

Sample Helpline Call 4

Call from a third party

A man called the helpline as he was worried about his mum. His mum had come to his property over the weekend saying that she had left her husband; telling her son about ongoing psychological abuse, coercive control and at times physical abuse. The man's mother was clearly distressed as it was the first time she had spoken to anyone about what had been happening. The man had said it was fine for her to stay with him and his family until she could find somewhere else to go, so she stayed over a few days; talking through and trying to make sense of the abuse she had been experiencing.

His mother seemed stronger after a few days, and returned to the property to collect more of her belongings. During this time her husband came home and threatened to kill himself if she left him again. He pleaded with her to stay; apologising profusely and promising to get help. The woman decided to stay, believing her husband would get help.

The man was concerned for his mother's safety and well-being. He had told her he would support her with whatever she decides and that he loves her, but that she deserved better. He had called to enquire if there was anything he could do to help her further.

The helpline worker was able to reassure the caller that he had done the right thing by letting her know that he was there for her. The helpline worker encouraged the man to let his mother know that if her husband was to threaten suicide again, she could call the police to do a welfare check on him, and to ensure that she knew that she shouldn't feel responsible for her husband's actions.

The helpline worker searched for the mother's local service and explained that they may be able to give her some support whilst she was still in the relationship, alongside some practical help should she decide to leave again.

The local service provided a support group; the helpline worker suggested that his mother may benefit from meeting other women who have been in similar situations and who understand what she was going through.

The service also provided a drop-in centre, which the helpline worker suggested the caller could offer going to with his mother if she wanted, in order to speak to someone face to face. The helpline worker also suggested he could go with his mother to report the abuse to the police or to her GP; but if she wasn't ready to do so then to not pressure her into it.

women's aid

until women & children are safe

The helpline worker reassured the caller that it was a positive thing that his mother was starting to open up about the abuse and that she was beginning to recognise that her husband's behaviour was unacceptable.

The worker encouraged the man to pass on the helpline number to his mother. The worker explained that helpline workers could talk through some options with her; that they would listen to her and not tell her what to do. He agreed to pass on the helpline number, the number for her local service and to encourage her by letting her know about the support available to her.

Call duration: 19 minutes