



# Heart and Soul Listening Service

## Frequently Asked Questions

### 1. What is the Heart and Soul Listening Service?

- The Heart and Soul Listening Service is a collaboration between Cambridgeshire and Peterborough Foundation Trust and the Diocese of Ely
- The Heart and Soul Listening service has been developed in response to the Covid-19 emergency, building on our current approach to providing support to people in need.

### 2. What do Heart and Soul listeners offer?

- We recognise that, because of the Covid-19 emergency, this is an extremely difficult time for many people within our community.
- Heart and Soul listeners offer support for people who may be struggling during this difficult time. This could be due to their own physical and mental health challenges, those experienced by their friends and families, loneliness, bereavement or for any other reasons.
- The service does not provide clinical advice but offers an opportunity for people to talk about the challenges that they are experiencing as a result of Covid-19.

### 3. What training have Heart and Soul Listeners completed?

- All listeners have completed training in pastoral care or mentoring skills.
- All listeners have Disclosure and Barring Scheme (DBS) clearance
- All listeners are either volunteering / working within CPFT's Heart and Soul Listening Service, Authorised Lay Ministers within the Ely Diocese, mentors with Thrive youth work.

### 4. How will I be connected to the Heart and Soul Listener?

- If you would like to talk to a Heart and Soul Listener ring or text John Nicholson on 07974 260074 or Jane Pope on 07973 883511 leaving your name and contact details.
- We will respond within 48 hours and link you to your Heart and Soul Listener.
- Your Heart and Soul Listener will then contact you to arrange a time to talk.

### 5. What can I expect from a Heart and Soul Listener?

- The Heart and Soul Listener will contact you once a week to listen without judgement.