



Age UK in St Helens aims to reduce the effect of social isolation in the borough by enabling older people to meet other people in their local community.

The Befriending Service provides a visitor for socially isolated older people and helps to promote better awareness of other suitable services for those who are housebound.

### Call In Time

If face-to-face befriending is too daunting, then maybe our telephone friendship calls are more suitable.

This is a volunteer from outside the local area who will phone you each week to have a chat about your week, we call them 'Good day call's'

By visiting or telephoning each week we hope to help to promote better awareness of other suitable services for those who are housebound

For further information please contact:

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St. Helens  
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### **Befriending / Tele-Befriending Service**

The Befriending service provides a visitor for socially isolated older people within the Borough of St Helens, which can comprise of both a visiting service and a telephone befriending service.



## What is a Befriender?

St Helens has many socially isolated and lonely older people in its borough. The Befriending service provides a contact to the older person by visiting or telephoning each week.

Would you like a regular friendly visitor or a telephone call each week? To access social activities or just a chat and a cup of tea?

Referrals can be made by a Health Care Worker, Neighbour, family, friend or by yourself.



- A friendly face
- A listening ear
- A regular consistent visitor, one who will provide support and understanding
- Help offer advise and sign posting
- Help you reconnect with the local community
- Build confidence
- Help with practical solutions and tips

A befriender can help you feel less lonely and isolated, by offering support and companionship for people who are in need of a friend.

We want o help enable you to meet other people in your local area and offer encouragement and help where ever we can...



*A gentleman who receives the service says;*

“My Befriender takes me to local garden centres most weeks as we are both interested in orchards and flowers in general. We have a coffee and soup together and chat about all sorts of things”

*His Befriender says;*

“I look forward to my visits, we have such a lot in common. It is a pleasant way to spend my Tuesday afternoons”