

Adult Mental Health and Well-Being Information Pack

Coping

There are ways to develop coping strategies through self-help resources for adults. Details of websites, apps and reading materials that lots of people find useful are provided on **pages 2 - 6**

Getting Help

Sometimes some additional support is required. On the Wirral there are a number of agencies who can offer support and counselling. Details are provided on **pages 7 - 10**



Getting Risk Support

What to do if there is an immediate risk to self or others – See **page 12**

Getting More Help

Sometimes difficulties might require more intensive support, which may include specialist services. Details can be found on **11**

Coping

Bereavement

- **Love, Jasmine UK:** <https://www.lovejasmine.org.uk/about> - a charity that provides emotional and practical support to families that have lost a child: Groups, One to One, Peer Support, Practical Support, Professional counselling, Website articles and Information
Wirral Coffee Morning –10am - 12pm on the third Thursday of each month, 6pm -7.30pm on the first Tuesday of each month.
- **Martin Gallier Project:** <https://www.gallierhouse.co.uk/> - The Martin Gallier Project is dedicated to "Preventing suicides, breaking down stigmas, and supporting families in the North West". The Project runs Applied Suicide Intervention Skills Training (Suicide First Aid) in the New Ferry area of The Wirral.
- **Winston's Wish:** www.winstonswish.org.uk – a national bereavement support service, they offer practical support and guidance for children, young people and families after the death of a parent or sibling. Free Helpline: 08088 020 021
- **For further bereavement support for adults please see** www.mymind.org.uk
<https://www.mymind.org.uk/resources/relationships/loss/children-and-young-people/>
<https://www.mymind.org.uk/resources/relationships/loss/parents-and-carers/>
<https://www.mymind.org.uk/resources/relationships/loss/professionals/>

Drugs and Alcohol

- **FRANK:** www.talktofrank.com If you want to talk, you can call FRANK on 0300 123 6600, 24 hours a day, 365 days a year. Live Chat – have a friendly, confidential chat online from 2pm-6pm on any day of the week. Need a quick answer? Text a question to 82111 and FRANK will text you back. Email frank@talktofrank.com

Mental Health

- **BEAT (Eating Disorder Association):** www.b-eat.co.uk Information about eating disorders, how to get help and how to help others.
info@beateatingdisorders.org.uk Helpline 0808 801 0677

Coping

- **CALM (The Campaign Against Living Miserably):** www.thecalmzone.net is a registered charity, which exists to prevent male suicide in the UK. Webchat and Helpline (0800 585858) available from 5pm-midnight all year round. Email: info@thecalmzone.net
- **Get-Self Help:** <http://getselfhelp.co.uk/> Provides information about various mental health conditions and self-help resources.
- **Moodjuice:** <https://www.moodjuice.scot.nhs.uk/> Information and advice to those experiencing troublesome thoughts, feelings and actions. The site contains information on organisations, services and various self-help guides covering conditions such as depression, anxiety, stress, panic and sleep problems that can offer support, advice and information.
- **OCD-UK:** <http://ocduk.org> The national OCD charity, run by and for people with lived experience of OCD. Provides resources and information for adults whose lives are affected by OCD.
- **Reading Well:** <http://reading-well.org.uk/> Wirral libraries stock a number of books to promote the benefits of reading for health and wellbeing. The programme has two strands: Books on Prescription and Mood-boosting Books.
- **Samaritans:** www.samaritans.org.uk or ring 08457 90 90 90 (24 hours a day, 7 days a week). Consists of volunteers who are available to talk to in confidence for support if feeling sad or upset and don't know where else to turn.

Coping

Mental Health - Mobile Phone Apps

Mindfulness

Smiling Minds – *Meditation* - <https://www.smilingmind.com.au/>

Chill Panda - *Meditation* - <http://chillpanda.co.uk/>

Headspace - *Meditation* - **Meditation and Mindfulness Made Simple** -
Headspace <https://www.headspace.com/>

CALM – *Meditation* - <https://www.calm.com/>

Looking after yourself

Moodlytics – *Mood diary* – www.moodlytics.com

Sleepio– *Sleep* – <https://www.sleepio.com/mobile/>

Sworkit – *Exercise* – <https://sworkit.com>

Healthy Minds - *App List* - <http://www.healthymindsapp.ca/>

Self-harm/distraction techniques

Calm Harm – *Distraction* - **Home** - **Calm Harm App**

Virtual Hope Box – *Coping/ Distraction* - <https://my-therapy.co.uk/app/virtual-hope-box>

Stress and Anxiety

In Hand – *Stress* - <http://www.inhand.org.uk/>

Coping

Support for Parents, Families and Communities

- **Bee Wirral:** www.beewirral.co.uk Open Mon-Fri 9am-5pm, offering a range of activities and services that include baby groups, support services, training and more. Livingstone Community and Play Centre, 130 St Anne's Street, Birkenhead, CH41 3HX. Tel: 0151 647 7587 Email: info@beewirral.co.uk
- **Besom:** www.besominwirral.co.uk A charity run by a group of volunteers who serve the Wirral area by passing on free household items (furniture, bedding, electrical items, kitchen equipment) to those in need who have been referred to them by an agency. Email: contact@besominwirral.co.uk Tel: 0151 640 0125
- **CAP Money Course:** www.capmoney.org A free money management course, teaching budgeting skills. This course will help anyone to take control of their finances, so they can budget, save and prevent debt.
- **Citizens Advice Wirral:** www.citizensadvicewirral.org.uk Offers help and advice across issues including management of debt, problems with housing and rent, relationship issues, consumer rights and help to claim Universal Credit.
- **Community Midwives:** www.wuth.nhs.uk/our-locations/wirral-women-and-childrens-hospital/prenatal-neonatal-postnatal-services/antenatal-care/community/ Offer a range of support for mums/dads-to-be and new mums, including parent craft and birth preparation classes. Tel: 0151 604 7682 for enquiries or 0151 604 7501 to book into the service.
- **Crea8ing Careers:** Run family education workshops and parenting programmes, along with support groups and opportunities for voluntary work. Additionally, CPD accredited professional training on Adverse Childhood Experiences Awareness. Address: 4 Brandon Street, Birkenhead, CH41 5HN Tel: 020 3143 4824 Email: info@crea8ingcareers.com Facebook/Twitter [@crea8ingcareers](https://www.facebook.com/crea8ingcareers)
- **Family Information Service and Childcare Team:** www.wirral.gov.uk/early-years-and-childcare Provide information, advice and guidance to families, including finding suitable childcare, applying for schools and signposting to appropriate services. Email: fis@wirral.gov.uk Tel: 0151 666 3980
- **Gingerbread:** www.gingerbread.org.uk Offers support, advice to, and campaigns for single parent families, helping them meet their family's needs. Offers online information, an online forum, and a helpline. Helpline: 0808 802 0925

Coping

- **Health Visitors:** www.wirralct.nhs.uk/health-visiting Specialists in child health and development who work to promote and improve the health and wellbeing of pre-school children and their families. Offer information, support and advice, including breast-feeding support. **Family Nurse Practitioners** offer 1-1 support for teenage mums and their partners from 12 weeks pregnant until the child's second birthday. Email: wcnt.fnp@nhs.net
- **Play Service and Play Centres:** www.wirral.gov.uk/schools-and-learning/youth-services/play-service Provide all year round open access provision for children aged 6-14 years. Includes settings for after-school and weekend sessions, and daily sessions during school holidays.
- **Wirral Change:** www.wirralchange.org.uk Provides a range of services to support disadvantaged and Black and Minority Ethnic (BME) communities in Wirral Tel: 0151 649 8177; Email: info@wirralchange.org.uk
- **Wirral Multi Cultural Organisation:** www.wmo.org.uk Offers a range of professional and culturally sensitive services to improve the overall health and wellbeing of the local BME communities. A key focus is to support more vulnerable members of the local BME community by providing language support, advocacy, social support and activities, assistance to access primary care services and advice and education services. Tel: 0151 792 5116; Email: info@wmo.org.uk

Getting Help

Adults and Communities

- **Mental Health at Work** is an online gateway to resources, training and information aimed at transforming mental health in the workplace in the UK. Mental health at Work has been developed by Mind and is supported by The Royal Foundation with Heads Together. <https://www.mentalhealthatwork.org.uk/>
- **NHS Five Steps to Mental Wellbeing** <https://www.nhs.uk/conditions/stress-anxiety-depression/improve-mental-wellbeing/>
- **Zumos:** They have launched a 70 day Wellbeing Programme (this is still available) for staff or any family/friends you feel might benefit and is suitable from 16 years and older. This is available without having to sign up or log in. The programme includes Mindfulness activities, How to be Happy recordings, resources to gain new skills and challenge yourself, as well as lots of expert written content helping you manage relationships and other aspects of life. There is new materials available for each of the 70 days to support with mental health and wellbeing. This support is available to everyone whether Zumos users or not so please feel free to share with friends and family. <https://www.zumos.co.uk/Wellbeing.aspx>
- **Anxiety UK:** www.anxietyuk.org.uk Info line: 08444 775 774 Text 07537416905
- **Mind:** mental health information and support: www.mind.org.uk Infoline: 0300 123 3393 Email: info@mind.org.uk Text: 86463
- **CALM:** www.thecalmzone.net Tel: 0800585858
- **Samaritans:** www.samaritans.org Tel: 116 123 Email: jo@samaritans.org
- **Talk together Wirral:** Talking Together Wirral (TTW) www.insighthealthcare.org/our-services/talking-therapies/find-a-service/wirral/ is a free and confidential service, commissioned by the NHS, and is available to anyone aged 16 and over who lives in the Wirral. Offer a range of talking therapies for people/young people experiencing low mood, depression or problems with anxiety, commissioned as part of the national Improving Access to Psychological Therapies (IAPT) model. Therapies include Cognitive Behavioural Therapy (CBT), online CBT and counselling. **How do I arrange an appointment?** You can self-refer to our service in the following ways: Fill in the [online form](#) Call us – 0151 649 1859 Email us – info@talkingtogetherwirral.org Ask your GP for a referral. Once we have received the referral,

Getting Help

a member of the administration team will contact you to arrange an appointment. Please note that it is our usual policy to withhold telephone numbers when we call you. **Where does my therapy take place?** We delivery therapy in a range of community venues, GP surgeries, and also over the phone where this is appropriate.

- **Inclusion Matters** Inclusion Matters Wirral is a Talking Therapies service which provides IAPT interventions to those living on the Wirral. Inclusion Matters works with any individual who is registered with a Wirral GP that requires access to local mental health services. Inclusion Matters works within the Stepped Care Model and works with those experiencing mental health difficulties. We offer a wide range of talking therapies and signposting options all designed to meet the needs of the individual. Individuals are encouraged to access the service either through their GP or by self referral into the service on 0151 649 1859. You can also self-refer via our website by visiting <http://inclusion-matters-wirral.org.uk/online-self-referral/>
- **PALS service (Patient Advice and Liaison Service)** - provides a confidential service helping you to sort out any concerns you may have about the care you are receiving and guiding you through the different services available from the NHS. Tel: 0800 054 2137; Email: wirralpals@wired.me.uk
- **Tomorrow's Women Wirral (TWW) (women aged 18+)** - for all Wirral women aged 18+ with a commitment to reduce offending, and to provide support and assistance to those women who have never entered the Criminal Justice System but who want to make positive lifestyle changes. The women who attend are not judged and integrate to support and share skills and experiences. Website: www.tomorrowswomen.org.uk Twitter: <https://twitter.com/TomorrowsWomen> Facebook: <https://www.facebook.com/Tomorrows-Women-Wirral> Tel: 0151 647 7907 or 07927335655. Email: admin@tomorrowswomen.org.uk
- **WEB Merseyside** - supports adults and children who may be isolated, victimised, discriminated against, have low self-esteem and lack hope; a significant number of these being as a result of crimes such as domestic violence, abuse, bullying, hate crime and other criminal activity. Offers self-development courses, confidence and self-esteem training, one-to-one support, days out, holistic therapies; can also help with practical issues such as housing, benefits and employment. WEB runs young women's groups & boy's groups providing activities and opportunities specifically focusing on building confidence and self-esteem. www.webmerseyside.org/about-us Tel: 0151 653 3771. Email: info@webmerseyside.org

Getting Help

- **Wirral Ways to Recovery** - Adult recovery service for people affected by alcohol and drug misuse to help people to break free from harmful patterns of behavior. The service also provides a 'Think family co-ordinator'. This role provides a range of recognised psycho-social interventions. Feel free to bring someone with you on your first visit.
Drop in at: 23 Conway Street in Birkenhead, Ashton House in Moreton or 151-153 Brighton Street in Wallasey.
Website: www.changegrowlive.org 'Find your local service'. Email: wirral.services@cgl.org.uk Tel: 0151 556 1335

Support Services for Violence, Crime and Abuse

- **Family Safety Unit (FSU):** www.itsneverokwirral.org/wirral-family-safety-unit A team of Independent Domestic Violence Advocates (IDVAs). The Unit provides independent and impartial advice to any high risk victim or survivor of domestic abuse. Tel: 0151 666 4914
- **It's Never Ok Wirral (Domestic Abuse):** www.itsneverokwirral.org A website managed by Wirral Domestic Abuse Alliance, containing information, advice and support for victims and survivors, information for perpetrators, and resources for practitioners
- **Paladin-National Stalking Advocacy Service** - Provide advice and advocacy to victims of stalking, raise awareness of dangers and risks of stalking, provide training to professionals, scrutinise the new stalking laws, campaign on behalf of victims, develop a victim's network of support . Tel: 020 3866 4107; Email: info@paladinservice.co.uk ; Website: www.paladinservice.co.uk
- **Prevent-** The local authority and key partners hold a regular Channel Panel - multi-agency panel is to safeguard young people and adults who might be vulnerable to being radicalised, so that they are not at risk of being drawn into terrorist-related activity. Further information and referral forms can be accessed at <https://www.wirralsafeguarding.co.uk/radicalisation-and-extremism/>
- **RASA Merseyside:** www.rasamerseyside.org Provides free, confidential and non-judgemental services, for individuals who have experienced any form of rape or sexual abuse at any time in their lives. Services include: Independent Sexual Violence Advisor (ISVA) support; counselling; children and young people's services; support groups; advice and information. Tel: 0151 558 1801. Email: rasa@rasamerseyside.org; Helpline: 0151 666 1392; helpline@rasamerseyside.org

Getting Help

- **ROC Restore:** www.roc.uk.com/roc-restore/ a form of Restorative Justice undertaken by community members in facilitated meetings. The aim is to bring together victims and perpetrators of low level crime, anti-social behaviour and nuisance in a meeting where trained volunteers use restorative or reparative approaches to agree on a course of action for those involved.
- **Wirral Anti-Social Behaviour Team:** www.wirral.gov.uk/communities-and-neighbourhoods/anti-social-behaviour/report-anti-social-behaviour Focus on 5 main priorities for tackling anti-social behaviour: anti-social behaviour caused by groups of youths gathering in public places; inappropriate use of alcohol by young people; unlawful damage to people's property (criminal damage); anti-social use of vehicles, illegal use of drugs. If you wish to make a complaint about anti-social behaviour Tel: 0151 606 2020 (8.45am – 5.00pm, Mon-Fri). You can also contact Wirral Community Patrol 24 hours a day Tel: 0151 666 5265
- **Wirral Mencap:** www.mencapwirral.org.uk provides services and opportunities that improve the quality of life of people with a learning disability and their families. The services are for anyone with a learning disability and their families/carers. Tel: 0151 666 1829 Email: info@mencapwirral.org.uk
- **Wirral Mind:** www.wirralmind.org.uk Provides services to adults with mental health problems and learning disabilities. Support services include self-help groups, drop-in centre, counselling, befriending, community education programme and Mental Health in the Workplace training. Address: 90 – 92 Chester Street, Birkenhead, CH41 5DL.Tel: 0151 512 2200 Email: learning@wirralmind.org.uk

Getting More Help

- **Accessing Adult Mental Health Services Wirral:** <https://www.cwp.nhs.uk/media/3900/accessing-adult-mental-health-services-wirral-ab-aamhswi-563.pdf>

Getting Risk Support

- **Accident & Emergency Dept:** Arrowe Park Hospital, Arrowe Park Road, Upton, Wirral, CH49 5PE. Tel: 0151 678 5111 Emergency: 999
- **Merseyside Police:** www.merseyside.police.uk
If you are concerned about immediate risk to self or others.
Emergency calls: 999
Non-Emergencies calls: 101