

## Support helplines

### Internal support:

**Vivup EAP**- 24/7 phone service available to staff on a range of issues- 03303800658

There are also a number of self-help workbooks for staff including alcohol, anxiety, bereavement, depression and low mood, sleeping problems and stress.

Please visit: <https://www.vivup.co.uk/>

**Mental Health First Aiders (MHFA)**- there are a number of mental health first aiders/ champions available to help support any staff member who may be experiencing a mental health crisis or requires a listening ear and support. A list of staff and contact details can be found at <https://intranet.mkuh.nhs.uk/staff-health-and-wellbeing-department/health-and-wellbeing/care-first> or by emailing [mentalhealthfirstaid@mkuh.nhs.uk](mailto:mentalhealthfirstaid@mkuh.nhs.uk) or contact Claire Hobbs for more information.

**Peer 2 Peer (P2P)**- is a listening service for staff, enabling staff to share and get support from colleagues in a confidential environment, whether it's work related or something else. There are a number of 'listeners' around the Trust who can be identified by their green P2P badge who have been trained in listening skills but are not acting as counsellors. A list of staff and contact details can be found at <https://intranet.mkuh.nhs.uk/peer-to-peer-listening-service-p2p> or by emailing [p2p@mkuh.nhs.uk](mailto:p2p@mkuh.nhs.uk) or ring ext 86061 and speak to Sarah Crane to arrange to see someone.

**Chaplaincy team**- Chaplains are here for patients and families of all faiths and none. The Chapel is available for anyone to sit quietly or to pray. There is a dedicated Muslim prayer area with separate prayer spaces for men and women. For support please contact Sarah Crane- Lead Chaplain or Christine Buttery, Chaplaincy Administrator

They are usually on-site Monday to Friday 08:00 – 16:00 and Sunday morning.

**Staff Health and Wellbeing Department**- The Staff Health and Wellbeing Department is able to provide advice and support to all employees and managers working within the Trust regarding Health, Safety and Wellbeing within their workplace. To contact please call 01908 995255 (ext 85255) or email [staff.hwb@mkuh.nhs.uk](mailto:staff.hwb@mkuh.nhs.uk)

## External support networks

### Coronavirus and your wellbeing

MIND have put together a support package for everyone affected by the Coronavirus situation. For further information please visit:

<https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/>

#### **Samaritans**

Phone: 116123 (free phone, 24/7)

Email: [jo@samaritans.org](mailto:jo@samaritans.org)

Website: [www.samaritans.org](http://www.samaritans.org)

Provides emotional support for people 24 hours a day, 265 days a year. They allow people to talk about their feelings of distress and despair and are confidential and offer non-judgemental support.

#### **CALM (Campaign Against Living Miserably)**

Phone: 0800585858

Email: [info@thecalmzone.net](mailto:info@thecalmzone.net)

Website: [www.thecalmzone.net](http://www.thecalmzone.net)

The Campaign Against Living Miserably is a charity which exists to prevent male suicide in the UK. They run a dedicated support line and online webchat for men who are experiencing emotional distress.

#### **Bereavement Advice Centre**

Phone: 08006349494

Website: [www.bereavementadvice.org](http://www.bereavementadvice.org)

The Bereavement Advice Centre supports and advises people after a death in England. Their website and helpline provide help with the wide range of practical issues that need to be managed after a bereavement as well as signposting to other support

#### **Child Bereavement UK**

Phone: 08000288840

Email: [support@childbereavementuk.org](mailto:support@childbereavementuk.org)

Website: [www.childbereavementuk.org](http://www.childbereavementuk.org)

Supports families and educated professionals when a baby or child of any ages dies or is dying or when a child is facing bereavement. Runs a dedicated helpline as well as individual, couple's and family support sessions and group access across the country.

### **Cruse Bereavement Care**

Phone: 08088081677

Email: [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk)

Website: [www.cruse.org.uk](http://www.cruse.org.uk)

Cruse Bereavement Care offer support, advice and information to children, young people and adults when someone dies. They run a helpline as well as bereavement counselling as well as facilitated self-help groups across the country.

### **Depression UK**

Email: [info@depressionuk.org](mailto:info@depressionuk.org)

Website: [www.depression.org](http://www.depression.org)

Depression UK is a national self-help organisation that offers support to everyone affected by depression.

### **Family Action**

Phone: 02072546251

Email: [info@family-action.org.uk](mailto:info@family-action.org.uk)

Website: [www.family-action.org.uk](http://www.family-action.org.uk)

Family action transforms lives by providing practical, emotional and financial support to those who are experiencing poverty, disadvantage and social isolation.

### **Anxiety UK**

Phone: 08444775774

Text: 07537416905

Email: [support@anxietyuk.org.uk](mailto:support@anxietyuk.org.uk)

Website: [www.anxietyuk.org.uk](http://www.anxietyuk.org.uk)

Anxiety UK is a national charity run by people with lived experience, aiming to support everyone affected by anxiety through information and support. This includes talking therapies and self-help groups.

### **OCD- UK**

Phone: 08451203778

Email: [support@ocduk.org](mailto:support@ocduk.org)

Website: [www.ocduk.org](http://www.ocduk.org)

OCD-UK is a national charity working with and for children and adults affected by obsessive compulsive disorder. Provides a wide range of information on OCD, and run self-help services including telephone support groups, online chats and support forums.

### **Family Lives**

Phone: 08088002222

Website: [www.familylives.org.uk](http://www.familylives.org.uk)

Family Lives is a national family support charity providing help and support in all aspects of family life. They run a dedicated confidential helpline.

### **Mind Infoline**

Phone: 03001233393

Text: 86463

Provides information on types of mental health issues, where to get help, medication and alternative treatments and advocacy.

### **Age UK**

Phone: 08001692081

Website: [www.ageuk.org.uk](http://www.ageuk.org.uk)

AgeUK provided a range of information and support services for older people and those caring for them. Includes befriending services to combat loneliness in elderly people, which may contribute to mental health issues.

### **Harmless**

Email: [info@harmless.org.uk](mailto:info@harmless.org.uk)

Website: [www.harmless.org.uk](http://www.harmless.org.uk)

Harmless is a user led organisation that provides a range of services about self harm including support information and resources.

## **Self Help Apps and Online Resources**

- Big White Wall: [www.bigwhitewall.com](http://www.bigwhitewall.com)
  - CBT Online: [www.moodgym.anu.edu.au](http://www.moodgym.anu.edu.au)
  - Down your Drink: [www.downyourdrink.org.uk](http://www.downyourdrink.org.uk)
  - Elefriends: [www.elefriends.org.uk](http://www.elefriends.org.uk)
  - FearFighterTM: <http://fearfighter.cbtprogram.com>
  - Headspace: [www.headspace.com](http://www.headspace.com)
  - Moodscope: [www.moodscope.com](http://www.moodscope.com)
  - Sleepio: [www.sleepio.com](http://www.sleepio.com)
  - Stay Alive App:  
[http://www.preventsuicide.org.uk/stay\\_alive\\_suicide\\_prevention\\_mobile\\_phone\\_application.html](http://www.preventsuicide.org.uk/stay_alive_suicide_prevention_mobile_phone_application.html)
  - Wellness Recovery Action Planning: [www.mentalhealthrecovery.com](http://www.mentalhealthrecovery.com)
  - Workguru: [www.workguru.org](http://www.workguru.org)
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