

Mental Health and Wellbeing support in Shropshire

Resource Pack 2024

This resource pack showcase the range of support available locally and nationally that can help people address their mental health and emotional wellbeing needs

There are many factors that can influence our mental wellbeing and may lead to us feeling anxious, stressed, worried, sad, helpless, overwhelmed, confused or angry

**It's important to remember
it is OK to feel this way and that everyone reacts differently to different events**

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Keeping Mentally Well Online Resources

TogetherAll



www.togetherall.com

A free, secure and anonymous online mental wellbeing site with an active forum, round-the-clock support from trained professionals and a wide range of useful materials to help manage or improve your mental health.

This includes self-assessments, creative tools to help express how you're feeling and a wide range of self-guided courses to do at your own pace.

For anyone aged 16+ that lives in a postcode served by Shropshire Council and who may be feeling low, stressed, anxious or who wants to improve their mental wellness

Trained professionals are available 24/7 to keep the community safe



Healthy Shropshire webpage

www.shropshire.gov.uk/healthy-shropshire

The Healthy Shropshire page has a wide range of information on local support for mental and physical health including healthy weight, diabetes, NHS health checks, sexual health, drug and alcohol support, immunisations and more.

Every Mind Matters



www.nhs.uk/every-mind-matters

Advice on common mental health concerns, how to look after your mental health and wellbeing, and where to get further support.

Includes the free NHS approved Mind Plan and advice for those facing mental health problems.

Aims to give people the skills and confidence to support our own and each other's mental health and suggest what we should do if we have mental health problems.

Five Ways to Wellbeing

Evidence suggests there are 5 steps you can take to help improve your mental health and wellbeing, these include **connect, be active, take notice, keep learning and give**.



Take notice... Be curious. Catch sight of the beautiful. Remark on the unusual. Notice the changing seasons. Savour the moment, whether you are walking to work, eating lunch or talking to friends. Be aware of the world around you and what you are feeling. Reflecting on your experiences will help you appreciate what matters to you.



Give... Do something nice for a friend, or a stranger. Thank someone. Smile. Volunteer your time. Join a community group. Look out, as well as in. Seeing yourself, and your happiness, linked to the wider community can be incredibly rewarding and creates connections with the people around you.



Connect... with the people around you. With family, friends, colleagues and neighbours. At home, work, school or in your local community. Think of these as the cornerstones of your life and invest time in developing them. Building these connections will support and enrich you every day.



Be active... Swap your inactive pursuits with active ones. Go for a walk. Step outside. Cycle. Play a game. Garden. Dance. Walk or cycle when making short journeys. Being active makes you feel good. Most importantly, discover a physical activity you enjoy and that suits your level of mobility and fitness.



Keep learning... Try something new. Rediscover an old interest. Sign up for that course. Take on a different responsibility at work. Fix a bike. Learn to play an instrument or how to cook your favourite food. Set a challenge you will enjoy achieving. Learning new things will make you more confident as well as being fun.

Listening Ear and Emotional Wellbeing Support

Samaritans

www.samaritans.org/branches/shrewsbury/

To talk about anything that is upsetting you, you can contact [Samaritans](http://www.samaritans.org) 24 hours a day, 365 days a year.



A registered charity

Whatever you're facing
We're here to listen

Call free day or night on
116 123

Email
jo@samaritans.org

SAMARITANS

samaritans.org

Shropshire Mental Health Support

www.shropshiremhs.com/



01743 368 647 (Monday to Friday 9am – 5pm)

Providing immediate support for any person with emotional or mental health needs, including long-term enduring mental health needs or those triggered by recent incidents.

Also support for families, friends, carers, and all professionals, with support or guidance needs. This includes trauma resilience support for Health & Social Care staff.

Outreach community support is available for people who live with long term mental ill health, please call for further information. A mobile service is available for locations and events.

Calmer Cafe

A drop in café service specifically designed for people who are struggling with their mental health, who need a safe place to talk, receive support and be amongst others.

- **Calmer Café No.1 (Shrewsbury):** Upstairs at Shropshire MHS – Suites 3&4 Observer House , Hollywell Street , Abbey Foregate , SY2 6LB (open Monday, Wednesday, Thursday and Friday 5.30pm – 9.30pm)
- **Calmer Café No.2 (Oswestry):** 12A Salop Road, Oswestry SY11 2NU (open Thursday 4pm – 8pm)

Social Prescribing

www.shropshire.gov.uk/healthy-shropshire/social-prescribing-in-shropshire

Social prescribing is a non-medical offer available through every GP practice in Shropshire.

It is designed to help people with a wide range of social, emotional or practical needs. This may include those who may be;

- Caring for someone who cannot manage without this help
- Living with a long-term health condition
- Wanting to change their lifestyle e.g. giving up smoking or losing weight
- Feeling worried or anxious
- Feeling lonely or socially isolated

Support in the Community

The Hive

www.hiveonline.org.uk/

The Hive's Wellbeing Projects provide a safe path to personal and community growth using inspiring, inclusive, creative experiences to transform lives, engaging professional musicians and artists to help those in our communities who face challenges in their lives.

Project participants have included: care experienced young people, adult carers, young adults in touch with mental health services, siblings of young oncology patients, autistic young adults, young people with special educational needs, young people living in poverty and young adults living in supported housing.

Qube – Community Creative Care

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

01691 656882

An established charity based in Oswestry with aim to improve the quality of life for people in North Shropshire and North East Powys through the provision of

- Community Transport Services
- A Volunteer Centre
- Arts and Culture
- Shropmobility and
- Care Services

THE HIVE



Support for Children & Young People

Healios Think Ninja

think *Ninja*

www.healios.org.uk

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

Young Minds

YOUNGMINDS

Telephone: 0808 8025544 (Parents Hotline)

Open 9.30am to 4pm

Text line: Text **YM** to **85258**.

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.

Kooth

www.kooth.com



A web based confidential support service, providing a safe and secure means of accessing mental health and wellbeing support designed specifically for young people.

Young people the opportunity to have a text-based conversation with a qualified counsellor.

Counsellors are available from 12noon to 10pm on weekdays and 6pm to 10 pm at weekends, every day of the year on a drop-in basis. Outside counselling hours young people can message the team and get support by the next day.

Mental Health Services

Find out how to access NHS mental health services and where to get urgent help.



24/7 NHS urgent mental health helpline

FREEPHONE 0808 196 4501

Get 24-hour advice and support from a mental health professional, for anyone of any age

How to find local mental health services

The support you can get and how you access it depends on where you are

Mental health services for children and young people

Find out about support for mental health for children, young people, parents and carers

Find care for your mental health before, during and after pregnancy

Find out how to get help with your mental health if you're planning to have a baby, if you're pregnant, or after you've given birth

Urgent advice: If it's an emergency or you need urgent help or if you or someone else is in danger, call 999 or go to A&E now.

If you need help urgently for your mental health, but it's not an emergency, get help from NHS 111 online or call 111. Your mental health is as important as your physical health. You will not be wasting anyone's time.

NHS therapy and counselling services

NHS Talking Therapies (formerly known as IAPT) is an NHS service for people in England aged 18 or over. You can talk to your GP about the NHS talking therapy services or contact them directly without talking to your GP. Psychological therapies can treat conditions like:

- depression
- generalised anxiety
- social anxiety
- panic and agoraphobia
- other phobias
- obsessive-compulsive disorder (OCD)
- post-traumatic stress disorder (PTSD)
- body dysmorphic disorder



Get NHS therapy and counselling [HERE](#)

Bereaved by Suicide or Unexplained Death

Shropshire, Telford & Wrekin Suicide Bereavement Service

Email: bereavementsupport@shropshiremhs.com

07483 906788

The suicide bereavement service is available to families, friends, colleagues and anyone living in Shropshire Telford and Wrekin who feels affected by a suicide and can help you find the path to the right support, understanding and recovery.

- Early contact
- Home visits, phone or email contact
- Support to manage the procedures that take place after a suicide
- Help to access any other support you need
- Practical and emotional support

Immediate Support Resources



<https://suicidebereavementuk.com/immediate-support-resources/>

For those bereaved or affected by suicide and for professionals supporting them

Survivors of Bereavement by Suicide



0300 111 5065 (open 9am-5pm Monday and Tuesday)

email.support@uksobs.org

Providing 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.

Support After Suicide


www.supportaftersuicide.org.uk/

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




Bereavement Support



Suffered a bereavement?

NEED TO TALK?
0345 678 9028



www.Shropshire.gov.uk

Help is just a phone call away

If you live in Shropshire and you're struggling with the loss of a friend or loved one, give us a call.
We are here to listen

Severn Hospice



www.severnhospice.org.uk/for-families-and-friends

01743 236565

- Individual support
- Group meetings – for relatives to share their experiences together
- Children and parents' bereavement service which offers support to families
- Practical help and advice

Cruse Bereavement Care

www.cruse.org.uk

0800 808 1677

Our Helpline is run by trained bereavement volunteers, who offer emotional support to anyone affected by grief.



Winston's Wish

www.winstonswish.org/

0808 8020 021 (Freephone)

Therapeutic advice following bereavement for children and young people and their families as well as childhood bereavement advice for professionals that support the Advice for bereavement during.



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

Help for managing suicidal thoughts

If you're feeling like you want to die, it's important to tell someone. Help and support is available right now if you need it. You do not have to struggle with difficult feelings alone.

Message a text line

If you do not want to talk to someone over the phone, these text lines are open 24 hours a day, every day.

Shout Crisis Text Line – for everyone

Text "SHOUT" to 85258



YoungMinds Crisis Messenger – for people under 19

Text "YM" to 85258



Talk to someone you trust

Let family or friends know what's going on for you. They may be able to offer support and help keep you safe.

There's no right or wrong way to talk about suicidal feelings – starting the conversation is what's important.

Who else you can talk to

If you find it difficult to talk to someone you know, you could:

- call a GP – ask for an emergency appointment
- call 111 out of hours – they will help you find the support and help you need contact your mental health crisis team – if you have one

Pick Up the Phone You're Not Alone

www.shropshire.gov.uk/media/24985/pick-up-phone-z-card-single-pages.pdf

An online resource with

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



Local Suicide Prevention Resources and Advice

www.shropshiretelfordandwrekin.nhs.uk/suicide-and-suicidal-thoughts



Phone a helpline

These free helplines are there to help when you're feeling down or desperate.

Unless it says otherwise, they're open 24 hours a day, every day.

You can also call these helplines for advice if you're worried about someone else.

Samaritans

Call 116 123

Email jo@samaritans.org



Campaign Against Living Miserably (CALM)

Call 0800 58 58 58 – 5pm to midnight every day

Visit the [webchat page](#)



Papyrus – for people under 35

Call 0800 068 41 41 – 9am to midnight every day

Text 07860 039967

Email pat@papyrus-uk.org



Money Worries and Financial Support

Cost of Living Support Resources

www.shropshire.gov.uk/cost-of-living-help/

Step-by-step support for your specific needs.



Citizens Advice Shropshire

www.cabshropshire.org.uk/

Call **FREE Shropshire Adviceline**: 0808 278 7894 (Mon-Fri 10am to 4pm)

Call **Specialist Debt team**: 01743 280019 (Mon-Fri 10am to 4pm)

Call **FREE Universal Credit – Help to claim**: 0800 144 8 444



National debt line

<https://nationaldebtline.org/>

0808 808 4000

Free and independent debt advice over the phone and online, covering all types of debts ranging from rent arrears through to missed instalments of credit cards.

NATIONAL
DEBTLINE



Shropshire Larder

www.shropshirelarder.org.uk

A community information resource which brings together local and national knowledge on different types of support available in Shropshire.

Information and advice includes;

Emergency Food, Community food projects, Cooking on a budget, Free School Meals, Household bills, Maximising Income, Budgeting and debt, Housing, Issues impacting Older People

Financial Support in cases of crisis

- Shropshire Council's Welfare Support Team 0345 678 9078
- Keep Shropshire Warm 0800 112 3743 for free or email advice@mea.org.uk
- Community Resource Energy Saving Advice 01743 360641
- Money Helper www.moneyhelper.org.uk for benefits checks and advice on money issues

Employment Support

Landau



01952 245 015

www.landau.co.uk

Charity providing routes to employment, access to learning, social enterprise help and support for personal growth.

Every day, people face difficult circumstances, they battle with bereavement, breakdowns, poverty, mental health, childcare responsibilities, illness, lack of confidence and learning barriers that prevent them from engaging in employment or education.

We bring hope to these individuals and local communities through intensive support plans, accredited and non-accredited learning, voluntary/employment placements and Individual Placement Support (IPS)

Enable

01743 276900

www.enableservices.co.uk/



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.

People with Health and Social Care Needs



First Point of Contact for Adult Social Care

<https://shropshire.gov.uk/adult-social-care/where-can-i-get-help/first-point-of-contact/>

0345 678 9044

For adults who require first-time help, support or advice about social care

Age UK

www.ageuk.org.uk/shropshireandtelford/

01743 233 123

- **Advice** - trained advisors offer free information and advice to older people and their families.
- **Home Help** - home support services to help with shopping, cleaning and gardening
- **Befriending** - volunteer befrienders visit lonely older people in the community who have no one to talk to
- **Activities** - offer a wide range of activity groups and events, such as lunch clubs and exercise classes

Taking Part

www.takingpart.co.uk

01743 363399

Independent Service for people with Health and Social Care needs in Shropshire including Telford & Wrekin. Taking Part support people through lots of different creative ways and offer lots of services including advocacy, support, advice, and guidance.



Healthy Shropshire

www.shropshire.gov.uk/healthy-shropshire/

Healthy Shropshire is a Shropshire council resource that aims to keep you informed of all the tools available to the public and aims to keep them up to date with all the options that are available from public health to sexual health, it also keeps you up to date with all events going on in the local community.

Support for Family and Unpaid Carers



A4U

www.a4u.org.uk/

01743 539201

A4U works with people with disabilities and long-term health conditions, their families and carers in Shropshire and its borders.

We help people with disabilities and long term health conditions to understand their options, make informed decisions, and take action to support independent living.

We aim to make a difference to people's lives in a safe and welcoming environment.



Shropshire Carers Support Team

<https://shropshire.gov.uk/the-send-local-offer/family-support/shropshire-carers-support-team/>

Carers Support Team: 0345 678 9063

Information line: 01743 341995 - operating Mon-Fri, 9am-5pm

Providing information, advice and support to adult carers of adults i.e. 18 years+ which may be useful for the 18-25 age group who are young adult carers.

Their vision is to enable carers to live their best lives by providing timely and quality information and support.

The service offers Carers;

- 1:1 support - this includes emotional support, information and advice
- Information and advice
- Peer support groups and Carers network links
- Signposting or referral to specialist advice and support – eg benefits advice, advocacy.

Support for Abuse

Axis Counselling



01743 357777

info@axiscounselling.org.uk

www.axiscounselling.org.uk/

Support for women, men, young people and children (aged 11 upwards) who have experienced non-recent (historic) childhood sexual abuse; any form of sexual assault, sexual violence, sexual exploitation or rape.

Axis is an independent charity operating within Shropshire, Telford and Wrekin and the immediate surrounding area.

Our team of qualified and experienced counsellors and Independent Sexual Violence Advisors (ISVA) are skilled at working with survivors of all types of sexual abuse and sexual violence.

Shropshire Domestic Abuse Service



0300 303 1191

sdas@shropsdas.org.uk

www.shropsdas.org.uk/contact/contact

Outreach support for victims of domestic abuse in Shropshire and children whose lives are affected by domestic violence, to empower them to make decision for themselves about their own futures.

We work in partnership with local agencies to enable women and children/young people to regain the strength and confidence to take control of their lives and to have a future without fear.

The service is available for Women, Men, LGBT, Children and Young People



0300 123 0996

www.midlandsgamblingclinic.org

westmidlandsgamblingharmenquiries@mpft.nhs.uk

The Midlands gambling clinic support people with gambling problems to gain control of their life again.

If you have a problem with gambling, and you would like to stop, treatment and support are available. Recognising the warning signs can help you realise when it is time to seek help for yourself and others.

Scan the QR
code to visit
our website
and find out
more!



Additional resources for further local support



Shropshire's
Local Directory

Qube Directory of Resources

<https://shropshire-directory.co.uk/>

The Shropshire Local Directory gives information on support organisations in the towns and villages in Shropshire.

Additional Resources for Further Local Support



Community Directory

www.shropshire.gov.uk/libraries/community-directory

The Shropshire Community Directory is home to a comprehensive database with up-to-date information on community groups, clubs, societies and organisations.

Produced by Shropshire Libraries on behalf of Shropshire Council, it aims to provide all the local information you need at your fingertips.



Hub of Hope

<https://hubofhope.co.uk>

The Hub of Hope is the UK's leading mental health support database. It is provided by national mental health charity, Chasing the Stigma, and brings local, national, peer, community, charity, private and NHS mental health support and services together in one place for the first time.

Wherever you are, the Hub of Hope app then pinpoints your location and reveals the nearest places for help and the right people to speak to.