



## Carers Help and Talk (CHAT) Line

Call The Lancashire Carers' Service  
**0333 103 9747**

Lines are open 24/7  
365 days a year

Do you look after someone who could not manage without your support?  
Did you know you can talk to a sympathetic and supportive Volunteer?



# Carers Help and Talk (CHAT) Line

## What is the Carers Help and Talk (CHAT) Line?

Do you look after someone who could not manage without your support?

Did you know you can talk to a sympathetic and supportive Volunteer about caring, your feelings and your interests or everyday events? You don't need a reason to ring other than simply to connect with someone.

## When is it available?

Lines are open 24/7, 365 days a year.

## Who am I chatting with?

Our trained Volunteers are caring people from your community who have given up their time to listen and support you. They are waiting for your call in the comfort of their own home and are happy to give you their full attention. Our Volunteers also have access to information on local groups and wider support available.

## To talk to a Volunteer please call 0333 103 9747

In the event that a Volunteer is not immediately available to answer your call, please do try again. Please note that Carers Help and Talk (CHAT) Line is not an emergency service.

For any carer emergency you can contact your Councils Customer Service or the emergency duty team out of hours service

*Calls are charged at local rates.*

*Charges from mobiles may vary.*

## How can I help?

Do you have an hour or more a week to spare? We are always pleased to hear from people who want to know more about Volunteering for the CHAT Line.

Volunteering won't cost you a penny and our Volunteering Team will provide you with on-going support and training.

To learn more please call  
0345 688 7113 or email -  
[volunteering@ncompassnorthwest.co.uk](mailto:volunteering@ncompassnorthwest.co.uk)

“ I've been really touched by the callers; **it really brings it home what people are going through.** To know that I've benefited someone has **given me a real sense of purpose;** it's rewarding in itself. ”

**VOLUNTEER**

