

Coronavirus and psychological wellbeing

For those aged 16+ years including older adults and key workers

Large print



The need to follow the latest guidance on ‘staying alert and safe (social distancing)’ means that we are all living and working in unusual ways, without certainty and often without our support networks at work or home through families and friends.

This can create feelings of stress and anxiety. This may include feelings of fear, irritability, insecurity or being unsettled, having a lack of control, trouble sleeping or eating, and excessively checking for symptoms. Social distancing and/or shielding can possibly make you feel bored, frustrated or lonely, which can heighten these feelings further.

This guide

While we all may react differently to this, being worried at this time and needing a bit of extra help with your mental wellbeing is normal. There are some simple things you can do to maintain your mental wellbeing. This includes Following the [Five Ways to Wellbeing](#) and connecting with others, being active, keeping learning, giving or supporting others and taking notice of your environment. It is also important to take the time to relax, eat well, stay hydrated and maintain healthy and active lifestyles that include good quality regular sleeping patterns (e.g. see [Every Mind Matters](#) sleep page).

It is also normal right now if you are in need of some additional support with your mental wellbeing. This guide has been produced to help anyone (16+) including key workers and older adults who may be struggling during the COVID-19 crisis. There is also information on how to get support with your mental wellbeing if it is affected by having a physical long-term condition or perinatal and postnatal wellbeing.

The following outlines the services and treatments that are available (for free) from Outlook South West, as well as some other organisations who offer help and support with your mental wellbeing.

Outlook South West (part of Cornwall Partnership NHS Foundation Trust)

How to Access

Talking Therapies

This guide has a specific focus on the self-help and talking therapies services on offer. Anyone aged over 16 years of age can self-refer and access Outlook South West online support and talking therapies by calling **01208 871905** (Monday to Friday 9am to 4pm) or you can [register online](#). Once you have registered either online or by phone, your referral will be reviewed by a fully qualified and trained clinician

who will consider the best and most timely treatment option for you - www.cornwallft.nhs.uk/outlook-south-west

Outlook South West services are available at all times of the year, but the COVID-19 outbreak will bring many people's psychological wellbeing into even sharper focus. Therefore, talking therapies will become one of the crucial options for those who are struggling to manage increased levels of anxiety and depression during this time.

The Outlook service is an [IAPT](#) service. IAPT stands for 'Improving Access to Psychological Therapy' and these services aim to help people overcome their depression and anxiety, and better manage their mental health.

These therapies are clinically proven to be effective for common mental health problems such as mild-to-moderate anxiety and depression. They are delivered by fully-trained and accredited practitioners usually through face-to-face appointments. Due to the current Government's guidelines in place, treatments are being offered via telephone and electronic means only. This includes telephone therapy and [video-appointments](#), as well as computerised CBT-programmes such as [SilverCloud](#).

The types of therapy which may be offered include:

- Guided self-help by telephone or face to face - (including online video calls)
- [Psycho-educational courses](#) (including via online platforms)
- Cognitive Behavioural Therapy (CBT) by telephone or video call
- Online cognitive behavioural therapy via [IESO](#) Digital Health
- Eye Movement Desensitisation and Reprocessing (EMDR) for trauma

For more information on the types

of talking therapy which may be offered by Outlook South West – visit this NHS page called '[Types of Talking Therapies](#)'

It is important to note that IAPT services, like Outlook South West's, are not crisis services and you will more than likely have a wait-time for your treatment (depending on the form of therapy). When struggling to manage our mental health, it is not uncommon for people to have difficult thoughts or feel hopeless. However, this is not the same as actually planning or taking steps to hurt yourself. It is very important that you seek help from the right sources if you are having thoughts of hurting yourself.

If you feel that you are in crisis or need more urgent support, then please contact your GP or [NHS Direct 111](#).

Other forms of support available:

- [Valued Lives](#) **01209 901438**
7 days a week 5pm to midnight
- [Samaritans](#) **116 123** (free from mobile or landline)
- [SANE](#) **0845 767 800** 6pm to 11pm
- [Papyrus](#) for young adults **0800 068 4141**
- [Campaign against living miserably \(CALM\)](#) for men – **0800 58 58 58**
- [Childline](#) – If you're under 19, you can also call **0800 1111** to talk to Childline
- To find other organisations that

can help, google “I need help now Cornwall”.

- Text “SHOUT” to **85258** to contact the Shout Crisis Text Line, or text “YM” if you’re under 19

If you are involved with the Community Mental Health Team (CMHT) then please ask to speak with a member of the team you are involved with. The mental health teams include mental health nurses, psychologists and psychiatrists. Community Mental Health Team - **0845 207 7711**.

Healthy Outlook – People with Long-Term Physical Health Conditions

Managing your health is also really important if you have a long-term physical health condition. If you have a diagnosis (or suspected symptoms) of any of the following conditions then you can contact [Healthy Outlook](#) (part of Outlook South West’s IAPT service) to get additional support if you are experiencing symptoms of stress, depression or anxiety:

- Diabetes (Types 1 and 2)
- Cardiovascular Related Problems
- Irritable Bowel Syndrome (IBS)
- Chronic Obstructive Pulmonary Disease (COPD)

For a referral to Healthy Outlook,

you will need a health professional (such as your GP) to facilitate this via an [online registration form](#).

Perinatal and Postnatal Wellbeing – Finding Yourself Again

Having a baby can be many things, not least exciting, fulfilling and joyful. However, it is also common for pregnant women and new mothers (as well as new fathers) to experience anxiety, depression or emotional distress.

As many as one in five women experience emotional difficulties during pregnancy and in the first year after their baby’s birth. This can happen to anyone.

Many mums find that life with a baby or toddler can be extremely challenging, and that the new demands and responsibilities, together with broken sleep, can sometimes leave you feeling overwhelmed. During this pandemic and resulting latest Government guidelines, some of the usual support networks, including family-members and services and organisations may not be available as they usually would be. This can place even greater challenges on new mums or families with a new baby or young children. Therefore, it is especially important to look after yourself and seek help when needed.

Cornwall Council's mental health web pages www.cornwall.gov.uk/mentalhealth has a range of information on how to maintain your mental wellbeing and [information](#) on where to get advice and support during pregnancy and having a very young child.

Also, Outlook South West provide five, two hour sessions as part of their Finding Yourself Again groups. Mums who attend the sessions learn ways to: lighten mood, get on top of your worries, better manage sleepless nights, and build confidence and self-esteem. Finding Yourself Again is open to mums with a child under three. The session content is currently being filmed so it can be shared with mums online. To find out more about perinatal and postnatal support from Outlook South West visit their [Finding Yourself Again](#) web-page.

Outlook South West on Social Media

You can also keep up to date with the latest information about Outlook South West services via their social media platforms. Search Outlook South West on Facebook or @OutlookSW on Twitter.

Other forms of help and support

Mental wellbeing

There is a lot of support available if you need some additional help with your mental wellbeing. Information on looking after your mental wellbeing can be found at www.cornwall.gov.uk/mentalhealth where there are some specific [wellbeing guides](#) or at www.startnowcornwall.org.uk, which has been developed for young people.

The [Cornwall Council](#) web pages contain a lot of information to help maintain your mental wellbeing during pregnancy, whether you are working from home or caring for someone else through to support if you have a mental illness or obsessive compulsive disorder. In addition, you can find out more information from the Kernow Clinical Commissioning Group mental wellbeing pages for [children](#) and [adults](#). The following provides some useful sources of self-help and information:



NHS Apps

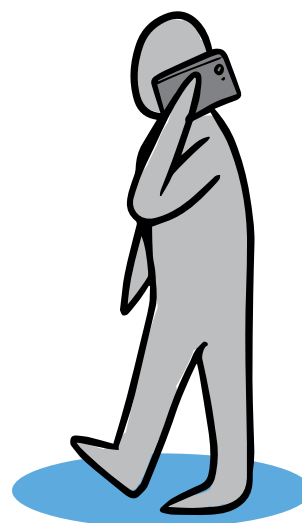
The NHS has free apps and self-help therapies: www.nhs.uk/conditions/stress-anxiety-depression/self-help-therapies or Google “NHS self help”.

NHS 24/7 Helpline

To talk to someone about your mental wellbeing you can call the 24/7 NHS mental health telephone support, advice and triage help line – 0800 038 5300. Support is available to anyone, regardless of age, all day every day. If you or someone you know feels they need to access urgent mental health support, they will listen to you and assess how best to help.

Social Prescribing during Covid-19

Many GP surgeries offer a social prescribing service that helps you access a range of activities to support your wellbeing. Social Prescribing Link Workers are providing 1:1 consultations via telephone or video conferencing during Covid-19. Please contact your GP for further information and to make an appointment.



Pentreath

A charity in Cornwall who promote good mental health through personal development, education and employment <https://pentreath.co.uk/>

Valued Lives

A mental health crisis service in Cornwall
www.valuedlives.co.uk

Safer Futures

Call **0300 777 4777** or visit <https://saferfutures.org.uk/> if you or someone else is affected by domestic abuse, sexual violence and those demonstrating abusive behaviours. Out of hours - National Domestic Abuse Helpline - **0808 2000 247**.

BAME Community Development Workers, Pentreath

Provide support for people from Black, Asian and Minority Ethnic (BAME) communities to access mental health services. Supports those experiencing mental health difficulties, including stress, anxiety, isolation and low mood. Services range from one-to-one support through to training service providers to improve health outcomes for BAME communities. You can call **01726 862 727** or self-refer online www.pentreath.co.uk/bame-community-development-workers or email cdw@pentreath.co.uk. For inpatient support then email 24hour@pentreath.co.uk or hatecrime@pentreath.co.uk if you are experiencing hate crime.

We Are With You

To talk to a trained expert about drugs, alcohol and your mental health, contact 'We Are With You' by calling **01872 263001** or visit <https://www.wearewithyou.org.uk/services/cornwall-truro/>

Devon and Cornwall SARC

The Sexual Assault Referral Centres continue to provide a service for children and adults that have experienced sexual violence. You can call the 24/7 advice line **0300 303 4626** or visit <https://sarchelp.co.uk/>

MindEd

The MindEd Covid-19 resilience hub has been developed to support everyone on the frontline health and care services. <https://covid.minded.org.uk/>

Mind

If you have to leave your house to go into work during the coronavirus (COVID-19) outbreak, it might feel like a difficult and stressful time. This page gives tips for taking care of your mental health and wellbeing, help with understanding difficult feelings, and ways to find support. www.mind.org.uk/information-support/coronavirus/coping-as-a-key-worker

Memory loss / dementia

Cornwall Memory Café Network

The Memory Café is a place where anyone with memory loss and their carer or family may find support and signposting to more help if required
www.cornwallmemorycafes.co.uk

Alzheimer's Society

Provides support for people affected by dementia. The Alzheimer's Society in Cornwall and Isles of Scilly provides many services including: Singing for the Brain®, Dementia Support Service, Side by Side Service and the Information Provision Service.

Tel: **01872 277963**

Email: cornwall@alzheimers.org.uk
www.alzheimers.org.uk

Memory Matters South West

Supports the needs of people living with dementia.

Tel: **01752 243333**

Email: hello@memorymatterssw.co.uk



Admiral Nurse Service

Helps families to live more positively with dementia. During Covid-19, the Admiral Nurse Service in Cornwall has extended its access to help families from many different settings, including, the Acute Hospital setting, Community Hospitals, and families who live in their own homes.

Email: RCHT.admiralnurse@nhs.net

Memory Assessment Service

The memory service provides expert assessment to you if you are worried about your memory or think you may have dementia. To find the location of your nearest memory clinic please telephone **01208 251300**

Other support

Adult Social Care

Helps older people, people with physical disabilities or learning disabilities, and mental health service users to find support with living as independently as possible. Online referral can be found at <https://www.cornwall.gov.uk/health-and-social-care/adult-social-care/request-help-for-an-adult/> or by telephone on **0300 1234 131**

Age UK Cornwall

Offer a range of advice and support, including a help line to help you access community resources and support you need. Call **01872 266383** or email helpline@ageukcornwall.org.uk (open Monday to Friday, 9am to 4.30pm) and online information about Covid-19 and their service. To find out what support is available in your local area go to Cornwall Link <https://Cornwall-link.madeopen.co.uk>.

Cornwall Bereavement Network

An information hub listing charities and services able to support those bereaved, from any cause and any age – www.cornwallbereavementnetwork.org. There are helplines you can call if you prefer to talk to someone about where to find the right emotional support (**01726 829 874**, between 10am and 6pm Monday to Sunday) or find out about the process and practicalities that you are having to cope with following a bereavement (**01872 252 713**, between 9am and 4pm Monday to Friday).

Citizens Advice Cornwall (CA)

Offers free, independent, confidential and impartial advice. If you would like CA to call you then you can ask for a call back by texting the word ADVICE for general queries or DEBT for debt related issues, to the number **78866**. Or you can call **03444 111 444** Monday – Friday, 10.00am until 4.00pm www.citizensadvicecornwall.org.uk/getting-advice

Disability Cornwall (DIAL)

Provides support across a range of disability enquiries, from health and wellbeing through to money/welfare entitlements, housing, training/volunteering and employment, social/activity opportunities and living independently. Call **01736 759500** or Textphone (SMS Only) **07522 970336** www.disabilitycornwall.org.uk

Cornwall Rural Community Charity (CRCC)

To access one-to-one phone/digital support to help you to get online and to develop digital skills and online streaming, you can either contact Cornwall Link helpline or Digital Inclusion team at CRCC
Tel: **01872 243557** or **01872 243534**
Email: digitalinclusion@cornwall.gov.uk

Community Energy Plus

Provides a lot of advice and support if you are affected by fuel poverty.

Tel: **0800 954 1956** Freephone

Email: advice@cep.org.uk

www.cep.org.uk

National Debt Line

Provides a range of advice and support.

Tel: **0808 808 4000**

www.nationaldebtline.org

Key workers

Volunteer Cornwall

Currently offering a free and confidential service. To request a Key Worker Support email welfare@volunteercornwall.org.uk or call Marianne on **07968 706102**: www.volunteercornwall.org.uk/16-pages/403-key-worker-support-line.

Also, if you are not coping with the current situation and looking for help/offering help in your local area then you can contact Volunteer Cornwall for practical support from volunteers with shopping, collecting prescriptions or other tasks.

Tel: **01872 266988**

Email: requestforhelp@volunteercornwall.org.uk

Cornwall Foundation Partnership Trust

Providing emotional support for frontline workers such as the NHS and care staff (Mondays to Fridays 9am to 5pm). Call the staff wellbeing support line on **01872 255757**. This service complements the national NHS Helpline available seven days a week, 7am-11pm. Call **0300 131 7000** or text FRONTLINE to **85258** for 24-hour support.

Kernow Carers Service

For specialist carers advice provided by Kernow Carers Service go to Care and Support in Cornwall website www.supportincornwall.org.uk/kb5/cornwall/directory/carers.page or contact the carers helpline **0800 587 8191 / 01872 323535** open Monday to Friday 9am to 5pm, email: fis@cornwall.gov.uk.

The British Psychological Society

Psychologists from the British Psychological Society have produced guidance for key workers and their children on navigating the emotional effects of the Covid-19 pandemic.

www.bps.org.uk/news-and-policy/psychologists-produce-advice-key-workers-and-their-children

Support for residential and nursing homes

Adult Social Care

Cornwall Councils Adult Social Care website provides information for providers of care, which includes support for residential nursing homes. This includes pastoral care and emotional support from FreeBird.

Email: info@freebirdassociates.com

Tel: **07541 041 386 / 07903 135 141**

Support for businesses, providers and employment

People Hub

Telephone hotline that provides residents of Cornwall with critical information in relation to their immediate job and skills concerns.

It provides: immediate information, advice, and guidance; and signposting to organisations and projects with specific expertise and delivery capacity (including other ESF projects, Council services, and voluntary and community support).

Telephone hotline **03330 150 699** is available between 10am–5pm, Monday–Friday, with an out-of-hours messaging service.

The Growth Hub

Offering advice to businesses affected by closure. Finds links to advice and their contact details here

www.ciosgrowthhub.com

Farming Health Hub

A guide to support services for farmers and people working in the farming industry – www.farminghealth.co.uk/advice-and-guidance

www.farminghealth.co.uk/advice-and-guidance

Healthy Cornwall

Cornwall Council's Healthy Workplace programme supports people who work in Cornwall to access advice, training and support to stay physical and mentally healthy at work - www.healthycornwall.org.uk

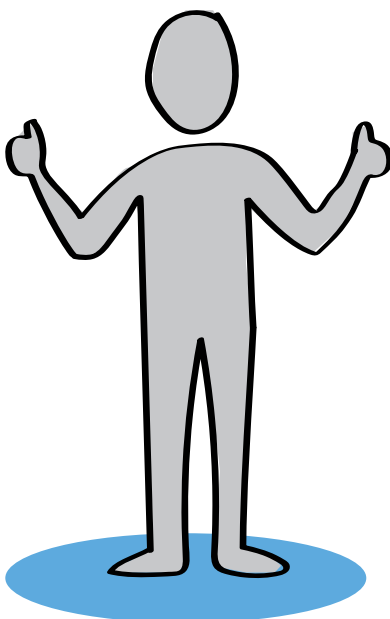
www.healthycornwall.org.uk

Skills for Care

Skills for Care supports adult social care employers to deliver what the people they support need and what commissioners and regulators expect. Their website www.skillsforcare.org.uk provides a range of support and guidance for the adult social care sector, including training and support for individual employers. Support for registered managers can be accessed via their advice line **0113 241 1260** or email RMAAdvice@skillsforcare.org.uk, 9am and 5pm Monday to Friday - www.skillsforcare.org.uk/Leadership-management/support-for-registered-managers/support-for-registered-managers.aspx

Mental Health First Aid (MHFA) training

Mental health awareness training is being delivered by Healthy Cornwall who are accredited with Mental Health First Aid England. This is currently a free MHFA Half Day Awareness course via a digital classroom. It is a four hour introductory session looking at what mental health is, how stigma occurs and explore, at a basic level, some common mental health issues. The course considers how to support someone who is experiencing a mental health issue, as well as watching out for our own wellbeing. To book, please follow this link: www.healthycornwall.org.uk/training/mental-health-first-aid-mhfa/mental-health-first-aid-awareness



Safety Planning

A safety plan is for someone to use when they are feeling that their mental health and wellbeing is low, and/or that they are at risk of self-harm or acting on suicidal thoughts – a plan to remind themselves of reasons to live, family and friends they can talk with and things that can make them feel strong and in control of their feelings.

By having a safety plan, you're making sure that there are strategies you can use to keep yourself safe, which can help you feel more in control when everything feels out of control. Think of your safety plan as your 'mental health first-aid kit'; it includes different things that will help you through a crisis.

Everyone's plan is personal and different, but it can help by walking someone through their steps to keep them safe. For people who self-harm or feel suicidal it's not designed to be their only support, but can help as part of a wider approach to supporting their wellbeing.

More information about how you can support someone to create a safety plan, alongside signposting to further sources of support, access to free online suicide prevention and general wellbeing training for adults, and Papyrus' children's safety plan can be found on the [Cornwall Council website](#).

If you would like this information in another format or language please contact:

Cornwall Council, County Hall, Treyew Road, Truro, TR1 3AY

e: equality@cornwall.gov.uk t: 0300 1234 100

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