



Heart and Soul Listening Service

What we'd like you to know before we call

1 Who are we?

- We are a group of experienced, trained CPFT Heart and Soul volunteers who listen without judging.
- Many of us are volunteering because we recognise that when we have had our own serious mental and physical health challenges we needed someone to talk to who would accept us, just as we were. And now we want to be here for you.

2 What happens first and what happens to any information I share with you about myself?

- Someone from your care team will have asked Heart and Soul volunteer's managers John and Jane to arrange this telephone support for you.
- John and Jane will call you to explain how the telephone support service works and what you can expect. This will be their chance to answer any questions or concerns you may have.
- They will ask you for the name of a person you trust to be a point of contact should we need to be sure you are ok if, for example, we cannot get through to you on the phone at the prearranged time, after several attempts.
- After talking with you John and Jane will find the volunteer best suited to you, individually.
- It is entirely up to you how much you wish the volunteer to know. They don't need any more than your telephone number, your name, and the best time to call you the first time.
- You and the volunteer will arrange between yourselves for a weekly call at an agreed time on an agreed day.
- So that there is continuity of care for you once we are back to more usual ways of working, John and Jane will record in your notes that this telephone support has been arranged.

3 Do I need any more than a telephone?

No, just a landline or mobile phone is all you need. But you need to be sure that you can talk confidentially when you are called at the agreed time. Your listener will be taking the same care to protect the confidentiality of your conversation with them.

4 How often will I be called and how long will I have each time?

You will have roughly 30 minutes each time your listener calls, and they will call once a week.

5 What happens if I do not or cannot answer?

- We'd appreciate it if you would let John or Jane know in advance that you need to cancel. A text message to them will do. They will inform your listener.
- If there is no answer when your listener calls you as arranged, they will call again a few minutes later. After the third attempt they will leave a voicemail if possible.
- If there is no answer and your caller has concerns about your wellbeing they will inform John

and Jane. This is why we asked for the details of someone you trust that we can contact to make sure you are ok, even though we couldn't get through to you as arranged.

6 What happens if I don't get along with my listener or I need a change?

Yes, these things happen. If you feel this way you simply contact John or Jane on a number they will have given you and they will explore whether there needs to be a different volunteer who supports you. Their contact numbers are at the bottom of this sheet.

7 What happens if I find I need more help than my volunteer listener can give?

If you need more support or other sorts of help that a weekly call alone cannot give, our volunteer listener will help you to think about that, and they may ask their supervisor John or Jane about it too, in confidence.

8 Gifts, endings, and making this work

- Your volunteer abides by the same professional standards as we all do in CPFT, so they will not be expecting any gifts or gratuities for what they give. They give from the heart and expect nothing in return, except to give you a safe and confidential space to talk.
- Your listener is expected to help you to stick to the guidelines we give – that this is a telephone listening service that is offered at an agreed time each week, and to stay within those boundaries. Just as with our code of confidentiality and good practice, this arrangement is to safeguard the volunteer and you.

John Nicholson
07974 260074

Jane Pope
07973 883511

CPFT Heart and Soul Listening Service Managers
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