

## Mental health support and signposting information during COVID19 – Wirral

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### Mental health support – Local

WHO	WHAT	CONTACT INFO
Urgent Mental Health Helpline - CWP	<p>A local helpline for people in Wirral, Cheshire West and Cheshire East for people experiencing a mental health crisis, provided by CWP. The phoneline is 24/7 and is the first port of call for mental health support. Calls to 111 will be redirected to this service.</p> <p>People should still call 999 or go to A+E only if there is an immediate life threatening emergency that requires mental or physical health assistance</p>	<p style="text-align: center;"><b>0300 303 3972</b></p>
Talking Together Wirral (IAPT)	<p>Talking Together Wirral continue to operate with assessments and appointments being conducted virtually as follows:</p> <ul style="list-style-type: none"> <li>• All our assessments are now taking place over the phone.</li> <li>• All our therapy sessions will take place over the phone or via Skype.</li> <li>• Group therapy sessions have been paused.</li> </ul> <p>Direct phone calls are no longer being answered, however voicemail messages will be responded to directly. People are encouraged to make use of the online self-referral form on the website.</p>	<p style="text-align: center;"><a href="https://www.insighthealthcare.org/our-services/talking-therapies/find-a-service/wirral/">https://www.insighthealthcare.org/our-services/talking-therapies/find-a-service/wirral/</a></p>
Age UK Wirral – Bereavement Support Service	<p>Practical help and assistance in making arrangements and dealing with affairs for anyone in Wirral who has experienced a bereavement.</p>	<p style="text-align: center;"><b>0151 488 7808</b> Monday to Friday – 9am-4pm Saturday to Sunday – 10am-2pm</p>
Age UK Wirral – Dementia Carers Helpline	<p>For carers of people with dementia who need help, advice or someone to talk.</p>	<p style="text-align: center;"><b>0151 488 7808</b> Monday to Friday – 9am-4pm Saturday to Sunday – 10am-2pm</p>

Spider Project	<p>Spider Project are operating a virtual service by telephone, email and social media. All staff have been issued with mobile phones and are contacting members and volunteers on a daily basis.</p> <p>Daily videos are being shared on the Spider Project Facebook page and website with activities such as yoga, fitness, art, relaxation, shared reading and more for anyone to watch and take part.</p>	<p><b>0151 647 7723</b> Monday to Friday – 9am-5pm</p> <p>Email: <a href="mailto:Enquiries@spiderproject.org.uk">Enquiries@spiderproject.org.uk</a></p> <p>Twitter - @SpiderWirral</p> <p>Facebook - <a href="https://www.facebook.com/Spider-Project-CIC-1374447939284801/">https://www.facebook.com/Spider-Project-CIC-1374447939284801/</a></p> <p>Website - <a href="http://www.spiderproject.org.uk">www.spiderproject.org.uk</a></p>
Citizens Advice Wirral	<p>Ask Us Wirral information and advice service is being delivered by phone or email, and includes specialist benefits, debt and housing advice.</p> <p>For information about sick pay, your rights if you are off sick, self-isolating or home working and other useful information about what Coronavirus what it means to you go to <a href="http://www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you/">www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you/</a></p>	<p><b>0300 33 00 111</b> (<i>please note that phonelines are expected to be busy, you may have to leave a message and a member of the team will get back to you</i>)</p> <p><b>Webform</b> - <a href="http://www.askuswirral.org.uk/enquiry-webform/">www.askuswirral.org.uk/enquiry-webform/</a></p> <p><b>National Citizens Advice – 03444 111 444</b></p>
Wirral Social Prescribing	<p>A team of experienced Link Workers providing a listening ear, giving people time to talk about what matters (practical and emotional) and finding appropriate solutions. Helping people stay well during these difficult times and beyond. Working with all GP practices across the Wirral.</p>	<p><a href="mailto:social@citizensadvicewirral.org.uk">social@citizensadvicewirral.org.uk</a>.</p>
Sahir House	<p>Sahir House supports people who are living with and affected by HIV, those seeking asylum and people identifying as part of LGBT communities. Support workers are working from home however are in regular contract with clients and counselling workers are offering online meditation and yoga lessons, as well as one-to-one emotional support.</p>	<p><a href="mailto:info@sahir.uk.com">info@sahir.uk.com</a></p>
Autism Together	<p>Autism Together is currently closed for admissions to their services, however are still available for telephone or video call advice and information.</p> <p>The service provides support for people with autism of any age and their families. This includes people with conditions associated with autism</p>	<p>Children and families with a child 0-18 – <b>0151 666 9960</b> or <a href="mailto:cfs@autismtogether.co.uk">cfs@autismtogether.co.uk</a></p> <p>Adults – <b>0151 482 3126</b> or <a href="mailto:admissions@autismtogether.co.uk">admissions@autismtogether.co.uk</a></p>

	including mental health and learning disability.	Website – <a href="http://www.autismtogether.co.uk">http://www.autismtogether.co.uk</a>
Wirral Change	Wirral Change continue to provide various services for BAME residents on Wirral. They are providing their usual counselling service through “Mind Clarity” over the phone or video call for BAME residents. Additionally they are providing support for those whose first language is not English to access the emergency food hub service.	<b>0151 649 8177</b>
Wirral Multicultural Organisation	Health Link Workers are making regular well-being calls to client’s dependant on need, and contacting appropriate services on their behalf.	<b>0151 792 5116</b> or <a href="mailto:info@wmo.org.uk">info@wmo.org.uk</a>
Wirral Ways to Recovery (CGL)	Wirral Ways continues to support service users throughout the pandemic virtually by providing generic emotional health and wellbeing support, and more in-depth dual diagnosis interventions. Currently only the Birkenhead hub is open but with the majority of appointments being conducted over the phone or Skype. Assessments for new service users are continue and are being conducted over the phone. Needle exchange and naloxone remain available from the Birkenhead hub. Information about changes to prescriptions can be found on the website.	<b>0151 556 1335</b> Email – <a href="mailto:Wirral.services@cgl.org.uk">Wirral.services@cgl.org.uk</a>
Tomorrow’s Women	Ongoing telephone support is being provided for woman 18+ during the centre closure, particularly around domestic abuse, mental health and substance misuse. General advice and signposting is also being provided. Activities, interventions and support are also available through social media with daily content posted on all channels.  Tomorrow’s Women have recently launched their “Femme 2 You” project. This is a “fe-mail” service delivering pick-me-up parcels of essential sanitary and hygiene items to women on Wirral.	<b>0151 647 7907</b> Monday to Friday 9am-4pm  Email – <a href="mailto:admin@tomorrowswomen.org.uk">admin@tomorrowswomen.org.uk</a>
WIRED Carers Support	WIRED remain operational and all services are continuing. All carers known to WIRED are being contacted individually and being asked to complete an online wellbeing check. Service still covering: <ul style="list-style-type: none"> <li>• Carers Registration</li> <li>• Carers Helpline</li> <li>• Carers 1:1 telephone support (video calling where applicable)</li> <li>• Carers Enews Bulletin</li> </ul>	Website <a href="https://wired.me.uk/services/carers-support-wirral">https://wired.me.uk/services/carers-support-wirral</a>  Email: <a href="mailto:cws@wired.me.uk">cws@wired.me.uk</a>

	<ul style="list-style-type: none"> <li>• Carers Emergency Contact Service</li> <li>• Information, Advice and Referral service</li> <li>• Support from our 3<sup>rd</sup> Sector Community Connector Service (where applicable)</li> <li>• Support from our Patient Advice &amp; Liaison Service (where applicable)</li> <li>• Support from our Early Help Family Support (where applicable)</li> </ul>	
Together All Are Able	Support for people with disabilities and mental health issues, including carers, to continue to self-advocate. The service is operating virtually.	<a href="mailto:toaaa@outlook.com">toaaa@outlook.com</a> Facebook - <a href="https://en-gb.facebook.com/pg/TogetherAllAreAble">https://en-gb.facebook.com/pg/TogetherAllAreAble</a> Twitter - @able_together

### Mental health support – National

WHO	WHAT	CONTACT INFO
#StayAlive Suicide prevention app	A smartphone application for suicide prevention resources. Includes information and tools for people to use to stay safe in crisis. Aimed at people who are having thoughts of suicide or who are concerned about someone else.	Downloaded via the Apple Store or Google Play <a href="https://www.prevent-suicide.org.uk/find-help-now/stay-alive-app/">https://www.prevent-suicide.org.uk/find-help-now/stay-alive-app/</a>
SHOUT crisis text line	24/7 text service for people who are struggling to cope, in crisis and need immediate help. The service is free and anonymous.	Text <b>85258</b>
Samaritans	Samaritans have published information on their website with advice on how to manage mental health during the coronavirus outbreak.	<b>116 123</b> or email <a href="mailto:jo@samaritans.org">jo@samaritans.org</a> <a href="https://www.samaritans.org/">https://www.samaritans.org/</a>
Every Mind Matters	Advice and information on managing mental health whilst staying at home due to coronavirus	<a href="https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips/">https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips/</a>

## Translation and interpretation services

WHO	WHAT	CONTACT INFO
Wirral Multicultural Society	<p>Staff are providing two-way telephone interpretation for GP appointments and are translating information regarding medication, test results etc at the request of GP practices.</p> <p>Staff are liaising with practices with regards to medication and prescriptions, and liaising with pharmacies for home deliveries and/or collection and delivery of medications for isolating service users.</p> <p>Work is ongoing for WMO to be able to support e-consultations.</p>	<p><b>0151 792 5116</b> or <a href="mailto:interpreter@wmo.org">interpreter@wmo.org</a></p>
Action on Hearing Loss	<p>Action on Hearing Loss continue to operate communication services, with staff working remotely.</p> <p>There is also a national support phone line available.</p>	<p><a href="mailto:Communication.services@hearingloss.org.uk">Communication.services@hearingloss.org.uk</a></p> <p>Telephone: <b>0808 808 0123 (freephone)</b>            Textphone: <b>0808 808 9000 (freephone)</b>            SMS: <b>0780 0000 360</b>            Email: <b>informationline@hearingloss.org.uk</b></p>
Wirral Society for the Blind and Partially Sighted	<p>The service is now operating remotely, and can be accessed via telephone for advice and support.</p>	<p><b>0151 651 0635</b></p>
Doctors of the World	<p>Translated NHS COVID-19 guidelines in 45 languages produced in partnership with the British Red Cross.</p>	<p><a href="https://www.doctorsoftheworld.org.uk/corona-virus-information/">https://www.doctorsoftheworld.org.uk/corona-virus-information/</a></p>