

# Chatty Telephone Volunteer

What to do if a beneficiary receiving a weekly call says they are being subjected to abuse?

1. Listen and remain calm. Don't press them for more information or ask leading questions. Don't be judgemental or jump to conclusions.
2. Communicate any safeguarding concerns with The Chatty Café Scheme's DSL.
3. Depending on the severity of the concern, The Chatty Café Scheme's DSL will pass the concern onto the beneficiary's Link Worker, to seek other services the beneficiary could be referred into for specialist support. If necessary, The Chatty Café Scheme's DSL may notify the beneficiary's Local Authority's Adult Safeguarding Team for them to consider the best course of action to support the beneficiary.
4. If needed, Volunteer to contact The Chatty Café Scheme's DSL to de-brief. Listening to someone who is suffering can be difficult for a volunteer and we encourage volunteers to contact The Chatty Café Scheme's DSL to debrief, should this be required.

Any urgent/highly serious concerns that require immediate attention, Chatty Café Scheme Volunteer to advise beneficiary to call 999 and to seek urgent help.

Below are examples of types of safeguarding concerns:

## EXAMPLE 1

The Chatty Café Scheme volunteer speaks to Mary, age 93, each week on the phone. Mary advises the volunteer that she has carers who come into her home each week. Mary notices money from her purse goes missing and believes ones of the carers is stealing from her. This should be reported to the Chatty Café Scheme's DSL.

## EXAMPLE 2

The Chatty Café Scheme volunteer speaks to Nigel, age 55, each week on the phone. Shortly after answering the phone, Nigel tells the volunteer that he feels incredibly low and has taken a high number of pills. The volunteer should encourage him to phone 999. The volunteer should report the matter to The Chatty Café Scheme's DSL.