# Emotional wellbeing and mental health support in Stockport

Stockport is fortunate to have a vibrant community of mental health VCSE organisations, and good collaboration between them, as well as with the Council and CCG, spanning a wide range of provision and support for people with mental health needs, including those in current or recent contact with secondary care services, which locally are provided by Pennine Care NHS Foundation trust.

The COVID-19 crisis has brought population mental health into sharp focus. According to the World Health Organization (WHO), most people in emergencies will experience some level of distress. In most cases this will improve over time, however, common mental disorders such as depression or anxiety are expected to double in a humanitarian crisis.<sup>1</sup> People with severe mental disorders can be particularly vulnerable during and after an emergency.

Stockport residents now have access to a wide range of mental wellbeing and health support options, thanks to the long-standing partnerships between relevant organisations (from the VCSE sector to secondary mental health care), as well as the recent launch of new locally, regionally and nationally commissioned services (both in response to the COVID-19 pandemic, as well as in development prior to that).

New services commissioned by Stockport CCG, Council, and Greater Manchester partners include, amongst others:

- The **Big White Wall**, an online platform which offers anonymous support, 24 hours a day, 7 days a week. Stockport residents aged 16 or over can self-register for this online peer support service, which also provides professional support.
- **Open Door** a 24/7 Mental health crisis line for adults in Stockport, together with a daytime (currently virtual) safe haven, which are central to the comprehensive mental health crisis pathway commissioned by Stockport CCG.
- Kooth, an online counselling and emotional well-being platform for children and young people aged 11 to 18 years.
- **SilverCloud**, an online therapy programme for adults proven to help with stress, anxiety, low-mood and depression.
- **Blueice** an evidenced-based app to help young people manage their emotions and reduce urges to self-harm. This is only available on 'prescription' from a clinician working in child and adolescent mental health services.
- Living Life To The Full delivers online courses for people affected by low mood, anxiety or depression using cognitive behavioural therapy concepts. Materials have been designed to boost individual's ability to live well. Each course offers free modules including worksheets to print off and use and linked e-books to read.
- Greater Manchester Bereavement Service
- Resilience Hub

Early work on mental health during COVID-19 has by necessity had a very strong communications focus to ensure the new and existing available service offers are widely known and understood, and

<sup>&</sup>lt;sup>1</sup> <u>https://www.who.int/news-room/fact-sheets/detail/mental-health-in-emergencies</u>

above all easily accessible to those who may need them. To this effect, we have developed a communication campaign advertising key access routes to support, as well as key support options.

### Key information sources:

- 1. Online:
  - Adults: Health and Wellbeing webpages

     (https://www.stockport.gov.uk/wellbeingcoronavirus) provides access to all online
     resources (self-help, peer support etc), as well as a short directory of local and national
     sources of support, and helpline numbers etc.
  - Children and young people (0-25): The SEND Local Offer site <u>https://stockport.fsd.org.uk/kb5/stockport/fsd/advice.page?id=zPgonwIQaX0</u> carries a specific web page with resources, advice and information to support families during the COVID-19 pandemic, including on emotional wellbeing.

## 2. Printable:

- a. A **leaflet** summarising key mental health resources and support options online, or by direct phone access, as well as support for other life issues (e.g. the Council Coronavirus Helpline, and other services), as well as addiction (attached).
- b. A structured **directory** for frontline staff to enable them to signpost others (Appendix).

Both have been widely distributed to frontline staff of partner agencies, and paper versions of the leaflets are currently being distributed and can be requested from <a href="mailto:info.wellbeing@stockport.gov.uk">info.wellbeing@stockport.gov.uk</a>.

#### Key access routes:

Clear access routes to support are crucial. Current key local access routes for support for children and adults are as follows:

#### Phone access:

Adults:

- **24/7 Mental Health Helpline (**0800 138 7276) direct support from trained staff any Stockport residents aged 18+; signposting to a range of local sources of support, as well as the offer of a (currently virtual) daytime Safe Haven; 'no wrong door' approach.
- National crisis numbers e.g. Samaritans, CALM (see Appendix).
- **Council Coronavirus Helpline** for any support during the COVID-19 pandemic (Telephone 0161 217 6046, Monday to Friday, from 9am to 5pm and on Saturdays and Bank Holidays from 10am to 4pm).
- Secondary mental health care: Pennine Care Access Team the single point of referrals to Pennine Care NHS Foundation Trust mental health services for adults (Telephone 0161 419 4678). For existing service users, the Trust has a 24/7 helpline (Telephone 0333 200 4339).
- Local VCSE organisations continue to care for and support existing clients, and any other callers mostly by phone. These services include Stockport Mind, Stockport Women's Centre, Pure Innovations, SPARC, Mental Health Network, Beacon, TLC, amongst others (see Appendix for full list and access details).

### Children and young people:

- Emotional Wellbeing Hub (for children and young people aged 0-25) The Hub provides information, professional advice, and guidance at one point of access via the Multi-Agency Safeguarding and Support Hub (MASSH) on 0161 217 6028 from 8.30am-5pm Mon - Thurs 8.30am-4.30pm on Friday. The Hub links to Healthy Young Minds, Educational Psychology, Parenting support, School Nursing, Inclusion Services, and School Wellbeing Service.
- National support and crisis numbers e.g. Papyrus Hopeline, Childline.

# Appendix 1

# Directory of emotional wellbeing and mental health support in Stockport (May 2020)

| What is available  | Target groups / suitable for | Organisation                | How to access (including times)   |
|--|------------------------------|-----------------------------|---|
| STOCKPORT CORONAVIRUS WELFARE LINE for anyone needing<br>support, financial hardship, food poverty, etc. call our dedicat<br>and Bank Holidays from 10am to 4pm) |                              |                             | c, including signposting for shopping help, befriending, pharmacy<br>'6046 (Monday to Friday, from 9am to 5pm and on Saturdays  |
| National   |                              |                             |   |
| On-Line info, advice, guidance and self-help   | -                            |                             |   |
| General guidance on looking after your mental wellbeing<br>during COVID  | All                          | Public Health<br>England    | https://www.gov.uk/government/publications/covid-19-<br>guidance-for-the-public-on-mental-health-and-<br>wellbeing/guidance-for-the-public-on-the-mental-health-and-<br>wellbeing-aspects-of-coronavirus-covid-19 |
| NHS site on mental wellbeing and mental health advice, while<br>staying at home;<br>Coronavirus anxiety tips; General mental wellbeing                           | All                          | NHS – Every<br>Mind Matters | https://www.nhs.uk/oneyou/every-mind-matters/   |
| Advice for parents and carers on looking after the mental<br>health and wellbeing of children or young people during the<br>coronavirus (COVID-19) outbreak.     | Anyone supporting children   | Public Health<br>England    | https://www.gov.uk/government/publications/covid-19-<br>guidance-on-supporting-children-and-young-peoples-mental-<br>health-and-wellbeing   |
| Wellbeing and mental health advice website –including information for employers on anxiety, stress, loneliness, bereavement, trauma                              | All                          | Mind                        | https://www.mind.org.uk/information-support/coronavirus/  |
| Coronavirus-specific advice on mental wellbeing while staying<br>at home, home-working, finance and housing, abusive<br>relationships                            | All                          | Mental Health<br>Foundation | https://www.mentalhealth.org.uk/coronavirus<br>https://mentalhealth.org.uk/coronavirus/finance-housing-<br>debt-money-unemployment-worries  |
| Webinars and blogs on a number of Coronavirus anxiety specific topics, including OCD   | All                          | Anxiety UK                  | https://www.anxietyuk.org.uk/coronanxiety-support-<br>resources/  |

| What is available  | Target groups / suitable for | Organisation  | How to access (including times)                                |
|--|------------------------------|---------------|--|
| User-friendly website on Building your Wellbeing and Helping       | All                          | 4MentalHealth | http://learn.4mentalhealth.com/sites/default/files/courses/wb  |
| you Cope; To help you feel calmer, ideas to help you cope,         |                              |               | <u>8/index.html</u>  |
| make your wellbeing plan   |                              |               |  |
| Site also includes a printable leaflet with tips for looking after |                              |               | Printable 30-3-30 leaflet:                                     |
| your mental wellbeing during self-isolation/staying at home.       |                              |               | http://learn.4mentalhealth.com/sites/default/files/30-3-30.pdf |
| Safety Plan – make your own safety plan, which you can keep        | All                          | 4MentalHealth | https://stayingsafe.net/home                                   |
| and return to when you need a reminder for how to keep             | Depression, low              |               |  |
| yourself safe e.g. from suicidal thoughts                          | mood                         |               |  |
| Online info, advice and guidance for specific settings or issues   |                              |               |  |
| Information, advice and links to bereavement support.              | Anyone who is                | Good Grief    | https://www.thegoodgrieftrust.org/                             |
|  | bereaved                     | Trust         |  |
| Gambling - information about signs of problem gambling             | Anyone affected by           | National      | Gamcare online information and                                 |
| how to gamble safely and where to get help if you or               | gambling                     | Gambling      |  |
| someone you know has problems with their gambling                  |                              | Helpline      | Getting-help-to-control-your-gambling.                         |
|  |                              |               |  |
| NHS Northern Gambling Service provides specialist addiction        |                              |               |  |
| therapy and recovery to people affected by gambling                |                              | NHS Northern  | https://www.leedsandyorkpft.nhs.uk/our-services/northern-      |
| addiction. Also provide help to people close to those with         |                              | Gambling      | gambling-service/  |
| gambling addiction, such as family, partners, and carers.          |                              | Service       |  |
|  |                              |               |  |
| Guidance for Employers   |                              |               |  |
| Wellbeing and mental health advice in the workplace                | Employers                    | Mental Health | https://mentalhealth.org.uk/publications/looking-after-your-   |
|  |                              | Foundation    | mental-health-during-coronavirus-outbreak/while-working        |
|  |                              |               |  |
|  |                              | Mind          | https://www.mind.org.uk/workplace/mental-health-at-            |
|  |                              |               | work/coronavirus-supporting-yourself-and-your-team/            |
| National Helpline Numbers  |                              |               |  |
| Non-judgemental listening service for people struggling and in     | All                          | Samaritans    | https://samaritans.org   |
| distress   |                              |               | 116 123  |
|  |                              |               | Free calls 24 hours a day 7 days a week                        |
| Preventing male suicide  | Men                          | CALM          | https://thecalmzone.net  |

| What is available  | Target groups /<br>suitable for | Organisation | How to access (including times)   |
|--|---------------------------------|--------------|---|
|  |                                 |              | 0800 58 58 58   |
|  |                                 |              | Free calls 5pm – midnight 7 days per week   |
| Provides information, friendship and advice to older people                                      | Older people                    | Silverline   | https://thesilverline.org.uk  |
|  |                                 |              | 0800 4 70 80 90   |
|  |                                 |              | Free calls 24 hours a day 7 days a week   |
| Emotional support, guidance and information  | Anyone affected by              | SANEline     | https://sane.org.uk   |
|  | mental illness,                 |              | Currently leave a message on 07984 967 708 giving name and                            |
|  | including family                |              | contact number. Someone will ring back as soon as is                                  |
|  | and carers                      |              | practicable. Or email on <a href="mailto:support@sane.org.uk">support@sane.org.uk</a> |
|  |                                 |              | Check website for changes   |
| Support and advice from trained suicide prevention advisors                                      | Young people up to              | Papyrus      | Call: <u>0800 068 4141</u>  |
|  | age 35,                         | HOPELINE UK  | Text: <u>07860039967</u>  |
|  | Anyone concerned                |              | Email: pat@papyrus-uk.org   |
|  | about a young                   |              | 9am – 10pm weekdays, 2pm – 10pm weekends, 2pm –                                       |
|  | person                          |              | 10pm bank holidays  |
|  |                                 |              | https://papyrus-uk.org/hopelineuk/  |
| Online, chat or phone support for children from counsellors                                      | Children and young people       | Childline    | https://www.childline.org.uk/get-support/contacting-childline/                        |
|  |                                 |              | Telephone: 0800 1111 (during COVID19 this is 9am to midnight                          |
|  |                                 |              | only)   |
| Gambling - support & advice about gambling   | Anyone affected by              | National     | You can call the national gambling helpline free of charge on                         |
|  | gambling                        | Gambling     |   |
|  |                                 | Helpline     | 0808 8020 133 24 hours a day 7 days a week  |
| On-Line peer support   |                                 |              |   |
| Supportive online community where you can be yourself. Safe place to listen, share and be heard. | All                             | Elefriends   | https://www.elefriends.org.uk/  |
|  |                                 |              |   |
| Local Stockport Services   |                                 |              |   |
| On-Line, info advice, guidance and Self-help   |                                 |              |   |

| What is available  | Target groups /<br>suitable for                            | Organisation                            | How to access (including times)   |
|--|--|---|---|
| Mental Wellbeing webpages – including links to a range of self-help resources, and sources of local support  | All  | Stockport<br>Council                    | https://www.stockport.gov.uk/health-and-wellbeing-<br>coronavirus/mental-wellbeing-coronavirus  |
| Range of support offers for emotional wellbeing and mental<br>health for children and young people – including<br>bereavement, bullying, anxiety, stress, substance misuse,<br>domestic violence | Children and young<br>people and anyone<br>caring for them | Stockport<br>Council                    | Stockport Local Offer<br>Webpages for personal wellbeing during the Coronavirus<br>outbreak<br><u>https://stockport.fsd.org.uk/kb5/stockport/fsd/advice.page?id</u><br>=zPgonwIQaX0 |
|  |  |   | and more resources for mental wellbeing, including children-<br>specific help sites:<br><u>https://stockport.fsd.org.uk/kb5/stockport/fsd/advice.page?</u><br>id=I6Quw022rbw        |
| Self-help<br>Reading materials and online sessions<br>Based on CBT (cognitive behavioural therapy) approach  | Low mood, stress<br>Coping with long-<br>term illness      | Living Life to the<br>Full              | Free to Greater Manchester residents here:<br><u>https://www.gmhealthhub.org/feeling/living-life-to-the-full</u><br>we also have some hard copies available in public health        |
|  | New parents/<br>parents to be                              |   |   |
| Mental Wellbeing webpages – including links to resources and support   | All  | Greater<br>Manchester                   | https://www.gmhealthhub.org/feeling   |
| Online programmes to help ease stress levels, improve sleep<br>or build resilience.  | stress, anxiety, low<br>mood and<br>depression             | SilverCloud                             | Greater Manchester Silver Cloud website.<br>https://gm.silvercloudhealth.com/signup/  |
| A website with support and resources for anyone concerned<br>about suicide - sections on 'Are you feeling suicidal?', 'Are you<br>concerned about someone?', and 'Are you bereaved by            | All  | Shine a Light on<br>Suicide<br>campaign | http://www.shiningalightonsuicide.org.uk/   |

| What is available  | Target groups /<br>suitable for  | Organisation   | How to access (including times)   |  |  |  |
|--|--|--|---|--|--|--|
| suicide?'  |  |  |   |  |  |  |
| Local Helpline Numbers (some services also provide online su   | Local Helpline Numbers (some services also provide online support)                   |  |   |  |  |  |
| Open Door - Stockport Mental Health Support Line<br>Emotional support, practical advice, guidance and telephone<br>support for Stockport residents with mental health needs,<br>whether referred to services or not. Support to those who are<br>experiencing extreme emotional distress or are nearing crisis<br>point and feel that there is nowhere else to turn. | All aged 18 or over<br>and normally<br>resident in<br>Stockport<br>CCG/Council area. | Open Door<br>provided by<br>Mental Health<br>Matters on<br>behalf of<br>Making Space | 0800 138 7276<br>24hrs a day 7 days a week<br>Webchat available at <u>www.mhm.org.uk</u><br>opendoorstockport@makingspace.co.uk   |  |  |  |
| Mental Wellbeing Hub – one phone number to provide advice<br>and support for young people's mental wellbeing and health,<br>including from a range of services such as Parenting, School<br>Wellbeing Service, Educational Psychology, School Nursing,<br>Healthy Young Minds.   | Children and young<br>people (0-25 years)<br>and those caring<br>for them            | Stockport<br>Council   | Access to this is through the Multi-Agency Safeguarding and<br>Support Hub (MASSH), <b>0161 217 6028</b> . It's open 8.30am to<br>5pm Monday to Thursday and 8.30am to 4.30pm on Friday |  |  |  |
| An anonymous online 24/7 peer mental health support community  | People aged 16+  | Big White Wall   | https://www.bigwhitewall.com/   |  |  |  |
| 24/7 text service. You can simply and discreetly communicate with trained crisis volunteers by text message. They can offer support and provide signposting to other services that can offer specialist support and ongoing help.  | All  | Shout  | Shout can be contacted 24 hours a day, 7 days a week – simply text 'SHOUT' to 85258.  |  |  |  |
| On-line counselling and emotional well-being platform for children and young people  | Children and young people from age 11  | Kooth  | <u>https://www.kooth.com/</u><br>Monday – Friday 12pm – 10pm<br>Saturday – Sunday 6pm – 10pm  |  |  |  |
| Support and information for anyone bereaved  | Anyone bereaved  | Greater<br>Manchester<br>Bereavement<br>Service                                      | Telephone 0161 983 0902 on Monday to Friday 9am to 5pm<br>(except bank holidays), or Wednesday 9am to 8pm<br>or visit <u>www.greater-manchester-bereavement-service.org.uk</u>          |  |  |  |
| Confidential information service for those bereaved or   | Anyone affected or   | GM Suicide   | http://www.shiningalightonsuicide.org.uk/bereaved/  |  |  |  |

| What is available   | Target groups /<br>suitable for | Organisation      | How to access (including times)  |
|---|---------------------------------|-------------------|--|
| affected by suicide.  | bereaved by                     | Bereavement       | Monday to Friday 10am-4pm (except bank holidays).                          |
|   | suicide                         | Information       | Telephone 0161 983 0700.   |
|   |                                 | Service           |  |
| Stockport services – Note this describes their current offer of |                                 | support           |  |
| Open Door (Virtual)   | All aged 18 or over             | Making Space      | Referrals are taken by the Open Door Helpline (see above)                  |
|   | and normally                    |                   | E-mail referrals: opendoorstockport@makingspace.co.uk                      |
| Although the new Open Door in the town centre will not be       | resident in                     |                   | Please include:  |
| opening at present, a video/telephone appointment-based         | Stockport CCG                   |                   | •your contact details  |
| service will be on offer for those who need it.                 | /Council area                   |                   | <ul> <li>details of the person you're referring including:</li> </ul>      |
|   |                                 |                   | •address   |
|   |                                 |                   | •date of birth   |
|   |                                 |                   | <ul> <li>reason for the referral and any challenging behaviours</li> </ul> |
|   |                                 |                   | •confirmation you have the persons consent to contact us                   |
| Telephone and online support with social issues (including low  | Adults (18+)                    | Viaduct Care      | https://www.viaductcare.org.uk/our-services/wellbeing-and-                 |
| mood, loneliness, anxiety, finance, housing, long-term health). | registered with a               | Wellbeing and     | self-care-service/   |
|   | Stockport GP                    | Self-Care service | Speak to your GP or receptionist for a referral.                           |
| Telephone support for people needing help and advice with       | Anyone who is                   | The Prevention    | Call <b>0161 474 1042</b> Monday to Friday from 9:00am to 4:30pm.          |
| <ul> <li>health and wellbeing</li> </ul>                        | vulnerable due to               | Alliance          |  |
| benefits/income   | their health,                   |                   | https://stockporttpa.co.uk/  |
| <ul> <li>Ioneliness and befriending</li> </ul>                  | wellbeing or                    |                   | Signed video about our BSL service during this period                      |
| housing circumstances   | situation.                      |                   | Signed video about our BSE service during this period                      |
| other local services  |                                 |                   |  |
| domestic abuse  |                                 |                   |  |
| Telephone and Online support for People experiencing            | People                          | Stockport and     | Phone: 0161 480 7393 (leave a message if you can't get                     |
| difficulties with their mental health,                          | experiencing                    | District Mind     | through and you will be called back) –                                     |
| Offering social contact, support with mental health, looking    | difficulties with               |                   | Mondays – 9.30am-1:00pm  |
| after yourself and others mental health, including              | their mental                    |                   | Tuesdays – 9.30am-4.30pm (closed for lunch 1-1.30pm)                       |
| information, advice, guidance and coping techniques for         | health, Staff who               |                   | Wednesdays – 9.30am-1:00pm   |
| people, staff and organisations.                                | are homeworking                 |                   | Thursdays – 9.30am-4.30pm (closed for lunch 1-1.30pm)                      |
| · · ·   | which is impacting              |                   | Fridays – Closed all day   |

| What is available   | Target groups /<br>suitable for   | Organisation   | How to access (including times)  |
|---|---|--|--|
|   | their mental<br>health. Managers<br>supporting their<br>staff with their<br>mental health |  | Email: <u>info@stockportmind.org.uk</u><br>For social media search for Stockport mind<br>Web: <u>www.stockportmind.org.uk</u><br>If you're caring for loved ones, friends etc, call <b>0161 475 6229</b><br>or email <u>carerssupport@stockportmind.org.uk</u> |
| Telephone supportWellbeing support.Building confidence, dealing with anxiety, distractiontechniquesSupport to help you through self-isolation   | Adults  | Age UK<br>Stockport                                    | Telephone 0161 480 1211<br>Monday – Friday 9:00am -5:00pm<br>Email Contact <u>info@ageukstockport.org.uk</u><br>Website Contact <u>www.ageukstockport.org.uk</u>   |
| Stockport Access Team is the single point of referrals to<br>Pennine Care NHS Foundation Trust mental health services for<br>adults. They triage, assess and signpost to secondary care<br>mental health services and other services. | Adults  | Pennine Care<br>NHS Foundation<br>Trust Access<br>Team | https://www.penninecare.nhs.uk/stockportaccessteam<br>Telephone 0161 419 4678  |
| Sight loss and mild/moderate hearing loss counsellors<br>available to provide emotional support by phone. Also<br>offering advice on how to deal with anxiety along with<br>safeguarding issues.                                      | People with sight/<br>hearing loss  | Walthew House  | Monday – Friday, 9am until 4pm via the phone and online only.<br>0161 480 2612<br><u>https://www.walthewhouse.org.uk/</u>  |

| What is available   | Target groups /<br>suitable for | Organisation    | How to access (including times)                                       |  |  |
|---|---------------------------------|-----------------|---|--|--|
| Support for people with mental health diagnosis/contact with mental health services |                                 |                 |   |  |  |
| 24-hour helpline for anyone using any Pennine Care NHS                              | Existing service                | Pennine Care    | Call 0333 200 4339 24-hours a day                                     |  |  |
| Foundation Trust services, and their carers   | users and their                 | NHS Foundation  |   |  |  |
|   | carers                          | Trust           |   |  |  |
| Mental health and essential practical support to enable                             | Working age adults              | Mental Health   | Recommendation from Care Coordinator or self-referral                 |  |  |
| people achieve their personal recovery.   | in Stockport who                | Prevention &    | Telephone 0161 716 4331 leave a message and your call will be         |  |  |
|   | are or have been                | Personalisation | returned Mon- Fri 9:00am – 5:00pm                                     |  |  |
|   | discharged from                 | Service, SMBC   | Email <u>pcn-tr.pps@nhs.net</u>                                       |  |  |
|   | care coordination               | and Pennine     |   |  |  |
|   | from Community                  | Care NHS        |   |  |  |
|   | Mental Health<br>–              | Foundation      |   |  |  |
|   | Teams.                          | Trust.          |   |  |  |
| (Currently telephone) support for adults experiencing severe                        | Adults in Stockport             | Stockport       | Telephone 0161 429 9744   |  |  |
| and enduring mental health problems.  |                                 | Progress and    | http://sparc4me.org.uk/   |  |  |
|   |                                 | Recovery Centre |   |  |  |
|   |                                 | (SPARC)         |   |  |  |
| Man about a Dog peer support project:   |                                 |                 |   |  |  |
| Peer support for men and women who have survived a suicide                          | Suicide attempt                 |                 | Man about a Dog team: Chris or Rachel can be contacted by             |  |  |
| attempt and who continue to have thoughts of ending their                           | survivors                       |                 | email at <u>themanaboutadog@gmail.com</u>                             |  |  |
| life. Also open to those experiencing suicidal thoughts.                            |                                 |                 | or text or call them on 07706 115 471                                 |  |  |
| Support for people on their move away from statutory                                | Accessible to                   | Mental Health   | Professional or self-referral via                                     |  |  |
| services, helping them to be more confident and resilient in                        | anyone who has                  | Network         | www.pureinnovations.co.uk/what-we-offer/mental-health-                |  |  |
| everyday life.  | been in secondary               |                 | <u>network/</u>   |  |  |
|   | Mental Health Care              |                 |   |  |  |
| Advocacy support  | Patients and carers             | Stockport       | Our phoneline <b>0161 989 0031</b> is available for anyone to leave a |  |  |
| from our team of independent mental health advocates. We                            | of those detained               | Advocacy        | message 24 hours a day 7 days a week, these messages are              |  |  |
| can talk through issues such as rights, care, treatment and                         | on Mental Health                |                 | accessed instantly between 9:00 am -4:30pm and an IMHA will           |  |  |
| discharge planning. We can support patients to contact other                        | wards in Stockport,             |                 | respond by returning the call as quickly as possible.                 |  |  |
| professionals involved in their care to get their voice heard.                      | including patients              |                 | We are currently working on turning this in to an active phone        |  |  |

| What is available  | Target groups /<br>suitable for  | Organisation  | How to access (including times)   |
|--|--|---|---|
| We can signpost on to other organisations that can help.   | that are on leave<br>and patients that<br>have a Community<br>Treatment Order in<br>place. |   | linewe will update when this has been done.   |
| Support for those with severe and enduring mental health<br>issues with practical needs, including support with shopping<br>for those in isolation, mental health, alcohol advice, income<br>and benefits advice.  | Adults in Stockport  | Stockport User<br>Friendly<br>Fellowship -<br>STUFF | Mondays, Tuesdays, Wednesdays, Thursdays and Sundays, 11<br>am to 6 pm<br>Contact via referral form:<br><u>https://stockportstuff.vistaprintdigital.com/contact</u>   |
| Psychological/Talking Therapies and Counselling services   |  |   |   |
| Psychological /Talking Therapies<br>To enable people with mild and moderate common mental<br>health problems to access appropriate treatment through<br>peer support, eTherapy and Talking Therapies.  | People aged 16+<br>registered with a<br>Stockport GP                                       | Self Help Service<br>(Big Life Group)               | www.selfhelpservices.org.uk/StockportTelephone 0161 480 2020Mon - Fri, 9:00am - 5:00pmSelf or GP referralQueries about referrals tostockportpws@selfhelpservices.org.ukReviewing how they deliver services, face to face will now beover the phone or through video call. Groups will not takeplace, virtual group options being considered |
| Support and treatment for symptoms such as difficulty<br>sleeping, low mood, stress, worry or anxiety, feelings of<br>hopelessness or panic attacks.<br>Also help to deal with the effects of a long-term health<br>problem or chronic pain, post-natal depression, obsessive<br>compulsive disorder, phobias, or eating difficulties. | People aged 16+<br>registered with a<br>Stockport GP                                       | Stockport<br>Healthy Minds                          | <ul> <li>www.penninecare.nhs.uk</li> <li>Speak with your GP, or health and social care professional</li> <li>Self-refer by Telephone 0161 419 5725, 9:00am – 5:00pm</li> </ul>  |
| (formerly CAMHS), specialised service for children and   | Children and young people  | Stockport<br>Healthy Young                          | www.penninecare.nhs.uk  |

| What is available  | Target groups / suitable for  | Organisation                   | How to access (including times)   |
|--|---|--------------------------------|---|
| young people with more severe, complex and persistent mental health needs.   |   | Minds                          | 0161 716 5868 (requires referral) but also has helpful website: <u>https://healthyyoungmindspennine.nhs.uk/</u>   |
| <ul> <li>1:1 casework supporting women with issues such as housing, benefits, relationships (including domestic abuse), criminal justice and offending, mental health, personal development, support at meetings and advocacy.</li> <li>Counselling and psychotherapy to support women who are experiencing difficulties in their everyday life, whether these stem from your early childhood or are current stressors in the here and now.</li> </ul> | Women<br>experiencing<br>difficulty in coping<br>with everyday life | Stockport<br>Women's<br>Centre | https://www.stockportwomenscentre.co.uk/counselling-and-<br>psychotherapyTelephone: 0161 355 4455Mon – Fri 10:00am to 4:00pmE-mail: admin@stockportwomenscentre.co.ukService is developing online service offer and looking at how<br>women can be supported both over the phone and through<br>video conferencing. |
| Employee Wellbeing<br>Housing Provider Counselling<br>Individual Counselling<br>Couples Counselling<br>C&YP Counselling<br>Family Counselling<br>Sex Therapy<br>Mediation<br>Domestic Abuse Services   | All, as appropriate<br>to service                                   | Talk Listen<br>Change          | Telephone 0161 872 1100 <u>https://talklistenchange.org.uk</u> <u>enquiries@talklistenchange.org.uk</u> Current position – all services will be delivered digitally.         Check website for changes  |
| Telephone and online video counselling<br>Individual Counselling<br>Trauma Therapy & EMDR<br>Couples Counselling<br>Children & young people's counselling<br>IAPT Psychological Therapies as part of Stockport IAPT<br>Employee Counselling business well-being services<br>Staff supervision  | Adults, children<br>and young people                                | Beacon<br>Counselling          | https://www.beacon-counselling.org.uk/<br>Telephone 0161 440 0055   |

| What is available   | Target groups /<br>suitable for                          | Organisation                         | How to access (including times)  |
|---|--|--------------------------------------|--|
| Other Stockport Specialist Services   |  |                                      |  |
| Support around drugs and alcohol<br>Telephone advice and support, substitute prescribing (where   | People with drug<br>and alcohol<br>problems.             | START (part of SMBC)                 | Telephone 0161 474 3141 (9:00am – 5:00pm Monday to Friday<br>excluding bank holidays)<br>Email: START@stockport.gov.uk.                                      |
| appropriate), online programmes.  | START for Age Over                                       | Mosaic (part of SMBC)                | Visit: <u>https://www.healthystockport.co.uk/contact-us</u>  |
| START provide initial advice and then support into other local treatment services if needed.  | 26<br>Mosaic for young                                   |                                      | If already in treatment, you can contact their service directly on<br>- CGL: Telephone 0161 474 1343<br>- Pathfinder (Pennine Care): Telephone 0161 716 4000 |
| Mosaic for young people up to and including 26  | people up to and including 26                            |                                      | - Mosaic (young people's service): Telephone 0161 218 1100   |
| Support for Unpaid Carers<br>Emotional support and Counselling  | those caring for friend/relative                         | Signpost<br>Stockport for            | Email <u>info@signpostforcarers.org.uk</u><br>Telephone 0161 442 0442  |
| Carers Assessments<br>Social contact – peer volunteers and carer support workers  | /neighbour that couldn't manage                          | Carers                               | Mon - Fri 8:00am – 4:00pm, including bank holidays.  |
| Online peer support and activities  | without them,  |                                      |  |
| Practical suggestions, information and advice re caring for someone   | including if person<br>is in nursing or                  |                                      |  |
| Support with finance and benefits   | residential care)<br>Former carers                       |                                      |  |
| Community Eating Disorder Service<br>Provides evidence-based outpatient therapies for people aged<br>16 years and over with eating disorders. | Aged 16+ living<br>and/or registered<br>with a GP within | Oakwood<br>Psychological<br>Services | https://www.oakwoodhouse.co.uk/stockport-nhs-eating-<br>disorders-service/<br>Criteria for access with diagnosed eating disorders, BMI > 14                  |
|   | Stockport (SK1 –   | Services                             | and < 40, who are medically and psychiatrically stable.  |
| The areas that they help with include anorexia, bulimia, binge eating disorder, complex food phobias, and weight and body                     | SK8) criteria for<br>access apply                        |                                      | Currently only offer online or telephone therapy sessions.<br>Please contact Care Coordinator, Faye Hall at 07856 711 081                                    |
| image distress.   |  |                                      | or by email on info@oakwoodgroup.org to make an appointment.   |
| Military Veterans IAPT.<br>Provide mental health support to ex-service personnel for  | Military Veterans  | Pennine Care<br>NHS FT               | https://www.penninecare.nhs.uk/military-veterans-service<br>Telephone 0300 323 0707 Monday – Friday 9:00am-5:00pm  |
| conditions including depression, alcohol and substance  |  |                                      | <u>Mviapt.enquiriesnw@nhs.net</u>  |

| What is available  | Target groups / suitable for | Organisation | How to access (including times)            |
|--|------------------------------|--------------|--|
| misuse, anger problems and post-traumatic stress disorder. |                              |              | Online self/family referral or GP referral |