

Norwich Early Help Special Edition Bulletin

Mental Health Awareness Week

Produced by Partner & Community City Team | 22 May 2020 | Issue 22



Welcome to our special edition bulletin.

Mental health is just as important as physical health when it comes to responding to COVID-19. Here are some other charities and organisations working in the field of mental health.

childline

ONLINE, ON THE PHONE, ANYTIME

Childline is a free helpline for children and young people. You can contact **Childline** about anything. No problem is too big or too small. They offers a counselling service for children and young people. You can also call the helpline if you are an adult worried about a child. Call **0800 1111**

Update from Childline

Because of the coronavirus, we've had to make some [changes to how Childline works](#). For now, you can only speak to a Childline counsellor online or on the phone from 9am – midnight.

We've added an automated switchboard to help make it easier to get through when you call. You also won't be able to use [1-2-1 chat](#) on the Childline app for now, but you can still have one via the website(<https://www.childline.org.uk/>).

The Help Hub

An online therapy service is to offer free 20-minute sessions aimed at vulnerable older people and others who are self-isolating or struggling, after therapists across the UK volunteered their help.

PLEASE REACH OUT to your neighbours, especially the elderly who may not have the ability to book online. You can book for them at: <https://www.thehelphub.co.uk/book-an-appointment/>



First Response

Call: 0808 196 3494
(Freephone)

A 24/7 service for people of all ages in Norfolk and Suffolk requiring mental health care, advice and support.

If you are experiencing something that makes you feel unsafe, distressed or worried about your mental health you can now call the First Response helpline on **0808 196 3494**.



Kooth offers 11 to 25-year-olds across Norfolk and Suffolk access to online counselling delivered by qualified counsellors 365 days a year, either on a drop-in basis or through bookable chat sessions. The website also gives young people the chance to benefit from peer support and a wide range of self-help materials, as well as contribute to moderated forums.

How do I get help from your service?

Visit www.kooth.com



What hours is your service available?

Unique out of office hours' provision and is open 7 days per week, 365 days a year from noon until 10pm weekdays and from 6pm until 10pm on Saturday and Sundays



MAP

We're providing a free phone advice line and email advice service for young people across Norfolk. If you're aged 11-25 and live in Norfolk, you can get free and confidential support, information and advice on issues such as housing, money and mental health.

Email: advice@map.uk.net



The advice line is open 10.30 am – 5.30 pm Monday to Friday (except bank holidays). Visit <https://www.map.uk.net/> for more info.

Children &
Young People's
Health Services

NORFOLK
0300 300 0123

NHS

ChatHealth Norfolk

CONFIDENTIAL
SUPPORT

For Young
People 11-19

Struggling to cope with anxiety and concerns about the current situation?

Have some issues staying healthy and feeling good? Or just not feeling safe at the moment... We are here for you!

TEXT: 07480 635 060

Just One Number and Parentline

Just One Number is our single point of access for all Norfolk Healthy Child Programme services. Find out more about the care we can offer for you and your child from age 0-19 [here](https://www.justonorfolk.nhs.uk/our-services) (<https://www.justonorfolk.nhs.uk/our-services>).

You can get in touch with Just One Number by calling **0300 300 0123**.

Parentline is our text service for parents/carers to get in touch about any parenting questions or concerns. You might find it hard to call in to Just One Number during opening hours, or you may just prefer to chat by text with a health professional.

If you need advice about your child or young person's health or wellbeing, simply send a text to **07520 631590** and one of our team will text you back.

Please visit <https://www.justonorfolk.nhs.uk/our-services/just-one-number-and-parentline> for operating times and more info.





Norfolk and Waveney Mind telephone support line

The Telephone Support Line provides a listening ear, emotional support, coping strategies, signposting and practical advice for people living in Norfolk and Waveney. This includes help with developing plans to tackle and limit crisis situations.

We offer a free telephone support helpline to anyone over the age of 16 years who is receiving support or who is caring for someone receiving support from the Norfolk & Suffolk Foundation Trust or Wellbeing Service in Norfolk. If you have been in touch with either of these services within the last 18 months you are also able to use the support line.

Visit the [Norfolk and Waveney Mind helpline](https://www.norfolkandwaveneymind.org.uk/how-we-can-help-you/talk-to-someone/telephone-support-line) (<https://www.norfolkandwaveneymind.org.uk/how-we-can-help-you/talk-to-someone/telephone-support-line>) website, or call **0300 330 5488**, to find out more about accessing this support.



MindEd is a free learning resource about the mental health of children, young people and older adults.

MindEd for Families – children and teens

Are you a parent or carer who is concerned about the mental health of your child or teenager? Do you just want some hints and tips on parenting? MindEd for Families has advice and information from trusted experts and will help you to understand what problems occur, what you can do to best support your family, and how to take care of yourself. MindEd for Families is written by a team of specialists and parents, working together. You do not need to register to use these resources.

For Older People

Are you concerned about the mental health of an older family member, parent or grandparent? Or are you concerned about your own mental health as you get older? MindEd for Families has advice and information from trusted experts and will help you to understand what problems occur, what you can do to take care of yourself, and your family. MindEd for Families is written by a team of specialists and older people, working together. You do not need to register to use these resources.”



The Mix



If you're under 25, The Mix is a support service helping young people take on challenges from mental health to money, from homelessness to finding a job, from break-ups to drugs. Our help-line is open between 4pm and 11pm, 7 days a week. And the crisis text service which is open 24 hours a day, 7 days a week. 1-2-1 Chat available on the website.

Telephone: 0808 808 4994

E-mail: through the website.

Crisis text message service: Text **THEMIX** to 85258

Webchat: through the website. (4pm - 11pm, 7 days a week)

Website: www.themix.org.uk



On My Mind



The Anna Freud Centre for Children & Families provides information, advice and resources for 10 – 25 yr olds, including tools to manage your own wellbeing and signposting to support.

Visit: <https://www.annafreud.org/on-my-mind/>



Point 1

Point 1's emotional wellbeing service is available to any child or young person living in Norfolk or Waveney or registered with a Norfolk or Waveney GP. Point 1 offer short-term interventions to address the early signs of mental ill-health, to ensure infants, children and young people go on to achieve their full potential in life. Young people over 14 can independently contact using the same phone number and address.

COVID-19 SERVICE UPDATE:

We know that for many families this will be a very challenging time, and we want to reassure you that our teams are working hard to continue to offer services to children and young people experiencing mental health issues. We are not currently offering face to face sessions, but we can offer self-help advice, telephone and video support (subject to normal wait times).

For advice and support, please call us on **0800 977 4077** or email Point1-support@ormistonfamilies.org.uk. You do not need to complete a referral form.

For enquiries about the Link programme, email linkwork-point1@ormistonfamilies.org.uk

The office is staffed Monday – Friday 08:00 – 13:00 and 14:00-19:00, Saturday 08:00 – 13:00



Pitt Stop

Pitt Stop is a space for any man to find friendship and social connection. Currently Pitt Stop is offering its 'lockdown service'. If you have clients who are feeling suicidal or just suffering with their mental health, then Ed Roberts, our specialist in this area has additional space in his schedule. Please feel free to give Ed a call about a client you are concerned about or pass on Ed's details. His number is **07851 004322**.

We are also offering three different weekly online Pitt Stop sessions:

Tuesdays 2pm: Pitt Stop Check In

A general 'how are you' and lockdown chit-chat in our regular virtual Pitt Stop on Tuesdays, at 2 pm for up to an hour and a half.

Wednesdays 2pm: Pitt Stop Men's Talking Group

This is a more contained space for those men who want to talk more deeply about how they are feeling and doing. The basics of it are:

1. Confidentiality
2. You do not have to speak
3. We will ask people to not hog the space.

Thursdays 2pm: Discussion Group

We usually suggest people watch something that's on terrestrial TV the week before and then discuss the programme or film. We will also suggest topics for discussion.

Andy Wood (Pitt Stop Coordinator, MensCraft) is sending the zoom link out each morning of the day of the relevant group. Your clients can contact andy.andywood@gmail.com to get themselves onto the Bulletin or you can pass Andy their contact details – with their permission, of course. Feel free to contact Andy if you'd like any further information: **07584 253 441**



SANE

SANE provides emotional support, guidance and information to anyone affected by mental illness, including families, friends and carers.

Although our previous SANEline number cannot operate at the moment, you can leave a message on 07984 **967 708** giving your first name and a contact number, and one of our professionals or senior volunteers will call you back as soon as practicable. You can also email us at support@sane.org.uk, and we will respond as soon as possible. Our normal Support Forum and Textcare services are still open.

Visit www.sane.org.uk for more information.



Samaritans

Samaritans offer confidential and non-judgmental emotional support whenever you need someone to talk to. They're available 24 hours a day, 365 days a year. Call **116 123**

The Samaritans logo consists of the word 'SAMARITANS' in white, uppercase, sans-serif font, centered on a solid green rectangular background.

Need support? We're here to listen 24 hours, 365 days a year. Call 116 123 for free or view [other ways to get in touch](https://www.samaritans.org/how-we-can-help/contact-samaritan/). (<https://www.samaritans.org/how-we-can-help/contact-samaritan/>)

Young Minds

The Young Minds logo features the word 'YOUNG' in a bold, yellow, sans-serif font, followed by 'MiNDS' in a bold, grey, sans-serif font. The 'i' in 'MiNDS' is lowercase and has a yellow dot.

Young Minds is the “UK’s leading charity fighting for children and young people’s mental health”.

Parents Helpline **0808 802 5544** remains open at our usual operating hours of Mon-Fri from 9.30am to 4pm. Our email service also remains open and can be used at any time.

The Parents Helpline is there to support parents, carers and those working with children and young people. If you’re a young person worried about yourself or have questions about your own treatment, there’s plenty of help available.

If you're a young person experiencing a mental health crisis, you can text the Young-Minds Crisis Messenger for free 24/7 support across the UK.

- If you need urgent help text YM to 85258

Texts are free from EE, O2, Vodafone, 3, Virgin Mobile, BT Mobile, GiffGaff, Tesco Mobile and Telecom Plus.

Visit <https://youngminds.org.uk/> for more information.

The Silver Line

helpline for older people

The Silver Line operates the only confidential, free helpline for older people across the UK that's open 24 hours a day, seven days a week, 365 days of the year.

We also offer **telephone friendship** where we match volunteers with older people based on their interests, facilitated group calls, and help to connect people with local services in their area.

For more information, call The Silver Line on 0800 4 70 80 90 or visit www.thesilverline.org.uk.

wellbeing

Helping you live your life

Wellbeing Norfolk & Waveney provide a range of support for people with common mental health and emotional issues, such as low mood, depression or stress. We work with you to help you make the necessary changes to improve your wellbeing and quality of life.

Our services are free and are available to people aged 16 and over living in Norfolk & Waveney.

If you are aged 16 and over you can access our support through your GP or any other health or social care professional, or you can [self-refer using the form](#) on this website or by calling us: **0300 123 1503** – lines open 9am-5pm

Visit www.wellbeingnands.co.uk or call **0300 123 1503**

For Covid19 Service Updates, please visit
<https://www.wellbeingnands.co.uk/norfolk/get-support/coronaviruswehavemadesomechanges/>



Non emergency contact number
0300 123 1503 - lines open 8am-8pm

SUPPORTING YOU THROUGH THE CORONAVIRUS PANDEMIC

THE WELLBEING SERVICE OFFER FREE VIRTUAL SOCIAL EVENTS FOR YOU TO JOIN

Yoga for Wellbeing

A virtual yoga session that welcomes all abilities, even beginners! Start your week right and let us help you Nama-stay at home! Microphones are muted for participants in this session.

Mondays

Coffee & Catch Up

A chance to drop into our virtual social meeting and chat. Bring a cuppa, get comfy with good company and get connected.

Mondays

5 Ways to Wellbeing

We'll explore the 5 Ways to Wellbeing themes and lead discussions on what others have done, and ways we can explore enriching our daily wellbeing by trying something new.

Wednesdays

Quiz!

We're excited to be hosting a fun interactive evening quiz! Play along at home, maybe make a team with your household!

Thursdays

Themed Fridays

Each week will look at a different topics, subjects and skills we can discuss. You can email submissions for each topic or suggestions for a weeks theme to socialsandvolunteering@wellbeingandw.co.uk.

Fridays

For more information, email socialsandvolunteering@wellbeingandw.co.uk or visit www.wellbeingands.co.uk

SUPPORTING YOU THROUGH THE CORONAVIRUS PANDEMIC

THE WELLBEING SERVICE ARE OFFERING FREE ONLINE WEBINARS

Online Everyday Wellbeing with Coronavirus Support

The session will cover various hints and tips to help us look after our understandable worries, stress and low mood during what is a particularly challenging time in all our lives.

Monday and Thursday

Online Improving your Sleep

During these challenging times, it's natural to be having difficulty getting to sleep, staying asleep and/or getting the quality of sleep we need.

Tuesday

Online Coronavirus & working from home / in isolation

Facilitated by our specialist Wellbeing Employment Advisers, this live webinar is designed to help you to start thinking about how you can work from home effectively during the ongoing Coronavirus pandemic.

Tuesday

Online Coronavirus & not being in work

We aim to show you the benefits of carrying on with job preparation, training and education, while being aware of current employment resources and support available.

Thursday

Online Introduction to Mindfulness

Techniques of mindfulness aim to help you to reconnect with your body, your mind and your environment. They teach you to focus on the present moment rather than being concerned with the past or worrying about the future.

Tuesday

Online Healthy Couple Relationships

Join our Relate Relationship Counsellors for a session on how we can keep our relationship healthy during the COVID-19 Pandemic.

Friday

Online Healthy Family Relationships

Join our Relate Relationship Counsellors for a session on how we can keep our family relationships healthy during the COVID-19 Pandemic.

Friday

Mindful Living

We are running a Mindful Living course for those who would like to bring mindfulness into their lives. It is a self-directed programme that you can do from the comfort of your home.

For more details, please visit:
www.wellbeingnands.co.uk

NHS Apps library hold a range of free or chargeable apps for mental health. These tools meet NHS quality standards for safety, usability and accessibility and are being tested to see if there is evidence to provide them an NHS stamp of approval.

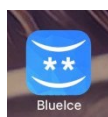


Please visit <https://www.nhs.uk/apps-library/category/mental-health/> for the latest list of apps. We have selected a few apps from the list that might be of interest to you:



Big White Wall an online community for people who are [stressed](#). **Free**

Who is it suitable for? Anyone aged 16 or over who wants to improve their mental health.



BlueIce this app helps young people manage their emotions and reduce urges to self-harm. **Free**

Who is it suitable for? For young people attending mental health services who are self-harming.



Calm Harm Reduce urges to self-harm and manage emotions in a more positive way. **Free**

Who is it suitable for? Calm Harm is designed for people who are trying to manage urges to self-harm.



MeeTwo a safe and secure forum for teenagers wanting to discuss any issue affecting their lives. **Free**

Who is it suitable for? Teenagers facing issues they'd like to discuss with experts or other teenagers.



SilverCloud An eight-week course to help you manage stress, anxiety and depression at your own pace. **Free**

Who is it suitable for? For people aged 16 or over who need help with mental health issues and the emotional challenges associated with long-term conditions.



WorryTree Notice, record and manage your worries using cognitive behavioural therapy techniques. **Free**

Who is it suitable for? Anyone who wants to take control of their worrying. The WorryTree app was designed to work alongside CBT, but you can use it as a worry recording app without CBT.





you are STRONGER THAN YOU think