



TRAFFORD
COUNCIL

ARE YOU FEELING ANXIOUS, STRESSED OR LOW? OR KNOW SOMEONE THAT IS?

It's okay to ask for support
in Trafford

ONLINE



(Age 26+) Qwell <https://www.qwell.io/> Anonymous online counselling, advice and mental health support for adults. Moderated forums, self-help materials available 24/7, and qualified counsellors and therapists available from 12pm to 10pm Monday to Friday and 6pm to 10pm weekends

(Age 10-25) Kooth <https://www.kooth.com/> Anonymous online counselling, advice and mental health support for young people. Moderated forums, self-help materials available 24/7, and qualified counsellors and therapists available from 12pm to 10pm Monday to Friday and 6pm to 10pm weekends

(Age 13-25) 42nd Street <https://www.42ndstreet.org.uk/> Advice and information, online webchat. All services to young people are free and confidential

(Age 16+) Silvercloud offers online programmes for adults to help ease your levels of stress, sleep better or to build resilience. Available free for Greater Manchester residents at <https://hub.gmintegratedcare.org.uk/mental-health/silvercloud/>

(All ages) In Our Place e-learning courses on improving emotional health and wellbeing across all ages. For those with a Trafford postcode the password is WATERPARK <https://inourplace.co.uk/>

(Age 18+) Trafford Money Advice Referral Tool is an online referral tool to help people get more money into their pockets and enable them to access advice where needed <https://www.trafford.gov.uk/residents/Cost-of-living/MART.aspx>

TELEPHONE

NHS Mental Health Free 24/7 mental health crisis helpline for Trafford residents, if you need help yourself or need advice about someone else. Call **111** and select mental health option 2.

Greater Manchester Bereavement Service Support for people bereaved or affected by a death by any cause, no matter how long ago. Call **0161 983 0902** Monday to Friday 9am to 5pm, email gmicb-sal.gm.bs@nhs.net or go to www.greater-manchester-bereavement-service.org.uk

Family Lives helpline service for families in England (free from landlines and some mobiles) on parenting and family life. Call **0808 800 2222** weekdays 9am to 9pm and weekends 10am to 3.30pm for emotional support, information, advice, and guidance or go to <https://www.familylives.org.uk/how-we-can-help/confidential-helpline>

Trafford Domestic Abuse Service support and advice to people and families who are suffering, or who have suffered, domestic abuse. Call **0161 872 7368** Monday to Friday 9am to 5pm or go to <https://www.tdas.org.uk/contact>

National Rape & Sexual Abuse Support Line provides assistance 24/7 to survivors of sexual violence and abuse, regardless of when or where it happened. Call **0808 500 2222** or go to <https://rapecrisis.org.uk/> for a free online chat.

Achieve Substance misuse treatment and recovery services for adults or young people affected by alcohol or drugs. Call **0161 358 0991** Monday to Friday 9am to 5pm or go to <https://www.gmmh.nhs.uk/achieve-trafford>

Chapter One website with support and advice for those affected by gambling across Greater Manchester <https://www.chapter-one.org/how-and-where-to-get-help>

NHS North West Gambling Service provide therapy and recovery for people affected by gambling harms or gambling addiction and can be contacted on **0300 300 1490**

Citizens Advice offer free, confidential, and impartial advice. You can phone **0808 278 7803** 8.30am to 5.30pm Monday to Friday about money, housing and problems in the workplace

Trafford Digital Champions for help getting online, call **0161 912 3189** or drop into your nearest Trafford library. If you're aged over 50 and would like to develop your digital skills, call **07929 396581** for details on joining a Go Digital class. <https://www.trafford.gov.uk/residents/Digital-Trafford/Get-online-with-our-Digital-Champions.aspx>

IN PERSON

(Age 18+) Bluesci at Night – Out of Hours Support 7 days a week out of hours support for anyone in distress or experiencing a mental health crisis. Monday to Sunday, 5.30pm to 12:30am (Last entry midnight) in Old Trafford Wellbeing Centre. Please ring or text ahead on **07933 882743**. For more information email support@bluesci.org.uk or go to <https://bluesci.org.uk/crisis-cafe/>

(Age 18+) Trafford Psychological Therapies Services offer talking therapy (counselling, cognitive behavioral therapy (CBT) or psychology). Access is via GP referral or self-referral via <https://www.gmmh.nhs.uk/trafford-talking-therapies> or by calling **0161 357 1350** 8am to 8pm Monday to Thursday and 8am to 5pm Fridays.

(Age 18+) Support for men Men's peer-to-peer support groups across Trafford are in person and online and are free to access across Trafford. Andy's Man Club <https://andysmanclub.co.uk/> meet at Old Trafford Football Ground, J Davidson Stadium in Altrincham and Directions for Men at St Mary Magdalene Church in Sale <https://www.directionsformen.org.uk/>

(Age 50+) Age UK Trafford's Older People's Mental Health & Wellbeing Service supports people over the age of 50 who live in Trafford or are registered with a Trafford GP. Mental health support is tailored to the individual and offered on a one-to-one basis or through group sessions. People can be referred by a doctor or health and social care worker or you can refer yourself by contacting **0161 746 3949** or emailing mental.health@ageuktrafford.org.uk

Trafford Community Hubs – The six hubs across Trafford can support with signposting, food help, emergency help and volunteering opportunities. <https://www.traffordhubs.org/>. Together Tuesdays at Stretford Public Hall with Citizens Advice until 3pm and digital support available until 12 noon. <https://stretfordpublichall.org.uk/activities/together-tuesdays/>

Housing Options Service Trafford (HOST) in Sale provides housing advice and assistance via telephone and email during normal operating hours. Call 0161 912 2230. You will need to contact the service to arrange a face-to-face appointment. <https://www.trafford.gov.uk/residents/housing/housingadvice/homelessness.aspx>

ADDITIONAL HELP AND SUPPORT FOR TRAFFORD RESIDENTS:

If you are thinking of suicide, concerned for another or bereaved by suicide support is available www.shiningalightonsuicide.org.uk

For more support services go to the Trafford Directory www.trafforddirectory.co.uk

Additional information and support for families on children and young people's mental health: <https://padlet.com/TraffordThrive/trafford-thrive-mental-health-and-emotional-wellbeing-p80zkh16yfggh6mp>

STAY WELL PHYSICALLY, MENTALLY, AND SOCIALLY

1. Connect with others. Talking to others can help if you're feeling worried - your friends, family or one of the support services. Find out what's going on in your local wellbeing centres <https://bluesci.org.uk/> or your local Age UK <https://www.ageuk.org.uk/trafford/activities-and-events/>

2. Keep healthy. Looking after your body has an impact on how you feel. It's important to eat healthy, balanced meals, stay hydrated and keep active, avoid smoking and drinking and get enough sleep. For tips on this and further information on how to improve your mental wellbeing go to <https://www.nhs.uk/better-health/>

3. Learn something new. Learning is a good way to improve wellbeing and gain confidence. Why don't you start with free short e-learning courses on how to support others with their mental health and wellbeing <https://www.rsph.org.uk/our-services/e-learning/courses/wellbeing-online-courses/healthy-minds-greater-manchester-elearning.html> or learn about suicide prevention <https://shiningalightonsuicide.org.uk/learn-to-save-a-life/>

4. Give to others. Supporting family and friends or volunteering is a good way to boost your mood and give back to the community <https://www.thrivetrafford.org.uk/volunteering/>

5. Take notice. Going out into nature and taking notice of your surroundings is a great way to help you feel better. For walks, outdoor exercise opportunities and volunteering in nature <https://www.tcv.org.uk/northwest/green-social-prescribing/>

URGENT HELP

Dial 999: in a life-threatening emergency.

In a mental health emergency **dial 111** and press option 2

Samaritans whatever you're going through Samaritans will go through it with you. Volunteers on the end of a phone 24 hours a day. Call **116 123**.

Hopeline UK: if you're under 35, call Papyrus on **0800 068 4141** – Lines are open 24 hours every day of the year (including weekends and bank holidays)

For ongoing support on your mental health and wellbeing contact your **GP surgery**.

