

## Befriending case study

### Background

Miss H was referred to befriending because her father had recently been admitted to hospital and she was home alone while furloughed from her place of employment due to Covid19. Miss H had not lived independently before and her GP felt a weekly telephone call from a befriender would be beneficial for her mental health.

### Befriending

After an initial chat with Miss H we established her interests and hobbies and if she would feel more comfortable with a male or female befriender. We then matched one of our volunteers to Miss H and arranged a date and time for her first befriending call.

### Call updates

Our volunteer updated us after the first befriending call. She noted that Miss H was quite shy, but after a while the conversation had started to flow and Miss H became more relaxed and chattier and both were happy to continue speaking on a weekly basis.



During one call Miss H mentioned she was starting to feel very overwhelmed with how messy her home had become since her father had been in hospital, her befriender supported her by suggesting they come up with a plan to clean one room at a time and not focus on the whole house. The volunteer was able to offer help by encouraging Miss H to do the task and then checking on her progress each week. She praised her each call for what she had managed to do and encourage her to continue doing a bit at a time until she was happy with her home again.

Miss H and our volunteer are still in regular contact after 6 months. They are looking forward to COVID19 restriction being eased in the near future which will enable Befriending home visits to resume so that they can meet in person!

**When we asked Miss H about her befriender and the support calls she receives, this is what she had to say:**

*I would really like to calls to continue even after my dad is out of hospital.*

*I know I can talk to her about anything that's worrying me.*

*I couldn't have got my house tidy without her because I didn't know where to start!*

For information on Befriending please call: 01777 709650

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