



Bright Hope

in North West Leicestershire

Giving support when you need it

Support
and
friendship



Befriending

Company through companionship

info@brighthope-nwl.org.uk • 01530 648 553

www.brighthope-nwl.org.uk



Befriending

Our telephone, online and letter befriending service helps tackle feelings of loneliness and isolation.

What is befriending?

Befriending offers supportive, reliable relationships through volunteer befrienders, for those who would otherwise be socially isolated. You will be matched with a volunteer to develop a friendship based on similar interests.

It is important to understand that befriending is not a clinical or medical service.

Why access befriending?

The results of befriending can be significant. Befriending can often provide a new direction in life, open up a range of activities and lead to increased self-esteem and confidence. Befriending can also reduce the need for other services, which people may use inappropriately as they seek social contact.

Befriending can offer companionship, emotional support and a listening ear, it can also support, through encouragement, any interests and hobbies.



Who can attend?

Our befriending service is open to anyone aged 18 years and over, who is registered to a North West Leicestershire GP surgery and who has a condition that leads to a reduction in the quality of their life or have been diagnosed with a life limiting illness. Carers are also welcome to use this service.

How to access our service

Anyone can refer to this service if they meet the criteria mentioned. This can be done by completing our referral form on our website yourself, speaking to a health or social care professional who can refer you, or by calling our Befriending Lead on 01530 648 553.

What will happen once my referral has been completed?

You will receive a phone call from the befriending service lead, who is an employee of Bright Hope in North West Leicestershire, within 28 days, who will spend time asking you some questions to find out your hobbies and interests.

Once a befriending volunteer is available who matches with the interests you have told us about, then a befriending partnership can begin.

How often will I be contacted?

Our befriending takes place via phone call, email, or video call. How often is individual to each befriending partnership, some people like contact once a week, others once a month. This will be established in your initial conversation with us. Each befriending partnership will last for a maximum of six months.

Will I have to pay?

All services provided by the charity are free to the person receiving them, however they come at a cost to the charity. Bright Hope in North West Leicestershire currently costs in excess of £300,000 a year to run. We would appreciate it if people using our services made a donation for the support they have received.



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Our mission and vision:

Bright Hope offers a range of non-clinical, therapeutic and social care services in North West Leicestershire.

The charity supports adults with a life limiting condition, or one that leads to a reduction in quality of life, as well as offering support to their partner, carer or family.

About us:

Bright Hope in North West Leicestershire is a local charity, which prides itself on the existing range of valuable services provided for those over 18 years living with a life limiting illness, or other conditions that significantly limit the quality of life.

We also recognise the vital role of those in caring roles. We strive to ensure support for family members and carers, enabling them to recharge their batteries and take a well-earned break.

It is possible to self-refer to all of our services apart from counselling, which must be made by a health or social care professional.

The full range of our services and online referral form can be found on our website, or please contact us by any of the ways below.

For further details contact us at:
Bright Hope House,
Talbot Lane, Swannington, Leicestershire LE67 8QT

info@brighthope-nwl.org.uk or call **01530 648 553**

www.brighthope-nwl.org.uk



Charitable Incorporated
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