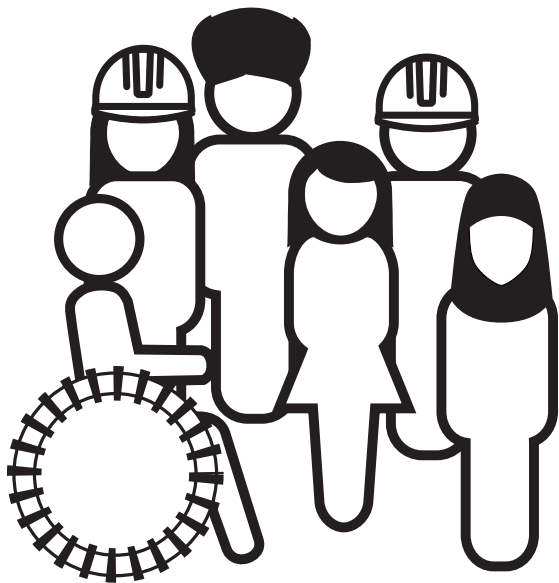


**Information &
helplines to support
your well-being**



Introduction

No matter what you may be experiencing, you do not have to experience it alone. There is always someone to talk to, there is always hope.

This directory may not seem relevant to you. If that is the case, please 'pay it forward' by sharing it with someone else who you think may benefit from any of the services that are included, the general well-being advice or safety plan.

Services that support those who may be experiencing:

- Addiction
- Bereavement
- Caring for others
- Domestic violence
- Financial problems
- Housing problems
- Long term conditions
- Mental health difficulties
- Sexual violence
- Suicidal thoughts

General well-being advice

Safety planning



Support with addiction

Addiction is defined as not having control over doing, taking or using something to the point where it could be harmful to you. Whatever the addiction, there are lots of ways you can seek help.

NHS

Service: The NHS website can support anyone who may be experiencing;

- drug addiction
- alcohol addiction
- smoking addiction
- gambling addiction

Website: www.nhs.uk/live-well/healthy-body/addiction-what-is-it

Talk To Frank

Service: Honest information about drugs.

Website: www.talktofrank.com

Helpline: 0300 1236600

24-hours a day, 7-days a week

Alcoholics Anonymous

Service: If you seem to be having trouble with your drinking, or if your drinking has reached a point where it worries you, you may be interested to know something about Alcoholics Anonymous and the AA programme of recovery from alcoholism.

Telephone: 0800 9177650

Email: help@aamail.org

Website: www.alcoholics-anonymous.org.uk

Cocaine Anonymous

Service: Cocaine Anonymous is a fellowship of men and women who share their experience, strength and hope with each other so that they may solve their common problem and help others to recover from their addiction.

Telephone: 0800 612 0225

24-hours a day, 7-days a week

Website: cocaineanonymous.org.uk

GamCare

Service: GamCare operates the National Gambling Helpline providing information, advice and support for anyone affected by gambling harms (including gamblers as well as family and friends who are impacted).

Helpline: 0808 8020 133

Website: www.gamcare.org

Support with bereavement

Bereavement, grief and loss can cause many different symptoms and they affect people in different ways. There's no right or wrong way to feel.

Cruse

Service: Grief is a natural process, but we know it can be devastating. Our specialist bereavement experts have experience in all types of loss and can offer support however and whenever the death occurred.

Website: www.cruse.org.uk

Helpline: 0808 808 1677

Monday and Friday, 9.30am - 5pm

Tuesday, Wednesday and Thursday, 9.30am - 8pm

Weekends, 10am - 2pm

National Bereavement Partnership

Service: A support helpline, counselling referral and befriending service for all those suffering from bereavement, grief, living loss, mental health issues, and those affected by the COVID-19 pandemic.

Website: www.nationalbereavementpartnership.org

Helpline: 0800 448 0800

Helpline Text: 07860 022 814

Every day, 7am - 10pm

The Good Grief Trust

Service: All of us at The Good Grief Trust have lost someone we love, so we want to help you find the support you need as quickly as possible.

Website: www.thegoodgrieftrust.org

At A Loss

Service: Bereavement support by your age, type of loss and location.

Website: www.ataloss.org

Support for carers

Every day 6,000 people become carers. Many don't know how or where to get help. It can be frightening and very lonely. Looking after someone can be tough, but you're not on your own.

Carers UK

Service: Carers UK is here to listen, to give you expert information and advice that's tailored to your situation, to champion your rights and support you in finding new ways to manage at home, at work, or wherever you are.

Website: www.carersuk.org

Family Action

Service: Support for those who care for children.

Website: www.family-action.org.uk

Telephone: 0808 802 6666

Text: 07537 404 282

Helpline open: Monday to Friday, 9am - 9pm

Email: familyline@family-action.org.uk

Support for people affected by domestic violence

Domestic violence is violence or other abuse in a domestic setting.

Domestic Violence Helpline

Service: 24-hour National Domestic Violence Helpline.

England: 0808 2000 247

Available 24-hours a day

For men experiencing domestic violence and abuse in England, Wales and Scotland Service:

Men's Advice line: 0808 801 0327

Monday to Friday, 9am - 8pm

Refuge

Service: Supports women and children who are experiencing, or have experienced, domestic violence or abuse. You can call their helpline for support, information and advice - including help to access their emergency accommodation.

Website: www.refuge.org.uk

You can also email for support. It is important that you specify when and if it is safe to respond and to which email address.

Women can email: helpline@womensaid.org.uk

Men can email: info@mensadviceline.org.uk

LGBT+ people can email: help@galop.org.uk

Clare's Law

If you are concerned that your partner may have been abusive or violent in the past, you have the right to ask the police for more information. If you know someone that you think may be at risk from their partner, you have the right to ask the police. You can ask at any police station directly or you can call 101.

Support for financial difficulties

You do not have to struggle with debt alone, there are many organisations that can support you to find a way forward.

The UK Government

Service: If you owe people money (your 'creditors') you can make arrangements to pay your debts. Your options depend on the amount of money and assets you have.

Website: www.gov.uk/options-for-paying-off-your-debts

Step Change

Service: Our team of debt experts help 635,000 people a year to deal with their debt problems. With 25 years' experience, you can be confident that we can provide the advice and support you need to achieve long-term financial control.

Website: www.stepchange.org

Citizens Advice

Service: Information about benefits, how to deal with debt, what you're entitled to if you're made redundant and who to speak to if you're at risk of losing your home.

Website: www.citizensadvice.org.uk

Advice Line:

England: 0800 144 8848

Wales: 0800 702 2020

National Debtline

Service: We give free and independent debt advice over the phone and online.

Website: www.nationaldebtline.org

Helpline: 0808 808 4000

Monday to Friday, 9am - 8pm

Saturday, 9:30am - 1pm

Support for housing problems

It can feel really hard to ask for help with housing problems, but there are lots of people you can turn to.

Your local council

Service: You may be able to get help or advice from your local council (also known as your local authority).

Website: www.gov.uk/find-local-council

Citizen Advice

Service: Get advice on applying for homeless help from the council, including making an application and challenging a decision.

Website: www.citizensadvice.org.uk

Crisis

Service: We work directly with thousands of homeless people every year. We provide vital help so that people can rebuild their lives and are supported out of homelessness for good.

Website: www.crisis.org.uk/get-help

Shelter

Service: Shelter helps millions of people every year struggling with bad housing or homelessness through our advice, support, and legal services.

And we campaign to make sure that, one day, no one will have to turn to us for help.

Website:

england.shelter.org.uk

scotland.shelter.org.uk

sheltercymru.org.uk

shelterni.org

Telephone: 0808 800 4444

Monday to Friday, 8am - 8pm

Saturday and Sunday, 9am - 5pm

365-days a year

Streetlink

Service: StreetLink is a website, mobile app and phone line, which enables the public to alert local outreach services about people sleeping rough in England and Wales.

Website: www.homeless.org.uk/ourwork/national-projects/streetlink

Support for long term conditions

A chronic condition is a health condition or disease that is persistent or otherwise longlasting in its effects or a disease that comes with time.

The Patients Association

Service: Our helpline provides specialist information, advice and signposting to help you make sense of the world of health and social care.

Website: www.patientsassociation.org.uk/helpline

Helpline: 0800 345 7115

Age UK

Service: For older people, their families, friends and carers, services include weekly friendship phone calls.

Website: www.ageuk.org.uk

Helpline: 0800 055 6112

Every day of the year, 8am - 7pm

Support for mental health

Mental health includes our emotional, psychological, and social well-being. It affects how we think, feel, and act. It also helps determine how we handle stress, relate to others, and make choices.

The **NHS** offers 24/7 support for those who need urgent support for their mental health.

You can find the local crisis service by entering your age and postcode on the below website:

www.nhs.uk/service-search/mentalhealth/find-an-urgent-mental-health-helpline

If you live in **England** and are aged 18 or over, you can access NHS psychological therapies (**IAPT**) services. IAPT (Improving Access to Psychological Therapies) services offer:

- talking therapies, such as cognitive
- behavioural therapy (CBT), counselling, other therapies, and guided self-help
- help for common mental health problems, like anxiety and depression

You can find out more information on:

www.nhs.uk/service-search/find-a-psychological-therapies-service/

Hub of Hope

Service: The Hub of Hope is the UK's leading mental health support database. It is provided by national mental health charity, Chasing the Stigma, and brings local, national, peer, community, charity, private and NHS mental health support and services together in one place for the first time.

Website: hubofhope.co.uk

App: Free to download from your app store

Mind

Service: We provide advice and support to empower anyone experiencing a mental health problem.

Website: www.mind.org.uk

Helpline: 0300 123 3393

Monday to Friday (except Bank Holidays), 9am - 6pm

Samaritans

Service: Whatever you're going through, a Samaritan will face it with you. We're here 24-hours a day, 365-days a year.

Website: www.samaritans.org

Telephone: 116 123

Young Minds

Service: We want to see a world where no young person feels alone with their mental health, and all young people get the mental health support they need, when they need it, no matter what.

Website: youngminds.org.uk

Text: YM to 85258

24/7 support across the UK

Switchboard LGBT+ Helpline

Service: We have provided support and information to millions of people since our phone started ringing in 1974. Throughout our history, we have been at the forefront of supporting our communities in facing the issues of the day.

Website: switchboard.lgbt

Helpline: 0300 330 0630

Every day, 10am - 10pm

Emails: chris@switchboard.lgbt

Emails are typically replied to within 72-hours

Support for people affected by sexual violence

Sexual violence is any sexual act or attempt to obtain a sexual act by violence or coercion, regardless of the relationship to the victim.

The Survivors Trust

Service: The Survivors Trust is the largest umbrella agency for specialist rape and sexual abuse services in the UK.

Helpline: 08088 010818

Monday to Friday, 10am - 8:30pm

Saturday, 10am - 12:30pm, 1:30pm - 4:30pm and 6pm - 8:30pm

Sunday, 1:30pm - 4:30pm and 6pm - 8:30pm

24-hour answer machine

Website: www.thesurvivorstrust.org

Rape Crisis

Service: The National Rape Crisis Helpline is run by Rape Crisis South London (RASASC) and provides support to women and girls aged 13+ who have survived any form of sexual violence, at any time in their lives.

Website: www.rasasc.org.uk/helpline

Helpline: 0808 802 9999

The helpline is open every day of the year between 12pm and 2.30pm and 7pm and 9.30pm

Survivors UK

Service: We are here to help sexually abused men as well as their friends and family, no matter when the abuse happened, and challenge the silence and attitudes.

Website: www.survivorsuk.org

Support for someone experiencing suicidal thoughts

If you are feeling suicidal, you may be feeling very alone, lost, frightened, confused. You may be feeling there is no other way out of your problem. It may be that at the moment you are so overcome with feelings, sadness, despair, that you are not able to think clearly about other possibilities, other solutions, other alternatives, other ways of coping. Suicide is a permanent end to a temporary problem and there is support out there to help you with what you are going through.

If you or someone else is in immediate danger, the quickest way to get help is by calling the emergency services on 999.

People in England can access:

- 24-hour advice and support
- help to speak to a mental health professional
- an assessment to help decide on the best course of care

Visit: www.nhs.uk/service-search/mental-health/find-an-urgent-mental-health-helpline/

where you will be able to find your local crisis line telephone number.

Papyrus

Service: Are you, or is a young person you know, not coping with life? For confidential suicide prevention advice contact HOPELINEUK.

Website: www.papyrus-uk.org

Hopeline: 0800 068 4141
365-days a year, 9am - 12am

Ripple Suicide Prevention

Ripple is an online monitoring tool designed to present a visual page on a user's device the second they are flagged as searching for a harmful keyword or phrase highlighted within the Ripple monitoring tool configuration. Ripple aims to minimise the risks of the internet, while harnessing its potential for good, by encouraging users to seek mental health support.

Website: www.ripplesuicideprevention.com

Samaritans

Service: 24-hour service offering emotional support for people who are experiencing feelings of distress or despair, including those which may lead to suicide.

Helpline: 116 123

24-7 service

Email: jo@samaritans.org

Website: www.samaritans.org

Shout

Service: Confidential 24/7 text service offering support if you are in crisis and need immediate help.

Text: SHOUT to 85258

Website: giveusashout.org

Survivors of Bereavement by Suicide (SOBS)

Service: Emotional and practical support and local groups for anyone bereaved or affected by suicide.

Helpline: 0300 111 5065

7-days a week, 9am - 9pm

Website: uksobs.org

Campaign Against Living Miserably

Service: The Campaign Against Living Miserably (CALM) is leading a movement against suicide.

Helpline: 0800 58 58 58

365-days a year, 5pm - midnight

Website: www.thecalmzone.net

General well-being advice

Improving well-being through leading a healthy lifestyle can help us all to become more resilient and able to cope with life's unexpected twists and turns.

You may wish to consider addressing one of the following five lifestyle factors and identify healthy habits that work for you:



Water

The amount and type of fluid we drink has significant implications for our health. The effects of even mild dehydration can affect our feelings and behaviour.

- Aim for 6 - 8 glasses of fluid per day
- Minimise caffeine and alcohol intake



Relaxation

The most common method of managing stress or anxiety is through relaxation.

- Try and control your breathing if you start to feel anxiety build
- Try popular relaxation techniques including yoga, deep breathing, and meditation.



Sleep

Poor sleep is linked to physical problems such as a weakened immune system and mental health difficulties. Ensure you are getting sufficient sleep to allow your body and mind to recuperate.

- Aim for 7 - 9 hours of sleep per day
- Avoid naps
- Establish a regular bedtime routine



Diet

What you eat has an impact on short and long-term health and mental health, as well as playing a role in the development, management and prevention of specific health problems.

- Eat at regular intervals throughout the day
- Include a variety of foods
- Eat plenty of fruit and vegetables



Exercise

Exercise leads to the release of endorphins – feel-good chemicals in the brain that help us to relax and to feel happy. Exercise is particularly important for people with depression as it also gives structure and purpose to the day.

- Aim for 150 minutes of moderate activity per week
- Set yourself attainable goals to keep yourself motivated

Safety planning

A safety plan is a practical tool that includes what you would do and who might support you should you ever experience a mental health crisis. The best safety plans are written before a person reaches this point.

I know I'm triggered when I notice:

Some ways to distract myself are:

1.

2.

3.

4.

A safe place I can go is:

Some supportive people I can call are:

1.

2.

3.

Some ways to keep myself safe include:

.....

.....

.....

I can call this number that was in the directory:

.....

Some further numbers I can call/text are:

Samaritans: 116 123

Shout: Text SHOUT to 85258

My local crisis line:

Take care.

