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’

Forums for sharing and developing ideas in order to contribute to the improvement of mental health, happiness and wellbeing are available across South of Tyne and Wear. Meetings are open, informal and free to all. For further information contact 0191 417 8043.
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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!
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.

"Let medicine be thy food and food be thy medicine." Hippocrates

For more info go to www.wellbeinginfo.org and search for Good Mood Food
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. 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

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!

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

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

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

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.
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 ...
**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>
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<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>5</td>
</tr>
<tr>
<td>Do you find it difficult to laugh?</td>
<td>1</td>
<td>2</td>
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<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

**Total**

18
## Physical 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 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?

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

**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.

**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.

For more info go to [www.wellbeinginfo.org](http://www.wellbeinginfo.org) and search for Jargon Buster
Art Therapist... helps people express difficult emotions and explore problems through using art materials such as paint, paper and clay.

Care Coordinator... 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.
<table>
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<tr>
<th>Support Services</th>
<th>Age UK</th>
<th>Tel: 0191 477 3559 <a href="http://www.ageukgateshead.org.uk">www.ageukgateshead.org.uk</a></th>
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<tr>
<td></td>
<td>Alzheimer’s Society</td>
<td>Tel: 0191 4777490 <a href="http://www.alzheimers.org.uk">www.alzheimers.org.uk</a></td>
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<td></td>
<td>Crossroads Care Gateshead</td>
<td>Tel: 01207 549 780 <a href="http://www.gatesheadcrossroads.org.uk">www.gatesheadcrossroads.org.uk</a></td>
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<td></td>
<td>Dementia Care Partnership</td>
<td>Tel: 0191 217 1323 <a href="http://www.dementiacare.org.uk">www.dementiacare.org.uk</a></td>
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<td></td>
<td>Find a GP</td>
<td>Tel: 0191 275 4200 <a href="http://www.nhs.uk/choices">www.nhs.uk/choices</a></td>
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<td></td>
<td>Gateshead Advice Centre</td>
<td>Tel: 0191 478 5100 Advice line: 0844 245 1288 <a href="http://www.gatesheadcab.org.uk">www.gatesheadcab.org.uk</a></td>
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<tr>
<td></td>
<td>Gateshead Carers Association</td>
<td>Tel: 0191 490 0121 <a href="http://www.gatesheadcarers.com">www.gatesheadcarers.com</a></td>
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<td></td>
<td>Gateshead Link</td>
<td>Tel: 0191 478 4103 <a href="http://www.gatesheadlink.org.uk">www.gatesheadlink.org.uk</a></td>
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<td></td>
<td>Gateshead Volunteer Centre</td>
<td>Tel: 0191 478 4103 <a href="http://www.gvoc.org.uk">www.gvoc.org.uk</a></td>
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<td>Gateshead Women’s Service</td>
<td>Tel: 0191 477 9309</td>
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<tr>
<th>Additional Services</th>
<th>For individuals aged 50 plus. Health &amp; Social Care and Benefits advice.</th>
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<tr>
<td></td>
<td>Information and Advice. Carers support group. Dementia care support, luncheon club.</td>
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<td></td>
<td>Signpost to other agencies.</td>
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<td>Monthly wellbeing cafe, domiciliary care workers, day centres, independent living.</td>
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<td></td>
<td>Health.</td>
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<td></td>
<td>Benefits advice, Information and advice, young peoples service (up to age 24). Debt, family, employability and housing advice.</td>
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<tr>
<td></td>
<td>Support info and represent carers. Email: <a href="mailto:enquiries@gatesheadcarers.com">enquiries@gatesheadcarers.com</a></td>
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<td></td>
<td>Shaping health and social care services in Gateshead.</td>
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<td></td>
<td>Budding scheme through Gateshead supported volunteers project.</td>
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<td></td>
<td>Housing / accommodation, health promotion, individual support, information and advice. Move on and resettlement program, freedom program, independent domestic violence advocate.</td>
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<td>Service User Led Groups</td>
<td>Training for Interpreters</td>
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<td><strong>Reach</strong></td>
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<td>Tel: 0191 221 9222 - 0191 295 7221</td>
<td><a href="http://www.reachcentres.co.uk">www.reachcentres.co.uk</a></td>
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<td><strong>Sight Service Bradbury Centre</strong></td>
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<tr>
<td>Tel: 0191 478 5959</td>
<td><a href="http://www.sightservice.co.uk">www.sightservice.co.uk</a></td>
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<td><strong>Soldiers, Sailors, Airmen and Families Association (SSAFA)</strong></td>
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<tr>
<td>Tel: 0191 232 6218</td>
<td><a href="http://www.ssafa.org.uk">www.ssafa.org.uk</a></td>
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<td><strong>Turning Point Gateshead</strong></td>
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<td>Tel: 0191 490 4495</td>
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<td><strong>The Cyrenians</strong></td>
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<td>Tel: 0191 478 3931</td>
<td><a href="http://www.thecyrenians.org">www.thecyrenians.org</a></td>
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<td><strong>Tyneside Mind</strong></td>
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<td>Tel: 0191 477 4545</td>
<td><a href="http://www.tynesidemind.org.uk">www.tynesidemind.org.uk</a></td>
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<td><strong>Tyneside Womens Health</strong></td>
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<td>Tel: 0191 477 7898</td>
<td><a href="http://www.tynesidewomenshealth.org.uk">www.tynesidewomenshealth.org.uk</a></td>
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<td><strong>Victim Support</strong></td>
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<td>Tel: 0191 477 8395</td>
<td><a href="http://www.victimsupport.com">www.victimsupport.com</a></td>
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<td><strong>Your Voice Counts</strong></td>
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<tr>
<td>Tel: 0191 478 6472</td>
<td><a href="http://www.yvc.org.uk">www.yvc.org.uk</a></td>
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### Gateshead Children and Young Peoples Centre
Tel: 0191 433 3000  
www.gateshead.gov.uk

### Gateshead Emotional Wellbeing Team
Tel: 0191 283 4560

### Gateshead Parent Partnership Service
Tel: 0191 478 4667  
www.barnardos.org.uk/gatesheadpps.htm

### Looked After Young People Team
Tel: 0191 433 2788

### Sexual Health Services
Tel: 0800 42 20 200  
www.sotw.nhs.uk/services/sexualhealthservice/gateshead

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

### Smart
Tel: 0191 499 8110 or 0800 694 0277

### Young Carers Service
Tel: 01207 549 780  
www.gatesheadcrossroads.org.uk

### Additional Services

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- **Providing individual and family support for families with children from birth - 19 years.**
- **Age 4 - 19 offer appointments out in the community.**
- **Work with parents and carers of children with special educational needs.**
- **Provide a service to looked after children and care leavers from 15 to 24 years, offer a drop in, skills groups, a crèche and laundry facilities.**
- **Anyone needing contraceptive or sexual health advice, no age limits.**
- **Delivery of mental health services to those aged 0 - 18 years.**
- **SMART in Gateshead - this is a confidential service set up for young people in Gateshead providing information and support around alcohol and substance misuse issues and smoking.**
- **One to One emotional support, day trips, outings, occasional residential. Age 8-18**
### Additional Services

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<tr>
<th>Professional Referral</th>
<th>Self Referral</th>
<th>Training</th>
<th>Support to get back into work</th>
<th>Volunteering Opportunities</th>
<th>Careers Advice</th>
<th>Support with CV / Applications</th>
<th>Listening Service</th>
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<td><strong>Amacus</strong></td>
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<td><strong>Job Centre Plus</strong></td>
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<td><strong>Mind Training North East</strong></td>
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<td><strong>Northern Learning Trust</strong></td>
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<td><strong>Zodiac Training</strong></td>
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<td><a href="http://www.zodiactraining.co.uk">www.zodiactraining.co.uk</a></td>
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**Amacus**
- Accredited and bespoke training.
- Leadership and Management.
- Health and Wellbeing.
- Business and Personal Development.
- Deliver the Better Health at Work scheme.

**Angel Eyes**
- Visual awareness training to employers, students etc.
- Access technology, independent living skills, orientation and mobility, confidence building and interview skills.

**Gateshead Voluntary Organisation Council**
- Buddying scheme through Gateshead supported volunteers’ project.

**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. Signposting to a wide range of Jobssearch/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.

**Northern Learning Trust**
- Providing skills for life programme. Work with 11-16 year olds too. Work in partnership with youth offending teams.

**Zodiac Training**
- Contact the Foundation Learning Team.

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**Gateshead Children and Young Peoples Centre**
- Tel: 0191 433 3000
- www.gateshead.gov.uk

**Gateshead Emotional Wellbeing Team**
- Tel: 0191 283 4560
- www.gateshead.gov.uk

**Gateshead Parent Partnership Service**
- Tel: 0191 478 4667
- www.barnardos.org.uk/gatesheadpps.htm

**Smart**
- Tel: 0191 499 8110 or 0800 694 0277
- SMART in Gateshead - this is a confidential service set up for young people in Gateshead providing information and support around alcohol and substance misuse issues and smoking.

**Young Carers Service**
- Tel: 01207 549 780
- www.gatesheadcrossroads.org.uk
- One to One emotional support, day trips, outings, occasional residential. Age 8-18

**Looked After Young People Team**
- Tel: 0191 433 2788
- Provide a service to looked after children and care leavers from 15 to 24 years, offer a drop in, skills groups, a crèche and laundry facilities.

**South of Tyne Children and Young People Service**
- Tel: 0191 566 55 00   cyps-sot@ntw.nhs.uk
- Delivery of mental health services to those aged 0 - 18 years.
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 - 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.

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 275 4949

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

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 …

Wellbeing info Directory  
www.wellbeinginfo.org

Alcohol Concern, National Drink Line  
Tel: 0800 917 8282  
www.alcoholconcern.co.uk

BBC Health  
www.bbc.co.uk/health

Carers UK  
www.carersuk.org

Eating Distress  
www.niwe.org.uk

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

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

Mental Health Alliance  
www.mentalhealthalliance.org.uk

Mental Health Foundation  
www.mentalhealth.org.uk

Mentalhealth Matters Helpline  
Tel: 0300 123 2000

Mind info line  
Tel: 0845 766 0163

National Domestic Violence Helpline  
Tel: 0808 200 0247

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

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

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

Parentline Plus  
Tel: 0808 800 2222

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

Samaritans  
www.samaritans.org  
Tel: 08457 90 90 90

Young Minds  
www.youngminds.org.uk  
Parents helpline 0808 802 5544
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](http://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](http://www.washingtonmind.org.uk)

Registered Charity: 515037

Seeing people - not problems...