



Compass Carers Information Sheet

The Silver Line

0800 470 80 90

The statistics about older people and loneliness are frightening. More than half of all 75 year olds in the UK live alone and one in ten suffers “intense” loneliness but is reluctant to ask for help.

The Silver Line is the confidential, FREE helpline for older people across the UK* open every day and night of the year. Their specially trained helpline staff:

- Offer information, friendship and advice
- Link callers to local groups and services
- Offer regular befriending calls
- Protect and support those who are suffering abuse and neglect

Who is it for?

The Silver Line has no age restrictions but most people they speak to are over 65. **So, if you think it's for you, it's for you.**

The Silver Line relies on charitable donations from organisations and individuals who care about the welfare and safety of older people to fund this vital new service. Callers are free to express their feelings and describe their lives honestly, and can trust us to respect their privacy. In cases of abuse or neglect, with the callers' permission, we will involve specialist safeguarding organisations such as Action on Elder Abuse or Social Services.



Compass Carers Information Sheet

Silver Line Friends and Silver Circles

If callers would like to be put in touch with Silver Line Friends, they can receive a regular weekly friendship call or email. Or they may like to join Silver Circle and take part in a regular group call on subjects that interest them. Silver Line Friends are volunteers who have contacted The Silver Line because they enjoy talking to older people. They are vetted and trained, and work in pairs for safeguarding and support.

*"I haven't spoken to anyone all day,
so I just wanted to say goodnight"*

*"When I get off the phone I feel
like I belong to the human race"*

Call the helpline free on...

0800 470 80 90

Compass Carers

Compass Disability Services

11-12 Belvedere Trading Estate, Taunton, TA1 1BH

Tel: 01823 255911 Monday to Friday 09:00 - 17:00

Fax: 01823 351790

Factsheet 0024 v1

Last reviewed: April 2014

Next review due: April 2015

Email: info@compasscarers.org.uk

