

**This is just some of the help and support available in Staffordshire;
we acknowledge that there is lots of other help available!**

NHS 111

Use NHS online services, only call 111 if you are not able to get online, you have been instructed to call, or your symptoms worsen.

Go to website: <https://www.nhs.uk/conditions/coronavirus-covid-19/>

[Click here to go to website](#)

Call 999 if you have a serious or life threatening emergency, and tell the call adviser if you have Coronavirus symptoms

GP Services are still offering support please telephone your GP to access the GP service.

Stoke on Trent City Council Covid-19 support line

Please use the helpline if you are sick or self-isolating as a result of the Covid-19 virus and need to ask for help from others. This could be:

- you need to collect a prescription
- you require an emergency food parcel
- you need advice how to contact your energy supplier to top-up your gas or electricity meter
- you are feeling anxious or lonely and need to talk to somebody
- you need someone to walk your dog.

This service will operate 7 days a week 9:00am to 5:00pm.

Please Call: 0800 561 5610 **[Click here to go to website](#)**

Website: <https://corona19.vast.org.uk/individuals-requesting-support/>

Staffordshire County Council Covid-19 support

If you are **[extremely vulnerable to Coronavirus](#)**, you should have received a letter from the NHS telling you what to do to shield yourself from the virus. Those who are extremely vulnerable need to strictly follow this guidance. If you are extremely vulnerable and do not have a family member, friend or neighbour who can deliver food and medicine to you, you should Call the national emergency helpline on 0800 028 8327 **[Complete this online form](#)**

If you are staying at home because you have Coronavirus symptoms, you are over 70, have a pre-existing health condition or you are pregnant and you do not have friends, family or neighbours who can help you, we are here. The county council can arrange to supply you with emergency food and care.

Please call our emergency helpline on 0300 111 8050.

Website: <https://www.staffordshire.gov.uk/Coronavirus/I-need-help/Emergency-helplines.aspx> **[Click here to go to website](#)**



North Staffordshire Combined Healthcare NHS Trust

If you are concerned about your mental health or someone you care for you can contact the Access Team at our Crisis Care Centre, any time of the day or night, every day and for any age on 0300 123 0907 (Option 1). If you have a hearing impairment and are unable to utilise the telephone, you can text the Access Team on 07739 775202 and the team will respond as soon as possible (please note: this text service is charged at your network provider's rate). Combined Healthcare Teams are still offering their services please contact the Team directly if you are currently under their care.

Website: <https://combined.nhs.uk/>

For COVID Information in different formats [Click here to go to website](#)
<https://combined.nhs.uk/covid-19-advice-in-alternative-formats/>

IAPT Service – Improving Access to Psychological Therapies for Adults

This service has joined together the different Psychological Therapy Teams across Staffordshire and Stoke-on-Trent into one service with one easy point of access.

For help with Anxiety, Low Mood and Coping with Physical Health Conditions and you can still self-refer by phone or online.

Contact number: 0300 303 0923

Our website also has self-help information on bereavement.

Website: [Click here](https://www.staffsandstokewellbeing.nhs.uk) <https://www.staffsandstokewellbeing.nhs.uk>

Stay Well Service – For Stoke-on-Trent and North Staffordshire

Children and Young People and Parent Support delivered by: [CHANGES, YOUNG MIND & DOVE](#)

Offering on-line peer-support groups and psycho-educational programmes for children, young people and adults.

For more information on how to access these services Telephone: 07983 437747

Email: here4u@changes.org.uk or visit website: changeshere4u.org.uk/stay-well-children-and-young-people [Click here to go to website](#)

Action for Children – North and South Staffordshire

North and South Staffordshire - Emotional Health and Wellbeing Support for Children and Young People. Our website is [Click here for website](#)

<http://www.staffordshire-ewb.actionforchildren.org.uk>

There is information and resources to help parents deal with children's worries.

Telephone: **01543 510145**



Rethink Mental Illness

The Rethink Mental Illness Advice Service offers practical help on issues such as the Mental Health Act, community care and welfare benefits, living with mental illness, medication and care. If you are looking for information about covid-19 and mental illness, please visit our information hub.

Telephone 01538 387111 Email: northstaffs.communitysupport@rethink.org

National Advice Service: 0300 5000 927 from 9:30am – 4pm, Monday to Friday, or visit our website: <https://www.rethink.org>

Samaritans

24/7 support by phone or email to all.

Call 116 123 or email jo@samaritans.org

Website: <https://www.samaritans.org/how-we-can-help/support-and-information/if-youre-having-difficult-time/if-youre-worried-about-your-mental-health-during-coronavirus-outbreak/>

[Click here to go to website](https://www.samaritans.org/how-we-can-help/support-and-information/if-youre-having-difficult-time/if-youre-worried-about-your-mental-health-during-coronavirus-outbreak/)

Keele University

Open for students Mental Health Support - offering telephone and webcam support.

Website: <https://www.keele.ac.uk/coronavirus/#for-students-without-symptoms-sharing-space-with-a-self-isolating-person>

[Click here to go to website](https://www.keele.ac.uk/coronavirus/#for-students-without-symptoms-sharing-space-with-a-self-isolating-person)

Staffordshire University

Open for students Mental Health Support – offering telephone and online support.

Website: <https://www.staffs.ac.uk/comms/coronavirus>

[Click here to go to website](https://www.staffs.ac.uk/comms/coronavirus)

Big White Wall

Open 24/7 for mental health support for Keele and Staffs University Students.

Website: <https://www.bigwhitewall.com/>

[Click here to go to website](https://www.bigwhitewall.com/)

CAMHS Child and Adolescent Mental Health Service Website

This site was created for young people, carers and professionals to pool together lots of helpful resources from across the internet that are available to help support your mental health and well-being. [Click here](https://www.camhs-resources.co.uk/)

<https://www.camhs-resources.co.uk/>



Brighter Futures

For those over 18 years of age living in Staffordshire.

We can offer support if you: feel isolated or lonely, feel pressured, have relationship or family breakdown, debt or unemployment worries, feel like you're not coping, have had a bereavement or are concerned about a friend, colleague or family member, or looking after someone and need support. There is also support during for the Covid-19 outbreak.

You can call us on telephone number: 01782 406000 (main head office number)

Website: <https://www.brighter-futures.org.uk/covid-19-our-response>

Instant Messaging Service (online chat): Go to the homepage of this website here and click on the Instant Messaging Service button

You can also call for FREE from a landline or mobile on: 0808 800 2234 or Text: 07860 022821 (FREE)

Staffordshire Mental Health Helpline Text: 07860 022821 or

Call: 0808 800 2234 7pm – 2am weekdays, 2pm-2am weekends

Papyrus

If you are a young person at risk of suicide or are worried about a young person at risk of suicide:

Call: 0800 068 41 41 Text: 07860 039967

Email: pat@staging.obscure-seminar.flywheelsites.com

Website: <https://papyrus-uk.org/get-in-touch/>

[Click here to go to website](https://papyrus-uk.org/get-in-touch/)

Young Minds

Information for children and young people on who to do if they are feeling anxious, concerned or stressed about coronavirus.

Advice on how to look after your mental health while self-isolating or social distancing.

[Click here https://youngminds.org.uk/blog/what-to-do-if-you-re-anxious-about-coronavirus/#dealing-with-self-isolation-](https://youngminds.org.uk/blog/what-to-do-if-you-re-anxious-about-coronavirus/#dealing-with-self-isolation-)

Barnado's:

Information for children and young people

[Click her for website https://www.barnardos.org.uk/coronavirus-advice-young-people](https://www.barnardos.org.uk/coronavirus-advice-young-people)

Blog and links to other sites are on our website that may help if you're feeling worried, scared or sad.



Information for Looked after Children & Care Leavers, Parent/Carers

NHSE guidance on prioritisation of community services during Covid-19 advises that CYP mental health and emotional wellbeing services should continue.

Additionally health assessments for looked-after children should continue:

https://www.england.nhs.uk/coronavirus/publication/covid-19-prioritisation-within-community-health-services-with-annex_19-march-2020/

DHSC have produced guidance for parents and carers on supporting mental health and wellbeing of children and young people during COVID-19:

<https://www.gov.uk/government/publications/covid-19-guidance-on-supporting-children-and-young-peoples-mental-health-and-wellbeing>

Become (charity for children in care/care leavers) also has a coronavirus advice line, which it may be helpful to flag: <https://becomecharity.org.uk/for-young-people/care-advice-line/coronavirus-advice/>.

Online Services and Support

BABCP Podcast on Dealing with anxiety about coronavirus:

<http://letstalkaboutcbt.libsyn.com/coping-with-anxiety-about-coronavirus>

[Click here to go to website](http://letstalkaboutcbt.libsyn.com/coping-with-anxiety-about-coronavirus)

OCD-UK website: <https://www.ocduk.org/> [Click here to go to website](https://www.ocduk.org/)

Social anxiety Website: <https://oxcadatresources.com/> [Click here to go to website](https://oxcadatresources.com/)

PTSD Website: <https://oxcadatresources.com/> [Click here to go to website](https://oxcadatresources.com/)

Recovery College online Website: <https://www.recoverycollegeonline.co.uk/> [Click here to go to website](https://www.recoverycollegeonline.co.uk/)

Oxford Health Leaflets Website:

<https://www.oxfordhealth.nhs.uk/news/coronavirus-and-your-mental-wellbeing/>

[Click here to go to website](https://www.oxfordhealth.nhs.uk/news/coronavirus-and-your-mental-wellbeing/)

Information for parents and children website: https://emergingminds.org.uk/wp-content/uploads/2020/03/COVID19_advice-for-parents-and-carers_20.3_.pdf

[Click here to go to website](https://emergingminds.org.uk/wp-content/uploads/2020/03/COVID19_advice-for-parents-and-carers_20.3_.pdf) and website: <https://youngminds.org.uk/blog/what-to-do-if-you-re-anxious-about-coronavirus/> [Click here to go to website](https://youngminds.org.uk/blog/what-to-do-if-you-re-anxious-about-coronavirus/)

Stay Alive App: Grassroots suicide prevention app, assisting you to stay safe
Website:

<https://play.google.com/store/apps/details?id=uk.org.suicideprevention.stayalive>
[Click here to go to website](https://play.google.com/store/apps/details?id=uk.org.suicideprevention.stayalive)



The Dove Service

Working remotely to offer telephone counselling and support for anyone struggling with issues around bereavement, loss, life-changing or life-limiting illness. Call 01782 683155 (Mon-Fri – office hours) or email enquiries@thedoveservice.org.uk

Website: <https://www.thedoveservice.org.uk/> **Click here to go to the website**

Anna Freud:

Advice for young people, parents/carers and schools

Access to on-line self-help support

[Click here](#)

<https://www.annafreud.org/what-we-do/anna-freud-learning-network/coronavirus/>

North Staffs Mind

Working remotely and offering mental health telephone support.

Tel: 01782 262100 Fax: 01782 262212, Email: reception@nsmind.org.uk

Click here to go to website <https://nsmind.org.uk/about-us/>

Get Men Talking

Newcastle under Lyme Scheme to support men in the local area

Mobile phone service available/ for more info 07834728425 / 07889535942

