



The Sun Network asked our mystery shopper to access **Lifeline Plus helpline** on **0808 808 2121** and feedback on his experience for us to share so people can get a sense of how it works and whether it can help you. Lifeline Plus is a helpline for anyone who feels like they need to talk or feel isolated or alone. The tagline is #nowweretalking and the aim is to let you know that someone is there for you to talk to should you need it. Lifeline Plus is a freephone number and is open from 9am-2pm Monday to Friday and is managed by trained staff.

Our mystery shopper David Lee submitted the following feedback after ringing Lifeline Plus.



Scenario – I'm David from Huntingdon. I live alone and I lost my job recently and was unable pay rent this month. I've applied for Universal Credit but haven't heard anything back from DWP. I spoke to my landlord last week and he said if I couldn't pay my rent, I would have to leave my flat. I explained that I'd applied for Universal Credit, but landlord said he doesn't accept tenants who are on benefits. I felt completely overwhelmed and was having panic attacks. I didn't know what to do or where to turn. The call handler introduced herself and asked my name. She went through the standard info about sharing info and why they may have to do that, as well as some self-harm questions. These were well presented.

She asked me why I was calling. She listened as I quickly outlined the scenario above and she came across as caring and sympathetic. We had a chat about the scenario. She suggested I called **Citizen's Advice** to get help on how to deal with my possible eviction - and looked up the number to call for me. She gave me tips on **Mindfulness** (she didn't call it that - but explained the basics), advice on breathing etc. She gave me other sources - learn.4mentalhealth and the 30-3-30

She briefly explained the well-being plan. And she asked me to explain where my anxiety ranked on a scale of 1 - 10. She also gave me info about the on-line **Open Door Calm Space** and **Good Mood Café's at CPSL Mind**. She also told me that I was not alone, but if things got to crisis point I should call **NHS 111 Option 2**. The call ended with me thanking her and saying that I felt much better as I now knew what steps to take... I felt reassured.

The SUN Network Cambridgeshire and Peterborough
The Maple Centre: 6 Oak Drive, Huntingdon, Cambridgeshire,
PE29 7HN

www.sunnetwork.org.uk

Registered Company No: 11167922



@SUNnetworkCambs



Summary:

It was easy to find this service and get help - the contacts are in large letters on the front page of the CPSL Mind Website. No searching required when you're not in the right frame of mind to have to go searching through a website to just get a number to call for help.

The call was answered promptly, and I was helped by the person who answered the phone (no transfers or someone having to call me back). The call handler was professional, knowledgeable, and helpful. She was reassuring without being patronising. She gave me useful and appropriate information and advised me on actions I could take. She knew how to make someone feel much better. Gold star! The call lasted 26 minutes and I felt the conversation moved at my pace.

The SUN Network Cambridgeshire and Peterborough
The Maple Centre: 6 Oak Drive, Huntingdon, Cambridgeshire,
PE29 7HN

www.sunnetwork.org.uk

Registered Company No: 11167922



@SUNnetworkCambs