

FINDING YOUR WAY AROUND WELLBEING SUPPORT SERVICES IN NORTH SOMERSET

Information for
community volunteers



Where to start

In North Somerset we have a variety of community groups, voluntary organisations and services, that through their work, support people's mental health and wellbeing.

Group members may need support with their mental health and wellbeing. Often, people just need someone to talk to or listen, but sometimes they need a little extra support. This could be as simple as signposting to relevant information, groups, or services, but it could be for something a bit more complex, like support with a mental health condition.

Knowing where to go for information, advice and help is not always easy. You may be looking for yourself, on behalf of a person you are helping, or on behalf of a friend or family member. You may not know which service is most appropriate for you or the person you are working with.

Don't worry, in North Somerset there are services delivered through the NHS, Social care, and the Community and Voluntary sector, that are designed to support people with this process and enable them to find their way to what they need.

Every door is open

We haven't included information about services for specific needs because lots of things can impact on people's mental health and wellbeing. However, whichever of the organisations included that you contact, they will help you, or the person you are working with, to get to the right place.

This means you don't have to worry if you're unsure who to contact.

The following information is divided into 3 areas:

- Self-help, including local sources of information.
- Connecting services, designed to help people get to the right place.
- Mental health services, for people experiencing difficulties with their mental health.

These organisations, online sources of information, groups and social prescribing services are available to connect people to local help and support, these organisations and contacts will help you to get to the right place.



The five ways to wellbeing

The five ways to wellbeing are five things you can do each day to improve your overall happiness and wellbeing:



- **Connect** – Contact people who make you feel good.
- **Be active** – Being active improves mood, confidence, sleeping habits and concentration, and also reduces stress.
- **Take notice** – Acknowledge your situation and surroundings.
- **Learning** – Learning something new can improve your wellbeing and provide a sense of achievement
- **Give** – Acts of kindness improve feelings of self-worth and help you to connect with others

For more information visit:

<https://bit.ly/3mN4kTq>

Every Mind Matters

The NHS have resources and information available to help people look after their own mental health and wellbeing, visit:

<https://bit.ly/3thP9Eg>

Local sources of information

Local community centres, libraries, churches, charities, and other groups are a great source of information and support.

CONNECTING SERVICES

Care Connect North Somerset

Care Connect take enquiries relating to social care and health services for children, young people, adults, disabled people, and carers.

Adults: **01275 888 801**

Children: **01934 888 808**

Minicom: **01275 888 805**

(Mon-Fri, 8am to 6pm)

Email: careconnect@n-somerset.gov.uk



Community Connect (50+)

Community Connect provide local Information, advice and support for people aged 50 years and over, and their carers or relatives, living in North Somerset. Community Connect also includes access to village agents, who link people in rural areas to advice and support services for independent living.

Tel: **01275 888 803/01934 888 803**

(Mon-Fri 9am-5pm) Email:

communityconnect@curo-group.co.uk

<https://bit.ly/3a2s4h0>



24/7 Support & Connect

This talking service is staffed by experienced and registered counsellors, who offer immediate emotional support and connections to local organisations.

Tel: **0800 012 6549**

GP Social Prescribing and Link Worker Services

Access this through contacting your local GP. Social prescribing helps people to improve their physical and mental wellbeing by connecting them with local services and activities. Examples of help include:

- Befriending
- Counselling
- Support groups.
- Outdoor activities.
- Craft and creative activities
- Healthy lifestyle advice.
- Access to specialist services and support.
- Creating new activities or a group



GP practices across North Somerset offer social prescribing, contact your local GP practice team and ask them about their Link Worker or 'Social prescribing'.



VitaMinds

If you, or someone you are working with, are experiencing anxiety, depression or other common mental health problems then you can contact the Improving Access to Psychological Therapies (IAPT) service for support or treatment.

Tel: **0333 200 1893**

<https://bit.ly/2PMY6a5>



North Somerset Wellbeing Service

The Service delivers activities and sessions focused on improving people's wellbeing. Any queries, please contact:

Email: nswellbeing@second-step.co.uk

Tel: **03330 233 504**

<https://bit.ly/3wqVWfw>

Safe Haven North Somerset

The Safe Haven Crisis Centre provides a safe space for people in acute emotional distress and is based in Weston-super-Mare. The centre is open seven days a week, between 6pm and midnight. People aged 16 and over can self-refer, or be referred by a relevant profession or organisation. Referrals by email or phone:

Email: refer.safehaven@nhs.net

Tel: **01934 313 480**

In the event of a mental health crisis or emergency

If you have concerns about a person's mental health you should contact their GP. If it is outside of normal working hours and you feel the person is experiencing a crisis, contact the North Somerset Intensive Team at the Long Fox Unit on **01934 836 497**.



Emergency Duty Team

An emergency social work service at night, weekends and bank holidays, to help with personal, family or accommodation problems, please call: Tel: **01454 615 165**

If it is a life-threatening situation dial 999



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