

# **HAVANT AND WATERLOOVILLE PRIMARY CARE NETWORK**

## **PATIENT SOCIAL SUPPORT INFORMATION**

### **(JAN 2021)**

**The following is a selection of national and local information resources that will we hope be of use during the coming months and throughout the current pandemic. These details are provided by central and local government; national charities; volunteer sector organisations and local community links.**

#### **For the latest Government Guidance**

For the latest government guidelines on tiers, testing, shielding, and alerts relating to Coronavirus. [Coronavirus \(COVID-19\): guidance and support - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/coronavirus-covid-19-guidance-and-support)

#### **For the latest NHS Guidance**

For the latest information for people wanting to know about their own symptoms and care. [Coronavirus \(COVID-19\) - NHS \(www.nhs.uk\)](https://www.nhs.uk/coronavirus)

### **NHS VOLUNTEER RESPONDERS – self-referral number - 0808 196 3646**

**You can self-refer to this service for support if:**

- You have been advised to shield by a health professional
- You are vulnerable for another reason (for instance disability, pregnancy, over 70, have Parkinson's, epilepsy, or are vulnerable due to a mental health condition, etc.)
- You are self-isolating because you have confirmed Covid 19 or suspected symptoms or you have been in contact with someone who has
- You are self-isolating as a requirement of official advice or legislation (such as before surgery, or following entry into the country)
- You are someone with caring responsibilities, if this support helps you to continue in your caring role.

**Services the NHS Volunteer Responders provide:**

- **Check in and Chat Support:** Provides short-term telephone support to individuals who are at risk of loneliness as a consequence of self-isolation.
- **Check in and Chat Plus Support:** Provides a regular check-in by telephone for a duration of 10 weeks, with 3 calls taking place each week.
- **Community Support:** Provides collection of shopping, medication or other essential supplies for someone who is self-isolating, and delivering these supplies to their home.
- **Patient Transport Support:** Provides transport for patients who are medically fit for discharge or to support patients going to NHS appointments.

**Please remember to be cautious and curious - ask volunteers for proof of ID**

## **HAMPSHIRE COUNTY COUNCIL**

### **Hampshire Coronavirus Support & Helpline – 0333 370 4000**

The helpline is open 9am – 5pm every weekday and 9am to 4.30pm Fridays  
(The helpline is for those experiencing difficulties buying food and collecting prescriptions)

## **CONNECT TO SUPPORT HAMPSHIRE (Hampshire County Council)**

This website is to help you to stay independent for longer by providing you with resources to look after yourself, stay safe and connected with your local community.

[www.connecttosupporthampshire.org.uk](http://www.connecttosupporthampshire.org.uk)

## **COMMUNITY FIRST**

If you need help in the community during this time and are able to email for support, you can contact **Community First** for help with accessing support for shopping; medication drop-offs; any general support at this time [support@cfirst.org.uk](mailto:support@cfirst.org.uk)

## **HELP WITH FOOD & FOODBANKS**

**OLIO App** – you can download this free App to help with obtaining free food from around your neighbourhood. Tesco's are currently supporting this project nationwide.

**Foodbank PO9** – Havant - 07593261200 (Darren) they can deliver out into the community.

**Beacon Foodbank** – Havant – *through referral by Social Prescriber, via surgery*

**Waterlooville Foodbank** – Waterlooville – *through referral by Social Prescriber, via surgery*

## **ISOLATION**

### **The Silver Line (over 55's) - 0800 470 8090**

If you need someone to talk to at this time and feel alone please call their telephone befriending service (available 24hrs a day, 365 days a year) [www.thesilverline.org.uk](http://www.thesilverline.org.uk)

**AgeUK - 0800 169 65 65** - advice for practical and general advice

**SHOUT** Texting service **Text 85258**

## **CANCER SUPPORT**

**Macmillan Cancer Support Helpline – 0808 808 00 00** - 7 days a week 8am-8pm

## **CARERS SUPPORT**

**AndoverMIND Carers Support Service - 01264 332297** - self-referrals accepted

**Princess Royal Trust for Carers - 01264 835 246 / 835 205** <https://carercentre.com>

## **DEMENTIA SUPPORT**

**AndoverMIND Dementia Support Service - 01264 332297** - self-referrals accepted

**Alzheimer's Society - 0300 222 11 22** - [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

Local office **023 9289 2035** email: [portsmouth@alzheimers.org.uk](mailto:portsmouth@alzheimers.org.uk)

## **MENTAL HEALTH SUPPORT (Adults)**

In an **emergency only** visit your nearest **A&E Department or call 999**

**NHS First Response for Mental Health – 111** (state why you are calling – for mental health)  
[www.nhs.uk/service-search/mental-health/find-an-urgent-mental-health-helpline](http://www.nhs.uk/service-search/mental-health/find-an-urgent-mental-health-helpline)

**ADULTS SAFE HAVEN East Hants MIND (18+) - 0300 303 1560**

***Open for drop-ins during COVID***

Mon to Fri 6pm – 10pm (365 days) The Hub Café, Park Parade, Leigh Park, Havant PO9 5AA

**NATIONAL MIND - 0300 123 3393** [www.mind.org.uk](http://www.mind.org.uk)

**SHOUT** Mental Health Crisis Line Texting service **Text 85258**

**SAMARITANS** (Listening Service) Free from any phone **116 123** (24/7)

**EVERY MIND MATTERS** [www.nhs.uk/oneyou/every-mind-matters](http://www.nhs.uk/oneyou/every-mind-matters)

**CALM – 0800 58 58 58** [www.thecalmzone.net](http://www.thecalmzone.net)

**UNMIND** [www.unmind.com](http://www.unmind.com)

**HEADSPACE** [www.headspace.com](http://www.headspace.com)

**THE BIG WHITE WALL** 24/7 mental wellbeing support [www.bigwhitewall.com](http://www.bigwhitewall.com)

**NHS WELLBEING** [www.nhs.uk/conditions/stress-anxietydepression/improve-mental-wellbeing](http://www.nhs.uk/conditions/stress-anxietydepression/improve-mental-wellbeing)

**ANXIETY UK 03444 775 774** [www.anxietyuk.org.uk](http://www.anxietyuk.org.uk)

**OCD ACTION 0333 212 7890** [www.ocduk.org](http://www.ocduk.org)

**MEN'S HEALTH FORUM** [www.menshealthforum.org.uk](http://www.menshealthforum.org.uk)

## **MENTAL HEALTH SUPPORT (Young Adults and Children)**

In an **emergency only** visit your nearest **A&E Department** or call **999**

**NHS First Response for Mental Health – 111** (state why you are calling – for mental health)  
[www.nhs.uk/service-search/mental-health/find-an-urgent-mental-health-helpline](http://www.nhs.uk/service-search/mental-health/find-an-urgent-mental-health-helpline)

### **CHILDREN & YOUNG SAFE HAVEN East Hants MIND (11-17 years) - 0300 030 1580**

Call to book an appointment on the above number or email [cypsafehaven@easthantsmind.org](mailto:cypsafehaven@easthantsmind.org)  
Usually appointments available for next evening between 5pm – 8pm Tuesday, Wednesday and Thursday. Last appointments are at 7.30pm.

### **OFF THE RECORD (South East Hants) - 023 9247 4724**

or email us at [enquiries@otr-south.org.uk](mailto:enquiries@otr-south.org.uk) or just drop in at:  
**138 Purbrook Way, Leigh Park, PO9 3SU**  
Monday - Wednesday 3pm - 9pm; Thursday 1pm - 9pm; Friday 1pm - 5pm

**YOUNG MINDS** <https://youngminds.org.uk>

**NATIONAL MIND - 0300 123 3393** [www.mind.org.uk](http://www.mind.org.uk)

**SHOUT** Mental Health Crisis Line Texting service **Text 85258**

**SAMARITANS** (Listening Service) Free from any phone **116 123** (24/7)

**EVERY MIND MATTERS** [www.nhs.uk/oneyou/every-mind-matters](http://www.nhs.uk/oneyou/every-mind-matters)

**CALM – 0800 58 58 58** [www.thecalmzone.net](http://www.thecalmzone.net)

**UNMIND** [www.unmind.com](http://www.unmind.com)

**HEADSPACE** [www.headspace.com](http://www.headspace.com)

**THE BIG WHITE WALL** 24/7 mental wellbeing support [www.bigwhitewall.com](http://www.bigwhitewall.com)

## **OTHER SUPPORT**

**NEXTDOOR App** – download for free and connect with your neighbourhood – also part of the #KINDchallenge to get shopping support and contact with neighbours if you feel isolated

**The Gingerbread Single Parent Helpline 0808 802 0925**

**The Bridge Advice Centre (Hayling Island)** 24hr telephone message line **07876 776668**  
Free Debt/benefit/financial Advice

**Step Change Debt Charity 0800 138 1111** Mon to Fri 8am to 8pm and Saturday 8am to 4pm

**Citizens Advice Bureau Hampshire Advice Line 03444 111 306**

**National Domestic Abuse Advice Line (for females 0800 970 2070) (for males 0808 801 0327)**

**Alcoholics Anonymous** [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk) **0800 917 7650**

**National Gambling Helpline** [www.begambleaware.org](http://www.begambleaware.org) **0808 8020 133** (8am to midnight)

**Cruse Bereavement Care** [www.cruse.org.uk](http://www.cruse.org.uk) **0808 808 1677** (9 – 5 mon-fri)

**Mencap** [www.mencap.org.uk](http://www.mencap.org.uk) **0808 808 1111** (9 – 5 mon-fri)

**Family Lives** [www.familylives.org.uk](http://www.familylives.org.uk) **0808 800 2222**

**Relate** [www.relate.org.uk](http://www.relate.org.uk)

**italk** [www.italk.org.uk](http://www.italk.org.uk) **023 8038 3920** [info@italk.org.uk](mailto:info@italk.org.uk)

**Princess Royal Trust for Carers in Hampshire 01264 835246**

**BEAT Eating Disorder Helpline: 0808 801 0677 Youthline: 0808 801 0711**

Our Helplines are open 365 days a year from 9am–8pm during the week, and 4pm–8pm on weekends and bank holidays.

## **TIPS RECOMMENDED BY 'SHOUT' TO HELP WITH LONELINESS AND ISOLATION**

- Join an online community such as a book club or one around a topic that interests you
  - Listen to a podcast or audiobook
  - Watch your favourite films
  - Try an online peer support group
    - Get outside for a walk
- Think about volunteering to support others. You can find a lot of virtual volunteering opportunities online.
- Do something for someone else. Do you have a neighbour that might need help with some shopping?
- Write your feelings down. It can be any way of writing that feels comfortable to you - a journal, a poem or simply listing your feelings on a piece of paper.

**And remember, you can always text SHOUT to 85258 to speak to one of their trained, empathetic volunteers.**

**They're available 24/7 and it's free, confidential and anonymous to contact them.**

## **NHS Mood Self-Assessment**

### **How have you been feeling lately?**

When it comes to emotions, it can sometimes be hard to recognise or admit that we're not feeling 100%.

If you are 16 or over, take this short questionnaire to:

- **Help you better understand how you've been feeling over the last 2 weeks**
  - **Point you in the right direction for helpful advice and information**

**[Mood self-assessment - NHS \(www.nhs.uk\)](http://www.nhs.uk)**