



One-to-one calls manual

Introducing participants to group telephone discussions through one-to-one calls

What are telephone friendship groups?

Approximately 6 – 8 people joined together over the telephone which is sometimes called a teleconference. The trained volunteer facilitates the group discussions which take place for about 1 hour for 12 weeks.

Purpose of the one-to-one telephone calls

There are a lot of people who may never have been involved in a telephone conversation with more than one person. As a volunteer facilitator you will help introduce each person to the idea of group telephone discussions by calling them for a brief friendly one-to-one telephone conversation. The calls will be made through the Community Network. This will not cost you anything and this guide will tell you what to do.

Discussions over the telephone can take place with more than two people. This type of group conversation is called a tele-conference. A number of people can join the same telephone call and talk together from any location.

Tele-conferences are often used by businesses to enable colleagues and partners to 'meet' without the need for long distance travel. There are also a number of friendship or support services which are delivered to individuals, and groups of people, over the telephone.

Group discussions are led by a trained facilitator. The facilitator's role is to monitor the discussion, support individuals to contribute to the conversation and help the group fulfil its purpose.

One-to-one telephone calls

The one-to-one telephone calls should last for approximately 10-20 minutes. You can call the participant up to six times before the participant joins a telephone friendship group. The brief friendly conversations are confidential and should include:

- 1) *familiarisation* – getting to know each other, the participant's expectations;
- 2) *every day conversation* – recent events, sharing experiences about everyday life, focusing on the positives, but also allowing space for 'chat' about the older person's health, feelings, worries etc;
- 3) *developing specific conversation topics* - current affairs, TV programmes, grand parenting, interests and hobbies (gardening, music, books) and accessing services. These topics may be something they want to talk about in the telephone friendship group.

Guide to one-to-one telephone discussions

Not all participants will need six one-to-one discussions to enable them to understand how the group discussions work or for them to feel able to join a group. If the person is ready for a group after only three or four one-to-one telephone calls, you can discuss this with the person and agree to make fewer calls.

If a group is not available or there are not sufficient numbers to start a group then it may help to keep the participant engaged by maintaining contact via telephone for the full six calls, until the group starts.

INSTRUCTIONS

Guidance for making calls through Community Network

Step 1: Dial Community Network on [telephone number].

Step 2: Enter your Chairperson code _____.

Step 3: Record an owner name (*this name will be heard by the participant when they join the call*).

If you need to re-record the name at any stage just re-dial, enter the Chairperson Code and press *(star) as soon as the owner message starts; and, follow the instructions.

NOTE: Participants can only be called during [service provider] office hours 9am – 5pm.

Initially contacting participants' directly to arrange the first one- to- one call

Step 1: Dial Community Network on [telephone number].

Step 2: Enter your Chairperson code _____.

Step 3: Press 'star' (*).

Step 4: Press '9', followed immediately by the participants number. The phone will ring and be answered in the usual fashion. Once you have spoken and wish to introduce the individual to the conference call, simply press 'star' (*).

See Appendix D for further guidance.

All one-to-one calls can be made using this procedure. If the time and date of the one-to-one (or group) calls are known in advance, these can be booked for you by the Community Network Operator. Dial [telephone number] and **press the #** (hash) key on your telephone key pad. The Operator will book the session and call you and your participant at the pre-arranged time of the call. You can also email [email].

Operator Assistance is available Monday-Friday 08:30 - 21:00 by calling [telephone number] and pressing # (hash) on your phone keypad. A list of functions is included in Appendix E which may be helpful during the one-to-one or group calls.

Things you will need before each one-to-one call:

- A pen
- Your One-to-one calls register (Appendix C)
- A watch or clock which you can see comfortably from your telephone
 - keep a note of the start time and when the call is due to end
- A note of the date and time of the next call using the next weeks One-to-one calls register.

First one-to-one call (Week 1)

- 1) introduce yourself to the participant and inform them that you are a volunteer working for [service provider]
- 2) ask them how they would like to be addressed
- 3) remind them that this is part of a research study and they have agreed to take part
- 4) explain the purpose of the telephone call is to get know them and to induce them to group telephone conversations. During the first call let them know:
 - a. the calls will last approximately 20 minutes;
 - b. conversations are confidential;
 - c. if they do not want to talk about something they do have to;
 - d. what happens if the need for professional help is expressed
 - e. they have the right to withdraw from the study.

The first conversation should be open and help you 'get to know each other' (this could be talking about memories) and to find common interests. You may want to encourage the participant to talk about what they are hoping to get out of being involved in a telephone friendship group. If the participant talks about any concerns you may want to explore these and discuss how these might be overcome.

Time - remind the participant that there is about 5 minutes left and begin to draw the conversation to a close. Confirm the date and time of the next telephone call before you end the call.

Notes – Record on the One-to-one calls register that the person took part in this session. Write a brief summary of the session e.g. topics discussed, expectations, general observations.

Week 2:

Greet the participant and enquire about their health and any events since the last telephone call.

Encourage the participant to talk further about interests, memories, worries (could be health, family, neighbourhood etc) and also shares some of their memories, interests etc. Encouragement

Putting Life In Years (PLINY): Telephone friendship groups research study

and support is given to accomplishments (from the older person's perspective) since the last conversation.

Reminds the participant that topics discussed are confidential (especially if asking questions about health). Provide reassurance that it is okay to have boundaries for what they do/don't discuss.

Time - remind the participant that there is about 5 minutes left and begin to draw the conversation to a close. Confirm the date and time of the next telephone call before you end the call.

Notes – Record on the One-to-one calls register that the person took part in this session. Write a brief summary of the session e.g. topics discussed, general observations.

Weeks 3 and 4: 'Every day conversations'

Greet the participant and begin the conversation by talking about recent events, health, family and feelings. You may want to enquire about something they mentioned during a previous discussion.

Enable the older person to take control of the conversation. Encourage them to suggest and lead on topics they want to talk about.

Time - remind the participant that there is about 5 minutes left and begin to draw the conversation to a close. Confirm the date and time of the next telephone call before you end the call.

Notes – Record on the One-to-one calls register that the person took part in this session. Write a brief summary of the session e.g. topics discussed, general observations.

Week 5:

The conversation should follow a similar pattern to weeks 3 and 4. Where possible place greater emphasis on developing specific conversation topics. This may be about hobbies, current affairs, family, TV programmes. The person should be in control of the conversation so that if, for example, they have had 'a bad night' and wish to talk about their worries, then they should be able to do so.

Remind the person that the following week is the final week of one to one conversation and the group discussions start on _____. You might also want to ask the person to think about what they would like to talk about in the group and what they hope to get out of it.

Time - remind the participant that there is about 5 minutes left and begin to draw the conversation to a close. You may want remind the person how many one-to-one calls are left and tell the person that you can talk about the group a little more next week. Confirm the date and time of the next telephone call before you end the call.

Notes – Record on the One-to-one calls register that the person took part in this session. Write a brief summary of the session e.g. topics discussed, any concerns or positive comments about joining the group, general observations.

Week 6:

Putting Life In Years (PLINY): Telephone friendship groups research study

Following greetings, start by reminding the person that this is the last week of their one-to-one conversations. You may want to ask them about things you have discussed in previous weeks.

Begin to talk to the participant about the group conversations and encourage them to raise topics and interests in the group. At this stage if the participant expresses a reluctance to participate in a group, explore these concerns with them.

The conversation is concluded by reminding them of the date and time of the first group discussion.

Notes – Record on the One-to-one calls register that the person took part in this session. Write a brief summary of the session e.g. topics discussed, any concerns or positive comments about joining the group, general observations.

Will everyone need six one-to-one calls?

Some people will be more willing and/ or able to join a group than others and may not need all six one-to-one calls to help build their confidence. This should be discussed with the person. If you do progress more quickly through the guidance for the six one-to-one calls it is important that, as a minimum, the participant is:

- made aware that the one-to-one conversations are confidential;
- reminded about the purpose of the one-to-one calls and that they are brief conversations of up to 20 minutes;
- invited to talk about anything they like;
- invited to consider the topics or type of group they might like to join;
- reminded that there may be people in the group who have different interests or experiences;
- reminded that a telephone friendship group will be starting for them to join
- told about the 'ground rules' for the group.

When will one-to-one calls take place?

One-to-one calls should be made between the hours of 9am and 5pm. During the first call discuss with the participant a suitable time to call them again next week. You may want discuss with the participant that you will call them on the same day and time for the one-to-one calls. At the end of each conversation, agree (or remind them of) the time and date when the next conversation will take place.

Ground rules for participants

Part of your role as a telephone friendship group facilitator will be to make sure that the group works well. To help you to do this, there are a number of ground rules everyone in the group should follow. You will learn more about ground rules and how to agree rules with the group, during your

facilitator training. However, you can discuss these with participants during the one-to-one sessions. These may include:

- Confidentiality – discussions taking place in the group are confidential, unless agreed by all participants

REMEMBER: During one-to-one calls the participants you speak to are likely to join the same telephone friendship group but they do not know each other. It is important to keep the one-to-one discussions confidential.

- Not talking over other people in the group
- Respect for each other.

What to do if you are concerned about a participant or need advice?

The one to one telephone calls are not intended as counselling sessions. If a participant expresses a need to speak to someone about how they feel, you should, without breaking confidentiality, raise it with the volunteer coordinator. They will provide advice on what to do next.

What happens if one of the participants does not want to join a group?

If an individual tells you that they do not wish to move on to group conversations contact your volunteer co-ordinator for advice. The service is one-to-one calls followed by group discussions for 12 weeks. It will be up to [service provider] to decide what happens next. This option will not be offered at the start of the programme as an alternative to the group conversations. It will only be considered in those situations where an individual expressly states that they do not wish to continue in a group.

Example 1: *I don't have anything to talk about?*

You might ask the participant if he/she reads a newspaper; have they read anything interesting.

Example 2: *"I don't want to talk to people I don't know about X, Y, Z"*

Remind the participant that they don't have to tell the group anything they don't want to. You might like to ask the participant what they would like to talk about; or, what they might like to ask other people in the group (e.g. interests/ hobbies).

What should you do if one of the participants does not want to take part in the study anymore?

If an individual tells you that they do **not** want to continue to take part in the study....

- 1) Contact the volunteer co-ordinator for advice.
- 2) Discuss any concerns with the participants and if they want to stop taking part in telephone conversations (one-to-one or group), tell the participant that you will inform the volunteer co-

Putting Life In Years (PLINY): Telephone friendship groups research study

ordinator. If the participant provides a reason for not wanting to continue make a note of this on the calls register. Tell the participant that the research team will still contact them.

Contacts:

[Service provider] (9am – 5pm)

[Community Network]

[PLINY Research Team]

Putting Life In Years (PLINY): Telephone friendship groups research study
Appendix C: One-to-one calls register



Intervention

One-to-one calls register (weekly)

Week number of

Volunteer / facilitator name

Do you normally call these participants? Yes No, I am standing in for another volunteer

#	Participant ID	Participant name	Date and time of call			Call successful ^P	Reason for unsuccessful call*	Comments
1	R <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/>		<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="checkbox"/> Y <input type="checkbox"/> N	
2	R <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/>		<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="checkbox"/> Y <input type="checkbox"/> N	
3	R <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/>		<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="checkbox"/> Y <input type="checkbox"/> N	
4	R <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/>		<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="checkbox"/> Y <input type="checkbox"/> N	
5	R <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/>		<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="checkbox"/> Y <input type="checkbox"/> N	
6	R <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/>		<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="checkbox"/> Y <input type="checkbox"/> N	
7	R <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/>		<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="checkbox"/> Y <input type="checkbox"/> N	
8	R <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/>		<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="checkbox"/> Y <input type="checkbox"/> N	
9	R <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/>		<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="checkbox"/> Y <input type="checkbox"/> N	

- *Reason for unsuccessful call:
- 1 Not answered (or line engaged / not working)[§]
 - 2 Partial call
 - 3 Unable to join the call (e.g. visitor, busy, unwell)
 - 4 No longer wants to participate in telephone calls/discussion[§]
 - 5 Deceased[§]
 - 6 Other, specify
 - [§]Inform the volunteer co-ordinator

Appendix D: One-to-one telephone call – Step By Step Instructions

You are the 'Chairperson' for the one-to-one call.

Joining as the Chairperson for the first time:

To activate your codes, you will need to record a **conference owner name** which will be heard by participants when they dial in. Use the organisation name [service provider].

1. Dial the Conference Phone Number [telephone number]. You will hear — *“Welcome to the Community Network MeetnTalk conference line, please enter your conference code followed by the hash (#) key or just press hash (#) to speak to an operator”*
2. After entering your 5-digit Chairperson Code [_____], you will then hear — *“The system does not yet have a recording of the conference owner’s name. Please speak the conference owner’s name and then press the hash (#) key”*
3. After saying the name and pressing hash, you will hear — *“Press 1 to accept the recording, 2 to review, 3 to record again, 9 to discard”*
4. Press 1 to accept the recording, you will hear — *“Recording saved.”* Then hang up.

Initially contacting participants' directly to arrange the first one-to-one call:

1. Dial into the system using the Freephone number [telephone number]. You will hear — *“Welcome to the Community Network MeetnTalk conference line, please enter your conference code followed by the hash (#) key or just press hash (#) to speak to an operator”*. Enter your Chair Code followed by the hash (#) key.

If the code is correct, you will hear — *“Code accepted. This conference is owned by _____ (pre-recorded message). After the tone, say your name and then press the hash (#) key”*. Your name will then be recorded for this session.

2. You will then hear — *“Would you like to record this call? Enter 1 for yes or 0 for no.”* The system will continue to prompt you to respond; if no key press is made, the conference will not be recorded. **Press '0' (zero) for no.**
3. After this, you will also be asked to provide your own name again, for the introduction played to other participants whenever you enter, or exit the conference.
4. You should now have entered the conference. You are now able to dial-out to bring a participant into the call (although there are only two of you for the one-to-one calls the system still calls it a 'conference' call).
5. Press '9', followed immediately by the participants' number. The phone will ring in the usual way. Once you have spoken and wish to introduce the individual to the conference, simply press 'star' (*). They will then be brought into the conference.

Putting Life In Years (PLINY): Telephone friendship groups research study

If the time and date of the one-to-one (or group) calls are known in advance, these can be booked for you by the Community Network Operator. Dial [telephone number] and **press the #** (hash) key on your telephone key pad. The Operator will book the session and call you and your participant/s at the time of the call.

Appendix E: Telephone Key Press Options

Please use these commands to help you get the most out of your conferencing experience:

Press	Action
# (hash)	for Operator Assistance
*1	Mute or un-mute self
*2	Lock or unlock the conference. A locked conference does not allow anyone else to join (Chairperson only)
*3	Eject the last user who joined the conference (Chairperson only)
*4	Decrease earpiece volume (8 exit menu)
*5	Pause/restart recording (Chairperson only)
*6	Increase earpiece volume (8 exit menu)
*7	Decrease mouthpiece volume (8 exit menu)
8	Exit menu and return to conference
*9	Increase mouthpiece volume (8 exit menu)
*0	Roll call of participants (this is played only to the requester, not to the conference)
e.g. To mute/un-mute, press *1 [*' accesses menu, '1' mutes/un-mutes]	