriending in North Wales
<https://www.independentage.org/> or telephone **0800 319 6789**.