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| **Help. Support and Resource Guide** |
| Christmas and the holiday season for most is a time of fun and seeing friends and family. However, we are all aware that this may not always be the case and it can prove a difficult and challenging time for others.  To help and support those in need over the holiday season the Health and Wellbeing Team put together a resource sheet with useful links and telephone numbers for everyone across Shaw Trust, and to provide to those they work with and help in their role. |
| **Phone 999 in an emergency.**  For life threatening situations and where immediate medical care is needed. |
| **NHS 111**  Contact number: 111  Web: <https://www.nhs.uk>  Provides telephone advice on a range of medical conditions and situations. |
| **Samaritans**  Contact number: 116 123  Email: [jo@Samaritans.org](mailto:jo@Samaritans.org)  Web: <https://www.samaritans.org>  Provides emotional support for anyone experiencing distress and challenging circumstances. |
| **Shout 85258**  Web: <https://www.giveusashout.org>  Provides a free, confidential, anonymous 24/7 text messaging support service for anyone who is struggling to cope, feeling anxious, stressed, depressed, suicidal, or overwhelmed and who needs immediate support. |
| **Cruse Bereavement Care**  Contact number: 0808 808 1677  Chatline: [www.cruse.org.uk/get-support/crusechat/](http://www.cruse.org.uk/get-support/crusechat/)  Web: <https://www.cruse.org.uk>  The Cruse Bereavement Care Freephone National Helpline is staffed by trained bereavement volunteers who offer emotional support to anyone affected by bereavement. Details of opening hours are on the website. |
| **Saneline**  Contact number: 07984 967 708  leave your first name and contact number  Email: [Support@sane.org.uk](mailto:Support@sane.org.uk)  Web: <https://www.sane.org.uk>  Sane provides emotional support, guidance, and information to any affected by mental illness, including families, friends and carers. |
| **Mind**  Contact number for infoline: 0300 123 3393  Web: <https://www.mind.org.uk>  Helpline providing advice and support for anyone experiencing a mental health problem. |
| **Rethink Mental Illness**  Contact number: 0808 801 0525  Email: [advice@rethink.org](mailto:advice@rethink.org)  Web: <https://www.rethink.org>  Provides advice and support to people severely affected by mental illness. |
| **Alcoholics Anonymous**  Contact number: 0800 9177 650 (free national helpline)  Email: help@aamail.org  Web: <https://www.alcoholics-anonymous.org.uk>  Providing help and support for those experiencing a drink problem. |
| **Domestic Violence**  Contact number: 0808 2000 247 (Freephone helpline 24/7)  Chatline available on website  Web: <https://www.refuge.org.uk>  Provides advice and support for those experiencing abuse and violence. |
| **Victim Support**  Contact number: 0808 1689 111 (Freephone helpline)  Web: <https://www.victimsupport.org.uk>  Provides free and confidential support for victims of crime. |
| **Rape Crisis Centre**  Livechat Helpline available through the website  Web: <https://www.rapecrisis.org.uk>  Provides free and confidential emotional support service for women and girls who have experienced sexual violence. |
| **Relate**  Contact number: 0300 0030396 (to book counselling)  Web: <https://www.relate.org.uk/>  Provides relationship counselling. Telephone, Webcam, WebChat counselling is a chargeable service. |
| **The Money Advice Service**  Contact number: 0800 011 3797  Web: <https://www.moneyadviceservice.org.uk/en>  Provides free and impartial money advice |
| **Help through Hardship**  Contact number: 0808 2082138 (Freephone helpline)  *Mon to Fri, 9am-5pm, closed on public holidays*  Web: <https://www.moneyadviceservice.org.uk/en>  Provides free and impartial advice to those in England and Wales to address financial crisis and provide support to maximise your income including advice on the benefits system. If needed they can issue a voucher to get emergency food parcel from your local food parcel. |
| **Food banks**  Food banks are grassroots, community organisations aimed at supporting people who cannot afford the essentials in life. You can contact your local food here.  Web: [Find a Food Bank - The Trussell Trust](https://www.trusselltrust.org/get-help/find-a-foodbank/)  **Living Made Easy**  Contact number: 0300 999 0004  Web: <https://livingmadeeasy.org.uk/>  It is a useful website for anyone looking after or visiting disabled or aging friends or relatives over the Christmas period or at any time. When people come together after not seeing each other for a while often it becomes apparent when simple tasks are becoming harder for our aging or disable loved ones to manage.  It provides free impartial information and advice on assistive technology and aids to daily living. There is simple guided information and advice if a person is unsure on what might help with their daily living tasks. There is a simple self-assessment tool, AskSARA that provides a personalised report based on the selection of a topic. |
| **NHS Apps Library**  Web: <https://www.nhs.uk/apps-library/category/mental-health/>  Provides apps which help to manage symptoms from a range of mental health conditions. |
| There are Apps available to download online on meditation such as Calm, Headspace and Insight Timer. These are free to download. |