

The Virtual Hope Guide

Autumn/Winter 2020: Virtual Edition 4 (Updated 01/02/2021)

Support groups & activities in Bath & NE Somerset

Health and wellbeing groups/activities (including 29 virtual groups)

One-to-one organisational support & local and national helplines

Free volunteer training



'Recovery Journey' by Katie Legge, AWP project

Supporting the mental health and wellbeing of adults across
Bath & NE Somerset during the current Covid-19 pandemic



Virtual Hope Guide available at:

www.bridges2wellbeing.co.uk



The Virtual Hope Guide - Introduction

Hello and welcome to the newly updated Virtual Hope Guide - 'Edition 4'.

The guide contains a variety of signposting information aimed at maintaining and improving your mental health and wellbeing, which with another lockdown in place we recognise is all the more important.

Contents

Click the hyperlinks and the guide will take you straight there.

- [First response community support section](#), for immediate support
- [Online groups and activities](#) currently available for residents of B&NES
- [Face-to face groups and activities](#)* **all face-to-face groups temporarily suspended**
- Organisations offering [one-to-one support](#), both locally and nationally
- FREE [volunteer training](#) opportunities
- [Local and national helplines](#) that you might find useful

* We appreciate that due to the recent Covid-19 lockdown, all face-to-face groups will be temporarily suspended. However, please still feel free to contact the organisations direct to find out more about the groups and/or to show your interest in being involved in the future.

In the meantime, don't forget to check out the virtual wellbeing groups and activities listed within this guide.

Feedback

We'd love to hear your thoughts on this new Hope Guide, so please let us know if you have any comments or ideas for improvement. **This guide is for you and we aim to make it as useful as possible.**

The online nature of this guide means that we can make regular updates. So, if you work with, or know of a group or service still offering support to people in B&NES that isn't already included, please email Carolyn.Trippick@Mungos.org with the details. Likewise, if your group or service has recently changed in any way, please get in touch to let us know, so that we can keep the available information as up-to-date and accurate as possible.



St Mungo's produces this guide in collaboration with local services, with funding from Avon & Wiltshire Mental Health Partnership (NHS Trust) & Virgin Care

Help in producing this virtual guide came from a steering group consisting of 3SG, B&NES Carer's Centre, DHI, Public Health B&NES, Wellbeing College and Wellbeing Options

If you have any questions or queries about the guide, please contact:

Ralph Lillywhite Tel: 07825 115 775 E-mail: ralph.lillywhite@mungos.org

First Response Community Support

3SG - Community Wellbeing Hub

For all of your immediate needs during Covid-19 please contact the Community Wellbeing Hub.



A purple poster with a yellow banner at the top that reads "COMMUNITY WELLBEING HUB". Below the banner, on the left, is a yellow telephone icon next to the phone number "0300 247 0050". To the right of the phone number, the text reads "EMAIL: BATHNES.thehub@virginicare.co.uk" and "WEBSITE: www.compassioncb.org.uk/wellbeing". Below this, there are six white boxes with purple text, arranged in two columns of three. The first column contains "Housing", "Stopping smoking", and a logo for "3SG NHS virginicare" with "Bath & North East Somerset Council" and "Improving People's Lives" below it. The second column contains "Feeling isolated, lonely or anxious", "Accessing food, transport or medication", "Keeping active", "Money advice & benefits support", "Achieving a healthy weight", and "Employment issues & advice".

COMMUNITY WELLBEING HUB

0300 247 0050

EMAIL: BATHNES.thehub@virginicare.co.uk
WEBSITE: www.compassioncb.org.uk/wellbeing

Housing

Feeling isolated, lonely or anxious

Money advice & benefits support

Stopping smoking

Accessing food, transport or medication

Achieving a healthy weight

Keeping active

Employment issues & advice

3SG NHS virginicare
Bath & North East Somerset Council
Improving People's Lives

Printed wellbeing packs available (for those not able to access the internet)

We all know people who, for a variety of different reasons, struggle to access information online or simply prefer a paper copy. If that sounds like you, or you know someone who would benefit from these kinds of resources, we can deliver a [bi-monthly wellbeing pack](#) (though please confirm with the individual before requesting).



AWP - Mental Health Response Line

If you are worried about your own or someone else's mental health, call:
Avon & Wiltshire Mental Health Partnership NHS Trust (AWP)

24/7 mental health response line

0300 303 1320

Our staff are available to provide support, advice
and guidance for your mental health difficulties

Providing advice, guidance and support over the phone to our patients, families and carers,
as well as members of the public who may be worried about their own or
someone else's mental health.

Please contact us if you need us, we are here to help.

Bath Mind - Breathing Space

BATH MIND EVENING SUPPORT LINE

Breathing
Space



365 evenings a year

Open from
5.30pm-11.30pm

Stressed? Low mood? Worried?
Not sure who to turn to?

We're here for you.

01225 983130

Calls charged at local rate



Health & Wellbeing Groups & Activities (Online)

For information about specific groups and activities in B&NES, continue onwards.

Online group/activity	Run by	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Platform
Animation Group	Genesis Trust					✓			Facebook
Art Stream Live	Genesis Trust	✓							Facebook
Bath Spa University Wellbeing Group	Bath Mind				✓				Zoom
Carers Café	AWP/BANES Carers Centre					✓			Zoom
Carer Support Group	KS2, AWP, BANES Carers Centre		✓						Zoom
Chair Based Exercise	St John's Foundation			✓					Zoom
Creative Writing	Time Bank Plus				✓				Zoom
Creativity 4 Wellbeing	Holburne Museum			✓					Website + Zoom
Dads in Mind Group	Dads in Mind			✓					Zoom
Desert Island Discs	Genesis Trust					✓			Zoom
Faith Chat	Genesis Trust			✓					Zoom
Food for Thought (6 weeks)	Bath Mind NEW				✓				Zoom
Get Creative	Creativity Works NEW		✓						Zoom
Goldies Sing & Smile	Golden Oldies		✓		✓				Website
Improve Your Wellbeing	Bath Mind NEW				✓				Zoom
Keeping Calm during Covid	Wellbeing College		✓						Zoom
Keynsham Snap & Stroll (at home)	Creativity Works NEW	Various							Facebook
Knit n Knatter	Time Bank Plus	✓							Zoom
Mental Health Mates Bristol	Mental Health Mates							✓	Zoom
Midsomer Norton Wellbeing Group	Bath Mind		✓						Zoom
Music Therapy Group	Soundwell					✓			Zoom
Open Opportunities Group	Bath Mind	✓							Zoom
Safe Space (age 16-25)	Bath Mind				✓				Zoom
Singing For Wellbeing Group	Soundwell				✓				Zoom
Social 'Café & Quiz'	Time Bank Plus					✓			Zoom
Wellbeing Group (online)	Bath Mind				✓				Zoom
Writing for Wellbeing (Taster)	Creativity Works NEW	✓							Zoom
Writing for Wellbeing (5 weeks)	Creativity Works NEW	✓							Zoom
Writing Space	Creativity Works NEW		✓						Zoom

Need help to join an online group?



If you want to join a group but have never used Zoom, here's an easy read guide to getting started, produced by Ace Anglia - [Getting Started with Zoom](#)

For help in joining a Zoom meeting, [read this guide](#)

Animation Group - Genesis Trust

Group Overview - Our live interactive animation group is streamed on Facebook. Participants can chat with each other and our tutor Matt. The emphasis is on Stop-motion animation you can do at home. Plasticine or even Blu-tak, rice and other household items. Matt Prescott (Artist, Animator) gives advice on using a smart phone with free apps.

Who is the group for - People in recovery and/or suffering with mental health issues. Connecting people with community and activity.

WHEN	Fridays	TIMES	12:00pm-1:30pm
TO JOIN	Free group. You access the activities by contacting Matt and joining our private group. You will need a smartphone or PC with Facebook.		
CONTACT	Tel: Matt Prescott 07458 381732 E-mail: matt@genesistrust.org.uk		

Art Stream Live - Genesis Trust

Group Overview - Our live interactive art group is streamed on Facebook. Participants can chat with each other and our tutor Matt. Each week we create a project in different mediums, participants can ask Matt questions and request tips and support, live as it is happening. We encourage you to share your work on our private group. We vote on projects each week, painting, model making, drawing etc

Who is the group for - Our groups are targeted at people in recovery and/or suffering with mental health issues. Connecting people with community & Activity

WHEN	Mondays	TIMES	12:00pm - 1:00pm
TO JOIN	Free group. You access the activities by contacting Matt and joining our private group. You will need a smartphone or PC with Facebook		
CONTACT	Tel: Matt Prescott 07458 381732 E-mail: matt@genesistrust.org.uk		

Bath Spa University Wellbeing Group - Bath Mind

Group Overview - A support group for Bath Spa students of all ages, which currently meet online. It is a small, friendly coming together of students to share experiences and support one another with their mental health and wellbeing.

Who is the group for - Open to all.

WHEN	Thursdays	TIMES	1:00pm - 2:00pm
TO JOIN	The group meet online via Zoom https://zoom.us/join Free of charge.		
CONTACT	Becky Hughesman: 07538 113 890		

Carers Café - AWP/Carers Centre

Group Overview - New to caring for someone with mental health difficulties? Still finding your way? Want a break, a chat or bit of advice? Friendly and welcoming group, facilitated by Lee Rawlings (AWP Involvement Coordinator) Tom, (Carer Identification Officer, Carers Centre) and Mike (AWP Occupational Therapist). We are currently unable to meet face-to-face but we are able to meet via video calling.

Who is the group for - Carers/supporters of someone with mental health difficulties.

WHEN	2 nd Friday of the month	TIMES	10:30am - 12:00pm
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TO JOIN	For more details and a link to join contact Lee Rawlings The sessions are held using Teams.
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CONTACT	Tel: Lee Rawlings 07917 210187 or E-mail: l.rawlings@nhs.net
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Carer Support Group - KS2

Group Overview - Supported by AWP & BANES Carers' Centre. We offer peer support and access to information for carers/supporters of someone with a mental health difficulty. We aim to raise carer awareness with mental health organisations and run training for carers to give information and support for the challenges they face.

Who is the group for - Carers/supporters of people with mental health difficulties. Must have access to Zoom.

WHEN	2 nd Tuesday each month	TIMES	7:00pm - 9:00pm
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TO JOIN	The sessions are held over Zoom. Email Bev for the link to join.
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CONTACT	Tel: Bev Nottingham 07817 383 241 or E-mail: hello@KS2bath.org
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Chair Based Exercise - St John's Foundation

Group Overview - Join Liz Lee for a friendly and sociable yoga/ movement class. Chair-based either sitting or standing. Can help joints, balance & mobility.

Classes at 10:00 - 11:00am and 11:30am - 2:30pm.

Who is the group for - Anyone over age 55

WHEN	Wednesdays	TIMES	10:00-11:00am/11:30am-12:30pm
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TO JOIN	Please join the group via Zoom using your phone, tablet or laptop
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CONTACT	Tel: 01225 486400 or E-mail: community.outreach@stjohnsbath.org.uk
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Creative Writing - Time Bank Plus

Group Overview - Join this online group and get inspiration and share your writings in a small, friendly, supportive group. Each week has a different theme. Everyone is very welcome, regardless of your writing level or experience.

Who is the group for - BANES residents 16 years+. Must have access to Zoom.

WHEN	Thursdays, in 10 weekly blocks	TIMES	10:30am
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TO JOIN	Contact Time Bank Plus.
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CONTACT	E-mail: Viv Talbot at timebankplus@gmail.com
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Creativity 4 Wellbeing - Holburne Museum Website

Group Overview - Make and create at home, inspired by objects and paintings from the Holburne Museum's collection. Each Wednesday you can upload a new, exciting activity from www.holburne.org/learning/community-engagement/pathways-to-wellbeing/activities/. See Instagram @changing_lives_through_art for a selection of artwork made by previous participants.

Who is the group for - Anyone interested in exploring their creativity!

WHEN	Wednesdays (from 10.30am)	TIMES	Download on Wed
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TO JOIN	To join the group and receive email/text reminders and Live Zoom activity introductions, contact e.blythe@holburne.org .
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CONTACT	Tel: Louise Campion 01225 388566 or l.campion@holburne.org
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Dads In Mind Group

Group Overview - If you are a dad from Bristol, Bath, North Somerset or South Glos and would currently welcome support for your mental health related to pregnancy and birth, then we will be hosting meetings on Zoom. All of our sessions are informal, non-judgmental and confidential. For upcoming dates, check out our Facebook page or e-mail for details.

Who is the group for - Dads experiencing mental health concerns related to pregnancy & birth or supporting their partner.

WHEN	Wednesdays, fortnightly	TIMES	8:00pm-10:00pm
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TO JOIN	E-mail for details of how to join the next meeting via Zoom. Keep up-to-date via our 'Dads in Mind' Facebook page.
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CONTACT	E-mail: andy@dadsinmind.org Website: www.dadsinmind.org
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Desert Island Discs - Genesis Trust

Group Overview - A Zoom video chat with experienced music group facilitator Valerie. Everyone picks a song to bring to the group. We listen and share our song choices together (& watch music videos). Some weeks we pick a decade or have a theme. We share our weekly playlist with our private Facebook group.

Who is the group for - People in recovery and/or suffering with mental health issues. Connecting people with community and activity.

WHEN	Fridays	TIMES	3:00pm - 4:00pm
TO JOIN	Free group. You access the activities by contacting Matt and joining our private group. Smartphone or PC with Zoom app required.		
CONTACT	Tel: Matt Prescott 07458 381732 E-mail: matt@genesistrust.org.uk		

Faith Chat - Genesis Trust

Group Overview - Group chat, sharing and learning together on Christian faith. Welcoming & friendly group with support from Chaplin Steve. Themes and discussion facilitated by Matt. Aim is to have an informal/open discussion - whether *you're curious about Christianity or looking for a place to discuss your thoughts.

Who is the group for - People in recovery and/or suffering with mental health issues. Connecting people with community and activity.

WHEN	Wednesdays	TIMES	2:00pm - 3:00pm
TO JOIN	Free group. You access the activities by contacting Matt. Smartphone or PC with Zoom app required.		
CONTACT	Tel: Matt Prescott 07458 381732 E-mail: matt@genesistrust.org.uk		

Food for Thought - Bath Mind

Group Overview - A 6 week online course where you can:

- learn about food and nutrition
- learn about cooking
- cook recipes based on low-cost ingredients and simple, dietary-adaptable recipes

Who is the group for - This course is open access however it is particularly suitable for people with Mental Health difficulties.

WHEN	Thursdays, 28th Jan - 4th Mar	TIMES	1:00pm - 2:00pm
TO JOIN	Please request an enrolment form by calling 01225 316199 or emailing foodforthought@bathmind.org.uk		
CONTACT	Tel: 01225 316199 E-mail: foodforthought@bathmind.org.uk		

Get Creative - Creativity Works

Group Overview - Group Overview - This friendly peer-led art project aims to promote new creative ideas, skills and techniques for people who feel socially isolated and want to support their wellbeing and mental health through creativity. Visiting artist Barbara Disney will be leading creative sessions from 26th Jan - 9th Feb. No previous experience necessary.

Who is the group for - Residents of BANES that feel isolated or would like to support their wellbeing and mental health through creativity.

WHEN Tuesdays **TIMES** 1:30pm - 3:00pm

TO JOIN Enrol here for Get Creative art group: <https://conta.cc/33vnS6f>
This course is FREE and will run via Zoom.

CONTACT Tel: 07715 382 877 E-mail: philippa@creativityworks.org.uk

Goldies Sing & Smile - Golden-Oldies Charity

Group Overview - Our Goldies charity provides over 200 FUN social daytime SING & SMILE sessions across England and Wales. At Goldies we sing-a-long to the popular and uplifting hits of the 50's onwards, chat, laugh and smile with our friends. Due to social distancing restrictions, we continue to provide fun and free online sessions with sing-a-long words twice a week. See website for full details.

Who is the group for - Goldies sessions are open to everyone but particularly aimed at people aged 70+ who sometimes find themselves feeling isolated.

WHEN Tuesdays and Thursdays **TIMES** 11:00am

TO JOIN www.goldieslive.com No fee, join us at 11.00am on Tuesdays & Thursdays or watch at your leisure

CONTACT Tel: 01761 470 006 (M-F 10am-2pm) E-mail: glj@golden-oldies.org.uk

Improve Your Wellbeing (6 weeks) - Bath Mind

Group Overview - In this course offered by Bath Mind you will:

- Learn about ways to improve wellbeing
- Based on the 5 ways to Wellbeing
- Creating your own wellbeing toolbox

Who is the group for - This course is open access however it is particularly suitable for people with Mental Health difficulties.

WHEN Thursdays, 4th Feb - 11th Mar **TIMES** 10:30am-11:30am

TO JOIN Please request an enrolment form using the contact details below. Course delivered via Zoom.

CONTACT Tel: 01225 316199 or E-mail: admin@bathmind.org.uk

Keeping Calm during Covid - Wellbeing College

Group Overview - Do you want to improve your wellbeing? Are you feeling a little low in these uncertain times? Do you want to have a toolkit that you can use to help manage stressful situations? Studies have shown breathing exercises help to reduce symptoms linked with low mood, stress and anxiety, so join me to discover a natural and free remedy you can incorporate into your daily life.

Who is the group for - BANES residents 16 years+, men and women. Must have access to Zoom.

WHEN	Tuesdays, 12 th Jan - 16 th Feb	TIMES	11:00am-12:30pm
TO JOIN	Book a place online via the link below https://www.wellbeingcollegebanes.co.uk/keeping-calm-during-covid		
CONTACT	Tel: 0300 247 0203 E-mail: wellbeingcollege@virgincare.co.uk		

Keynsham Snap & Stroll (at home) - Creativity Works

Group Overview - A fun, inspiring photography group who normally meet face to face. This group provides a creative prompt and share their photographs via a friendly Facebook page. If you live in Keynsham or close by and you'd like to develop your skills in photography you can find this group on Facebook: Keynsham Snap & Stroll (at home).

Who is the group for - For residents of Keynsham locality interested in photography for wellbeing

WHEN	Various - Facebook Group	TIMES	N/A
TO JOIN	Visit the dedicated Facebook Page: Keynsham Snap & Stroll (at home): https://www.facebook.com/groups/2909446315760390		
CONTACT	Tel: 07715 382 877 E-mail: philippa@creativityworks.org.uk		

Knit and Natter - Time Bank Plus

Group Overview - This is an opportunity to meet up on video link with your knitting or crochet and a cup of tea in a friendly, supportive group. Our expert volunteer will be on hand to give advice and tips on knitting and crochet issues and we'll also try and find useful YouTube clips for people needing help. People are welcome to turn up for a chat even if they don't have knitting needles and wool to hand.

Who is the group for - BANES residents 16 years+. Must have access to Zoom.

WHEN	Mondays, fortnightly	TIMES	12:30pm
TO JOIN	Contact Time Bank Plus.		
CONTACT	E-mail: Viv Talbot timebankplus@gmail.com		

Mental Health Mates Bristol

Group Overview - Monthly online peer support group. You can share as much or as little as you wish and talk about anything. Find us on Facebook 'Mental Health Mates Bristol'.

Next Zoom meet ups:

For upcoming dates, check out our Facebook page or e-mail for details.

Who is the group for - Our group is for anyone finding life difficult, everyone is welcome. Must have access to Skype.

WHEN	Weekends	TIMES	E-mail for details
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TO JOIN	E-mail for details of how to join the next meeting via Zoom. Keep up-to-date on our Facebook page.
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CONTACT	E-mail: mentalhealthmatesbristol@gmail.com
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Midsomer Norton Wellbeing Group - Bath Mind

Group Overview - Inclusive and supportive community group that encourages positive mental health through peer support, conversation and sometimes creative activities. Anything created can be shared the following week. You may even want to offer your skills and lead a session, teaching the group something new.

Who is the group for - Open to all.

WHEN	Tuesdays	TIMES	11:00am - 12:00pm
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TO JOIN	The groups are free of charge and they connect using Zoom https://zoom.us/join
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CONTACT	Becky Hughesman: 07538 113 890
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Music Therapy Group - Soundwell

Group Overview - Open-access, online music therapy group to support mental health and wellbeing. A low-pressure environment, there is no need for previous musical skills, experience, or instruments (though you are welcome to bring any you have, if you wish). You can expect supportive conversations, music listening, and options to explore making live music together. Sessions are held via Zoom.

Who is the group for - Anyone wanting to improve their mental health and wellbeing through exploring self-expression, creativity, and relaxation with music.

WHEN	Fridays, fortnightly	TIMES	11:00am - 12:00pm
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TO JOIN	No formal referral needed but please contact us for more information and to book your place. No cost. We can help you with Zoom.
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CONTACT	Tel: Erin 07958229333 Email: erin.upbeat@soundwell.org.uk
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Open Opportunities Group - Bath Mind

Group Overview - A community support group that currently meet online. The group offers people with ongoing mental health issues the opportunity to engage in conversation and activities, such as quizzes and literature reviews, to help improve mental health and make connections with people.

Who is the group for - Open to all.

WHEN	Mondays	TIMES	11:00am - 12:00pm
TO JOIN	The groups are free of charge and they connect using Zoom https://zoom.us/join		
CONTACT	Becky Hughesman: 07538 113 890		

Safe Space - Bath Mind

Group Overview - An online support group for 16 - 25 year olds. It is a small, friendly group with attendees sharing experiences and supporting one another with their mental health and wellbeing.

Who is the group for - 16 - 25 year olds

WHEN	Thursdays	TIMES	5:00pm - 6.:0pm
TO JOIN	The group meet online via Zoom https://zoom.us/join Free of charge.		
CONTACT	Becky Hughesman: 07538 113 890		

Singing for Wellbeing Group - Soundwell

Group Overview - A small, open-access singing group with particular focus on supporting mental health and wellbeing. Explore singing in a highly supportive environment and grow confidence in your voice. You can expect exercises to support breath control, posture and vocal technique, easy-to-sing songs, and supportive conversations about the music. Group sessions are held via Zoom.

Who is the group for - Anyone wanting to explore social singing to support their wellbeing. We particularly welcome people feeling lonely, low in mood, or anxious.

WHEN	Thursdays, fortnightly	TIMES	2:00pm - 3.00 pm
TO JOIN	No formal referral needed but please contact us for more information and to book your place. No cost. We can help you with Zoom.		
CONTACT	Tel: Erin 07958229333 or Email: erin.upbeat@soundwell.org.uk		

Social 'Café & Quiz' - Time Bank Plus

Group Overview - Join this friendly online Zoom group for a chat and a light hearted quiz or simple game.

Who is the group for - BANES residents 16 years+. Must have access to Zoom.

WHEN	Fridays	TIMES	2:00pm - 3:00pm
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TO JOIN	Contact Time Bank Plus.
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CONTACT	E-mail: Viv Talbot timebankplus@gmail.com
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Wellbeing Group (Online) - Bath Mind

Group Overview - A community support group that currently meet online. The group offers people with ongoing mental health issues the opportunity to engage in conversation and activities, such as quizzes, online visits to museums and presentations on hobbies, to help improve mental health and make connections with people.

Who is the group for - Open to all.

WHEN	Thursdays	TIMES	3:00pm- 4:00pm
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TO JOIN	The groups are free of charge and they connect using Zoom zoom.us/join
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CONTACT	Becky Hughesman: 07538 113 890
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Writing for Wellbeing (Taster session) - Creativity Works

Group Overview - Develop your confidence using writing and journaling to support health and wellbeing. This taster session with local writer Christina Sanders, will introduce you to playful, constructive, and focused techniques to help you explore and use your imagination and manage your moods. We are also running a 5-week writing for wellbeing course - please see below for details.

Who is the group for - Residents of BANES that feel isolated or would like to support their wellbeing and mental health through creative writing,

WHEN	Monday 22 nd Feb	TIMES	2:00pm - 3.30pm
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TO JOIN	Please book via this enrolment form: https://conta.cc/33D3UXn This course is FREE and will run online via Zoom
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CONTACT	Tel: 07715 382 877 E-mail: philippa@creativityworks.org.uk
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Writing for Wellbeing (5 weeks) - Creativity Works

Group Overview - Join local writer, Christina Sanders, and explore ways to develop your confidence using writing and journaling to support health and wellbeing. This 5-week course will include playful, constructive, and focused techniques to help you explore and use your imagination and manage your moods.

Who is the group for - Residents of BANES that feel isolated or would like to support their wellbeing and mental health through creative writing,

WHEN Mondays 1, 8, 15, 22, 29 March **TIMES** 2:00pm - 3.30pm

TO JOIN This course is FREE and will run via Zoom.
Enrol here: <https://conta.cc/3o9iTzY>

CONTACT Tel: 07715 382 877 E-mail: philippa@creativityworks.org.uk

Writing Space - Creativity Works

Group Overview - A friendly peer led creative writing project for people of all writing skills. Facilitated sessions with opportunities to develop and share your ideas. The group also provides a writing newsletter for anyone that can't make the sessions. Get in touch if you'd like to attend the sessions or receive the newsletter or both. We meet online and face to face.

Who is the group for - Residents of BANES that feel isolated or would like to support their wellbeing and mental health through writing.

WHEN Tuesdays **TIMES** 2:00pm - 3.30pm

TO JOIN Enrol here for Writing Space: <https://conta.cc/2JCeW89>
This course is FREE and will run via Zoom.

CONTACT Tel: 07715 382 877 E-mail: philippa@creativityworks.org.uk

Click [here](#) to return to group/activity (online) contents table.

Health and Wellbeing Groups & Activities (Face-to-face)









Due to the Covid-19 lockdown, all face-to-face groups will be temporarily suspended. However, please still feel free to contact the organisations direct to find out more about the groups and/or to show your interest in being involved in the future.

We feel that it's important that you're aware of the face-to-face groups/activities (rather than exclude them from this updated edition of the guide), as we want to offer 'hope' during Covid that there are groups/activities still there for you in the future.

Face-to-face group/activity	Run by	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Venue
Feel Good Walks	Time Bank Plus		✓	✓					Bath
Foxhill Happy Snappers	Bath Mind / Creativity Works				✓				Bath
Fun & Friendly Fitness for All	Wellbeing College			✓					Bath
Fun Football	Bath Mind / Bath City Foundation	✓							Bath
Gardeners Lodge Art Group	Holbourne Museum			✓					Bath
Gentle & Seated Yoga (over 55s)	St John's Foundation	✓							Bath
Get Growing	Bath City Farm	✓		✓					Bath
Greenlinks @ Alice Park	Bath Mind		✓						Bath
Greenlinks @ Monksdale Road	Bath Mind	✓		✓					Bath
Greenlinks @ the Potting Shed	Bath Mind			✓					Radstock
Grow for Life	Grow For Life				✓				Bath
Life Course	Genesis Trust		✓		✓				Bath
Mental Health Mates Bristol	MHM Bristol							✓	Bristol
Old Acorn Barn	The Life Project		✓	✓	✓				Bath
Open Opportunities	Bath Mind	✓							Bath
Parent/Carers Drop In Group	The Life Project		✓						Bath
Saturday Club Cycling Sessions	Wheels For All						✓		Bath
Stitch Friday (over 55s)	St John's Foundation					✓			Bath
Supper Club (over 55s)	St John's Foundation		✓						Bath
Tai Chi Movement for Wellbeing (over 55s)	St John's Foundation				✓				Bath
Thursday Art Group (over 55s)	St John's Foundation				✓				Bath
Tuesday Art Group (over 55s)	St John's Foundation		✓						Bath
Twilights Cycling Session	Wheels For All		✓						Bath
Walking Football (over 50s)	Bath City Foundation			✓					Bath

When attending face to face groups, please remember to wear a mask and adhere to social distancing guidelines.

Group Guide (Face-to-face)

 Accessible	 Dementia Friendly	 Hearing Loop
 Food	 Refreshments	 Toilets
 Parking	 Accessible by bus	

Due to the Covid-19 lockdown, all face-to-face groups will be temporarily suspended. However, please still feel free to contact the organisations direct to find out more about the groups and/or to show your interest in being involved in the future.


In the meantime, don't forget to check out the virtual wellbeing groups and activities listed within this guide.

Feel Good Walks - Time Bank Plus

Feel Good Walks - Gentle walks in a small, friendly group (currently no more than six), suitable for people of all fitness levels. The walks take about an hour and are generally between 1-2 miles, starting and finishing in Twerton.

Please email timebankplus@gmail.com or ring 01225 442813 to book a place.





Who is the group for - Anyone over the age of 18. Accompanied children and well behaved dogs are also welcome.

WHEN	Alternating Tues & Weds	TIMES	Tues 12:30pm, Wed 2:30pm
COST	FREE	KEY	  
LOCATION	Time Bank Plus, 86 High St, Twerton, BA2 1DE		
CONTACT	Tel: Viv or Rowan 01225 442813 E:mail: timebankplus@gmail.com		

Foxhill Happy Snappers - Bath Mind/Creativity Works

Group Overview - Would you like to explore your local community through a lens? If you have a camera, phone or tablet and want to walk, talk and take pictures, this group is great. This weekly group is an opportunity to meet others, learn and share photographic ideas and gain confidence in a friendly environment.

Who is the group for - People who would like to improve their wellbeing, walk outdoors and develop and share their skills in photography.

WHEN	Thursdays	TIMES	11:00am - 1:00pm
COST	Free	KEY	   
LOCATION	St Andrews Church, Howthorn Grove, BA2 5QA		
CONTACT	Becky Hughesman 01225 316367 or Wellbeing@bathmind.org.uk		

Fun & Friendly Fitness for All - Wellbeing College

Group Overview - Fun friendly fitness class for all abilities. This is a tailored session to meet your individual needs. Each week will have a theme from kickfit (kickboxing fitness) to lower body and core workouts. Please bring water, towel and exercise mat if you have one. Please wear suitable clothing and foot wear.


Who is the group for - Men and women, all ages.

WHEN	Wednesdays (11th Nov-16 th Dec)	TIMES	12:15pm - 1:00pm
COST	FREE	KEY	  
LOCATION	Southside Youth Hub, Kelston View, Bath, BA2 1NR		
CONTACT	Tel: 0300 247 0050 or E-mail: wellbeingcollege@virgincare.co.uk		

Fun Football - Bath Mind / Bath City Foundation

Group Overview - Mixed, fun and friendly football, all abilities welcome. Please wear trainers or football boots and wear comfortable clothing. Please also bring a bottle of water with you. If you're unsure and would like to talk it through with someone first please give Bath Mind a call on: 07970681178.






Who is the group for - Men and women who would like to improve their wellbeing and increase their physical activity.

WHEN	Mondays	TIMES	10:30am - 11:30am
COST	FREE	KEY	
LOCATION	Bath Recreation Ground, BA2 4DS (behind Bath Sports Centre)		
CONTACT	Tel: Ailsae 07970681178 E-mail: ailsae@bathmind.org.uk		

Gardener's Lodge Art Group - Holburne Museum

Group Overview - A friendly, supported group where you can develop your arts skills, be creative and meet other like-minded people in a safe museum environment. We work with specialist artists on 6 week projects and sometimes we work in other Bath museums. Contact us directly or ask your support worker to refer you. Note there may be a waiting list while museum space is limited.




Who is the group for - Anyone interested in exploring their creativity who has been affected by mental health issues, social isolation or homelessness.

WHEN	Every Wednesday	TIMES	2:00pm-3:30pm
COST	FREE	KEY	    
LOCATION	Holburne Museum, Great Pulteney Street, Bath, BA2 4DB		
CONTACT	Tel: Louise / Emma 01225 388566 E-mail: l.campion@holburne.org		

Gentle & Seated Yoga - St John's Foundation

Group Overview - If you want to improve balance and strength, this class will help. Led by Pete Savin with fun and purpose.








Who is the group for - Anyone over age 55

WHEN	Every Monday	TIMES	10-11am&11:30am-12:30pm
COST	£3.50	KEY	    
LOCATION	The Bubble, St John's Foundation, Bath, BA1 1SQ		
CONTACT	Tel: 01225 486454 or 01225 486403		

Get Growing! - Bath City Farm

Group Overview - A project where volunteers can get involved in activities such as animal care, gardening in our polytunnel, flower beds & veg patch and propagating plants to sell. Volunteers also cook a lunch for everyone to share using produce grown at the farm. These activities help improve physical and mental health. The farm is a beautiful setting with amazing views and lovely gardens.








Who is the group for - People suffering from mental health issues. Activities are included to suit all abilities. There is disabled access to the farm.

WHEN	Mondays & Wednesdays	TIMES	10:00am – 3:00pm
COST	FREE	KEY	      
LOCATION	Bath City Farm, Kelston View, Bath, BA2 1NW		
CONTACT	Tel: Sara 01225 481269 or E-mail: sara@bathcityfarm.org.uk		

Greenlinks @ Alice Park - Bath Mind

Group Overview - A friendly gardening group who meet weekly at this wonderful Community Garden. The Community Garden has well established raised beds, fruit trees, a greenhouse, a lock-up, a communal seating area and pond.

Who is the group for - For anyone who will benefit from wellbeing activities including physical exercise, learning food growing skills and making friends.

WHEN	Tuesdays	TIMES	10:00am - 1:00pm
COST	£2 per session	KEY	      
LOCATION	Alice Park Community Garden, Gloucester Road, BA1 7BL		
CONTACT	Tel: 01225 316199 or Email: EmmaCarlisle@bathmind.org.uk		

Greenlinks @ Monksdale Road - Bath Mind

Group Overview - A friendly gardening group that meets twice each week to work together on a beautiful allotment. Come and try your hand at gardening, no experience necessary, or enjoy sitting in one of the many relaxing areas on site.

Who is the group for - Anyone wanting to improve their wellbeing.

WHEN Mondays & Wednesdays **TIMES** 12:30pm - 3:30pm

COST £2 per session

KEY     

LOCATION Monksdale Road, Bath

CONTACT Tel: 01225 316199 or Email: AmandaBoston@bathmind.org.uk

Greenlinks @ the Potting Shed - Bath Mind

Group Overview - A small friendly group of people who garden socially and work together to improve wellbeing. No experience needed as participants work at their own pace. The group gets involved in local community activities and fundraises to cover their costs.

Who is the group for - Any adult who wants support to recover and improve their mental health and wellbeing in the Midsomer Norton/Radstock area.

WHEN Wednesdays **TIMES** 11:00am - 1:00pm

COST £2.00 per week

KEY   

LOCATION Ammerdown Kitchen Garden, Ammerdown Park, Radstock, BA3 5SW

CONTACT Tel: 01225 316199 or E-mail: EmmaCarlisle@bathmind.org.uk

Grow For Life

Group Overview - You will join a 'bubble' of 6 for a therapeutic gardening session in the Botanical Gardens in Victoria Park. You will be supervised at all times and will have a break mid-morning. No previous gardening experience required. Contact Carey (see below) to complete an application form.

Who is the group for - Adults suffering from depression/anxiety, low confidence/self esteem or who are socially isolated.

WHEN Thursdays **TIMES** 10:00am - 1:00pm

COST FREE

KEY    



LOCATION Main entrance of the Botanical Garden, Victoria Park

CONTACT Tel: Carey Skelton 07729906223 E-mail: info@growforlife.org.uk

Life Course - Genesis Trust

Group Overview - This course is aimed at supporting people to 'live well in recovery from addiction or poor mental health', however this really extends to any life controlling issue or lifestyle change you wish to make to improve your life. The Course has 4 modules: Self Care; Mind Matters; Healthy Relationships and Life Management. 18 sessions in total. Contact Sue for a referral application.

Who is the group for - The course is available to all. The only condition is readiness to engage.

WHEN	Tue & Thurs, starts 19th Jan	TIMES	11:00am - 1:00pm
COST	FREE	KEY	 
LOCATION	The Gateway Centre, Snow Hill, London Road, Bath, BA1 6DH		
CONTACT	Tel: Sue 07713 864876 or E-mail: sue.fourie@genesistrust.org.uk		

Mental Health Mates (MHM) - MHM Bristol

Group Overview - A safe place to meet, walk and talk, without fear or judgement. To make sure we comply with track & trace please contact us to register providing your name & email address. We will not be providing face masks or hand gel but feel free to bring your own.

Next walk: To be confirmed once Covid restrictions permit





Who is the group for - Our group is for anyone finding life difficult, everyone is welcome. Find us on Facebook 'Mental Health Mates Bristol'.

WHEN	Sundays, monthly meet ups	TIMES	E-mail for details
COST	FREE	KEY	Dependant on location
LOCATION	Walks take place in various locations in Bristol		
CONTACT	E-mail: Rachel at mentalhealthmatesbristol@gmail.com		

Old Acorn Barn - The Life Project

Group Overview - The Life Project runs day-time activity sessions for adults with learning disabilities at our Barn in Englishcombe village. Our 'Makers' can choose from a variety of activities on offer in our art and craft room, kitchen and workshop. We also have an allotment where our Makers can start their day by growing fruit and vegetables which are brought back to the Barn to cook and enjoy.




Who is the group for - The group is for adults with learning disabilities.

WHEN	Tues, Weds & Thurs	TIMES	9:30am - 2:30pm
COST	£48 per session	KEY	   
LOCATION	The Old Acorn Barn, Englishcombe Village		
CONTACT	Email: Sarah Couchman sarah@lifeprojectbath.org.uk		

Open Opportunities - Bath Mind

Group Overview - Social activity group for adults who want emotional and social support in order to improve their mental and physical wellbeing. The focus is on peer and facilitated support to enable participants to live a full and active life in the community.

Who is the group for - Any adult who wants emotional support to empower them to recover and improve their mental health and wellbeing.

WHEN	Mondays	TIMES	11 - 12:30pm & 12:30 - 2pm
COST	£2 per session	KEY	  
LOCATION	Manvers St. Open House, Manvers St. Bath, BA1 1JW		
CONTACT	Becky Hughesman: 01225 316367 or Wellbeing@bathmind.org.uk		

Parent/Carer Drop-in Group - The Life Project

Group Overview - The Life Project runs Parent Carer Drop-In sessions for carers who want to find some space and time away from their caring roles. The group offers the chance to become part of a supportive network where a cup of coffee and some tasty treats are always on offer and those who attend can de-stress by joining in with an exercise or pilates class during the session.








Who is the group for - The group is for parents or carers who care for those with learning needs and other disabilities.

WHEN	Tuesdays during term time	TIMES	10:00am - 2:00pm
COST	Free (donations for coffee)	KEY	   
LOCATION	Weston Hub, Penn Hill Road, BA1 4EH		
CONTACT	E-mail: Fiona Day Fiona@lifeprojectbath.org.uk		

Saturday Club Cycling Sessions - Wheels for All

Group Overview - Inclusive cycling sessions using adapted bikes and tricycles. Must book in advance and get a start time from us before attending www.eventbrite.co.uk/e/wheels-for-all-saturday-club-tickets-119283063855. Payment on the day via contactless (preferred). £6 pp. £8 one-plus carer who rides. Family: £12 (3-5 persons).




Who is the group for - Children, young people & adults who may find riding two wheel bikes difficult due to disability, lack of confidence or health issues.

WHEN	Saturdays, fortnightly	TIMES	12:00pm - 1:30pm
COST	As described above	KEY	      
LOCATION	Odd Down Cycle Circuit, Chelwood Road, Bath, BA2 2PR		
CONTACT	Tel: Chris 07530 263014 or E-mail: chris.revill@cycling.org.uk		

Stitch Friday - St John's Foundation & Bath Mind

Group Overview - Fun and friendly group with Bath Mind. Make something special using felts, embroidery and sewing. Materials included.






Who is the group for - Anyone over age 55

WHEN	Every Friday	TIMES	10:30am-12:30pm
COST	£5 per session	KEY	  
LOCATION	The Bubble, St John's Foundation, Bath, BA1 1SQ		
CONTACT	Tel: 01225 486454 or 01225 486403		

Supper Club - St John's Foundation

Group Overview - Whether you're an inexperienced cook or wanting to take your culinary skills to the next level, you will enjoy cooking delicious recipes with tutor Louise Griffin, and dining together as a group.

Who is the group for - Anyone over age 55






WHEN	Every Tuesday	TIMES	2:30-4:30pm
COST	£5 per session	KEY	    
LOCATION	The Bubble, St John's Foundation, Bath, BA1 1SQ		
CONTACT	Tel: 01225 486454 or 01225 486403		

Tai Chi Movement for Wellbeing

Provided by St John's Foundation

Group Overview - Join Betsan's Tai Chi class and enjoy the benefits of mind, body and soul.






Who is the group for - Anyone over age 55

WHEN	Every Thursday	TIMES	2:00-3:00pm
COST	£3.50 per session	KEY	    
LOCATION	The Bubble, St John's Foundation, Bath, BA1 1SQ		
CONTACT	Tel: 01225 486454 or 01225 486403		

Thursday Art Group - St John's Foundation

Group Overview - Mixed media & creativity. Art history & art appreciation. These classes offer tutoring for beginners and mentoring for the experienced.






Who is the group for - Anyone over age 55

WHEN	Every Thursday	TIMES	10:00am-12:00pm
COST	£5 per session	KEY	    
LOCATION	The Bubble, St John's Foundation, Bath, BA1 1SQ		
CONTACT	Tel: 01225 486454 or 01225 486403		

Tuesday Art Group - St John's Foundation

Group Overview - Explore mixed media & creativity with tutor Pete. Classes offer tutoring for beginners and mentoring for the experienced.








Who is the group for - Anyone over age 55

WHEN	Every Tuesday	TIMES	10:00am-12:00pm
COST	£5 per session	KEY	    
LOCATION	Mulberry Park, Combe Down, Bath. BA2 5BU		
CONTACT	Tel: 01225 486454 or 01225 486403		

Twilights Cycling Sessions - Wheels for All

Group Overview - Join us Tuesdays for some late afternoon/after school cycling. Must book your space in advance via the Eventbrite link www.eventbrite.co.uk/e/wheels-for-all-twilights-tickets-120208353421 Payment on the day via contactless payment. £6pp; £8 with carer riding; Family rate: 3-5 persons £12.


Who is the group for - Children, young people & adults who may find riding two wheel bikes difficult due to disability, lack of confidence or health issues.

WHEN	Tuesdays	TIMES	3:30pm - 4:30pm
COST	FREE	KEY	      
LOCATION	Odd Down Cycle Circuit, Chelwood Road, Bath, BA2 2PR		
CONTACT	Tel: Chris 07530 263014 or E-mail: chris.revill@cycling.org.uk		

Walking Football (over 50s) - Bath City Foundation

Group Overview - Are you looking to keep active and enjoy football at a gentle pace? All abilities welcome. Fun and friendly. No booking required, just turn up. Bring your own drinks and suitable footwear. Please note there are no changing facilities or toilets available on site.

Who is the group for - Sessions aimed at over 50s. Men and women who would like to improve their wellbeing and increase their physical activity.

WHEN	Wednesdays (21 st Oct - 25 th Nov)	TIMES	10:30-11:30am
COST	FREE (first 6 weeks)	KEY	
LOCATION	Bath Recreation Ground, BA2 4DS (behind Bath Sports Centre)		
CONTACT	E-mail: info@bathcityfoundation.org		

Click [here](#) to return to group/activity (online) contents table.

Organisations Supporting People in B&NES

One-to-one Support

Click on any of the categories below to be taken straight there.

[Advocacy](#)

[Befriending / Combating Loneliness](#)

[Bereavement](#)

[Counselling](#)

[Debt Advice](#)

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[Mental Health Support - Community](#)

[Mental Health Support - NHS Trust](#)

[Perinatal Support](#)

[Reading](#)

[Refugee Support](#)

[Senior Citizen Support](#)

[Sexual Health](#)

[Violence, Domestic Violence & Abuse](#)

[Volunteering](#)

Advocacy

Advocacy is 'taking action to help people say what they want, secure their rights, represent their interests and obtain a service which they need', The Advocacy Charter. Advocates work in partnership with the people they support.

Complaints Procedure Advocacy (CPA)

Free, independent and confidential service. Provides information and support to people who want to make a formal complaint to Social Services.

How to access:

Tel: 0808 808 5252 **Email:** cpa@thecareforum.org.uk **Website:** www.thecareforum.org

SEAP - NHS complaints advocacy, B&NES

Health complaints advocacy is a free, independent advocacy service that can help you make a complaint about any aspect of your NHS care or treatment.

How to access:

Tel: 03304 409 000 **Email:** hastings.office@seap.org.uk

Website: seap.org.uk/local-authority/bath-north-east-somerset.html

South West Advocacy Network (SWAN) - Mental health advocacy

Advocates work alongside individuals to help them get the information and services they need in order to improve their own health and wellbeing. SWAN focus on aspects of mental health care and treatment. A free, confidential and independent service. SWAN also provides statutory advocacy support to people who lack capacity to make health and welfare decisions for themselves and those who are subject to the restrictions of the Mental Health Act.

How to access:

Tel: 0333 344 7928 **Email:** reception@swanadvocacy.org.uk

Website: www.swanadvocacy.org.uk

Befriending / Combating Loneliness

British Red Cross

Wellbeing techniques, resilience development and first aid toolkit - guidance, support and activities to boost your skills, confidence and connections.

Website: [click here for your wellbeing-and-resilience-toolkit](#)

Telephone Befriending Service

3SG Compassionate Communities Hub is currently offering regular phone calls from members of the local community, to people who are isolated on their own.

How to access:

Tel: 0300 247 050

Chew Valley & Keynsham Befrienders

We help people in the Keynsham and Chew Valley with mental health/emotional needs.

Telephone support or outdoor visits/coffee shops etc. during Covid. Outside of Covid times people can be visited in their own home if wished. People referred are matched with a suitable befriender if available (there is a waiting list at the moment but new befrienders are to be trained in autumn 2020) so do not hesitate to contact us.

How to access: Yes, referral form that can be filled in by the individual or other

Tel: Bridget Smith or Mary Douglas-Jones on 01275 472798 or 01275475154

E-mail: marydouglasjones@gmsil.com or bridgets@uwclub.net

Website: www.befriender.org.uk **Address:** Church Farm House, Winford, Bristol, BS40 8EY

Bereavement

AtaLoss

AtaLoss is a charity that provides the UK's signposting website for the bereaved. By means of simple filter systems the AtaLoss.org website can help those bereaved in any circumstance to find the national bereavement support services that are appropriate to their loss, as well as local services, relevant resources and information.

How to access

Website: www.ataloss.org/Pages/FAQs/Category/organisations-that-can-help?Take=8

Cruise Bereavement Care

Provides professional and confidential bereavement support via trained bereavement volunteers. One-to-one support, telephone support and group support.

How to access:

Tel: 01761 417 250

E-mail: bath@cruse.org.uk

Website: www.crusebath.org

Address: 2 Westfield Court, Third Avenue, Westfield, Midsomer Norton, Bath, BA3 4XD

Survivors of Bereavement by Suicide (SOBS)

SOBS exist to meet the needs and overcome the isolation experienced by people, over 18, who have been bereaved by suicide. Local support groups provide an opportunity for those bereaved by suicide to listen, to share, to ask questions and to connect with others. Many groups also offer a small resource library and can share information about local sources of support.

National Helpline: 0300 111 5065, 9am-9pm, Mon to Fri with Sat and Sun cover during Covid-19.

How to access:

Tel: Ann - 07498 179 229

E-mail: bath@uksobs.org

Website: uksobs.org

Counselling

Focus Counselling

Focus Counselling offers low-cost counselling and is located in Bath city centre.

The Focus offices are currently manned remotely between 10am - 3pm, Mon to Fri. If you wish to have counselling with Focus please call 01761 434 220 to arrange a remote assessment, via telephone or Skype.

How to access:

Tel: 01761 434 220 **E-mail:** Office@focusbath.com **Website:** www.focusbath.com

Bath Relate

Relationship counselling service.

How to access:

Tel: 01225 465 593 **E-mail:** bath.relateavon@btconnect.com

Website: www.relate-avon.org.uk

Address: Bath Relate, 21 Milsom Street, Bath, BA1 1DE

Debt Advice

Citizens Advice Bureau (CAB)

Citizens Advice help people to resolve their legal, money and a huge variety of other issues by providing free, independent and confidential advice. Get help to work out how much money you owe and which debts you should pay back first.

All face-to-face consultations suspended.

How to access:

Advice Line: 0344 848 7919, Mon to Fri, 9:30am - 2:30pm.

Please note that if you call outside open hours you will receive recorded advice.

Visit one of our drop-in centres (except during lockdown): Keynsham Civic Centre / Manvers Street, Bath / The Hollies, Midsomer Norton

Website: Contact us online 24/7 with a webform www.citizensadvicebanes.org.uk

National Debtline

We give free and independent advice over the phone and online via webchat.

How to access:

Tel: 0808 808 4000, Mon to Fri, 9am - 8pm. **Website:** www.nationaldebtline.org

Dementia Support

Alzheimer's Society

Our dementia support workers offer information and practical guidance to help you understand dementia, cope with day-to-day challenges and prepare for the future. They offer information to people who are worried about their memory and on-going support to people affected by dementia. Alzheimer's Society has **temporarily suspended all of our face-to-face and group services** and the majority of Alzheimer's Society local offices are closed for the time being. If you have a query about one of our services, please email where possible and check our website for updates. If you have questions or concerns about dementia, you can get phone support from a dementia adviser by calling 0333 150 3456.

How to access:

Tel: 07795 344967 **Email:** bath@alzheimers.org.uk **Website:** www.alzheimers.org.uk

Drugs & Alcohol Support

BANES Drug & Alcohol Service (DHI)

Anyone living in BANES can get free and confidential help if they are struggling with drugs or alcohol. Our service is based out of two main locations: The Beehive in central Bath and The Rural Recovery Hub in Midsomer Norton. We provide support services for people with substance misuse difficulties, these include information and advice, group work and 1:1 sessions, supported housing advice, counselling and employment/training opportunities.

Due to Covid-19, assessments and enquiries around drugs, alcohol, treatment, and social prescribing are now being done by phone.

How to access:

Tel: 01225 329 411 **E-mail:** TheBeehive@dhbath.org.uk **Website:** www.dhi-online.org.uk

West Country Narcotics Anonymous - Online meetings group

How to access:

joininggroupchat.com/wcnaonline

Eating Disorders

Anorexia & Bulimia Care (ABC)

1. ABC Telephone / E-mail Support Services

We provide on-going care, emotional support and practical guidance for anyone affected by eating disorders and eating distress. Our support services also include online chat, nutritional guidance, a online recovery course, and a parent and carer forum.

How To access:

ABC Helpline: 03000 11 12 13 Wed, Thurs, Fri (see website for up-to-date helpline hours)

E-mail: support@anorexiabulimiare.org.uk **Website:** www.anorexiabulimiare.org.uk

2. ABC Befriending Service - We are the only charity offering adults (18 years and above) one-to-one, on-going recovery support through our befriending service. This service links people who are struggling with an eating disorder with someone who has recovered. The befriending relationship operates by telephone for 6 months.

How to access:

Self-referral, check eligibility criteria, application form available to download online.

E-mail: Natalie Rigg - Befriending Coordinator, befriending@anorexiabulimiare.org.uk

Website: www.anorexiabulimiare.org.uk/help-for-you/befriending

Beat - National Eating Disorder Helpline

Open 365 days a year, 12pm - 8pm during the week, and 4pm - 8pm on weekends and bank hols.

How To access:

Helpline (adults) **Tel:** 0808 801 0677 **E-mail:** help@beateatingdisorders.org.uk

Youthline (under 18s) **Tel:** 0808 801 0711 **E-mail:** fyp@beateatingdisorders.org.uk

Studentline (students) **Tel:** 0808 801 0811 **E-mail:** studentline@beateatingdisorders.org.uk

Somerset & Wessex Eating Disorder Association (SWEDA)

We provide support to anyone affected by eating disorders, including anorexia nervosa, bulimia nervosa, compulsive eating, binge eating disorder and all related conditions. We are here to support and listen to you, wherever you are on your journey. Our services include counselling services and a monthly self-help support group. We continue to support clients by phone or using online services such as Zoom, Skype, FaceTime or WhatsApp.

How To access:

Phone: 01749 343 344 **Email:** support@swedauk.org **Website:** www.swedauk.org

Employment Related Support

Achieve in B&NES

Achieve in B&NES provides a job and course search service for anybody wishing to enter the workplace or progress their career. There are several free and funded courses from local providers on offer. Achieve continue to add to a built up network of local businesses as well as support services, who can confidently offer real jobs, opportunities in the routes to employment and support which meets the needs of the residents, both now and for a productive future.

How to access:

Website: www.achieveinbathnes.co.uk **E-mail:** Achieve@BATHNES.GO.UK

Adult Community Learning, Bath College

Provides a wide range of courses for adults aged 19 years or over; intended for those who want to improve their chances to find work, support their families or live independently. Employability courses and workshops, english and maths, food hygiene, confidence and motivation courses and workshops, IT skills, personal development, and vocational courses (i.e. stone masonry, woodworking, and plumbing). Courses are offered in small groups in a supportive setting by experienced tutors. Please contact us if you have any questions about whether you are eligible for free provision.

How to access: Autumn 2020 - Spring 2021 course brochure [ACL-Autumn-20-Spring-21-V2.pdf](#)

Tel: 01225 328 822 **E-mail:** acl@bathcollege.ac.uk **Website:** www.bathcollege.ac.uk/ACL

Clean Slate - Training & Employment

Clean Slate run Quids In Centres offering free support and training to help you manage and stretch your budget by taking control of your money, finding work or better paid work and making the best use of the internet.

You can contact the B&NES team by phone or email while social distancing is in effect.

How to access:

Tel: 01225 302 200 **E-mail:** bath@cleanslateltd.co.uk **Website:** www.cleanslateltd.co.uk

Future Bright - FREE careers coaching service

Due to the employment crisis caused by COVID-19 we have been able to widen out eligibility. We can now work with those who are in employment and claiming a tax credit or benefit, as well as those who have lost work or pay due to lockdown.

We can offer the following:

- Over the phone/ Skype support for up to 3 months
- Support to help participants begin looking for new or additional employment.
- Access to short-term training to improve skills and enable participants to move quickly to secure work opportunities of either a temporary or permanent nature

How to access:

Self-referral welcome, check eligibility criteria via website or by getting in touch with us.

Tel: 01225 395 555 Mon-Fri 9am-5pm **E-mail:** futurebright@bathnes.gov.uk

Website: www.futurebright.org.uk **Address:** Lewis House, Manvers Street, Bath, BA1 1JG

Somerset Skills & Learning (SS&L)

Somerset Skills & Learning is an adult education provider covering B&NES and the South West region. As well as qualifications such as GCSEs, apprenticeships and Level 2/3s, SS&L has a strong focus on community and family learning. All courses and workshops are free for B&NES residents, and currently include;

- CV and employability
- Family digital skills
- Career taster sessions
- Christmas activities
- Mental health support
- Personal development
- Creative writing
- Wellbeing workshops
- Budgeting/financial management

Learning is typically within the community at various venues across B&NES, but has moved online during the pandemic. Support with how to use Zoom is also available.

How to access: No referral needed, just get in touch.

Tel: Lucy Hill, Community Partnerships Co-ordinator on 0330 332 7997

E-mail lhill@sslcic.co.uk **Website:** www.sslcourses.co.uk

Family & Friends Support**Carers Centre**

The Carers' Centre offers free help, support, information and advice to all carers (formal and informal) in Bath and North East Somerset and have now extended the opening times of our

carers support line. Having someone to talk to can make a big difference, so you can now call our support line between 8.15am - 3.00pm each weekday for information, advice or just to talk. We are adding new information to our website including Frequently Asked Questions and a Coronavirus Support Plan tool to help carers manage isolation and maintain their wellbeing during this period.

How to access:

Tel: 08000 388 885

Email: support@banescarerscentre.org.uk

Website: www.banescarerscentre.org.uk

[Carers Centre Blog](#)

Families also Matter (DHI) - WebFAM Online Self Help Tool

Living with someone who misuses drugs or alcohol can be exhausting. We can help to reduce the impact of someone else's drug or alcohol use on their families and friends. WebFAM is an online self help tool for families and carers of drug or alcohol users.

How to access:

Currently our families and carers will be able to seek initial support via our free and confidential web service WebFAM webfam.dhi-online.org.uk/

Tel: 01225 329 411

Email: family@dhi-services.org.uk

KS2

KS2 is a peer support group for carers or supporters of people with mental health difficulties. We know that a lot of carers are left isolated and unsupported, dealing with some challenging situations. We offer support and training from people who understand, information on local mental health services and a chance to get involved and improve the services within mental health. The group is still offering support during Covid-19. Please email or telephone with your contact details and we will be in touch with you soon.

How to access:

Tel: 07528 668 040

Email: hello@KS2Bath.org

Website: www.ks2bath.org

Oxford Health NHS Trust helpline for children and young people during the Coronavirus outbreak

This mental health helpline has been launched in Bath and North East Somerset, Swindon and Wiltshire. Anyone concerned about a child or young person's mental health (or the child or young person themselves) can phone the helpline and speak to mental health experts who will provide advice, guidance and support over the telephone. Available for BaNES residents.

How to access:

Tel: 01865 903 777 9am - 5pm weekdays / 01865 901 000 5pm - 9am weekdays & weekends

Southside

We support people affected by trauma caused by loss, domestic abuse, violence or neglect. Southside's referral process continues as before and we are providing phone/virtual support for families and victims, along with practical help. Our Information and Advice Navigator (IAN) service is open for information, advice and signposting for victims of domestic abuse across Bath and North East Somerset, concerned family or friends and professionals who support them.

How to access:

Mon to Thurs 9:00am - 5:00pm and Fri 9:00am - 4:00pm

Tel: 01225 331 243

Email: enquiries@south-side.org.uk

Website: south-side.org.uk

Time to Talk (Mediation Service) - Curo

Curo's mediation service is a free, confidential and impartial provision. It is available for 16-25-year olds and their families, within BANES.

- Struggling with ongoing arguments at home?
- Constant bickering getting you down?
- Do you know someone who would benefit from this support?
- Is it a service you would like to access yourself?



I am available to make video calls over WhatsApp, or meet at your home if necessary. I will wear protective PPE and would like you to wear a face mask, during my visit.

How to access:

Text, call or email Wendy Haworth, Mediation Worker/Housing referrals for BANES young people

Tel: 07966 140 779 (Mon-Thur 9-5pm, Fri 9-4.30pm) or **Email:** Wendy.haworth@curo-group.co.uk

Food Banks

The Trussell Trust Food Banks

In response to the Covid-19 outbreak, our service and operations have changed significantly to enable us to keep our clients, staff and volunteers safe, while continuing to provide emergency food to those who need it. Please only use foodbank if there are no other options.

Bath area

If you need food, we are running a delivery only service, thanks to help from British Gas volunteers. All our usual distribution centres are now closed. We are now operating an **e-voucher system**. Paper vouchers are no longer valid. In order to receive a delivery of food, you will need to contact one of our referral agencies. They will process your request digitally, and send an e-voucher through to us. We will deliver orders on the next scheduled delivery day after receiving them.

How to access:

Tel: 01225 463 549 **Mobile:** 07591 569 456 **E-mail:** info@bath.foodbank.org.uk.

Website: genesistrust.org.uk/news/covid-19-update-from-genesis-trust

Keynsham & Saltford area

Issuing of e-vouchers, delivery by Keynsham and District Dial a Ride who are carrying out deliveries for those not able to get to the food bank.

How to access: Check website for up-to-date information.

Tel: 0117 983 7923 or 07776 493 221 (8:30am-8pm only please)

Website: keynsham.foodbank.org.uk

Somer Valley area

Some changes in normal services.

How to access: Check website for up-to-date information.

Tel: 07729 523 986 **E-mail:** info@somervalley.foodbank.org.uk

Website: somervalley.foodbank.org.uk

Mercy in Action

Action Pantry - Partnering with FareShare SW, we receive fresh food that has been rescued from going to landfill and pass it on to families in need in Bath and the surrounding area. Meat, dairy products, ready meals, fruit and veg, are among the foods we are able to share with our members. Limited places. Food is currently being delivered but we are moving slowly back to pick-ups. Normal £3 charge currently suspended.

How to access

Tel: 07874387717 **Email:** clothesline@mercyinaction.org.uk

Funding

St John's Foundation

Individual funding Programme (newly amended criteria due to Coronavirus)

Provides funding support to individuals and families in Bath & North East Somerset who are struggling financially. Funding can be awarded for furniture and white goods, removal costs, carpets and flooring, funeral costs, utility bills, rent and other arrears, bankruptcy application fees, debt relief order fees, educational courses, counselling, mentoring and clothing.

How to access: By referral

For all enquiries, please contact our funding and impact officers.

Tel: 01225 486 407 **Email:** grants@stjohnsbath.org.uk

Website: stjohnsbath.org.uk/what-we-do/funding-support

Turn2Us

Turn2us is a national charity that helps people in financial hardship to gain access to welfare benefits, charitable grants and support services - online, by phone and face to face, through partner organisations and our volunteers.

How to access:

Helpline: 0808 802 2000 Mon to Fri, 9am - 5.30pm **Website:** www.turn2us.org.uk

General Support

1 BIG Database, BANES

Provides information on local support groups and national helplines, activities within B&NES for children and families, an events calendar including information on school holiday clubs, and an Ofsted registered list of childcare providers in Bath and North East Somerset.



How to access:

Website: www.bathnes1bd.org.uk

Rainbow Resource

Bath and North East Somerset's Local Offer

Local information for families with a child or young person (age 0-25) with additional needs, a special educational need or disability.



How to access:

Website: www.rainbowresource.org.uk

Bath Library of Things - Share & Repair

Share & Repair is a volunteer-led, community project in Bath and North East Somerset. Our aims are simple: to help local people save money and the planet through reduce, repair and reuse. The Bath Library of Things contains 126 useful items that you can borrow for a small affordable fee. Items include DIY equipment, electricals, parties and events equipment, camping and outdoor items, home products, and travel bags. Membership application must be completed prior to borrowing items, see website for full details bathlibraryofthings.org.uk

How to access:

Our Library of Things is currently operating a click and collect scheme where appropriate.

Tel: 07486 518 197 or **Email:** hello@shareandrepair.org.uk

Mercy in Action

Clothesline - Providing free clothing for the children, aged 5-13+, of anyone struggling to make ends meet. Clothes of every kind including school uniform, nightwear, coats, and sportswear. All items are clean, in excellent condition, and many are brand new. There are also curtains, bed linen and towels available. Clothes can be delivered or collected from Jubilee Centre, Lower Bristol Road, Bath BA2 9ES.

How to access

Tel: 07874387717 **Email:** clothesline@mercyinaction.org.uk

Sustainable Food Partnership

The mission of the Sustainable Food Partnership is to improve lives, influence local food policy and optimise sustainable food provision in Bath and north east Somerset.

Compassionate Community partners 3SG & the Sustainable Food Partnership have produced a list of local providers offering food to people across Bath and North East Somerset.

How to access:

Website: www.3sg.org.uk/pages/sustainable-food-partnership

Have A Voice

BANES Parent Carers Voice

Parent Carers Aiming High is a group of parents who all care for a child with physical, learning or medical difficulties. The people in the group support each other. They speak up for carers of children and help the local council to provide better services for disabled children and their families.

Although some of our meetings/coffee mornings have had to be cancelled in line with the Government recommendations we can still be reached. Keep up-to-date using our Facebook page 'BANES Parent Carers Voice'.

How to access:

E-mail: parentcarersvoice@gmail.com **Website:** www.banesparentcarersvoice.co.uk

Citizens Panel

The Citizens' Panel has been set up to enable people who use services, carers and residents of Bath and North East Somerset to have a say about how health and related services can be improved, so that everyone can feel happier, healthier and more in control. Local residents help shape services by offering their views and insight into what matters to them, and what their priorities are. Sign up on the website.

How to access:

Email: citizenspanel@virgincare.co.uk

Website: bathneshealthandcare.nhs.uk/citizenspanel

Healthwatch BANES

Healthwatch want to hear from you about your experiences so that they can inform services and the health and wellbeing board. Their aim is to help create the best local services. Share your stories using their online form for issues, concerns and positive experiences.

How to access:

Tel: 01225 232 401

Email: info@healthwatchbathnes.co.uk **Website:** www.healthwatchbathnes.co.uk

Service User and Carer Involvement - AWP

Empowering Avon & Wiltshire Mental Health Partnership NHS Trust (AWP) service users and carers to use their knowledge and experience of mental health services to positively shape services and 'make a real difference'. Training provided and involvement tailored to meet individual needs and aspirations. Opportunities include staff training and recruitment, forums, projects, feedback on literature, fundraising activities, awareness talks, conferences and events. Feel valued, build new skills, improve confidence and develop your CV.

How to Access: Contact Lee Rawlings, Local Involvement Co-ordinator

Tel: 07917 210 187 **Email:** l.rawlings@nhs.net

Health & Wellbeing

3SG Community Wellbeing Hub

You can access support via the Community Wellbeing Hub by calling 0300 247 0050 (9am - 5pm Weekdays). This hub provides a range of wellbeing services, including the Compassionate Community Emergency Volunteer Response. This provides food and medication deliveries across Bath and North East Somerset, using a local volunteer.

How to access:

Tel: 0300 247 0050 **Email:** Bathnes.thehub@virgincare.co.uk

Website: www.compassioncb.org.uk/wellbeing

Adult Social Care - First Response

For safeguarding, social care and occupational therapy referrals.

How to access:

Tel: 0300 247 0201 **Out of hours - Emergency Duty Line:** 01454 615 165

BANES Social Prescribing Service

The social prescribing service provides support in B&NES to address the social, emotional or practical issues which may be affecting your health and wellbeing; stress, low mood, debt, housing problems, bereavement or divorce, isolation and loneliness. Social prescribers can help you to overcome challenges that are affecting your physical and/or mental health. Appointments take place face-to-face at GP surgeries, by phone or video call.

How to access: Self-refer to this service by booking a telephone triage at your GP surgery.

Creativity Works

Creativity Works believes that creativity can make a significant difference to people's lives, inspiring, empowering and supporting them to have fun, learn new transferable skills and improve their health and wellbeing. We currently offer a monthly creative newsletter via e-mail, which includes a creative activity as well as links to other creative opportunities.

How to access:

Email: philippa@creativityworks.org.uk **Website:** www.creativityworks.org.uk

Sign up for the newsletter via this link: www.creativityworks.org.uk/newsletter-signup

Grow for Life

Grow for Life provide therapeutic gardening sessions in designated garden sites in and around Bath area, for people affected by low confidence, anxiety, depression or isolation. Some gardening sessions soon to be resumed. Contact for more information.

How to access:

Tel: Carey Skelton 07729 906 223 **E-mail:** info@growforlife.org.uk

Website: www.growforlife.org.uk

Off The Record Bath and North East Somerset (OTR)

OTR is open for you - we've worked hard to continue to offer all of our services on the phone, via video chat or other chat forums. If you're 10 - 25 years old and want a safe space to be heard, we're here for you. We've got the following support available via phone, video or messenger;

- **Listening Support** - a 20-minute confidential session for you to talk about anything you like.
- **Counselling** - a 50 minute session with our counsellor, you'll have a chance to explore issues in more depth.

This is a really difficult time for young people; none of us have ever gone through anything like this before. Our team are available to support you through it - whatever the challenges are.

How to access:

To get support, please visit our website and complete a short referral form.

Tel: 01225 312 481 **Email:** OTRsupport@offtherecord-banes.co.uk

Website: www.offtherecord-banes.co.uk

Soundwell Music Therapy

Soundwell supports adults in the community to promote mental health, wellbeing, change and recovery. We provide a variety of ways to access music therapy, to meet the needs of different people. These include weekly groups by referral, individual sessions by referral, open groups, groups for unpaid carers, singing groups, outreach sessions, and projects with partner organisations. At present, our face to face groups are suspended. However, sessions are running remotely by zoom or phone.

How to access: Via referral (for groups and individual sessions)

Tel: Erin Upjohn Beatson (Local Services Co-ordinator B&NES) 0300 365 3400 / 07958 229 333

Email: enquiries@soundwell.org.uk or erin.upbeat@soundwell.org.uk
Website: www.soundwell.org

St Mungo's - Bridges to Wellbeing Service

Supports other organisations & groups to create volunteering opportunities in the social care sector. We are particularly keen on volunteering roles for clients, service users and carers, as we believe in the value of people with lived experience developing as they support their peers' progression.

We do this with:

- Volunteer Training - Delivering and coordinating online training coming soon
- Consultancy - Working with other organisations to develop volunteering roles
- Tools - We are encouraging all organisations and groups to share examples of what works

How to access:

Tel: 07825 115 775 **Email:** ralph.lillywhite@mungos.org **Website:** www.bridges2wellbeing.co.uk

Time Bank Plus

We are a small organisation based in Twerton which enables people to exchange time and services with others in the local community. During the Coronavirus Pandemic, we are aiming to keep in touch and support our members, particularly those who are not online, through regular phone calls. We also have a WhatsApp group for mutual support and info sharing - email us with your mobile number if you'd like to join. We are running a number of online Zoom groups, and can offer one to one assistance with downloading apps and other IT issues.

How to access:

Tel: 01225 442 813 **Email:** timebankplus@googlemail.com **Website:** www.timebankplus.co.uk

The Life Project, Bath

The Life Project has a lifelong commitment to people with learning disabilities plus their families and carers. We aim to develop inclusive community through projects, social groups and activities and through this combat social isolation. As a Christian organisation we also run fellowship groups (currently online) for adults: Springs (Bath) and K-Team (Keynsham). Mini-Springs is Bath based and is for pre-school and primary children with learning disabilities with their parents. Please have a look at our website for more information about the activities we offer. To find out what current Covid-19 safety measures we have in place, please e-mail the Project Co-ordinators.

How to access: Via referral.

Tel: 07708 217 901 **Email:** info@lifeprojectbath.org.uk **Website:** www.lifeprojectbath.org.uk

Address: 13 Church Street, Weston, Bath BA1 4BU

Virgin Care

Our wellness service offers a wide range of health & wellbeing support including: stopping smoking, weight management, healthy cooking, physical activity and diabetes education support. Currently during Covid-19 we are providing telephone support and advice on wellbeing issues. Please also see details of online courses and support available from the Wellbeing College elsewhere in this guide. Virgin Care is also a partner in the Community Hub set up to support people needing support during Covid-19.

How to access:

Tel: 0300 247 0050 **E-mail:** BATHNES.thehub@virgincare.co.uk

Website: bathneshealthandcare.nhs.uk

Wellbeing College

Offers free courses to all B&NES residents aged over 16. Our courses aim to help you improve your knowledge, skills and confidence and connect with others. We now offer a variety of free, online and interactive courses during this time such as Mindfulness Meditation, Wellbeing Support and Exercise for Wellbeing.

How to access:

Tel: 0300 247 0203 (9am - 5pm, Mon to Fri). **E-mail:** wellbeingcollege@virgincare.co.uk

Website: wellbeingcollegebanes.co.uk

Wellbeing Options

An online resource enabling adults in Bath and NE Somerset to find support in living full and independent lives. We provide information about local care providers, services and activities, along with links to other useful websites and resources. On our site, you'll find what you are looking for, whether it's a lunch or social club near you, services to help you around the home or volunteering opportunities and wellbeing courses.

WELLBEING How to access:

Options ●●●●● **Website:** www.wellbeingoptions.co.uk

Wheels For All - Bath & West

Creating cycling opportunities for children, adults and families with a social or health need, a learning, sensory or a physical disability. Based at the Odd Down Sports Ground cycle circuit we offer inclusive cycling sessions using a wide range of accessible bikes and tricycles. Current service provision is a weekly 'Tuesday Twilight' session and fortnightly Saturday sessions. In line with our COVID-19 measures you must book in advance and get a start time from us before attending.

How to access: Via referral or informally **Tel:** Chris Revill, Co-ordinator on 0753 0263014

E-mail: chris.revill@cycling.org.uk

Website: [facebook:wheelsforallbathandwest](https://www.facebook.com/wheelsforallbathandwest)

Support to stop smoking during Covid-19

CALL: 0300 247 0050

(ask for a referral to the Wellbeing Pod)

E-MAIL: BATHNES.thehub@virgincare.co.uk

New digital Smokefree APP / telephone / text / e-mail support provided by Specialist Stop Smoking advisors

Free (or on prescription) Nicotine Replacement Therapy (NRT)

A stock of E-cigs / E-liquids to support clients struggling to get hold of devices, due to vape shop closures

Housing Support**Housing Support Gateway**

To access housing related support, including supported housing and floating/visiting support services, visit the Housing Gateway. You can apply for lots of different services that help to support people to remain independent in their own homes.

How to access:

Website: www.housingsupportgatewaybathnes.org.uk

- Complete an online support application
- Find out about the support services (partners) available
- Support services will contact you to find out how they can assist you

To access support in filling out the online application form please contact 'Reach' on 01225 422 156 (*full Reach contact details below*).

Emergency Duty Team

An Emergency Duty Team is available to help deal with crises in peoples' care or with any welfare emergency involving adults, children and families that occurs outside normal office hours. Normal office hours are 8:30am to 5:00pm Monday to Thursday and 8:30am to 4:30pm on Friday. Should you, the person you are caring for, your family or neighbors have immediate difficulties with personal care or if you have concerns about a child or adult being at risk of harm outside normal office hours, please get in touch.

How to access:

Tel: 01454 615 165 (interpreters available if English is not your first language)

Deaf / hearing impaired: Text EDT with your name and message to 60066.

Website: beta.bathnes.gov.uk

Reach Floating Support Service (partnership between DHI, Stonham and Clean Slate)

Free and confidential service, providing practical and emotional support to people with a housing need to enable them to live independently and develop useful life skills. Support includes:

- Finding and maintaining suitable housing
- Understanding housing rights
- Dealing with rent or mortgage arrears
- Setting up a new home
- Budgeting effectively
- Accessing employment, training & education
- Specialist outreach service for rough sleepers

The service is running as normal and can be contacted by phone or e-mail.

How to access:

Tel: 01225 422 156 or **E-mail:** info@dhireach.org.uk

Second Step's Floating Support service

Provides short term (up to 2 years) support for people with mental health support needs who are either finding it difficult to manage their tenancy and could be at risk of losing their home or are moving into a new tenancy and need support to do this. Our aim is to support you to manage your tenancy, develop a support network and become more independent.

How to access:

Tel: 01225 750926/7

Website: www.second-step.co.uk

LGBTQ+

Mindline Trans+

Mindline Trans+ provides a safe place to talk about your feelings confidentially. Our listeners will try and understand the multitude of feelings and concerns that may be going on for you. Our volunteers are trained in telephone counselling skills and have lived experience of being trans or non-binary. Occasionally calls may be taken by trans allies.

How to access:

Tel: 0300 330 5468, Mon & Fri 8pm-midnight **Website:** mindlinetrans.org.uk

Switchboard LGBT+

Switchboard provides a one-stop listening service for LGBTQ+ people on the phone, by e-mail and through online chat.

How to access:

Tel: 0300 330 0630, 10am-10pm, every day

E-mail: chris@switchboard.lgbt (typically replied to within 72 hrs) **Website:** switchboard.lgbt

SPACE - Off The Record Bath and North East Somerset (OTR)

If you are aged between 13-21 years and identify as Lesbian, Gay, Bisexual, Trans, Asexual, and/or questioning your sexuality and/or gender identity, then OTR provides a range of support.

How to access:

To get support, please visit our website and complete a short referral form.

Tel: 01225 312 481

Email: space@offtherecord-banes.co.uk

Website: www.offtherecord-banes.co.uk

Mental Health Support - Community

Bath City Farm

Our mission is to build a caring, healthy and cohesive community through the involvement of local people, especially those who are disadvantaged in the development and maintenance of a productive green space, where they are able to learn about sustainable farming and food growing, acquire new skills and develop new friendships. Come and see the animals, eat at the Trough Cafe Kiosk, enjoy the view, and hire 'The Crater', our outdoor performance space.

How to access:

Tel: 01225 481269 **Email:** info@bathcityfarm.org.uk **Website:** www.bathcityfarm.org.uk

Bath Mind

Bath Mind is a local mental health charity working across B&NES. We are here to make sure anyone with a mental health problem has somewhere to turn for advice and support. We offer supported housing, benefits advice, one to one community outreach support, wellbeing support groups and workshops, mental health first aid and wellbeing in the workplace training.

Covid-19 update:

- Wellbeing groups - Wellbeing groups offered remotely via Zoom.
- Community teams - face to face contact temporarily suspended. Support within these services will be managed remotely.
- Wellbeing in the Workplace - New online training sessions and 1-1 phone support. For more information visit the website.
- NEW Breathing Space helpline offering evening home phone support.
- All office-based and admin staff will be working from home with access to email and phones. The main office line and all office answer machine messages have been diverted and will be available.

How to access:

Tel: 01225 316 199 **Email:** admin@bathmind.org.uk **Website:** www.bathmind.org.uk

Floating Support Service, B&NES - St Mungo's

A mental health support service open to people referred via mental health and other adult social care teams. Usually a face-to-face support service providing support to develop and maintain independence and resilience, we are currently offering phone and video support to address support needs during Covid-19. Any new clients will be reassessed for face-to-face support as the crisis ends.

How to access: Referral via care coordinator or other mental health / adult care professional

Contact: Alexandra Stewart, Deputy Manager **Tel:** 07936 340 777

E-mail: alexandra.stewart@mungos.org

Website: www.mungos.org

Address: Mulberry House, Weston Park, Bath, BA1 4AN

Samaritans, Bath & District

If you're struggling to cope, and need someone to talk to in confidence, give us a call. People can contact Samaritans throughout the day and night. Someone is always there, around the clock to listen to whatever's troubling you, even if life seems too difficult to go on. You will speak to someone who is just an ordinary person but who cares about what you're going through. We don't judge and we won't tell - but we will listen. Whatever's on your mind - do contact us.

How to access:

Tel: Call us on 116 123 from any phone, for free.

**Self Injury Support**

National support for girls and women who self-harm, as well as resources for all. Our support services are still running despite lockdown. Please don't hesitate to contact us for free, confidential, non-judgemental support around self-injury and related issues.

How to access:

Support available 7pm-9.30pm on Tues, Wed & Thurs, via e-mail, text message or webchat.

Text: 07537 432 444 **E-mail:** tessmail@selfinjurysupport.org.uk

Website: www.selfinjurysupport.org.uk

Wellbeing House - provided by Curo, in partnership with Virgin Care Ltd & Bath Mind

A retreat providing a free 7 day stay where people can enhance their mental health and emotional wellbeing. A supportive restful place to be, promoting self-care and independence. People are supported during their stay, helping them recognise and develop their own strategies for crisis prevention and management. For the next three months we are also offering a step down discharge service from AWP to facilitate patients' transition back into the community. This service will be available for patients from B&NES, Wiltshire and Swindon.

How to access:

Tel: 01225 310 748

Email: Wellbeing.House@curo-group.co.uk

Website: curo-group.co.uk/independent-lives/the-wellbeing-house

Mental Health Support - NHS Trust (statutory services)

Avon & Wiltshire Mental Health Partnership NHS Trust (AWP)

24/7 mental health response line

0300 303 1320

**Our staff are available to provide support, advice
and guidance for your mental health difficulties**

Avon & Wiltshire Mental Health Partnership NHS Trust (AWP)

Statutory Mental Health - in B&NES

Accessing AWP services:

If you have any questions or wish to contact one of the teams, contact AWP's switchboard

Tel: 01225 325 680

Website: www.awp.nhs.uk

Banes Primary Care Talking Therapies Service

Provides a wide range of support, from psycho-educational courses, to one-to-one's, as everyone's needs and preferences are different. Visit the website for information about the types of support offered and how to access.

- The service remains open to new referrals
- We are currently offering telephone contact only, options for video calls are being explored
- We offer an online platform for CBT, delivered with regular telephone support from practitioners. Patients can access by being referred by a practitioner after a 1:1 assessment
- The employment support service continues to offer valuable help with employment issues and welfare advice/signposting
- All courses and workshops are cancelled until further notice. This includes our STEPPS group for managing emotional intensity

How to access: Access can be via your GP surgery or you can self-refer

Tel: 01225 675150 **Times:** 9:00 am - 5:00 pm Mon to Fri (excluding bank holidays)

Website: www.iapt-banes.awp.nhs.uk

Primary Care Liaison Service (PCLS)

Provide specialist mental health advice and assessments which are appropriate to the level of presenting need/risk. Following an assessment, advice on local services that may assist with their needs may be given, or we will ensure that there is a seamless transfer into a secondary mental health team.

Based: Hillview Lodge, Royal United Hospital, Bath, BA1 3NG

How to access: Via your GP surgery or you can self-refer.

Tel: 01225 371 480 **Times:** 8:00 am - 6:00 pm Mon to Fri (excluding bank holidays)

Intensive Service

The Intensive Service operates 24/7 and provides emergency assessments (within 4 hours) for people in a mental health crisis /acute need. The team provides intensive support and treatment for people in their home to try to prevent a hospital admission. The team also facilitates early discharges from mental health inpatient settings.

Based: Hillview Lodge, Royal United Hospital, Bath, BA1 3NG

How to access:

Tel: 01225 362 814 (24 hour service)

Therapies

We work alongside the specialist (secondary) mental health teams, providing Art Psychotherapy, Physiotherapy, Psychological Therapies, Speech and Language Therapy, Occupational Therapy and Dietetics. Delivery of Therapies to groups and individuals are in hospital and the community, depending on the most effective treatment to meet the person's needs.

Based: NHS House, the Hollies and both inpatient wards.

Tel: 01225 371 414 **Times:** 9:00 am - 5:00 pm Mon to Fri (excluding bank holidays)

Recovery Service

The recovery team provides care coordination and support for adults over 18 years, assessed as having complex mental health issues, while also supporting their carers' if needed. The team

provides a multi-professional service to support recovery. We work with each person to reach a point where they can live independently with support from their GP and others.

Based: Bath NHS House, Newbridge Hill, Bath, BA1 3QE

Tel: 01225 731 631 **Times:** 9:00 am - 5:00 pm Monday to Friday (excluding bank holidays)

Early Intervention in Psychosis Team (EI)

Early intervention in psychosis team provides a comprehensive multidisciplinary service to help people with first presentation psychosis from the age of 14 - 65 and their families as early as possible, giving them the best chance of preventing long term problems.

Based: Bath NHS House, Newbridge Hill Bath BA1 3QE

Tel: 01225 362 760 **Times:** 9:00 am - 5:00 pm Mon to Fri (excluding bank holidays)

Complex Intervention & Treatment Team (CITT)

The older adult mental health team splits across two sites, one covering the Bath area and the other NE Somerset. We work with adults over 65 or younger adults with dementia. We provide care coordination for people experiencing complex mental health issues and their carers', requiring input from the team to support their health and social care needs. We work with the person to reach a point that they can live independently with support from their GP and other supporters. We also provide input for people we place in residential/nursing care.

Based:

Bath Team - Bath NHS House, Newbridge Hill Bath BA1 3QE

Tel: 01225 371411 **Times:** 9:00 am - 5:00 pm Mon to Fri (excluding bank holidays)

NE Somerset Team - The Hollies, High Street, Midsomer Norton BA3 2DP

Tel: 01225 396 772 **Times:** 9:00 am - 5:00 pm Mon to Fri (excluding bank holidays)

Acute Hospital Liaison (Royal United Hospital)

The RUH Mental Health Liaison Team offer specialist mental health input, assessment, advice and support to patients admitted to the emergency department (A&E) or a ward at the RUH, following triage and referral by RUH professionals. Available 365 days a year.

Based: Hillview Lodge, Royal United Hospital, Bath, BA1 3NG

Tel: 01225 362 720 or via the **RUH Switchboard Tel:** 01225 428331

Times: 8.00am - 12 midnight (A&E) 9.00am - 5.00pm (older adults)

Approved Mental Health Professionals Team (AMHP)

This AMHP Team are specially trained professional who co-ordinate and complete assessments under the Mental health Act for individuals who may have become unwell and require compulsory admission to hospital. Alternatives to hospital will always be considered first and the AMHP team should only become involved if other less restrictive options have been exhausted and other services have been unable to manage risks presented.

Tel: 01225 362 778

Times: 9:00 am - 5:00 pm Mon to Thurs, 8:30 am - 4:30 pm Fri (excluding bank holidays)

Patient Advice and Liaison Service (PALS):

To provide feedback or make a complaint about the service you have received.

Based: Bath NHS House, Newbridge Hill, Bath, BA1 3QE

Tel: 01225 362 900 or 08000 731778 **Times:** 9:00 am - 5:00 pm Mon to Friday (excluding bank holidays) **Email:** awp.pals@nhs.net

Perinatal Support

With the following organisations in partnership with Virgin Care Health Visitors and Bright Start Children's Centres.

Bluebell Care

Free, confidential peer support for mothers experiencing anxiety and depression during pregnancy and up to two years after birth. Bluebell Buddies have a lived experience of similar difficulties and are trained to provide supportive listening and advice, at home or in the local community. Online and phone support currently available. Also, visit our Facebook page for our online programme of wellbeing sessions, as well as regular updates.

www.facebook.com/Bluebellsupportingfamilies

How to access:

Tel: 0117 922 0746

Email: info@bluebellcare.org.uk

Website: www.bluebellcare.org

Dads in Mind

Providing group & 1-2-1 support for dads experiencing mental health concerns related to pregnancy & birth or supporting their partner (part of @bluebellcare).

How to access:

Tel: 07710 050400 Email: andy@dadsinmind.org Website: www.dadsinmind.org

Facebook: ['Dads in Mind' community group](#)

Mothers for Mothers - Perinatal mental illness support

A Bristol based charity made up of mothers who have experienced depression and/or distress following birth. For information or queries contact our office on 0117 239 7398.

Website: www.mothersformothers.co.uk

How to access:

Reach helpline: 0117 935 9366, Mon-Fri, 10am-9pm (for mums and dads).

PANDAs - The PANDAS Foundation is here to help support and advise any parent and their networks who need support with perinatal mental illness. We are also here to inform and guide family members, carers, friends and employers as to how they can support someone who is suffering.

How to access:

Helpline: 0808 1961 776 Mon-Sun, 9am- 8pm. Website: www.pandasfoundation.org.uk

PANDAS e-mail support: info@pandasfoundation.org.uk available 365 days a year. We'll respond within 72 hours.

Reading

Libraries West

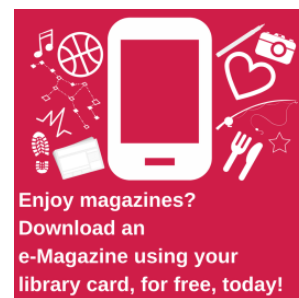
Free collections of e-books, e-audio books and e-magazines are also available.

Competitions, storytelling, online activities and regular updates are available through Bath Libraries Facebook page.

www.facebook.com/BathnesLibraries1

How to access:

Register free for library membership online beta.bathnes.gov.uk/join-library-network



- Access cloudLibrary for E Books - Over 15,000 E Books to choose from, with new titles added on a regular basis. You can have up to 10 E Books checked out at any one time, and borrow them for 21 days. You can also reserve up to 5 E Books at a time.

ebook.yourcloudlibrary.com/library/LW/Featured

- Access [BorrowBox](http://www.borrowbox.com/librarieswest/) for E Audio Books - Over 3,000 titles to choose from, with new titles added on a regular basis. You can have up to 5 E Audio Books checked out at any one time, and borrow them for 14 days. You can also reserve up to 5 (as part of your loan entitlement) if they are on loan to another customer.
www.borrowbox.com/librarieswest/
- Access RB Digital for E Magazines - Download e magazines for free. Choose from over 100 different titles across a wide range of genres including computers & technology, crafts, current affairs, entertainment, food & cooking, lifestyle, science & nature, sports and home & garden someset.rbdigitalglobal.com/

E-mail: librarieswest@someset.gov.uk **Website:** www.librarieswest.org.uk

Refugee Support

Red Cross Refugee Support

We offer help with the urgent needs of refugees, asylum seekers and other vulnerable migrants. When you contact us, one of our trained caseworkers will assess your needs to see if we can help. If we can't, we will refer or signpost you to a service that can. We are not political or religious, we won't report you to the authorities and our help is free and confidential. The help we can offer will depend on where you are.

Due to Coronavirus we are operating a reduced service in some areas. To find out what support is available, please give us a call, phone, text or WhatsApp 07739 863 036.

How to access:

Tel: 0117 941 5040 (We will provide an interpreter if you can't speak English).

Email: refugeeservicebristol@redcross.org.uk

Website: www.redcross.org.uk/get-help/get-help-as-a-refugee

Senior Citizen Support

Age UK B&NES

Currently offering:

- Regular telephone calls if you're feeling lonely, phone advice and benefit checks.
- Transport home from hospital and welfare visits.
- Our Home Response team can check on you, pick up prescriptions and be a friendly face.
- Provide a hot lunch service.

How to access:

Tel: 01225 466 135

Email: reception@ageukbanes.co.uk

Website: www.ageuk.org.uk/bathandnortheast Somerset

Bath Ethnic Minority Senior Citizens Association (BEMSCA)

Whilst the service is closed the following activities are happening;

- Providing a voice for the BME community
- Supporting members and their family and carers with; translating and interpreting Chinese & Asian languages
- Keeping in contact with care homes, via phone calls. To members whose first language is not English
- Offering PPE where applicable
- Staff maintaining weekly phone contacts to the membership
- Supporting food parcel deliveries, correspondence and phone calls on behalf of individuals
- Providing advocacy support via phone and craft activity packs where necessary

How to access:

Tel: 01225 464 165

Email: admin@bemsca.com

Website: bemsca.com

Connecting Generations

We mobilise bodies of University students to assist the elderly in the use of modern technologies such as iPads and Amazon Echo's. Our free-of-charge service aims to connect elderly people, who may be lonely, to their families, friends, or other individuals who may be experiencing the same difficulties. We are now offering bookings for 1-1 calls, whether you need technical support or just someone to talk to.

How to access:

Tel: 01225 800 372

Website: www.connecting-generations.org.uk

Silver Line - for people aged 55 and over

The Silver Line is the only confidential, free helpline for older people across the UK open every day and night of the year. Our specially trained helpline team can:

- Offer information, friendship and advice.
- Link callers to local groups and services.
- Offer regular friendship calls.
- Protect and support older people who are suffering abuse and neglect.

How to access:

Free 24hr Helpline: 08004 70 80 90

Website: www.thesilverline.org.uk

St John's Foundation

We understand that living in lockdown has taken its toll. To help our community during this challenging time, our Community Outreach Team have committed to creating a brilliant weekly newsletter, packed with suggestions and tips for how to stay active at home. For those who are ready to return to activities, we have two options. We have relaunched a varied programme of Covid safe face to face activities or join us for a weekly virtual exercise class via Zoom

How to access:

Tel: Call the team (Ricky, Jayne or Sam) on 01225 486400 and press option 6

E-mail: Community.outreach@stjohnsbath.co.uk **Website:** www.stjohnsbath.org.uk
<https://stjohnsbath.org.uk/wp-content/uploads/2020/11/At-home-with-St-Johns.pdf>

Sexual Health

SAFE BANES

Need sexual health advice? We have a new Covid-19 page on our SAFE BANES website www.safebanes.com/covid-19. This page has all the latest information on how to access sexual health services in BANES and advice on 'looking after your sexual health'.

On this website you can also find information and advice on: free condoms (C-card); contraception; emergency contraception; sexually transmitted infections (STIs); pregnancy; sexual & gender identity; relationships and sexual abuse.



How to access:

Website: www.safebanes.com

The Riverside Clinic (Contraception and Sexual Health)

Offer sexual health and contraceptive advice and support. Unfortunately due to Covid-19 we are unable to provide any of our routine services, for example sexual health screening for those without symptoms, wart treatments, vaccinations and some contraception. Any service updates will be put on our website.

Young people:

- If you are under 25 and live in BANES, you can pick up a screening pack (chlamydia and gonorrhoea) from our foyer - Riverside Health Centre, James St West, Bath, BA1 2BT.
- School Nurses are still available as always for sexual health advice. If the young person has their school nurse's phone number please give them a ring, if not phone the school nurse office on 01225 831666 between 9am-4pm. It is important to get help especially if emergency contraception is needed.

How to access:

If you have symptoms of a sexually transmitted infection or need advice and support.

Tel: 01225 826 855 (9am-1pm, Mon-Fri)

Email: ruh-tr.sexualhealthclinic@nhs.net

Website: www.ruh.nhs.uk/sexualhealth

Violence, Domestic Violence & Abuse (Confidential Support)

The Bridge - Sexual Assault Referral Centre (SARC)

The Bridge is a Sexual Assault Referral Centre. We offer medical care, emotional and psychological support, and practical help to anyone who has been raped or sexually assaulted. Anyone is able to access our service for support, referrals to other health services and to answer questions. You don't have to report anything to the police. We have adjusted some of the ways in which we work to help keep you, your support system, other professionals and our staff safe but we are still here, no matter what; if you have experienced rape or sexual assault /sexual abuse at any time. We are open, fully staffed and operational.

How to access: Self-referral/via contacting the Police/Confidentially/Anyone

24hr Support Tel: 0117 342 6999 (telephone line staffed 24hrs a day, 7 days a week for 365 days a year).

General Support Tel: 0117 342 6999

E-mail: ubh-tr.thebridgecanhelp@nhs.net

Website: www.thebridgecanhelp.org.uk

National LGBT+ Domestic Abuse Helpline

Helpline open Mon to Fri 10:00am - 5:00pm, Wed and Thurs 10:00am - 8:00pm.

How to access:

Tel: 0800 999 5428

E-mail: help@galop.org.uk

Somerset & Avon Rape and Sexual Abuse Support (SARSAS)

SARSAS provide support and sign-posting to people who have experienced rape or any kind of sexual assault or abuse at any time in their lives.

Our services have become non-contact in response to the coronavirus pandemic. All victim-survivors of sexual violence can use our helpline and e-support services, and, women (with their prior permission) can be referred to SARSAS by an agency or professional. All counselling sessions are now being offered online or over the telephone where it is safe and appropriate to do so. Clinical staff are undertaking assessments with clients to ensure that they have a safe space within their home to access support.

How to access:

Tel: 0117 929 9556 (Bristol office) **Email:** support@sarsas.org.uk **Website:** www.sarsas.org.uk

Helpline: 0808 801 0456 (Women and girls*) 0808 801 0464 (Men and boys*) *Self-defined gender identity. Trans and non-binary callers welcome.

Survivor Pathway



The Survivor Pathway is an excellent online resource that can provide details of all local services available for survivors of rape and sexual abuse across the South West.

How to access: **Website:** www.survivorpathway.org.uk

Trauma Breakthrough

We provide support for adult survivors of trauma and abuse, in the form of specialist one-to-one therapy, therapy groups, activity groups, befriending and drop-in support for service-users. These services are all still operating in person out of our support centre.

How to access: Referral, through our website form or by contacting via email or phone

Tel: Holly, Services Manager 01225 984 637

E-mail: services@traumabreakthrough.org **Website:** www.traumabreakthrough.org.uk

Address: Breakthrough Support Centre, The Foyer Annex, Dominion Road, Bath, BA2 1DF

Victim Support Team (Avon & Somerset)

We give emotional and practical help to people who have been affected by crime in Avon and Somerset. We'll help you for as long as it takes to overcome the impact of crime.

If you call your local Victim Support team, we'll make sure you get the information and support you need. For practical help we can send you items that might help you feel safer, such as a personal alarm, at no cost to you.

Covid-19 update: Free and confidential support line remains open 24/7 and you can talk to us anytime via our free live chat service. Local Victim Support teams providing support remotely.

How to access:

Tel: 0300 303 1972, Mon, Wed and Fri 9.30am-5.30pm, Tues and Thurs 11am-7pm.

24hr free support line : 0808 168 9111, available

24hr free live chat: www.victimsupport.org.uk

VOICES

Bath-based domestic abuse charity, founded by women who have experience of domestic abuse. VOICES supports people impacted by domestic abuse to recover and thrive, and works to have their voices heard by services and agencies, improving responses to their needs. We:

- Raise awareness relating to all aspects of domestic abuse
- Provide community-based recovery and empowerment programmes for women
- Provide a therapeutic and welcoming space for survivors to meet and support one another
- Provide 1-to-1 advice and counselling
- Offer community and professional training & consultation.

Telephone, text and e-mail support available (groups and face-to-face support suspended due to Covid-19)

How to access:

Tel: 01225 420 249 **E-mail:** info@voicescharity.org **Website:** www.voicescharity.org

Helpline Tel: 0808 2000 247 (24hr domestic abuse advice)

Unseen

Unseen work directly with survivors of modern slavery and trafficking. It operates safe houses for women and men and is opening a safe house for children. Unseen provides outreach to survivors to support their resettlement and integration. Language services available through external translation services.

How to access:

Tel: 0303 040 2888 (business hours) **E-mail:** admin@unseenuk.org

Website: www.unseenuk.org

Modern Slavery Helpline Tel: 08000 121 700 (24/7, 365 days a year on any modern slavery-related issue)

Volunteering

BANES Community Volunteer Services

Our team provide a vital service in promoting volunteering opportunities and identifying suitable candidates for local charities and community organisations; helping people from all walks of life to make a difference to their lives and the lives of others.

How to access:

Tel: 01225 338 105, 9.30am - 3.30pm, Tues, Wed & Thurs

E-mail: bathnes.volunteerservices@virgincare.co.uk

Website: bathneshealthandcare.nhs.uk/wellness/community-volunteer-services/

Compassionate Community BANES - Community Connectors

Our vision is that BANES becomes a Compassionate Community, where people are inspired and supported to look after each other. Are you interested in finding out about what is available in our community? Would you be keen to pass this information on to people in your workplace, social

group, friends, family and neighbours? That is what a Community Connector does. Free training is available www.compassioncb.org.uk/training.

How to access:

Tel: 0300 247 0050 (9am - 5pm, weekdays) Community Wellbeing Hub

E-mail: contact@compassioncb.org.uk **Website:** www.compassioncb.org.uk/

The Volunteer Pass BANES

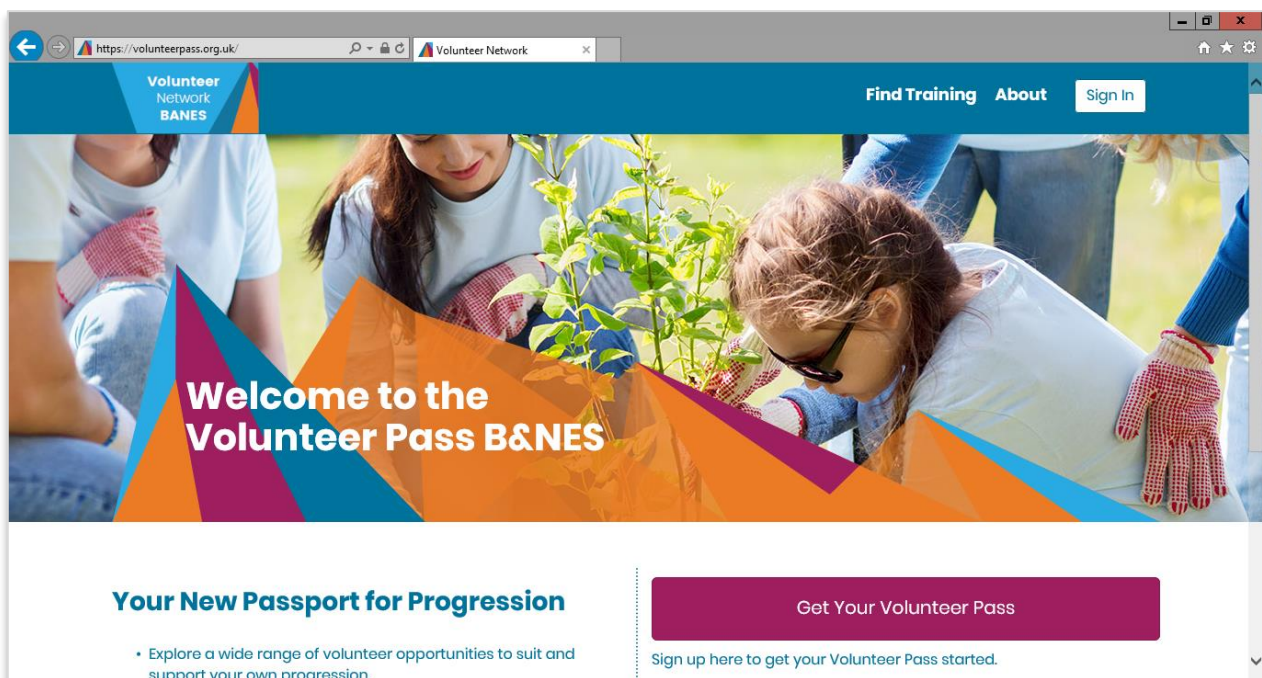
The Volunteer Network is a network of organisations, in the social care sector, who aspire to provide volunteers with a positive experience of volunteer recruitment, training and support.

This includes the development of the Volunteer Pass where volunteers can easily:

- Book training and automatically record attendance
- Record their volunteering roles and achievements
- Record DBS and referees

This is designed to make it easy to see what you've achieved, volunteer somewhere else or create a CV

**SIGN
UP!**



How to access:

Website: volunteerpas.org.uk

Free Volunteer Training

St Mungo's Building Bridges to Wellbeing team coordinate free volunteer training, providing the knowledge and confidence to successfully volunteer. We aim to utilise the knowledge and skills of staff, volunteers and peers, from a range of organisations and groups, to provide training.

Regularly delivered FREE courses (online via Zoom) include:

- Introduction to Supporting People with Mental Health Needs
- Become a Confident Virtual Classroom Trainer
- Better Web Workshops - Presentation Skills to an Online Audience
- MECC - Make Every Contact Count (Healthy Conversation Skills)
- Managing Your Emotions
- Safeguarding Adults & Children
- Boundaries
- First Aid Workshop
- Connect 5

Additional information on course content is available below. For the next available dates and to book a place visit the [Wellbeing College](#).

Introduction to Supporting People with Mental Health Needs



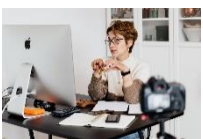
Introducing the concept of mental health and wellbeing, this course will develop your confidence in reacting and responding to people in psychological distress.

Become a Confident Virtual Classroom Trainer



This course aims to build your confidence, increasing your skills and options in delivering training over Zoom.

Better Web Workshops - Presentation Skills to an Online Audience



A course of three weekly sessions, to analyse, learn and hone your presentation skills, using tools and lots of hands on practice.

MECC - Make Every Contact Count (Healthy Conversation Skills)



'Make Every Contact Count' training explores how anyone can use simple conversational skills to help people reflect on a problem, make positive decisions, and take smart steps towards achieving their goal.

Managing Your Emotions



In this session we will look at practical ways to manage your emotions, gain insight to how our emotions are helpful to us and the relationship between our thoughts and our emotions.

Safeguarding Adults & Children



Providing participants with a clear understanding of their roles and responsibilities in preventing and responding to suspected and actual abuse.

Boundaries



Providing participants with a clear understanding of boundaries, including risks around personal disclosure, dealing with gifts and keeping ourselves and others safe. It includes the importance of setting and keeping healthy boundaries and identifying situations before things go wrong.

First Aid Workshop



The aim of this online workshop is to build confidence so you can help someone in a first aid emergency, using the objects that you have around you.

Connect 5



Connect 5 aims to improve wellbeing in others by changing the way that we talk about their mental health.

For the next available dates and to book a place visit the [Wellbeing College](#).

Free online training from other organisations

Training for Coronavirus Volunteers (E-learning)

Whether you've been deployed by a charity or have decided to lend a hand to a neighbor, it tells you what you need to know to look after yourselves and others. The content of this course will be regularly updated to reflect the latest situation and advice from government.

How to access:

Click the link: [British Red Cross Training for Coronavirus](#)



Safeguarding Adults and Children (E-Learning)

Aimed at those volunteering in response to the current crisis situation and supporting the most vulnerable members of the community. To aid you with the tasks you will be undertaking we would like to provide you with some introductory information on how to promote the well-being of the people you will be supporting and protect them from harm.

How to access:

Click the link: [Safeguarding Online Training for people volunteering](#)



Zero Suicide Prevention Training (E-Learning)

Free suicide prevention training available to all:

- Gateway Module - A very brief introduction to suicide awareness. In just 5-10 minutes, you could learn skills to help someone considering suicide. It will give you tips on how to approach someone if you are worried they may be considering taking their own life.
- Awareness Training - More in-depth training session, which takes approximately 20 minutes. It aims to give you the skills and confidence to help someone who may be considering suicide. It focuses on breaking stigma and encouraging open conversations.

How to access: Click the link: [Zero Suicide Alliance Training](#)



Local & National Helplines

24 hours a day, 365 days a year

Life threatening medical emergency	999
NHS 111 Non-emergency medical help & info on local services	111
Accident & Emergency Department, RUH	01225 824 391 or 01225 824 007
Adult Social Care - Emergency Duty Team	01454 615 165
AWP Response Line	0300 303 1320
Alcoholics Anonymous	0800 917 7650
Combat Stress (veterans)	0800 138 1619
FRANK (national drugs helpline)	0300 123 6600
National Domestic Abuse Helpline	0808 200 0247
Samaritans	Call 116 123 or text 07725 909 090

Crisis Text Support (24hrs)

In Crisis? Need Support?	Young people text YM to 85258
Text ' SHOUT ' to 85258	Deaf community text DEAF to 85258

Additional Support, times vary

Adult Social Care - First Response (Social care and social services - Office hours)	0300 2470201
Anxiety UK	03444 775 774
Autism (National Autistic Society)	0808 800 4104
Beat (eating disorders)	0808 801 0677
CALM (men aged 15-35)	0800 58 58 58
Compassionate Community (local support)	0300 247 0050
Family Lives (formerly Parentline)	0808 800 2222
Mencap (learning disabilities)	0808 808 1111
Mind Infoline	0300 123 3393
National Gambling Helpline	0808 802 0133
No Panic (panic attacks, OCD and phobias)	0844 967 4848
OCD UK	0333 212 7890
Papyrus Hopeline (under 35)	0800 068 4141
Rape Crisis	0808 802 9999
Rethink	0300 5000 927
Self Injury Helpline	0808 800 8088
Womankind Bristol (in distress, domestic abuse)	0117 916 6461

