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**PSPA Helpline Charter**

**The PSPA helpline service is the front-line service of the PSPA**

The term ‘service user’ refers to anyone contacting the helpline service.

Responses and contact can be by telephone, email and face-to-face. PSPA Helpline Care Navigators also direct people to other PSPA services within head office and the regions, including local groups.

The service is for:

* People living with PSP & CBD
* Carers
* Family Members
* Health and Social Care Professionals
* PSPA Volunteers

Or anyone else affected by PSP & CBD.

Open Monday to Friday 9.00am – 9.00pm.

The PSPA helpline team provide a respectful, confidential service that offers:

* Non-judgmental support, including emotional support
* Timely, reliable and accurate information – verbal or written
* A safe environment in which to bring any fears and or concerns.

The team will aim to keep up to date with latest developments; examples of these include symptom management of PSP & CBD, benefits information, statutory funding, housing issues, equipment and service provision provided by health and social care professionals.

They will link with other professionals to facilitate the highest level of care and support for those people living with PSP & CBD, their carers and families.

**Objectives:**

* To listen and support respectfully and empathetically without passing judgment on attitudes, values or beliefs
* To accurately impart verifiable information about PSP & CBD in a clear concise manner, tailored to individual requirements to help people manage their symptoms and situation
* To enable people to make informed choices over their care by making them aware of their options
* To give social and practical information
* To offer information about medical aspects of the conditions based on qualified information
* To direct people to appropriate healthcare and social services
* To direct people to the appropriate PSPA team – fundraising, volunteering and regional support
* To direct people to external organisations with specialist knowledge
* To provide appropriate emotional support
* To respect and respond to people’s diverse needs, backgrounds and views.

**The PSPA helpline team is not able to:**

* Provide information regarding euthanasia
* Diagnose PSP, CBD or any other condition
* Offer a counselling service
* Recommend treatments other than those mentioned in our literature
* Recommend medication dosages
* Exert their own personal view over that of PSPA.

**PSPA Helpline aims to:**

* Respond to emails within two working days and phone calls within one working day
* Contribute to the update, revision and production of all our care information resources
* Support volunteers linked to PSPA information and support services.

**Monday to Friday – 9.00am-9.00pm**

**Tel: 0300 0110 122**

**Email:** [helpline@pspassociation.org.uk](mailto:helpline@pspassociation.org.uk)