

Carers Check in and Chat Service

CNWL NHS FT Charitable Fund

What the service offers

The listening service for carers was identified by the CNWL Carers Council after the first wave of Covid. The telephone service offers a compassionate and supportive service for carers who experience loneliness, exhaustion, poor mental health and need a listening ear.

The service model is 8 chats in 8 weeks. It is staffed by volunteer chatters who are matched up with up to three carers. The volunteer chatters are supported by volunteer staff supervisors.

“By keeping me objective and keeping things in proportion, I was better able to care for my daughter. I would have simply melted down without the chatter”
Carer Feedback



Volunteer chatters listen to carers, often when they have no one else to talk to

Impact

Between July 2022 and February 2023

- 45 referrals
- 30% of which are self referrals - people looking for support
- service has 19 volunteer chatters supported by 12 volunteer staff supervisors
- 100% of carers found the service useful
- 90% of carers said the service helped them to manage their wellbeing without needing other services