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 Sunderland Wellbeing Network. Meetings are open, informal and free. Contact 0191 417 8043 for more information.
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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!

Add your own 5 a day story by going to www.wellbeinginfo.org
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.

For more info go to www.wellbeinginfo.org and search for Exercise
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.
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. Growing evidence suggests that alcohol – or too much of it – can have a negative effect on our mental health as well as physical health.

Drinking causes damage you can’t see!

1) How often do you have a drink that contains units of alcohol?

- Never: 0 Points
- Monthly or less: 1 Point
- Once a week: 2 Points
- 2–3 times a week: 3 Points
- 4+ times a week: 4 Points

2) How many units of alcohol do you consume on a typical day when you are drinking alcohol?

- 1–2: 0 Points
- 3–4: 1 Point
- 5–6: 2 Points
- 7–8: 3 Points
- 10+: 4 Points

3) How often do you consume six or more units of alcohol on one occasion?

- Never: 0 Points
- Less than Monthly: 1 Point
- Monthly: 2 Points
- Weekly: 3 Points
- Daily or almost daily: 4 Points

How did you do?

0–4
Congratulations! You are a lower risk drinker and are less likely to develop alcohol-related problems.

5–8
Watch out! You could be increasing your risk of developing alcohol-related problems.

9–12
You could be a high risk drinker. Act now to reduce your alcohol intake!

Are you surprised to find yourself in the increased or higher risk category?

You may wish to reduce your alcohol intake by following the NHS 6 step plan:

1. Think of your reasons for change - There are plenty of good reasons but make yours personal to you.
2. Establish what you currently drink and set a goal - Make the goals short and realistic, break bigger goals into smaller ones.
3. Think of when you might struggle - Even the most committed person may struggle to stick to goals due to external factors such as stress, special occasions.
4. Plan for times when you might struggle - Work out what you will do, how you will cope.
5. Find support if you need it - Choose someone you feel comfortable with and be honest.
6. Stick to your goals - Review your progress, maybe set new goals and keep with what works, change what doesn’t.

For more information contact the ‘Kick It’ help line, a free 24 hour service on 0800 328 6728

For more info go to www.wellbeinginfo.org and search for Alcohol
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 sex
- Improved breathing
- Reduced stress
- More energy
- Better teeth
- Younger looking skin
- Longer life expectancy
- Improved senses
- 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 on 0800 022 4332

For more info go to www.wellbeinginfo.org and search for Smoking
Money and Mental Wellbeing

Managing personal finances and good mental health go hand in hand. **Financial Capability** means being able to manage your money, keep track of your finances, plan ahead, make informed decisions about financial products and stay up to date with financial matters.

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.

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**

- **C**onsider debt as an underlying cause in stress-related illness, both mental and physical.
- **A**sk simple questions about debt; emphasise the value of money advice – early intervention can prevent a crisis.
- **R**efer to an appropriate debt agency (telephone, on-line or face-to-face). Use this guide to find free and independent advice services.
- **E**ngage with advisers - a referral to a money adviser is the first step

Financial problems can be solved. There are many organisations that can help.

Mind have developed a booklet ‘Keeping on top of your finances’ and there is further information on the mind website [www.mind.org.uk](http://www.mind.org.uk)

For more info go to [www.wellbeinginfo.org](http://www.wellbeinginfo.org) and search for Money
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.

To listen to relaxation techniques go to www.wellbeinginfo.org and search for Relaxation.
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.

For more info go to www.wellbeinginfo.org and search for Relaxation
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.

For more info go to www.wellbeinginfo.org and search for Relaxation.
Did you know?

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

For more info go to www.wellbeinginfo.org and search for Anxiety
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

For more info go to www.wellbeinginfo.org and search for Depression
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

For more info go to www.wellbeinginfo.org and search for Stress
# 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>Question</th>
<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>
<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 get irritated?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Do you lack interest in life?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Do you find it hard to concentrate?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Do you feel angry?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</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>
<td>5</td>
</tr>
<tr>
<td>Do you find it difficult to relax?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</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>
<td>5</td>
</tr>
<tr>
<td>Do you feel others let you down?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</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>
<td>5</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>
<td>5</td>
</tr>
<tr>
<td>Do you feel as if you let others down?</td>
<td>1</td>
<td>2</td>
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<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Do you find it difficult to laugh?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

**Total**

18
**Physical stress**

<table>
<thead>
<tr>
<th>Do you feel tight chested or breathless when not exercising?</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
</tr>
</thead>
<tbody>
<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?

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.

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.

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.

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

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

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).

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.

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

For more info go to www.wellbeinginfo.org and search for Jargon Buster
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.
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.

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

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.

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 (IMHA) ... support people who are detained under the Mental Health Act providing information about people's rights.

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

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.

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.

Psychological Wellbeing Practitioner (PWP) ... work within the improving access to psychological therapies (IAPT) service, providing low intensity interventions to clients experiencing mild to moderate depression or anxiety using a CBT model.

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

<table>
<thead>
<tr>
<th>Service User led groups</th>
<th>Independent Advocacy</th>
<th>Volunteering Opportunities</th>
<th>Additional Services</th>
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<td><strong>Access to Housing</strong></td>
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<td>Tel: 0191 520 5523</td>
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<td><strong>Age UK Sunderland</strong></td>
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<td>Tel: 0191 514 1131</td>
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<td><strong>Citizens Advice Sunderland</strong></td>
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<td>Tel: 0191 416 6848</td>
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<td><strong>Out a Community Care Assessment</strong></td>
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<td>Tel: 0191 520 4845 (Call Handling Team)</td>
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<td><strong>Fiscus</strong></td>
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<td><strong>Find a GP</strong></td>
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<td>Tel: 0191 275 4200</td>
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<td><a href="http://www.nhs.uk/choices">www.nhs.uk/choices</a></td>
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<td><strong>Headlight</strong></td>
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<td>Tel: 0191 510 1494</td>
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<td><strong>Language Point</strong></td>
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<tr>
<td><strong>Find a local advice service with Libra</strong></td>
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<td><a href="http://www.librasunderland.co.uk">www.librasunderland.co.uk</a></td>
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<td>Support Services</td>
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<tr>
<td><strong>Mental Health Matters</strong></td>
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<td>Tel: 0191 516 3500</td>
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<td><a href="http://www.mentalhealthmatters.com">www.mentalhealthmatters.com</a></td>
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<td><strong>Military Mental Health North East</strong></td>
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<td>Tel: 0774 014 5328</td>
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<td><a href="http://www.militarymentalhealth.co.uk">www.militarymentalhealth.co.uk</a></td>
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<td><strong>MS Society</strong></td>
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<td><strong>NECA</strong></td>
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<td><a href="http://www.neca.co.uk">www.neca.co.uk</a></td>
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<td><strong>Northern Engagement into Recovery from Addiction Foundation (Neraf)</strong></td>
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<td>Tel: 0191 514 8520 <a href="http://www.neraf.org">www.neraf.org</a></td>
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<td><strong>North of England Refugee Service</strong></td>
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<td>Tel: 0191 510 8685</td>
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<td><strong>Primary Care and Improving Access to Psychological Therapies Team (IAPT)</strong></td>
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<td>Tel: 0191 566 5454</td>
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<td><strong>Rethink</strong></td>
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<td>Tel: 0191 510 5051 - <a href="http://www.rethink.org">www.rethink.org</a></td>
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<tr>
<td>National Advice &amp; Info line: 0845 456 0455</td>
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<td><strong>Samaritans</strong></td>
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<td>Tel: 08457 90 90 90</td>
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<td><a href="http://www.samaritans.org/sunderland">www.samaritans.org/sunderland</a></td>
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**Additional Services**

- **24 hr helpline 0800 0130626 (self referral accepted)**
- **Housing services. Service User Development.**
- **Mentoring (befriending).**
- **Employment service. Treatments for drug & alcohol issues. Recovery Centre.**
- **One-to-one open ended mentoring service. Open 7 days a week**
- **Also offer a housing provider referral service. Information and advice.**
- **We provide brief, evidence based treatments for anyone experiencing common, mild to moderate anxiety disorders (e.g. panic, phobias, obsessive-compulsive disorder, posttraumatic stress disorder, stress and anxiety) and depression.**
- **Offering advocacy services to those with mental ill health, learning or physical disabilities, sensory impairment, drug or alcohol users, 65+ or going through the safeguarding adults process. Also provide an IMCA Service.**
- **Listening service. 24 hour telephone service, 7 days a week. Call-back service. Face to face appointments are available upon request.**
Additional Services

- Advocacy service, community café, creche, room hire, community development. Support local community groups, apprenticeships, employment support and vocational activities.
- Listening ear service. Information and advice. Newsletter.
- Bereavement group. MacMillan service. Women’s service - sexual abuse. Palliative care, IAPT Service
- Independent charity providing locally based Mental Health services. IAPT Service. After cluster prison mentoring service.
- Specialist advice about benefits, debt, housing and employment rights. Ring-back facility available on website.
- Support Agency.
- Signposting service.
- Listening service, children’s services, work with perpetrators of domestic violence, homelessness (Male & Female). Accommodation for women with mental ill health.
- Service for under 18s.
### Community CAMHS
Tel: 0191 514 1622
www.sunderlandcommunitycamhs.nhs.uk

### Connexions
Sunderland Tel: 0191 561 7333
Houghton Tel: 0191 561 6311
Washington Tel: 0191 561 2986
www.connexions-tw.co.uk

### If U Care Share
www.ifucareshare.co.uk
Tel: 0191 387 5661

### Princes Trust
Tel: 0191 497 3210
www.princes-trust.org.uk

### South of Tyne Children and Young People Service
Tel: 0191 566 55 00
cyps-sot@ntw.nhs.uk

### Sunderland Carers’ Centre
Tel: 0191 549 5037
www.sunderland-north-family-zone.org

### Sunderland Family Zone
Tel: 0191 520 5505 (customer service centres)
www.sunderlandchildrenscentres.co.uk

### Sunderland YMCA Foyer
Tel: 0191 567 6160
www.sunderlandymca.org.uk

### Sungate Parenting Project (Barnardos)
Tel: 0191 417 9329
www.barnardos.org.uk

### Washington Mind Young Peoples Service
Tel: 0191 417 8043 Text: 0780 7395 561
www.washingtonmind.org.uk

### Additional Services

**Community CAMHS**
A team of professionals who offer support and advice to aid mental health promotion and positive well-being. Working with children and young people aged 0-18 who may be showing signs of behavioural difficulties and/or emotional distress.

**Connexions**
Offering advice, guidance and support to young people aged 13 - 19 years, increasing to 25 in cases of special need. Signpost to apprenticeships, training and education.

**If U Care Share**
‘If U Care Share’ is a charity that provides support for those bereaved by suicide. Provision of Assist Training and Youth, Mental Health First Aid (YMHFA) and Emotional and mental health training (EAMH).

**Princes Trust**
We work with 13 to 30-year-olds who have struggled at school, have been in care, are long-term unemployed or have been in trouble with the law.

**South of Tyne Children and Young People Service**
Delivery of mental health services to those aged 0 - 18 years. 24 hour access to support.

**Sunderland Carers’ Centre**
Providing support and activities to young carers aged 4 - 25 years old.

**South of Tyne Children and Young People Service**
There are a number of Children’s Centres across the city providing activities and services for families with children aged from birth to 3 years. Centres also offer a variety of training courses and volunteering opportunities for parents and carers.

**Sunderland Family Zone**
Home to 50 young homeless people doing training, supporting each other, and moving on in life. Many other young people use training facilities, media equipment, and our activities. To refer please contact Sunderland Gateway on 0191 561 7988.

**Sunderland YMCA Foyer**
Supports families whose child is at risk of offending or has offended. It runs parenting programmes - either in groups or individually – designed to offer parents support, guidance and training.

**Washington Mind Young Peoples Service**
Providing a range of mental health and wellbeing services for young people aged 16 to 25.
### Amicus
Tel: 01429 890071  
www.amacustd.co.uk

### Connexions
Tel: 0191 561 7333  
www.connexions-tw.co.uk  
www.sunderland.gov.uk/connexions

### Easington Lane Community Access Point
Tel: 0191 526 1071  
www.easingtonlanecap.com

### Sunderland North Family Zone
Tel: 0191 549 5037  
www.sunderland-north-family-zone.org

### Job Centre Plus
Tel: 0845 604 3719  
www.direct.gov.uk

### Mind Training North East
Tel: 01642 257 024  
www.mindtrainingnortheast.org.uk

### Sunderland Women’s Centre
Tel: 0191 567 7495  
www.sunderlandwomenscentre.co.uk

### VCAS (Voluntary & Community Action Sunderland)
Tel: 0191 565 1566  
www.volunteersunderland.org.uk

### Volunteer Centre Sunderland
Tel: 0191 567 8902  
www.volunteersunderland.org.uk

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<tr>
<th>Amicus</th>
<th>Connexions</th>
<th>Easington Lane Community Access Point</th>
<th>Sunderland North Family Zone</th>
<th>Job Centre Plus</th>
<th>Mind Training North East</th>
<th>Sunderland Women’s Centre</th>
<th>VCAS (Voluntary &amp; Community Action Sunderland)</th>
<th>Volunteer Centre Sunderland</th>
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<td>Tel: 0191 567 7495</td>
<td>Tel: 0191 565 1566</td>
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**Additional Services**

- **Connexions**: Work with young people from the age of 13-19 years old. Up to 25 years old if there is a special educational need.
- **Easington Lane Community Access Point**: Wellness centre on site. Lifeline, Counted For and Sharp deliver from this community venue.
- **Job Centre Plus**: Details of local and national services, support and advice to help you find work or to speak to your local job centre. We also have a dedicated Young Person’s Advisor. Signposting to a wide range of local jobsearches, job hunting support and training opportunities.
- **Mind Training North East**: High quality courses help promote awareness, growth and change around mental health and wellbeing, within the workplace and across communities.
- **Sunderland Women’s Centre**: Childcare available to all carers who access centre provision.
- **VCAS (Voluntary & Community Action Sunderland)**: Offering training opportunities to volunteers and staff. Bespoke training developed upon request. OCN accredited centre.
- **Volunteer Centre Sunderland**: Regular volunteer awareness events. Processing of CRB applications. Good practice advice. Volunteering mentoring project.
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.

Sunderland City Council - Health Housing and Adult Services on 0191 520 4845. This is the number of the Call Handling Team who will take basic contact details before referring to the Advice & Assessment Team or one of the Complex Teams for social care needs.

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

Samaritans - 08457 90 90 90 this is a free confidential helpline if you feel you need to talk.

Mental Health Matters helpline - www.mentalhealthmatters.co.uk 0800 013 0626 Monday to Friday 5pm – 9am, 24 hours at weekends and Bank Holidays.

Sunderland Initial Response Team (IRT) - The service is available 24 hours, 7 days a week, throughout the year and can be contacted on 0303 123 1145.

The Initial Response Team provides practical advice, emotional support from qualified nursing staff and when appropriate, routing to the right service. The team is made up of a clinical lead, qualified mental health clinicians and experienced support staff. The team are also supported by clinicians from specialist areas of care such as Children’s and Young People’s Mental Health Services, Learning Disability Services and Older Persons’ Mental Health Services.

Anyone who lives in Sunderland who has a known mental health problem and is in need of urgent help and support can contact the Initial Response Team. This includes service users, carers, and relatives. People who have not been previously diagnosed with a mental health problem are usually referred to the Initial Response Team via their GP, Social Care Professional or voluntary organisations. It may be advisable to seek medical assistance in the first instance if you have not used urgent mental health services before, to ensure there is no physical cause which may account for changes in behaviour or symptoms. If you urgently need specialist advice, even if you have not been diagnosed with a mental health problem, you can still talk to a member of the team who can advise you.

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

Emotional Resilience Workshops train people to promote resilience both in themselves and in the people that they work with. Resilience is a person's capacity to ‘bounce back’ after a stressful event. The workshop will help you to start to think about how you can build your own resilience in order to cope better and promote a sense of wellbeing and control over your life.

Health Champions Training Programme is a community led project to reduce health differences in local areas. Volunteers, community workers and frontline staff across the City of Sunderland have been invited to take part in an innovative new project called health champions.

To become a fully-fledged champion, people have to undergo three and a half days of free training over a 10-month period. The modules include: understanding health improvement, alcohol brief intervention, tobacco brief intervention, emotional health and resilience, and introduction to financial capability.

For more information email HealthChampion@sotw.nhs.uk

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.

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

For more info go to www.mindtrainingnortheast.org.uk

Suicide Prevention Programme Equipping our community with the knowledge and skills to reduce the pain for those of us experiencing suicidal thoughts.

The training will enable the participants to develop a more positive attitude to suicide prevention and increase confidence in dealing with people who are potentially suicidal and experiencing suicidal thoughts. For more info go to www.washingtonmind.org
## Find further help & information at...

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<tr>
<th>Organization</th>
<th>Website</th>
<th>Phone Number</th>
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<tr>
<td>Wellbeing info Directory</td>
<td><a href="http://www.wellbeinginfo.org">www.wellbeinginfo.org</a></td>
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<tr>
<td>Alcohol Concern, National Drink Line</td>
<td><a href="http://www.alcoholconcern.co.uk">www.alcoholconcern.co.uk</a></td>
<td>0800 917 8282</td>
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<tr>
<td>BBC Health</td>
<td><a href="http://www.bbc.co.uk/health">www.bbc.co.uk/health</a></td>
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<td>Carers UK</td>
<td><a href="http://www.carersuk.org">www.carersuk.org</a></td>
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<tr>
<td>Eating Distress</td>
<td><a href="http://www.niwe.org.uk">www.niwe.org.uk</a></td>
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<tr>
<td>Frank: Friendly, Confidential Drugs Advice</td>
<td><a href="http://www.talktofrank.com">www.talktofrank.com</a></td>
<td>0800 77 66 00</td>
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<tr>
<td>Living Life to the Full</td>
<td><a href="http://www.livinglifetothefull.co.uk">www.livinglifetothefull.co.uk</a></td>
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<tr>
<td>Mental Health Alliance</td>
<td><a href="http://www.mentalhealthalliance.org.uk">www.mentalhealthalliance.org.uk</a></td>
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<td>Mental Health Foundation</td>
<td><a href="http://www.mentalhealth.org.uk">www.mentalhealth.org.uk</a></td>
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<tr>
<td>Mentalhealth Matters Helpline</td>
<td><a href="http://www.mind.org.uk">www.mind.org.uk</a></td>
<td>0300 123 2000</td>
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<tr>
<td>Mind info line</td>
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<td>0845 766 0163</td>
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<tr>
<td>National Domestic Violence Helpline</td>
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<td>0808 200 0247</td>
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<tr>
<td>NHS Direct</td>
<td><a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a></td>
<td>0845 4647</td>
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<td>Parentline Plus</td>
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<td>0808 800 2222</td>
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<tr>
<td>Sainsbury Centre for Mental Health</td>
<td><a href="http://www.scmh.org.uk">www.scmh.org.uk</a></td>
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<tr>
<td>Samaritans</td>
<td><a href="http://www.samaritans.org">www.samaritans.org</a></td>
<td>08457 90 90 90</td>
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<tr>
<td>Young Minds</td>
<td><a href="http://www.youngminds.org.uk">www.youngminds.org.uk</a></td>
<td>0808 802 5544</td>
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</table>
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.

Go to www.wellbeinginfo.org NOW

This online version of this guide to compliment the Sunderland, South Tyneside and Gateshead Wellbeing Guides. Online you will find a comprehensive guide to local services as well as additional information on wellbeing.

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

www.washingtonmind.org.uk

Registered Charity: 515037

Seeing people - not problems . . .