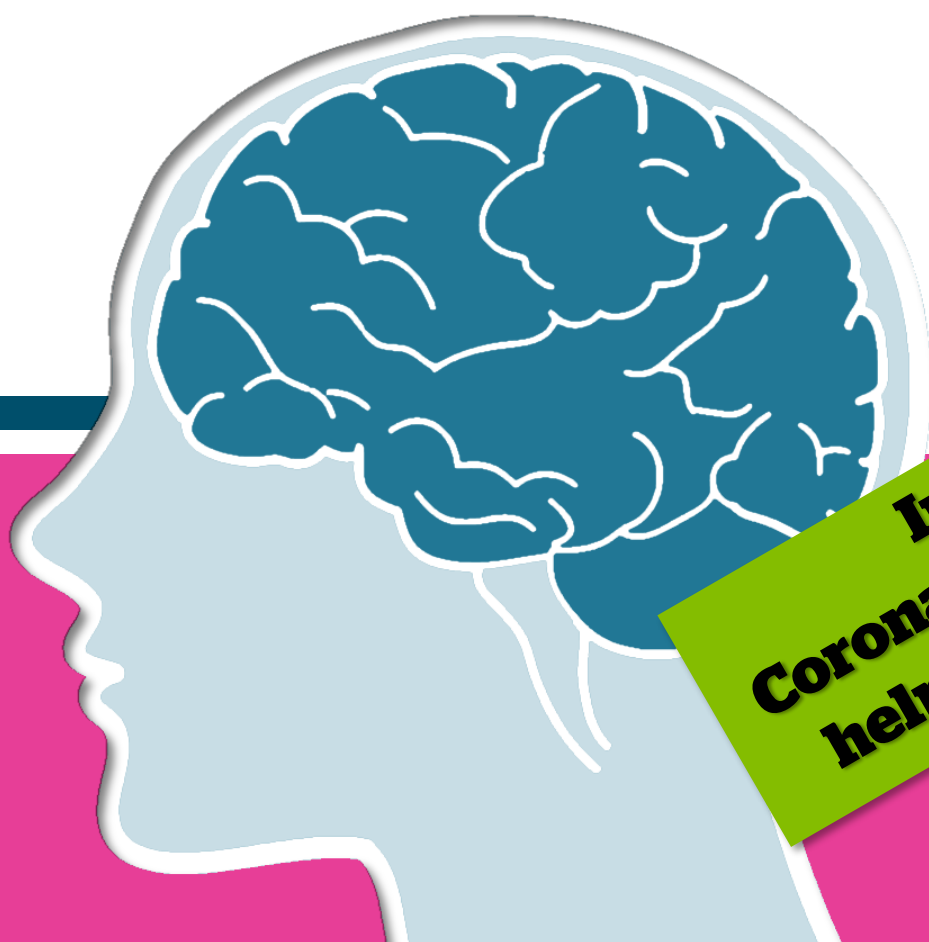


Mental health and wellbeing in Trafford

Where can you find help?
What can you do to look after yourself?
What support is available?



**Including
Coronavirus (COVID-19)
help and information**

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Introduction to Healthwatch Trafford

This report has been produced by Healthwatch Trafford. The Healthwatch network consists of 152 Healthwatch organisations across each of the local authority areas in England. It also has a national body called Healthwatch England based in London. We are all independent organisations who aim to help people get the best out of their local health and social care services; whether it's improving them today or helping to shape them for tomorrow.

Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience. We are the only body looking solely at people's experience across all health and social care in Trafford. As a statutory watchdog, our role is to ensure that local decision makers put the experiences of people at the heart of their care so that those who buy (commissioners) and provide our services (NHS Trusts, GPs, the voluntary sector and independent providers) can benefit from what Trafford people tell us.

We have produced many reports in the past covering lots of elements of health and social care in Trafford. These can be found on our website at healthwatchtrafford.co.uk/our-reports, or by contacting us directly using the details on the back cover.



About this guide

Welcome to the Healthwatch Trafford guide to mental health and wellbeing in Trafford.

We created this guide to help people find the information and support they need to get the assistance or treatment for their mental health.

The guide will be continually updated and if you would like to let us know of an organisation that should be included, please get in touch using the details on the back page.

Do I have a mental health problem?

We all have mental health, like we all have physical health. Both change throughout our lives.

Just like our bodies, our minds can become unwell. At times we can all struggle and our mental health is not as good as it could be.

Some of the problems that you or those around you may notice are:

- Feeling low
- Worried a lot
- Troubling sleep or staying awake
- Frequently angry or irritated
- Hyper
- Problems eating
- Can't concentrate or think clearly
- Avoiding people or situations
- Confused
- Intrusive or upsetting thoughts
- Can't be bothered
- Forgetful
- Can't stop
- Taking un-prescribed drugs
- Drinking alcohol to cope

Are any of these long lasting, showing no sign of improvement or severe?

If you, or someone you know, is experiencing one or several of these problems, if this has been going on for some time and not improving or these feelings, thoughts or behaviours are severe, it could be that you or they may need some help to feel better.

Don't panic, there is help out there.

There are things that you can do to improve your health and wellbeing and you will find information in this booklet about this. This guide covers where you can go and what help and support there is in the Trafford area.

One in four of us will have a mental health problem of some kind during our life.¹

The first few steps can be very hard, *but you don't have to do it on your own...*

Realise you are not alone, and you can be helped!

There are a whole range of people and organisations that can help you to help yourself.



Talk to someone you trust – it really can help!

This could be your partner, a family member or a good friend. If this is not possible for you there are other people who can give you support and advice.

National organisations are listed along with local places where you will find a sympathetic ear.

¹ Statistic from the World Health Organisation (WHO):
https://www.who.int/whr/2001/media_centre/press_release/en/

How can I get help?

Should I go and see my GP?

Our mental health is constantly changing in response to everything around us, our ability to respond to stressful situations, our physical health and the support networks we have to help us stay well and balanced.

Most of the time we are able to manage episodes of poor mental health ourselves without help from a doctor but when they last a long time or get worse it may indicate a more serious issue that needs specialist help.

All GPs and medical practices in Trafford have been trained to offer general support to people experiencing mental ill-health.

This can include things like:

- ❖ Medication
- ❖ Counselling
- ❖ Local support
- ❖ Referral to Improving Access for Psychological Therapy (IAPT)
- ❖ Information
- ❖ A member of staff in the GP practice who works specifically with mental health issues
- ❖ Referral to specialist help through a Single Point of Access. Sometimes this is called secondary care.

Will I have to be seen by a psychiatrist or go into hospital?

If your GP can't help you immediately or they feel you need some extra help your GP can refer you to see a specialist.

The specialist will be able to assess you and help you think about the best course of action. Sometimes this will be a psychiatrist, sometimes a psychologist, counsellor or other trained professional. In NHS language this is known as 'Secondary Care'.

From 1st April 2014 many people now have a right in law to choose who their Secondary Care provider is. The standard option will usually be the local NHS service, but others are available within the private and voluntary sector in Trafford.

What if I don't want the help my doctor suggests. Can I refuse?

For the vast majority of people treatment is optional and like any clinical intervention you have the right to refuse treatment if you do not believe it is in your best interests.

The only time you can be forced to undertake treatment is if you are assessed by a qualified professional as being so unwell that you are a danger to yourself or other people.

In a situation like this you could be 'sectioned' under the Mental Health Act and a named doctor will be able to make decisions about your medication and where you should be cared for. Everybody who is detained under the Mental Health Act has the right to appeal against this decision using the free advocacy support. In Trafford this service is provided by Advocacy Focus (see the [Having your say and advocacy section](#)).

When will I begin to feel better?

Everyone is unique, with different problems, personalities, and life experience. Feeling better will vary in lengths of time, depending on circumstances, support and type of help received. Although it doesn't always feel like it, remember you can be helped, and you will improve.

If you are receiving help or treatment from your GP or another professional, talk with them about how long these feelings may last.

What do I do if I don't feel better or I feel worse?

If you haven't seen your GP yet, go and see them and tell them how you are feeling. If you are seeing your GP already or another professional tell them your concerns.

If the feelings are severe, intense or even suicidal, speak to someone now! Contact the Samaritans, your GP or go to A and E. It is important to seek help!

I am desperate for mental health help, what can I do?

- **Do something not nothing!** If you have these feelings it is better to do something now and stop things getting worse!
- **If you are considering suicide get help now!**
- **It is important to speak to someone!**
 - ❖ Can you speak to someone you trust such as someone in your family, friend, carer, key worker?
 - ❖ If you have felt like this before has there been anything that helps?
 - ❖ If you are already getting treatment and support for your mental ill health, what does your care plan say you should do when you feel like this?

There are people who can help you. You are only a phone call away from help! There's no shame in asking for expert support when you need it.

Crisis Telephone Helplines

These offer immediate help and support to somebody who needs a listening ear or practical advice about where to go next for help.

Samaritans

24 hour, confidential emotional support service for anyone in distress or experiencing suicidal thoughts and feelings.

116 123 (free any time day or night)
01904 655888 (local call charges apply)
jo@samaritans.org.uk

CALM (Campaign Against Living Miserably)

Providing information and emotional support aimed specifically at dealing with suicide and emotional distress in young men (up to age 35)

0800 58 58 58 (free) 5pm until midnight
www.thecalmzone.net - Webchat available

CLASP (Counselling Life Advice Suicide Prevention) Charity

A website providing details of mental health and suicide prevention charities plus services offering advice and support

www.claspcharity.com

Papyrus

Provides support, practical advice and information to people up to the age of 35 who are worried about themselves, or to anyone who is worried about a young person.

0800 068 41 41 (HOPELine, open 24 hrs)
Text: 07786 209697
pat@papyrus-uk.org

Saneline

Specialist mental health helpline

0300 3047000 4.30pm-10.30pm each evening
www.sane.org.uk

Download the Stay Alive app at:
www.prevent-suicide.org.uk

GP

Contact your GP and ask for an emergency appointment. If the surgery is closed there will be an out of hours service.

Find GP details in Trafford at
healthwatchtrafford.co.uk/services

NHS 111

For non-emergency advice NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

111
Textphone: 18001 111

Accident and Emergency/999

Visit an accident and emergency or urgent care department or call an ambulance.

999

What do I do if nobody is listening?

Have you tried talking to friends, family, carers, key workers?

Talking things through with someone who knows you well can help in trying to find a way forward. Sometimes though you may still need advice from an organisation that can help you by providing information and support on what you can do next, based on their expertise.

Who are PALS and what can they do to help me?

If you have concerns about any of the Trust services either you or your relative are receiving, the Patient Advice and Liaison Service (PALS) staff will listen and discuss options with you. PALS is like the customer service department of an NHS Trust and they can talk to clinical staff on your behalf or you may prefer to have a meeting with clinical staff and support from PALS staff. The aim overall is to resolve concerns as quickly as possible.

If your concerns are about a relative's care, to ensure patient confidentiality, PALS staff may need to seek permission from your relative before contacting a clinician.

The PALS team aims to:

Advise and support patients, their families and carers signpost, providing information on NHS services and support available from other agencies listen to your compliments, comments, concerns and complaints help sort out problems on your behalf.



PALS act independently when handling patient and family concerns, liaising with staff, managers and, where appropriate, relevant organisations, to negotiate solutions as soon as possible. If necessary, PALS can also refer patients and families to specific local or national-based support agencies.

PALS staff do not provide long term advocacy support, counselling, diagnosis or clinical advice. PALS staff can however speak on your behalf to the people who provide all of these services.

If you are in distress and feel desperate please go to the [I am desperate for mental health help, what can I do?](#) section.

Patient Advice and Liaison Service (PALS)

There are two main PALS services in Trafford depending on what you need help with. If you need help and nobody is listening, try one and they will advise you on the next steps to take.

Trafford Clinical Commissioning Group (CCG)
pals: 0161 873 9577.

If you use a text phone, you can access the text relay service by dialling 18001 then 0161 873 9577. Email customercare.trafford@nhs.net

Trafford Hospitals PALS: 0161 746 2019 or email trafford.pals@mft.nhs.uk.

Advocacy Focus

The advocacy provider in the Trafford Borough, they can provide free independent advocacy services including Mental Capacity Advocacy, Care Act Advocacy and Health Complaints Advocacy.

0300 323 0965

Email: admin@advocacyfocus.org.uk
Advocacyfocus.org.uk

Talking things over

Are you ready to talk to somebody?

Talking therapy is for anyone who's going through a bad time or who has emotional problems they can't sort out on their own.

Talking therapies can help all sorts of people in many different situations. You may be able to get talking therapy on the NHS but there is usually a waiting time. Talking therapy is widely available privately.

Why talking therapy may help

Sometimes it's easier to talk to a stranger than to relatives or friends. During talking therapy, a trained therapist listens to you and helps you find your own answers to problems, without judging you.

The therapist will give you time to talk, cry, shout or just think. It's an opportunity to look at your problems in a different way with someone who'll respect and encourage your opinions and the decisions you make. Usually, you'll talk one-to-one with the therapist. Sometimes, talking treatments are held in groups or in couples, such as relationship counselling.

Talking therapies can help if you have:

Depression, anxiety, an eating disorder, a phobia, an addiction. They're often used if you've been diagnosed with a serious mental health condition, such as schizophrenia or bipolar disorder.

www.nhs.uk/Conditions/stress-anxietydepression/Pages/benefits-of-talkingtherapy.aspx

The types of therapy:

Talking therapy is a broad term. It covers all the psychological therapies that involve a person talking to a therapist about their problems.

Although there are many different types of talking therapy, they all have a similar aim: to make you feel better. Some people say that talking therapies don't make their problems go away, but they find it easier to cope with them and feel happier.

For some problems and conditions, one type of talking treatment may be better than another.

Different talking treatments also suit different people. A particular one may be best for you and your situation.

To help you decide which one would be most suitable for you, talk to your GP about the types of talking therapy on offer (let them know if you prefer a particular one).

A brief explanation of various talking treatments and how they can help:

Counselling

Probably the best-known talking therapy and the one most readily available at your GP surgery. On the NHS it usually consists of 6 to 12 sessions, each an hour long. You talk in confidence to a counsellor about how you feel about yourself and your situation. They support you and offer practical advice.

Counselling is ideal for people who are basically healthy but need help coping with a current crisis, such as: anger, relationship issues, bereavement, redundancy, infertility, the onset of a serious illness.

Cognitive Behavioural Therapy

CBT helps you think less negatively, so that instead of feeling hopeless and depressed, you cope better with and even start to enjoy the situations you face.

Trafford Psychological Therapies

Trafford Psychological Therapies provides talking therapy for adults of all ages: it is free, confidential, and proven to be effective. They provide talking therapies for those experiencing difficulties with anxiety and depression-based presentations.

Get a referral from your GP or fill in a self-referral form at gmmh.nhs.uk/tpt/

How can I look after my mental health?

The Mental Health Foundation stresses that it is important to take care of yourself and get the most from life. The Foundation recommends 10 practical ways to look after your mental health.

▫ See below and www.mentalhealth.org for more information

Talk about your feelings

Talking about your feelings can help you stay in good mental health and deal with times when you feel troubled

▫ See page 10 and the later section on Counselling & Talking Therapies



Keep Active

Experts believe exercise releases chemicals in your brain that make you feel good. Regular exercise can boost your self-esteem and help you concentrate, sleep, look and feel better.

Eat Well

Your brain needs a mix of nutrients in order to stay healthy and function well, just like the other organs in your body. A diet that's good for your physical health is also good for your mental health.

▫ See www.nhs.uk/change4life

Drink Sensibly

We often drink alcohol to change our mood. Some people drink to deal with fear or loneliness, but the effect is only temporary.

When the drink wears off, you feel worse because of the way the alcohol has affected your brain and the rest of your body. Drinking is not a good way to manage difficult feelings.

▫ See the later section on Alcohol & Drugs for sources of further help

Keep in touch

Strong family ties and supportive friends can help you deal with the stresses of life. Friends and family can make you feel included and cared for. They can offer different views from whatever's going on inside your own head. They can help keep you active, keep you grounded and help you solve practical problems

▫ See later Sections on Activity and Social Groups and Retirement Age Plus for local contacts.

Ask for Help

None of us are superhuman. We all sometimes get tired or overwhelmed by how we feel or when things don't go to plan. If things are getting too much for you and you feel you can't cope, ask for help.

Your family or friends may be able to offer practical help or a listening ear. Local services are there to help you.

This Directory will help you find self-help and support groups, local services and organisations which can help you make new contacts, share information and learn new techniques for coping.

Take a Break

A change of scene or a change of pace is good for your mental health. It could be a five-minute pause from cleaning your kitchen, a half-hour lunch break at work or a weekend exploring somewhere new.

Do something you're good at

What do you love doing? What activities can you lose yourself in? What did you love doing in the past?

▫ Find inspiration in our Adult Learning and Activity and Social Groups Sections

Accept who you are

We're all different. It's much healthier to accept that you're unique than to wish you were more like someone else.

Care for others

Helping others, for example by volunteering, can help improve our wellbeing

Mind

We're Mind, the mental health charity. We're here to make sure no one has to face a mental health problem alone.

Infoline: [0300 123 3393](tel:03001233393)

Email: info@mind.org.uk

Text: [86463](tel:86463)

Post: Mind Infoline, PO Box 75225, London, E15 9FS

mind.org.uk

Mental Health Foundation

Support and research for good mental health. Find a large collection of helpful resources on their website.

mentalhealth.org.uk

Rethink Mental Illness

The Rethink Mental Illness advice and information service offers practical help on a wide range of topics such as The Mental Health Act, community care, welfare benefits, and carers rights. We also offer general information on living with mental illness, medication and care.

Call 0300 5000 927

Email advice@rethink.org

Write to RAIS, PO Box 17106, Birmingham, B9 9LL. (Please remember to include your return address and date of birth so we can deal with your enquiry.)

Visit rethink.org

NHS Change 4 life

Make a change for you and your family today with Change4Life! Discover sugar swaps, healthy recipes, nutritional advice, and top tips and activities.

change4life.service.nhs.uk/change4life



Advice for family and friends

How to support someone with a mental health problem?

We all go through tough times and people help us through them. Other times we have been worried about other people's mental health. Whether they are a friend, family member or colleague, there are many ways to support somebody you care about.

How do I know if someone has a mental health problem?

Sometimes it will seem obvious when someone is going through a hard time, but there is no simple way of knowing if they have a mental health problem. Sometimes you don't need to know. It's more important to respond sensitively to someone who seems troubled than to find out whether they have a diagnosis.

Although certain symptoms are common with specific mental health problems, no two people behave in exactly the same way when they are unwell. If you know the person well, you may notice changes in their behaviour or mood.

Below are some signs of common mental health problems.

Signs of depression

People who are depressed may:

- have low confidence
- lose interest in activities they normally enjoy
- lose their appetite
- get tired easily
- be tearful, nervous or irritable

At worst they may feel suicidal.

Signs of anxiety

People experiencing anxiety may:

- have difficulty concentrating
- be irritable
- try to avoid certain situations
- appear pale and tense
- be easily startled by everyday sounds

Panic attacks

Panic attacks are usually a sign of anxiety. Someone having a panic attack experiences a sudden and intense sensation of fear. They may breathe rapidly, sweat, feel very hot or cold, feel sick or feel faint.

Obsessive compulsive disorder (OCD)

OCD is a common form of anxiety involving distressing repetitive thoughts. Compulsions are the actions which people feel they must repeat to feel less anxious or stop their obsessive thoughts.

Some people who are distressed deliberately harm their bodies, usually secretly, using self-harm as a way of dealing with intense emotional pain. They may cut, burn, scald or scratch themselves, injure themselves, pull their hair or swallow poisonous substances.

Some people experience a severe mental health problem, such as bipolar disorder or schizophrenia. They may have periods when they experience their own or a different reality. They may hear voices, see things no-one else sees, hold unusual beliefs, feel exceptionally self-important or read particular meanings into everyday events.



How can I help?

There are a number of ways you can help a friend, relative or colleague who has a mental health problem:

Talking about mental health

If you are worried about someone it can be difficult to know what to do. When you are aware there is an issue, it is important not to wait. Waiting and hoping they will come to you for help might lose valuable time in getting them support.

Talking to someone is often the first step to take when you know they are going through a hard time. This way you can find out what is troubling them and what you can do to help.

Eight tips for talking about mental health

1. Set time aside with no distractions

It is important to provide an open and non-judgemental space with no distractions.

2. Let them share as much or as little as they want to

Let them lead the discussion at their own pace. Don't put pressure on them to tell you anything they aren't ready to talk about. Talking can take a lot of trust and courage. You might be the first person they have been able to talk to about this.

3. Don't try to diagnose or second guess their feelings

You probably aren't a medical expert and, while you may be happy to talk and offer support, you aren't a trained counsellor. Try not to make assumptions about what is wrong or jump in too quickly with your own diagnosis or solutions.

4. Keep questions open ended

Say "Why don't you tell me how you are feeling?" rather than "I can see you are feeling very low". Try to keep your language neutral. Give the person time to answer and try not to grill them with too many questions.

5. Talk about wellbeing

Exercise, having a healthy diet and taking a break can help protect mental health and sustain wellbeing. Talk about ways of de-stressing and ask if they find anything helpful.

6. Listen carefully to what they tell you

Repeat what they have said back to them to ensure you have understood it. You don't have to agree with what they are saying, but by showing you understand how they feel, you are letting them know you respect their feelings.



7. Offer them help in seeking professional support and provide information on ways to do this

You might want to offer to go the GP with them or help them talk to a friend or family member. Try not to take control and allow them to make decisions.

8. Know your limits

Ask for help or signpost if the problem is serious. If you believe they are in immediate danger or they have injuries that need medical attention, you need to take action to make sure they are safe. More details on dealing in a crisis can be found below.

If it is a family member or close friend you are concerned about, they might not want to talk to you. Try not to take this personally: talking to someone you love can be difficult as they might be worried, they are hurting you. It is important to keep being open and honest and telling them that you care. It may also be helpful to give them information of organisations or people they can reach out to. A list can be found below.

How do I respond in a crisis?

People with mental health problems sometimes experience a crisis, such as breaking down in tears, having a panic attack, feeling suicidal, or experiencing their own or a different reality.

You may feel a sense of crisis too, but it's important to stay calm yourself.

There are some general strategies that you can use to help:

- Listen without making judgements and concentrate on their needs in that moment.
- Ask them what would help them.
- Reassure and signpost to practical information or resources.
- Avoid confrontation.
- Ask if there is someone they would like you to contact.
- Encourage them to seek appropriate professional help.
- If they have hurt themselves, make sure they get the first aid they need.

Seeing, hearing or believing things that no-one else does can be the symptom of a mental health problem. It can be frightening and upsetting. Gently remind the person who you are and why you are there. Don't reinforce or dismiss their experiences, but acknowledge how the symptoms are making them feel.

How do I respond if someone is suicidal?

If someone tells you they are feeling suicidal or can't go on, or if you suspect they are thinking of taking their own life, it is very important to encourage them to get help. You or they should contact a GP or NHS 111. They can also contact the [Samaritans](#) straight away by calling 116 123 (UK) for free at any time. They could also get help from their friends, family, or mental health services.

You can ask how they are feeling and let them know that you are available to listen. Talking can be a great help to someone who is feeling suicidal, but it may be distressing for you. It is important for you to talk to someone about your own feelings and the Samaritans can help you as well.



I am recovering. How can I keep well?

Recovery is about building a meaningful and satisfying life, as defined by the individual, and rediscovering a sense of personal identity separate to their illness.

Recovery is about small steps and positive outcomes to enrich life and build confidence.

Hope is central to recovery which can be enhanced by each person having the opportunity to take control over their lives.

People are encouraged and supported to self-manage their illness.

Recovery is best achieved through social inclusion rather than isolation.

Recovery is supported by:

- good relationships
- personal growth
- environment
- being believed in
- being listened to
- understanding past experiences

Top Tips for Good Mental Health

- Don't be perfect
- You can't be all things to all people
- It is OK to leave some things undone
- Don't spread yourself too thinly
- Learn to say 'no'
- Make time for yourself and your support network
- Regularly switch off and do nothing
- Everyone is boring, inelegant and unattractive sometimes
- Don't feel guilty and beat yourself up
- Treat yourself as you would a best friend, don't be your own worst enemy

Websites that have very useful information on well-being:

Action for Happiness

A national campaign to improve well-being (including 10 keys to happier living)

actionforhappiness.org

NHS: 5 steps to mental wellbeing

Evidence suggests there are 5 steps you can take to improve your mental health and wellbeing. Trying these things could help you feel more positive and able to get the most out of life.

nhs.uk/conditions/stress-anxiety-depression/improve-mental-wellbeing/

Mind: Taking care of yourself

Mental health problems at work are common. At least one in six workers is experiencing common mental health problems, including anxiety and depression.

You might not be talking about it, because mental health is still a taboo subject. And many people feel scared and confused about confronting the issue at work. But there are small, simple steps you can take to look after yourself and make your workplace mentally healthier.

mind.org.uk/workplace/mental-health-at-work/taking-care-of-yourself/

SOURCED FROM:

HUMBER RECOVERY & WELLBEING COLLEGE

WEBSITE: WWW.HUMBER.NHS.UK/ABOUT-OURTRUST/RECOVERY-COLLEGE.HTM

Coronavirus (COVID-19) is affecting my mental health – what can I do?

The current Coronavirus (COVID-19) pandemic may cause you to feel worried, anxious, or scared. Read our seven steps to looking after your wellbeing while staying informed.



1. Seek accurate information from legitimate sources

Try to only read information about Coronavirus from official sources such as the [NHS](#) or the [Government](#), or the information on the [dedicated COVID-19 Healthwatch Trafford website section](#).

Only reading credible sources of information can help you avoid the fear and panic that misinformation may cause, which can fuel anxiety. Having access to good quality information about the virus can help you feel more in control.

2. Try to avoid excessive exposure to media coverage

Constantly monitoring the news and your social media feeds about COVID-19 can intensify feelings of worry and distress. It's important to find a balance while keeping informed. If you find the news is making you feel stressed, set boundaries for how much news you read, watch or listen to. For example, turn off phone notifications from news apps.

3. Look after yourself

It's normal to feel vulnerable and overwhelmed as we read news about the outbreak. Focus on the things you can control, instead of those you can't. Where possible, maintain your daily routine, and prioritise your wellbeing and mental health.

4. Stay connected and reach out to others

Keeping in touch with your friends and family and talking through your concerns can help ease the stress caused by COVID-19. Check in with people who you know may be worried or live alone. If you are very worried, [contact a helpline for emotional support](#). The Trafford Coronavirus helpline is **0300 330 9073**.

5. Talk to your children

It's equally important to help children cope with stress too. Answer their questions and share facts about COVID-19 in a way that children can understand, without causing them alarm.

Our Youthwatch Trafford website [has resources for children and young people about Coronavirus](#) and the World Health Organisation have created advice on how to [help children cope with stress during Coronavirus](#).

6. Don't make assumptions

It's important not to judge people and avoid jumping to conclusions about who is responsible for the spread of the disease. The virus can affect anyone, regardless of gender, ethnicity, or sex.

7. Stay well while self-isolating

If you are showing symptoms or have the virus, you will be required to [self-isolate](#) and stay away from other people. This may seem like a daunting prospect, but keep in mind that this is only temporary.

It is important to create a daily routine that prioritises looking after yourself, such as catching up on sleep.

There are still **many ways to stay connected** to the people who matter to you, digitally, or on the phone. When staying in touch with friends on social media, try not to share content that sensationalises things. Your friends may be worried too. Only share content from trusted sources.

Remember to also look after your wider health needs, such as having enough prescription medicines available to you.

If you need ideas about how to support your wellbeing, Mind, the mental health charity, [have put together practical tips to help you](#).

What support is available in the community?

Abuse

Men's Advice Line

A confidential helpline providing practical advice, information and emotional support to any man experiencing domestic violence and abuse from a partner (or ex-partner). Their focus is to help increase the safety and reduce risk. They can help concerned friends and family.

0808 801 0327

info@mensadvice.org.uk
mensadvice.org.uk

Respect

The Respect phoneline is a confidential and anonymous helpline for anyone concerned about their violence and/or abuse towards a partner or ex-partner. We are a team of skilled professionals offering advice, information and support to domestic violence perpetrators, as well as to their (ex) partners and frontline workers. We are a helpline and email service

0808 802 4040 info@respectphoneline.org.uk
respectphoneline.org.uk

The Respect phoneline is open 9am-5pm

Women's Aid

If you are a woman, child or younger person and have been affected by domestic abuse, we're here to help.

Email helpline@womensaid.org.uk
womensaid.org.uk/information-support

The Truth Project

The Truth Project is about victims and survivors of child sexual abuse sharing their experiences so we can learn from the past to build a better future. They will contact everyone to arrange how people want to share their experiences; offering a private session with a facilitator or a written account if preferred. All information is confidential. Open week

0800 917 1000

Email: share@truthproject.org.uk
truthproject.org.uk/i-will-be-heard

Open weekdays 8am-8pm, Saturdays 10am-12noon. Calls are free and they don't show on bills.

Sexual Violence Support Line

Confidential service offering telephone support advice to adults who have been raped or sexually assaulted

0800 200 0247

ldas.org.uk

Refuge

Are you experiencing domestic abuse? You are not alone. For women and children against domestic violence.

The freephone, 24-hour National Domestic Abuse Helpline 0808 2000 247
nationaldahelpline.org.uk/

Galop National LGBT+ Domestic Abuse Hotline

Emotional and practical support for LGBT+ people experiencing domestic abuse. Abuse isn't always physical- it can be psychological, emotional, financial and sexual too. Speak out, don't suffer in silence.

T: 0800 999 5428

E: help@galop.org.uk
galop.org.uk/domesticabuse

Hourglass

The Hourglass mission is simple: end the harm, abuse and exploitation of older people in the UK.

0808 808 8141

wearehourglass.org

TDAS - Trafford Domestic Abuse Service

TDAS offer support to individuals and families living or working in the Trafford area who are suffering or who have suffered domestic abuse. TDAS provide both intervention and prevention services and work in partnership with other voluntary organisations to support families across Greater Manchester.

07534 066 029

tdas.org.uk

Future Learn

Want to improve your own mental wellbeing or increase your awareness of complex mental health issues? Get mental health training or explore the science and psychology behind human development with our online mental health and psychology courses.

futurelearn.com/subjects/psychology-and-mental-health-courses

OpenLearn: free learning from the Open University

A number of free online courses available, including several covering mental health and psychology

open.edu/openlearn/body-mind/free-courses

Alcohol & drugs

We are with you

Get free, confidential support with alcohol, drugs or mental health in one of our local services or online

wearewithyou.org.uk

Addiction Helpline

We are here to help you decide for yourself if you have a problem that requires professional inpatient alcohol treatment. We are also able to offer helpful advice and support to families and friends of those suffering with a possible addiction with alcohol. We can help you identify the best inpatient treatment program that's best for you and place you in the best alcohol rehab clinics in the UK within 24 hours.

Addiction Helpline is completely free to call and the advice and support offered is also completely free with NO OBLIGATION.

addiction.org.uk

Adult learning

St John's centre

The centre offers a wide variety of courses and activities that help people build their skills and confidence, engage more fully in their community, and increase their chances of paid work. Courses generally run for one term, three times a year, but also run shorter courses.

0161 872 7795

Stjohnscentre.org

WEA

The UK's largest voluntary sector provider of adult education in England and Scotland.

wea.org.uk

Change, Grow, Live

Provides help and support to adults, children, young people and families. Services cover a wide variety of areas including health and wellbeing, substance use, mental health, criminal justice, domestic abuse and homelessness.

changegrowlive.org

Alcoholics Anonymous

Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. Their primary purpose is to stay sober and help other alcoholics to achieve sobriety. The only requirement for membership is a desire to stop drinking. There are no dues or fees for AA membership; we are self-supporting through our own contributions.

0800 9177 650

alcoholics-anonymous.org.uk

Drink Aware

Learn about the effects of alcohol on your life and lifestyle, so that you can make informed decisions when it comes to drinking. Learn what constitutes binge drinking, how you can tell if you are; and where you can go to for help.

drinkaware.co.uk

Narcotics Anonymous

If you have a drug problem they can help - they've been there.

Helpline 0300 999 1212

ukna.org

Rehab4addiction

An advisory and referral service providing valuable advice for people who suffer from alcohol, drug and behavioural addiction. Rehab4addiction works closely with rehabilitation centres and outpatient clinics throughout the UK and the admissions team match a patient's addiction with an appropriately placed rehabilitation centre. Our advice is free to the public and impartial.

0800 140 4690 (24 hours)

0345 222 3508

info@rehab4addiction.co.uk

rehab4addiction.co.uk

Talk to Frank

Friendly, confidential advice on drugs. Chat facility, phone line. Live chat, email, phone and text service. If you want to talk, you can call FRANK, 24 hours a day, 365 days a year. Online chat 2pm-6pm any day of the year.

0300 123 6600

Text: Frank 82111

talktofrank.com

Achieve Recovery Services

Greater Manchester Mental Health NHS Foundation Trust is the lead provider of substance misuse treatment and recovery service in Trafford.

0161 358 0991

gmmh.nhs.uk/achieve/

Advice for families affected by alcohol and drugs

Adfam

Adfam have a helpful website for carers. Find information, local support groups and helplines for anyone affected by someone else's substance use. Includes downloadable documents relating to defining, setting and maintaining boundaries and supporting carers/friends and family members affected by substance misuse.

020 3817 9410
admin@adfam.org.uk
adfam.org.uk

Al-Anon Family Groups

Provides support to anyone whose life is, or has been, affected by someone else's drinking, regardless of whether that person is still drinking or not. Helpline: 10am-10pm, 365 days a year.

0207 403 0888
enquiries@al-anonuk.org.uk
al-anonuk.org.uk

Families Anonymous

Helpline for relatives and friends concerned about drug use. FA has groups, throughout the country which meet regularly. Any concerned person is encouraged to attend the meetings, even if there is only a suspicion of a problem. FA is a self-help organization with a programme based on the 12 Steps and 12 Traditions first formulated by Alcoholics Anonymous.

0845 1200 660
famanon.org.uk

National Association for Children of Alcoholics

Information, advice and support for everyone affected by a parent's drinking. Free confidential helpline, for all ages. There is no need to give your name and you can say as little or as much as you want. Your call won't show up on a landline bill.

0800 358 3456
helpline@nacoa.org.uk
www.nacoa.org.uk

Benefit advice

Welfare rights advice: Trafford council

Trafford Council's welfare rights team of specialist welfare rights advisors provides a comprehensive advice service on the whole range of benefits provided by the Department for Work and Pensions and the local authority.

Call us on 0161 912 2735.
Lines are open Mondays, Tuesdays, Thursdays 9.30am to 12.30pm.

Bereavement and loss of pregnancy

Bereavement Trust

If you are experiencing bereavement, they can help. The loss of a loved one may cause deep and painful grief. After the funeral, as life continues, the understanding and patience of friends may soon be exhausted. For a bereaved person, the loneliness that follows can be hard to bear. 'Just talking' to one of their trained volunteers - in absolute confidence and with no time pressure - can be a great comfort.

0800 435 455
info@bereavement-trust.org.uk
bereavement-trust.org.uk/
Open every evening of the year: 6pm - 10pm.
Calls are free.

Child death helpline

A dedicated helpline that offers support to anyone affected by the death of child of any age, under any circumstances however recent or long ago.

0800 282 986 by landline or
If calling on a mobile 0808 800 6019

Child Bereavement Network

Plan If helps you ensure that your children have the right conditions to provide stability and security if you were to die while they are still young.

0207 843 455
cbn@ncb.org.uk
planif.org.uk

Compassion in dying

We can help you prepare for the end of life. How to talk about it, plan for it, and record your wishes.

0800 999 2434
compassionindying.org.uk

The Compassionate Friends

An organisation of bereaved parents, siblings and grandparents dedicated to the support and care of other bereaved parents, siblings, and grandparents who have suffered the death of a child/children. They recognise that many who have suffered the loss of a child feel a bond with others similarly bereaved and wish to extend the hand of friendship. Helpline open daily between 10am-4pm and 7pm-9.30pm. They have a range of leaflets, online forum and a section for bereaved siblings who have lost their sister or brother as a young adult.

Helpline: 0345 123 2304
helpline@tcf.org.uk
tcf.org.uk

CRUSE Bereavement Care

Cruse Bereavement Care is here to support you after the death of someone close. If someone you know has died and you need to talk, you can call or send an email. They also offer information, publications, and support for children.

The group is a friendly and safe place to meet with others, chat and share concerns and feelings and offer mutual support.

0808 808 1677
helpline@cruse.org.uk
cruse.org.uk/

Facing the Future

Facing the future is a partnership project between Samaritans and Cruse Bereavement Care. It offers support for people bereaved by suicide to help them understand their grief and cope with their loss.

0208 939 9560
info@facingthefuturegroups.org
facingthefuturegroups.org

The Good Grief Trust

All of us at The Good Grief Trust have lost someone we love, so we want to help you find the support you need as quickly as possible

hello@goodgrieftrust.org.uk
thegoodgrieftrust.org

Lullaby Trust

Lullaby Trust provides specialist support for bereaved families and anyone affected by sudden infant death

Bereavement Support - 0808 802 6868
Information Line - 0808 802 6869
lullabytrust.org.uk

Miscarriage Association

Miscarriage Association provides support information to anyone affected by pregnancy loss

01924 200799
miscarriageassociation.org.uk

Sands

Sands supports anyone who has been affected by the death of a baby before, during or after birth.

0808 164 3332

sands.org.uk

Shining a light on suicide

We want to support you if you are bereaved by suicide or concerned that someone you know may be thinking of suicide. We want to help you find what support is available in the boroughs of Greater Manchester and provide national resources that are available to help.

0161 983 0700

shiningalightonsuicide.org.uk

Debt and finances

Money Advice Service

Free and impartial money advice, set up by government, including advice and guides to help improve your finances, tools and calculators to help keep track and plan ahead and support in person, over the phone, online and live chat.

0800 138 7777

Monday-Friday 8am-8pm Saturday 9am-1pm

moneyadviceservice.org.uk

National Debtline

Freephone number. A free, confidential, debt advice service to assist people to tackle their debts and manage their money.

0808 808 4000

nationaldebtline.org

Eating habits

Beat Eating Disorders

Advice and support for anyone concerned about any eating disorder, including anorexia nervosa, bulimia nervosa, binge eating disorder and compulsive overeating.

Helpline: 0808 801 0677

help@beateatingdisorders.org.uk

www.beateatingdisorders.org.uk

9.30am to 2.30pm.

National Centre for Eating Disorders

Offering information and a counsellor directory as well as training

0845 838 2040

eating-disorders.org.uk/

Anorexia & bulimia care

A national UK eating disorders organisation with over 30 years of experience, providing on-going care, emotional support and practical guidance for anyone affected by eating disorders, those struggling personally and parents, families and friends. ABC works tirelessly to increase awareness and understanding of eating disorders through talks, training and campaigns for change.

03000 11 12 13 - Option #1 for support line, option #2 for family and friends

anorexiabulimiare.org.uk/

Overeaters Anonymous UK

Provide insight into problems of eating compulsively, strength to deal with it, and a very real hope that there is a solution for us. Find meetings all over the UK.

oagb.org.uk/

Seed: eating disorder support service

We are a group of ordinary people with firsthand experience of eating disorders, who make a difference to those people whose lives are blighted by this devastating illness.

Advice line 01482 718 130
seedeatingdisorders.org.uk/

Gambling

Gamblers Anonymous

Gamblers Anonymous is a program that helps problem gamblers to free themselves from the clutches of gambling. Offering a twelve-step program for those who wish to be cured of compulsive gambling.

0207 384 3040
gamblersanonymous.org

GamCare

Information, advice, support and free counselling for the prevention and treatment of problem gambling. Operating a national telephone and online helplines and provides both face to face and online counselling, free to clients. Our provision of face to face counselling reaches many parts of the UK and we are constantly developing the service to ensure that it is available locally. We encourage use of all our support services by any family members affected, to help address the impact on their lives.

0808 802 0133
gamcare.org.uk
Helpline: 8am-midnight seven days a week

Having your say and advocacy

Advocacy Focus

We provide independent advocacy services in Trafford; our services help support and empower people to find their voice and communicate their needs and wishes to local authorities, health services and social services.

Phone: 0300 323 0965
Fax: 01254 898898
Text: 07886 744 634
admin@advocacyfocus.org.uk
advocacyfocus.org.uk

NSUN network for mental health

NSUN is a service-user led charity that connects people with experience of mental health issues to give us a stronger voice in shaping policy and service. Membership is free and gives you: regular members' magazine, emailed bulletins and online resources, invites to events and training, the chance to join others in shaping care and offering mutual support.

0207 820 8982
info@nsun.org.uk
nsun.org.uk

Housing & homelessness

Housing Options Service Trafford (HOST)

There is help and advice available if you are at risk of losing your home. In the event of becoming homeless, we will provide help and assistance, and if necessary, arrange temporary accommodation for you while you wait to be re-housed. We operate a 24-hour homeless service every day of the year.

0161 912 2230
traffordhomesearch.co.uk

Trafford Housing Trust

Managing almost 9,000 homes for social and affordable rent and have homes for shared ownership and open market sale. Also operating CQC approved care homes. As well as making communities safer, we can lend a hand to support customers experiencing difficulties with their mental health and money problems.

0300 777 7777

customer@mytht.co.uk

traffordhousingtrust.co.uk

Older people

Age UK Trafford

Age UK Trafford offers lots of services for older people and their carers, including information and advice on a huge range of subjects.

The Sharples Building, 1-3 Church Road, Urmston, Manchester M41 9EH
0161 746 9754

admin@ageuktrafford.org.uk
ageuk.org.uk/trafford

LGBT

LGBT Foundation

Our Helpline Service provides thousands of hours of advice and support to thousands of gay people every year, both over the phone and via email.

0345 330 3030

info@lgbt.foundation

lgbt.foundation

5, Richmond Street, Manchester, M1 3HF

Independent Age

Providing information and support for people over 50.

0800 319 6789

advice@independentage.org

independentage.org

The Silver Line

The Silver Line is the only free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year.

0800 4 70 80 90

thesilverline.org.uk

Mermaids

Gives support to young people up to the age of 19 and try where possible to help their families understand and accept their child's gender identity issue.

0344 334 0550

info@mermaids.org.uk

mermaidsuk.org.uk

Stonewall

Use Stonewall's area database to find local lesbian, gay, and bisexual community groups, other generic services and gay friendly solicitors

0800 050 2020

info@stonewall.org.uk

stonewall.org.uk

Online safety

The Cybersmile Foundation

The Cybersmile Foundation is a multi-award-winning nonprofit organization committed to digital wellbeing and tackling all forms of bullying and abuse online. We work to promote kindness, diversity and inclusion by building a safer, more positive digital community.

cybersmile.org

Relationships and families

Information to be added soon

Self harm

National Self Harm Network

Supports individuals who selfharm to reduce emotional distress and to improve their quality of life

nshn.co.uk

Specific illnesses and conditions

ADHD (Trafford Combined ADHD Service- TCAS)

Here is a new ADHD pathway primarily for children aged between 6 and 18 years

0151 237 2661

adhd.foundation.org.uk

Anxiety UK

Information, support & information and understanding if you have been diagnosed with, or suspect you may have an anxiety condition

Helpline - 03444775774

Text service - 07537 416 905

<https://www.anxietyuk.org.uk/>

Autism/ Autistic Society Greater Manchester Area (ASGMA)

Whether you or someone you care for has Autism or you work with Autism you will find information and links to support, services and forthcoming events in Trafford.

1114 Chester Road, Stretford, Manchester , M32 0HL

0161 866 8483

admin@asgma.org.uk

autismtrafford.co.uk

Bipolar UK

Provides a range of services supporting people affected by Bipolar disease

0333 323 3880

biploaruk.org

Support for students

Students Against Depression

A website offering advice, information and guidance to those affected by low mood, depression and suicidal thinking

studentsagainstdepression.org

Student Help - Trafford College

Learner Services are here to support you whilst at College. If you need help with your finances, career planning or mental health and wellbeing they are here to help.

Altrincham Campus: 0161 952 4694

Stretford Campus: 0161 886 7148

trafford.ac.uk/school-leavers/support

Student Minds

Student Minds is the UK student mental health charity

studentminds.org.uk

Veterans

Armed Forces in Trafford

If you are a serving or ex-serving member of the military or a family member and require some help or information, please contact the Armed Forces Lead Officer at Trafford Town Hall.

Trafford Council has an Armed Forces Covenant and is a Gold Award holder. In order to help fulfil the pledges in the covenant Trafford has an active Armed Forces Partnership.

0161 912 1173 or 07980 965 635

trafford.gov.ukarmed-forces

Victims of crime

Victim Support

Provides support to those affected by crime

0808 16 89 111

victimsupport.org.uk

ASB Help

Are you suffering with noisy neighbours? Are people making your life a nightmare because of their behaviour? Are you unsure where to turn? Or have you reported it and no one seems to be listening?

asbhelp.co.uk

Manchester Attack Support

Supporting those affected by the Manchester Arena attack. Following the terror attack at Manchester Arena on Monday 22 May 2017, which tragically killed 22 people and injured many more, work continues to provide care, treatment and support to all those affected.

manchesterattacksupport.org.uk

Trafford Rape Crisis

Trafford Rape Crisis are a feminist organisation, committed to supporting women in relation to incidents of rape, sexual abuse or unwanted sex, no matter when or where it happened. They will listen, and they will believe you.

0800 783 4608

Email: dorothytrc@hotmail.co.uk or if you'd prefer to email a BME woman:

dorothy.bme@hotmail.co.uk

traffordrapecrisis.com

Young people & young carers

Youthwatch Trafford

Online resource of information about health and social care made for young people, by young people. All information is fact checked by experts to ensure the highest standard of information provided.

Twitter [@youthwatchtraff](https://twitter.com/youthwatchtraff)

Instagram [@youthwatchtraff](https://www.instagram.com/youthwatchtraff)

youthwatchtrafford.co.uk/

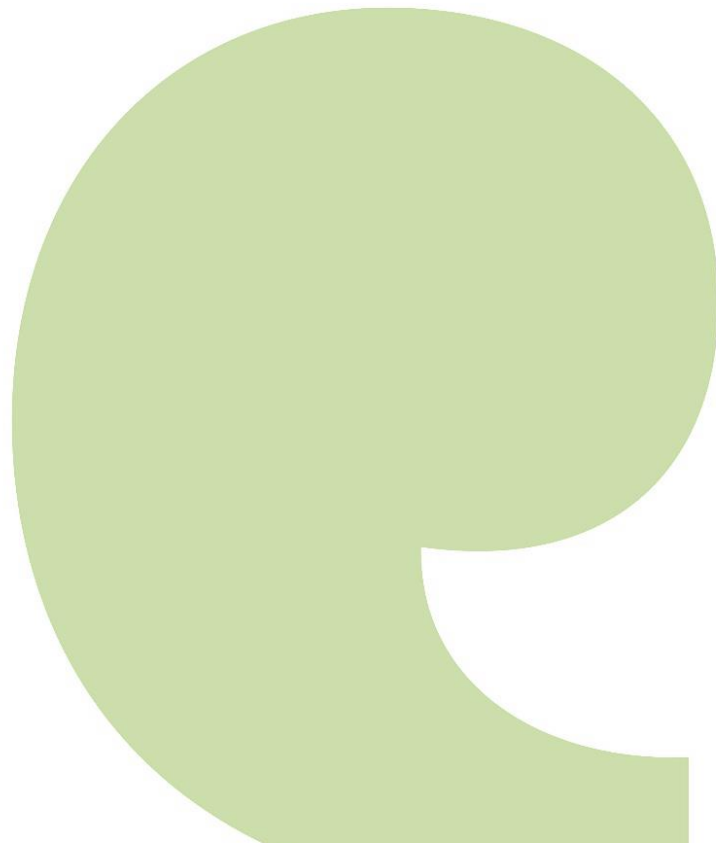
More information and updates

COMING
SOON

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0300 999 0303



07480 615 478



info@healthwatchtrafford.co.uk



@healthwatchtraf



Healthwatchtrafford.co.uk

healthwatch
Trafford