

Call&Care

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Three Levels of Support

In normal circumstances local areas have a structure of support from Counsellors, Ministers and Pastoral Care Workers, although often the needs exceed the resources available. In addition there are Helplines including Premier Lifeline and an assortment of specialist services. However, in exceptional circumstances the need goes far beyond the support that can be offered.

Call and Care recognises the continued need for specialist support but we are proposing two further levels of social contact support.

Level 1 – Call5 – Open to anyone and everyone to play their part

Level 2 – Call and Care – a locally coordinated call out initiative based on these training videos

Level 3 – Specialist support – which is to continue through the normal support channels

Level 1 - Call5

This is where we encourage everyone to consider who they know from their friends, family and community and who would welcome a telephone call, a friendly voice and someone to talk to during this challenging time.

Just that sense of company is so important to someone who is feeling isolation. It really helps to feel remembered.

We are asking everyone to choose 5 people - friends, family and other contacts - and to commit to call them over the coming weeks to ensure they know someone is there for them.

Although this is primarily a telephone-based project, it can also include contact through Skype, FaceTime, Zoom, text, email or letter - whatever the preferred contact method is for the people involved.

Why “Call5”? We have five digits on each hand - looking at our hands is an easy reminder to call, by allocating a person to each digit.

For the enthusiastic, there is always a second hand to use to identify five more people to call

Through Call5, we aim to encourage increased contact across the country.

The result will be a significant reduction in isolation and loneliness, and an increased sense of belonging to a wider family and community.

Anyone can do this, because it involves contacting people they already know.

There are no data protection complications.

It does not need supervision.

Those who Call5 are acting as caring individuals.

Level 2 – Call and Care

This initiative is a coordinated response – orchestrated by a Church or a local community organisation, where a team of volunteers will regularly contact allocated people to offer a listening ear. The aim is that no one is left to feel isolated, whether they are living on their own, or looking after children, or caring for loved ones.

People need to keep the chance of speaking to each other alive, especially when they are unable to meet face to face.

It is time for a quantum shift in thinking.

The important thing is to consider who is known to you, what their needs might be and how they can be supported.

As well as the more vulnerable members of the community, people who may usually be seen as having busy lives with numerous social outlets may at present be bereft of these.

They may also be the people least likely to make the initial call themselves as they feel there are always others who are more needy than themselves.

It is important to realise that it is not good for any of us to be socially isolated or to try to deal with this massive challenge on an island on our own.

There is a need for some coordination of activity, to consider who is interested, willing and capable of joining in with offering the Call and Care contact programme.

Many who have their own needs will gain from participating and making calls, and because it is telephone based, this means that those who are housebound are just as able to participate as anyone else.

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Level 3 – Specialist Services

You will already know what is currently offered by your own organisation. However, it is important that it is clear that all involved know the details. Additionally, it is good to have access to a list of resources both in the community and nationally.

Premier Lifeline: the National Christian Helpline offers a listening ear, emotional and spiritual support, prayer and signposting. We are open 9am to midnight every day on 0300 111 0101.

There are many more helplines and specialist agencies. It is good to have access to the details of those which are most relevant to your area.