

Main sources of information about mental health, wellbeing and dementia services and support in Warwickshire

There are a range of mental health and wellbeing services and support available across Warwickshire that can help to improve wellbeing and support individuals during difficult times. All are there to support individuals who are struggling to cope, feeling low, or overwhelmed.

The range of services can be accessed in different ways: face-to-face, self-help books, an online community resource and a telephone helpline.

Sources of information about mental health and wellbeing services and support:

Warwickshire County Council – mental health and wellbeing webpages: Information for the general public on early intervention/low level mental health services and specialist mental health services.

www.warwickshire.gov.uk/mentalhealth

Five ways to wellbeing in Warwickshire: Following the ways to wellbeing can help people to look after and improve their mental health and wellbeing, and are things that we can all build into our daily lives:

www.warwickshire.gov.uk/5ways

National mental health charities:

Rethink Mental Illness. www.rethink.org

MIND. www.mind.org.uk

Services for people who are feeling stressed, worried, anxious, low or have concerns about their mental health and wellbeing (early intervention / low level support).

Wellbeing for Warwickshire: Wellbeing for Warwickshire offers face to face support, information and signposting for individuals aged 16+ living in Warwickshire who wish to improve their mental health and wellbeing. The programme of services is provided through a mixture of one-to-one confidential support, peer support drop-in sessions, workshops, walk-ins and information outreaches across Warwickshire.

Website: www.cwmind.org.uk/wbw

Email: wbw@cwmind.org.uk

Telephone: **02477 712288**

Big White Wall: Big White Wall (BWW) is an on-line mental health service, which aims to support people aged 16+ who are feeling under stress and strain to feel better.

The BWW is a safe online community of people who are anxious, down or struggling to cope, who support and help each other by sharing what's troubling them.

Community members can: post discussions and gain advice and support from others; take tests to find out more about how they are feeling; set goals and find ways to cope better; read effective self-help information; join groups for common mental health issues such as low mood, anxiety and worry; and access the service from their smart phones and tablets.

Individuals need to register using their Warwickshire postcode to access BWW. The BWW is guided by trained professionals.

Website: www.bigwhitewall.com

Email: theteam@bigwhitewall.com

Mental Health Matters: For mental health emotional support. There are various services available 24 hours a day, 7 days a week. All of the services are offered by a team of highly trained and experienced support workers who use counselling skills to provide emotional guidance and information.

Telephone helpline: **0800 61 61 71**. At busy periods, a message may need to be left. An adviser will call back when available.

MHM 24hr Number for mobile phone users: **0300 330 5487** SMS Text: **07786 202 242**

For people who want to talk to someone quickly but find the idea of talking on the phone about problems difficult, email support can be accessed online via: timeonline@mh.org.uk or by going to the MHM website at:

www.mentalhealthmatters.com/our-services/helpline-services/time-online

Web chat, accessible through the website, is also available 24/7.

Improving Access to Psychological Therapy (IAPT): IAPT services, including talking therapies, are for people with mild, moderate and moderate to severe symptoms of anxiety or depression, and other common mental health conditions, living in Warwickshire.

Website: www.covwarkpt.nhs.uk/IAPT

Telephone: **024 7667 1090**

Recovery and Wellbeing Academy: The Recovery & Wellbeing Academy offers a wide range of courses and workshops designed to empower people to recognise their skills, abilities, resources and learning to become an expert in their own recovery and wellbeing. It is delivered through a partnership of providers working together to improve mental health and wellbeing for everyone. All adult aged 18+, are able to attend the Academy, and usually courses are free of charge.

Enrollment on courses can be done in a number of ways:

- Online registration: Visit: <https://recoveryandwellbeing.covwarkpt.nhs.uk>
- Call, email, send or hand-deliver your enrolment form to the Recovery Academy main hubs:

Recovery & Wellbeing Academy Hub, Caludon Centre Clifford Bridge Road Coventry CV2 2TE

Email: Recovery.Academy@covwarkpt.nhs.uk

Telephone: **0300 303 2626**

Recovery & Wellbeing Academy Community Hub Coopers Lodge 61 St Nicholas Street Coventry CV1 4BN

Find out more at:

<https://www.covwarkpt.nhs.uk/service-detail/health-service/recovery-wellbeing-academy-759/>

or

<https://cwmind.org.uk/recovery-wellbeing-courses/>

Community Links for Mental Health: The Community Links service offers short term mental health support to enable people with mental health needs to establish, or re-establish connections with their local community, seeking to enhance the client's mental health and wellbeing. The service will work with people in community settings, and /or the client's own home and can support people for up to six sessions with:

- Advice
- Guidance
- Signposting
- Making connections with people and communities
- Focused emotional support

To be eligible for this service a person must:

- Have a mental health need
- Be aged 17 or older
- Live in Warwickshire, or be registered with a GP in Warwickshire
- Not be entitled to social care services

Website: www.keyring.org/what-we-do/community-links

Email: enquiries@keyring.org

Telephone: **0203119 0960**

People who are feeling stressed, worried, anxious, low or have concerns about their mental health should also consider seeing their GP. The GP will undertake an assessment, and if necessary refer onto more specialist services, such as those provided by Coventry and Warwickshire Partnership NHS Trust.

Specialist Mental Health Services

Warwickshire Mental Health Employment Service: The Warwickshire Mental Health Employment Service provides clients with mental health conditions support to apply for and secure paid employment, working with both the client and the employer. The service also aims to help individuals at risk of losing their current employment due to an emerging mental health issue. The service works with people of working age (16+) who are motivated to work, who must reside in Warwickshire and receive (or have received) specialist mental health support and treatment in Warwickshire (usually from mental health teams within Coventry & Warwickshire Partnership NHS Trust). Access to the service is by self-referral (if eligibility criteria are met) as well as referrals from Integrated Practice Units (IPUS), GPs, clinical teams and mental health hubs.

Website: <https://www.rethink.org/services-groups/services/warwickshire-employment-service>

Telephone: **024 7667 3938**

Suicide Bereavement Support Service: The service provides group based face to face support for people aged 18+ who have been affected by a loved one, friend or colleague taking their own life. The service is a unique chance for people to share their feelings in a safe space with others who have been similarly affected; it aims to help those affected feel less isolated and more connected to others who have experienced a loss by suicide.

People can attend in relation to both recent and historic bereavements; the service can support those who have difficult feelings a number of years following a loss.

Support is provided at fortnightly sessions run in community venues in Coleshill, Nuneaton, Warwick, Stratford Upon Avon and Rugby.

Website: <https://www.kaleidoscopeplus.org.uk/what-we-do/suicide-bereavement-support/>

Email: sppark@kaleidoscopegroup.org.uk

Telephone: **0121 565 5605**

Warwickshire's Mental Health Co-Production Service: Warwickshire's Mental Health Co-Production Service gives mental health service users the opportunity to shape the services they access. Through regular forums, consultations and workshops, the service puts people's experiences and opinions at the heart of service developments. The service also helps people with mental health problems to gain experience and confidence that can help them integrate within their communities and find work.

Website: makingspace.co.uk/services/centres/warwickshire-coproduction-service

Email coproduction.warks@makingspace.co.uk

Telephone: **01926 679 207**

Advocacy Services: Advocacy is about making sure that people's thoughts and opinions are heard, especially when decisions are being made about their lives. Advocacy is confidential and independent.

Warwickshire's Health Advocacy Service includes:

- Independent Mental Health Advocacy (IMHA) for patients from Coventry and Warwickshire being treated in local mental health hospitals, and patients accessing local NHS community-based mental health provision. Professionals have a legal duty to refer eligible people for IMHA under the Mental Health Act.
- General Health Advocacy for vulnerable people (e.g. people with disabilities, people recovering from stroke) who are receiving NHS treatment, particularly in acute or rehabilitation hospitals, who need support to have their voice heard in their care and treatment (Warwickshire residents only).
- NHS Complaints Advocacy for people who would benefit from support to raise and resolve a complaint about NHS provided or funded care (Warwickshire residents only).

Website: voiceability.org/Coventry&Warks

Email - Referrals: cwadvocacy@voiceability.cjasm.net

Telephone - referrals: **0300 222 5947**

Email - General enquiries: cwadvocacy@voiceability.org

Telephone – general enquiries **0300 222 5947**

Dementia Services and sources of further information on services and support

Warwickshire's Living Well with Dementia Website: Warwickshire's Living Well with Dementia Website is a one stop information website for anyone wanting to know more about dementia and services and support available in Warwickshire. The website provides information about dementia and its symptoms, seeking a diagnosis, how to access services and support, living well with dementia, Dementia Friendly Communities and reducing the risk of dementia. Visit the website at:

www.warwickshire.gov.uk/dementia

Information leaflets on Dementia Services in each District and Borough: For leaflets covering North Warwickshire and Nuneaton and Bedworth contact:

northernareateam@warwickshire.gov.uk

For Rugby contact: rugby@warwickshire.gov.uk

For leaflets covering Warwick and Stratford upon Avon contact:

southernareateam@warwickshire.gov.uk

Dementia Navigators Service: This service is for people diagnosed with dementia, people seeking a diagnosis of dementia, and their families, living in Warwickshire. The service provides a single point of access to information and advice, practical and emotional support, and signposting to local support services. Also training around dementia awareness and coping strategies for carers. People can self-refer to the service, or be referred from memory clinics, general practice, and health and social care staff.

Email: southwarks@alzheimers.org.uk

Telephone: **01926 888899**

Carers Wellbeing Service: This service can provide support for carers to with their caring role, alongside support for their own wellbeing (The service is not dementia specific).

Website: www.carerstrusthofe.org.uk/warwickshire-carer-wellbeing-service/

Email: carerssupport@carerstrusthofe.org.uk

Telephone: **024 7610 1040 – Option 4**

Services for children and young people

RISE: Emotional wellbeing and mental health services for children and young people aged 0-25, in Warwickshire. The service will support the whole family – not just the child by working with the families and the child's network, particularly with schools where relevant. The service places a large focus on prevention and early intervention, but also supports complex cases and vulnerable children. The service is delivered by Coventry and a Warwickshire Mind with Coventry and Warwickshire Partnership Trust.

Website: www.cwrise.com

Telephone: **0300 200 2021** (Monday to Friday 8.00am to 6.00pm)

Sorted!: Sorted! is a self-help book collection aimed to help young people get through life, covering common problems and situations, such as parents separating, the loss of someone close, eating disorders, anger management and self-esteem. The service includes books, audio CDs and e-books.

Website: www.warwickshire.gov.uk/sorted

Mini Sorted!: Mini Sorted! collections are picture books for children, intended for parents, carers and anyone working with young children to share, to help with understanding an issue, and expressing and talking about worries.

Website: www.warwickshire.gov.uk/sorted

If you would like this information in a different format, please contact Warwickshire County Council Marketing and Communications on 01926 413727.