

Mental Health and Wellbeing

in East Riding of Yorkshire



What you can do to
look after yourself

Where to get help

Directory of advice, help and support

Issue 1 -

June 2016

free

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Do I have a mental health difficulty?

We all have mental health. Just like our bodies, our minds can become unwell.

At times we can struggle and our mental health is not as good as it should be.

Help is at hand

This guide covers where you can go and what help and support there is in East Yorkshire.



www.pixabay.com

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

- Low mood or feeling unhappy most of the time
- Loss of enjoyment and interest in life
- Feeling tired and lethargic
- Inability to cope with things that used to be manageable
- Difficulty concentrating and making decisions
- Feeling listless and agitated
- Loss of appetite or weight; or weight gain
- Lack of sleep or too much sleep
- Loss of libido
- Thinking of death or suicide

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

Everyone will feel low from time to time and everyone has something that they feel anxious about. It's when these very normal emotional experiences have unhelpful effects on day to day life that they can be termed a common mental health problem.

Some of the problems people might want help and support with include:

- Depression and low mood
- Problems with anxiety (including social anxiety and generalised anxiety)
- Obsessive Compulsive Disorder (OCD)
- Post-Traumatic Stress Disorder (PTSD)
- Specific phobia
- Panic disorder
- Stress

www.humberews.co.uk/common-mental-health-problems

I think I need help. What can I do?

Around 1 in 4 people will experience some kind of mental health difficulty in their lifetime. Most commonly these are depression and some form of anxiety.

See p.76 for more information

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Mental Health affects us all. How we think and feel about ourselves and our lives impacts on our behaviour and how we cope in tough times.

Realise you are not alone and you can be helped!

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Humber NHS Foundation Trust (HFT)

Trust Headquarters, Willerby Hill,
Beverley Road, Willerby
East Yorkshire HU10 6ED

Tel: 01482 301700

Email: Hnf-tr.contactus@nhs.net

Twitter and Facebook: **HumberNHSFT**

Website: www.humber.nhs.uk

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Humber NHS Foundation Trust

provides a wide range of health and social care services including acute and forensic inpatient mental health services, community mental health services, Child and Adolescent Mental Health Services (CAMHS), community services, substance misuse and learning disability services.

The Trust employs nearly 3000 staff caring for patients across a large

geographical area that includes Hull, the East Riding of Yorkshire and North Yorkshire. It also provides specialist mental health services to people from across the UK.

If you are aged 18 and over, you can access our mental health services through our **Single Point of Access (SPA) Service** by contacting your GP or through self-referral. You may also be referred by other health and social care professionals.

When SPA receives your referral you will be offered a mental health triage and assessment to enable you to be directed to the most appropriate service to meet your needs. This may be provided by teams within the Trust. If a psychological need is identified by the SPA team, you will be referred to the most appropriate service for you.

Our Emotional Wellbeing Service

provides Improving Access to Psychological Therapies (IAPT) in the East Riding. IAPT can help people who need help with:

- anxiety issues including: health, generalised or social;
- bereavement;
- low mood or depression;
- obsessive compulsive disorder (OCD);
- trauma including post-traumatic stress disorder (PTSD);
- panic;
- confidence issues or self-esteem.

This could take place over the telephone, in groups or face to face.

If you have a psychotic disorder, personality disorder, severe and complex depression or anxiety, or bipolar disorder

then you may be referred into one of our community mental health teams for working age adults or older people. If you have **severe mental health problems**, then you may be referred into the **Crisis Resolution and Home Treatment Service** for a crisis assessment which helps define if an admission to hospital needs to be considered, or you may be supported on Home Based Treatment, which is seen as an alternative to admission.

If you have a **drug or alcohol problem** then you may be referred into specialist substance misuse services.

For children and young people there is a separate service. This is called CAMHS (**Child and Adolescent Mental Health Services**). Referral for this service is through your GP or by self-referral through the **East Riding CAMHS Contact Point on 01482 303810**.

There is also a **CAMHS crisis team that operates 24 hours a day, 7 days a week**. This service is for young people (under 18) who are experiencing emotional distress and are struggling to cope.

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How do I access Adult Mental Health Services?

The **Single Point of Access service** provides a first point of contact for all people aged 18 and over who have been referred to working age and older adult mental health services in Hull and East Riding.

The team offers mental health triage and assessment to enable clients to be directed to the most appropriate service to meet their needs. This may be provided by teams within Humber NHS Foundation Trust. If a psychological need is identified by the SPA team, you will be referred to the most appropriate service for you.

People can be referred by their East Riding GP or they can refer themselves by phoning on the telephone number given below. The service works closely at times of mental health crisis with the intensive home treatment and early discharge team.

Tel: 01482 301701 (including crisis referrals)

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How do I access Children and Adolescent Mental Health Services (CAMHS)?

Contact Point provides a single point of access to CAMHS services. It has been designed to make it easier for young people and their families to access our services. **Contact Point is available from 9am until 5pm, Monday to Friday.**
Tel: 01482 303810

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Adult Community Mental Health Services

This is a recovery based community mental health service for people who have enduring mental health problems.

The service is provided in partnership with the East Riding of Yorkshire Council and in conjunction with other internal mental health services. The service works closely with service users and carers, their families, primary care services, and other local statutory and non-statutory agencies and is delivered by multi-disciplinary teams who are based in Beverley, Bridlington, Driffield, Goole, Haltemprice, Holderness, and Pocklington.

People can be referred by their East Riding GP or they can refer themselves for an assessment by calling or emailing the East Riding Single Point of Access for mental health services.

Tel: 01482 301701 (including crisis referrals)

Adult Rehabilitation Services

The purpose of specialist rehabilitation services is to deliver effective rehabilitation and recovery to people whose needs cannot be met by less intensive mainstream adult mental health services.

The focus is on the treatment and care of people with severe and complex mental health problems who are disabled and often distressed, and who are or would otherwise be high users of in-patient and community services. The aim is to promote personal recovery.

There are two inpatient units (St. Andrew's Place in Hull and Hawthorne Court in Beverley) with complementary functions. It also offers a limited outreach service to enable people to move on into or be maintained in suitable accommodation, while continuing to receiving the support of staff they have developed relationships with.

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Adult Inpatient Services

Avondale Assessment Unit (AAU)

The AAU provides a residential seven-day assessment, treatment and triage service to adults of working age.

The unit has 14 individual bedrooms and provides services to males and females who have been assessed as requiring admission due to mental disorder. The team works closely with the Single Point of Access Team and the Crisis Resolution and Home Treatment Service who manage its admissions. It also liaises with other residential inpatient services for patients who need to stay in hospital for longer than seven days

Tel. 01482 617565

Mill View Court

Mill View Court is a ten-bedded mixed sex unit, which considers privacy and dignity at all times. Each room has its own en-suite facilities, and there are also large individual bathrooms for both males and

females, with a specific lounge which caters for female patients only.

The team consists of a diverse range of professionals: psychiatrists; psychologists; nurses; health care assistants; occupational therapists and activity workers, which enables the care provided to be holistic and person centred.

Psychological and psychosocial interventions, as well as therapeutic activities, are offered daily, with emphasis on relapse prevention and support with recovery. A weekly timetable offers various group interventions, such as Coping with Emotions, Recovery through Activity, Complementary Therapies and all forms of relaxation, including yoga, baking and Mindfulness.

We additionally work very closely with carers and family members, and also liaise with community staff and social care.

Tel. 01482 344540

Psychiatric Intensive Care Unit (PICU)

PICU is a 14 bedded, mixed sex, purpose built Psychiatric Intensive Care service. Psychiatric Intensive Care is offered to service users who are compulsorily detained and require treatment in low secure conditions during an acutely disturbed phase of serious mental disorder.

Within PICU all aspects of health, including physical health, social care needs and risk are jointly assessed by the multi-disciplinary team. Treatment and care is then planned with the service user within the Care Programme Approach. Risk assessments and management plans are an integral part of this. As well as the nursing and medical staff we also have a psychologist, occupational therapist, a visiting pharmacist and chaplaincy intervention.

The PICU is a member of the National Association of Psychiatric Intensive and Low Secure Units (NAPICU).

Newbridges

An 18 bedded unit that offers a safe therapeutic environment for males suffering from any form of mental illness. They offer a range of recovery focused therapeutic interventions to return people to their usual environments as soon as possible.

Tel. 01482 335835

Westlands

An 18 bedded unit that offers a safe therapeutic environment for females suffering from any form of mental illness. They offer a range of recovery focused therapeutic interventions to return people to their usual environments as soon as possible.

Tel: 01482 335647

I am desperate! What should 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 speak to someone
and 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 receive services what does your care plan say you should do when you feel like this?

There are people who can help you. You are only one phone call away from help! The Samaritans and Papyrus have 24 hour helplines. Alternatively, you can always contact your GP or go to A&E at your nearest hospital.

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Samaritans
Bridlington and District Branch
The Lodge, 2 St Mary's Walk, Bridlington, YO16 7LG
Tel: 01262 400400; 08457 909090
Text: 07725 909090
Email: jo@samaritans.org

Samaritans
Hull Branch
75 Spring Bank, Hull, HU3 1AG
Tel: 01482 323456
Text: Samaritans 07725 909090
Email: jo@samaritans.org

National Website: www.samaritans.org
Free National Helpline: 116 123

Samaritans is a totally confidential service which provides 24/7 emotional support for people suffering with feelings of despair and distress including those feelings which may lead to suicide.

If you want to talk to us about anything that's troubling you, call us on our local or national help line numbers which are available around the clock (24/7) or call in to the branches detailed above to meet with a Samaritan Listener (opening hours vary please call first to check). We can also offer support by email and text if that's preferred.

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Papyrus -
Prevention of young suicide
HOPELineUK 0800 068 41 41;
Text: 07786209697
Website: www.papyrus-uk.org

HOPELineUK is a confidential support and advice service for young people under the age of 35 who may be having thoughts of suicide and for anyone worried about a young person.

Papyrus also helps others to prevent young suicide through training; and campaigns to change national policy.

***Crisis Telephone Helplines
are listed on the next
page.***

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.

Adult Crisis Resolution and Home Treatment Team

Humber NHS Foundation Trust

Tel: 01482 301701

Website:

www.humber.nhs.uk/services/crisis-resolution-home-treatment-ER.htm

This working age acute service is for people living in the East Riding who are experiencing an acute mental health crisis. The service provides crisis assessment and intensive home treatment support for people in their own home or other suitable alternatives. The service operates seven days a week, 8am to 8pm, for individuals (and their families and carers) who are registered with an East Riding GP.

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Child Adolescent Mental Health Service (CAMHS) Crisis Team -

Humber NHS Foundation Trust

Tel: 01482 335600

Website:

www.humber.nhs.uk/services/camhs-crisis-response-team.htm

The Child Adolescent Mental Health Service (CAMHS) crisis team covers Hull and the East Riding and operates 24 hours a day, 7 days a week. This service is for young people (under 18) who are experiencing emotional distress and are struggling to cope.

If you are young person (or are calling on behalf of a young person) needing our support and are already involved with CAMHS, please contact your key worker in the first instance.

GP

If you are not in immediate distress but have concerns about your mental health, you can get help by contacting your GP surgery. When your GP surgery is closed you should telephone NHS111 who will direct you to the GP service.

The GP Out-of-Hours services operate from 6.30pm each weekday evening and 24 hours on Saturdays, Sundays and public holidays.

The out of hours GP service can be contacted by phoning 111

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111

For non-emergency advice on how to deal with a health related situation use the national 111 service.

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999

If someone is at risk or harming themselves or somebody else the safest response is to dial 999 and ask for an ambulance or the police, as appropriate.

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A&E

If you have exhausted all other sources of help your nearest A&E department will be able to assess your needs and contact mental health services to arrange an assessment or hospitalisation if necessary.

Crisis Telephone Helplines

Emergency Duty Team - East Riding of Yorkshire Council

The Emergency Duty Team provides an out of hours, county wide, emergency service and aims to provide support and safeguarding services at a time of crisis, and to ensure agencies, carers, service users and the public have a key point of contact when day time teams are not available. There are two staff on duty at any time out of hours to cover the whole of the East Riding. Consequently, only emergencies and crises are dealt with to ensure the safety of the person in the short term. Additional work is passed on to the day time teams to pick up the following day, if appropriate. Referrals to the Emergency Duty Team can be made either by telephone or email.

Tel: 01377 241273

Email:

emergency.duty.team@eastriding.gov.uk

National Helplines

CALM Campaign against Living Miserably

Tel: 0800 58 58 58

Our helpline is for men who are down or have hit a wall for any reason. Open from 5pm-midnight every day of the year, calls are confidential, anonymous and taken by trained and skilled helpline workers who provide support, information and signposting.

SANE

Tel: 0300 304 7000

A mental health charity providing information, resources and emotional support.

The Out-of-hours helpline is available from 6pm to 11pm.

Nobody's listening!

What should I do?

Have you tried talking to friends, family, carers, or 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.

Do you want to be heard? Nobody's Listening! What can you do?

An advocate could help you have your say.

Cloverleaf Advocacy - Hull City Council and East Riding of Yorkshire Council.

Tel: 0300 012 0512

Website: www.cloverleaf-advocacy.co.uk

Cloverleaf Advocacy delivers Independent Mental Health Advocacy (IMHA), Independent Mental Capacity Advocacy (IMCA) and Care Act Advocacy (CAA) across Hull and East Riding of Yorkshire Council areas. They work with you as an equal partner to help you express your views, secure your rights and get the help you need.

Independent Mental Health Advocacy (IMHA)

An IMHA (Independent Mental health Advocate) is a specialist mental health advocate. The Service is 100% free and confidential and independent.

You qualify for an IMHA if you are:

- Detained under the Mental Health Act for assessment and treatment. (This does not include people detained on emergency short term sections, or detained in a place of safety).
- A Conditionally Discharged restricted patient.
- On a Supervised Community Treatment Order or Guardianship Order.
- An informal/voluntary patient who is discussing the possibility of serious treatment for 'mental disorder' or ECT (if they are under 18 years of age).

Referrals can be made between 09.00 - 17.00 Monday to Friday, by calling 0300 012 0512.

IMHAs must respond to requests to visit an eligible person if the request comes from the person themselves, their nearest relative, the responsible clinician or an approved mental health professional, but anyone can request support on behalf of a patient with their agreement.

What can an IMHA do?

An IMHA can work alongside the person and:

- Help you to get and understand information about Mental Health legislation, any conditions and restrictions on you, and your rights.
- Help you to get information about and understand medical treatment (e.g. medication, therapies).
- Support you to take part in care planning.
- Support you to apply to, prepare for and attend Hospital Managers Hearings and Mental health Review Tribunals and to understand the decisions that are made.
- Discuss aftercare and access support and services.

Independent Mental Capacity Advocacy (IMCA)

Referrals can be made by a health or social care professional between 09.00 - 17.00 Monday to Friday, by calling 0300 012 0512.

An IMCA must be involved if the person is deemed to lack capacity to make their own decision about the issue to be decided if:

- The person has neither family members nor friends whom it is appropriate to consult on their behalf AND
- The decision to be made is about serious medical treatment provided by the NHS
- OR It is proposed that the person be moved into residential or nursing care for more than 8 weeks, or hospital for more than 28 days.
- An IMCA may also be involved if there are safeguarding issues (regardless of the involvement of friends or family members) or in relation to care reviews.

What can an IMCA do?

- Support the person who lacks capacity and represent their views and interests to the decision maker (e.g. the doctor or social worker).
- Obtain and evaluate information about the decision to be made.
- As far as possible, ascertain the person's feelings, wishes, beliefs and values.
- Ascertain if there are alternative courses of action.
- Obtain a further medical opinion if necessary.

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Healthwatch East Riding of Yorkshire

Write to us at:

Freepost RTEX-JUJY-LTUR
Healthwatch East Riding of Yorkshire
Brough Business Centre, Skillings Lane
Brough HU15 1EN
Tel: 01482 665684

Email:

enquiries@healthwatcheastridingofyorkshire.co.uk

Website:

www.healthwatcheastridingofyorkshire.co.uk

Follow us on Twitter @HWEastYorks

Healthwatch East Riding gives citizens and communities a stronger voice to influence and challenge how health and social care services are provided locally.

We seek views from all sections of the community, working with a range of partner organisations so we can have maximum reach across the diversity of the local community.

With your support Healthwatch East Riding can make a difference to the quality of local Services.

You can be involved in a number of ways:

- Tell us about your experiences of local health and social care services, both good and not so good
- Sign up to receive our monthly newsletters as well as any relevant surveys and updates.
- Become a Healthwatch volunteer

Information Service

We also provide an Information Service which can help locate the right service or support groups for you.

If you can't find the information you are looking for, contact us by phone, email or via our Website.

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**Independent Complaints Advocacy -
East Riding of Yorkshire**
Community Enterprise Centre,
Cottingham Road, Hull HU5 2DH
Tel: 0808 802 3000
Email: Erica@carersfederation.co.uk



ICA provides practical help and support for people who want to make a complaint about a service provided by the NHS.

Free Self Help Information Packs are provided for those who want to make a complaint themselves or an experienced advocate can help complainants through the process.

See also our section **I'm Desperate!
What Should I do? On p 9**

Talking Things Over

Are you ready to talk to somebody?

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

Talking therapies can help all sorts of people in lots of different situations. You may also hear them referred to as talking treatments or psychological therapies.

Detailed guidance on how to access talking therapies in East Yorkshire is given on p. 37

See also later sections on
Mindfulness and Meditation on p 56
and Self Help & Stress Management p 64

Why talking therapy may help

Sometimes it's easier to talk to a stranger than to relatives or friends. During talking therapy, a trained counsellor or 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 will respect you and your opinions. Usually, you'll talk one-to-one with the therapist. Sometimes talking treatments are held in groups or 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.

The types of therapy

The term 'talking therapy' covers all the psychological therapies that involve a person talking to a therapist about their problems.

Although there are lots of different types of talking therapy, they all have a similar aim: to help 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 therapy may be better than another. Different talking therapies also suit different people

Your GP or mental health worker can help you decide which one would be best for you.

The types of therapy continued
overleaf

The types of therapy continued
from previous page

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

Counselling

Probably the best-known talking therapy and the one most likely to be available on the NHS at your GP surgery.

Counselling on the NHS usually consists of 6 to 12 sessions, each an hour long. You talk in confidence to a counsellor, who helps you to think about your situation.

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 serious illness.

Cognitive Behavioural Therapy

The aim of CBT is to help you think more positively about life and free yourself from unhelpful patterns of behaviour.

Available on the NHS, you set goals with your therapist and may carry out tasks between sessions. A course typically involves around 6 to 15 sessions, which last about an hour each.

Like counselling, CBT deals with current situations more than events in your past or childhood. CBT has been shown to work for a variety of mental health problems, including depression, anxiety, panic attacks, phobias, obsessive compulsive disorder (OCD), some eating disorders, especially bulimia.

There are also self-help books and computer courses which use the concepts of CBT to help you overcome common problems like depression.

Psychotherapy

This involves talking more about how your past influences what happens in the present and the choices you make. It tends to last longer than CBT and counselling. Sessions are an hour long and can continue for a year or more.

There are different types of psychotherapy, but they all aim to help you understand more about yourself, improve your relationships and get more out of life. Psychotherapy can be especially useful for people with long-term or recurring problems to find the cause of their difficulties.

Family Therapy

You may be offered family therapy if the whole family is in difficulty. This may be because one member of the family has a serious problem that's affecting the rest of the family.

Sessions can last from 45 minutes to an hour-and-a-half, and usually take place several weeks apart.

Family therapists deal with lots of different issues, including: child and adolescent behavioural problems; mental health conditions, illness and disability in the family; separation, divorce and step-family life; domestic violence; drug or alcohol addiction.

Couples Therapy

Also known as Relationship counselling.

Can help when a relationship is in crisis (after an affair, for example). Both partners talk in confidence to a counsellor or therapist to explore what has gone wrong in the relationship and how to change things for the better. It can help couples learn more about each other's needs and communicate better.

Ideally, both partners should attend the weekly hour-long sessions, but they can still help if just one person attends.

Group Therapy

In group therapy, up to around 12 people meet, together with a therapist. It's a useful way for people who share a common problem to get support and advice from each other. It can help you realise you're not alone in your experiences, which is itself beneficial. Some people prefer to be part of a group or find that it suits them better than individual therapy.

Information in this section was sourced from:

www.nhs.uk/Conditions/stress-anxiety-depression/Pages/benefits-of-talking-therapy.aspx

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

➤ 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.

I am recovering. How do 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

Sourced from:

Humber Recovery & Wellbeing College

Tel: 01482 389124

Website: www.humber.nhs.uk/about-our-trust/recovery-college.htm

www.istockphoto.com

Websites that have very useful information on well-being:

Action for Happiness - national campaign to improve well-being (including 10 keys to happier living)

www.actionforhappiness.org

Five ways to well-being - Connect, Be active, Take notice, Learn, Give

www.nhs.uk/livewell/emotionalhealth

www.mind.org.uk/for-business/mental-health-at-work/taking-care-of-yourself/five-ways-to-wellbeing

Ten Top Tips for Good Mental Health

Don't be perfect

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You can't be all things to all people

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It is OK to leave some things undone

.....

Don't spread yourself too thinly

.....

Learn to say 'no'

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Make time for yourself and your support network

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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



Source: www.istockphoto.com

Who can help me and where are they?

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In each section we have listed local organisations first followed by national organisations. If you can't find what you are looking for or need further information, please contact the **Information Service at Healthwatch East Riding of Yorkshire** on: **01482 665684** or **email: enquiries@healthwatcheastridingofyorkshire.co.uk**
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Abuse

What is abuse?

There are many different types of abuse and they all result in behaviour towards a person that deliberately or intentionally cause harm.

It is a violation of an individual's human and civil rights and in the worst cases can result in death.

Victims may suffer severe neglect, injury, distress and/or depression and people without capacity, such as those people with severe dementia, are particularly vulnerable.

The ten types of abuse:

- Discriminatory
- Psychological
- Financial or material
- Organisational
- Neglect and acts of omission:
- Physical
- Sexual
- Domestic
- Modern Slavery
- Self-Neglect

For more information see:

www.ersab.org.uk/what-is-abuse

Who do I report safeguarding concerns to?

What should I do if I'm concerned about an Adult?

If you think a vulnerable adult is in danger, at risk, is being mistreated or you have concerns about them, you should contact the safeguarding adults' team or the police as soon as possible.

East Riding of Yorkshire Council Safeguarding Adults Team

County Hall, Beverley, East Riding of Yorkshire, HU17 9BA

Tel: 01482 396940

Monday to Thursday 9am-5pm; Friday 9am - 4.30pm

For out of hours enquires, contact the emergency duty team

Tel: 01377 241273.

Secure email:

safeguardingadultsteam@eastriding.gcsx.gov.uk

Who else may need to be informed?

Police - (emergency)

Tel: 999

Police - (non-emergency)

Tel: 101

Care Quality Commission (CQC)

Tel: 03000 616161

East Riding of Yorkshire Council
Emergency Duty Team

Tel: 01377 241273

East Riding of Yorkshire Council
Customer Service Centre

Tel: 01482 393939

For further guidance see:

Website: www.ersab.org.uk

What should I do if I am concerned about a child?

Everyone is responsible for helping to keep children safe. When anyone becomes aware that a child might be at risk of suffering from abuse or neglect, they have a duty to do something about it.

It is important to act as quickly as possible if you think a child is being harmed.

If you think a child might be in danger

If you are worried about a child/young person or think that they might be at risk of harm, abuse or neglect, you can contact the **Early Help and Safeguarding Hub (EHaSH)** to log your concern and receive advice:

During office hours (Monday to Thursday 9am-5pm, Friday 9am-4.30pm), you can contact EHaSH on:

Tel: 01482 395500.

Email:

childrens.socialcare@eastriding.gcsx.gov.uk

If you know the child is already receiving a service from children's social care, you can call the children's social care family support team where the child lives. If you are in any doubt contact the Customer Services Team using the details above.

If there is an emergency outside normal office hours, contact

The East Riding of Yorkshire Emergency Duty Team:

Tel: 01377 241273.

Email:

emergency.duty.team@eastriding.gcsx.gov.uk

If a child is suffering abuse and requires urgent attention because of immediate danger, call the Police Tel: 999

Further Guidance

Guidance on Safeguarding children can be found on the **East Riding Safeguarding Children Board website:**

www.erscb.org.uk

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Domestic Violence and Abuse Partnership (DVAP) -Adults Service East Riding of Yorkshire Council
Confidential Helpline: 01482 396330
Email: DVAP@eastriding.gov.uk
Website:

www.eastriding.gov.uk/living/crime-and-community-safety/domestic-violence/domestic-violence-adult-services

The Domestic Violence adult service offers support to people living with or fleeing from domestic violence and abuse. Domestic Violence adult service workers provide information, advice, guidance, and both emotional and practical support around legal options, housing, welfare benefits, staying safely at home and in high risk cases, finding somewhere else to stay. Help people to remain safely in their home by providing home security measures, including lifeline alarms, fire checks and personal alarms.

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Domestic Violence and Abuse Partnership (DVAP) - Children's Service -East Riding of Yorkshire Council

Tel: 01482 396368

Email: DVAP@eastriding.gov.uk

Website:

www.eastriding.gov.uk/living/crime-and-community-safety/domestic-violence/domestic-violence-children-services

The domestic violence children's service offers a confidential one to one support to children and young people between the ages of 5 and 16 who have experienced domestic abuse and live within the East Riding.

It may be that you have overheard, witnessed or been involved in incidents

of domestic abuse. You may be upset by the effect that the abuse has had upon your family, or it may be that you are a young person who is in an abusive relationship who requires help and support.

If you are a young person who would like support you can ask a parent/carer or any professional such as a teacher, social worker or GP to contact us on your behalf to make a referral.

If you are a parent/carer who would like support for your child you can contact us direct to make a referral or you can also ask a professional to make the referral on your behalf, such as your social worker or GP. If you are a parent/carer who would like support for your child we would advise that you discuss the referral with the child or young person that you are referring.

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Prevention of Domestic Abuse Service (PODAS) - East Riding of Yorkshire Council

Tel: 01482 396368

Website:

www.eastriding.gov.uk/living/crime-and-community-safety/domestic-violence/prevention-of-domestic-abuse-service

This service offers one to one support to adults and young people over 16 years of age who recognise and want to take responsibility to change their abusive behaviour.

PODAS aims to reduce the risk to victims and children by providing an intervention package for those who are at risk of or are perpetrating domestic abuse. The service works with clients to challenge views, improve your self-awareness and provide strategies and skills for minimising future abuse. The PODAS team can offer support to any adult or young person over the age of 16 years of either gender.

Clients can self-refer by phone or be referred by a range of professionals. **Full details are given on the Council's website.**

National Organisations

Men's Advice Line

Tel: 0808 801 0327

Email: inf@mensadvice.org.uk

Website: www.mensadvice.org.uk

A confidential helpline for any man experiencing domestic violence and abuse from a partner (or ex-partner). Their focus is to increase the safety of men experiencing domestic violence (and the safety of their children) and help them reduce the risk. They can help concerned friends and family.

Men's Advice Line is open Monday-Friday 9am-5pm.

Call us on freephone 0808 801 0327 (free from landlines and from mobiles using the O2, Orange, T Mobile, Three (3), Virgin, and Vodafone networks). Calls will not appear on BT landline phone bills. A voicemail service is available: we aim to return calls within two working days.

Women's Aid

Tel: 0808 2000 247

Website: www.womensaid.org.uk

Women's Aid is the key national charity in England for women and children experiencing physical, sexual or emotional abuse in their homes. Provides a 24 hour confidential help-line and on-line resources.

The Hide Out

Website: www.thehideout.org.uk

Women's Aid has created this space to help children and young people to understand domestic abuse, and how to take positive action if it's happening to you.

Activity and Social Clubs

Age UK - East Riding

16 North Bar Within, Beverley, East Yorkshire HU17 8DG

Tel: 01482 869181

Email: info@ageukeastriding.org.uk

Website: www.ageuk.org.uk/eastriding

Age UK East Riding currently runs the following Social Clubs.

- **The Seaside's Over 50s Social Club - Bridlington**

This Club runs monthly on Mondays at the Bridlington Town Football Club between 12 noon and 3pm. The popular club has regular activities and entertainment and for the charge of £5.50 includes a home cooked meal. Come along to meet new people in their area. Admission and tea or coffee only is also available at a reduced cost of £2.50.

- **The Seagull's Over 50s Social Club - Hornsea**

This Club runs fortnightly on Fridays at the Hornsea Town Hall between 11am and 1.30pm. The club has regular activities and entertainment and for the charge of £1.00 admission and lunch is optional. The cost of lunch is dependent on what you choose. Come along to meet new people in their area.

Better Care Voluntary Sector Project

Tel: 01482 871077

Email: voluntary.servicesreferrals@nhs.net

Visit our Better Care Hub at:

Field House Surgery, 18 Victoria Road, Bridlington YO15 2AT

This Project helps people to access a wide variety of services and activities provided by voluntary organisations and groups in the East Riding of Yorkshire. The project brings together health, social care and voluntary sector professionals, who work together in a co-ordinated way

to identify support for people who may feel lonely, isolated, fed up, unoccupied, looking for a social activity, hobby or enjoyable form of exercise.

How do I take part?

You can be referred through your GP, District Nurse, Social Worker, Care Co-ordinator, any other health or social care professional or just contact us yourself.

What will happen?

With your consent, the Local Co-ordinator will arrange to contact you to discuss what voluntary or community services could help you to improve your health and wellbeing. This is in addition to any NHS or Social Care support you may already be receiving. The Local Co-ordinator will also help you to access services and activities of interest to you if you have any difficulties such as poor mobility, transport or low confidence.

For more information contact:

voluntary.servicesreferrals@nhs.net

Beverley fitmums and friends

Tel: 07870 654586

Email: info@fitmums.org.uk

Website: www.fitmums.org.uk

A friendly, sociable and supportive running and walking group, organised by a team of volunteer leaders and coaches supported by East Riding of Yorkshire Council.

We welcome everyone to sessions - no need to be a mum, or female - men welcome and all ages (over 16 years).

Sessions must be booked in advance.

Contact: Beverley Leisure Centre direct (01482 881190) for more details or to book a place.

Castaway Music Theatre

Estcourt Street

Goole

DN14 5AS

Tel: 01405 761423

Email: info@castaway-goole.co.uk

Website: www.castaway-goole.co.uk

Facebook: [castawaygoole](https://www.facebook.com/castawaygoole)

Castaway Goole provides performing, leisure and training opportunities for adults and young people 10+ with learning and physical disabilities and autistic spectrum conditions. Members attend from across East Riding, North and South Yorkshire at Castaway Music Theatre on Estcourt Street, Goole. Various days and activities to suit all abilities.

Diverse Theatre Group at Bridlington Spa, Bridlington YO15 3JH

Tel: 07521 364107

Email: wearethatre@googlemail.com

Website: www.wearethatre.co.uk

Singing, dancing and acting for adults with learning difficulties/disabilities at the Spa in Bridlington.

All welcome from around the East Riding. Sessions run all year round working towards three member led performances a year. The group is for those aged 17 years and above.

Tuesdays, 2.15 - 3.30pm.

First session free, then £5 a week.

Families Information Service Hub (FISH)

County Hall, Beverley HU17 9BA

Tel: 01482 396469

Email: fish@eastriding.gov.uk

Websites: www.fish.eastriding.gov.uk

www.eastridinglocaloffer.org.uk

The Families Information Service Hub (FISH) is a free impartial service for children, young people, parents/carers and the people who support them. FISH is a one-stop shop for information on services in the East Riding for Children and Young People aged 0-19 years. (25 for young people with Special Educational Needs and Disabilities)

The service can provide details on the range of activities in the East Riding for children and young people - Where to look for information about activities across the East Riding including sports

clubs, parent/toddler groups, leisure centres, uniformed groups such as Brownies and Scouts and much more.

FISH will also be providing an online activity directory called 'Get Up and Go' where you will be able to search for non-sporting activities such as Youth Clubs - coming soon! You will also find the Family Service Directory on the FISH website which includes information about children's centres, health services, education and learning and support for parents and young people plus information, advice and guidance for families of children and young people with Special Educational Needs and Disabilities on the Local Offer website - www.eastridinglocaloffer.org.uk

The FISH Directory provides a wealth of information for families of children and young people and the professionals who support these families.

The Directory includes information on:

- Free early education for 2, 3 and 4 year olds
- Finding / paying for childcare
- Becoming an Ofsted registered childminder
- Activities for children and young people
- Family Service Directory to include information about children's centres, health services, education and learning and support for parents and young people
- Special Educational Needs and Disabilities (SEND)

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FIND Families for Individual Needs and Dignity

Tel: 01482 870785; FIND 3 01482 640253

Email: info@findcharity.org.uk

Website: www.findcharity.org.uk

FIND1 Holiday Activity Scheme provides stimulating and fun activities in the school holidays for young people with moderate learning disabilities aged 12+ based at the **All Saints Church in North Ferriby**.

We are a holiday activity scheme that runs during the majority of the school

holidays, and at present we run over 40 fun activity days a year.

Students will be supported by a team of support staff who are all experienced in the special needs field. These workers are here to help students participate in events and get the most out of activities. It is important to us that they feel challenged whilst having lots of fun.

Students that attend Find1 participate in lots of fun activities. We have days out in the community, visiting places such as the seaside, farms and parks, which our members love to get involved in.

FiND has its own minibus so we can go out on trips without having to worry about trains and buses - it also provides us with a quiet area if they need some personal space.

In addition to trips out, we offer indoor activities for all of our members to participate in. These include:

- arts and crafts workshops,
- playing Wii bowling with peers,
- cookery groups.

Furthermore, at specific points throughout the year, we organise group special events. These could include musicians, magicians, bouncy castles, BBQs and treasure hunts.

What does it cost?

Students can access this service for £25 per day, and funding may be available to assist with this service. For more information, please contact your local authority.

FiNDers

In addition, FiND also welcomes individuals with moderate learning disabilities aged 12+ to attend their social clubs:

Finders2 is based at The Chandler Centre in Beverley.

Finders3 is based at Miriam House in Hessle.

Part of our core ethos at Finders is that we believe the social club should be ran

with input from the members that attend, we will ask them what activities they enjoy and will try to accommodate them where possible. We encourage our members to participate in activities such as: playing pool, arts and crafts groups, cookery and bakery groups, DVD and cinema themed nights, in the recent months we have also organised a magician, BBQ's, fancy dress parties and discos.

As we are a social club the members can decide which activity they want to participate in and can change throughout the evening at your own leisure.

Finder's members also run their own reasonably charged tuck shop. Members can help run this which has its own till or they can visit the shop for refreshments during the evening. All the profits made through the tuck shop are used to organise events for members throughout the year.

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Healthtrainers

Humber NHS Foundation Trust
 19 Quay Road, Bridlington, YO15 2AB
 Tel: 0800 9177752
 Email: HNF-TR.healthtrainers@nhs.net
 Website: www.nhs-health-trainers.co.uk
 Health Trainers provide personal support and motivation to adults across the East Riding. They offer direct support, guidance and signposting to the local community from their premises in Bridlington, Goole and Withernsea, along with several outreach locations at Pocklington, Hessle, Brough, Hedon, Gilberdyke and Snaith and also at Alfred Bean Community Hospital, East Riding Community Hospital and Holderness clinics.

If you are looking for support with improving your health and wellbeing Health Trainers can provide 6 Free appointments to help you set your goals and to achieving long term success. Health Trainers can support you in the following areas:

- Healthy eating

- Losing weight
- Increasing physical activity
- Giving up smoking and substances
- Cutting down on alcohol
- Sexual health
- Reducing stress and anxiety
- Isolation and loneliness

Health Trainers provide group support, specialist 1-1 support for carers living in the East Riding as well as different health and wellbeing activities including walks and exercise classes.

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Libraries - East Riding of Yorkshire Council

Please see Council website for contact details of your nearest library

Website:

www.eastriding.gov.uk/leisure/libraries/

Libraries throughout East Yorkshire host a range of activities, including 'Knit and Natter' Groups. Knitting groups offer improved health and wellbeing and a lively group of new friends for all ages and abilities.

Did you know knitting has therapeutic qualities similar to meditation? Research shows it can help prevent and manage stress and pain. No need to book, just come along and join a friendly group.

Adult Book Club

Did you know, reading reduces stress by 68% and risk of dementia by 35%? Broaden your horizons, meet like-minded people and explore the fascinating world of literature. Suitable for all adults and ability levels, no need to book just come along

Adult Writers Group

Expressive writing has been linked with improved mood and well-being, as well as more physical benefits such as lower blood pressure.

Share your love of writing with other creative people, and take steps to get your work to print. From short stories, poetry, book reviews, magazine articles, there's a writing experience to suit

everyone. No need to book, just come along!

Libraries also have a wealth of information about other local activities and social groups. Details of your local library can be found on the Council website.

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Local Links

Email: local-links@ervas.org.uk

Website: <http://www.local-links.org.uk/>

Local Links is made up of a partnership of community organisations around East Yorkshire, with support provided by ERVAS, The Courtyard in Goole, The Shores Centre, Withernsea, and Humber and Wolds Rural Community Council.

Their Website provides details of a very wide range of local voluntary and community organisations and groups in East Riding and is searchable by type of activity or group and by geographical location.

Broad subject search categories include:

- Advice and Information Services;
- Arts and media;
- Carers Services;
- Counselling and Therapy;
- Disability and Support Groups;
- Health and Lifestyle;
- Social activities and hobbies;
- Social and Community; Sports and exercise;
- Youth and Young people
- and many more.

A regular Newsletter of upcoming Voluntary and Community Organisations (VCO) news and events is also produced by ERVAS.

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Sports, Play and Arts Service - East Riding of Yorkshire Council

Email: sports.dev@eastriding.gov.uk

Website:
www.eastriding.gov.uk/leisure/sport-and-play

The Sports, Play and Arts Service provides information on a wide range of activities which they offer for young people, adults, older people and those with disabilities.

The website includes a sports club finder which provides the location and contact information of all the sports clubs in the East Riding and also links to all Leisure Centres in East Riding. The Service can also signpost people to other activities they are aware of.

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The following is just a selection of some of the programmes on offer from the Sports, Play and Arts Service -:

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Active Kids Club - Haltemprice

Haltemprice Leisure Centre

Springfield Way

Anlaby

HU10 6QJ

Tel: 01482 652501

Email:

haltempriceleisurecentre@eastriding.gov.uk

Website:

www.haltempriceleisurecentre.co.uk/haltemprice-leisure-centre/activities

The Active Kids Club at Haltemprice welcomes children with additional needs. **Contact the Centre for further details.**

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Aspire Club - Beverley

Beverley Leisure Complex

Flemingate

Beverley

HU17 0LT

Tel: 01482 395231

Email:

beverleyleisurecomplex@eastriding.gov.uk

Website:

www.beverleyleisurecomplex.co.uk

Sports and play club at Beverley Leisure Centre for children with additional needs and siblings aged five - 18 years. Adults must stay for children under eight years. Thursdays 5 - 6.00pm.

Disability Swim Session - Pocklington
Francis Scaife Sports Centre
Burnby Lane
Pocklington
YO42 4EH
Tel: 01759 305052
Email:
francisscaifesportscentre@eastriding.gov.uk
Website:
www.francisscaifesportscentre.co.uk

The Disability Swim session runs on Saturday's - 4:30 till 5pm.

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Leisure Centres - Health Lifestyle Programmes

Website:
www.leisurecentres.eastriding.gov.uk

All East Riding Leisure Centres offer a combination of fitness facilities, health services and expert staff that can assist you with achieving a healthy lifestyle.

Their aim is to improve your life for the long-term by helping you to actively take control of your health.

All the Health Programmes are run by specialist instructors who will provide a progressive exercise programme, offer sessions based on chronic medical illnesses, give healthy eating and activity advice- all aimed at promoting a healthy lifestyle.

The range of programmes offered includes:

- Cardiac Rehabilitation
- Exercise referral
- Live Well
- NHS Health checks
- Swim for health
- Walking for Health,
- Young Live Well for 11 - 18 year olds
- Health Plus

Centres are located at Beverley, Bridlington, Driffield, Goole, Haltemprice, Hornsea Pocklington, South Cave, South Holderness, and Withernsea.

Let's Get Moving
Tel: 01482 392526
Email: sarah.johnson@eastriding.gov.uk

This is a mobile health programme run by ERYC Sport, Play and Arts Service, which aims to promote independence, increase activity levels and reduce isolation by offering quality fun informal activity sessions for adults 50+ and adults with a disability.

The activities are offered to a group as a 'one off' taster session and if successful a 6 week block of activities can be offered. The sessions include activities such as seated exercise, new age kurling, soft bowls, skittles, sitting/standing volleyball and tennis, table tennis, fun quizzes, giant jenga, target games etc. in a variety of settings such as community/village halls, sheltered housing/independent living schemes and residential/care homes.

Contact Sarah Johnson for more details of sessions across East Riding.

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Walking for Health
Tel: General Enquiries - 01482 395320
Website: www.walkingforhealth.org.uk

Walking for Health is a free scheme aimed at encouraging people to take up walking as a way of improving physical health and mental well-being.

It is a series of free guided walks for all ages and abilities, aimed at anyone who has an interest in walking or wants to slowly introduce exercise into their daily routine as part of rehabilitation from illness.

The walks range from 30 minutes to 2 hours. There are a number of weekly walks in all areas of the East Riding. For details see the website or phone.

See also www.walkingtheriding.co.uk

Adult Learning

Adult Learning Service - East Riding of Yorkshire Council

Website:

www.eastriding.gov.uk/learning/adult-learning

The adult learning service offers over 1,000 courses a year, in venues all around the East Riding.

Many of our courses will help you work towards a qualification or you can simply learn something new to help occupy your leisure time. You can enrol in person, by phone, or via the online form.

See full details on the website.

Humber Recovery & Wellbeing College

Tel: 01482 389124

Website: www.humber.nhs.uk/about-our-trust/recovery-college.htm

A range of recovery-focussed educational courses and workshops are now available free of charge for people who use Humber NHS Foundation Trust's services and their carers/supporters, staff of the Trust and staff and volunteers from partnership organisations.

The Courses are held at: Goole - Trinity Methodist Church, Pocklington -The Old Courthouse, Withernsea Community Hospital and Bridlington Old Parcels Office and at 2 venues in Hull. **Subject to change - see website for details.**

Workers' Educational Association (WEA) Yorkshire & Humber

Tel to enrol: -113 245 3304

0114 242 3609

Website: www.wea.org.uk/yh

The Workers' Educational Association (WEA) is the largest voluntary sector provider of adult education courses in the UK.

We offer a broad ranging curriculum and you do not need any previous knowledge or qualifications to join most of our courses.

Details of courses can be found on the website and you can enrol by phone or online.

Alcohol and Drugs

How to access Addiction Services

The **East Riding Partnership** is a formal partnership between Humber Trust and The Alcohol and Drug Service (ADS). The ERP provides a range of substance misuse services to adults across the East Riding of Yorkshire.

You can access the service by telephoning using the contact details below.

East Riding Partnership Open Access Service

74 Lairgate, Beverley, HU17 8EU

Tel: 01482 344690

Website:

www.humber.nhs.uk/services/east-riding-partnership.htm

The Open Access Service provides support to individuals experiencing problems with addiction to drugs and alcohol as well as information and support to their significant others.

Those concerned about drug or alcohol use can access the service at a number of venues across the East Riding on a 'one to one' drop in basis without the need for an appointment

Examples of interventions provided include:

- drug-related advice and information;
- assessments;
- signposting and onward referral;
- brief interventions;
- recovery planning and relapse prevention groups;
- referral to other aspects East Riding Partnership drug and alcohol services

Healthtrainers

Humber NHS Foundation Trust
19 Quay Road, Bridlington, YO15 2AB
Tel: 0800 9177752
Email: HNF-TR.healthtrainers@nhs.net

Websites:

www.nhs-health-trainers.co.uk
www.nhs.uk/smokefree
www.readytostop.co.uk

Drinking too much can affect you in so many different ways. It's easy to get carried away with your alcohol intake and the number of units you are consuming within a week.

At the Healthtrainer service we will work to help support you into looking at ways to reduce your weekly intake and support you in receiving any further help if necessary.

If you want to stop smoking but don't know where to start a healthtrainer will be able to help you work out exactly how to begin your quit process, set a quit date and provide you with Nicotine Replacement Therapy (NRT) to support you in quitting and making your quit a successful one.

National Organisations

Alcohol Concern

Drinkline: 50300 123 1110
Weekdays 9am - 8pm, weekends 11am - 4pm
Website: www.alcoholconcern.org.uk

A charity committed to reducing harm from alcohol-related problems. Works throughout England and Wales to help people understand the dangers of drinking too much and to fight for varied and effective treatment services for the people who need it. The Website contains a help and advice section, with Health factsheets and a directory of local services and a helpline.

Alcoholics Anonymous

Helpline: 0800 9177 650
Website: www.alcoholics-anonymous.org.uk

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. The only requirement for membership is a desire to stop drinking. There are no dues or fees for AA membership; the organisation is self-supporting through contributions. Its "12-step" programme involves getting sober with the help of regular support groups.

The website provides details of local groups, currently at Beverley, Brough, Cottingham and Pocklington.

Frank

Tel: 0300 123 6600
TEXT 82111 a question and FRANK will text you back
Website: www.talktofrank.com

Friendly, confidential drugs advice. If you want to talk, you can call FRANK, 24 hours a day, 365 days a year. Online chat 2-6pm any day of the year.

Narcotics Anonymous

Tel: 300 999 1212
10am to midnight 7 days per week
Website: www.ukna.org

The NA Helpline is often the first point of contact for people needing support and advice about the nature of drug addiction. Anyone from the using addict, their friends and family members through to drug workers and the press are welcome to call.

Further Help:

NHS Choices

Website: www.nhs.uk/livewell/alcohol

Includes pages on Drinking and Alcohol on such topics as:

Calories in alcohol; Binge Drinking; Alcohol Units; Tips on cutting down; the risks of drinking too much; Caring for an alcoholic; personal case studies; and finding support services and groups.

Advice for family, carers and children affected by alcohol and drugs

Cottingham Al Anon Family Group

Tel: 01482 508231

National number: 0207 403 0888

Website: www.al-anonuk.org.uk

For families and friends of those affected by someone else's drinking are welcome to ALL meetings, which are held at The Holy Cross Community Meeting Room, 3 Carrington Avenue, Cottingham, Yorkshire HU16 4DU, every Thursday at 7.30pm.

Meetings on the last Thursday of the month are open and therefore may also be attended by professionals e.g. medical, educational or others interested in how Al-Anon works.

National Organisations

Adfam

Email: admin@adfam.org.uk

Website: www.adfam.org.uk

Adfam have a helpful website for carers. Find information, local support groups and helpline's for anyone affected by someone else's substance use.

Al-Anon Family Groups

Helpline: 0207 403 0888

10am - 10pm 7 days per week

Alateen: 020 7593 2070

Website: www.al-anonuk.org.uk

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.

Al-Anon is an international organisation with over 800 support groups in the UK and Republic of Ireland. Al-Anon is a fellowship of relatives and friends of alcoholics who share their experience in order to solve their common problems.

Alateen is part of Al-Anon and is for teenage relatives and friends of alcoholics.

Children of Addicted Parents

Website: www.coap.co.uk

An online community for young people ranging from 7 to 30 years of age, who have concerns (no matter how big or small they may be) about another family member's addiction.

National Association for Children of Alcoholics

Tel: 0800 358 3456

Email: helpline@nacao.org.uk

Website: www.nacoa.org.uk

Provides 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.

Anxiety and Depression

Anxiety is a type of fear usually associated with the thought of a threat or something going wrong in the future, but can also arise from something happening right now. Depression is a common mental disorder that causes people to experience depressed mood, loss of interest or pleasure, feelings of guilt or low self-worth, disturbed sleep or appetite, low energy, and poor concentration.

- Source:

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

House of Light Counselling - Specialists in Antenatal and Postnatal Depression

Ignite Centre, Linnaeus Street, Hull HU3 2QA

Freephone helpline: 0800 043 2031

Tel: 01482 580499

Email: help@pndsupport.co.uk

Website: www.pndsupport.co.uk

House of Light is a registered charity specialising in antenatal and postnatal counselling for depression and anxiety. We offer a very welcoming and homely environment. You will be met with care, compassion and understanding. We understand that it can be difficult to ask for help but we are here to support you.

We also offer a generic service for many other issues including stress, pregnancy loss, birth trauma, bereavement, trauma, abuse, obsessive compulsive disorder (OCD), confidence and self-esteem issues.

Our therapies include cognitive behavioural therapy (CBT), Integrative counselling, psychotherapy and hypnotherapy. The main area of support is in Kingston upon Hull and the East Riding of Yorkshire.

Opening Hours:
Monday to Friday 9am until 5pm.

National Organisations

Anxiety UK

Helpline: 08444 775 774 between 9am-5.30pm, Monday-Friday (except bank holidays).

Email: support@anxietyuk.org.uk

Text: 07537416905

Live Chat service is available between 9am-5.30pm, Monday-Friday (except bank holidays).

Website: www.anxietyuk.org.uk

Works to relieve and support those living with anxiety and anxiety based depression by providing information, support and understanding via phone, email and website. Further services available to members.

Depression Alliance

Website: www.depressionalliance.org

Information on depression, supporting people and carers, and resources. Does not provide advice by phone.

See also Counselling & Talking Therapies on p.37

Benefits, Debts and Finance

Beverley Cherry Tree Community Association

117 Cherry Tree Lane, Beverley
HU17 0AY

Tel: 01482 871993

Email: ctca@ctca.karoo.co.uk

Website: www.cherrytreecentre.com

The Association provides services and activities for the neighbourhood and also a free advice service which operates 5 days a week and specialises in:

- Debt
- Benefits - Disability Allowance
- Personal Independence Payment
- Carer's Allowance, ESA
- Housing Issues
- Employment
- Form Filling
- Community Legal Advice
- Family Law Issues

Hull and East Riding - Citizens Advice Bureau

Tel: 0300 3300 888

Website:

www.hullandeastridingcab.org.uk

National Website:

www.citizensadvice.org.uk

Provides advice and assistance by phone and face-to-face on almost any subject including:

- housing
- debts,
- welfare benefits
- relationships
- immigration
- family law
- consumer rights and discrimination.

The Service is free, independent, impartial and confident. Main offices are at Goole, Bridlington and Beverley with outreach sessions provided at locations across East Riding.

www.citizensadvice.org.uk

The national website provides a very wide range of self-help information on the broad subject areas outlined above.

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Money Advice Team - East Riding of Yorkshire Council

County Hall, Beverley HU17 9BA
Tel: 01482 394633
Email: benefit.takeup@eastriding.gov.uk
Website:
www.eastriding.gov.uk/living/legal-and-consumer-advice/money-advice

The Team are available to help any local authority customers struggling with rent and/or council tax payments or repaying overpaid housing benefit. We can negotiate affordable repayment rates and offer debt and budgeting advice. The team also carry out benefit checks to maximise our customers' income. We offer a home visiting service or if you prefer, we can arrange an appointment at your local customer service centre. We offer home visits to help vulnerable pension age customers apply for housing and council tax benefit.

I am in debt - what can I do?

If you are struggling to meet repayments on credit cards or loans, then this could have an adverse effect on your income and affect your ability to pay other debts, such as your rent or council tax. If this is the case and you are worried that you will not be able to pay these, please **contact the Benefit and Money Advice Service.**

We can visit you in your own home, carry out a full income and expenditure analysis and liaise with the relevant sections of the council on your behalf to make arrangements to repay the debts. These arrangements need to be both affordable to you and sustainable and will avoid court summons charges which are expensive and add what you owe. **Contact the team on the phone number given or by completing the on-line enquiry form on the Website.**

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Welfare Visiting Team

Tel: 01482 394633
Email: benefit.takeup@eastriding.gov.uk

The Welfare Visiting team are available to help any resident in the East Riding who are struggling with rent and/or council tax payments or repaying overpaid housing benefit.

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National Organisations

The Money Advice Service

Tel: 0800 138 7777
Monday to Friday, 8am to 8pm;
Saturday, 9am to 1pm; Sunday and Bank Holidays, closed
Website:
www.moneyadviceservice.org.uk

Free, unbiased and independent advice on all aspects of financial management. The Website includes advice on Life Events such as becoming ill or disabled, retirement and long term care, with detailed guidance on how to challenge LA decisions; Managing your Money, including benefits; Money Topics including Pensions and retirement; and Tools and Resources which includes template letters, calculators, plain English guides to download and videos.

Offers support by phone or on-line.

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Turn2Us

Website: www.turn2us.org.uk

Turn2us helps people in financial need gain access to welfare benefits, charitable grants and other financial help - online, by phone and face to face through partner organisations.

The Turn2us website brings together an easy to use Benefits Calculator, a Grants Search database giving access to over 3,000 charitable funds, and up to date information about benefits, benefits system changes, grants and managing money.

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Bereavement

Cruse Bereavement Care - Hull and East Riding Area

Tel: Bridlington: 01262 400300; Goole: 01405 767676; Hull: 01482 565565 (Area Office)

National Website: www.cruse.org.uk

We provide a free and confidential service to bereaved adults, children and young people at any point in their bereavement. We offer both information and face to face support, usually lasting an hour at a time, for clients to talk through feelings and problems relating to their grief and loss with a Cruse trained volunteer.

Telephone the Branch closest to where you live to self-refer or for more information - an answer phone may be in operation but we will get back to you if a clear name and telephone number is given.

Cruse national FREEphone helpline is 0808 8081677

Bereavement Support for Young People

If you are a young person and someone you know has died, contact us:

By email: hopeagain@cruse.org.uk

If you want to talk to someone directly, call our FREE phone helpline: 0808 808 1677

Monday and Friday 9:30am - 5:00pm and 9.30am - 8.00pm Tuesday, Wednesday and Thursday

See our Website: www.hopeagain.org.uk



MIND Hull and East Riding

Wellington House, 108 Beverley Road, Hull HU3 1XA

☎ 01482 240200

Text - 07624 800500

Fax: 01482 336878

Email: info@mindhey.co.uk

Website: www.mindhey.co.uk



This is a free and confidential service to help people to understand their grief and cope with their loss. (For people who have suffered bereavement in the last 12 months).

What we do - Reaching out to help people cope with loss

Our trained and experienced team will spend time exploring how people can move forward with their lives. We will provide information, a listening ear and strategies to help. We will be pleased to meet with you or provide telephone or online support.

Following bereavement, are you experiencing any of the following -?

- Feeling sad
- Lonely and isolated
- Lacking confidence
- Unhappy, anxious or depressed

The team will listen to you and explore with you how you can move forward with your life. The team can support you by meeting with you, providing telephone or internet support.

We also have groups, courses and workshops available.

Vision statement of the Bereavement Services Team

Through understanding and empathy our Bereavement Service Team aims to support people to cope with loss. Members of our team will talk to people about their loss, their concerns and their hopes and a plan of support will be developed. Bereavement Services Team members will provide support, guidance and information to help understand and coping

National Organisations

The Compassionate Friends

Helpline: 0845 123 2304

Website: www.tcf.org.uk

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.

Their helpline is open between 10am - 4pm and 7pm - 10pm daily. They have a range of leaflets, online forum and a section for bereaved siblings.

Survivors of Bereavement by Suicide

National Helpline: 0300 111 5065

9am to 9pm every day

Email: sobs.support@hotmail.com

Website: www.uk-sobs.org.uk

We exist to meet the needs and overcome the isolation experienced by people over 18 who have been bereaved by suicide. The Helpline provides an opportunity to talk confidentially with someone who has been bereaved by suicide and to know that you are not alone in your experience or you can contact us by email. Website also provides details of local support groups.

Further information:

www.supportaftersuicide.org.uk/help-is-at-hand

This website provides downloadable pdf copies of:

The National Suicide Prevention Council and Public Health England
Help is at hand: Support after someone may have died by suicide, September 2015

Copies of this guide can also be requested by quoting

2901502/Help is at hand

www.orderline.dh.gov.uk

Tel: 0300 123 1002

Fax: 01623 724 524

Minicom: 0300 123 1003

Caring & Support

Alzheimer's Society - Hull and East Riding

Suite D Annie Reed Court, Annie Reed Road, Beverley HU17 0LF

Tel: 01482 211255; National Helpline: 0300 222 1122

Email:

hull&eastridingservice@alzheimers.org.uk

Website: www.dementiaeastriding.org.uk

National Website:

www.alzheimers.org.uk

Alzheimer's Society provides a range of support services for people with dementia and their carers in the East Riding, including Dementia Adviser Service, Memory Cafes, Singing for the Brain, Carers Information and Support Programme and Side by Side.

For more information on our Services, please contact the Hull and East Riding Alzheimer's Society on 01482 211255 or visit our local website

www.dementiaeastriding.org.uk

Connect to Support East Riding Website:

www.connecttosupport.org/eastriding

Connect to Support is a website for people needing support in East Riding. You can find everything you need to help you with your support here, from local to national products and services, plus information and advice and much more.

Topics covered include:

- How to stay independent
- Transport
- Health & Wellbeing
- Housing
- Activities and Leisure - Things I can do
- Money and Legal affairs
- Home support
- Support for Carers
- Equipment
- End of Life care
- Education
- Training and Employment.

East Riding of Yorkshire Carers Support Service

18 Wednesday Market, Beverley HU17 0DJ
Tel: Free Phone 0800 917 6844 or 01482 396500

Email: ecarers@eastriding.gov.uk

Website:

www.eastriding.gov.uk/living/care-and-support-for-adults/carers/support-for-carers

Provides support to adults who provide unpaid care and support to someone living at home who cannot manage without help because they are frail, ill or have a disability or mental health condition.

Caring for someone covers lots of different things, like helping with their washing, dressing or eating, taking them to regular appointments or keeping them company when they feel lonely or anxious.

If you need help with your caring responsibilities you can complete a carers assessment which helps us to find out how caring affects your life, which areas

you may need support in and if you will be eligible for support from the local authority.

There is a range of carers services available including:

- information, advice and guidance.
- Emotional support
- Peer support - support groups for carers throughout the East Riding
- 'We Care' quarterly newsletter
- activities and training courses designed to support carers in their caring role
- carers' emergency cover service, support with contingency planning
- support organising respite care services and short breaks
- signposting you to support services within the community.

Please call for further details

Opening times: Monday - Thursday 9.30 am - 4.30pm, Friday 9.30 - 4.00 pm.

Please Visit us - No appointment necessary

Families Information Service Hub (FISH)

County Hall, Beverley HU17 9BA
Tel: 01482 396469

Email: fish@eastriding.gov.uk

Websites: www.fish.eastriding.gov.uk
www.eastridinglocaloffer.org.uk

The Families Information Service Hub (FISH) is a free impartial service for children, young people, parents/carers and the people who support them.

For further details see entry on page 58.

Rethink Mental Illness Hull and East Yorkshire Carers Service

Suite 1, 117-119 Walkergate, Beverley, HU17 9BP

Tel: 01482 679723

Email: sophie.barnett@rethink.org

Website: www.rethink.org

A dedicated service for carers, relatives and supporters of people with a mild to

severe mental illness, regardless of whether or not the person they care for is using mental health services. After an initial informal discussion of needs, carers have access to information about carer's rights, local services and resources, illness, treatment and medication, and emotional support.

Carer support groups and self-help networks provide continuing support. Carers can access the service directly or referrals may be made by other health and social care professionals with the carer's permission.

Carer Groups

The groups provide invaluable peer support, sharing experiences and having access to information via speakers and Rethink support staff. They are active, friendly groups, offering a warm welcome to all who wish to attend.

Beverley

The group meet every 4th Tuesday of the month 7-9pm at:
The Group Room, East Riding Community Hospital, Swinemoor Lane, Beverley, HU17 0FA.

Hull

The group meet every 2nd Thursday of the month 2-4pm at:
Victoria House, Park Street, Hull, HU2 8TD.

Young Carers

Young Carers & Sibling Support Services - Children's Participation and Rights Team

Anlaby Children's Centre, First Lane,
Anlaby, Hull HU10 6UE
Tel: 012482 565560
Email:
rights4u@eastriding.gov.uk

Young Carers Support Service

Provides emotional support and opportunities to meet other young carers. Coping strategies and techniques and ways to reduce the load are also examined. Provides 1 -to-1 support;

group meetings; information and advice to the carer and family.

How do I access this service?

Refer yourself or ask someone who works with you - for example, a teacher, doctor, youth worker. A Young Carers Assessment is completed and a plan of support agreed.

Website:

www.babble.carers.org

Babble has been created by Carers Trust as an online space where those aged under 18 who are caring for a family member or friend can chat, share their experiences and access information and advice.

Young Sibling Support Service

For children and young people under the age of 18 who have a brother or sister with a serious or life-limiting illness or disability and where the caring responsibilities of the child/young person have a serious or significant impact on his/her physical or emotional well-being.

How do I access this service?

The referral process and support and assessment offered are as for the Young Carers Support Service (see above).

Website:

www.youngsibs.org.uk

This website provides a place where you can chat, share your experiences and access information and advice.

Counselling and Talking Therapies

A brief explanation of some of the therapies available is given on p15

How do I access Talking Therapies in the East Riding?

The Assessment and Brokerage Service is the gateway to all Talking Therapy service. They offer a range of therapies

to meet the needs of people with anxiety and depression.

These services are available to:

- People over 16 years (not in full-time education, otherwise 18 years)
- Living in East Yorkshire
- Registered with a GP

Clients can be referred through their GP, health visitor or by other health and social care professionals. You can also self-refer by:

Tel: 01482 301701

Online: www.iaptportal.co.uk/erew.html

Email:

HNF-TR.ERSPAMentalHealth@nhs.net

Website: www.humberews.co.uk

NOTE: If you are suitable for a service, *you can choose from a number of providers based on your assessed needs.*

The following service is one such provider:

Emotional Wellbeing Service - NHS IAPT Talking Therapies Humber NHS Foundation Trust

The Emotional Wellbeing Service (EWS) is for people aged 16 years or over (not in full-time education), registered with an East Riding GP and needing help with:

- Anxiety issues including: health, generalised or social
- Bereavement
- Low mood or depression
- Obsessive compulsive disorder (OCD) Trauma including post-traumatic stress disorder (PTSD)
- Panic
- Confidence or self-esteem.

How can we help?

You will be able to talk about your problems and how these can be addressed; listened to with compassion and without judgement; offered treatment over the telephone, face to

face, in groups or using computerised programmes. This is to ensure support is as accessible as possible, if you meet the inclusion criteria after assessment.

Assessment

This is via **The Assessment & Brokerage (A & B) service** which is the gateway to all talking therapy services commissioned in the East Riding.

Tel: 01482 301701

Online: www.iaptportal.co.uk/erew.html

Email:

HNF-TR.ERSPAMentalHealth@nhs.net

Website: www.humberews.co.uk

What happens next?

After your referral, staff will contact you to arrange an assessment appointment. Appointments are available Monday - Friday, 8am - 5pm but later times may be available on request.

We will contact you and offer you an appointment at a mutually convenient time and day.

How much does it cost?

This is a free service.

See the following websites for details of other providers:

www.letstalkhull.co.uk

www.insighthealthcare.org/our-services/talking-therapies/east-riding-of-yorkshire/

www.iesohealth.com/eastriding

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House of Light Counselling - Specialists in Antenatal and Postnatal Depression

Ignite Centre, Linnaeus Street, Hull, HU3 2QA

Freephone helpline: 0800 043 2031

Tel: 01482 580499

Email: help@pndsupport.co.uk

Website: www.pndsupport.co.uk

House of Light is a registered charity specialising in antenatal and postnatal counselling for depression and anxiety. We offer a very welcoming and homely environment. You will be met with care,

compassion and understanding. We understand that it can be difficult to ask for help but we are here to support you.

We also offer a generic service for many other issues including stress, pregnancy loss, birth trauma, bereavement, trauma, abuse, obsessive compulsive disorder (OCD), confidence and self-esteem issues.

Our therapies include:

Cognitive behavioural therapy (CBT), Integrative counselling, psychotherapy and hypnotherapy. The main area of support is in Kingston upon Hull and the East Riding of Yorkshire.

Opening Hours:

Monday to Friday 9am until 5pm.

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Relate Hull and East Yorkshire

1 Charlotte Street Mews, Worship Street, Hull HU1 3BP

Tel: 01482 392621

Website: www.relatehull.org.uk

Relate provides a range of confidential relationship, family, and young people's counselling, sex therapy and also separated parenting and youth counselling. Issues covered include communication and conflict, affairs, step families, major life changes, health and money problems, sexual relationships, and balancing work and home commitments. They are an NHS accredited provider of counselling and CBT. Any person registered with a GP in East Riding is entitled to free counselling.

Relate's Head Office is at their Hull address, but they also have Outpost offices at:

- **The Community Resource Centre,**
4 - 6 Victoria Road, Bridlington
YO15 2BW
Offers Relationship Counselling and Sex Therapy

- **Boothferry Road, Goole DN14 6AE**
Offers Relationship Counselling and Children and Young People's Counselling.

How can I access this Service?

Telephone Relate for an appointment on **01482 392621**

or

Clients can be referred through their GP, health visitor or other health and social care professionals. You can also self-refer:

- **By phone:** 01482 301701
- **Online at**
www.iaptportal.co.uk/erew.html
or by **Email:**
- HNF-
TR.ERSPAMentalHealth@nhs.net

or see full referral details on the **Website:** www.humberews.co.uk

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National Organisations
British Association for Counselling and Psychotherapy (BACP)

Tel: 01455 203690

Email: info@bacpregister.org.uk

Website: www.bacp.co.uk

This website includes the BACP Register of Counsellors & Psychotherapist, which is a public record of therapists who have met the Association's standards for registration. These standards cover training, supervision, continuing professional development and a commitment to the Ethical Framework. There is also a section of information for the public which includes useful factsheets.

Dementia

Alzheimer's Society - Hull and East Riding

Suite D Annie Reed Court, Annie Reed Road, Beverley HU17 0LF

Tel: 01482 211255

Tel: National Helpline: 0300 222 1122

Email:

hull&eastridingservice@alzheimers.org.uk

Website: www.dementiaeastriding.org.uk

National Website:

www.alzheimers.org.uk

Alzheimer's Society provides a range of support services for people with dementia and their carers in the East Riding, including Dementia Adviser Service, Memory Cafes, Singing for the Brain, Carers Information and Support Programme and Side by Side.

For more information on our Services, please contact the Hull and East Riding Alzheimer's Society on **01482 211255** or visit our local website

www.dementiaeastriding.org.uk

East Riding of Yorkshire Council

Website:

www.eastriding.gov.uk/living/health-and-wellbeing/mental-health/older-people

This page on the Council's website provides a good overview of the range of age-related mental health and social care support available in East Riding.

Hull Memory Clinic

Humber NHS Foundation Trust

39-41 Coltman Street

Hull HU3 2SG

Tel: 01482 336617

Emails: can be sent to the Hull Memory Clinic via

HNF-TR.humbermemoryservice@nhs.net

This email address is for general enquiries only, so people are asked not to email with queries relating to a new or current referral.

Further information about the Memory Clinic can be found at:

www.humber.nhs.uk/services/dementia-services-and-hull-memory-clinic.htm

The overarching purpose of the Hull Memory Clinic is to provide good quality early diagnosis and intervention for people over the age of 18 in Hull with mild and moderate dementia.

The Memory Clinic accepts referrals primarily from GPs, but it also accepts referrals from other agencies, as well as patients themselves, or their carers/supporters.

If a referral is received from someone other than the patient's registered GP, consent from the patient (or best interest decision) is required to contact their GP for more information in order to properly assess the referral and offer an appointment. This helps the Memory Clinic to provide the earliest assessment appointment possible. Referrals cannot be accepted for anyone who has already been given a diagnosis of dementia at the Hull Memory Clinic or other Trust memory assessment services.

Basic physical screening to exclude medical / reversible causes underlying the person's presenting cognitive impairment needs to be undertaken (usually by the GP) before a formal assessment can be offered and undertaken by the Memory Clinic. The assessment, diagnosis and treatment pathway within the Hull Memory Clinic relies on effective multi-disciplinary working involving Mental health nurses, psychiatry, psychology, occupational therapy, psychology assistants and support time and recovery (STR) workers.

Findings from assessments and any diagnosis are usually reported to the patient's registered General Practitioner (GP). Following a diagnosis, a range of treatment interventions can be offered to individuals or groups, and can include medication if necessary. The Memory Clinic team work in close collaboration with other local health and social care providers such as GPs, Social Services,

the local Acute Trust, Home Care Provider agencies, Residential Care Staff and Community Service Practitioners such as district nurses and long-term conditions nurses.

Hull Memory Clinic

The Clinic offers single storey, disability friendly facilities together with off-road car parking. A disabled car parking bay is located at the front of the building. The core hours of the service are 8.30am - 5pm, Monday to Friday (except public holidays).

Libraries - East Riding of Yorkshire Council

Tel: Please see Council website for contact details of your nearest library

Website:

www.eastriding.gov.uk/leisure/libraries/

Reminiscence - Sessions for those with dementia and their carers to meet others in a similar situation and enjoy reminiscing together. Items from memory boxes, photographs and books are used to stimulate conversation. These groups have been put together with the support of Alzheimer's Society. Phone your local library for information on your nearest session.

Digital Reminiscence Units enable people with dementia and their carers to create a digital life story book, which can include photos, music and captions. The book can be used as a personal reminiscence tool for those living with dementia. There are two units available - please phone your local library for information on locations and booking

Reading Well: Books on Prescription for Dementia is a list recommended by health experts as well as people with experience. The list of 25 titles includes a range of books offering "information and advice about dementia and normal aging, support with living well after diagnosis, practical advice for carers, personal accounts, and suggestions for shared therapeutic activities."

(Reference Reading Agency website) East

Riding Libraries have excellent stocks of the list.

Prepare to care - The East Riding Carers Support Service works in partnership with library services to offer advice, information and confidential support to carers. For more information call your local library

Dementia - Information, Guidance and Standards

National Institute for Health and Care Excellence (NICE)

Website: www.nice.org.uk/about/nice-communities/social-care/tailored-resources/dementia

This resource is aimed at both care providers and carers focusing on the key messages from each quality statement relative to each audience.

It provides links to key resources, further information, and practical tools which are again relative to carers and care providers as appropriate. The resource has been co-produced by the NICE Collaborating Centre for Social Care and key people in the social care sector.

Read more about NICE guidance and standards on page 76.

NHS Choices Dementia Information Service

Website:

www.nhs.uk/conditions/dementia-guide/pages/about-dementia.aspx

These pages provide information about dementia including symptoms and diagnosis; living with dementia and care and support. Users can subscribe to a Dementia Information Service which provides six weekly emails.

See also Healthwatch East Riding of Yorkshire's recent report on local Dementia services in East Yorkshire

http://www.healthwatcheastridingofyorkshire.co.uk/sites/default/files/dementia_report_final.pdf

Eating Habits

SEED Eating Disorder Support Service

The Resource Room, 257 Beverley Road, Hull, East Yorkshire HU5 2ST

Opening times 9.30 to 12.30 weekdays

Tel: Admin: 01482 344084

Helpline: 014812 718130

Email: hello@seedeatingdisorders.org.uk

Website:

www.seedeatingdisorders.org.uk

Support group for both sufferers and carers in Hull, East Riding and out of area. We provide a range of services including:

- Information and advice via phone, email and website - or just drop in to the Resource Room
- A telephone and an email buddying scheme
- Regular meetings
- Workshops
- Nutritional advice
- Closed Therapy Groups

Helpline: 01482 718130 manned every day 9.30 - 12.30 Monday to Friday - or drop in during these hours.

National Organisations

Beat

Website: www.b-eat.co.uk

Help for adults (18 and upwards)

Parents, teachers or any concerned adults should call the adult helpline.

☎ 0345 6341414

Email: help@b-eat.co.uk

Help for young (25 and under)

☎ 0345 6347650

Email: fyp@b-eat.co.uk

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

We offer separate adult and youth services by telephone and email.

The Beat's Helpline and YouthLine are currently open from Monday to Wednesday 1pm to 4pm. Check the website for updates to opening time.

The Website also includes comprehensive support and services via message boards and regular live chats.

Gambling

National Organisations

Gamblers Anonymous

Website:

www.gamblersanonymous.org.uk

This is a programme that helps problem gamblers to free themselves from the clutches of gambling. Offering a twelve-step- programme got those who wish to be cured of compulsive gambling.

Gamcare

Tel: 0808 802 0133

Website: www.gamcare.org.uk

8am to midnight, seven days a week.

Information, advice, support and free counselling for the prevention and treatment of problem gambling.

We operate the National Gambling Helpline, provide treatment for problem gamblers and their families, create awareness about responsible gambling and treatment and encourage an effective approach to responsible gambling within the gambling industry.

General Wellbeing

Madhyamaka Kadampa Meditation Centre

Kilwick Percy Hall, Pocklington, York YO42 1UF

Tel: 01759 304 832

Email: info@madhyamaka.org

Website: www.madhyamaka.org

This centre for modern Buddhism is open to the public all year round and provides meditation classes for all levels of interest and experience.

Courses are held at the Centre and at outreach locations throughout East Riding. They include half-day, day and longer courses and retreats. The Centre also offers B&B accommodation.

Charges apply.

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See also other Sections on Activity & Social Groups on p.23; Mindfulness and Meditation on p.56; Self Help & Stress Management on p.64
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Having your Say and Advocacy

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Children's Participation and Rights Team

Tel: 01482 396828

Email: rights4u@eastriding.gov.uk

Website: www.rights4u.org.uk/advocacy

Are you a Young Person?

The Children's Participation and Rights Team promotes the rights of children and young people aged 4 to 18 (24 if in care or a care leaver), living in the East Riding of Yorkshire, or who are the responsibility of East Riding of Yorkshire Council, and who are considered 'in need'.

We provide a range of children's rights, advocacy and participation activities for children from targeted groups such as children in care, children who have involvement with children's social care services, or children with a disability, including those who cannot communicate verbally.

We provide a children's rights service, independent visitors for young people with limited family contact, advocacy and support for young people with problems, and participation activities to

help young people make themselves heard.

How can I get someone to speak up for me (an advocate)?

Advocacy is about helping you to get your voice heard. It is about helping you get your say in tackling difficulties you are having, or in decisions being made that affect you. Advocates are on your side, and will speak up for you or support you to speak up for yourself.

Advocacy can help you with things like bullying, attending meetings, problems in your foster placement or children's home, difficulties with your social worker or other professionals, worries about contact with your family and a whole range of other things. **If you would like an advocate, contact the Participation and Rights Team by phone or by email.**

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Cloverleaf Advocacy - Hull City Council and East Riding of Yorkshire Council.

Tel: 0300 012 0512

Website: www.cloverleaf-advocacy.co.uk

Cloverleaf Advocacy delivers **Independent Mental Health Advocacy (IMHA), Independent Mental Capacity Advocacy (IMCA) and Care Act Advocacy (CAA)** across Hull and East Riding of Yorkshire Council areas. They work with you as an equal partner to help you express your views, secure your rights and get the help you need.

For full details of their service see page 12.

..... **Matthew's Hub**

1st Floor, Regents House,
183 Ferensway, Hull HU3 3UA

Tel: 01482 221028

Email: hello@matthewshub.org

Website: www.matthewshub.org

A support service for people with high-functioning autism and Asperger's syndrome. The service provides telephone and face to face advice by appointment on for example:

employment, education, benefits and housing; Social skills training; work and volunteering opportunities; and also provides an advocacy service.

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PASS Professional Advocacy Support Service

Tel: 01964 552988

Email: passyorkshire@googlemail.com

Website:

www.professionaladvocacy.org.uk

PASS supports adults with a disability and/or their carers. Specific attention is paid to parents with mental health issues, the older person and conditions such as dementia, learning disabilities and long term conditions.

Examples of services include:

- Advocacy in mental health settings for voluntary patients;
- Care Act advocacy;
- Support to arrange domiciliary (home) care, other care services or residential care for individuals who do not qualify for statutory care;
- Support to access and arranging care packages for those who qualify for state social and health care;
- Advocacy for adults over 18 with a disability or their carers who need support to access social or health services. Including, arranging and attending appointments, liaising with professionals on individual's behalf, dealing with correspondence and ongoing support;
- Provision of regular visits on behalf of families who live away from their elderly family members, who wish to ensure that they are receiving the services they require, or to check up on their well-being on a regular basis, including supporting their loved ones to appointments when they are unable to attend themselves.

How much does it cost?

The first hour of advice is free.

Thereafter, fees are charged to individual clients by the hour. Check with service for latest charges.

National Organisations

NSUN Network for Mental Health

Tel: 0207 820 8982

Email: Info@nsun.org.uk

Website: www.nsun.org.uk

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

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Hearing Voices, Visions and Unusual Beliefs

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We might say someone is 'hearing voices' if you hear a voice when no-one is present with you, or which other people with you cannot hear.

People have many different experiences of hearing voices. Some people don't mind their voices while others find them frightening and distracting.

It's common to think that if you hear voices you must have a mental health problem.

But research shows that lots of people hear voices and most of them are not mentally unwell.

It's a common human experience.

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Talking Heads Groups

Website:

www.humber.nhs.uk/services/talkingheads

Driffield Group

Contact: Debbie Drury

Tel: 01377 208370 (Driffield Community Mental Health Team)

Goole Group

Contacts: Lucy Holt, Steph Biddulph or Sharone Rennoldson

Tel: 01405 608220 (Goole Community Mental Health Team)

Hull Group

Contacts:

Loraine Emery Tel: 01482 389124

Anne Parry Tel: 01482 335710

Chris Sanderson Tel. 01482 336778 (Psypher).

Talking Heads is a group for people who hear, see and believe things that other people do not (such as hearing voices). People with these experiences are seen as the experts in their own experiences. Talking Heads offers a place for people to support each other and share their experiences and knowledge.

Some topics that have been talked about in the group are: What it's like to hear voices; Coping strategies; how people manage their experiences day to day; Helping and supporting one another at times of distress; Medication; Making the most of the mental health service; Overcoming difficulties or stigma.

People who have attended Talking Heads Groups have found it helpful and reassuring; realising they are not alone with their experiences. The group is open to anyone who hears voices, has visions and/or experiences unusual beliefs. People can come to whichever dates they choose. There is no need for a referral.

There are Talking Heads Groups meeting in Hull, Driffield, Goole and Pocklington.

For group meeting dates and times please visit

www.humber.nhs.uk/services/talkingheads

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www.aminormal.org

This web site has been set up for people who have or are worried about someone who have had one or a number of the following experiences:

- Hearing voices or noises that others don't hear.
- Seeing things that others don't.

- Other sensory experiences that cannot be explained.
- Sounds and sights look weird or distorted: they might be louder or brighter etc. Feeling paranoid or suspicious that people are out to get you.
- Worries that a micro-chip or something similar has been implanted in you.
- Feeling as though your thoughts are being interfered with - taken away or put into your head, or are changing in some way.
- Worries that other people can hear your thoughts.
- Receiving personal messages from the television, radio or magazines.
- Smelling things that other people can't smell.
- Believing you have special powers.
- No longer wanting to mix with other people.
- Problems sleeping.
- Feeling like you can't cope

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Homeless Prevention Services & Housing Support

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The tables on the following pages provide information about supported housing providers for those who are homeless or threatened with homelessness, including those people experiencing domestic violence and those with debt problems.

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HOMELESS PREVENTION SERVICES & HOUSING SUPPORT EAST RIDING OF YORKSHIRE

Supported Housing Providers

Client Group	Address	No of units	Management arrangements	Support offered*	How to Access & Contact
Rough sleepers/ single homeless (18+) Will take alcohol/drugs but must be on a program	Sanctuary Supported Living The Haven 5-7 Marshall Avenue Bridlington	10 bedsits 2 emergency rooms	Housing Management 9am- 5.15pm, 7days a week. Static security on site outside these hours.	Counselling support Advice and Information (methods of paying bills, Income Support forms, Housing Benefit forms, careers, courses, job applications, flat hunting, leisure activities or sexual health).	No referral needed Tel: 01262 401510
Single homeless (16- 25) with support needs	Sanctuary Supported Living Montague House 66 Quay Road Bridlington	9 bedsits 1 emergency room	Housing Management 9am- 5.15pm, 7days a week. Static security on site outside these hours.	Referral to health services Practical Tasks - shopping, menu making, cooking, ironing, cleaning, washing, putting rubbish out or cleaning cookers and fridges.	Self-referral or agencies can refer in with individual's consent. Tel: 01262 671607
Single homeless (16- 25) with support needs	Goole YMCA Edinburgh Court Edinburgh Street Goole East Riding of Yorkshire DN14 5EH	18 flats and bedsits	Housing Management 9am - 5pm, Monday to Friday. Concierge / security service outside these hours	Referral to health services Practical Tasks - shopping, menu making, cooking, ironing, cleaning, washing, putting rubbish out or cleaning cookers and fridges.	Self-referral or agencies can refer in with individual's consent. Tel: 01405 780578 Email: Julie@gooleymca.co.uk
Single homeless (16- 25) with support needs	East Yorkshire Housing Association 14 Lansdown Road Bridlington YO15 2QS	6 bedsits	Housing Management 9am - 5pm, Monday to Friday. Emergency on-call service outside these hours.	Referral to health services Practical Tasks - shopping, menu making, cooking, ironing, cleaning, washing, putting rubbish out or cleaning cookers and fridges.	Self-referral or agencies can refer in with individual's consent. Tel: 01262 400789 Email: Eyha.ltd@btinternet.com

HOMELESS PREVENTION SERVICES & HOUSING SUPPORT EAST RIDING OF YORKSHIRE

Supported Housing Providers

Client Group	Address	No of units	Management arrangements	Support offered*	How to Access & Contact
Single homeless (18+) with support needs	Aldam Cottage, Gordon Street, Goole, DN14 6SQ	8 ensuite bedrooms with communal living room and kitchen	Housing Management 9am - 5pm, Monday to Friday. Emergency on-call service outside these hours.	Aldam House is in the process of becoming a registered service so that they can take clients long term who need support with regulated activities. Given the above they will still take single homeless clients with low level support needs of mental health, learning disabilities. They will only be able to consider drugs or alcohol if it is low level support or not their primary support need.	Sanctuary Supported Living Tel : 01724 707065 mobile number: 07989528037 Email: Sonya.Thomas@sanctuary-housing.co.uk
Ex- offenders, rough sleepers, people with complex and multiple needs	Chrysalis East Riding Humbercare	9 flats/bedsits across East Riding	No on-site housing management although intensive management is provided by Humbercare	Support is provided by Humbercare, the managing agent, to sustain the tenancy. Occupiers have a licence which can be terminated within 24 hrs.	Contact Helen McEgan Tel: 01482 396111 for more information

HOMELESS PREVENTION SERVICES & HOUSING SUPPORT EAST RIDING OF YORKSHIRE

Supported Housing Providers

Client Group	Address	No of units	Management arrangements	Support offered*	How to Access & Contact
Single homeless (18+)	Hull & East Riding Emmaus The Orchard 33 Lockwood Street, Hull HU2 OHJ	30 ensuite rooms. 'Companions' are expected to work in the social enterprise and in return receive a home, a weekly allowance, holiday funds and leaving support fund.	24 hr on-site management and support	Comprehensive support & training; Access to a full range of volunteering opportunities across Emmaus Enterprises; Weekly allowance, holiday funds and leaving support fund.	Kelly Thompson Tel: 07710700275 www.emmaushull.org/the-orchard
All	Various hostels and resettlement schemes across Hull	Various	Various	Various	Homeless Prevention Team Tel: 01482 396301 option 2 homeless.prevention@eastriding.gov.uk

*This is an indication of the type of services that may be available. Actual support will depend on individual needs and the provider's funding circumstances.

HOMELESS PREVENTION SERVICES & HOUSING SUPPORT EAST RIDING OF YORKSHIRE

Other Support Available

Client Group	Service	Contact	Any other information
Rough sleepers and those at risk of sleeping rough	Outreach Service Workers will engage with rough sleepers across East Riding to befriend them and try to bring them into services including accommodation.	HULLHARP Tel: 01482 219022 outreach@hullharp.org.uk	Service due to finish Aug 16.
	HumberHelp Website setting out the range of support available across Hull and East Riding on a daily basis. It also includes regular news articles and information on homelessness.	www.humberhelp.co.uk	Services provided by the third sector include: Shower and tea project - Toll Gavel Church, Beverley Doorstep drop in - Christchurch, Bridlington See website for more information
	No Second Night Out The Council is committed to ensuring that no rough sleeper that is new to the streets has to spend a second night out. Referrals should be made to Streetlink and the Council's appointed agent will approach the rough sleeper and support them into services (including accommodation)	www.streetlink.co.uk	See website for further details.
Young People aged 16 - 24 years	The Hinge Resettlement support for 16-24 yr olds including referrals to Nightstop, Crashpad & Supported Lodging schemes.	21 Field Road, Havenfield Bridlington, YO16 4AU Tel : 01262 679671	Voluntary and Community Sector

Young People 18+	YASS (Young Adult Support Service) Offers free and confidential advice to young adults 18+	4-6 Victoria Road, Bridlington, YO15 2BW Manager - Claire Tel: 07865085973	Voluntary and Community Sector
Anyone threatened with homelessness	Housing Options and Homeless Prevention Team The Team can offer landlord mediation, family mediation, support to find alternative accommodation, help with a private rented sector Guaranteed Bond, assistance to move into more appropriate and affordable accommodation, advice on council housing, tenancy support, rough sleepers, breathing space for home owners at risk of losing their homes through arrears. Bridlington Housing Surgery Tuesdays and Rough sleeper sessions at Toll Gavel Church Wednesday lunchtimes.	Tel: 01482 396301 option 2 Email: homeless.prevention@eastriding.gov.uk	East Riding of Yorkshire Council

<p>Anyone threatened with homelessness People fleeing Domestic Violence</p>	<p>Homeless Applications Anyone currently homeless or threatened with homelessness in the next 28 days can make a homeless application. Only those deemed to be 'non intentionally' homeless and in 'priority need' will be offered accommodation by the council. Otherwise advice on renting privately is usually offered.</p> <p>Housing Related Support Generic (available to all) floating support service to help people to access and maintain suitable accommodation. Support includes help with:</p> <ul style="list-style-type: none"> • completing forms; • finding employment or voluntary work; • building social networks; • accessing services such as doctors, dentists etc.; • managing money; • claiming benefits; • developing domestic and/or social skills; • being safe at home. 	<p>Contact the nearest Council Customer Service Centre to make an appointment Tel: 01482 396301 option 2. Email: housing.services@eastriding.gov.uk</p> <p>Single Intake and Duty Team</p> <p>Referral to be made over the phone. Ask for Housing Related Support. Tel: 01482 393939</p>	<p>East Riding of Yorkshire Council</p> <p>East Riding of Yorkshire Council</p>
	<p>Discretionary Housing Payments DHP can help to 'top up' housing benefit when it is not sufficient to cover the full rent costs. It is short term cover and should not be considered a long term solution. Alternative, more affordable housing should be identified to prevent people from getting into rent arrears with their landlord.</p>	<p>www.eastriding.gov.uk/housing/housing-benefit-and-council-tax-support/help-paying-your-rent/</p>	<p>East Riding of Yorkshire Council</p>

<p>Anyone threatened with homelessness People fleeing Domestic Violence</p>	<p>Domestic Violence Adult Service The Domestic Violence adult service offers support to people living with or fleeing from domestic violence and abuse. Domestic Violence adult service workers provide information, advice, guidance, and both emotional and practical support around legal options, housing, welfare benefits, staying safely at home and in high risk cases, finding somewhere else to stay. Help people to remain safely in their home by providing home security measures, including lifeline alarms, fire checks and personal alarms.</p>	<p>Customer Service Centres or on-line referral Tel: 01482 393939</p>	<p>East Riding of Yorkshire Council</p>
<p>People living in unsuitable accommodation</p>	<p>Home Improvement Team The team deals with applications for Disabled Facilities Grants and funding available through the Housing Assistance Policy. This includes loans for energy efficiency, mortgage arrears, removal assistance and home safety measures. Funding and assistance is subject to meeting the eligibility criteria set out in the policy.</p>	<p>Tel: 01482 396301 option 2 housing.services@eastriding.gov.uk</p>	<p>East Riding of Yorkshire Council</p>

<p>People experiencing debt problems or in need of money advice</p>	<p>Welfare Visiting Team The Welfare Visiting team are available to help any resident in the East Riding who are struggling with rent and/or council tax payments or repaying overpaid housing benefit. They can negotiate affordable repayment rates and offer debt and budgeting advice. The team also carry out benefit checks to maximise customers' income. Rent in advance and emergency loans</p>	<p>Tel: 01482 394633 Email: benefit.takeup@eastriding.gov.uk</p>	<p>East Riding of Yorkshire Council</p>
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LGBT

Hull & East Riding of Yorkshire LGBT Forum

The Guildhall, Alfred Gelder Street, Hull
HU1 ERY

Tel: 07766 571 588 (Chair)

Twitter: @hullerlgbt

Facebook: Hull & East Riding LGBT Forum

Email: lgbt@andytrain.co.uk (Chair)

Website: www.prideinhull.co.uk

This is a networking forum for all local LGBT interested groups and other agencies and statutory bodies in the Hull & East Riding of Yorkshire.

Services are provided for: Bisexual Men; Disabled People; People over 50; Bisexual Women; BME/Black People; Deaf/Hard of Hearing People; Gay Men; Lesbians/Gay Women; Men; Non-UK Residents; Trans People/People with gender histories; Women; and Young People.

Key areas of work include:

- Advice/Information
Campaigning/Activism
- Domestic Abuse
- Drop-in Service
- Employment
- Equal Opportunities/Discrimination
- Gender
- Health Care
- Infrastructure/Community Development Mental Health
- Networks
- People of Faith
- Policing
- Policy/Representation
- Pride
- Research
- Self-help/Support Group
- Sexual Health
- Sexual Violence
- Social Group
- Training
- Volunteering

Local mental health organisations that provide help and treatment

East Riding of Yorkshire Council Website:

www.eastriding.gov.uk/living/health-and-wellbeing/mental-health

The Council's website provides information about who to speak to and where to go for every age of person where mental health issues are a concern.

The Mental health pages provide a good overview of the range of mental health and social care support available in East Riding under sections for Younger People, Working Age People and Older People. Also links to national support organisations.

Humber NHS Foundation Trust (HFT)

Trust Headquarters, Willerby Hill,
Beverley Road, Willerby
East Yorkshire HU10 6ED

Tel: 01482 301700

Email: Hnf-tr.contactus@nhs.net

Twitter and Facebook: HumberNHSFT

Website: www.humber.nhs.uk

See full details of mental health services on page 5

MIND Hull and East Riding

Wellington House, 108 Beverley Road,
Hull HU3 1XA

☎ 01482 240200

Text - 07624 800500

Fax: 01482 336878

Email: info@mindhey.co.uk

Website: www.mindhey.co.uk



for Advice & Information.

The **Reach Out service** can offer short to mid-term support and encourage recovery from a range of mild to moderate mental well-being issues.



for Support &

Guidance.

Mind support is supported self-help: for people aged over 16 who live in the East Riding of Yorkshire Local Authority area.



Recovery, Activity & Advice groups meeting once a week: access to a group as part of an agreed support plan with defined short to mid-term goals.

Reach Out: Recovery & Activity groups in Bridlington, Beverley, Goole, Hessle, Pocklington and Driffield.

Support & advice with (for example):

- Lack of confidence
- Financial or benefit concerns
- Housing issues
- Relationship difficulties
- Issues with employment
- Stress
- Low self Esteem

- Feeling Vulnerable
- Isolation and loneliness
- Depression
- Anxiety

Development courses:

held on a rolling basis across the East Riding

1 to 1 advice and support: developing and adhering to an action plan with short-term goals

'Better with Books': self-help books supplied through ERoY libraries

Computer based 'Cognitive Behavioural Therapy' course: supported self-help short-term course

Support and advice in accessing other agencies and advice:



Reach Out is not a counselling service but we can refer onto an appropriate service

Access to our support is through a referral process, there is no access to 1to1 support or accessing a group or course until an assessment is completed

To make a referral please contact the Information Line: 01483 240133

Mindfulness & Meditation

Madhyamaka Kadampa Meditation Centre

Kilnwick Percy Hall, Pocklington, York YO42 1UF

Tel: 01759 304 832

Email: info@madhyamaka.org

Website: www.madhyamaka.org

This centre for modern Buddhism is open to the public all year round and provides meditation classes for all levels of interest and experience.

Courses are held at the Centre and at outreach locations throughout East Riding. They include half-day, day and longer courses and retreats. The Centre also offers B&B accommodation.

Charges apply.

The Northern Centre for Mindfulness and Compassion

Tel: 01904 634710

Email: Relax@YorkMBSR.co.uk

Website: www.yorkmbsr.co.uk

Forthcoming courses and events:

YorkMBSR.eventbrite.co.uk

Offers a range of courses and events across the region based upon mindfulness meditation. Take an active approach to looking after your mind by learning to meditate in a non-religious setting.

Charges apply.

National Organisations

The Mental Health Foundation

Website: www.bemindful.co.uk

What is mindfulness and how can mindfulness help me?

'Mindfulness is a mental state achieved by focusing one's awareness on the present moment, while calmly acknowledging and accepting feelings, thoughts, and bodily sensations. By being fully present in this way - not forcing things or hiding from them, but

actually being with them, we create space to respond in new ways to situations and make wise choices. We may not always have full control over our lives, but with mindfulness we can work with our minds and bodies, learning how to live with more appreciation and less anxiety.'

See the website to learn more online.

See also Section headed *Self-Help and Stress Management*

National mental health websites and phone numbers

Details of national websites and contact numbers are also included under the relevant Section headings.

CALM Campaign against Living Miserably

Tel: 0800 58 58 58

Our helpline is for men who are down or have hit a wall for any reason. Open from 5pm-midnight every day of the year, calls are confidential, anonymous and taken by trained and skilled helpline workers who provide support, information and signposting.

Mental Health Foundation

Website: www.mentalhealth.org.uk

This Charity's website provides a wide range of information resources about all aspects of mental health and where to get help. Includes statistics, case studies, videos and podcasts.

MIND

Tel Infoline: 0300 123 3393

Text: 86463

Legal Advice Email: legal@mind.org.uk

Website: www.mind.org.uk

Provides a huge range of information, advice and training about maintaining good mental health, mental health conditions, services, drugs, treatment

and support and also legal advice on all aspects of law related to mental health. Their Infoline is open 9am to 6pm, Monday to Friday (except for bank holidays).

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Royal College of Psychiatrists

Website: www.rcpsych.ac.uk

Website includes a Health advice section which provides information for the public about mental health and wellbeing, including treatment and services; information for young people and parents; mental health and work; and mental law.

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SANE

Tel: 0300 304 7000

A mental health charity providing information, resources and emotional support.

The Out-of-hours helpline is available from 6pm to 11pm.

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Offenders and Ex-Offenders

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Prison Mentoring Service - Don't Look Back

Hull & East Yorkshire MIND

Wellington House, 108 Beverley Road, Hull HU3 1XA

Tel: 01482 240133

Contact: Lorraine Hamilton Mobile: 07583352723

Email: lhamilton@mindhey.co.uk

Website: www.mindhey.co.uk

Don't Look Back is a project offering mentoring support to offenders and ex-offenders in the Hull and East Riding area who have poor mental health. The Service liaises with local prisons to match prisoners with a mentor to provide practical and emotional support post release, or when already in the community with the aim of improving mental wellbeing and preventing future re-offending.

Mentors support in a number of ways, including housing, benefits, health appointments, community involvement.

Referrals can be taken via e-mail, telephone on 01482 240133 or by calling in at the Mind office.

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National Organisations

Family Lives

National Offenders' Families Freephone Helpline

Tel: 0808 808 2003

Monday to Friday 9am to 8pm, and Saturday and Sunday from 10am to 3pm. It is closed on Bank Holidays.

Website:

www.familylives.org.uk/about/our-services/action-for-prisoners-and-offenders-families

Action for Prisoners' and Offenders' Families merged with Family Lives in 2014 and works for the benefit of prisoners' and offenders' families by supporting families who are affected by imprisonment. If you have a partner, child, friend or other relative in prison you will need to know what information and support is available to you, what you can do, and who can help. Contact the helpline, email or visit the website for more information and useful resources.

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Pregnancy and After - Mental Health

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Hull and East Yorkshire Perinatal Mental Health Liaison Service

Victoria House, Park Street, Hull, HU2 8TD

Contact: Claire Marshall

Tel: 01482 617735

This service aims to help the woman of Hull and East Yorkshire who experience mental health problems in the antenatal, labour and postnatal period. The service works closely with midwives and health visitors (who can refer women through

the Single Point of Access) and also takes referrals from GPs and community mental health teams.

If you or someone you know would like to request a referral to the service, contact the Secondary Mental Health team,
Telephone: 01482 336161.

Relationships & Families

Families Information Service Hub (FISH)

County Hall, Beverley HU17 9BA

Tel: 01482 396469

Email: fish@eastriding.gov.uk

Websites: www.fish.eastriding.gov.uk
www.eastridinglocaloffer.org.uk

The Families Information Service Hub (FISH) is a free impartial service for children, young people, parents/carers and the people who support them. FISH is a one-stop shop for information on services in the East Riding for Children and Young People aged 0-19 years. (25 for young people with Special Educational Needs and Disabilities).

The service can provide details on the range of services and activities in the East Riding for children and young people - Where to look for information about activities across the East Riding including sports clubs, parent/toddler groups, leisure centres, uniformed groups such as Brownies and Scouts and much more.

FISH will also be providing an online activity directory called 'Get Up and Go' where you will be able to search for non-sporting activities such as Youth Clubs - coming soon!

You will also find the **Family Service Directory on the FISH website** which includes information about children's centres, health services, education and learning and support for parents and young people plus information, advice and guidance for families of children and young people with Special Educational Needs and Disabilities on the Local Offer

website -

www.eastridinglocaloffer.org.uk

The **FISH Directory** provides a wealth of information for families of children and young people and the professionals who support these families.

The Directory includes information on:

- Free early education for 2, 3 and 4 year olds
- Finding / paying for childcare
- Becoming an Ofsted registered childminder
- Activities for children and young people
- Family Service Directory to include information about children's centres, health services, education and learning and support for parents and young people
- Special Educational Needs and Disabilities (SEND)

Sexual Health Services

Tel: 01482 247111

Website: www.conifersexhealth.co.uk

In the East Riding, City Health Care Partnership CIC (CHCP) is responsible for providing:

- Testing and treatment for sexually transmitted infections including HIV
- Contraception including long acting reversible contraception (LARC) such as the implant and IUD ("copper coil")
- Condoms
- Emergency contraception
- Referral to other services such as specialist community gynaecology, sexual dysfunction services, abortion services and support for unplanned pregnancy
- Sexual health training
- Sexual health prevention and promotion services

Who can use services?

Services are provided to all residents of the East Riding of Yorkshire regardless of race, creed, religion, age (the service can provide care and advice for young people aged less than 16 years),

disability, sex, gender or sexual orientation.

Services are provided at clinics across the East Riding, supported by an outreach team and online services.

All details of clinic venues and times are on the Service website:

www.conifersexhealth.co.uk

Patients can self-refer by walk-in at any clinic (though there may be a long wait at busy clinics), by booking an appointment via the website, or by phoning the 24/7 booking line and by **Tel: 01482 247111**

Other facilities include a virtual clinic, and postal requests for test kits for certain sexually transmitted infections (age 16+) (see website for details)

The website also lists Pharmacies which provide emergency hormonal contraception ('morning after pill'), and GP practices which provide Long Acting Reversible Contraception (implants and coils)

National Organisations

Contact a Family

Tel: 020 7608 8700

9.30am-5pm, Monday-Friday; free from UK landlines and UK mobiles

Email: helpline@cafamily.org.uk

Facebook:

facebook.com/contactafamily

Twitter: @contactafamily

Website and helpline provide information and advice on any aspect of looking after a disabled child; an SEN advice service; details of local support groups; an A-Z of medical conditions; patient rights and services; aids and equipment; returning to work; short breaks; benefits. A very good 'one stop shop'.

Also provides information, training and resources for professionals including e.g. statistics and research.

Gingerbread

520 Highgate Studios,

53-79 Highgate Road, London, NW5 1TL.

Helpline: 0808 802 0925

Mondays: 10am to 6pm;

Tuesdays/Thursdays/Fridays: 10am to 4pm;

Wednesdays: 10am-1pm and 5pm-7pm

A national charity which provides resources on their website and also a helpline offering expert advice for single parents about issues such as money, work and family life. Examples of topics include:

- Help with relationships;
- Money advice;
- Child maintenance;
- Support for young people e.g. dealing with separation, tackling difficult behaviour, moving on from domestic abuse.

Retirement Age Plus

Age UK - East Riding

16 North Bar Within, Beverley, East Yorkshire HU17 8DG

Tel: 01482 869181

Email: info@ageukeastriding.org.uk

Website: www.ageuk.org.uk/eastriding

We are an independent registered charity providing local services for local people within the East Riding of Yorkshire. Covering an area including Goole, Withernsea and Bridlington across to the boundary of the City of York, we promote independent living and active ageing through our services.

These include information and advice; befriending; internet shopping; cleaning services; and insurance services.

- **The Befriending Service** aims to overcome feelings of loneliness and social isolation. Volunteers provide face to face support, conversation, reminiscence and the opportunity to take part in activities such as knitting, card games, or other hobbies that help to pass the time in a pleasant and interesting way.

Please note that our services are limited as they rely on the support of volunteers and are subject to their availability.

Age UK East Riding also currently runs the following **Social Clubs**.

- **The Seaside's Over 50s Social Club - Bridlington**
This Club runs monthly on Mondays at the Bridlington Town Football Club between 12 noon and 3pm. The popular club has regular activities and entertainment and for the charge of £5.50 includes a home cooked meal. Come along to meet new people in their area. Admission and tea or coffee only is also available at a reduced cost of £2.50.
- **The Seagull's Over 50s Social Club - Hornsea**
This Club runs fortnightly on Fridays at the Hornsea Town Hall between 11am and 1.30pm. The club has regular activities and entertainment and for the charge of £1.00 admission and lunch is optional. The cost of lunch is dependent on what you choose. Come along to meet new people in their area.

National website: www.ageuk.org.

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East Riding of Yorkshire Council Website:

www.eastriding.gov.uk/living/health-and-wellbeing/mental-health/older-people

This page on the Council's website provides a good overview of the range of age-related mental health and social care support available in East Riding.

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Healthtrainers - Active in Age

Humber NHS Foundation Trust
19 Quay Road, Bridlington, YO15 2AB
☎ 0800 9177752

Email: HNF-TR.healthtrainers@nhs.net

Website: www.nhs-health-trainers.co.uk

Active in Age is a free physical activity class designed to help improve mobility, co-ordination and balance provided by Humber Health Trainers as various locations throughout East Riding. A great way to keep your joints mobile and yourself active but more importantly its lots of fun. (Low intensity).

Locations include:

- Bridlington 1 (beginners), Bridlington Hospital, Physiotherapy Department - Fridays at 1pm (Bookings only)
- Bridlington 2 (intermediate) Bridlington Hospital, Physiotherapy Department - Fridays at 2:00pm (Bookings only)
- Burstwick Village Hall, Mondays at 10:00am
- Driffield Alfred Bean Hospital, Friday's at 10:00am (booking only);
- Goole, Trinity Methodist Church, Clifton Gardens, Mondays at 10:30am.
- Hornsea Cottage Hospital, Tuesdays at 3:00pm
- Withernsea, Pavillion Leisure Centre, Mondays at 1.30pm Beginners and Intermediate Groups.

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Let's Get Moving

Tel: 01482 392526

Email: sarah.johnson@eastriding.gov.uk

This is a mobile health programme run by ERYC Sport, Play and Arts Service, which aims to promote independence, increase activity levels and reduce isolation by offering quality fun informal activity sessions for adults 50+ and adults with a disability.

The activities are offered to a group as a 'one off' taster session and if successful a 6 week block of activities can be offered. The sessions include activities such as seated exercise, new age kurling, soft bowls, skittles, sitting/standing volleyball and tennis, table tennis, fun quizzes, giant jenga, target games etc. in a variety of settings such as community/village halls, sheltered housing/independent living schemes and residential/care homes.

Contact Sarah Johnson for more details of sessions across East Riding.

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Older People's Community Mental Health Teams

Beverley Team

East Riding Community Hospital,
Swinemoor Lane, Beverley
HU17 0FA
Tel: 01482 478830
Website:

www.humber.nhs.uk/services/older-peoples-community-mental-health-team-beverley.htm

Goole and Pocklington Team

Bartholemew House, Boothferry Road,
Goole, East Yorkshire, DN14 6AL
Tel: 01405 608288
Website:

www.humber.nhs.uk/services/older-peoples-community-mental-health-team-goole-and-pocklington.htm

Haltemprice and North Bank villages Team

Tel: 01482 344222
Website:

www.humber.nhs.uk/services/older-peoples-community-mental-health-team-haltemprice-and-north-bank-villages.htm

Holderness Team

Referrals to the Holderness team are via the Single Point of Access phone number.
Tel: 01482 301701

Bridlington and Driffield Team

Tel: 01262 458220
Website:

www.humber.nhs.uk/services/older-peoples-community-mental-health-team-bridlington-and-driffield.htm

These teams provide assessment, treatment and therapeutic interventions for clients over 65 years old who have a mental health problem of a functional (such as depression or anxiety) or organic nature (such as dementia). Clients are seen in their own homes, residential or other care settings by community mental health nurses and

support workers. The teams also provide carer assessment support and advice to family members and carers. In East Yorkshire, teams cover Beverley, Bridlington and Driffield, Goole and Pocklington, Haltemprice and North Bank villages and Holderness.

Intensive Home Treatment Team (East Riding) and Older People's Single Point of Access

Tel: 01482 344567

This service provides care to patients during periods of increased need and supports them to safely recover at home as an alternative to hospital admission. They also promote timely discharge back to the community from hospital and work in collaboration with patients and support carers and families.

The aim is to risk assess and safely manage person centred care at home and minimise disruption to the person's life by reducing the length of hospital admission.

They utilise the Stokes model of holistic care for patients with an organic illness (e.g. dementia), the Recovery model for patients with a functional illness (e.g. depression, anxiety) and offer person centred holistic care planning.

The Team are based at Mill View, Castle Hill Hospital, Cottingham.

They work 8am to 9pm, seven days per week.

They also facilitate the referral pathway into the service via the Older People's Single Point of Access, where they are able to triage referrals and to direct them to the most appropriate service.

Referrals into the service are:

- Accepted from GPs, Liaison services, Acute Trust, social care and other care agencies. Self-referrals are also accepted where appropriate.

- Received by telephone, fax or letter. The Older Peoples Single Point of Access is available 10am to 6pm Monday to Friday.

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Older People’s Inpatient Services

Maister Lodge

This is an assessment and treatment unit for people over 65 years old with acute mental health conditions. All admissions are by referral through community mental health teams, consultant psychiatrists, acute liaison service or intensive home treatment teams.

Various activities are provided by our activities co-ordinator, nursing staff and other health professionals. The activities aim to help patients develop skills needed for social inclusion and daily living such as exercise, gardening, art, cooking skills, trips out, personal care and games.

Tel: 01482 303775

Mill View Lodge

An acute admission, assessment and treatment unit for older people with functional mental health conditions such as depression and personality disorders. These patients have a high level of complex needs and are often the most vulnerable in society.

The vision at Mill View Lodge is to maintain enhance and empower patients to recover to their optimum ability, maintaining independence dignity and respect. They aim to involve patients, carers and families in decision making using a multi-disciplinary team approach and encourage feedback through patient user involvement which is used to improve the service.

Team Aims

- 1) To assess, plan and implement recovery focused care
- 2) Comprehensive risk assessments within inpatient and home environment
- 3) Physical healthcare assessment and treatment

- 4) Maintaining independence and promoting well-being
- 5) Facilitating early safe discharge in partnership with IHTT / IHCT

Tel: 01482 344537

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**Pensioners Action Group East Riding
 PAGER Bridlington**

Address:

Tel: 01262 602866

Email: bridlingtonpager@gmail.com

A charity manned entirely by volunteers with offices in Bridlington where advice is given on benefits. The group is well known and very popular.

Members enjoy a busy social agenda with meetings at Christchurch Hall once per month, day excursions and opportunities to take part in a wide range of activities.

PAGER also involves itself with the concerns of older people. Transport, Pensions and Poverty, Housing, Health and Social Care, Crime and Fear of Crime, access to leisure services and Age discrimination are the kind of issues tackled both at Local Level and at National level.

**A Benefits Help desk is available
 Thursday mornings - ring for an
 appointment.**

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**Pensioners Action Group East Riding
 PAGER Cottingham**

Tel: 01377 253500

Email: mags@silversurf53.freeserve.co.uk

Branch meets 4th Wednesday of every month at the **Community Centre** 1.45 - 3.45 pm. This social club hosts a variety of speakers with refreshments and raffle. Day trips out every other month.

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**Pensioners Action Group PAGER
 Withernsea**

Tel: 01964 613218

Email: kevin.hough@tiscali.co.uk

Pensioners' action group which fights for the rights, needs and issues concerning elderly people in the local community

and provides help and support to those who need it.

PAGER takes place in the **Shores Centre** on every third Tuesday of every month, except during May to September when various outings are offered, including walks and visits to places of interest.

There is also a **Gentle Exercise Group** held every Thursday at 2.30pm at the Jack Gledhill Centre, Bramley Hedge, Waxholme Road, HU19 2BU.

National Organisations

Independent Age

6 Avonmore Road, London W14 8RL

Tel: 020 7605 4200

Email: charity@independentage.org

Website: www.independentage.org

Helpline: 0800 319 6789

Monday to Friday, 8am-8pm, and
Saturday to Sunday, 9am-5pm

Email for advice to:

advice@independentage.org

- Free, impartial advice over the telephone for older people, their families and carers on issues such as care and support, money and benefits, health and mobility. Advice can be given on complex issues such as social care funding.
- Information on their website and also provide in-depth free printed advice guides and leaflets. Topics include money, support and care, housing options, health, personal life and future planning.
- They have befriending and practical support services, to relieve loneliness and isolation. These are delivered through phone calls, visits, telephone discussion groups and more, enabling older people to feel more connected to their local community. **Phone the helpline for details.**

Self-Harm

National Organisations

Harmless

PO Box 10136, Nottingham NG1 9HL

Email: info@harmless.org.uk

Website: www.harmless.org.uk

Harmless is a user led organisation that provides a range of services about self-harm including support, information, training and consultancy to people who self-harm, their friends and families and professionals.

We provide **postal and email** self-harm support through a counsellor and other volunteers that have personal, supportive and/or professional experience of self-harm.

National Self Harm Network

Website: www.nshn.co.uk

Supports individuals who self-harm to reduce emotional distress and improve their quality of life. Empowers and enables those that self-harm to seek alternatives and get further help where appropriate.

The online support forum provides crisis support, information and resources, advice, discussions and distractions. Also provide support and information for family and carers of those who self-harm.

Self-Injury Support (formerly Bristol Crisis Service for Women)

Helpline: 0808 800 8088

Monday to Thursday **EVENINGS 7-10pm**

Text: 0780 047 2908 &

Email and webchat available online

Every evening **7-9pm** except Saturdays

Website: www.selfinjurysupport.org.uk

A national organisation that supports girls and women affected by self-injury or self-harm.

Offers text and email support for girls and young women (age 24 years and under) and a national, non-judgemental, emotional support & listening service (Helpline) to women of all ages affected

by self-injury and those who care about them.

We will also signpost to other relevant services and send out self-help information on request. The phone line given means that the Helpline can't see the caller's number; their number won't show up on phone bills; and it is free from all landlines and mobiles.

The Website also lists local self-harm support groups - the nearest of which meets in Hull.

Self Help and Stress Management

Humber Recovery & Wellbeing College

Tel: 01482 389124

Website: www.humber.nhs.uk/about-our-trust/recovery-college.htm

A range of recovery-focussed educational courses and workshops are now available free of charge for people who use Humber NHS Foundation Trust's services and their carers/supporters, staff of the Trust and staff and volunteers from partnership organisations.

The Courses are held at: Goole, Trinity Methodist Church, Pocklington; The Old Courthouse, Withernsea Community Hospital and Bridlington Old Parcels Office and at 2 venues in Hull. **Subject to change - see website for details.**

Course topics include: for example: An Introduction to Mind Mapping; An Introduction to Emotional Wellbeing: CBT Mind Over Mood; and Getting a Good Night's Sleep.

A detailed Prospectus is available from the College and includes an enrolment form.

Reading Well: Books on Prescription - East Riding of Yorkshire Library & Information Services

Please see Council website for contact details of your nearest library

Website:

www.library.eastriding.gov.uk/web/arena/health-wellbeing

The Reading Well Books on Prescription scheme helps you manage your well-being through reading which provides step-by-step self-help techniques for managing common conditions including depression, anxiety, stress and chronic pain. Books are recommended by professionals and are available for loan from your local library.

There are also lists of '**Mood Boosting**' books, including novels, poetry and non-fiction. This scheme is aimed specifically at adults who may have experienced moderate mental-health conditions linked to stress, anxiety and depression, however it is also suitable for everyone who needs a feel good story

See the list:

<http://readingagency.org.uk/adults/tips/reading-well-mood-boosting-books-list.html>

More details from the library website or by visiting your local library.

See also Sections on General Wellbeing on p42 and Mindfulness and Meditation on p56

Specific Illnesses and Conditions

House of Light Counselling - Specialists in Antenatal and Postnatal Depression

Ignite Centre, Linnaeus Street, Hull, HU3 2QA

Freephone helpline: 0800 043 2031

Tel: 01482 580499

Email: help@pndsupport.co.uk

Website: www.pndsupport.co.uk

House of Light is a registered charity specialising in antenatal and postnatal counselling for depression and anxiety. We offer a very welcoming and homely environment. You will be met with care, compassion and understanding. We understand that it can be difficult to ask for help but we are here to support you.

We also offer a generic service for many other issues including stress, pregnancy loss, birth trauma, bereavement, trauma, abuse, obsessive compulsive disorder (OCD), confidence and self-esteem issues.

Our therapies include cognitive behavioural therapy (CBT), Integrative counselling, psychotherapy and hypnotherapy. The main area of support is in Kingston upon Hull and the East Riding of Yorkshire.

Opening Hours: Monday to Friday 9am until 5pm

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Hull & East Riding National Autistic Society (HERNAS)

Tel: 07917 040380

Email: hulleastriding@nas.org.uk

Meetings are for parent carers of children on the autistic spectrum. We hold two support meetings a month giving everyone a very friendly, informal chance to meet and talk with other parent carers.

Morning meetings 10am -12noon are held on the 3rd Monday of every month at Kids, 182 Chanterlands Avenue, Hull HU5 4DJ. **Evening meetings 7-9pm** are held on the 2nd Tuesday of every month at New Clarence Pub, Charles Street, Hull HU2 8DE.

Thursday Play Group (term time only) 9.30-11.30am are at Lonsdale Community Centre, Lonsdale Street, (off Anlaby Road) Hull HU3 6PA.

Family Fun Groups are on the last Saturday of every month 10.30am-

12.30pm at **Lonsdale Community Centre, Hull HU3 6PA**. Lots of activities for the children to do. £1.00 per child.

There is a **Teens Social group** every Wednesday during term time 6-8pm at Lonsdale Community centre for children aged 12yrs - 17yrs on the autistic spectrum. Parent/carer is needed to stay in the building during the group times.

From 6th July 2016, a new support group will start in **Beverley** for parents/carers of children on the autistic spectrum. It will be on the first Wednesday of the month at **Norwood Methodist church** 12.30-2.30pm.

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Hull and East Yorkshire Perinatal Mental Health Liaison Service

See page 57 for details.

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Hull OCD Support Group

Tel: Deborah on 07505 823504

Email: OCDsupport@hotmail.co.uk

Website: www.ocdsupport.org.uk

Open to people with OCD, carers, friends and family. Please note this group is open to people aged 16 and above. An appropriate adult must accompany anyone under the age of 18. Meets 7.15 pm - 9pm on the first Monday of each month.

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The Humber Traumatic Stress Service

Victoria House, Park Street, Hull, HU2 8TD

Contact: Jenny Ormerod

Tel: 01482 301701 (Select Option 1)

Offers specialist one-to-one assessment, formulation and understanding of difficulties and therapeutic intervention for people who have experienced multiple psychological trauma.

All East Riding referrals to the service come through the Single Point of Access

Service on 01482 301701
(Select Option 1).

Ex-military personnel can be referred directly through their GP or through any mental health service. You cannot self-refer to this service.

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PSYPHER

Townend Court, Block A, 298 Cottingham Road, Hull, HU6 8QG

Tel: 01482 336786

Website:

www.humber.nhs.uk/services/psypher.htm

Early interventions in Psychosis

A person suffering from psychosis may not be able to think clearly, tell the difference between reality and their imagination or act in a normal way - this is called a psychotic episode. It can be a symptom of mental health disorders such as schizophrenia or bipolar disorder but people with stress or depression can also experience psychotic episodes. People can experience psychosis at any age but most people suffer their first episodes in their teens or early adulthood.

Early Interventions in Psychosis offers a service for people experiencing first episode psychosis or who may be at risk of developing psychosis who are between the ages of 14 and 35.

The service can offer an extended assessment for up to 6 months and once people are taken on to caseload they can be offered a NICE concordant Early interventions package of care for up to 3 years.

Access

People can self-refer or they can be referred directly to the team on **01482 336786** or they can be referred through the **East Riding Single Point of Access Team** on **01482 617560**.

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National Organisations

Bipolar UK

Tel: 0333 323 3880

Email: info@bipolaruk.org.uk

Website: www.bipolaruk.org

We offer practical information, advice and support by phone and email, as well as through information on our website.

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OCD Action

Help-Line: 0845 120 3778

This is usually open Monday to Friday from 9am to 5pm (subject to volunteer availability).

Email: support@ocduk.org

Website: www.ocduk.org

Whether you are a sufferer, family member, friend or health professional, this website aims to educate you on the signs and symptoms, how and where to seek help and the recommended treatment needed to overcome OCD.

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Personality Disorder

Website:

www.personalitydisorder.org.uk

National personality disorder development programme providing information and resources for support and preventive work.

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See also Sections on Anxiety and Depression on p31, Eating Habits on p42, Hearing Voices on p44, and Self-Harm on p63

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Veterans

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SSAFA

East Yorkshire

Tel: 01964 552 837

Monday and Thursday 09.30-12.00

Email: EYorkshire@ssafa.org.uk

Website: www.ssafa.org.uk/east-yorkshire

We provide lifelong support for those who are serving, or who have ever served, in

the Armed Forces. We provide practical, emotional and financial support for you and your family.

Contact us for further details.

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Veterans Outreach Service

Single Point of Access, Miranda House,
Gladstone Street, Anlaby Road,
Hull HU3 2RT

Tel: 01482 617694

Email:

veteransoutreachservice@humber.nhs.uk

Website:

www.humber.nhs.uk/services/veterans-outreach-service

This is a new mental health service to support veterans, reservists and their families in the Yorkshire and Humber with their mental health and welfare.

The service developed from a recognition that military veterans may find it difficult to access traditional NHS services following time spent in a military environment and acknowledges that a stigma still surrounds mental health issues and aims to reduce this by providing more accessible pathways into services.

What does the Service Offer?

We will set up an initial meeting with the veterans outreach mental health therapist in your area who can talk with you about the difficulties you are experiencing and help you to make sense of them.

How to access the Service

We accept referrals from all professionals and statutory organisations. Referrals from individuals and their family members are also welcome.

Contact us by phone: 01482 617594

Contact us by email:

veteransoutreachservice@humber.nhs.uk

If you are currently serving or a mobilised Reservist, please contact your local DCMH.

National Organisations

Veterans Welfare Service

Veterans UK

Helpline: 0800 1914 218

Open Monday to Thursday: 7.30am to 6.30pm

Friday: 7.30am to 5pm

Overseas callers: +44 1253 866043

Bereavement and Minicom Line:

0800 169 3458

Email: veterans-uk@mod.uk

Website: www.gov.uk/veterans-uk

Provides support to all veterans, their families and dependants. The Veterans Welfare Service focuses on providing assistance where a change in circumstances may have resulted in a welfare need. One to one advice is provided by phone or home visit when needed

Veterans UK helpline staff offer specific advice on war disablement pension and armed forces compensation scheme claims. The helpline also offers advice on other issues including benefits, pensions, loans and grants, emergency accommodation, finding a job, retraining, health issues, welfare concerns, service records and medals.

For enquiries concerning bereavement only, call **0800 169 3458**.

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Work, Volunteering, Training and Support

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CASE

60 Charles Street Hull HU2 8DQ

Tel: 01482 320200

Email: markc@case4life.org

Contact: **Mr Steve Rusling Marketing Manager**

Website: www.casetraininghull.co.uk

Everything that we do is focused on improving our clients' lives to help them grow as individuals, develop their independence and by learning new skills so that they can actively contribute in the community.

We deliver a wide variety of courses and workshops which are practical, fun and with embedded opportunities to learn skills such as numeracy and literacy. Individuals can choose topics of interest to them.

We work with Connexions, Transition teams, Schools and families to support transition from schools or other provisions to CASE. We offer individualised transition plans which could include taster days or work experience for young people at School.

Everyone receives a Support Plan & Individual Learning Plan (ILP) which is reviewed every 8 weeks to ensure individuals are happy, supported and achieving their own goals. The Training Staff are friendly, supportive and dedicated to continuous personal development.

Activities have been developed to meet the articulated needs of the individuals who attend our services which can consist of:

- Formal learning programmes facilitated through a contract with HCUK
- Informal learning programmes
- Craft and practical skills
- Gardening and horticulture
- Personal development programmes
- Independent living skills
- Employment programmes including practical activities such as catering, horticulture, administration, etc.
- Sports programmes

East Riding Voluntary Action Services Ltd

Morley's Cottage, Morley's Yard,
Walkergate, Beverley HU17 9BY
Tel: 01482 871077

Email: anne@ervas.org.uk

Websites: www.ervas.org.uk
www.do-it.org.uk

Why Volunteer?

People of all ages and all backgrounds get involved in many different tasks for a wide range of voluntary organisations.

There are many reasons why people volunteer; here is just a small selection:

Make a Difference

Passionate about animals or human rights; interested in art, sport or music; frustrated by the housing crisis or the rubbish dumped in your local park? You can share your skills and experience working for causes that you are interested in, or assist in creating change in the areas that you care about.

Gain New Skills

Keen to learn new skills, or refresh old ones? Just a couple of hours a week can really enhance your job prospects and help to fill any gaps in your CV. Over 70% of employers from the leading 200 companies say they would hire a candidate with volunteering experience rather than someone who has never volunteered.

Meet New People

Volunteering offers you the chance to have amazing experiences and make friends with people from all walks of life.

Build Confidence and Feel Good

Volunteering can help you develop the confidence to try out different things. Knowing that your skills are valued and contributing to your community can improve your self-esteem. There is a great deal of satisfaction that comes from making a difference.

Give Something Back

Have you benefitted from the work of a charity or community group? By getting involved you can show appreciation for what you or others close to you have gained, using your experience to help others in similar circumstances.

How do I volunteer?

You can contact Volunteer Centre East Riding and organise a 1-2-1 confidential interview and get up-to-date information on current opportunities in the following ways:

Beverley Office - Open for appointments:

Monday - Thursday 9.00 am - 4.00 pm
(please phone or email in advance to arrange).

Phone: 01482 871077

Email: anne@ervas.org.uk

See our websites listed above.

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**Volunteering for Young People
The Volunteen Project**

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The aim of the Volunteen project is to improve the prospects of longer term employment for all young people 11 - 25 years who live in the East Riding of Yorkshire, by reducing the barriers that young people encounter when first seeking employment or entering further/higher education. By engaging young people in activities they are interested in, particularly those which would enhance their chosen career, Volunteen will support and enable young people to actively volunteer their time and therefore gain the experience, self-esteem, practical skills, knowledge, accreditations and qualifications. It will also provide access to references and support with interview skills, CV writing and completing application forms, necessary for securing long term employment.

For further details about Volunteen and our other programmes for young people please contact:

Email: volunteen@ervas.org.uk

Tel: 01482 871077

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MIND Hull and East Riding

MindWorks Training

Wellington House, 108 Beverley Road,
Hull HU3 1XA

Tel: 01482 240134

Email: mindworks@mindhey.co.uk

Website: www.mindworkstraining.co.uk

MindWorks offer courses in the area of Mental Health & Stress Management for organisations across England. Consultancy and in-work support for staff members off sick due to their mental health, is also available

Specialist mental health training provides staff with enough support to deal with difficult situations that they come across in everyday working life.

We can deliver highly flexible and bespoke training, or off the shelf courses such as ‘Mental Health First Aid’, ‘Line Management Mental Health Awareness’ and ‘Managing Stress in your Staff’
Charges apply.

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Talent Match Humber

Humber Learning Consortium
63-71 Anlaby Road Hull HU3 2LL

Email: office@hlc-vol.org

Website:

www.hlc-vol.org/partner/talent-match-humber

Talent Match is an employment, education and training service encouraging active participation of young people (18 - 24 years old) in their local communities, including access to leisure and meaningful activity. The Talent Match programme is developed by young people for young people and is targeted to assist those who are struggling to find work, apprenticeships, traineeships or suitable further education courses.

This is a free service which is funded by the Big Lottery fund and works alongside the Humber Learning Consortium (HLC) to deliver this programme and initially aims to help young adults to get to where they want to be. This could mean help with social interaction, breaking down the barriers to employment, help with functional skills (Maths, English, ICT) or helping you to further your education by finding courses that are suited to you, the service user.

Locations are agreed in accordance with individual. All Talent Match Humber projects include high quality IAG and “wrap-around” support to help you overcome any barriers to employment, such as debt issues, health problems, housing issues etc.

In East Riding, Talent Match Humber includes the following:

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East Riding College

Beverley Campus, Flemingate Centre,
Beverley HU17 0GH

Tel: 01482 390715

Email:

Natalie.Osgar@eastridingcollege.ac.uk

We provide an individualised support package which will include employability/personal development support, a vocation taster with the option to undertake an accredited certificate in the vocational area and intensive work preparation which will include job search support, CV building, regular mock interviews and practice interviews in a supportive environment with employers.

The Programme is offered in a more informal community setting and support is offered to help the individual to progress into a job, self-employment, a Traineeship, an Apprenticeship and/or further learning.

Contact Natalie Osgar on 01482 390715 for further information.

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Recycling Unlimited

151 Newlands Avenue, Hull HU5 2ER

Tel: 01482 343726

Email: recycling.unlimited@yahoo.co.uk

Website: www.recyclingunlimited.org.uk

Local charity providing a range of products and services in order to support:

- people with mental health problems, people with learning difficulties
- those from ethnic minorities
- and other disadvantaged people

to integrate, feel part of, and contribute to the community in which they live.

There is a joinery workshop which recycles used timber into garden furniture, three retail shops selling a range of goods, two allotments in Hull and an offshoot charity offering places on

a small holding near Woodmansey (The Green Project).

Offers work placements in retail & sales, customer service, woodworking, admin, IT support, and horticulture. Also offers basic English courses for people whose first language is not English.

Write, phone, email or call in to see us Mondays to Saturdays 9 - 5pm.

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Skills4Holme

Oaks Farm, Bulmer Lane,
Holme-on-Spalding-Moor YO43 4HE

Tel: 07528 082339

Email: idlund@aol.com

Website: www.skills4holme.zenfolio.com

A training provider for unemployed people (18 -24) which offers a programme of community activities for adults of all ages, including the unemployed and retired.

Activities will be at the Skills 4 Holme site at Oaks Farm or at the Holme Christian Fellowship Coffee Shop. Workshops include woodworking and horticultural.

The majority of activities are on a no-cost basis; however in some cases small charges will need to be made to cover materials. Details are available on request. Most activities will take place on Wednesday afternoons

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Worklink

Email: Worklink@eastriding.gov.uk

Worklink Cottingham

Learning Resource Centre,
Eppleworth Road,
Cottingham,
HU16 5YF

Tel: 01482 842009

Worklink Sewerby

Sewerby Hall and Gardens,
Church Lane,
Sewerby,
YO15 1EA

Tel: 01262 400519

Worklink Sobriety
Dutch Riverside,
Goole,
DN14 5TB
Tel: 01405 768730

Worklink offers work based employment/training and supported employment/training across 3 sites.

We offer a one year training course doing the City & Guilds skills for working life and also offer basic work training for those not eligible for City & Guilds training based at Cottingham or Sewerby.

We offer advice and support on:

- Looking for work
- Completing job applications
- creating CV and cover letters
- Job interviews
- Induction and 1-1 coaching in the work place and on-going support

Worklink also provide sheltered training and work based learning for adults who at the present cannot access open employment but are gaining those skills.

.....
See also Adult Education on p29
.....

Young People

.....

Are you worried about your mental health and not sure of what to do or who to talk to?
.....

You are not alone and help is out there. It is important to talk to someone you can trust. This could be someone from your family, a friend, someone from school or your GP.

There are also a lot of websites specifically for younger people which offer information, advice and support.

In this section, local support organisations and contacts are given first. These are followed by trustworthy national websites and organisations.
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Child Adolescent Mental Health Service (CAMHS) Crisis Team - Humber NHS Foundation Trust
Tel: 01482 335600

Website:
www.humber.nhs.uk/services/camhs-crisis-response-team.htm

The Child Adolescent Mental Health Service (CAMHS) crisis team covers Hull and the East Riding and operates 24 hours a day, 7 days a week. This service is for young people (under 18) who are experiencing emotional distress and are struggling to cope.

If you are young person (or are calling on behalf of a young person) needing our support and are already involved with CAMHS, please contact your key worker in the first instance.

.....
East Riding of Yorkshire Council Mental Health Advice for Younger People
Website:

www.eastriding.gov.uk/living/health-and-wellbeing/mental-health/younger-people

This page provides useful information about counselling and how to access it locally. It also provides links to a range of other websites.

.....
Humber NHS Foundation Trust, Family Nurse Partnership

Brough Primary Care Contact Centre,
Welton Road, Brough, HU15 1BH
Tel: Office 01482 335001

Email: HNF-TR.erfnp@nhs.net

This service is for 19 years and under, 1st time pregnant teenage mums, who need to be less than 28 weeks pregnant, ideally less than 16 weeks.

Referral details:

Midwives, other health professionals, social work professionals and clients can refer.

Professional referrals are made via by our Notification form either by post or secure email, or by telephoning our office.

NOTE: The caseload may be at capacity therefore the service may not be able to take all notifications, if there is space on the programme the nurse will contact the notifying professional and client.

.....
Reading Well: Scheme to Support Young People’s Mental Health- - East Riding of Yorkshire Library & Information Services

At a time when 1 in 10 young people have a diagnosable mental health issue, East Riding of Yorkshire Council have launched a scheme to support them with expert endorsed books available to borrow for free from your local library.

Reading Well for young people is a national scheme, part of the hugely successful Reading Well Books on Prescription scheme, which will provide 13-18 year-olds with high-quality information, support and advice on a wide-range of mental health issues such as anxiety, depression, eating disorders and self-harm and difficult life pressures, like bullying and exams.

With the proportion of 15-16 year olds reporting that they frequently feel anxious or depressed having doubled in the last 30 years, there is an enormous need for quality assured mental health information and advice for young people. Co-created with a panel of young people who have had experience of mental health issues, the new Reading Well scheme helps young people to understand and manage their wellbeing and emotional resilience. The books can be recommended by GPs, school nurses, counsellors and other health professionals as well as being **free to borrow from the**

East Riding libraries from 26th May, 2016.

.....
Young Adults Support Service YASS Yorkshire Ltd

Emmanuel Church, 70 Cardigan Road, Bridlington YO15 3JT

Tel: 07865 085973

Email: contact@yassinbrid.org.uk

Website: www.yassinbrid.org.uk

Our Service offers free and confidential one-to-one advice to **young adults (18 - 35 years old)** on all areas of lifestyle and health in the form of 4 -7 x 1 hour sessions over a period of months if necessary.

Advice and guidance is accompanied by practical problem solving. The Service cooperates with other agencies to ensure that young adults get the help they need and the help they are entitled to.

We aim to enhance the lifestyle and life opportunities of young adults in the community and to facilitate supported self-help. Cognitive Behavioural Therapy techniques can be taught.

YASS provides co- ordination of support for young adults who are experiencing multiple difficulties in their lives and helps to start and sustain support until life and circumstances become manageable.

.....
Youth and Family Support Service East Riding of Yorkshire Council

Tel: Beverley 01482 391300;

Tel: Bridlington 01482 391399

Tel: Goole 01482 391360

Tel: Hessle 01482 391340

Tel: Market Weighton

Tel: Pocklington 01482 392824

Tel: Holderness 01482 392824

Email: yfs@eastriding.gov.uk

Website:

www.eastriding.gov.uk/living/children-and-families/youth-family-support/about-the-youth-and-family-support-service

East Riding of Yorkshire's Youth and Family Support (YFS) is made up of the former Youth Service, Connexions, Youth

Offending Team and Supporting Families Team, and offers a support service for all young people aged between 11 and 19 years of age, and up to 25 years if you have learning difficulties or a disability.

The YFS provides support to access: Information, advice and guidance on:

- Careers, jobs and training
- Support to help you with difficulties you may be facing in life
- Information and support to take part in high quality activities
- Volunteering and participation; Counselling support services
- Sexual health and substance misuse services
- and street-based and Mobile Youth Work

How do I access the Service?

The Youth and Family Support Service can be contacted via your local youth advisor at School or by contacting a local YFS office.

These are at Beverley, Bridlington, Goole, Market Weighton, Pocklington, Hessle and Holderness and telephone numbers are listed above.

See website for further details, including addresses of local YFS Offices.

National Organisations & Online Resources

Anti-Bullying Alliance

National Children's Bureau, 8 Wakley Street, London, EC1V 7QE

Website:

www.anti-bullyingalliance.org.uk

A membership organisation for organisations and individuals, who work together to stop bullying and create safer environments in which children and young people can live, grow, play and learn. ABA is hosted by the National Children's Bureau.

Bullying UK

Tel: 0800 800 222

Website: www.bullying.co.uk

Offers advice and support to anyone affected by bullying, via the website, phone and online chat.

.....
www.caremonkeys.co.uk

This app provides young people with advice and support on common issues such as bullying, in a safe digital environment.

Contains advice articles, top tips, videos and facilities to report issues in a safe environment so young people have no need to feel worried.

..... **Childline**

Tel: 0800 1111

Website: www.childline.org.uk

ChildLine is a private and confidential service for children and young people up to the age of 19. You can contact a ChildLine counsellor about anything -no problem is too big or too small. Call free on 0800 1111 Calls are confidential. From a home phone they are free (even from mobiles) and won't appear on a phone bill. You can also have a 1-2-1 chat or send an email online.

..... **Fixers**

Website: www.fixers.org.uk

Fixers are young people using their past to fix the future. They are motivated by personal experience to make positive change for themselves and those around them.

They are motivated by a desire to act on an issue that is important to them or a strong desire to help other people.

They also have a voice that they want to be heard, whether that's on eating disorders, drugs, offending, cyberbullying or any other issue that is concerning them. Becoming a Fixer allows that to happen.

Fixers choose the issue they want to fix and, using the skills of a team of creative experts, they work out how to make sure their message is heard by the right people, whether that's through a unique film, a leaflet or poster campaign, a website, an event or workshop. Become a member or supporter. See Website for details.

.....
Get Connected

Tel: 0808 808 4994

Text: 80849

Email: help@getconnected.org.uk

Webchat and 24/7 online help

Website: www.getconnected.org.uk

Get Connected is the UK's free, confidential helpline service for young people under 25 who need help, but don't know where to turn.

We offer a telephone counselling service which is suitable for you if you are aged 25 or under and looking for short-term help with your mental health and emotional wellbeing.

Our Counsellors are available Monday - Friday, from 9am - 5pm.

.....
Rise Above

Website: www.riseabove.org.uk

Building emotional resilience for those aged 11-16 years.

.....
YoungMinds

Tel: Parent Helpline - 0808 802 5544

Information and advice *for parents* worried about the mental health of a child or young person. (YoungMinds does not offer advice to young people)

If you an adult worried about a child:

Email: parents@youngminds.org.uk

For general enquiries;

Email: ymentquiries@youngminds.org.uk
.....

I can't find what I'm looking for.

Where can I get further information?

Remember to also look at other Sections in this Directory

.....
For example

Q. Are you a Young Carer?

A. Look in the Caring and Support Section on p35

Q. Are you interested in Volunteering?

A. Look in the Work, Volunteering, Training and Support Section on p67

Q. Having problems with alcohol?

A. Look in the Alcohol and Drugs Section on p29

.....
Still can't find what you are looking for?

.....
Information Services can help:

Families Information Service Hub (FISH)

County Hall, Beverley HU17 9BA

Tel: 01482 396469

Email: fish@eastriding.gov.uk

Websites: www.fish.eastriding.gov.uk

www.eastridinglocaloffer.org.uk

The Families Information Service Hub (FISH) is a free impartial service for children, young people, parents/carers and the people who support them. FISH is a one-stop shop for information on services in the East Riding for Children and Young People aged 0-19 years. (25 for young people with Special Educational Needs and Disabilities)

The service can provide details on the range of activities in the East Riding for children and young people - Where to look for information about activities

across the East Riding including sports clubs, parent/toddler groups, leisure centres, uniformed groups such as Brownies and Scouts and much more.

FISH will also be providing an online activity directory called 'Get Up and Go' where you will be able to search for non-sporting activities such as Youth Clubs - coming soon! You will also find the Family Service Directory on the FISH website which includes information about children's centres, health services, education and learning and support for parents and young people plus information, advice and guidance for families of children and young people with Special Educational Needs and Disabilities on the Local Offer website - www.eastridinglocaloffer.org.uk

.....
You can also contact:

***Healthwatch East Riding of
Yorkshire's Information
Service
Tel: 01482 665684***

Mental Health and Wellbeing

Latest Reports

Major new study reveals state of mental health crisis in England

Sally Bridges, *Mental Health Problems HSE 2014 Vol 1, Chapter 2, Health & Social Care Information Centre (HSCIC), 2015*

Available online at:

<http://www.nsun.org.uk/news/major-new-study-reveals-state-of-mental-health-crisis-in-england/>

The Health & Social Care Information Centre (HSCIC) has published a major new study, surveying over 5,000 adults in England. Whilst covering a wide range of issues, including hearing problems and obesity, the study includes a full chapter on the prevalence of mental illness in the population, reflecting on lifetime experience, as well as on current conditions and treatment.

The study clearly relies heavily on the medical model: the concluding report refers to diagnoses which it groups together into 'types, conditions and disorders' ('common mental disorders', 'serious mental illnesses' and 'other mental illnesses including complex disorders, alcohol and drug dependence').

Major highlights:

- 26% have been diagnosed with at least one mental illness
- Women are likelier than men to report having been diagnosed (33% vs 19%)
- 19% have been diagnosed with depression
- 8% reported diagnoses of panic attacks

- 3% of men and 5% of women reported they had self-harmed, and 4% of men and 7% of women reported suicide attempts
- People living in lower income households are more affected: 42% of women and 27% of men on low incomes have received a mental health diagnosis, compared to 25% of women and 15% of men on highest incomes
- Prevalence of ever being diagnosed is highest between ages 25 and 75, peaking in the 55-64 age group
- Those who reported having been diagnosed with at least one mental illness were more likely to report having a limiting long standing illness (39% of women, 40% of men)
- Overall only 3% reported on some kind of talking therapy
- 1 in 10 reported experiencing symptoms during the past 12 months but receiving no medical treatment
- Mental ill health is the leading cause of absence from work (70 million sick days in 2007)
- Since 2009, the number of working days lost to stress has increased by 24% and the number of days lost to serious mental illness has doubled
- Real term investment in mental health expenditure has reduced since 2011
- The economic cost relating to mental illness is increasing (currently between £70 billion and £100 billion a year) and set to rise above £60 billion in 2026.

Source:

Network for Mental Health

www.nsun.org.uk/news/major-new-study-reveals-state-of-mental-health-crisis-in-england

Mental Health and Wellbeing Latest Reports

Naylor, Chris et al.
Bringing together physical and mental health: a new frontier for integrated health, Kings Fund, March 2016
Available online at:
www.kingsfund.org.uk/publications/physical-and-mental-health

Integrated care initiatives in England and elsewhere have paid insufficient attention to the relationship between physical and mental health. This aspect of integration should be a major part of efforts to develop new models of care in NHS England’s vanguard sites and elsewhere.

The case for seeking to support physical and mental health in a more integrated way is compelling, and is based on four related challenges:

- high rates of mental health conditions among people with long-term physical health problems
- poor management of ‘medically unexplained symptoms’, which lack an identifiable organic cause
- reduced life expectancy among people with the most severe forms of mental illness, largely attributable to poor physical health
- limited support for the wider psychological aspects of physical health and illness.

Collectively, these issues increase the cost of providing services, perpetuate inequalities in health outcomes, and mean that care is less effective than it could be. The first two issues alone cost the NHS in England more than £11 billion annually.

The report identifies 10 areas where there is particular scope for improvement. These span the full range of health system activities, illustrating that change is needed across the system.

Commissioners and providers can use these 10 areas as a guide to identify where some of the most significant opportunities for quality improvement and cost control lie.

NHS England Mental Health Taskforce
The Five Year Forward View for Mental Health, NHS England, February 2016
Available online at:
www.england.nhs.uk/mentalhealth/taskforce

People agree that mental health should be one of the most important things for the NHS. There are a lot of negative attitudes and discrimination against people living with mental health problems, but public attitudes are getting better.

The Taskforce asked more than 20,000 people how they think the NHS needs to change to better meet the needs of people with mental health problems.

Improvements in access to high quality services, choice of interventions, integrated physical and mental health care, prevention initiatives, funding and challenging stigma were people’s top priorities as to how the system needs to change by 2020.

Following publication of the strategy, the taskforce continues to work with the organisations responsible for health and care services to ensure that clear implementation plans are developed and that real transformation happens on the ground

The RSA OSPN (Open Public Services Network) **Mental health - from public data to public information**

.....
This is an innovative programme providing independent assessment of government and public services performance data.

Our new interactive tool, 'Living a Long Life? How Mental Health Impacts Life Expectancy' gives service users and the public access to data highlighting how well local health providers are looking after people with mental health conditions. We've banded local areas across England, rating how well they support mental health service users.

Available online at:

www.thersa.org/action-and-research/rsa-projects/public-services-and-communities-folder/mental-health

NICE Guidance Mental health

..... **What is NICE?**

NICE is the National Institute for Health and Care Excellence. It is an independent public body that provides national guidance and advice to improve the quality and productivity of healthcare, public health and social care in England.

What does NICE do?

NICE develops national guidance, standards and information on safe, effective and value for money practice; helping to improve outcomes for people using health and care services, and aiming to reduce variation and inequalities.

What is NICE guidance?

NICE guidance contains recommendations on safe, effective and value for money practice based on the best available evidence. They provide an objective and authoritative summary of the research and evidence, and an assessment of the effectiveness and cost-

effectiveness of health and social care interventions.

NICE quality standards are a concise set of prioritised statements designed to drive measurable quality improvements within a particular area of health or care.

Guidance aims to

promote both individualised care and integrated care, and cover a range of topics, including:

- Preventing and managing specific conditions
- improving health
- Managing medicines in different settings
- Providing social care and support to adults and children
- Planning broader services and interventions to improve the health of communities.

Examples of NICE Guidance and standards on mental health and behavioural conditions include:

Anxiety disorders

NICE unclassified [QS53] Published date: February 2014

Available online at:

www.nice.org.uk/guidance/qs53

Attention deficit hyperactivity disorder: diagnosis and management

NICE guidelines [CG72] Published date: September 2008 Last updated: February 2016

Available online at:

www.nice.org.uk/guidance/cg72

Bipolar disorder in adults

NICE unclassified [QS 95] Published date: July 2015

Available online at:

www.nice.org.uk/guidance/qs95

Bipolar disorder, psychosis and schizophrenia in children and young people

NICE quality standard [QS102] Published date: October 2015

Available online at:

www.nice.org.uk/guidance/qs102

Depression in adults

NICE unclassified [Quality standard 8]

Published date: March 2011

Available online at:

www.nice.org.uk/guidance/qs8

Eating disorders in over 8s: management

NICE guidelines [CG9] Published date:

January 2004

Available online at:

www.nice.org.uk/guidance/cg9

Self-harm in over 8s: long-term management

NICE guidelines [CG133] Published date:

November 2011

For further information and more
guidance see:

www.nice.org.uk

Disclaimer

Whilst every care has been taken to ensure that information contained in this Directory is accurate at the time of printing, Healthwatch East Riding of Yorkshire cannot accept responsibility for any errors or omissions.

Information is up to date as of June 2016.

Other Formats

If you would like information in this Directory in an alternative format, please contact Healthwatch East Riding of Yorkshire's Information Service on:
01482 665684

Acknowledgements

Wherever possible we have checked information with relevant organisations and would like to thank the following for their help in the compilation of this Directory:

- Age UK East Riding
- Alzheimer's Society Hull and East Riding
- Bridlington ADHD Support Group
- CASE Learning Disabilities Centre of Excellence
- Castaway Goole
- Cloverleaf Advocacy Hull & East Riding
- Countryside Events - Countryside Access Team
- Cruse Bereavement Care - Hull and East Riding Area
- Diverse Theatre Group - Bridlington Spa
- East Riding of Yorkshire Carers Support Service
- East Riding of Yorkshire Council Libraries
- Emotional Wellbeing Service Humber NHS Foundation Trust
- East Riding Voluntary Action Services Ltd.
- FIND Families for Individual Needs and Dignity
- Families Information Service Hub (FISH)
- Family Nurse Partnership
- Health Trainers Humber NHS FT
- House of Light Counselling
- Housing Related Support Service (ERYC)
- Hull & East Riding of Yorkshire LGBT Forum
- Hull & East Riding National Autistic Society (HERNAS)
- Hull OCD Support Group
- Humber NHS Foundation Trust
- Independent Complaints Advocacy (ICA) East Riding of Yorkshire
- Matthews Hub
- MIND Hull & East Riding
- Money Advice Team - East Riding of Yorkshire Council
- Madhyamaka Kadampa Meditation Centre

- The Northern Centre for Mindfulness and Meditation
- PAGER Bridlington
- PAGER Driffield
- PAGER Withernsea
- Professional Advocacy and Support Service (PASS)
- Relate
- Rethink Mental Illness Hull and East Yorkshire Carers Service
- Samaritans Bridlington and District; Hull
- SEED Eating Disorder Support Service
- Sexual Health Services
- Skills4Holme
- Sport, Play and Arts Service - East Riding of Yorkshire Council
- Talent Match Humber - East Riding College
- Young Adults Support Service YASS Yorkshire

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- Sharon Watts, Public Health Lead (Mental Health and Suicide Prevention), NHS East Riding of Yorkshire

We would also like to acknowledge that this Directory was inspired by the Directory produced by our colleagues at **Healthwatch York**.

Feedback Form

We hope you have found this Directory useful and welcome your comments.

.....
Errors and omissions

Whilst every effort has been made to ensure that the information contained in this Directory is accurate at the time of printing, please let us know of any error or of any organisations which you think could usefully be included in subsequent editions:

Error(s) - brief details and page number(s).

Additional organisations:

.....
Please provide:

Name:

Address (s)

Tel:

Email:

Website

Brief description of services\support\meetings\Any costs

Please let us know if you have found the information in this Directory useful and how:

For example:

Were you able to locate a support group or service which you have contacted and did this contact provide valued support? In what way has this improved your mental health and wellbeing?

You can send your feedback to us:

Via email to: gperry@healthwatcheastridingofyorkshire.co.uk

By phone: 01482 665684

By post: Freepost RTEX-JUJY-LTUR, Healthwatch East Riding of Yorkshire, Brough Business Centre, Skillings Lane, Brough HU15 1EN

