



Listening Ear service

We recognise how difficult it can be to break bad news to the families of residents, that's why we want to make sure that you have somewhere to turn when you need a little extra support or a means of giving voice to how you are feeling.

The Listening Ear service is a dedicated, **confidential** 24/7 support line for Managers, Deputy Managers and Team Seniors who are responsible for sharing difficult news with relatives.

Telephone 0333 335 5293
24 hours / 7 days a week