

## Rural Stress Helpline

0845 094 8286

e-mail: [ruralstresshelpline@rase.org.uk](mailto:ruralstresshelpline@rase.org.uk)

[www.ruralstresshelpline.co.uk](http://www.ruralstresshelpline.co.uk)

“ I’ve poured my heart out to you and feel so much better. Thank you for listening and for respecting my anonymity and confidence. ”

*Caller with financial and relationship difficulties*

“ It’s hard doing this on my own but it felt like you were by my side. It was a great relief being able to talk to someone in complete confidence. You’ve given me some good ideas for support which I will follow up. ”

*Woman with housing crisis about to be homeless*

“ You’ve no idea what it took to pick up the phone, but I’m glad I did. Thank you for listening to everything I said. You have a lovely warm, friendly voice. You were never critical or judgemental. ”

*Caller dealing with bureaucratic problems followed by worrying medical results*

“ Thank you for replying to my e-mail. I can’t believe you waded through my rant. It was midnight and I was at the end of my tether. ”

*Rural businessperson*

**countrywide**

Supplying the rural community

Countrywide are proud to support Rural Stress Helpline. For information visit

[www.countrywidefarmers.co.uk](http://www.countrywidefarmers.co.uk)



Rural Stress Helpline is an Arthur Rank Centre project  
[www.arthurrankcentre.org.uk](http://www.arthurrankcentre.org.uk)



Member of the  
**Telephone  
Helplines  
Association**

Quality & confidence for callers to helplines

# Worried? Troubled? Stressed?

It can help to talk. We're here to listen.



0845 094 8286

e-mail: [ruralstresshelpline@rase.org.uk](mailto:ruralstresshelpline@rase.org.uk)

[www.ruralstresshelpline.co.uk](http://www.ruralstresshelpline.co.uk)

Rural  
Stress  
Helpline

# A totally confidential, non judgemental listening service...

## Rural Stress Helpline



**Worried? Troubled? Stressed?** It can help to talk. We're here to listen. **Would you like specialised or local support?** We can help you to find it.

We offer a totally confidential, non judgemental listening service guaranteeing anonymity to anyone in a rural area feeling troubled, anxious, worried, stressed or needing information. We can also provide ongoing support, if necessary, until the difficulty is resolved or other help is in place.

### Some signs and symptoms of stress:

- Feeling anxious or depressed
- Lack of self confidence
- Worries about the future
- Feeling useless, hopeless or guilty
- Poor concentration
- Panic attacks
- Changes in eating or sleeping patterns
- Feeling tearful or irritable
- Drinking or smoking more
- Headaches or raised blood pressure

### Types of problem:

- Loneliness and isolation
- Health worries
- Business problems
- Family problems
- Relationship difficulties
- Bureaucracy and officialdom
- Disputes with neighbours
- Housing or accommodation problems
- Financial difficulties
- Retirement or succession problems

### Case Studies:

A manager who was suffering stress and anxiety because of bullying at work was given the Helpline number by a hospital consultant. The Helpline worker listened and gave information about dealing with the situation and details of organisations and websites for further support and guidance.

A farm wife rang in a worried state because of financial worries. Her husband was incapacitated following major surgery and she herself had just received worrying test results. At first reluctant to talk she eventually shared her fears and anxieties at length. She said she could cope and would ring again if she needed local support.

A man living alone in a village rang because he finds it difficult to access services due to the lack of local transport. The Helpline operator listened and found that there were also other concerns. The man felt isolated and lonely. With the man's agreement he was contacted by the local Community Services Volunteer organisation and support is in place.

Some details have been changed to maintain confidentiality.