

Here For You – Weekly volunteer calls

Frequently asked questions

How does the service work?

You will be talking on the **telephone** to a Stroke Association **volunteer** who will **call you** on a weekly basis. This will be for **eight weeks**. Calls will be around **thirty minutes long**.

You can agree any change to regular day and timeslot during your first call with the volunteer.

The **Here For You team** will **check in** with you **after your last call** with your volunteer.

Whom will I be talking to?

The **same trained volunteer** will be calling you each week.

If at any point, you decide you are unhappy with the service, or you do not wish to continue, then please contact us at hereforyou@stroke.org.uk or call us on **020 7566 1540**.

What will we be talking about during the calls?

We can provide you with a volunteer who either is a stroke survivor or has cared for someone who has a stroke. They will use their **own experience** of stroke to **support you**.

If you are just interested in having a **friendly chat** about topics important to you we can offer that kind of support too.

Is any additional support available?

If you need any further support our volunteers and Here For You team will direct you to other resources or sometimes other organisations.

Can I get support if I have communication difficulties?

We have welcomed many people who have **aphasia** or other **communication difficulties** to the service. We do ask that anyone being referred is comfortable talking on the phone. Our trained volunteers will do their very best to support the conversation.

Will there be any cost?

The service is entirely **free of charge** and is part of the support we offer people affected by stroke across the UK. Our **volunteers will always call you** so you will not have any call costs.

What if I cannot take a call?

If for any reason you are not able to take a call at the agreed time, you can contact us by email at **hereforyou@stroke.org.uk** or by calling us on **020 7566 1540**. We will let the volunteer know. You can tell us when you would be available and we can rearrange the call.

How will you make sure the calls are going well?

Every volunteer is supported by the Here For You team. We will call the volunteer on a regular basis to see how the calls are going.

A staff member will also check in with you after your **last call**.

Are the telephone calls private?

What you and your volunteer talk about on the telephone is **confidential**. However, our volunteers will talk to the Here For You Team about how the calls are going. They may **share information** to make sure we are offering the best service we can.

Volunteers will also tell the Here For You Team if they are **worried** about you or feel you need **further support**. This might include information about your **health**.

Can my friends or family be involved if they want to know more?

Here For You is about supporting stroke survivors and carers. If you would like us to tell your family or carer how we are **supporting you** or if you would like your family or carer to **understand more about the service** then let us know. One of our team would be happy to **call them** to explain how it all works.

They might also find this leaflet useful.