**Touchpoint Call guide**

*Hello this is <name> from Independent Age, am I speaking to <X person>?*

*I’m just checking in with you to see how you are, it’s just a quick call to let you know that we’re still looking for a volunteer for you.*

*So how have you been since we last spoke to you?*

**Listen and empathise as appropriate**

*It’s been lovely talking to you today, we’ll let you know as soon as we have a volunteer for you.*

**If the older person is unhappy with the waiting time:**

*We can check if there are any available telephone volunteers. Would you be interested in receiving regular phone calls while you are waiting for a visiting volunteer?*

**Tips to close the call if over 10 minutes***I’m sorry to interrupt you <name>, I have to go now but it sounds like you’re really going to enjoy having a telephone /visiting volunteer. We’ll be in touch with you again in a few weeks’ time if we don’t find you a volunteer by then*

**If asked how long it will take to get the volunteer***Hopefully it won’t be too long, we’re actively looking for a volunteer who is right for you and has completed all the relevant checks. We’ll definitely let you know as soon as we have the right person for you*

**Note - Alert WPO to any of the following:**

* Change of circumstance e.g. hospital admission; bereavement
* Safeguarding issues
* Significant hearing or speech problems
* Want to withdraw from the service
* Struggling to hold a 2-way conversation
* Significant change in mood or negativity
* Any other challenges during the call

*Additional comments:*