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## Listening Ear and Emotional Wellbeing Support

### Shrewsbury Samaritans

Confidential listening and a safe place to talk about whatever is getting to you if you are feeling distressed or are concerned about someone else.

 SAMARITANS

Telephone

National Line: **116 123** (*free phone*)

Sherwsbury branch: **01743 233641**

Email: [enquiries@shrewsburysamaritans.org.uk](mailto:enquiries@shrewsburysamaritans.org.uk)

Web: [www.samaritans.org/branches/shrewsbury/](http://www.samaritans.org/branches/shrewsbury/)

### Shropshire MIND

Shropshire Mind provides support for any person with emotional or mental health needs, including long term enduring mental health needs or those triggered by recent incidents. The service provides immediate support at the time of need in a dignified, confidential and respectful manner, tailoring its services to the needs of the individual person. The charity provides support for those who are suffering poor mental health, their families, friends, carers and all professionals, with support or guidance needs.



Telephone: **01743 368647**

*Daytime service Monday to Friday 9am to 5pm;*

*Saturday and Sunday 11am to 3pm.*

*Outreach support is available Monday to Friday 9am to 5pm.*

Email: [manager.shropshiremind@gmail.com](mailto:manager.shropshiremind@gmail.com)

Web: [www.shropshiremind.org/](http://www.shropshiremind.org/)

### Calmer Café by Shropshire MIND

The Calmer Café is a drop-in service specifically designed for people at imminent risk of a mental health crisis, who need a safe place to talk, receive support and make a safety plan. Please telephone in advance to ensure appropriate social distancing measures can be adhered.



Telephone: **01743 368647**

*Open in Shrewsbury - Monday, Wednesday,*

*Friday and Saturday from 6pm until 10pm -*

*people must ring to indicate they are going to attend, to keep numbers to a safe level.*

## **Crane Quality Counselling**

Crane Quality Counselling offers a confidential range of counselling covering all aspects of Family and Work relationships, whether it be individuals, couples, or other family members. We now have a new service for young people called 'Teen Talk'.

Our professionally trained counsellors can work with personal/family stressful problems and relationship/family breakdown plus loss and bereavement. Young people have many personal/family/school problems that are causing concern.

We are also able to offer counselling help to the homeless, forces veterans, prisoners and their families.

Please note that Crane Quality Counselling is a relatively new charity but is run by a very experienced management team with over 30 years of experience in this sector

Telephone: **01743 240 546**

•*Open from 10am – 4pm.*

•*A 24-hour answerphone service is available.*

•*Counselling appointments are available daily (Monday – Friday) between 10am - 7.30pm.*

•*Adult appointments are normally for one hour and young people 30–45 minutes.*

Web: [cranecounselling.co.uk/](http://cranecounselling.co.uk/)

## **Impact**

Provide a counselling service that includes: person-centred/talking therapy, play therapy, as well as other therapies that can be combined to tailor your experience in a way that best supports you and your needs.

As well as this we offer you a non-judgemental, confidential, and affordable service.

Telephone: **01952 223165**

Email: [info@impactaas.co.uk](mailto:info@impactaas.co.uk)

Web: [www.impactaas.co.uk/](http://www.impactaas.co.uk/)



## Support for Children and Young People

### Healios Think Ninja

Online support empowering children and young people to build resilience, manage their emotional health and to fulfil their potential.

Clinical services are delivered by a qualified and experienced clinician that you can speak with from the comfort of your own home.

Web: [www.healios.org.uk](http://www.healios.org.uk)

### Kooth

Online counselling, blogs and information to support mental health

Web: [www.kooth.com](http://www.kooth.com)

### Beam

Email: [askbeam@childrenssociety.org.uk](mailto:askbeam@childrenssociety.org.uk) to request a call back or for details about additional resources and information and apps which can offer support for young people. An emotional health and wellbeing service for children and young people under 25, their parents and professionals with advice, signposting and support with any concerns relating to mental and emotional wellbeing.

Currently offering telephone support service. Please email [askbeam@childrenssociety.org.uk](mailto:askbeam@childrenssociety.org.uk) and one of their trained Wellbeing Practitioners will contact you to discuss what help you need and look at the best time to call you.

Web: [www.childrenssociety.org.uk/beam/](http://www.childrenssociety.org.uk/beam/)

### Young Minds

Free, confidential online and telephone support including information and advice to any adult worried about the emotional problems, behaviour or mental health of a child or young person up to the age of 25.

Young Minds, has issued advice to young people and parents on how to look after their mental health during the coronavirus pandemic:

Telephone: **0808 8025544** (Parents Hotline)  
Open 9.30am to 4pm

Web: [www.youngminds.org.uk/about-us/media-centre/press-releases/youngminds-publishes-advice-for-young-people-and-parents-on-mental-health-impact-of-coronavirus/](http://www.youngminds.org.uk/about-us/media-centre/press-releases/youngminds-publishes-advice-for-young-people-and-parents-on-mental-health-impact-of-coronavirus/)



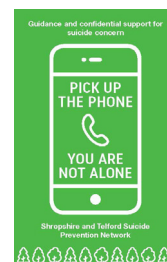
## Crisis Support

### Pick Up The Phone You're Are Not Alone

An online resource for anyone concerned about suicidal thoughts in themselves or others. The resource provides;

- Brief advice and guidance on how to address concerns
- Contacts for a confidential, listening ear
- Primary contacts to seek immediate appropriate support

Web: <https://shropshire.gov.uk/media/13319/pick-up-the-phone-you-are-not-alone.pdf>



### Shropshire Sanctuary

Open every evening and night to provide person centred listening and support people in de-escalating their mental health crisis.

To access the Shropshire Sanctuary Crisis support you will need to telephone the access team on **0300 124 0365** to be referred.

If you have any difficulty, call **01743 368647**. Email manager. [shropshiremind@gmail.com](mailto:shropshiremind@gmail.com) for any update on service.



Telephone: **0300 124 0365**

Open Monday to Thursday 5pm to 9am, Friday 9am to 11am, Saturday 3pm to 11am, Sunday 3pm to 9am.

Email: [manager.shropshiremind@gmail.com](mailto:manager.shropshiremind@gmail.com)

### Papyrus HopelineUK

HopelineUK supports children and young people under the age of 35 who are experiencing thoughts of suicide and for anyone concerned that a young person could be thinking about suicide.

Advisers are all trained to help you focus on staying safe from suicide. Their training enables them to provide advice and support that may help you to move forward and stay alive.

If you are concerned that a young person is feeling suicidal, advisers can support you to start a conversation about suicide and explore options of how best to support them.

Telephone: **0800 068 4141**

Text: **07860 039967**

Open 9am – 10pm weekdays,

2pm – 10pm weekends, 2pm – 10pm Bank Holidays

Email: [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)

Web: <https://papyrus-uk.org/hopelineuk/>



## Community Support

### **Qube – Community Creative Care**

Oswestry based charity serving the needs of the local community. Support available with;

- Shopping and delivery
- Coordination of transport to medical appointments
- Telephone befriending
- Arts resources for things for people to do at home

Telephone: **01691 656882**

Email: [info@qube-oca.org.uk](mailto:info@qube-oca.org.uk)

Web: <https://qube-oca.org.uk>



### **The Hive**

The Hive has a new campaign #HiveHug, to provide online creative content and activities to people during the covid-19 pandemic. #HiveHug features music sessions, illustration exercises, photography courses, creative writing workshops and much more.

Web: [www.hiveonline.org.uk/hive-hug](http://www.hiveonline.org.uk/hive-hug)



## Support for sexual abuse

### **Axis Counselling**

Confidential telephone counselling support for survivors of sexual abuse and support following a rape or sexual assault.

Telephone: **01743 357777**

Email: [info@axiscounselling.org.uk](mailto:info@axiscounselling.org.uk)

Web: [www.axiscounselling.org.uk/](http://www.axiscounselling.org.uk/)



## Supported employment

### Enable

A specialist mental health employment service working directly with both jobseekers and employers to find the right job for the right person.

Highly experienced employment officers support and advise people with disabilities or mental health needs to find work suited to their interests and skills. This allows us to assist people in their efforts to achieve sustainable employment in mainstream competitive jobs.

Telephone: **01743 276900**

Web: [www.enableservices.co.uk/](http://www.enableservices.co.uk/)



### Landau

A supported employment and training charity providing routes to employment, access to learning and support for personal growth. Accessible via self-referral or referrals from other practitioners.

The current offer provides virtual face-to-face appointments via WhatsApp, Skype, Microsoft Teams and Zoom.

Telephone: **01952 245 015**

Web: [www.landau.co.uk](http://www.landau.co.uk)



# Dementia

## Dementia Connect Support Line

Dementia Connect, Alzheimer's Society's new personalised support service, means you're only one click or call away from the dementia support you need.

It's free, easy to access, and puts you in touch with the right support, from local help to phone and online advice. Helping make things easier.

Telephone: **0333 150 3456**

Web: [www.alzheimers.org.uk/dementiaconnect](http://www.alzheimers.org.uk/dementiaconnect)



## Dementia Talking Point

We know that carers and people living with dementia are the best experts we have on the challenges around coronavirus. That's why we've created a new forum on Dementia Talking Point, our community, where you can share advice and ideas with each other:

Web: <https://forum.alzheimers.org.uk/forums/coronavirus-covid-19.83/>





## General advice and support

### Citizens Advice Shropshire

We can all face problems that seem complicated or intimidating. At Citizens Advice we believe no one should have to face these problems without good quality, independent advice.

That's why we're here: to give people the knowledge and the confidence they need to find their way forward - whoever they are, and whatever their problem.

Specialist services include;

- Shropshire Information Advice and Support Service (IASS) - a first point of contact for parents and carers of children and for young people aged up to 25 who have special educational needs and disabilities (SEND) or related health and social care needs.

- Pension Wise - a free and impartial government guidance service about the different ways you can take money from your pension.

- Debt team - provides specialist advice on managing your money and dealing with your debts.

Telephone: **03444 99 11 00** (Mon-Fri 10am to 4pm)

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



### Shropshire Council's welfare support team

The welfare support team administers the council's Local Support and Prevention Fund (LSPF) and is the first point of contact for housing options team (homelessness) calls. We aim to not just provide the immediate support required to people, but to encourage them to seek support in order to avoid them finding themselves in a crisis situation in the future. People who contact us often need a range of support. The team has great links with the council's First Point of Contact Team (FPOC), who deal with adult and child concerns, with social work teams (including mental health) and with the housing options team. As the first point of contact for housing options team (homelessness) calls, we consider awards from LSPF to avoid homelessness and to assist people with the transition to more permanent housing.

Telephone: **0345 678 9078**

Email: [localsupport@shropshire.gov.uk](mailto:localsupport@shropshire.gov.uk)

Web: [www.shropshire.gov.uk](http://www.shropshire.gov.uk)



### Local Support and Prevention Fund

This scheme is targeted at helping vulnerable people to meet their immediate short-term needs in the event of a crisis, and also to support vulnerable people to live independently in the community. All awards made are non-repayable and may be made up of awards in kind such as food parcels, furniture or fuel credits. All requests will be considered on an individual basis, with due account given to the vulnerability and personal circumstances of each customer.



To apply:

- People can contact our welfare reform and support team on **0345 678 9078** and make an application
- They can ask for a paper form
- They can download a printable form from the relevant council webpage for LSPF <https://new.shropshire.gov.uk/benefits/what-help-can-i-claim-from-the-council/local-support-and-prevention-fund/>
- Written letters of support from support workers are really useful.

## Support for people with health and social care needs

### Taking Part

Taking Part support people through lots of different creative ways and offer lots of services including advocacy, support, advice and guidance.

Telephone: **01743 363399**

Email: [takingpart@takingpart.co.uk](mailto:takingpart@takingpart.co.uk)

Web: [www.takingpart.co.uk](http://www.takingpart.co.uk)

### Age UK

#### Age UK services

*An update on Age UK Shropshire Telford & Wrekin services*

[click on text to go to link](#)

Local groups and businesses providing shopping and other neighbourhood support:

- [Shropshire shopping and support groups,](#)
- [Telford shopping and support groups,](#)

#### Volunteering

You can take part in [neighbourly volunteering and help support](#) older people who are staying at home due to the coronavirus epidemic. If you'd like to volunteer for Age UK Shropshire Telford & Wrekin, please email [volunteering@ageukstw.org.uk](mailto:volunteering@ageukstw.org.uk)

Telephone: **01743 233 123**

Email: [enquiries@ageukstw.org.uk](mailto:enquiries@ageukstw.org.uk)

Web: [www.ageuk.org.uk/shropshireandtelford/](http://www.ageuk.org.uk/shropshireandtelford/)

### Shropshire Council's First Point of Contact for adult social care

Adult social care, and occupational therapy

Telephone: **0345 678 9044**

Email: [firstpointofcontact@shropshire.gov.uk](mailto:firstpointofcontact@shropshire.gov.uk)

Web: [www.shropshire.gov.uk](http://www.shropshire.gov.uk)



## Support for family and unpaid carers

### Shropshire Choices

Shropshire Choices information for carers during coronavirus pandemic For information on the support available during the coronavirus pandemic and other useful information, such as financial pressures and discounts for carers, please visit the Shropshire Choices website page Information for Carers during coronavirus pandemic which can be found near the bottom of the "I care for someone else" page.



Web: [www.shropshire.gov.uk/shropshire-choices/caring-for-some-one-else/information-for-carers-during-the-coronavirus-pandemic/](http://www.shropshire.gov.uk/shropshire-choices/caring-for-some-one-else/information-for-carers-during-the-coronavirus-pandemic/)

### Crossroads Together

Local groups and businesses providing shopping and other neighbourhood support:



An update on Crossroads Together Service

Carers Support Line Mon – Fri 9am – 5pm **01743 341995**

Email: [Shropshire@crossroadstogether.org.uk](mailto:Shropshire@crossroadstogether.org.uk)

Web: [www.crossroadstogether.org.uk/our-services/carerlinks/carerlinks-shropshire/](http://www.crossroadstogether.org.uk/our-services/carerlinks/carerlinks-shropshire/)

Facebook: [Crossroads Together Facebook page Shropshire](#)

### Taking Part

Taking Part are offering a range of support for informal, family carers of those with a learning disability which will include, but is not limited to: Regular telephone support, a wellbeing check to find out how a carer is; Information and advice and signposting to other services if appropriate; For those carers who have the technology, Taking Part will establish a regular link up with other carers through a variety of measures such as an email group, WhatsApp or PenPals.

Email: [takingpart@takingpart.co.uk](mailto:takingpart@takingpart.co.uk)

or via their Facebook page

[www.takingpart.co.uk/](http://www.takingpart.co.uk/)

### A4U in partnership with STACS

STACS provides carers peer support by telephone and email contact outside of Hub sessions.

A4U also support carers with benefit issues and advice, as well as working with them to provide support when problems arise.



Between the two organisations we can offer a range of support to carers, but above all else with an understanding of the specific issues facing parents of children on the spectrum, whatever their age.

Telephone: **01743 539201**

Email: [shropshireautismhub@a4u.org.uk](mailto:shropshireautismhub@a4u.org.uk)

Web: [www.a4u.org.uk/](http://www.a4u.org.uk/)

## Bereavement support

### Severn Hospice

The hospice bereavement support service can help through appointment with:-

- Individual support – with a member of our bereavement support team
- Group meetings – for relatives to share their experiences together
- Elephants Never Forget – children and parents' bereavement service which offers support to families
- Remembrance event – we have a book of remembrance in our sanctuaries at both hospice sites where the deceased person's name is recorded. On the anniversary of their death, you are welcome to view the book during the anniversary month
- Practical help and advice.

Telephone

Shrewsbury: **01743 236565**

Telford: **01952 221350**

Telephone bereavement volunteers are available

Web: [www.severnhospice.org.uk/for-families-and-friends/how-we-can-help-you/bereavement-support/](http://www.severnhospice.org.uk/for-families-and-friends/how-we-can-help-you/bereavement-support/)



### Cruse Bereavement Care

Cruse in Shropshire and Telford & Wrekin offers free bereavement support services to adults and young people living in Shropshire and Telford & Wrekin who have been affected by the death of someone close. We also offer pre-bereavement support to those who are expecting to lose a loved one through illness.



The Cruse Bereavement Care Freephone National Helpline is staffed by trained bereavement volunteers, who offer emotional support to anyone affected by bereavement.

Telephone: **0800 808 1677**

Email: [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk)

Web: [www.cruse.org.uk/get-help/local-services/west-midlands/shropshire-telford-and-wrekin](http://www.cruse.org.uk/get-help/local-services/west-midlands/shropshire-telford-and-wrekin)

### Shrewsbury Samaritans

Confidential listening and a safe place to talk about whatever is getting to you if you are feeling distressed or are concerned about someone else



Tailored support for unexpected deaths in group environments (such as schools, colleges, workplaces etc)

Telephone National Line: **116 123 (free phone)**

Shrewsbury branch telephone: **01743 233641**

Email: [enquiries@shrewsburysamaritans.org.uk](mailto:enquiries@shrewsburysamaritans.org.uk)

Web: [www.samaritans.org/branches/shrewsbury/](http://www.samaritans.org/branches/shrewsbury/)

# National Bereavement Support

## Bereavement Advice Service

Information and advice for families and professionals including

- Coping with grief and bereavement
- What to do when someone dies
- Registering a death and informing others
- Death certificates and Coroner inquests
- Money and tax issues
- Probate and legal procedures.

Telephone: **0800 634 9494**

Web: [www.bereavementadvice.org/](http://www.bereavementadvice.org/)



## Winston's Wish

Therapeutic advice following bereavement for children and young people and their families as well as childhood bereavement advice for professionals that support them

Advice for bereavement during COVID-19.

Online chat is available to talk about your grief through the online chat webpage.

A range of support information is available including death through serious illness, homicide, suicide, military and emergency worker and also has document for supporting children with special educational needs and disability.

Telephone: **0808 8020 021 (Freephone)**

Web: [www.winstonswish.org/](http://www.winstonswish.org/)



Giving hope to grieving children

## Survivors of bereavement by suicide

Opportunity for anyone aged 18 or older to talk confidentially with someone else who has been bereaved by suicide and to know that you are not alone in your experience. The call will be answered by one of our volunteers the majority of whom have been bereaved by suicide themselves. They will listen to you and answer any questions you may have. Email support is also available for people who prefer to share experiences and feelings through writing rather than talking.



Telephone: **0300 111 5065 (open 9am to 9pm 7 days a week)**

Email: [email.support@uksobs.org](mailto:email.support@uksobs.org)

Web: [www.uksobs.org/](http://www.uksobs.org/)

## Support After Suicide

An online hub of information and guidance for anyone requiring additional guidance or support following a suicide death including;

- Emotional support
- Helping someone else
- Practical support
- What to say
- Support Guide
- Personal stories.



Support  
After Suicide  
Partnership

Web: [www.supportaftersuicide.org.uk/](http://www.supportaftersuicide.org.uk/)