

# Here For You - Volunteer Telephone Support

## Frequently asked questions

### How does the service work?

You will be talking on the **telephone** to a Stroke Association **volunteer** who will **call you** on a regular basis. This will be for **eight weeks**. Calls will generally be around **thirty minutes each**.

In your first call with the volunteer, you can agree regular days and timeslots when they will call you from then on. A member of our team will contact you after the first call just to check you are happy with the telephone support.

### Whom will I be talking to?

One of our trained volunteers will be calling you each week. The **same volunteer will call** you each time so you will get a chance to get to know them a bit better.

If at any point, you decide you are unhappy with the service, or you simply do not wish to continue, then please contact us at [hereforyou@stroke.org.uk](mailto:hereforyou@stroke.org.uk) or call us on **020 7566 1540**.

### What will we be talking about during the calls?

If you have recently had a stroke, or are caring for someone who has had a stroke, we can provide you with a volunteer who either is a stroke survivor or is caring for, or has cared for, someone who has had a stroke. They will use their own experience of stroke to support you.

If you are just interested in having a friendly chat with someone because you are feeling a bit lonely or isolated then we can offer you that kind of support too.

### Is any additional support available?

If you need any further support, whether practical or emotional, our volunteers will try to direct you to other resources or sometimes other organisations. Volunteers may also discuss any requests with the member of staff that is supporting them to see where we might be able to help you.

## Can I get support if I have communication difficulties?

We have welcomed many people who have **aphasia** or other **communication difficulties** to the service. We do ask that anyone being referred into the service is able to hold a reasonable two-way conversation and feels comfortable talking to someone on the phone. Our wonderful volunteers will do their very best to support the conversation too. At times, this can prove to be difficult over the phone. We may discuss **other support** options with you if this is the case.

## Will there be any cost?

The service is entirely **free of charge** and is part of the support we offer people affected by stroke across the UK. Our **volunteers will always call you** so you will not have any call costs either.

## What if I cannot take a call?

If for any reason you are not able to take a call at the agreed time, you can contact us by email at **hereforyou@stroke.org.uk** or by calling us on **020 7566 1540**. We will let the volunteer know. You can tell us when you would be available and we can ask the volunteer to call you at this new time.

## How will you make sure the calls are going well?

Every volunteer is supported by the Here For You team. They will call the volunteer on a regular basis to talk to them about how the calls are going.

A staff member will also call you after your **first call** and will then contact you after your **last call** to make sure you received your calls.

## Are the telephone calls private?

What you and your volunteer talk about on the telephone is **confidential**. However, our volunteers will talk to the member of staff that supports them about how the calls are going. In doing so, they may **share information** that makes sure we are offering the best service we can.

Volunteers will also tell the member of staff if they are **worried** about you or feel you need **further support**. This might include information about your **health**.

## Can my friends or family be involved if they want to know more?

Here For You is about supporting stroke survivors and carers. If you would like us to tell your family or carer how we are **supporting you** or if you would like your family

or carer to **understand more about the service** then let us know. One of our staff would be happy to **call them** to explain how it all works.

You could also send them a copy of this leaflet if you wish.