



# If you or someone close to you is dying, you can talk to us

We know that facing the end of life can leave you feeling isolated and alone. The Anne Robson Trust helpline volunteers are here to listen and support you.

Call us on  
**0808 801 0688**

We're here for you, if you or a loved one are facing the end of life at home, in a hospital, care home or hospice.

To find out more, please visit  
[www.annerobsontrust.org.uk](http://www.annerobsontrust.org.uk)

AnneRobson  
Trust. 

Hello

I am writing to you to let you and your councillors know about a **unique** nationwide telephone helpline service which has recently been launched by The Anne Robson Trust. I am one of 14 volunteer call handlers across the country that have been recruited by the charity and have been given extensive training in order to be able to listen and offer support to callers.

The helpline is for anyone who is struggling to cope with a **terminal diagnosis or the imminent death of someone they care about**. Whether they are family members, friends or neighbours they may just need someone to talk to, or indeed just listen to how they are feeling, to help them get through this difficult time.

Prior to the pandemic, the charity was already working with 5 partnership hospitals in the East of England and Hertfordshire, and were in discussions with several others to train 'Butterfly volunteers' who sit with patients in hospital who often have no visitors and face being alone in their last days or hours of life.

However, due to COVID restrictions the charity was forced to withdraw their volunteers from the hospitals, and in response to this, decided to set up its nationwide helpline as more and more people have sadly been unable to visit their loved ones dying alone in hospital. We passionately believe that **No one deserves to die alone**. As restrictions lift our volunteers are gradually starting to return and the helpline continues to offer another means of assessing support.

The helpline number is [0808 801 0688](tel:08088010688). The service is confidential, free to call and operates 5 days a week – more information and a short video about the work we do can be found on our website – [www.annerobsontrust.org.uk](http://www.annerobsontrust.org.uk)

I hope that this information will be of interest to you and I attach a flyer which I would be grateful if you could display to raise awareness in your local community. Please do get in touch with either Paula Kerswell, Helpline Manager on [07862 099157](tel:07862099157) or Liz Pryor, Director, on [07971 817552](tel:07971817552), or by emailing [liz@annerobsontrust.org.uk](mailto:liz@annerobsontrust.org.uk) should you have any questions or would like to know more.

With kind regards

Mandy Chilvers – Helpline Volunteer