

# TELEPHONE BEFRIENDING

9am - 9pm ELFT Befriending Service

**To request a referral form, please email:**  
[elft.befriendingservice@nhs.net](mailto:elft.befriendingservice@nhs.net)

“ YOU DO NOT HAVE  
TO FEEL LONELY  
OR ISOLATED ”

“ ISOLATION AND  
LONELINESS CAN  
EFFECT ANYBODY ”

“ CONVERSATIONS  
ARE JUST LIKE  
TWO FRIENDS  
HAVING A COFFEE ”

“ SOMETIMES I DON'T  
FEEL LIKE TALKING  
BUT MY BEFRIENDER  
BRINGS THE CHAT OUT  
OF ME AND BEFORE WE  
KNOW IT THE HOUR  
HAS FLOWN BY ”

"We Care"

"We Respect"

"We are Inclusive"

For Service Users feeling lonely or isolated.

- Telephones are manned by Service Users, who are experts by experience.
- Weekly, hour long calls for up to 6 months.
- All information shared is confidential, unless we are concerned about Service User safety.
- Befrienders are Safeguarding trained and DBS checked.
- **Please note, this is not a counselling or crisis service.**

