

Wellbeing Services currently running during the Coronavirus outbreak



This resource was created by SCVS (Charity Number 1063242) - for more information and resources visit: www.scvs.org.uk/coronavirus

If your third sector organisation is offering services during the coronavirus situation, please contact Beth Preston – beth_preston@scvs.org.uk or Rachael Jenkins – rachael_jenkins@scvs.org.uk for the information to be added.

Asylum Seekers & Refugees

Asylum Justice - offering free legal advice and representation to asylum seekers, recognised refugees and other vulnerable migrants. Clients can access telephone advice on the following numbers at the following times:

Monday evenings between 6 and 8 pm: Please call: 07983 176230 or 07395 959299

Thursday evenings between 6 and 8 pm: Please call: 07983 176230 or 07752 275065

Any urgent queries around these times can be e-mailed to: r.brown@asylumjustice.org.uk

Ethnic Youth Support Team (EYST) – During this period EYST will try and continue to support their Asylum and Refugee clients in the safest way possible for all. If you need support from Aliya and Sophie please call the numbers below in the specific time slots. A member of the team will answer and arrange a time for you to have a phone appointment with either Aliya or Sophie.

For enquiries Monday to Friday between 10am – 1pm please call 07394 923317

For enquiries Monday to Friday between 1pm – 4pm please call 07512 792182

Benefits/Financial Difficulties

Citizen's Advice Bureau (CAB)

All advisers are still available to give advice over the phone, and where necessary a telephone appointment for this can be made. You can also email any queries.

Tel: 0300 3309 082

Email: help@citizensadvicesnpt.org.uk

Web: www.citizensadvice.org.uk

If you would like help to fill in a benefit form for example, the website has a step by step guide to help with this. Universal Credit claims - Support is available from the Help to Claim team online and over the phone. Go to citizensadvice.org.uk/helptoclaim or phone 08000 241 220. Calls are free and lines are open 8am to 6pm, Monday to Friday.

Maggies - Benefits Advice - This service is available for anyone diagnosed with cancer and for people caring for someone with cancer, currently via telephone and email.

Tel: 01792 200 007

Email: pippa.daley@maggiescentres.org

Swansea Law Clinic - can refer people to a debt and welfare advice agency and are available remotely. Referrals must go through an advice agency so individuals can come through Swansea Law Clinic. Anyone who might benefit can get in touch via email

Email: lawclinic@swansea.ac.uk

Black & Minority Ethnic

Chinese In Wales Association - providing advocacy, advice, information and signposting service (remotely). Telephone support is open from 9am-6pm Monday to Saturday and webchat communication is available from 9am-9pm Monday to Saturday.

Tel: 01792 469919

Email: info@chineseinwales.org.uk

Web: <https://chineseinwales.org.uk/>

Facebook: @Chineseinwales

Carers

Swansea Carers Centre – launching 3 new helpline services to offer carers further support during this period. The helplines will be available from Monday – Friday 9.30am – 4pm.

Carer Support Helpline: 01792 653344 / 07984 445465

Counselling Support Helpline: 01792 653344 / 07984 445484

Benefits Advice Line: 07984 445493 / 07984 445491

Web: www.swansecarerscentre.org.uk

Community

FAN (Friends and Neighbours) groups in Swansea – links friends and neighbours in local communities. Currently working on alternative arrangements for ‘virtual’ meetings via Zoom, so if you know anyone who may benefit from joining in with this please contact Philippa Wisdom -

Tel: 07938978397

Local Area Coordination – support older people, disabled people, people with mental health problems, and their families and carers to build relationships within their community. Contact to find out more information for your area.

Tel: 01792 636707

Email: local.areacoordination@swansea.gov.uk

Web: www.swansea.gov.uk/localareacoordination

GivingWorld.org.uk - providing free of charge clothing, food items, toiletries, cleaning and household products so the most vulnerable people in our communities can stay safe and well. To register and access free of charge business surplus stock, please visit:

Web: <https://www.givingworld.org.uk/charity/>.

Browse the available products here: <https://products.givingworld.org.uk/product-categories/>

Email: admin@givingworld.org.uk

Crime

South Wales Victim Focus - Offering help and support to anyone in South Wales affected by crime, currently via telephone, email or text.

Tel: 0300 303 0161

Web: victimsupport.org.uk

Domestic Abuse

Live Fear Free Helpline – Open 24/7 to listen to and support victims of domestic abuse and sexual violence.

Tel: 0808 80 10 800

Text: 078600 77 333

Webchat: www.gov.wales/live-fear-free

Email: info@livefearfreehelpline.wales

Swansea Women's Aid – offers empowerment, safety and support for women and children experiencing domestic abuse.

Tel: 01792 644 683

Web: <http://swanseawomensaid.com/>

Education, Employment & Training

Better Jobs Better Futures - Supporting people seeking new or better employment. Currently running remotely. Referrals or queries can be sent through to the following email or on the website.

Email: info@betterjobsbetterfutures.wales

Web: <https://www.betterjobsbetterfutures.wales/>

Swansea Working – offers employment, training and work experience support and also supports people with issues around welfare benefits and financial inclusion. They are also involved with the coordination of food at this time are all still operating on a remote working basis. Access is available via telephone, email and social media as required.

Email: swanseaworking@swansea.gov.uk

Tel: 01792 578632

Wellbeing Through Work – confidential service to help maintain your health & wellbeing at home and work. The service is for people who have a contract of employment and living or working in the areas of NPT, Swansea and Bridgend.

Tel: 0845 601 7556 (between 9am – 5pm Monday–Friday)

Web: www.wellbeingthroughwork.org.uk

Email: wtw@wales.nhs.uk

Housing, Tenancy & Homelessness

Platform Floating Support - In Swansea, Platform offers housing related mental health support to people either living in their own home (usually as a tenant of a Local Authority, or Housing Association), or as a tenant living in one of their managed housing properties across Swansea (that they manage in partnership with Housing Associations). An emotional on call support up to 24 hours is available for the people they work with. Telephone support and web support is only available to people who are referred to them. Referrals can be made through the tenancy support unit at High street, Swansea.

Tel: 01792 774360 or individuals can complete a referral form on line -

Web: <https://www.swansea.gov.uk/requesttenancysupport>

Wallich, The - provide tenancy support for those who are at risk of losing their home and also provide a drop-in service. At the moment they are providing a telephone service and can be contacted on:

Tel: 01792 957910

Email: swanseapaws@thewallich.net.

Mental Health & Wellbeing

Advocacy Support Cymru (ASC) - a registered charity that specialises in the provision of professional, confidential and independent advocacy for those eligible in secondary care and community mental health settings. Currently offering their service through e mail and telephone

Tel: 029 2054 0444

Email: info@ascymru.org.uk

Anxiety UK – offering telephone support for people living with anxiety and anxiety-based depression by providing information, support and understanding. Also has a page dedicated to specific support around the coronavirus.

Web: <https://www.anxietyuk.org.uk/coronanxiety-support-resources/>

Web: www.anxietyuk.org.uk

Tel: 03444 775 774 / **Text Service:** 07537 416 905

Bipolar UK – Bipolar UK eCommunity: our eCommunity is a supportive online forum for everyone affected by bipolar. Join via our website - bipolaruk.org/ecommunity.

Bipolar UK Peer Support Line: receive a call back from a staff member who has been affected by the illness themselves. To arrange a call back, leave an email info@bipolaruk.org

Tel: 07591 375544

Web: bipolaruk.org

Bipolar UK Chatbot: our chatbot has a wealth of information and will be able to answer a number of queries. You can find the Chatbot at the bottom right hand corner of our website: bipolaruk.org

C.A.L.L. - Emotional support and information on Mental Health and related matters.

Web: www.callhelpline.org.uk

Tel: 0800 132 737 / **Text:** 'help' with your question to 81066

CALM -Support and information helpline service, open from 5pm until midnight, 365 days a year. Webchat also available.

Tel: 0800 585858

Web: <https://www.thecalmzone.net/help/get-help/>

CAMHS (Child & Adolescent Mental Health Services)

In line with WG direction and Swansea Bay UHB approach, most face to face outpatient clinic appointments have been stopped. Clinicians are instead contacting families by telephone to offer telephone advice and support, and where necessary (due to clinical need or risk) face to face appointments are being offered on an individual basis. Urgent care is being prioritised, however current staffing levels have necessitated a reduction in our CAMHS Crisis Team hours of operation to 9am – 5pm Monday to Friday. We hope to limit the impact of this change by co-locating the CAMHS Crisis nurse in Morriston Hospital's Paediatric Single Point of Access centre as well as drawing on our clinic-based staff to support Crisis assessments.

We are also enhancing our Telephone Single Point of Contact service for families, referrers and partner agencies, providing telephone advice, support and referral triage, 9am – 9:30pm seven days per week

Tel: 01639 862220

Please contact 01639 862744 Monday to Friday 9am to 5pm and via Morriston Hospital Switchboard outside of these hours (01792 702222).

Connect Project – supporting people identifying as experiencing mental health or learning difficulties. Currently offering telephone support to its members.

Phone Support is available:

Monday: 1pm - 4pm, Wednesday: 1pm - 4pm and Friday: 1pm - 4pm.

Tel: 01792 465383

Cruse Bereavement Care – offering bereavement support currently via telephone.

Tel: 0808 808 1677

Email: crusecymru@cruse.org.uk

Web: <https://www.cruse.org.uk/>

Hafan Cymru - provides accommodation and support to women, men, their children and young people across Wales. Currently running drop in via the telephone. This service will be available Monday–Thursday 09:00-16.30 and Friday 09.00-16.00.

Tel: 07917 771320

Hafal Swansea - supporting people with a mental illness and their carers'. Currently offering telephone and email support. CLIC is Hafal's online community for people with a mental illness and their carers'. To find out more and join the conversation, visit - hafal.org/clic

Tel: 01792 816 600

Email: hafal@hafal.org

Web: www.hafal.org

Local Primary Mental Health Services - assessors are still in the surgeries and are doing phone assessments. Therapy for existing appointments also over the phone. Contact GP for referral.

Address: Local Primary Mental Health Support Services, 3rd Floor Central Clinic, 21 Orchard Street, Swansea, SA1 5AT
Tel: 01792 517025

Maggies - If someone has had a cancer diagnosis or is supporting a family member or close friend and would like to talk, Maggies can be contacted via email, phone call or video chat. They also offer bereavement support to those who have lost a loved one to cancer. Their cancer Support Specialists can be contacted via:

Email: laura.woods@maggiescentres.org OR lucy.aubrey@maggiescentres.org

Tel: 01792 200000

Men's Sheds Cymru - offering a free advocacy service for Men's Sheds, their family and community. In these difficult times happy to speak with anyone needing telephone advocacy even if they are not part of a Men's Shed or even have one in their community. An example is to contact organisations or professionals on client's behalf if they lack confidence to do it themselves.

Tel: 07818588628

Email: Peter.Jones@hafancymru.co.uk

Men's Wellbeing Group – peer support group for men, normally run from Swansea Wellbeing Centre. This group is currently running online every Friday between 11am and 1pm via this link: <https://chat.whatsapp.com/HXjRQqMmz7j8vOlu5BlhPj>

Mental Health Matters - currently providing telephone befriending support to people with mental health needs.

Tel: 01656 651450

Web: www.mhm.org.uk

Mind Infoline - provides information on a range of topics including types of mental distress, where to get help, drug and alternative treatments and advocacy.

Available Monday – Friday from 9am-6pm

Tel: 0300 123 3393 / **Text:** 86463

Web: info@mind.org.uk / <https://www.mind.org.uk/information-support/helplines/>

(When pop-up box appears, then Web Chat available)

Platform, State of Mind Project- work with young people using a combination of peer support and workshops to develop skills and strategies to promote wellbeing. The team are currently in the process of setting up a Vimeo channel where they will be uploading positive messages and videos for young people at this challenging time.

Web: <https://platform.org/project/young-people/>

Relate - provide counselling services to individuals, couples, families and young people, in addition to sex therapy. Services are currently delivered via webcam or telephone and run at various times from Monday to Saturday. For further information please view the website

Tel: 0300 003 2340

Web: <https://www.relate.org.uk/cymru>

Samaritans – Emotional support for those experiencing feelings of distress or despair, including those which could lead to suicide. 24/7, 365 days a year. Many volunteer shifts cannot be covered due to the coronavirus so it is very possible that some callers will not be able to get a response.

Freephone: 116 123 / **Text:** 07725 90 90 90 (UK)

Email: jo@samaritans.org

Web: www.samaritans.org

SANE Helpline – a national out-of-hours mental health helpline offering specialist emotional support, guidance and information to anyone affected by mental illness, including family, friends and carers. The helpline has stopped running in the normal way, but if people call it, there is a number with a voicemail to call and people will be called back. Other ways they are supporting people are explained on the website.

Tel: 0300 304 7000

Web: http://www.sane.org.uk/what_we_do/support/

Swansea Mind - supporting people with their mental health. Currently offering telephone and email support. Mind Infoline is also available (see details above).

Adult Support Tel: 07342 925999

Email: admin@swanseamind.org.uk

Young People (under the age of 21), parents and teachers Tel: 07552 369268

Email: youngpeople@swanseamind.org.uk

Older People

Age Cymru – offering a ‘check-in-and-chat’ telephone service for anyone over 70 in Wales who lives alone.

Tel: 08000 223 444

Email: enquiries@agecymru.org.uk

Age Cymru West Glamorgan – offering a free telephone service for people over 70 or people 50 and living with a health condition or disability to help people get urgent supplies, access services or simply chat.

Tel: 01792 648866

Email: enquiries@agecymruwestglamorgan.org.uk

Care & Repair Western Bay - a charity supporting & assisting older, disabled & vulnerable people. Our Casework and Technical home visits to complete Healthy Home Checks and Falls Risk Assessments have ceased for the time being and we are providing a comprehensive telephone based service still offering advice and guidance.

In partnership with Age Cymru West Glamorgan we are providing a **Home Cooked Meals Delivery service**. As part of our response to the Coronavirus situation we are offering a **telephone befriending service** to all of our clients aged over 70 or self isolating who want a “how are you?” keeping in touch phone call. We will be contacting all of our active clients to chat and taking new referrals from any self isolating older person who may benefit from a phone call.

Our handypersons are completing urgent, essential and hospital discharge works when needed, following all guidelines and with the appropriate PPE.

Tel: 01792 798599

Email: enquiries@candrwb.co.uk,

Web: <https://www.careandrepair.org.uk/en/your-area/western-bay-care-repair/>

Physical Health & Disabilities

Sensory Team, Swansea - Swansea Social Services has a Sensory Services Team which includes specialist social workers and care managers who support people with sensory loss.

They can provide a range of information, specialist advice and practical support.

Currently available Monday – Friday from 9am-1pm

Tel: 01792 315969

SNAP Cymru – provides information, advice and support for parents, children and young people who have, or may have, special educational needs or disabilities. Currently offering support to via telephone and email.

Tel: 0808 801 0608 or to make a referral, visit www.snapcymru.org/contact

Substance Misuse & Addictions

Barod, Swansea – Telephone support for adults and young people experiencing substance misuse issues. People are still able to self-refer to the service via AADAS on 01792 530719 whether they live in Swansea, Neath or Port Talbot.

Barod's young people's support service Choices, are offering new and existing service users digital support sessions and assessment through phone and text Monday to Friday.

Barod are now providing a needle exchange service in Swansea between the hours of 10 – 3pm (Monday to Friday).

Address: 73/74 Mansel Street, Swansea, SA1 5TR

Tel: 01792 472002

WCADA – aims to prevent, treat and reduce the harm caused by alcohol and drugs to individuals, their families and the community. They have implemented reduced working hours 10.00am to 15.00pm Monday to Friday providing: Needle exchange service in Swansea and Neath Port Talbot agencies, Supporting AADAS telephone triage assessments, SWITCH Young Persons Service Neath Port Talbot delivering telephone support and assessments over the telephone/Face Time/WhatsApp/Skype, Change Step telephone and assessment support for veterans and Telephone/Face Time/WhatsApp/Skype support for adults and families affected by substance use and for individuals in crisis.

Tel: 01792 646421

Web: www.wcada.org

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