# 

# **Listening Line**

# **COVID - 19**

# **Information Sheet**

**What we do and how to get in touch**

We offer an active listening support service that is confidential to adults aged 18+ who find themselves worried about COVID-19 and how it may affect their daily lives. This can include being asked to self-isolate, avoiding other people and working from home. This can be both difficult and stressful, as individuals may find themselves locked away from the outside world, struggling with intrusive thoughts and having no one to speak with.

Our emergency freephone helpline provides national coverage to all adults who are feeling anxious, isolated and worried during this global pandemic.

Callers can talk to our Helpline Team and receive non-judgmental support for however long they need too.

Call us on 0300 303 1360. Our lines are open 12noon – 8pm, 7 days a week (excluding bank holidays).

**Who answers the helpline calls?**

The helpline is answered by fully trained and experienced Practitioners; they have the skills to actively listen to caller needs in order to respond to what they are looking for in a sensitive and supportive manner.

Please note it may not always be possible to speak to the same member of the Helpline Team each time a call is made.

**Before making a call**

Callers do not have to give their real name if they do not want to, an alias can be provided. Or if callers prefer, our Helpline Team can offer a caller ID number which can be used each time a call to the helpline is made. This allows us to easily find call records and means callers will not be asked to repeat information they have previously provided.

**What happens when a call is made?**

One of our Helpline Team, will answer the call with *‘Hello, you are through to Listening Line, how can I support you today?’*

The Helpline Team are ready to listen and help all callers talk through any worries or concerns they may be experiencing. They will support callers in exploring their emotions as well as helping you plan for staying indoors.

Having discussed thoughts and feelings it can often make it easier to think more clearly about future options.

Callers are free to end the call when they feel ready to do so.

If a caller is in immediate danger and requires urgent assistance, we ask them to dial 999 and ask for the relevant emergency services.

Thank you

**Penny Appeal Wellbeing Services**