

Friendship can seem scarce as we get older, especially for older people living alone. Phoning Friends helps prevent feelings of loneliness and isolation by providing a regular phone call from a friendly volunteer.

- We match each older person to a volunteer based on compatibility and similar interests.
- Clients receive regular telephone calls from their volunteer to build a lasting friendship over the phone.
- Clients' feelings of loneliness and isolation will be reduced.
- As friendships develop between volunteers and clients, the older person's confidence often returns.



Phoning
Friends



Phoning Friends is a telephone befriending service for people over 60 years old living in England and Wales who live alone with little contact from family or friends.

Phoning Friends is run by Friends of the Elderly, a charity motivated by a desire for all people in old age to retain independence, dignity, choice and peace of mind.

To find out more about Phoning Friends, please contact the manager:

Telephone: 020 7730 8263
Email: info@phoningfriends.fote.org.uk
Website: www.fote.org.uk

Phoning Friends,
Friends of the Elderly
40-42 Ebury Street, London SW1W 0LZ

To become a Phoning Friends volunteer, please contact the manager.



Phoning Friends is a telephone befriending service provided by Friends of the Elderly. Registered Charity No. 226064.



Printed on 100% recycled paper

PF09/10



DESIGN: LILEY DESIGN PARTNERS

Phoning
Friends



Keeping in touch with friends by phone



Phoning Friends is a telephone befriending service provided by Friends of the Elderly.

A phone call from a friend

Phoning Friends recruits volunteers to make regular phone calls to older people. By developing friendships over the phone the service aims to reduce clients' feelings of loneliness and isolation and improve their quality of life and well being.

Friendship

Just like a true friend, our volunteers will take time to listen and share life's ups and downs, chatting about current affairs, listening to an older person's news or just discussing the weather. In a recent survey 93% of Phoning Friends' clients felt they had made a friend.

Feeling valued

Knowing that a friend will be phoning up for a chat can make a huge difference to one's outlook on life – and for an older person living alone with little or no contact from friends or family, it is a lifeline.

Keeping involved

As the friendship develops, many clients find life looks more interesting again. Volunteers can help encourage their clients back into their local community – for example by putting them in touch with local events or services.

“I get quite lonely sometimes, so I love hearing about someone else's life. You have no idea what your calls mean to me.”

Phoning Friends main features

- A regular phone call, at least once a fortnight at a suitable time.
- Clients and volunteers are carefully matched, though they won't meet face to face as this is a telephone befriending service.
- With the client's permission, volunteers can talk to the Phoning Friends manager and help the client access other services or support, if required.
- All our volunteers are carefully recruited and undergo thorough checks and references (including Criminal Records Bureau checks).
- The Phoning Friends manager calls each client four times a year to check things are going well and also sends a quarterly Phoning Friends newsletter.



Become a Phoning Friends volunteer

You'll learn new skills which will be useful in both your own personal life and at work.

You will get a huge sense of satisfaction from knowing that you are making a real difference to the life of an older person.

It's easy. You can make the calls from your own home or from work.

You'll receive training in understanding older people's issues and how to build relationships on the phone. You can have further training in bereavement, depression and dementia.

You'll feel part of a wider team with support from the manager – and from other experienced volunteers at our quarterly social events.

All we ask of you is that you make at least fortnightly calls to two clients and keep in regular contact with the Phoning Friends manager, who you can call or email at any time.