

# Mental Health Support in Richmond & Hambleton

## Support available to you.

The GP should be the first point of call for mental health problems. They will be able to explain the treatments available. They will either treat you or refer you to your community mental health team. Please see attached local and national information that may be useful for anyone experiencing issues of mental health. There is somebody who can help.



Did you know:

- 1 in 4 people will experience a mental health problem in their lifetime.
- Mixed anxiety & depression is the most common mental disorder in Britain, with 7.8% of people meeting criteria for diagnosis
- 50% of mental health problems are established by age 14 and 75% by age 24

## Accessing Psychological Therapies (IAPT)

Provide talking therapies for people experiencing the following difficulties:

- Depression
- Panic disorder
- Anxiety and worry
- Health anxiety
- Social phobia
- Specific phobias
- Post-traumatic stress disorder (PTSD)
- Obsessive-compulsive disorder (OCD)

(Treatments Include:

- SilverCloud -
- Psycho-education courses -
- Telephone guided self-help
- Face to face guided self-help
- Cognitive behavioural therapy (CBT)
- Interpersonal psychotherapy (IPT)
- Eye movement desensitisation and reprocessing (EMDR)

Self refer by Tel. 01609 768890  
online or Via GP



<https://northyorkshireiapt.co.uk/>

## Are you experiencing a crisis?

The role of the crisis resolution intensive home treatment team is to provide assessment of mental health.

Following assessment, the team may also provide intensive support to people experiencing increased difficulty in coping within the community because of severe mental health problems.

This service is offered 24 hours a day, 7 days a week

If you're receiving treatment from the adult services for mental ill health you will have the phone number of your local crisis team in your care plan.

For people without a care plan, or if you can't find it:

- Telephone your GP surgery and ask for an emergency appointment. If you phone and the surgery is closed there should be a recorded message giving you an emergency contact number to call

- Telephone your mental health worker or care co-ordinator if you have one

Go to the accident and emergency department at your local hospital if there has been an injury or another physical health problem.

**Crisis Team** 01609 763702

If you, or someone you know, are in immediate danger of serious harm (for example, if someone has taken an overdose, you need immediate help and are worried about your safety being close to acting on suicidal thoughts) call **999** for an ambulance immediately.

## Young People

### Compass REACH

Young people aged from 9 to 19 (and up to 25 for those with special educational needs or disabilities) issues relating to emotional wellbeing and mental health, can access free help, advice and practical support at Compass REACH

### How to access our services

If you or someone you know needs our help, you can contact us in complete confidence:

**Compass REACH** County Hall, 1 Racecourse Lane, Northallerton DL78AD

**Tel:** 01609 777662

**Freephone:** 0800 008 7452

**Email:** NYRBS@compass-uk.org

### Opening hours:

9-5 Mon-Thu

9-4.30 Friday

Out of hours appointments can be accommodated on request

**Text a wellbeing worker on** 07520 631168

#BeingSilentIsn'tBeingStrong

## Carers

If you have a friend / family member or neighbour who supports you ensure they are aware of the Carers Support Service and their right to a Statutory Carers Assessment. A **carer's assessment** is an opportunity to discuss with the local council what support or services you need. The **assessment** will look at how caring affects your life, including for example, physical, mental and emotional needs, and whether you are able or willing to carry on caring. A well supported carer can more effectively support the person they care for.

Hambleton and Richmondshire Carers Service - Phone: 01609 780872

## Employment Support

Workplace Mental Health Support Service provides support to those experiencing depression, anxiety, stress and other mental health issues, to stay in or return to work. We can help you too.

- Create a personalised support plan to meet your needs
- Identify suitable coping strategies
- Look at ideas for adjustments in the workplace or working practices

Help your employer to fully understand your condition and how they can support you - that's if you'd like us to.

You can apply for this service if:

- You're in employment (attending work or signed off sick)
- Have a mental health condition (diagnosed or undiagnosed) that has made you miss work, or is making it hard for you to stay in work

Applications are subject to a decision by Access to Work. Tel 0300 456 8114



Carers UK's annual survey (2015) with over 5,000 carers across the UK revealed that [...] 55% reported suffering from depression as a result of their caring role.

## Counselling

GP – Access GP counselling service via GP

CRUSE — Cruse Bereavement Care is here to support you after the death of someone close. If someone you know has died and you need to talk, call us Freephone on 0808 808 1677. The helpline is open Monday-Friday 9.30-5pm (excluding bank holidays), with extended hours on Tuesday, Wednesday and Thursday evenings, when we're open until 8pm.

MIND – Chargeable Service . Tel 01609 780758

It is estimated that currently there are over 500 different types of therapies for mental health problems — perhaps 1 of those will help.

## Retentions

The jobcentre provides a retention service where support can be accessed if you are experiencing difficulties in work i.e. stress. A referral to the Employment Engagement Team can be accessed via your local Job Centre

The IAPT Employment Adviser Service also offer a retention service to those engaged with the IAPT service. This can be accessed through your keyworker

## Veterans

### **Vulnerable veterans and adult dependant's service**

Innovate Building  
Chartermark Way  
Colburn Business Park  
Catterick Garrison  
DL9 4Q

**Tel. 01748 83196**

## Email

**Samaritans -**  
[jo@samaritans.org](mailto:jo@samaritans.org)

Your emails are 100% confidential and all details, like your email address and telephone number, are removed before our volunteers see it. Only trained Samaritans volunteers see and reply to your email.

## Text

**Samaritans –**  
 07725909090 –  
 Many people do not like talking on the phone or have communication difficulties

## Community

### **MIND**

Provides 1:1 counselling, self help courses, arts & crafts. Chargeable Service

Tel – 01609 780758

### **Samaritans Northallerton and The Dales**

Provides 1:1 appointments  
 7 Crosby Road, Northallerton, North Yorkshire, DL6 1AA.

## Telephone Help Lines

**North Yorkshire Mental Health Helpline** Tel. 0333 0000 309 – out of hours

**NHS Direct:** Tel.111 - Text phone: 18001 111

**Samaritans:** Tel. 0845 790 9090

**SANEline** Telephone: 0300 304 7000

**Childline** – for children and young people under 19

Call 0800 1111 – the number won't show up on your phone bill

**Campaign Against Living Miserably (CALM)** – for men. Call 0800 58 58 58 – 5pm to midnight every day

**Anxiety UK** - Charity providing support if you've been diagnosed with an anxiety condition. Phone: 03444 775 774 (Mon-Fri, 9.30am-5.30pm)

**No Panic** - Voluntary charity offering support for sufferers of panic attacks and OCD. Offers a course to help overcome your phobia/OCD. Includes a helpline. Phone: 0844 967 4848 (daily, 10am-10pm)

**OCD Action** - Support for people with obsessive compulsive disorder (OCD). Includes information on treatment and online resources. Phone: 0845 390 6232 (Mon-Fri, 9.30am-5pm)

**OCD UK** - A charity run by people with OCD, for people with OCD. Includes facts, news and treatments. Phone: 0845 120 3778 (Mon-Fri, 9am-5pm)

**Rethink Mental Illness** - Support and advice for people living with mental illness. Phone: 0300 5000 927 (Mon-Fri, 9.30am-4pm)



ENCOURAGING POSITIVE  
 MENTAL HEALTH DISCUSSIONS

#ItsOkNotToBeOk

## Apps

### **Breathe2Relax**

Breathe2Relax is an app developed for stress management. It walks users through breathing exercises that help to reduce stress, stabilize mood, control anger, and manage anxiety. The app's developers note that it can be used on its own to help reduce stress or in combination with other therapies.

Breathe2Relax is available for **free on both iOS and Android devices**.

### **PTSD Coach**

PTSD Coach is an app developed by the Department of Veterans Affairs' National Center for PTSD, intended for use by veterans, military personnel, and civilians experiencing symptoms of post-traumatic stress disorder. It provides a self-assessment tool that allows users to track symptoms over time (though it does not clinically diagnose PTSD) as well as tools for managing symptoms. Users can also store contacts for personal support, locate nearby treatment programs, and contact the National Suicide Prevention Hotline quickly in emergencies.

PTSD Coach is available for **free on both iOS and Android devices**.

### **SuperBetter**

SuperBetter is a game focusing on increasing resilience and the ability to remain strong, optimistic, and motivated when presented with challenging obstacles in life.

A study by the University of Pennsylvania in Philadelphia found that when people played SuperBetter for 30 days, their mood improved, symptoms of anxiety and depression decreased, and self-belief to achieve goals increased. **Free on both iOS and Android devices**

### **Big White Wall**

Big White Wall is a community application where people suffering from various mental illnesses can come together and talk about their problems with support from trained therapists. The app features discussion boards, reference articles, and self-assessment tests. Users can also register for online therapy programs. Big White Wall also lets users create a "brick," which is a collage of pictures and images meant to encourage users to express themselves. The program focuses on anonymity as a way for members to feel fewer stigmas about sharing their problems.

Big White Wall is available **free for certain people in the United Kingdom**. For those who don't qualify, Big White Wall costs £25 per month

### **SAM: Self Help for Anxiety Management**

SAM is an app designed to help people manage their anxiety. Users can record their anxiety levels and identify different triggers. The app includes 25 self-help options to help users cope with the physical and mental symptoms of anxiety. Users can create a personalized anxiety toolkit, adding in the features of the app that they find most useful for easy access.

The app also has a social cloud feature that allows users to anonymously share their experiences with other SAM users. SAM is available for **free on both iOS and Android devices**.

**IT'S OK TO  
ASK FOR  
HELP**

## Apps

### Calm

Calm was branded as Apple's "App of the Year" in 2017. The app is designed to reduce anxiety, improve sleep, and help you to feel happier. Calm focuses on the four key areas of meditation, breathing, sleep, and relaxation, with the aim of bringing joy, clarity, and peace to your daily life.

The app delivers meditations that can help you to destress, as well as breathing programs, music, and sounds from nature to relax your mind and body and promote better sleep. **Free on both iOS and Android devices.**

### Pacifica

Pacifica is an app with anxiety and stress in mind. It provides a toolbox to deal with daily anxiety and stress, along with a highly supportive community of like-minded individuals. Pacifica helps you to break cycles of unhelpful thoughts, feelings, and behaviors through methods such as CBT, mindfulness meditation, mood tracking, and relaxation.

The app houses audio lessons and activities that help you to cope with stress and depression, and it sets daily challenges to help you tackle anxiety one day at a time and reach your long-term goals. **Free on both iOS and Android devices.**

### Happify

Happify is a space to overcome negative thoughts and stress and build resilience. Whether you are feeling stressed, anxious, or sad, Happify helps you to regain control of your thoughts and feelings.

In fact, 86 percent of the app's users report feeling better about their lives after 2 months of using it.

Happify employs techniques and evidence-based interventions in the areas of CBT, positive psychology, and mindfulness to help you break old and unhealthful patterns and form new, healthful habits.

The app offers activities and games to improve your life satisfaction and ability to fight negativity. Your emotional well-being is calculated as a happiness score that you can improve upon each week. **Free on both iOS and Android devices.**

## Online

Moodzone - *It offers practical advice, interactive tools, videos and audio guides to help you feel mentally and emotionally better.*

### Recovery College—Online

This has been developed by TEWV NHS and includes training courses, resources and forums.

<https://lms.recoverycollegeonline.co.uk/?redirect=0>





## Books on Prescription ( Reading Well )

**Reading Well helps you to understand and manage your health and wellbeing using helpful reading.**

The books are all endorsed by health experts, as well as people with living with the conditions covered and their relatives and carers. You can be recommended a title by a health professional, or you can visit your local library and take a book out yourself.

There are currently four book lists available:

[Reading Well for mental health](#)

[Reading Well for dementia](#)

[Reading Well for young people](#)

[Reading Well for long term conditions](#)

These are available from local libraries – the libraries also offer a home delivery service for those who experience difficulties accessing the community

***Your illness does not define you. Your strength and courage does.  
- Unknown.***

### Wellbeing bags

Wellbeing bags are a portable collection of items, books and activities to encourage people to practice self-care and enhance mental wellbeing. They can be reserved and borrowed from [any North Yorkshire library](#) by individuals and groups, for use at home, in the library or out in the community.

The bags are confidential and easy to use. They include resources and information such as: colouring; recipes; puzzles; self-help books; a relaxation CD; and health information and advice.



Wellbeing bags can be borrowed free of charge for three weeks using a library card



**#STOPTHESTIGMA**

## Complaints about NHS Services

In the first instance speak to the medical staff involved . If you are still unhappy con-  
tacts Patient Advice and Liaison Service (PALS) on 0800 052 0219 or email  
tewv.pals@nhs.net

## Advocacy

**Cloverleaf Advocacy** provide high quality advocacy services to people with mental health  
needs, learning disabilities, older people, people with physical and sensory impairment, and  
carers—Tel 0300 012 4212

## Housing Support

CGL - 07713341910 or email us on [NYHousingEnquiry@cgl.org.uk](mailto:NYHousingEnquiry@cgl.org.uk).  
01609 -767250 / 01748 -850989 – Humankind



## Five steps to mental wellbeing

Below are five things that, according to research, can really help to boost our mental wellbe-  
ing:

**Connect** – connect with the people around you: your family, friends, colleagues an  
neighbours. Spend time developing these relationships.

**Be active** – you don't have to go to the gym. Take a walk, go cycling or play a game of foot-  
ball. Find an activity that you enjoy and make it a part of your life.

**Keep learning** – learning new skills can give you a sense of achievement and a new confi-  
dence. So why not sign up for that cooking course, start learning to play a musical instrument,  
or figure out how to fix your bike?



**Give to others** – even the smallest act can count, wheth-  
er it's a smile, a thank you or a kind word. Larger acts,  
such as volunteering at your local community centre, can  
improve your mental wellbeing and help you build new  
social networks.

**Be mindful** – be more aware of the present moment, in-  
cluding your thoughts and feelings, your body and the  
world around you. Some people call this awareness

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