



FOODCYCLE CORONAVIRUS RESPONSE

PHONE CHAT GUIDANCE

THINGS TO REMEMBER ABOUT THE SERVICE

- **This is a check in and chat** – the service is to ensure that people who are feeling lonely during this period still feel connected to their community and get a chance to socialise, we cannot and should not be offering detailed service support as you are not support workers.
- **Withhold your number when calling** – we recommend that where possible you use a landline when making the calls for clarity. For every call ensure you put 141 before typing the number to retain anonymity for yourself. For Three customers it is #31#. You can also block your ID through your phone's settings.
- **Guest consent**- make sure you get consent from the caller to make notes of the call. Things that might be useful for the next volunteer who calls them (i.e. don't call on Fridays). Have pen and paper ready!
- **Signposting**- use the signposting information on your call assignment details page. If unable to signpost, simply ask the guest for their consent so FoodCycle staff can pass on their details to other organisations.
- **Don't leave any messages on answerphones with any personal information.**
- **When no answer from guest**- leave a voicemail letting them know you were calling from FoodCycle for the Check-in and Chat Service and that you will attempt to call them again X time/day. Point out you will be calling them from a no ID/blocked number. Make a maximum of two attempts per guest when unanswered.
- **Keep any data secure** and treat other people's information in the same way you would want yours to be treated. Don't discuss information or data with anyone outside of FoodCycle.

During your volunteering you will come across personal and sensitive information about individuals as part of the support you will offer. We want to make sure that all information stays safe and confidential in line with the Data Protection Act 1998 and GDPR Regulations 2018. We want you to treat other people's personal information in the same way you would want yours to be treated. If you do acquire information about an individual you may be supporting (for example, names, addresses and possible medical information), we ask that you maintain confidentiality and do not discuss or disclose any data or information with anyone outside of FoodCycle.

RESPECT AND EQUALITY SAFEGUARDING

You will support a diverse range of individuals in diverse communities and we ask that you respect every individual's beliefs and that nobody is treated less favourably or excluded in anyway. We are all different and all have the right to be treated with dignity and respect.

If you encounter a situation that you feel uncomfortable with over the phone with an individual, please log this on your call notes and get in touch with FoodCycle at projects@foodcycle.org.uk who will take appropriate action.

CHECK-IN AND CHAT SERVICE

Thank you for offering your time to provide telephone support to our guests.

A check in and chat call can make all the difference to someone who is lonely and is also a great chance to check how they are doing. Telephone support is a positive step to engage with people who may have little or no contact with others, as a consequence of self-isolating may lead to issues with confidence, self-esteem, and loneliness.

This support you will be giving is a one-off phone call that can be flexible to suit the time you have available to give. Calls should be made at times that are at **sociable hours** between 10am – 8pm.

The person you're supporting could be at risk of isolation for any reason, including cognitive difficulties or dementia. Be aware that when you have a conversation you may need to repeat yourself, revisit elements of the conversation or communicate more clearly than you may be used to in order to have a successful chat.

Always, at the start of the call, let the caller know you will be taking notes of your call; that you will only have time to have a 15-minute chat, and that you will let them know when this is up. This sets clear expectations on the duration of the call from the outset.

TIPS FOR THE CALL

Below are some useful tips you can use when making the Check-in and Chat calls:

SCRIPT YOU CAN FOLLOW

Hello! I am calling from FoodCycle – is this (name of guest)?

I am a FoodCycle volunteer, my name is (first name only). I am calling as you said you would be interested in the befriending calls from FoodCycle.

Do you have some time now for the call? Just so you know the calls last up to 15 minutes.

Are you ok if I make notes of our call? It helps if someone else rings next week.

OTHER QUESTIONS TO ASK

- How are you?
- Have you been doing anything to keep you busy?
- What did you cook this week?
- Are you managing to prepare your meals?
- Is anyone else in the household enjoying the food with you?
- Do you have anything in your fridge you haven't had a chance to cook yet?

FURTHER CONVERSATION POINTERS

- What type of food do you usually like to cook?
- Who do you usually like to eat a meal with?
- If you could have a dinner party with four famous people who would you choose?
- If you were stranded on a desert island what three ingredients would you choose to take with you?
- Do you enjoy cooking shows on TV... which is your favourite and why?
- How are you building up an appetite and keeping moving?
- What is a typical day looking like for you at the moment?

SAFEGUARDING QUESTIONS/CONCERNS YOU MAY GET

I'm concerned that I'm not going to see anyone for a long time.

Recognise their concerns and let them know that you are here to listen them. It's ok to go outside if they have a garden and get some fresh air and they can exercise outside as well, keeping the 2-metre minimum distance.

I need some practical help; I can't get to the shops or get my prescription.

<https://www.nhs.uk/conditions/coronavirus-covid-19/getting-medical-help-at-home/>

Get in touch with your local council for support <https://www.gov.uk/find-local-council>

Mutual aid groups if people have internet access. <https://covidmutualaid.org/>

I've been told to stay at home, but I always go to the community centre on a Wednesday, can I still go?

If you have been told to stay at home, we recommend you follow the guidance from the NHS. Community centres are closed at this time. You can still go out in your garden if you have one and for exercise only, you must keep 2 metres away from any other people.

I like talking to you, can you call me again next week?

That's lovely to hear, I've enjoyed talking with you too but I'm unable to call frequently. You will be receiving a weekly call from different FoodCycle volunteers.

Can I take down your phone number, so I can call you if I need anything?

Establish what they mean by 'need anything' i.e. is this practical support we can offer by matching them with OTHER SERVICES. Politely tell the individual that you are not permitted to give out your personal contact details.

I'm lonely and I don't have anyone I can call.

Ask who they would usually talk to/spend time with and see if they can contact any of these people via phone. Silverline phone number on there for friendship if they are older - 0800 4 70 80 90

I'm worried about my neighbour; can you call them if I give you their number?

At the moment we are only able to support people that have been referred to us. I would suggest your neighbour could call 111 or speak to their GP if they have concerns about their health and wellbeing.

I'm feeling very sad/depressed/hopeless, I think I need some help.

Talk to them to understand their needs, signpost to GP surgery. Useful questions you might ask them include: 'Have you talked to anyone else about this?' or 'Would you like to get some help?'

You can also suggest to that the following sources of help may be useful:

- **SAMARITANS** free, 24-hour listening service on 116 123 or emailing jo@samaritans.org.
- **Befrienders Worldwide** includes a directory of emotional support helplines around the world.
- **NHS 111** offers health advice in the UK and is free from landlines and mobiles.
- **The police** - 999 to report emergencies or by calling 101 for non-emergencies.
- **Domestic abuse services** - National Domestic Violence Helpline – 0808 2000 247
- **The National Referral Mechanism** for victims of modern slavery – Modern slavery helpline – 08000 121 700
- **Community and support groups** - <https://www.gov.uk/find-a-community-support-group-or-organisation>

- National and local charities - <https://www.mind.org.uk/information-support/guides-to-support-and-services/abuse/all-types-of-abuse/>



Safeguarding statement

Safeguarding is Everyone's business – FoodCycle is committed to safeguarding and promoting the welfare / wellbeing of children, young people and adults at risk. It expects all staff and volunteers to share this commitment.