



# MENTAL HEALTH IN THE TIME OF COVID

## Information, resources and helplines
















Available to download from: [royalberkshire.nhs.uk/intranet/human-resources-2.htm](http://royalberkshire.nhs.uk/intranet/human-resources-2.htm)

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# Support offered for Staff by RBFT

<p><b>Free 24/7 Confidential Helpline for Staff</b></p> 	<p><b>Free Emergency Nursery Childcare for &lt;4 years</b></p>  <p><b>Free Emergency Childcare for school years 1-6</b></p> <p>Contact Michelle Thatcher – ext 7112 or email <a href="mailto:michelle.thatcher@royalberkshire.nhs.uk">michelle.thatcher@royalberkshire.nhs.uk</a></p>	<p><b><u>Free Staff Accommodation</u></b> for those self-isolating from home.</p> <p>Tel 01274 726 424 Choose 'Hotel Team' Then option 1</p> 	<p><b>Free parking for all staff</b></p> <p>Submit your details using the <a href="#">Google form here</a>.</p> 
<p><b><u>Pastoral Care</u></b></p> <p>The Trust Chapel, 'The Sanctuary' is available for staff to use.</p> 	<p><b>Wellbeing Centre</b></p> <p>Food, drink and a place to rest. Find it in Physio East.</p> 	<p><b>OMFS &amp; Orthodontics</b></p> <p>Ext. 8495 Mon-Fri 09.30-12.30 13.30-17.00</p> 	<p><b><u>Staff Exercise Videos</u></b></p> <p>Videos now available via the staff Physiotherapy Intranet page</p> 
<p><b><u>Staff Village</u></b></p> <p>Accommodation and a pop up supermarket located on Reading Boy's playing fields.</p> 	<p><b>Homeworking</b></p> <p>Increased capacity for staff</p> 	<p><b>Lloyds Pharmacy</b></p> <p>Level 2 Main concourse 0830-1800 hrs Mon-Fri</p>	<p><b>Tour Buses</b></p> <p>Located in the TEC car park</p> 
<p><b>Free Wellbeing Apps</b></p> <p>For all NHS Staff. Headspace, Sleepio, Unmind and Daylight. Free until 31<sup>st</sup> December.</p> 	<p><b>Pop-Up Supermarket</b></p> <p>Located in the staff village</p> 	<p><b><u>Showers &amp; Changing</u></b></p> <p>Located around the Trust</p> 	<p><b>Free Shuttle Bus</b></p> 
<p><b>E-Learning for Healthcare – Coronavirus</b></p> <p>Includes a staff wellbeing module</p>	<p><b>Audiology Team</b></p> <p>Still available for any colleagues needing help with their hearing aids. Dedicated repairs phone lines 8219/8637 or email <a href="mailto:audiology.repairs@royalberkshire.nhs.uk">audiology.repairs@royalberkshire.nhs.uk</a>. They can also look to basic troubleshoot aids which have been acquired elsewhere if current providers are closed. A spare stock of batteries has been placed over in the wellbeing centre, stored at reception.</p>		

# Mental Wellbeing Support for RBFT Staff

## Staff Welfare Huddles

Daily Welfare Huddle: Spend 5 minutes with your teams at the beginning and the end of a shift.

### Preparation

Compassionate leadership – it is really important to take a few minutes to get yourself in the right mind set to deliver your daily welfare huddle. Role modelling the *Core Values* and demonstrating the expected Trust's behaviours are key to ensuring we support each other and provide safe and quality care for our patients.



### Start of Shift

How are we?  
Are we ready for the shift?  
Do we all know our role today?  
Are we safe?  
Is everyone clear on PPE requirement for work?  
How can we support each other today?  
(consider the *Core Values*)  
Does anyone have any questions?  
When are you taking a break?  
Do you know what to do if you have any concerns?

### End of Shift

Get everyone together before they leave work  
How are we now?  
Is there anything we need to discuss as a team?  
What are we proud of / what went well today?  
What was challenging today?  
What have we learned from today?  
What do we need to pass on to the next shift?  
Are we okay?  
How will you switch off from work?  
Thank you, you have made a difference today!

**Don't be afraid to ask for support**

**It's OK not to be OK**

## Employee Assistance Programme

**A free 24/7 confidential service for all staff. Completely independent provided by Health Assured.**

Sometimes it can be difficult to balance the pressures of work with the needs of home life especially at this challenging time with Covid-19 and the changes we are all having to make to our lives both at work and at home. The Trust wants to make sure all staff are aware of the support they can access, both practical and emotional. Health Assured provides confidential support services on a range of topics from mental wellbeing and other health issues to financial or legal information which are available to all staff.

- Call Freephone 0800 030 5182 available 24/7 365 days a year.
- Visit [www.healthassured.com](http://www.healthassured.com) with Username **Royal** and Password **Berkshire**
- Download the 'health e-hub' app and log in using Username **Royal** and Password **Berkshire**

Dependent on the nature of the issue, counselling or advice can be provided by fully qualified British Association of Counselling and Psychotherapy (BACP) professionals. Access the Health Assured Covid-19 statement [here](#).

health assured

## RBFT Mental Health Support

- **Occupational Health FAQs** for Managers and Staff & HR FAQs for Managers and Staff.
- **Local Staff Wellbeing Support Line (via BHFT)**: BHFT are providing a local confidential support line which Trust staff can now access via 0300 365 8880. Open from 2pm-8pm, seven days a week. The helpline will listen to the staff concerns and identify the most appropriate support available to them including mental health assessment/interventions, support following traumatic incident, Employee Assistance Programme referral and fast track access for Talking therapies support.
- **Manager's Bitesize Training**: 10 minute podcast by Michael West, Professor of Organisational Psychology, Lancaster University, Senior Visiting Fellow to the Kings Fund London available for managers on how best to support teams, do's and don'ts, and other material available now.
- **Psychological Team Support Sessions** – being organised via managers to support areas in need of direct support from the Psychology team at BHFT. Details will be confirmed at ward level and managers can also contact Occupational Health directly via email to [occhealth.reception@royalberkshire.nhs.uk](mailto:occhealth.reception@royalberkshire.nhs.uk) for further information.
- **Resilience guides** – NHS sourced information.



## Free Apps Available

**NHS Staff have been given free access to the following Mental Wellbeing apps until the 31<sup>st</sup> December 2020.** Apps can be downloaded from your usual provider and staff will need to register with their NHS email to access for free.

**Daylight:** help those experiencing symptoms of worry and anxiety using evidence based cognitive behaviour techniques, voice and animation.

**Unmind:** a mental health platform that empowers staff to proactively improve their mental wellbeing.

**Headspace:** science backed up app in mindfulness and meditation, providing tools and resources to help reduce stress and build resilience.

**Sleepio:** clinically evidenced sleep improvement programme uses cognitive behavioural techniques to improve poor sleep.

Other apps available that you can download are:

- **MoodTools – Depression aid** – helps with mood management
- **Calm Harm** – helps with self-harm and suicidal thoughts
- **Insight Timer** – helps with mindfulness and meditation
- **WRAP – Wellness Recovery Plan** – helps with all mental health by creating a personalised plan



## Preparing your mind course

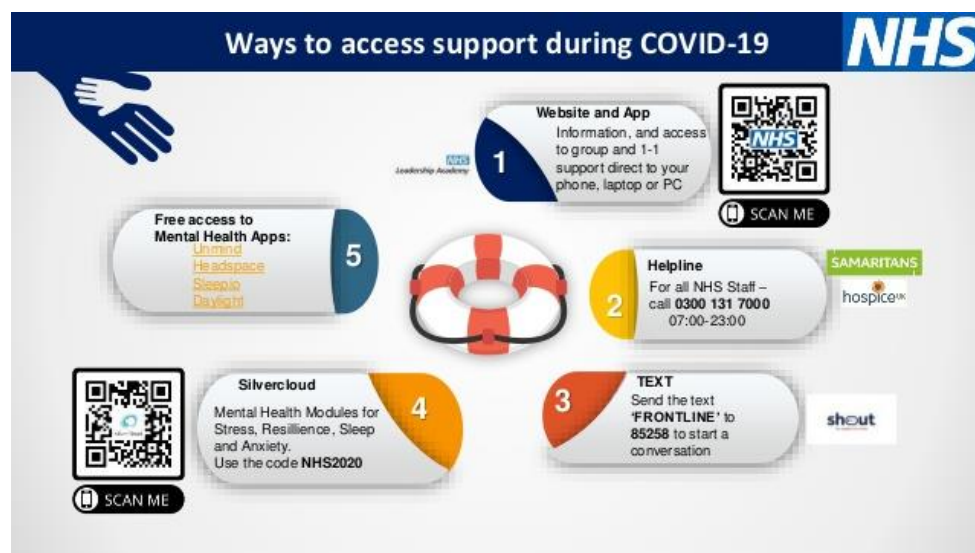
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Many staff will be experiencing a range of powerful and painful emotions during this difficult time including anxiety, panic, anger and grief, and perhaps even guilt. This is entirely natural. But when these emotions persist for too long, they can and do take their toll on personal health, wellbeing and performances. Especially when combined with the strong perfectionist tendencies and critical inner voice which many committed health and care professionals possess.

This short course developed by Dr Tim Anstiss and Professor Paul Gilbert, aims to help you better manage your mind, reduce your experience and the impact of powerful negative emotions, and help you experience increased feelings of being settled, calm and focussed. We hope it may help prepare you for a shift, improve recovery after a shift and perhaps reduce the amount of upset experienced during a shift.

It's a free, 4 sessions, skills development course. A new session will open every 3 days after you enrol. Each session contains a 10 min video, a one-page tip sheet and a 10 min audio recording to guide your practice. You decide how much practice you do – but we suggest at least one 10 min session a day. The course lasts 12 days and you will have access to all the content for several months. If you wish to enrol on the course:

<https://portal.academyforhealthcoaching.co.uk/enroll/product/prepare-your-mind/>



**BHFT Helpline**

0300 365 8880

Open 2pm-8pm seven  
days a week

# Don't struggle alone

## Speak to someone...

### BHFT support line, available to RBFT staff

BHFT are here for you – talk to one of our Berkshire Healthcare team.

Open 2pm – 8pm every day.

Get local support and advice – if needed we can 'fast track' you to:

- IAPT (Talking Therapies)
- Children and Family advice
- Mental Health Support
- Support following a Traumatic incident

**Call 0300 365 8880**

### National NHS Support Line

Open 7am – 11pm every day

Talk to trained 'listeners'

Get specialist advice on:

- Coaching
- Bereavement
- Mental Health
- Finances



**Call 0300 131 7000**  
**or text FRONTLINE to 85258**  
**(texts are 24/7)**

## Coping with Covid Coaching

### Reasons you might need support:

- Feeling overwhelmed
- Something bad has happened
- Death of a relative/friend/colleague
- Feeling inadequate
- Feeling scared or anxious
- In need of a debrief



### The technical bit:

Enter the following link on your phone: [calendly.com/listening2ucovid19](https://calendly.com/listening2ucovid19)

From there you can select a diary slot for a 15 minute phone call or let me know if you would prefer to use Zoom. Once you have confirmed the date/time chosen you will receive an email with all the information. This will include Debbie's phone number to call if it's a phone appointment or a link to use for Zoom. If there are no slots available and you need urgent support, or the link doesn't work please email:

[sueanderson1960@gmail.com](mailto:sueanderson1960@gmail.com) or text Debbie on 07876230212.

### Who am I?

My name is Debbie and I'm a fully qualified Executive Coach, Team Coach and Coaching Supervisor. I've been a doctor for almost 30 years and have worked in the Royal Berkshire Hospital at every grade since my first house job. I used to be a Consultant Anaesthetist but more recently have found a home in the Emergency Department. I spend most of my time in education and supporting staff. I am passionate about staff wellbeing and human factors. **I am happy to listen and support you in a safe and non-judgemental space.**

## Citizens Advice

Citizens Advice are an independent national service that offers confidential and impartial advice for free. Some of the common queries Citizens Advice help with are around debt, housing, benefits and immigration. However you can ask for advice about anything.

Citizens Advice is piloting a dedicated advice service for all NHS staff and volunteers in the South East Region. The pilot scheme launched on 28<sup>th</sup> April and **will run until 14<sup>th</sup> May**. All staff need to do is get in touch at [www.citizensadvice.org.uk/nhswellbeing](https://www.citizensadvice.org.uk/nhswellbeing). They will receive a confirmation email and receive a dedicated call back within 5 days. Citizens Advice will try to reach staff on 3 occasions and will also leave a message.

## Listening Rooms at Royal Berkshire

The listening room is a confidential space to debrief after a clinical event that might have been difficult for the staff involved. It is primarily aimed at junior doctors but other disciplines are welcome too. It is a reflective debrief, allowing recognition and processing of some of the more difficult aspects of a death of a patient, which can sometimes stay with us.

Junior doctors who have experienced a difficult death and would like to talk through it are very welcome to email [thelisteningroom@royalberkshire.nhs.uk](mailto:thelisteningroom@royalberkshire.nhs.uk). A meeting is usually about an hour and we arrange it for 2-3 weeks after the event. Please do get in touch if you have experienced a difficult death.

## Key Human Factors Messages when working under pressure

**Clinical Human Factors Group** – the charity working to make healthcare safer, have put together a guide to show that good teamwork, leadership and communication (non-technical skills) will give you, patients and colleagues a better chance of staying safe.

[Read their pdf of tips for working under pressure here.](#)

# Organisational Development Currently Offer Support:

## Wellbeing Conversations – senior leaders and managers

It is essential that we all aim to maintain health & wellbeing for ourselves and that of our teams. To assist you, the OD department are offering 'wellbeing coaching' conversations. These sessions will be self-directed and will support you in your chosen area. Areas covered are: personal 'self-wellbeing', relationship management, and assisting to support you to make those task orientated decisions.

The team are executive and psychometric coaches and will use a range of tools and techniques to support you. Contact Nikki Kenyon-Smith Learning and Talent Manager: [Nicola.kenyon-smith@royalberkshire.nhs.uk](mailto:Nicola.kenyon-smith@royalberkshire.nhs.uk). Tel: 07775117925



## Myers Briggs Type Indicator (MBTI)

The world renowned Myers-Briggs framework has helped millions of people across the globe gain a deeper understanding of themselves and how they interact with others.

This 1-2-1 session either by phone, Zoom or other digital means offers a constructive framework for understanding differences between individuals which is then used in a positive way. The MBTI tool is based on many years of research, starting with the ground breaking work of Carl Jung (Swiss psychologist).

To book a session please contact [learningmatters@royalberkshire.nhs.uk](mailto:learningmatters@royalberkshire.nhs.uk).



Action for Happiness Posters These happiness posters were designed to accompany their [Ten Keys to Happier Living](#). You can download the full set of posters from [Action for Happiness](#).

## Learning Matters



This can be accessed from any device, at work or at home. Visit [www.learningmatters.royalberkshire.nhs.uk](http://www.learningmatters.royalberkshire.nhs.uk), always use Google Chrome and your username is your trust email address. For help contact [learningmatters@royalberkshire.nhs.uk](mailto:learningmatters@royalberkshire.nhs.uk).

- **Managing wellbeing** – how do you maintain your wellbeing in order to continue delivering excellent care to our patients and service users? This e-learning programme will give you some strategies for building and sustaining yourself in challenging times for the best possible outcomes.
- **Reframe positive mindset** – reframing is an ability to reconstruct and reposition to appeal or connect with someone in a more positive way. This e-learning reframe programme teaches you to achieve impactful results.
- **Ted Talks** – there are a range of resilience and wellbeing Ted Talks published in the learning matters announcement section including '[Creating positive cultures "Civility Saves Lives"](#)' talk by Dr Chris Turner, Emergency Medicine Consultant.
- **Mini-webinars:** 5 minute webinars on [staff support and wellbeing](#), [managing stress](#), [managing anxiety](#), [coping](#) and [grief and bereavement](#).

## MBTI Building Resilience

This training, for individuals who know their MBTI type, assists you to establish how stressor's affect different people. It provides you with an understanding of your MBTI at its best, how to identify your stressors and triggers and provides resources and remedies to return back to self-equilibrium. Contact learning & development at [learning.&development@royalberkshire.nhs.uk](mailto:learning.&development@royalberkshire.nhs.uk).





# We all CARE



**Compassionate**



**Aspirational**



**Resourceful**



**Excellent**

Thank you for being...

Compassionate ✓ Aspirational ✓ Resourceful ✓ Excellent ✓

For standing together, working together, laughing and crying together, for your teamwork, dedication, planning, commitment and for being aspirational and outstanding colleagues.

With best wishes from the Workforce & Organisational  
Development team

*“Working together to provide  
outstanding care for our community”*



# The Trust Library & Knowledge Services

Your Library and Knowledge Services team are here to support you!

The Library is still open if you want a quiet area to sit and relax in alongside all our Health & Wellbeing books.

Any questions, just email the library



You have access to all our electronic resources via OpenAthens and the team can obtain articles and run literature searches for you to support you in your work on any topic. Just email us at [library@royalberkshire.nhs.uk](mailto:library@royalberkshire.nhs.uk).

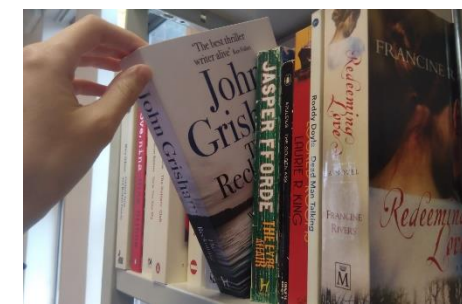
## LibGuides Available

We have created a couple of Guides which give more information and resources. One is around [COVID-19](#) which includes sources for home schooling children. Another is around [Health & Wellbeing](#) and we will be updating these as we find useful information to include.



## Book Swap

Did you know the Library has a book swap shelf? Take what you want and bring something else back later. The stock is constantly changing so see what catches your eye!

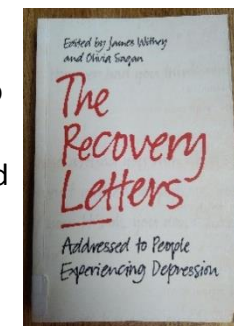
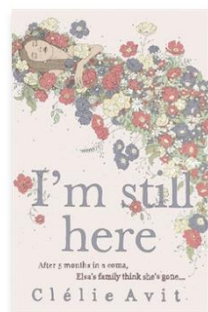


Interested in a monthly wellbeing calendar?

Check out the [latest one here](#).

## Health & Wellbeing Collection

There is a huge evidence base around the value of reading to support health and wellbeing. In the Health & Wellbeing section of the Library, you can see many of the books we hold which you can borrow for free to help you use reading to understand and manage your own wellbeing. Check out the HWB and BOP classmarks.



**Hotel:** NHS staff who require accommodation at a hotel should confirm with their line manager that accommodation is required. The line manager should then inform the relevant finance team that bookings are being made so that this can be tracked. Contact CTM call centre on 01274 726424 choosing 'Hotel Team' and then 'Option 1'.



**Tour buses:** Providing additional space for rest after a shift, two ‘tour buses’ are parked just outside the TEC. Please email [village.accommodation@royalberkshire.nhs.uk](mailto:village.accommodation@royalberkshire.nhs.uk) if you wish to book a space. Please observe social distancing rules on the buses.

## Kids Club

Emergency childcare available for all Trust workers, including NHSP staff undertaking shifts. We want to make sure that you have access to suitable alternatives should your usual provision be disrupted or unavailable due to the impact of the virus.

If you are struggling and you would like to discuss alternative nursery care or 'holiday club' care, please contact Michelle Thatcher on ext 7112 or email [michelle.thatcher@royalberkshire.nhs.uk](mailto:michelle.thatcher@royalberkshire.nhs.uk).

If you would like some support accessing a child-minder please contact Pamela Mareya at [pamela.mareya@royalberkshire.nhs.uk](mailto:pamela.mareya@royalberkshire.nhs.uk)

Any slots booked must be essential and must only be cancelled in unavoidable circumstances. This is to allow us to have the best chance of providing support to those colleagues who are in the greatest need.

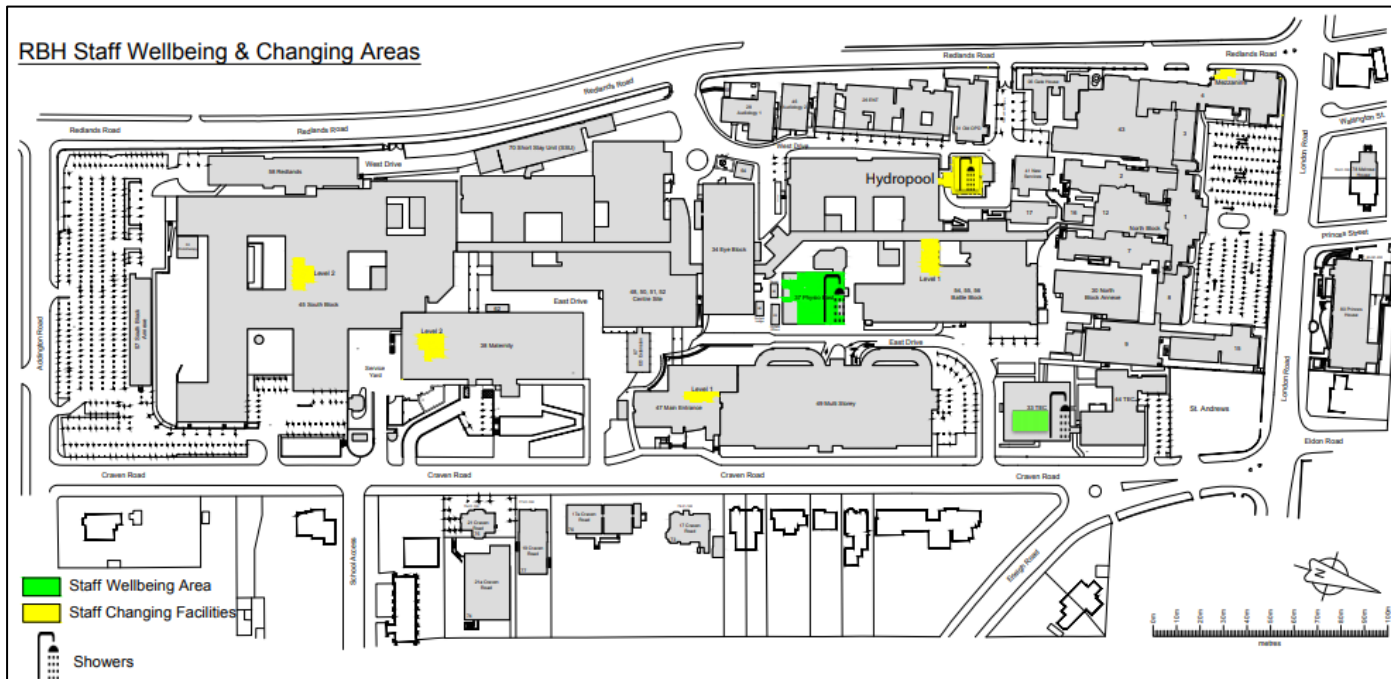


Lloyds Pharmacy

Lloyd Pharmacy within the RBH will process FP10s through their local branch for all staff who are unable to go to their local pharmacies due to work. The pharmacy is located on level 2, main concourse – ext 7798. Opening hours are 08.30-18.00 Mon-Fri.

## Dental Assistance

The OMFS and Orthodontics department would like to offer staff who require reassurance and advice regarding dentally related issues to discuss with a member of our team. Ext 8495 and the hours of operation are Mon-Fri 09.00-12.30 and 13.30-17.00.





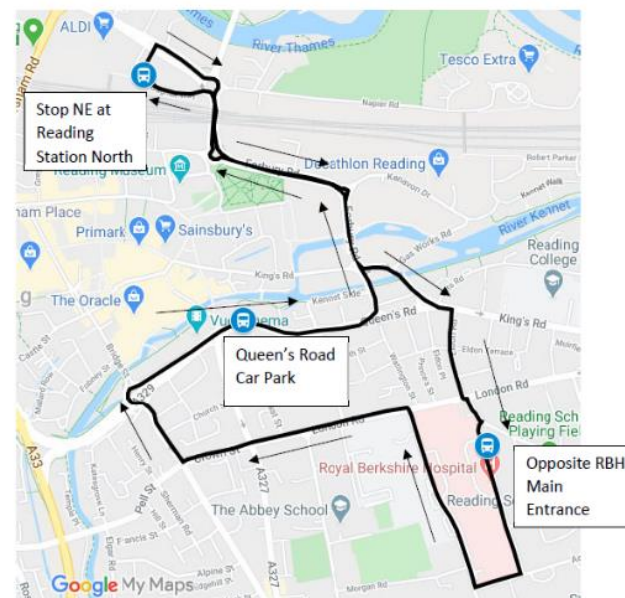
## Free Shuttle Bus

A free service being run by Reading Buses for NHS staff. You will need to show your NHS ID badge/lanyard to the driver.

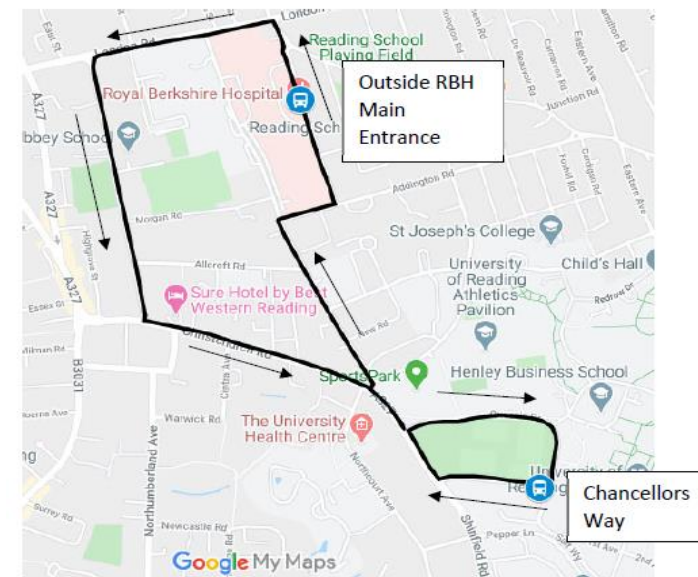
Route 1 – Opposite RBH, Queen's Road Car Park (outside the casino), Reading Station (main entrance).

Route 2 – Outside RBH, Reading University car park.

Route 1



Route 2



## COVID-19 Information

- [CDC online](#)
- [GOV.uk](#)
- [NHS England](#)
- [NHS 111 online](#)
- [NHS inform](#)
- [World Health Organization](#)
- [UNISON – Coronavirus and your rights at work](#)

## Multilingual Information

### Royal College of Psychiatrists

[Information on a range of mental health topics in other languages](#)



### Public Health England

Regularly updated guidance on social distancing in a variety of languages, including information on getting assistance with foods/medicines and [looking after mental wellbeing](#)

**Doctors of the World:** [Basic information](#) on coronavirus translated into 34 languages, based on NHS guidelines

**WHO:** Coping with stress during COVID-19 - [Arabic, Chinese, English, French, Russian, Spanish](#)



Mental Health

### Public Health England

- COVID-19: [Guidance for the public on mental health and wellbeing](#)
- COVID-19: [Guidance for parents and carers on supporting children and young people's mental health and wellbeing](#)

**Mental Health Foundation:** Looking after your mental health [during Coronavirus](#)

**Mind:** [Coronavirus and your wellbeing](#)



## Covid-19 Common Responses

This is information for anyone who may be experiencing unwanted thoughts and feelings about Coronavirus. Some self-help strategies to help with letting go of that which is out of our control have also been included.

### Thoughts

- I need to find out more information e.g. social media, news
- Worst case scenarios, Overestimating the negative impact of a situation
- Thinking the same thing over and over
- Trying to predict the future

#### Practical strategies

- Don't try to stop yourself having these thoughts, the struggle of trying to 'Just stop thinking' can make things worse.
- Mindfulness: focus in on what is happening here and now. Download the Headspace app.
- Set aside a strict 10 minutes in the day to focus on the things you are concerned about.
- Consider how you would help a friend who thought this. How would they say it?
- Make time to 'get out of your head' and speak to others.

### Emotions

- Worry, Sadness, Fear, Frustration, Disgust, Guilt

It is important to recognise that we experience all emotions on a continuum and that we can experience more than one emotion at a time. This is completely normal, especially when we are trying to process a lot of information.

#### Practical strategies

- Name your feelings. Try to recognise and give a label to your feeling. This can be out loud or in your own mind.
- Notice how your emotions, no matter what, will come and go. Do you feel the same as you did 30 minute ago? The same as you did 10 days ago?
- Take time to imagine your feelings as a shape. Imagine the colour and texture. Play with this shape in your mind. What happens when you let it drift off?
- Don't try to fight against your feelings. Just like thoughts, they are there to try and keep us safe.

### Physical Sensations

- Tight chest, heart beating faster, feeling shaky, muscles aching, tense shoulders, poor sleep, feeling hyper-aware of potential symptoms.

#### Practical strategies

- Notice the feelings in your body. Give yourself time to 'check in' with your body.
- Take a deep breath. In through the nose, hold the breath, and out through the mouth. Allow your body to soothe.
- Roll your shoulders up, back and down and give your upper body a shake to relieve the tension.
- Try to ensure you are as comfortable as possible during your shift. Before you start, have a drink, something to eat, and go to the toilet. Going to the toilet in PPE is hard work!
- Think about your sleep routine; try to wind down before bed, avoid caffeine later in the day/your shift, avoid screens and news before bed.

YOUR EXPERIENCE  
IS YOURS. IT ISN'T  
RIGHT OR WRONG,  
IT JUST 'IS'.

### Behaviours

- Compulsively seek information, e.g. social media, news
- Neglecting our usual downtime activities
- Self-checking e.g. symptoms, temperature
- Drinking excess alcohol, eating excessive comforting or sugary food

#### Practical strategies

- Limit access to social media and news sources (e.g. only going on social media twice a day for 15 minutes)
- Ensure your information comes from good quality sources
- Engage in meaningful activity that can distract you (try a new hobby or learn a new skill, FaceTime a friend or relative, play a game or watch a film)
- As far as you possibly can, eat a well-balanced and healthy diet. But don't worry when this doesn't go to plan!

# Skin Care Advice

Did you know excessive hand washing can lead to **Dry, Red and Itchy** skin



Health Care Workers with skin health problems **MUST speak with their line manager** and may need to contact Occupational Health / Dermatology CAT8 e-mail to request advice on their skin symptoms.

## AT WORK

- Always **wet hands** before washing with warm water
- Use the **correct hand cleaning technique** with hand soaps / sanitisers/ foam
- Carefully **rinse soap residue** from your skin
- **Pat your hands dry rather than rubbing**, remember between fingers
- Only use gloves **where necessary**
- Avoid **prolonged glove use** where possible
- **Gloves should be worn** when using disinfectants e.g. "Clinell wipes"
- **Moisturise** your skin regularly before, during and after work - Hand Medic moisturiser should be available in your area.
- **Duoderm Extra Thin** or **Mepitac Tape** can be applied under the mask and goggles at sites of pressure such as the bridge of the nose forehead and upper cheeks. **If this affects the fit of your protective mask (FFP3) you need to have repeat FIT testing**

## OUTSIDE THE WORKPLACE

- **Wear gloves** (Marigold rubber gloves) when cleaning and washing using soaps or detergents at home
- **Wear warm gloves outdoors in cold weather** and avoid exposure to extreme of temperature
- **Avoid wearing make up** outside of work, this let your skin breath
- **Moisturise** your skin before you go to sleep
- **Establish a hand care routine whether at work OR at home**

**PROTECT YOUR SKIN, PROTECT YOUR HEALTH**

# TOP TIPS FOR REMOTE WORKING

## Have a plan!

Structure your day even more than you would at work and know what you want to achieve each day.

## Consider your workspace

Rather than setting up in bed or the sofa, choose a dedicated workspace. Make sure you feel motivated by your environment and is free from distractions.

## Set expectations

Tell your team how and when they can reach you. Be clear about any new or different communication and productivity expectations.

## Communication!

Schedule in 1-1 meetings with your manager to review your goals, upcoming projects and daily tasks. Chat regularly with your team so you don't feel isolated.

## Cut yourself some slack

Working from home can be a big transition and will take time to get used to so be kind to yourself. Make adjustments where necessary and give it some time.

## Get some fresh air & move

Try and go for a walk daily to get some fresh air and have a break away from your desk. Set a reminder to get up every 30 minutes and stand or walk about whilst on the phone.

## Don't overwork

People tend to work more hours at home because it's hard to 'leave' work. Set 'in office' hours and communicate these with your colleagues and family. If you have other home commitments e.g. childcare, talk to your manager about changing your hours.

## Socialisation

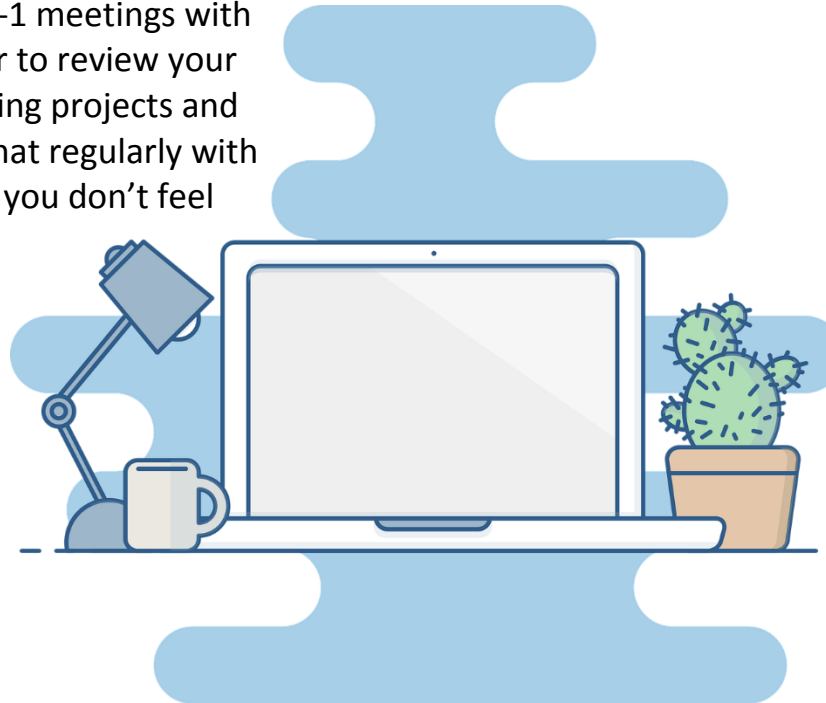
We all need to talk to each other and working remotely means you miss out on the team dynamics and social contact. Regularly message or video call your colleagues or other friends who are in a similar situation, about things other than work.

## Minimising distractions

We produce better work when we're not distracted and focused on one thing. Try to minimise the distractions as much as possible and get any big projects or tasks done earlier in the day when you're more alert.

## Ask for feedback

Ask your colleagues for regular feedback on how the situation is working out and what would make it better.





## Unexpectedly working from home? Only have a laptop and a phone for now?

The ergonomic fundamentals don't change whether you are working at a formal desk or makeshift home workstation. When using Display Screen Equipment or "DSE" aim to get these 5 fundamentals lined up:

1. Forearms level with the keyboard.
2. Eyes level with the top of the screen.
3. Hips above knees when sitting.
4. Feet on a flat surface.
5. The Secret Key to staying healthy at a desk.

Here are some tips and tricks to help you achieve these at home.



**The Secret Key to staying healthy at a desk: Movement!**  
Move your body every 30 minutes in sitting or standing. If you don't have a proper laptop set up yet, aim for a postural change every 15 minutes. Walk around at least every hour. Move and stretch your neck, back, shoulders, wrists and legs regularly.



*"My dining room chair is too low – how can I get my forearms level with the keyboard?"*

**Life Hack 1** – Temporary fixes include using cushions, pillows or folded towels to raise the seat height.

*"My feet aren't touching the floor after raising my chair – how do I keep my feet flat?"*

**Life Hack 3** – Temporary fixes include using something flat like a stack of books (secure them with tape if you can) or a stable box.



*"I don't have a laptop stand – how can I raise the screen?"*

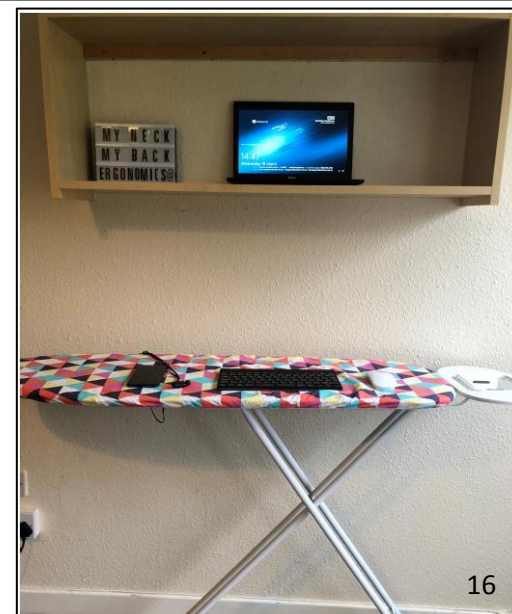
**Life Hack 2** – Temporary fixes include putting your laptop on a biscuit tin, stacked cans or a box, something non-flammable!

Only raise the laptop if you have an external keyboard and mouse. If you don't have one they are quite cheap, or borrow a spare set.



*"I don't have a table, what can I do?"*

**Life Hack 4** – In a shared home the privacy of a bedroom maybe the only place to work. Temporary fixes include using a stable ironing board (height adjustable) as a makeshift desk. Need to work standing? Depending on its height adjustability, you might be able to type in standing providing you can place your laptop on a higher shelf or cabinet.





# TOP TIPS FOR STAYING WELL AT WORK

## Breathe

Take a moment to step out and breathe will help clarify your thoughts, rest and then you can re-engage with the situation.

## Take care of your basic needs

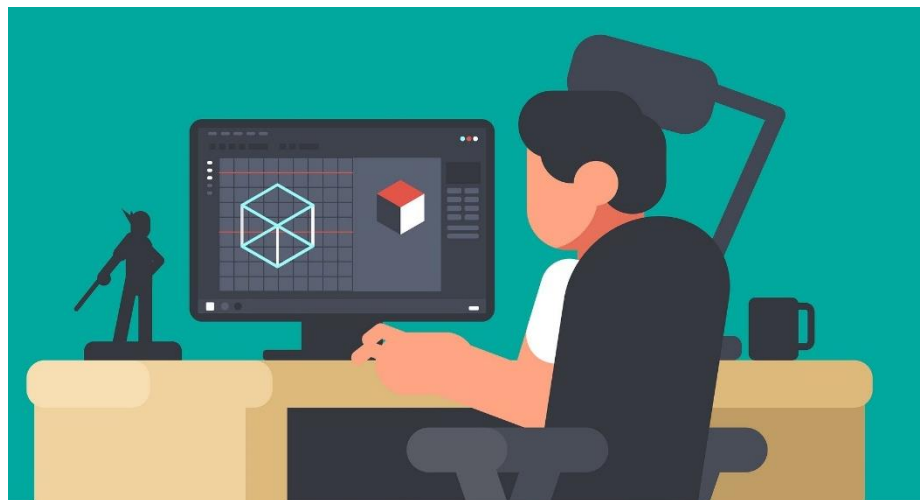
The saying 'You can't pour from an empty cup' is important now. You won't be able to look after others if you don't look after yourself. Rest and respite from the work environment, have sufficient healthy food and hydration, keep physically active and stay connected to loved ones, even if that's virtually.

## Take a break

This is most likely to be a marathon, rather than a sprint so pace yourself. Everyone benefits if you take a break. If you are Hungry, Angry, Late or Tired you are less productive and it is difficult to make decisions effectively. Think HALT and take a break.

## Check on each other

Check on each other even more than usual. Know where to signpost people to if they are feeling overwhelmed. Stay connected with your loved ones, even if that's virtually to make sure you have support outside work.



## Healthy food & hydration

You need to make sure you have enough energy to keep you going so making sure you eat healthily and stay hydrated will mean you don't crash during a long shift.

## Keep physically active

Try and go for a walk daily to get some fresh air and have a break away from your working area.

## Use a going home checklist

At the end of the day, reflect on your day and close the door to separate your work and home time.

## Don't be afraid to ask for help

If your stress worsens and you feel overwhelmed, you are not to blame. Everyone experiences stress and copes with it differently and this may manifest in how you are feeling. Seeking help is often the first step.

## Rest and respite

Look after yourself by taking breaks and having enough rest. Utilise wellbeing areas at work and make sure you get enough sleep.

## Top Tips for supporting your team

1. **Protect from psychological risk** in the same way we protect ourselves from physical risks.
2. **Communication** – communication – communication! Accurate and timely.
3. **Normalise stress** – these are not normal times!
4. **Rotate workers** from high stress to lower stress functions.
5. **Partner** inexperienced / redeployed workers with more experience colleagues.
6. **Initiate, encourage and monitor work breaks.**
7. **Implement flexible schedules** for workers who are directly impacted or have a family member impacted by the current situation.
8. Ensure you build in time for colleagues to **provide social support** to each other.
9. **Facilitate access** to and ensure staff are aware of where they can access mental health and psychological support services.
10. **Be a good role-model** of self-care strategies and proactive stress management.

## Guidance for managers

### Checking in with your team and things to consider when supporting your team



We've pulled together some helpful tips for managers to help you support your team effectively during this difficult time

### What's likely to be helpful:

- Keep people updated. It's always good to do this personally but think about a noticeboard that has up to date information about ideas people may find helpful to cope with work and at home, e.g. self-care strategies.
- Be a good role model using the self-care strategies and proactive stress management yourself.

### What could be unhelpful:

- Try and avoid asking "How are you feeling?". It might be better to ask 'How are you/everyone?', 'How are you coping?', 'Are you experiencing any difficulties?' 'What are you doing to look after yourself?'

## Create a space

Try and establish a protected space where people can talk that's not in the general office.

Help colleagues to take breaks and take a breath.

## Look after each other

At the start of your day/shift, check how people are doing. Agree a time and space to talk during the shift if people want to.

Buddy people up, especially for those redeployed or new to the team or who are finding it more difficult than most.

Spread the difficult tasks across the team where you can.

Get people to share what they do at or outside of work that they find helpful.

## Recognise it is tough

It is tough and people will worry but that is normal given the circumstances. Listen to each other, sometimes simply talking through worries helps.

## Keep people updated

Make sure people are aware of helpful information on the Trust intranet. Print things out to update your notice boards – not everyone will access a computer.

## Low Mood

**NHS:** Information and advice on [low mood, sadness and depression](#).

**Every Mind Matters:** Information about low mood and [how to improve your mood](#).

## Depression

**NHS:** Information about depression, including a [self-assessment tool](#), Tips for coping with [depression](#), British Sign Language video about [depression and low mood](#).

**Mind:** Information about depression, tips for caring for yourself and [how to access help](#).

**Rethink Mental Illness:** Information about [depression](#).

**Mental Health Foundation:** Information on the symptoms and causes of depression, and [where to get support](#)

**SANE:** Factsheet on depression, symptoms and treatment and [support options](#)

**Healthtalk.org:** Videos of people from the UK sharing their [personal experiences of depression](#)

## Sleep Deprivation

**Mental Health Foundation:** Information about sleep problems and advice for [sleeping better](#).

**Mind:** Information and [advice about sleep problems](#).

**NHS:** Information about insomnia, with a sleep [self-assessment tool](#).

**Every Mind Matters:** Information and [resources about sleep problems](#).

**Royal College of Psychiatrists:** Information on sleep problems and [sleeping well](#).



## Anxiety

**Mental Health Foundation:** Information about how to [overcome fear and anxiety](#), The Anxious Child: A booklet for parents and carers wanting to know more about [anxiety in children and young people](#).



**Mind:** Explains anxiety and panic attacks, including possible causes and how you can access treatment and support. Includes tips for helping yourself, and [guidance for friends and family](#).

**NHS:** Information for both adults and children on anxiety.

- [Anxiety, fear and panic](#).
- [Generalised anxiety disorder in adults](#).
- [Anxiety disorders in children](#).

**Every Mind Matters:** Information and [resources about anxiety](#).

**Royal College of Psychiatrists:** Info on [anxiety, panic and phobias](#).

**Young Minds:** Information on anxiety and feeling [anxious for young people](#)

**Anxiety UK:** Information on anxiety including links to further information on specific types of anxiety conditions. [Includes downloadable factsheets](#).

## Mental Health Resources

## COVID-19 Related Anxiety

**CDC:** [Manage anxiety and stress](#)

**Help Guide:** Coronavirus Anxiety: [Coping with stress, fear and uncertainty](#).

**Psych Central:** A blog about coronavirus anxiety and [ways to cope with fear](#).

**Royal College of Psychiatrists:** Information for young people and adults about [dealing with anxiety](#).

**Every Mind Matters:** [10 tips for those who are worried](#).





## Isolation

### Public Health England

Regularly updated guidance on social distancing, including information on getting assistance with foods/medicines and [looking after mental wellbeing](#).

**Mind:** Advice about maintaining wellbeing [during social distancing](#).

**CALM:** Ways to stay social while [social distancing](#).

**Every Mind Matters:** Tips for looking after your mental [wellbeing while staying at home](#).

**Relate:** [Tips for maintaining healthy relationships](#) during social distancing.

**AgeUK:** Advice for older people on staying safe and well at home during [social distancing/self-isolation](#).

### WHO

- [Mental health and psychosocial considerations](#) during the COVID-19 outbreak
- [Helping children cope](#) with stress during COVID-19



## Loneliness

### Mind

Information and tips for [managing loneliness](#)

### NHS

Advice on [feeling lonely](#)

### Mental Health Foundation

Advice for [dealing with isolation](#)

## Older People

### Independent Age

Information and advice about staying connected in older age in [pdf and audio formats](#)

### AgeUK

Information for if you or [someone you know is feeling lonely](#)



### Helplines

#### Al-Anon Family Groups

For people worried about someone else's drinking  
Phone: 0800 0086 811

#### Drinkline

Advice to those worried about their own, or a loved one's, alcohol use  
Phone: 0300 123 1110

#### DrugFam

Support for families affected by drug misuse  
Phone: 0300 888 3853

#### Frank

National helpline providing advice and information about drugs  
Phone: 0300 123 6600

## Alcohol and Substance Misuse



### Online Advice Sites

#### NHS Choices

- [Alcohol Support](#)
- [Drug addiction: getting help](#)

**AdFam:** [Telephone support for families](#)

**Drinkaware:** [Alcohol Support Services](#)

**Drug Wise:** [Where to get help](#)

**MIND:** Addiction and dependency [resources](#)



## Finance Wellbeing

**National Debtline:** Coronavirus advice and support [factsheet](#).

**Step Change:** provides [free advice and practical solutions](#) on debt and how it affects you.



**The Debt Advice Foundation:** is a registered [national debt advice and education charity](#) offering free, confidential support and advice to anyone worried about loans, credit and debt.

### The Money Charity

[The Money Charity](#) aims to help people to better manage their money.

### GOV.UK

[The Government](#) have provided information and guidance on what financial support may be available to you.

## Domestic Violence

**Refuge:** [Refuge is the UK's largest single provider](#) of domestic and gender based violence services.

**The National Domestic Violence Helpline:** [runs in partnership between Women's Aid and Refuge](#), and is a national service for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf.

**Relate:** [Relate provides relationship support](#) for people of all ages, backgrounds and sexual orientation.

**Reading Borough Council:** information about domestic abuse and [how to report it in Reading](#).

**GOV.UK –** [government guidance](#).



## Mental Health Resources

## Support for Carers



**Carers UK:** Carers UK supports carers through expert advice, information and support. They have provided [advice on COVID-19](#) and information about [further support](#).

**Age UK:** [provide information](#) on looking after a loved one and a [carer's checklist](#).

**Citizen's Advice:** You can get [help and support](#) if you're responsible for looking after someone who has a disability, is getting old or has become ill. This can range from practical help to make day-to-day life easier, to benefits like Carer's Allowance.

**NHS:** [Support and benefits](#) for carers. Includes carer's assessments, support from local councils, respite care and help for young carers.

## Physical Activity

**One You:** [The One You website](#) highlights the importance about health and encourages you to make changes to manage and maintain mental health.

You can take online quizzes to:

- See what your heart age is and how to improve it.
- Calculate your BMI
- Discover simple steps to being more healthy.

**NHS Fitness Studio:** [24 instructor led videos](#) in aerobics, strength and resistance, belly dancing, pilates and yoga as well as exercises suitable for people with limited mobility.

**Change 4 Life Activities:** Children need to be active for 60 mins a day and Change 4 Life have lots of fun [activities to get your family moving](#). They also provide simple, tasty and family friendly recipes and [food fact information](#).





## Key Considerations

- Your safety is of paramount importance – follow your safety plan regardless of isolation.
- Maintain links with those around you. Let those around you know you are going into isolation.
- Arrange safe contact with someone you trust to check in on you and create a code word with them.

## Talking to someone about Domestic Abuse

- Validate their experience, state that you believe them and that the abuse is not their fault.
- It is important to believe and respond to all disclosures of domestic abuse.
- Say *“Thank you for telling me that. It is not okay for somebody to treat you that way. I am going to do what I can to get you the support that you want.”*

You can get more guidance from [www.standingtogether.org.uk](http://www.standingtogether.org.uk)

## Supporting survivors of domestic abuse (DA) during the Covid-19 pandemic

If you are being subjected to DA and concerned about your safety going into self-isolation you should:

- Seek safety information and support from an Independent Domestic Violence Adviser (IDVA)
- Find your local specialist DA service or call the National Domestic Violence Helpline on 0808 2000 247
- Raise any concerns with your line manager to discuss how your employer can support you to stay safe e.g. ask your manager to call to check in on you at scheduled times, plan what your manager should do if they can't reach you and think of a reason to justify why this contact needs to take place.
- Call 999 if you feel at risk of immediate harm. If you do not respond, the call will be put through to Silent Solutions – press 55 and the call will be put through to the police.
- Contact the National Domestic Violence Helpline on 0808 2000 247 for 24-hour information on safety and support.
- Contact the Women's Live Chat <https://chat.womensaid.org.uk> (10am-12pm Mon-Fri)
- Make a safety plan – plan in advance how you would act if you feel at risk of harm. Planning advice can be found here: <https://www.womensaid.org.uk/the-survivors-handbook/making-a-safety>
- Hestia's Bright Sky App which is free to download on mobile phones has been designed for practitioners to offer a UK-wide directory of specialist domestic abuse support services with contact details and links to further resources and information on topics on domestic abuse.

National Domestic Abuse Services and Helplines	National Domestic Abuse Helpline 24 hr helpline 0808 2000 247	Childline Free 24 hr helpline for children in distress or danger 0800 1111	Men's Advice Line Support for male victims 0808 801 0327
Forced Marriage Unit Providing information and advice for British nationals forced into marriage. 020 7008 0151 Out of hours: 020 7008 1500	Respond Support for people with learning disabilities who have experience trauma/abuse 0808 808 0700	Deafhope Domestic and sexual abuse support for the deaf community 020 3947 2600 Text 079 7035 0366	Southall Black Sisters Advice and support for black and minority ethnic women experiencing all forms of gender related violence. Helpline: 0208 571 0800
Respect Phoneline Support for perpetrators (male & female) to stop using abusive/violent behaviour 0808 802 4040	Karma Nirvana Advice and support for victims of honour-based abuse and forced marriage 0800 5999 247	GALOP National LGBT+ domestic abuse helpline. Emotional and practical support. 0800 999 5428	Hestia Hestia provides a free mobile app, Bright Sky, which provides support and information.

**SafeLives** are providing guidance and support to professionals and those working in the domestic abuse sector, as well as additional advice for those at risk.

For more advice and guidance on domestic abuse, please see [Domestic Abuse: how to get help](#) from Gov.uk



## Reading

### Community Mental Health Team

The Reading Community Mental Health Team provides specialist support to Reading adults (over 18+ years) with severe and enduring mental health problems and their carers. The team accepts self-referrals and referrals from relatives, friends and other agencies – call the Common Point of Entry (CPE) on 0300 365 0300.

### Depression Xpression

Peer-led social support group for anyone feeling anxious, sad, isolated or depressed. The group is confidential and non-judgemental. All welcome.

Reading International Solidarity Centre (RISC), 35-39 London Street, Reading, RG1 4PS

Call: 07462 784 314 Website: [www.depressionxpression.co.uk](http://www.depressionxpression.co.uk)

Email: [depressionxpression@gmail.com](mailto:depressionxpression@gmail.com)

For a full list of help in Reading click [here](#).

## Wokingham

### ARC Counselling Service

ARC offers a free and confidential youth counselling service. For over 18 they offer low cost counselling sessions.

Phone: 0118 977 6710

Email: [coordinator@arcweb.org.uk](mailto:coordinator@arcweb.org.uk)

Website: <https://arcweb.org.uk/>



### SMART

Wokingham Borough Substance Misuse Recovery Service.

Phone: 0118 977 2022 Email:

[wokingham@smartcjs.org.uk](mailto:wokingham@smartcjs.org.uk)

Website: <https://smartcjs.org.uk/>

For a full list of help in Wokingham click [here](#).

## Local Helplines

## Bracknell

### Bracknell Forest Community Network (BFCN)

The BFCN supports people aged 18 and over living with mental ill-health or experiencing stress, anxiety or low mood to develop their confidence, interests, hobbies, life skills and resilience.

Phone: 01344 823300

Email: [network@berkshire.nhs.uk](mailto:network@berkshire.nhs.uk)

Website: <https://www.bracknell-forest.gov.uk/health-and-social-care/mental-health-and-wellbeing/mental-health-services>

For a full list of help in Bracknell click [here](#).



## Windsor

### Mental Health and Emotional Wellbeing Guide

This document describes the range of services available in Windsor and Maidenhead that support mental health and wellbeing in children and young people.

Website:

[https://www3.rbwm.gov.uk/download/downloads/id/1407/mental\\_health\\_an\\_emotional\\_wellbeing.pdf](https://www3.rbwm.gov.uk/download/downloads/id/1407/mental_health_an_emotional_wellbeing.pdf)

## Berkshire

### NHS Berkshire Healthcare

Find support from the Community Mental Health Team, Talking Therapies or other services in Berkshire.

Website: <https://www.berkshirehealthcare.nhs.uk/our-services/mental-health-and-wellbeing/community-mental-health-team-cmht/>

## Henley & Oxfordshire

### Henley Rethink Support Group

Location: Function Room, The Catherine Wheel, Hart Street, RG9 2AR

Website:

<https://livewell.oxfordshire.gov.uk/Services/584/Henley-Rethink-Suppo>

For a full list of help in Henley and Oxfordshire click [here](#).

## Buckinghamshire

### Buckinghamshire Mind – Friends in Need

Friends in Need, East Berkshire covers Windsor, Ascot, Maidenhead, Bracknell and Slough.

Website: <https://www.bucksmind.org.uk/services/peer-support-groups/friends-in-need/>



<p><b>National Helplines</b></p> 	<p><b>AGE UK</b></p> <p>Older people's charity providing information and advice and supporting research. Phone: 0800 678 1602. 8am-7pm, 365 days a year <a href="https://www.ageuk.org.uk/">https://www.ageuk.org.uk/</a></p>	<p><b>Alzheimer's Society</b></p> <p>Provides information on dementia, including factsheets.  Phone: 0300 222 1122 <a href="https://www.alzheimers.org.uk/">https://www.alzheimers.org.uk/</a></p>	<p><b>Anxiety UK</b></p> <p>Charity providing support if you have been diagnosed with an anxiety condition. Phone: 03444 775 774 <a href="http://www.anxietyuk.org.uk">www.anxietyuk.org.uk</a></p>	<p><b>Beat</b></p> <p>Provides support for people adults and young people with eating disorders. 0808 801 0677 (adults) <a href="http://www.b-eat.co.uk">www.b-eat.co.uk</a></p>	<p><b>Bipolar UK</b></p> <p>A charity helping people living with manic depression or bipolar disorder. To arrange a call back please email us: <a href="mailto:info@bipolaruk.org">info@bipolaruk.org</a> <a href="http://www.bipolaruk.org">www.bipolaruk.org</a></p>	<p><b>Childline</b></p> <p>ChildLine is a private and confidential service for children and young people up to the age of nineteen 0800 1111 <a href="http://www.childline.org.uk">www.childline.org.uk</a></p>
<p><b>CALM</b></p> <p>CALM is the Campaign Against Living Miserably, for men aged 15 to 35.  0800 585858 (daily 5pm to midnight) <a href="http://www.thecalmzone.net">www.thecalmzone.net</a></p>	<p><b>LGBT Foundation</b></p> <p>Our helpline remains open on 0345 330 3030 Mon-Fri 10am-6pm.  We are also looking to extend our helpline hours. <a href="https://lgbt.foundation/">https://lgbt.foundation/</a></p>	<p><b>Mencap</b></p> <p>Charity working with people with a learning disability, their families and carers. 0808 808 1111 (Mon-Fri 9-5pm) <a href="http://www.mencap.org.uk">www.mencap.org.uk</a></p>	<p><b>Men's Health Forum</b></p> <p>24/7 stress support for men by text, chat and email.  <a href="http://www.menshealthforum.org.uk">www.menshealthforum.org.uk</a></p>	<p><b>Mind</b></p> <p>Promotes the views and needs of people with mental health problems. 0300 123 3393 (Mon-Fri, 9-6pm) <a href="http://www.mind.org.uk">www.mind.org.uk</a></p>	<p><b>MindLine Trans+</b></p> <p>A confidential support helpline for people who identify as Trans, Agender, Gender Fluid or Non-binary. 0300 330 5468 (Mon + Fri 8pm-midnight) <a href="mailto:mindline@bristol.org.uk">mindline@bristol.org.uk</a></p>	<p><b>Mood Swings</b></p> <p>Aimed at anyone affected by a mood disorder and their families. 0161 832 3736 (Mon-Fri, 10-4pm) <a href="mailto:info@moodswings.org.uk">info@moodswings.org.uk</a> <a href="http://www.moodswings.org.uk">www.moodswings.org.uk</a></p>
<p><b>Nightline</b></p> <p>If you are a student, you can look on the <a href="#">Nightline website</a> to see if your university or college offers a night-time listening service.</p>	<p><b>No Panic</b></p> <p>Support for sufferers of panic attacks and OCD.  0844 967 4848 (daily 10-10) charges apply. <a href="http://www.nopanic.org.uk">www.nopanic.org.uk</a></p>	<p><b>OCD Action</b></p> <p>Support for people with OCD. 0845 3906232 (Mon-Fri 9.30-5pm) charges apply. <a href="http://www.ocdaction.org.uk">www.ocdaction.org.uk</a></p>	<p><b>OCD UK</b></p> <p>A charity run by people with OCD for people with OCD.  0333 212 7890 (Mon-Fri 9-5pm) <a href="http://www.ocduk.org">www.ocduk.org</a></p>	<p><b>PAPYRUS</b></p> <p>Young suicide prevention society. 0800 068 4141 (Mon-Fri 10-10, Wkends + BH 2pm-10pm) <a href="http://www.papyrus-uk.org">www.papyrus-uk.org</a></p>	<p><b>Rethink Mental Illness</b></p> <p>Support and advice for people living with mental illness. 0300 5000 927 (Mon-Fri 9.30-4pm) <a href="http://www.rethink.org">www.rethink.org</a></p>	<p><b>Samaritans</b></p> <p>Confidential support for people feeling despair. Phone: 116 123 (Free 24-hr helpline) <a href="http://www.samaritans.org.uk">www.samaritans.org.uk</a></p>
<p><b>SANE</b></p> <p>Emotional support, info and guidance. 0300 304 7000 (daily 4.30pm-10.30pm) <a href="#">Textcare</a> <a href="#">Peer Support Forum</a> <a href="http://www.sane.org.uk">www.sane.org.uk</a></p>	<p><b>Shout Crisis Textline</b></p> <p>Shout is the UK's first 24/7 text service for anyone in crisis anytime, anywhere if you need immediate help.  Text SHOUT to 85258</p>	<p><b>Silverline</b></p> <p>Aimed at people over 55. Their helpline is open 24 hours a day, every day of the year. 0800 470 8090 <a href="http://www.thesilverline.org.uk">www.thesilverline.org.uk</a></p>	<p><b>SOBS – Survivors of Bereavement by Suicide</b></p> <p>0300 111 5605 9am-9pm Mon-Fri <a href="https://uksobs.org/">https://uksobs.org/</a></p>	<p><b>The Mix</b></p> <p>If you're under 25 you can call the Mix on 0808 808 4994 (Sun-Fri 2pm-11pm) <a href="#">Request support</a> or use their crisis <a href="#">text messenger service</a>.</p>	<p><b>Young Minds</b></p> <p>Info on child and adolescent mental health. Parent's helpline 0808 802 5544 (Mon-Fri 9.30-4pm) <a href="http://www.youngminds.org.uk">www.youngminds.org.uk</a></p>	<p><b>Victim Support</b></p> <p>Phone: 0808 168 9222 (24 hour helpline) <a href="http://www.victimsupport.org">www.victimsupport.org</a></p>