

**Voices of North Yorkshire – Marie Curie volunteers podcast transcript**

**Helen –**  My second client I actually met in January, so before the lockdown. So I sort of built a bit of a relationship in the two months prior to the lockdown. But its, I’ve found it a lot harder because you feel like you can’t give them everything they require cos it’s sort of a short conversation on the telephone. And again, you don’t get that body language and the emotions and stuff.

And my client is slightly different in the fact that she actually lives with somebody, and … she’s now gone into a home because her illness has sort of progressed. And so, I can’t phone her at the home, so I’m in touch with the carer now, who is going through a form of bereavement even though she’s not bereaved yet. And very, very lonely and I feel a little bit helpless at times. So we can have a conversation but I can feel very helpless that I can’t go round and just sit with her and comfort her and chat to her and, sort of, do the normal human things in effect. It does feel a little bit sort of colder. So I have found it a lot harder, I’ve found it a lot harder but they still get a lot out of the telephone call and they’re still feel very, very grateful and they like that time that you spend with them and the fact that you care enough to ring every week, or twice a week or whatever to have that connection cos they’ve got nobody else.

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