Gateshead Wellbeing Guide

... making the most of yourself

Seeing people - not problems...
Wellbeing

Wellbeing is defined as ‘a positive state of body and mind, feeling safe and able to cope with a sense of connection with people, communities and the wider environment’.

‘a sense of balance’

‘feeling able to cope’

‘feeling mentally and physically well’

A forum for sharing and developing ideas in order to contribute to the improvement of mental health, happiness and wellbeing is provided through the Gateshead Happiness and Wellbeing Network. Meetings are open, informal and free. Contact 0191 548 6257 for more information.
Contents

Five a Day... 4,5

1. Self Help... 6
   Exercise ... 6
   Good Mood Food... 7
   Alcohol : Know Your Limits... 8
   Smoking Cessation... 9
   Money and Mental Health... 10
   Relaxation... 11
   Sleep... 12

2. What is... 14
   Did you know... 14
   Common Mental Health Problems... 15
   What is... 20
   Jargon Buster... 21

3. Local Services... 24
   Support Services... 24
   Young People’s Services... 27
   Employment, Education and Training... 28
   What to do in a Crisis... 29
   Increase your Knowledge... 30
   Further Help and Information... 31
Five-a-day for health & happiness

There are two aspects of wellbeing; feeling good and functioning well, both of these are an important part of being healthy. This Wellbeing Guide was designed to give advice and information about how to keep your mind and body healthy and where to find help if you have a problem. It offers self-help tips, general information and a quick guide to local services.

Whether you have a health concern yourself, are helping a friend or simply curious about emotional health and wellbeing we hope that you find the guide useful.
Five a Day for Health and Happiness

Building small actions into your daily life can make you feel good, and feeling good is an important part of being healthy. There are five ways to wellbeing that are proven to make a real difference to your life ...

**Connect...** with the people around you, family, friends, colleagues and neighbours. At home, work, school or in your local community. Building these connections will support and enrich you everyday.

**Be active...** Go for a walk or run, step outside, cycle, play a game, garden or dance - exercising makes you feel good. Most importantly, discover a physical activity you enjoy and that suits your level of mobility and fitness.

**Take notice...** Be curious, catch sight of the beautiful, remark on the unusual, notice the changing seasons, savour the moment and be aware of the world around you and what you are feeling.

**Keep learning...** Try something new, rediscover an old interest, sign up for that course, take on a different responsibility at work, set a challenge you enjoy achieving - Learning new things will make you more confident as well as being fun.

**Give...** Do something nice for a friend or a stranger, thank someone, smile, volunteer your time, join a community group - Seeing yourself and your happiness, as linked to the wider community can be incredibly rewarding and creates connections with the people around you.

Research from the Foresight Project shows that building these actions into your daily life can add 7.5 years to your life!
Exercise

Physical activity can boost mental wellbeing and change your outlook on life. It can help people with anxiety and depression and might even prevent such problems from developing in the first place. Whatever activities you choose and whether you do it in a group or on your own, indoors or out, you’re likely to benefit psychologically.

What counts as physically active:

Simple, everyday activities, such as gardening and walking

Exercise, such as cycling, swimming or working out

Sports, such as playing football, golf, or netball.

Joining a gym or exercise class

Regular physical activity can lift your mood, help you deal with negative emotions (such as anger) and bring you a general sense of mental wellbeing. It can help you sleep better, reduce tension levels, feelings of stress or fatigue, and give you more energy.

Some people develop a much more positive self-image, through changes to their body shape, as they begin to lose weight or feel their muscle tone get better. This, in itself, improves mental wellbeing.

‘Green’ Exercise

Research has shown that doing physical activity outside can boost the impact of exercise on your psychological wellbeing and some research showing outdoor activity can reduce symptoms of depression, improve self esteem, reducing fatigue, frustration and tension.

Go to www.wellbeinginfo.org to find out more
Good Mood Food -
You are what you eat

A checklist to help improve your wellbeing...

• Keep hydrated - drink 6 to 8 glasses of water per day
• Eat regularly - don’t skip breakfast
• Try to find foods that release energy slowly such as wholegrains, oats and seeds.
• Avoid refined sugary foods
• Reduce caffeine and alcohol intake

Change your diet, change your mood? Science says the answer is yes. Food isn’t just fuel for the body; it feeds the mind and changes our moods. Try these five mood-boosting snacks.

1 Bananas offer serious mood lifting power – with their combination of vitamins B6, A, and C, fibre, tryptophan, potassium, phosphorous, iron, protein and healthy carbohydrates.

2 Nuts – walnuts contain a handful of components that contribute to a good mood including; omega-3s, vitamin B6, tryptophan, protein, and folate. Brazil nuts contain selenium, another natural mood booster.

3 Sunflower Seeds – are a super source of minerals that play a significant role in regulating and boosting mood. Just a handful of sunflower seeds delivers half the daily recommended amount for magnesium.

4 Dark Chocolate – contains a number of substances that elevate mood including; fat, sugar, caffeine, phenylethylamine, flavonols, theobromine, and tryptophan.

5 Eggs – full of high-quality protein and omega-3s, an excellent source of vitamins B12 (riboflavin) and a good source of vitamins B2, B5, and D. One boiled egg contains more than 20 percent of the daily recommended amount of tryptophan.
Alcohol - Know Your Limits

Mental health problems are not only the consequences of too much drinking. Mental Health problems can also cause people to drink too much. At the simplest level, we often drink because we wish to alter our mood - or change our mental state.

But growing evidence suggests that alcohol – or too much of it – can have a negative effect on our mental health as well as physical health.

Look out for the following patterns:

- Using alcohol to block how you feel.
- Using alcohol to help you to sleep.
- Using alcohol to fill out time.
- Using alcohol more regularly.
- Using more and more alcohol.

Alcohol can also have an impact on your ability to make the most out of therapy. It alters your mood making it difficult to make an accurate assessment of what your mood is really like day to day. Alcohol can also have an impact on your level of energy and motivation and this can make trying new coping strategies difficult. Be honest about your alcohol use and the impact it has upon you as this will help services to suggest the types of support that would benefit you the most at this present time.

Seek medical advice if you are a heavy drinker and might suffer withdrawal symptoms, NEVER stop drinking suddenly.

Go to www.wellbeinginfo.org to find out more
Smoking Cessation

Smoking is sometimes used to cope with the stress of having a mental health problem, to cope with being isolated and bored, to create a feeling of being in control, or to deal with financial difficulties.

For people wanting to enjoy the health benefits of giving up, a range of Smoking Cessation Services are available locally, offering specialist support, either one-to-one or in a group, for those who need it. Exercise and healthy eating has also been linked to enhancing your chances of quitting. You can speak to your GP, pharmacist or visit the NHS Choices website for more information.

The top ten health benefits for quitting are as follows:

- Better fertility
- Better teeth
- Better sex
- Younger looking skin
- Improved breathing
- Longer life expectancy
- Reduced stress
- Improved senses
- More energy
- Healthier loved ones

Most smokers giving up will experience some temporary withdrawal symptoms. These are a result of the body ridding itself of toxins.

For smoking cessation support services call Smokefree 0800 022 4332
Money and Mental Health

Managing personal finances and good mental health go hand in hand. So if you are struggling to keep control of your income and expenditure, you may find that your mental health is affected. Likewise if you find that you cannot cope with your feelings or behaviour, your finances may be neglected.

The guide ‘looking after your personal finances’ is available at: www.mind.org

1 in 2 adults with debts has a mental health problem. 1 in 3 people with a serious mental health problem are in debt. They are three times more likely to be in debt compared to people without similar conditions.

How to help
If you are worried about your own or someone else’s debts it is essential to act sooner rather than later. Time spent helping people address their debt problems could improve their overall health and wellbeing and reduce future service use. Follow these four simple steps to help – C.A.R.E

Consider debt as an underlying cause in stress-related illness, both mental and physical.

Ask simple questions about debt; emphasise the value of money advice – early intervention can prevent a crisis.

Refer to an appropriate debt agency (telephone, on-line or face-to-face). Use this guide to find free and independent advice services.

Engage with advisers - a referral to a money adviser is the first step.

Go to www.wellbeinginfo.org to find out more
Relaxation

Planned relaxation calms anxiety and helps your body and mind recover from everyday rush and stress. Music, a long soak in the bath, or a walk in the park do the trick for some people, but for others it’s not so easy. If you feel you need help with learning to relax, try a CD or relaxation or meditation class.

A basic relaxation exercise to try yourself is:

- Choose a quiet place where you won’t be interrupted.
- Do a few gentle stretching exercises to relieve muscular tension.
- Make yourself comfortable, either sitting or lying down.
- Start to breathe slowly and deeply, in a calm and effortless way.
- Gently tense, then relax, each part of your body, starting with your feet and working your way up to your face and head.
- As you focus on each area, think of warmth, heaviness and relaxation.
- Push any distracting thoughts to the back of your mind; imagine them floating away.
- Don’t try to relax; simply let go of the tension in your muscles and allow them to become relaxed.

Some people find it helpful to visualise a calm, beautiful place such as a garden or meadow.

Stay like this for about 20 minutes, then take some deep breaths and open your eyes, but stay sitting or lying for a few moments before you get up.

Relaxation is one of the most effective self-help activities for good mental health. It can be a useful addition to any other form of treatment as well as being an effective measure to prevent the development of stress and anxiety.
Sleep

People may worry about not getting enough sleep, but worrying often makes it worse. It’s easy to overestimate how much sleep you need, or not to realise it’s normal to wake briefly each night. The occasional bad patch is harmless and usually rights itself. It is only of concern if it’s been going on longer than a month.

Ten tips to help you sleep

1) Establish a regular routine. Go to bed only when you’re tired and get up at the same time each day. Avoid napping during the day.

2) Check your sleeping arrangements. Think about comfort, temperature, light and noise levels.

3) Learn to de-stress before bed. Dismiss nagging thoughts by writing them down. Have a warm bath, practise a relaxation technique, or listen to a relaxation tape (but don’t read or watch television in bed).

4) Don’t eat late. Avoid rich, spicy or sugar-rich foods, red meat and cheese. Choosing wholemeal, low-fat, magnesium-rich foods (green salads, broccoli, nuts and seeds) may encourage sleep, as may drinking hot milk and honey.

5) Get enough exercise. Fit people sleep better.

6) Don’t stay in bed. If you can’t sleep, get up after 20 minutes and go through your relaxation routine again.

7) Try out complementary remedies. Yoga, meditation, homeopathy or herbal remedies, such as lavender or valerian, may help.

8) Keep a sleep diary. This helps you identify potential causes for your sleeplessness.

9) Use strategies. Try some reverse psychology: keep your eyes open and tell yourself to resist sleep. Interrupt unwanted thoughts: repeat a soothing word to yourself. Visualise a scene or landscape that has pleasant memories for you.

10) Talk to your GP. Sleeping pills present problems, but a brief course is sometimes appropriate. Ask about talking treatments, such as CBT, or referral to a sleep laboratory.

Go to www.wellbeinginfo.org to find out more
Night - time relaxation routine

Breathe deeply, counting slowly up to four as you breathe in, hold for another four seconds and then breathe out slowly. Consciously tense and relax your muscles, in turn, starting at your toes and working up your body.
Although there is a lot you can do to keep yourself well, there are times when a bit more help is needed...

**Myth - Mental health problems are very rare**

**Fact - Mental health problems affect 1 in 4 people**

One in four of us will have a mental health problem at some point in our lives and last year alone nearly 40 million antidepressant prescriptions were issued in the UK.

The term, ‘mental health problem’ covers a wide range of issues; some of the more common ones are sleep problems, stress, anxiety and depression. Anxiety and depression often occur together.

Mental health issues can affect anyone, of any age and background, as well as having an impact on the people around them such as their family, friends and carers.

Long-term problems can lead to considerable disruption and difficulty in people's lives, and many of the people affected find ways of managing their problems and are able to lead active lives.

Emotional symptoms are common but do not necessarily mean that the sufferer has a mental disorder.

Many mood disorders are short lived responses to stresses in people’s lives such as bereavement.
Recognising Anxiety:

Although there is no precise definition of anxiety, most people recognise they are feeling anxious because they experience a number of physical, emotional and mental changes. These will vary from person to person but may include:

- Feeling worried all the time
- Tiredness
- Irritability
- Inability to sleep
- Difficulty concentrating
- Racing heartbeat
- Sweating
- Muscle tension and pains
- Shaking
- Breathing heavily
- Feeling dizzy or faint
- Indigestion or diarrhoea

Self help:

- Exercise
- Eat a healthy diet
- Promote good sleep
- Practice breathing and relaxation techniques
- Seek support, speak to someone

“Love looks forward, hate looks back, anxiety has eyes all over its head.” Mignon McLaughlin
Recognising Depression:

While each person will be affected by depression in their own individual way, many depressed people experience some of the same symptoms which can include, among others:

- Losing interest in life
- Finding it harder to make decisions
- Not coping with things that used to be manageable
- Exhaustion
- Feeling restless and agitated
- Loss of appetite and weight
- Difficulties getting to sleep or sleeping too much

If you are experiencing some of these symptoms for two weeks or more and to such an extent that you feel very distressed or unable to cope, it is important to get help. The earlier depression is diagnosed, the more quickly it can be treated.

Self Help:

Exercise
Seek support, speak to someone
Eat a healthy diet
Plan meaningful activities
Be kind to yourself

If you feel unsafe, want to harm yourself or are feeling suicidal, seek professional help immediately.

“To wish to be well is part of becoming well.” Seneca

Go to www.wellbeinginfo.org to find out more
Recognising Stress:

Are you...

Tense?
Irritable?
Can’t cope?
Can’t be bothered?
Tearful? Can’t sleep?
No time? No energy?
Drinking or smoking more?
Can’t be bothered?

Then you may be experiencing stress.

A certain amount of stress is useful to us – it keeps us going, providing us with the stamina to get through stressful situations. But prolonged exposure to stress can be bad for us. Stress is our body preparing to cope with a particular situation.

Some of the things that can cause us stress (stressors) are; job demands, relationship difficulties, exams, interviews, daily hassles or simply being too busy. A physical injury or illness can create stress on top of other emotional difficulties.

Turn over to complete the stress test...

"Tension is who you think you should be. Relaxation is who you are." Chinese proverb
# Stress Test

**A:** Never  
**B:** Once or less every 6 months  
**C:** More than once a month  
**D:** Once a week  
**E:** Almost daily

## Psychological stress

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you find it difficult to choose between things or make your mind up?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Do you have sleeping difficulties?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Do you get irritated?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Do you lack interest in life?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Do you find it hard to concentrate?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
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<tr>
<td>Do you feel angry?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Do you feel yourself rushing from one thing to another?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Do you find it difficult to relax?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Do your thoughts race from one thing to another?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Do you feel others let you down?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Do you feel isolated with no-one to turn to?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Do you worry about what the future holds for you?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Do you feel as if you let others down?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Do you find it difficult to laugh?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

**Total** ........................................
## Physical stress

<table>
<thead>
<tr>
<th></th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you feel tight chested or breathless when not exercising?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Do you have headaches?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Do you have sleeping difficulties?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Do you smoke to calm your nerves?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Do you drink to help you unwind?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Do you get indigestion or heartburn?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Do you feel sickly?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Do you feel unusually tired?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Do you find it difficult to sit still?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Do you have unexplained neckache or backache?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Do you grind your teeth?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Do you sweat for no apparent reason?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Do you feel dizzy/light headed for no apparent reason?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Do you crave food or nibbles between meals?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Do you lack appetite at meal times?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

### Total

#### Score results:

**Between 62 and 98**

Your stress levels are too high. You need to reduce your stress levels immediately. Already your body is beginning to adapt to stress so you must recognise the need to take care of yourself.

**Between 40 and 61**

Your stress levels are ok but don’t be complacent. If you do not practice relaxation and other ways of keeping stress to a minimum, you could find them rising steadily.

**Below 40**

You appear unaffected by stress which is great. Remember though like all scores they only reflect how you are feeling at the moment.

“You can’t expect to discover new horizons if you’re not prepared to lose sight of the shore” Anon
What is?

**Self/Professional Referral**
When a person is ‘referred’ to a particular service we call this a ‘referral’. Some services accept referrals from the person themselves (self), others accept referrals only from professionals (e.g. GPs).

**Information/Advice & Signposting**
Offer information either about services or particular issues (e.g. mental health). Not all will give advice and some may ‘signpost’ or direct you to other services that may better suit your needs.

**A Drop-in/Social Support**
A place to meet new people who may have had similar experiences, get support and information. Some services provide additional social support through social activities and trips.

**Talking Therapy**
A regular time and space for people to talk about their issues, explore difficult feelings and coping strategies with a professional.

**Listening Services**
Trained listeners do not provide therapy or advisory services but use active listening skills to offer support.

**Group-work**
Therapeutic groups enable individuals to share experiences, learn and develop coping strategies and access support e.g. bereavement, depression, anxiety groups etc. Alternative groups enable people to share interests in a safe, supportive environment e.g. arts and crafts, walking, book and film clubs.

**Holistic / Alternative/Complementary Therapies**
A range of evidence-based holistic therapies including Clinical Aromatherapy, Indian Head Massage, Reiki, Reflexology, Life Coaching, Relaxation and Hypnotherapy.

**Independent Advocacy**
Advocacy enables the individual to have their voice heard, identify their issues/concerns whilst allowing the advocate to explore realistic options.

**Service User Led Groups**
Led by people with similar issues who use the services themselves. Service user driven services are where people are actively engaged and involved in developing services. Peer support groups are where people with similar issues support one another.

**Mentoring**
Mentoring is where knowledge, skills and experience is offered in a supportive and challenging environment (much like coaching/befriending).
Jargon Buster

One of the difficulties for people using any type of service are the words used by those of us who work in them. We often use acronyms - words formed from initial letters - and terms that only make sense to those of us in the know. The following lists are a sample of some of the letters and job roles you might hear us talk about.

........... making the most of yourself
CBT - Cognitive Behaviour Therapy
A talking therapy which involves working with people to help them change their thoughts, emotions and behaviour.

CCBT - Computerised Cognitive Behaviour Therapy
Training delivered via a computer.

CAMHS - Child and Adolescent Mental Health Services
Promotes the mental health and psychological wellbeing of children and young people.

CMHT - Community Mental Health Team
Help people with mental health issues to live in the community with support.

CPA - Care Programme Approach
A plan that involves the person who uses certain mental health services to be involved in planning their care and support.

CRB - Criminal Records Bureau
Helps organisations to provide safe services by identifying people applying for certain positions who may not be suitable to work with children or other vulnerable members of society.

DLA - Disability Living Allowance
Is a benefit that is given for those who have difficulties caring for themselves and/or who need support to get out and about. This benefit can enable individuals to live and work independently in the community.

ESA - Employment and Support Allowance
A type of benefit claimed by people who cannot work because of an illness or disability.

IAPT - Improving Access to Psychological Therapies
These are talking treatments that the government is funding so that people get the appropriate support they need when they need it.

NICE - National Institute for Clinical Excellence
Does research and evaluations about treatments available, also publishes guidance and advice about these treatments.
What people do...

**Independent Advocate** ... can help you speak up so that your views are heard, your rights are met and your problems resolved.

**Independent Mental Health Act Advocates (MHA)** ... support people who are detained under the Mental Health Act providing information about people's rights.

**Independent Mental Capacity Act Advocates (MCA)** ... professionally trained to support people who lack the capacity to make decisions about specific changes to their care.

**Art Therapist** ... helps people express difficult emotions and explore problems through using art materials such as paint, paper and clay.

**Care Co-ordinator** ... ensures that the care plan is functioning well, by acting as a link between the patient and the others involved in their care.

**Carer** ... someone who provides regular and substantial care to someone but is not a paid care worker. A carer could be a relative, partner, friend or neighbour.

**Clinical Psychologist** ... work with people with a wide range of mental health difficulties. They carry out assessments and work out treatment plans.

**Cognitive Behavioural Therapist** ... are trained to offer therapy that aims to help you manage your problems by changing how you think and act.

**Counsellor** ... provide talking therapies; helping people explore their thoughts, feelings and options in a safe setting by listening carefully in a non-judgemental manner.

**Educational Psychologist** ... help young people overcome difficulties and social or emotional problems, which are affecting them in an educational setting and preventing them from learning.

**Family Therapist** ... work with the family as a group. They help family members resolve difficulties by improving the way they communicate with each other.

**General Practitioner (GP)** ... is the family doctor, who provides medical care for patients in the community. GPs often work in health centres with other medical staff offering a range of health services.

**Mental Health Nurse (CPN / RMN)** ... specialise in the care of people with mental ill health. Registered Mental Nurses (RMNs) work in hospitals and Community Psychiatric Nurses (CPNs) work in the community.

**Complementary Therapists** ... are practitioners of various complementary, alternative or holistic treatments which do not fall under conventional medicine (e.g. hypnotherapists).

**Psychiatrist** ... care for patients who have mental health problems, usually based in hospitals, community mental health teams and other specialist services.

**Psychotherapist** ... help people overcome psychological difficulties and distress through a process of in-depth reflection on their inner thoughts, feelings and past experience.

**Service User** ... A much debated term used to identify the people who use health services. Other common terms are patient, user, survivor and client. Different people prefer different terms.

**Social Worker** ... support people who are facing difficulties in their lives, helping them to find solutions to their health and social care issues.
### Support Services

#### Additional Services

- **Age UK**
  - Tel: 0191 477 3559
  - www.ageukgateshead.org.uk
- **Alzheimer's Society**
  - Tel: 0191 4777940
  - www.alzheimers.org.uk
- **Crossroads Care Gateshead**
  - Tel: 01207 549 780
  - www.gatesheadcrossroads.org.uk
- **Dementia Care Partnership**
  - Tel: 0191 217 1323
  - www.dementiacare.org.uk
- **Find a GP**
  - Tel: 0191 275 4200
  - www.nhs.uk/choices
- **Gateshead Advice Centre**
  - Tel: 0191 478 5100
  - www.gatesheadcab.org.uk
- **Gateshead Carers Association**
  - Tel: 0191 490 0121
  - www.gatesheadcarers.com
- **Gateshead Link**
  - Tel: 0191 478 4103
  - www.gatesheadlink.org.uk
- **Gateshead Volunteer Centre**
  - Tel: 0191 478 4103
  - www.gvoc.org.uk
- **Gateshead Women’s Service**
  - 0191 477 9309
- **Language Point**
  - Tel: 0191 561 1111
  - www.sunderland.gov.uk/languagepoint
- **Professional Referral**
- **Drop-in**
- **Talking Therapies**
- **Group Work**
- **Self Referral**
- **Holistic Therapies**
- **Volunteering Opportunities**
- **Training**
- **Service user led groups**
- **Social Support**

#### For individuals aged 50 plus.

**Age UK**

- Health & Social Care and Benefits advice.

#### Information and Advice.

**Alzheimer's Society**

- Signpost to other agencies.

#### Monthly wellbeing cafe, domiciliary care workers, day centres, independent living.

**Crossroads Care Gateshead**

- Health.

#### Benefits advice, Information and advice.

**Gateshead Advice Centre**

- Support info and represent carers.

#### Shaping health and social care services in Gateshead.

**Gateshead Carers Association**

- Housing / accommodation, health promotion, individual support, information and advice.

#### Buddying scheme through Gateshead supported volunteers project.

**Gateshead Link**

- Interpretation and translation services providing face to face interpreting, British sign language, written translation, audio and Braille.

#### Signpost to relevant agencies.

**Gateshead Volunteer Centre**

- Interpretation and translation services providing face to face interpreting, British sign language, written translation, audio and Braille.
## Support Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Additional Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mesmac North East</td>
<td>Information and advice, interpreters and crisis appointments.</td>
</tr>
<tr>
<td>Tel: 0191 233 1333</td>
<td></td>
</tr>
<tr>
<td><a href="http://www.mesmacnortheast.com">www.mesmacnortheast.com</a></td>
<td></td>
</tr>
<tr>
<td>Military Mental Health</td>
<td>Mentoring (befriending).</td>
</tr>
<tr>
<td>Tel: 0774 014 5328</td>
<td></td>
</tr>
<tr>
<td><a href="http://www.militarymentalhealth.co.uk">www.militarymentalhealth.co.uk</a></td>
<td></td>
</tr>
<tr>
<td>North East Council on Addictions (NECA)</td>
<td>Addictions support.</td>
</tr>
<tr>
<td>Tel: 0191 490 1045</td>
<td></td>
</tr>
<tr>
<td><a href="http://www.neca.co.uk">www.neca.co.uk</a></td>
<td></td>
</tr>
<tr>
<td>Northern Engagement into Recovery from Addiction Foundation (NERAF) Gateshead</td>
<td>Free services. Providing emotional support and one to one counselling to carers and families with disabled children. New support service for war veterans and their families. Support to young carers and children aged 11 - 19.</td>
</tr>
<tr>
<td>Tel: 0191 478 5422</td>
<td></td>
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<tr>
<td><a href="http://www.neraf.org">www.neraf.org</a></td>
<td></td>
</tr>
<tr>
<td>North East Counselling Services</td>
<td>Interpreters, Information and advice, Mentoring (Befriending).</td>
</tr>
<tr>
<td>Tel: 0191 490 9116</td>
<td></td>
</tr>
<tr>
<td><a href="http://www.necounselling.org.uk">www.necounselling.org.uk</a></td>
<td></td>
</tr>
<tr>
<td>North of England Refugee Service</td>
<td>Telephone advice available for people with regard to mental health and emotional wellbeing.</td>
</tr>
<tr>
<td>Tel: 0191 510 8685</td>
<td></td>
</tr>
<tr>
<td><a href="http://www.refugee.org.uk">www.refugee.org.uk</a></td>
<td></td>
</tr>
<tr>
<td>Pathway Advice and Information Service</td>
<td>Offers relationship counselling, counselling for families and young people, sex therapy and workshops.</td>
</tr>
<tr>
<td>Tel: 0191 493 6914</td>
<td></td>
</tr>
<tr>
<td>Relate Northumberland and Tyneside</td>
<td>Sexual Violence Advisor provide practical advice to people attending by sign posting to relevant agencies, people can ring or attend office, provide advice on sexual health issues, sign post to relevant counselling agencies.</td>
</tr>
<tr>
<td>Tel: 0191 232 9109</td>
<td></td>
</tr>
<tr>
<td><a href="http://www.relate-nt.org.uk">www.relate-nt.org.uk</a></td>
<td></td>
</tr>
<tr>
<td>Reach</td>
<td></td>
</tr>
<tr>
<td>Tel: 0191 221 9222</td>
<td></td>
</tr>
<tr>
<td><a href="http://www.reachcentres.co.uk">www.reachcentres.co.uk</a></td>
<td></td>
</tr>
</tbody>
</table>
**Support Services**

- **Sight Service Bradbury Centre**
  Tel: 0191 478 5959

- **Soldiers, Sailors, Airmen and Families Association (SSAFA)**
  Tel: 0191 232 6218 [www.ssafa.org.uk](http://www.ssafa.org.uk)

- **Turning Point Gateshead**
  Tel: 0191 490 4495
  www.turning-point.co.uk

- **The Cyrenians**
  Tel: 0191 478 3931
  www.thecyrenians.org

- **Tyneside Mind**
  Tel: 0191 477 4545
  www.tynesidemind.org.uk

- **Tyneside Women’s Health**
  Tel: 0191 477 7898
  www.tynesidewomenshealth.org.uk

- **Victim Support**
  Tel: 0191 477 8395
  www.victimsupport.com

- **Your Voice Counts**
  Tel: 0191 478 6472
  www.yvc.org.uk

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**Additional Services**

<table>
<thead>
<tr>
<th>Self Referral</th>
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<th>Drop-in</th>
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<th>Holistic Therapies</th>
<th>Independent Advocacy</th>
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<th>Training</th>
<th>Service user led groups</th>
<th>Social Support</th>
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<td><img src="self_referral_icon.png" alt="Icon" /></td>
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<td><img src="group_work_icon.png" alt="Icon" /></td>
<td><img src="holistic_therapies_icon.png" alt="Icon" /></td>
<td><img src="independent_advocacy_icon.png" alt="Icon" /></td>
<td><img src="volunteering_opportunities_icon.png" alt="Icon" /></td>
<td><img src="training_icon.png" alt="Icon" /></td>
<td><img src="service_user_led_groups_icon.png" alt="Icon" /></td>
<td><img src="social_support_icon.png" alt="Icon" /></td>
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</tbody>
</table>

- **Specialist low vision service, welfare rights assessment, vision rehabilitation including independent living skills training, communication training and low vision therapies.**

- **Financial assistance with household goods, accommodation costs, holidays, disability equipment, clothing, house repairs, signposting to debt counselling.**

- **Criminal Justice Intervention Team, Alcohol Team Queen Elizabeth Hospital.**

- **Benefits advice, Crisis, Mentoring (Befriending).**

- **Counselling, wellbeing services, safe space service, healthy living group.**

- **Help women to improve their mental health and emotional wellbeing.**

- **National Victim Support Helpline:**
  0845 30 30 900

- **Provide case, citizen and self advocacy services for people who have learning disability.**
<table>
<thead>
<tr>
<th>Additional Services</th>
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</thead>
<tbody>
<tr>
<td>Accredited and bespoke training. Leadership and Management.</td>
</tr>
<tr>
<td>Health and Wellbeing.</td>
</tr>
<tr>
<td>Business and Personal Development.</td>
</tr>
<tr>
<td>Visual awareness training to employers, students etc. Access technology, independent living skills, orientation and mobility, confidence building and interview skills.</td>
</tr>
<tr>
<td>Training and consultancy to help end domestic violence.</td>
</tr>
<tr>
<td>Buddying scheme through Gateshead supported volunteers’ project.</td>
</tr>
<tr>
<td>Details of local and national services, support and advice to help you find work or to speak to your local job centre.</td>
</tr>
<tr>
<td>High quality courses help promote awareness, growth and change around mental health and wellbeing within the workplace and across communities.</td>
</tr>
<tr>
<td>Providing skills for life programme.</td>
</tr>
<tr>
<td>Contact the Foundation Learning Team.</td>
</tr>
</tbody>
</table>

| Amacus                          | Tel: 01429 890 071 | www.amacusltd.co.uk |
| Angel Eyes                     | Tel: 0191 478 5959 | www.sightservice.co.uk |
| Deter CIC                      | Tel: 0191 427 4737 |
| Gateshead Voluntary Organisation Council | Tel: 0191 478 4103 | www.gvoc.org.uk |
| Job Centre Plus                | Tel: 0845 604 3719 | www.direct.gov.uk |
| Mind Training North East       | Tel: 01642 257 024 | www.mindtrainingnortheast.org.uk |
| Northern Learning Trust        | Tel: 0191 212 5800 | www.northernlearningtrust.org.uk |
| Zodiac Training                | Tel: 0845 330 8184 | www.zodiactraining.co.uk |
What to do in a Crisis

What is a crisis?

By crisis we are referring to a sudden deterioration in a person’s mental state which requires immediate attention. This could be described as acute mental distress, characterised by delusional or suicidal thinking or out of control behaviour which could lead to self injury or the harming of others.

Who can you call?

Who to contact will depend upon the history of the person in question and whether this is a first or recurrent experience. The key thing is to get help quickly to deal with the immediate situation as safely and calmly as possible.

**GP** - Call your own GP and tell them how you or the person is feeling. They may be able to offer support or notify an agency who can.

**CPN** - If you have a Community Psychiatric Nurse you could contact them and tell them how you are feeling.

**Gateshead Council** - Community Based Services - on **0191 4337033**. This is the number of the Adult Social Care Direct Team who will take basic contact details before offering advice and information, or referring on for complex social work intervention.

**NHS Direct** - **0845 4647** has psychiatric nurses on the switchboard who can offer advice.

**Samaritans** - **0845 90 90 90** this is a free confidential helpline if you feel you need to talk.

**Mental Health Matters helpline** - [www.mentalhealthmatters.co.uk](http://www.mentalhealthmatters.co.uk) 0800 013 0626 Monday to Friday 5pm – 9am, 24 hours at weekends and Bank Holidays.

**The Crisis Resolution & Home Treatment (CRHT)** -

The service is available 24 hours, 7 days a week, throughout the year and can be contacted on **0191 445 6222 Select Option 5**.

CRHT provides intensive home treatment for people whose mental health crisis is so severe that they would otherwise have been admitted to an inpatient ward. Users of CRHT teams are typically suffering from severe mental illness such as psychosis, severe depression or bi-polar affective disorder, or are at risk of harm to themselves or others, or may be vulnerable. The team accept referrals from a wide range of sources including; GPs, mental health agencies, voluntary agencies, police, and from service users and carers. It may be advisable to seek medical assistance in the first instance if you have not used the crisis team before, to ensure there is no physical cause which may account for changes in behaviour or symptoms.

If after speaking to any of the above agencies you feel that your situation is an emergency go to A&E and describe how you are feeling to the staff. If necessary they will be able to refer you to Mental Health Services.
Increase your knowledge ...

Training is available locally from a variety of providers. Courses that may be of interest are:

Mental Health First Aid (MHFA) and Youth MHFA is the training to enable individuals to offer help to someone experiencing a mental health problem before professional help is obtained. To find out more about this two day course go to www.mhfaengland.org

The aims of the two day MHFA course are:

• To preserve life where a person may be a danger to themselves or others
• To provide help to prevent the mental health problems developing into a more serious state
• To promote the recovery of good mental health
• To provide comfort to a person experiencing a mental health problem
• To raise awareness of mental health issues in the community
• To reduce stigma and discrimination

Mind Training North East partnership

Mind Training North East is a partnership of Mind organisations linking together to provide high quality courses that help promote awareness, growth and change around mental health and well-being, within the workplace and across communities.

We work with employers, organisations and individuals to support and develop mental health and well-being through quality training.

www.mindtrainingnortheast.org.uk

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Our Online Guide
www.wellbeinginfo.org

NHS South of Tyne and wear
www.sotw.nhs.uk

NHS Direct
www.nhsdirect.nhs.uk
Tel: 0845 4647

Mind
www.mind.org.uk

Mind info line
Tel 0845 766 0163

Young Minds
www.youngminds.org.uk
Parents helpline 0808 802 5544

Mental Health Alliance
www.mentalhealthalliance.org.uk

Mental Health Foundation
www.mentalhealth.org.uk

Samaritans
www.samaritans.org
Tel: 0845 90 90 90

Living Life to the Full
www.livinglifetothefull.co.uk

NHS stress line
Tel : 0300 123 2000

Parentline Plus
Tel : 0808 800 2222

Eating Distress
www.niwe.org.uk

BBC Health
www.bbc.co.uk/health

National Domestic Violence Helpline
Tel : 0808 200 0247

Sainsbury Centre for Mental Health
www.scmh.org.uk

Carers UK
www.carersonline.org.uk

National Society for Prevention of Cruelty to Children (NSPCC)
www.nspcc.org.uk

Frank: Friendly, Confidential Drugs Advice
Tel: 0800 77 66 00
www.talktofrank.com

Alcohol Concern, National Drink Line
0800 917 8282
www.alcoholconcern.co.uk
This booklet was prepared by Washington Mind to enable people who may have a health concern or are looking for general information about emotional health and well being.

We have worked in partnership with the organisations listed in the guide and we thank them all for their contribution. Over time details may change, should you experience any difficulty contacting any of the services Washington Mind will be happy to assist where we can.

Many thanks to the Sunderland Happiness and Wellbeing Network for all their help and input in the design of the front cover.

www.wellbeinginfo.org

We have how produced an online version of this guide to compliment the Sunderland, South Tyneside and Gateshead Wellbeing Guides, where you can find more information on local services in your area.

Washington Mind
Village Lane, Washington Village, NE38 7HS
Tel : 0191 417 8043 Fax : 0191 415 1593
Text : 0780 739 5561
Email : info@washingtonmind.org.uk

www.washingtonmind.org.uk

Seeing people - not problems...

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