

## BeFriend in Bellshill

Orbiston Neighbourhood Centre

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## Chit Chat



## BeFriend in Bellshill

### Telephone Befriending

**01698 842215**

## What is Chit Chat Telephone Befriending?

A free telephone befriending service offering companionship for isolated people through weekly telephone calls provided by trained and supported volunteers.

## Who is this service for?

Any older person or adult with a disability living in Bellshill, Mossend, Holytown, Coatbridge and Viewpark who:

- Feels lonely.
- Is able to communicate effectively.
- Does not suffer from short term memory loss.
- Has access to a phone and agrees to have a telephone chat of up to 30 minutes once per week.

## Who can make a referral?

We welcome referrals through:

1. Self-referral
2. Family/Friends
3. Local services

It is essential that the person being referred is aware of the referral, has an understanding of the telephone befriending service, and wants to be referred.

## How to make a referral?

Complete the referral form which can be found on our website at [www.oncbellshill.org/befriending](http://www.oncbellshill.org/befriending) or telephone us on 01698 842215 and a copy can be emailed or posted out to you.

## What happens after a referral is made?

1. We will confirm receipt of the referral.
2. We will phone the person to check their suitability for the service and provide any further clarification required.
3. We will carry out an informal assessment to verify that the person meets the criteria and establish their needs and aims.
4. We will match the person with a suitable befriender when one becomes available and keep them advised of progress.
5. We will monitor the befriending relationship to ensure that the match is a successful and positive experience.

## Please note:

- Telephone befriending is a complementary service only and any major issues arising will be referred back to the original referrer or the appropriate local service.
- Home visits are not allowed and the befriending relationship is only maintained over the telephone at the arranged times.
- Where someone does not meet the criteria, or where we are not the right service to meet someone's needs, we will provide information on more suitable services.