



ST HELENS WELLBEING

Advice, support and guidance
during COVID-19

June 2020



Remember to follow the COVID-19 government guidelines in force at the time of reading this.

Contents

| | |
|---|----|
| Introduction..... | 3 |
| 5 Ways to Wellbeing – find things you enjoy doing, for ‘me time’..... | 3 |
| Connect | 3 |
| Be Active | 4 |
| Take Notice (Be Mindful) | 5 |
| Keep Learning | 6 |
| Give | 7 |
| Top tips to keeping well | 8 |
| Health & Wellbeing | 9 |
| Dealing with Finances..... | 10 |
| General | 11 |
| Foodbanks | 12 |
| Mental Health Support - Emergency..... | 13 |
| Mental Health Support – Non Emergency | 14 |
| Domestic Abuse #YouAreNotAlone | 15 |
| Children & Young People..... | 16 |
| Contributors | 17 |

Introduction

Times of change can bring worry and stress, and it can be difficult to focus on what can help us get through difficult situations. It can also be hard to focus on what you can change or to find time to relax. Our lives may be out of balance (personally and as a whole) which can be unsettling.

Five Ways to Wellbeing has been developed by the [New Economics Foundation](#) who work for positive change in people's lives, and [here](#) these have been adapted to take into account social distancing. Locally we refer to these as '5 Ways to Wellbeing', or just '5 Ways' and can be found [here](#). So what are the 5 Ways and how can they help?

5 Ways are: **Connect; Be Active; Take Notice; Keep Learning;** and **Give** (please see below for more detail). These can help to improve our wellbeing in many ways, including building our self-confidence and self-esteem, reducing stress, providing ways of relaxing and feeling better overall in ourselves.

5 Ways can't necessarily take our problems away but can help us to cope better with life's events, building what we refer to as resilience in us. Below is also a set of services locally and nationally which may be able to help you to deal with any underlying problems you may have.

We hope this document can help you gain access to any supportive services you may need, as well as giving you the tools to support yourselves and others during this time of change.

5 Ways to Wellbeing

– find things you enjoy doing, for 'me time'.

Connect

Research has shown that feeling close to and valued by other people is a fundamental human need, and this contributes to us functioning well. Social relationships are essential for promoting wellbeing and for acting as a buffer against mental illness for people of all ages. Spending time with the people around us improves our sense of belonging and makes us feel good. Some people may need more human contact than others. Make time to connect, and find the balance you need as an individual to stay well!

How can I connect? Remember to find a way that suits you whilst maintaining COVID-19 social distancing guidelines. Some ways to connect are:

Sharing how you feel is an ideal reason to connect with others – even if they aren't saying it, other people may feel similar to how you feel. This is an opportunity to share feelings together and explore solutions from a wider experience set. Talking about problems earlier can help you get the support you need earlier to improve your mental health.

Volunteering is a great way connect with others and to give something back (see 'Give' below).

Mums Social support for mums and the local community
<http://www.bookwhen.com/MumsSocial>

With social distancing affecting face-to-face contact, consider connecting in other ways. **Online or phone – voice call / video call / email / virtual meeting can help keep social groups active.**

Write a note to neighbours and stick it on your window to say 'Hi'.

Be Active

Being active isn't all about going to the gym or looking good. Being active helps us to feel good too. Regular physical activity has been linked with lower rates of anxiety and depression in all age groups, and can also help to promote wellbeing and to slow down age-related cognitive decline. Being active doesn't need to be at an intense level to help us to feel good. If we choose an activity which suits our current level of fitness, mobility, age, ability and health conditions, we can enjoy keeping active as best we can. If you have health conditions and would like to exercise, discuss with your GP first. Alternatively, please consider contacting St Helens Wellbeing Service [Getting Active](#) for more advice before you exercise.

How can I be active?

Remember to find a way that suits you as an individual but keep in mind safety aspects and only do exercise appropriate for you (see above).

Locally – see St Helens Wellbeing Service [Getting Active](#) and Sports Development
<https://www.facebook.com/SportDevSTH/>.

Mamafit

Online support for pregnant women, mums, dads and families. Two free live workouts each week. One on [Instagram](#) (Tuesdays 11am) and one on [Facebook](#) (Thursdays 11am) which can be watched back anytime on their platforms. A [private Facebook group](#) has also been set up to encourage people to connect and stay active.

You could try exercising on your own if safe to do so: walk / cycle / run / garden / do housework / play games / dance... also, there are many **free online workout groups** to try.

Take Notice (Be Mindful)

It's not often we stop to take notice of the world around us, think about how we are feeling or try to live in the moment (we often call this 'mindfulness'). As we mentioned in the introduction, it can be hard to focus on what can help us when we feel stressed. Although we can't necessarily fix our problems right now, taking time each day to focus on something other than our worries, can give us some rest from these worries. This helps our bodies to feel less stressed, even for a short time. When we are less stressed, we are often more able to see the positive things in our lives, have better relationships and, do better at work and in education. Try to recognise and be mindful of how you are feeling and acknowledge to yourself if you are feeling worried, stressed or upset. This helps us to identify that we may need to talk to someone about how we are feeling or to try one of the **mindfulness** suggestions below to help us to reduce our stress. **Sometimes, the simple things are what's needed and are what work best!**

How can I take notice? Remember to find a way that suits you!

There are many ways to practice mindfulness. Green spaces, lakes and nature have been shown to reduce our blood pressure, reduce stress and anxiety, and improve our wellbeing amongst many other benefits.

Mindful breathing (see the mindfulness apps below) is a great way to relax, but make sure you're sitting or lying down when you do this, as this can take you into deep relaxation!

Doing activities such as **mindful breathing, listening to a mindfulness app, doing a jigsaw, colouring, painting, gardening, walking or sitting looking at birds and trees, or just feeling the sun on our faces**, helps us try to block other things out, even for a short while. Short rests from our worries can help our overall health and wellbeing.

Lastly, if you've given mindfulness a go, stick with it and notice how you felt before and how you felt afterwards. This is another example of being mindful and can help us to find the things that suit us and help us as individuals.

Try these **mindfulness** apps:

[Stop, Breathe & Think](#)

[Smiling Mind](#)

[Insight Timer](#)

St Helens Wellbeing Service

Getting active, 5 ways training, and support from Health Trainers including Social Prescribing. Social prescribing involves helping people to improve their health, wellbeing and social welfare by connecting them to services which could help them

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

Keep Learning

Learning new skills is fun and can give you a sense of achievement as well as a confidence boost. When we are taking notice of what we are learning, this also helps us to switch off from what's going on outside our world, or the worries we have in our lives.

As mentioned in the **Take Notice** section above, this can help to improve our wellbeing. While we aren't able to learn directly, there are other ways to stay connected to learning resources at this time such as online courses or services.

How can I keep learning? Remember to find a way that suits you!

Have you wondered what it would be like to start to learn something you've always wanted to, or to take up a hobby or interest you used to do? **Maybe it's that time now?**

St Helens Wellbeing Service - healthy eating, cooking, getting active, infant feeding, mental wellbeing, volunteering, how to improve health and much more.

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

Libraries online - Library customers can access the [libraries online](#) and [24/7 digital services](#), including e-books, e-audiobooks, e-magazines and e-comics, using their library card. The [home delivery service](#) and [schools library service](#) have started again and an [archive service](#) is also available online.

Creative Alternatives - is the arts and wellbeing service for St. Helens residents aged 18+ who are experiencing mild to moderate stress, anxiety and/or depression. It is a safe and non-judgemental space to be creative and meet other people for individuals who are keen to improve their wellbeing, attend regularly and independently and work alongside others in a group setting. Find out more: www.creativealternatives.org.uk.

During the current Covid-19 crisis we are offering a regular 12 week adapted online version of the programme until it is safe to resume our usual face to face activities. This will include activities such as visual art and expressive writing aiming to improve mental health and wellbeing. All the activities have been designed so you can do them in the safety of your own home using innovative art materials that you will already have to hand!

Our next intake starts the week commencing 22nd June, with a welcome meeting, followed by live workshops starting the following week on Thursday and Friday. You will be fully supported to become familiar with online learning and with any technical support you require. We will show how you can easily upload artwork, post pictures or post comments in the welcome/orientation session. To take part, you will need: **a good internet connection and access to a smartphone, tablet or laptop. Headphones and a webcam are useful but not essential.**

Helen Holden, Project Coordinator, Creative Alternatives

helen@creativealternatives.org.uk or **07745 590 698**

www.facebook.com/creatingwellbeing

https://twitter.com/creative_alt

Give

Doing something for someone else gives us a lift. Helping a friend or a stranger could make their day. When we volunteer our time, we are not only showing kindness but we can also connect with others, be more active, be more mindful, and have the opportunity to increase our learning base. Combining all of the above, as well as providing valuable support to others, this can also help us to feel better in ourselves as well as improve our own wellbeing.

How can I Give? Remember to find a way that suits you!

Volunteering your time, saying 'Thank you', smiling at someone, or giving blood are all examples of how we can 'Give' and show kindness.

St Helens Wellbeing Service Volunteering

Want to give something back? Looking for an experience? Have a few hours to spare? Why not check out opportunities on volunteering? Volunteering will also help you to connect with others and learn new skills.

St Helens Together

01744 676767

<https://www.sthelens.gov.uk/coronavirus/st-helens-together/>

This is a single point of contact for people needing help or wanting to volunteer. Opportunities to help include:

- Delivering food, essential supplies or medication (ensuring you're following social distancing guidelines by leaving them on the doorstep)
- Making a friendly phone call to someone self-isolating
- Offering to walk the dog

Halton & St Helens Voluntary & Community Action

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

Anne-Marie Lawrenson

01744 457100

alawrenson@haltonsthelensvca.org.uk

St Helens Mind aims to promote and preserve good mental health and to assist those experiencing mental distress to regain their full potential. Our aim is to support people aged 18+ who are experiencing mental health difficulties in St. Helens Borough so they achieve their full potential and play an active part in community life. Our services are non-judgmental and offer opportunities to develop self-esteem and confidence by encouraging and supporting involvement.

01744 647089

admin@sthelensmind.org.uk

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

Top tips to keeping well

- **Switch off** - from distractions, make time for yourself as a regular part of your routine. Schedule a reminder if you need to.
- **Me time** - make time for you! Find the balance you need where you can. Maybe include connecting with others, doing some activity, trying a mindfulness app, learning a new hobby or skill or volunteering?
- **Kettle time** - with friends, family or a work buddy. Make a brew and connect by phone or online. Maybe arrange to watch the same programme together even though you're in different places.
- **Humour** - find something that works for you and make sure you have a good laugh.
- **Focus** - on what has stayed the same even when it feels like everything has changed

Self-Compassion - it's okay to have the thoughts and feelings you are having.

- **Don't' bottle your feelings up** - and assume they will go away. Remember, #ItsOkayToTalk. Bottling feelings up can make things worse in the long run. Talk to someone about how you are feeling. Even if others aren't saying it, they may feel similar to how you feel. This is an opportunity to share feelings together, explore solutions from a wider experience set, and maybe help others too.
- **Learning** - a new skill - anything you want to do.
- **Volunteering** - do something for someone else - an act of kindness has a positive effect on us (whilst following government guidelines regarding social distancing)
- **Food & Activity** - where possible, eat a little healthier and do some form of exercise daily.

Health & Wellbeing

St Helens Wellbeing Service can provide advice and support around many aspects of Health & Wellbeing. Check out how 5 Ways to Wellbeing can help [Children & Young People](#) and [Adults](#) to be happier, healthier, feel good and be better able to cope in everyday life, especially when things aren't going so well.

<https://www.facebook.com/StHelensWellbeing> <https://twitter.com/StHWellbeing>

Please check out what services [St Helens Wellbeing Service](#) can offer as a whole and individually as below:

[Healthy Eating](#) – practical activities, information and guidance around basic food, nutrition, portion sizes, healthy swaps and the eatwell guide.

[Getting Active](#) – activity and information sessions for all the family, fun activities, play sessions, outdoor activity, walking for health and more. Also one-to-one support and tailored activity plans including a specialised programme of activities and support for those with health conditions wanting to get active.

[Weight Management](#) – support to improve and achieve a healthy weight and lifestyle for adults and families.

[Stop Smoking](#) – free advice and support to help you quit smoking in a way that suits you.

[Health Checks](#) – supporting you to make realistic, positive lifestyle changes, offering lifestyle advice and support.

[Social Wellbeing](#) – helping you to access a range of local community groups, free activities and support in the local area for your social, emotional or practical needs.

[Infant Feeding](#) – supporting mums and families with all aspects of infant feeding and solid food.

[Mental Wellbeing](#) – information and training to a range of health and front line services.

[Oral Health](#) – delivering community programmes, information and training on how to improve oral health.

[Volunteering](#) – want to give something back? Looking for an experience? Have a few hours to spare? Why not check out opportunities on volunteering?

Dealing with Finances

Money Advice Service

0800 138 7777

Provides free and impartial advice on all aspects of finance, including what to do during a bereavement. They can be contacted through their website

<https://www.moneyadviceservice.org.uk/en/categories/when-someone-dies>

Citizen's Advice Bureau

ADVICELINE 03448 269694 email via <http://sthelenscab.org.uk/e-mail-advice/>

For debt advice specifically, call **01744 737866** or visit <http://sthelenscab.org.uk/our-services/debt/>

Support during coronavirus

A triage tool to signpost to services covers a range of circumstances including feeling unsafe, going in to work, paying bills or being unemployed, getting food, having somewhere to live and mental health and wellbeing. [Find the new triage tool here.](#)

Utilities

Support for people who have pre-payment meters if they don't have the money to top up or are self-isolating. Call the numbers below - they will send out 2 weeks' worth of gas/electric or if they have a smart meter will top up.

| | |
|-----------------------|----------------------|
| British Gas | 0333 202 9802 |
| EDF | 0333 200 5100 |
| EON | 0345 052 000 |
| N Power | 0800 073 3000 |
| Scottish Power | 0800 027 0072 |
| SSE | 0345 026 2658 |

Trading Standards Coronavirus Scams advice

<https://www.friendsagainstscams.org.uk/shopimages/coronavirus.png>

Universal Credit

[Understanding UC](#) **Help to claim helpline 0800 328 5644**

General

St Helens Council

<https://www.sthelens.gov.uk/coronavirus>

Contact Cares

Open every day 8am – 10pm call 01744 676767

An initial call is taken by a Contact Cares Advisor. The call will either be dealt with directly by the Advisor or can be passed, in real time to a telephone multi-disciplinary team, which includes a nurse, therapist, social worker, proactive care coordinator and mental health advisor

St Helens Together

Single point of contact for people needing help or wanting to volunteer

If you're isolated by coronavirus and need help, please **call 01744 676767** to find out what support is available, such as:

- Pick up your food shopping, essential supplies or medication and leave them on your doorstep
- Have a friendly chat with you on the phone
- Walk your dog
- Food parcels are delivered each week to our most vulnerable residents

If you are a clinically extremely vulnerable person

<https://www.gov.uk/coronavirus-extremely-vulnerable>

COVID-19 advice for parents of sick children.

Click [here](#)

St Helens Carer Centre

<http://www.sthelenscarers.org.uk/>

Use the online chat button (10am - 3pm weekdays) at the bottom right corner of the homepage. Alternatively, call **01744 675 615** or email info@sthelenscarers.org.uk

Foodbanks

St Helens Foodbank Contact

01744 26414 info@sthelens.foodbank.org.uk

Due to the social distancing requirements clients will be asked to wait outside the church whilst their parcel is being prepared. Below is the list of food bank hubs and opening times:

| | |
|-----------------------------|---|
| Mon 12.30 - 2.30pm | Holy Trinity Church, Traverse Street, Parr, WA9 1BW, 01744 611771 |
| Tues 11am - 2.30pm | Christian Life Centre Church, Atherton Street, St Helens, WA10 2DT, 01744 617148 |
| Wed 11.30am - 1.30pm | St John's Church, St John Street, Earlestown WA12 9NW |
| Thurs 11am - 2pm | Hall Street Baptist Church, Hall Street, St Helens WA10 1EL, 01744 613926 |
| Fri 11am - 2.30pm | Christian Life Centre Church, Atherton Street, St Helens, WA10 2DT 01744 617148 |

Mental Health Support - Emergency

North West Boroughs Healthcare 24/7 Crisis Line - free to call from mobile and landlines (the service is available for all ages incl. Children and Young People)

- 0800 051 1508 for people living in Halton, Knowsley, St Helens and Warrington
- 0800 051 3253 for people living in Wigan

Get an emergency GP appointment (or call NHS 111, if the GP surgery is closed)

St Helens Assessment Team (ages 18+) 24/7 01744 621 688

CAMHS Assessment & Response Team (under 18's)

9am – 9pm every day **01925 579 405**

SAMARITANS: 116 123

Call confidentially for free **24 hours a day, 365 days a year** if you want to talk to someone. Or if you prefer you can also email jo@samaritans.org and contact Samaritans on behalf of someone you are worried about and Samaritans can reach out to them.

HOPELINEUK

0800 068 4141

For Children and young people (under the age of 35) or anyone concerned about a young person.

CALM (Support for Men)

0800 58 58 58 Open 5pm – midnight, 365 days a year

Campaign against living miserably is leading a movement against suicide, the single biggest killer of men under 45 in the UK and the cause of 18 deaths every day.

Stay Alive App

<https://www.prevent-suicide.org.uk/find-help-now/stay-alive-app/>

OK TO ASK

#OK2ASK www.oktoaskcampaign.co.uk/covid-19/

Mental Health Support – Non Emergency

Mental Health Foundation

www.mentalhealth.org.uk/publications/looking-after-your-mental-health-during-coronavirus-outbreak

Mind

www.mind.org.uk/information-support/coronavirus-and-your-wellbeing

Elefriends

Online mental health community support where you can be yourself

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

Kind to Your Mind (CHAMPS Campaign)

For people living and working in Cheshire and Merseyside

<https://kindtoyourmind.org/> #KindtoyourMind

Every Mind Matters

Advice and practical tips about mental health and wellbeing

<https://www.nhs.uk/oneyou/every-mind-matters/your-mind-plan-quiz>

NHS: Link to Mental Health Helplines

<https://www.nhs.uk/conditions/stress-anxiety-depression/mental-health-helplines/>

St Helens Mind

01744 647089

admin@sthelensmind.org.uk

Befriending & Telebefriending

<https://www.sthelensmind.org.uk/befriending>

Check in and chat telephone befriending for people who wouldn't normally access our services but are lonely or isolated <https://www.sthelensmind.org.uk/check-in-and-chat>

Qwell

A confidential online counselling and support service for **adults in St Helens aged 26+ and registered with a St Helens GP**. Visit www.qwell.io for more info and to sign up

The service is available 7 days a week 365 days a year. Counsellors are available online from: **12 noon to 10pm Monday to Friday, 6pm to 10pm at weekends.**

Domestic Abuse #YouAreNotAlone

If you are in immediate danger, please call 999 and ask for the police.

Silent calls to the police will work if you are not safe to speak – use the [Silent Solution](#) system and call 999 and then press 55 when prompted.

Emergency Text Service

If you can't use a voice phone, you can register with the police text service - text REGISTER to 999. You will get a text which tells you what to do next. Do this when it is safe so you can text if you are in danger. Click [here](#) to find out more.

Safe Lives

<https://safelives.org.uk/news-views/domestic-abuse-and-covid-19>

Domestic Abuse: how to get help

https://www.gov.uk/guidance/domestic-abuse-how-to-get-help?utm_source=9edb434c-8bd7-4ca1-b369-97fee02097fe&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate

Refuge 24 hour National Domestic Abuse Helpline

0808 2000 247 <https://www.nationaldahelpline.org.uk/>

Safe2Speak help, support and advice

<http://safe2speak.co.uk/>

- Support 01744 743200 (Mon- Fri 9am – 5pm)
- 24 hour helpline 01925 220541
- Emergency Accommodation 01925 220541
- Safe2Speak 'textline' **07781472828** (allows people who are unable to call the helpline for whatever reason, whether it is just not safe to do so, or they are deaf to text for help)

Torus

<https://www.helenahomes.co.uk/domestic-abuse-support>

Respect Men's Advice Line – support for men

<https://mensadviceline.org.uk/> **0808 8010327**

Women's Aid

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

Children & Young People

Young Carer Centre

01744 677279 (10am-3pm weekdays) info@sthelenscarers.org.uk
<https://www.sthelensyoungcarers.org/>

Referrals page: <https://www.sthelensyoungcarers.org/what-we-do>

Youth Action Zone (YAZ)

<https://yaz.sthelens.gov.uk/>

Young People's Drug and Alcohol Team (YPDAAT)

email: YPDAAT@sthelens.gov.uk <https://yaz.sthelens.gov.uk/main-sections/drugs-alcohol/>

Teenage Advice Zone (TAZ)

<https://yaz.sthelens.gov.uk/main-sections/teen-advice-zone/>

Contraception and Sexual Health Clinics in St Helens

<https://yaz.sthelens.gov.uk/media/1544/sexual-health-clinic-timetable-sh.pdf>

Young Minds

<https://youngminds.org.uk/>

Parent's Helpline

<https://youngminds.org.uk/find-help/for-parents/parents-helpline/>

BOSS

Free, safe and confidential website for 11-19 year old young people in St Helens

<https://www.boss-sthelens.co.uk/>

Kooth

Free, safe, anonymous online mental health community for young people

<https://www.kooth.com/>

FRANK

Honest information about drugs <https://www.talktofrank.com/>

ISMA Top stress tips for teens

<https://isma.org.uk/images/pdf/TEENAGE-STRESS-Tips.pdf>

Contributors

Andy Wooding

Health Improvement Specialist (CHCP St Helens Wellbeing Service)

Rob Alcock

Health Improvement Officer (CHCP St Helens Wellbeing Service)

Lynn Saunders

Health Improvement Coordinator (CHCP St Helens Wellbeing Service)

Matthew Thompson

Business and Contract Support Officer (Public Health - St Helens Council)