

The Virtual Hope Guide

Summer 2020: Virtual Edition 3 (Updated 30/06/20)

Support Groups & Activities in Bath & NE Somerset

42 health and wellbeing groups/activities

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



Art by Edward Wyatt, Pathways to Wellbeing Participant

**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





New Entries in Edition 3

As you'll see below, the 3rd edition of the Virtual Hope Guide has 4 new online groups and more organisations offering support, along with some great training.

All new entries in the 3rd edition will be marked with ★

Health & Wellbeing Groups and Activities

Book Club - BANES Carers' Centre - Page

BANES Carers' Centre's regular Book Club, for unpaid carers which has now moved online (Zoom). If you love to read and discuss books with others then give it a try.

When - 7:00pm-8:00pm Tuesdays - Monthly

Creative Writing Online - BANES Carers' Centre - Page

A writing group for unpaid carers. No matter your skill level or writing experience, here's an opportunity to take the time to sit and record your thoughts.

When - 1:45pm - 3:00pm Wednesdays - Fortnightly

Morning Carer Café - BANES Carers' Centre - Page

An online meeting for unpaid carers.

When - 10:00am-11:30am Mon, Tue, Fri, Sat

Parent Carer Evening Café - BANES Carers' Centre - Page

An online meeting for parents who are carers. Grab a cuppa and chat to other carers. Discuss how things are going, share tips and support one another through this challenging time. Meeting is held on Zoom.

When - 7:30pm-9:00pm 1st & 3rd Wednesday of the month

St John's Digital Activities Programme for Over 55's - Various Pages

A new and varied weekly timetable of live video classes, for over 55's, that can be enjoyed from home. Activities include Let's Talk Stitch, Seated Exercise, Watercolours, Chair Yoga, Cook-a-long, Tai Chi, Ukulele and Gentle Dance

When - Monday - Friday

Organisations Supporting People in BANES

Bereavement

AtaLoss - Page

AtaLoss is a charity that provides the UK's signposting website for the bereaved.

Food Banks

Action Pantry - Mercy in Action - Page

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.

Clothesline - Mercy in Action - Page

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.

Senior Citizen

Connecting Generations - Page

A free-of-charge service assisting the elderly in the use of modern technologies such as iPads and Amazon Echo's. Aiming to connect elderly people, who may be lonely, to their families, friends, or other individuals who may be experiencing the same difficulties.

Volunteering

Zero Suicide Prevention Training (E-Learning) - Page

Free suicide prevention training. It aims to give you the skills and confidence to help someone who may be considering suicide. Choose from the Gateway Module - a very brief introduction to suicide awareness (5-10 minutes) or the more in-depth Awareness Training (approx. 20minutes).

The Virtual Hope Guide - Introduction

Hello and welcome to the Virtual Hope Guide,

This new version of the guide has been created specifically to help adults through Covid-19. Here you will find information for groups and services in B&NES, who have adapted to continue their fantastic work in the community, along with new groups and projects which have started in direct response to the situation.

Only organisations who are still operating through Covid-19 are listed in this guide and information is regularly updated to reflect service changes and developments.

How to Use this Guide

As you will see, this guide contains a variety of signposting information aimed at improving your wellbeing. At the start of the guide is a first response community support section, where you may well want to start. The next section provides information on a range of online groups and activities available for residents of B&NES, followed by details for organisations offering one-to-one online and telephone support during Covid-19, both locally and nationally. At the end of the guide are a variety of local and national helplines that you might find useful too.

Click the links below to go straight to each section:

- [First response community support](#)
- [Health and wellbeing groups/activities](#)
- [Organisations supporting people in B&NES](#)
- [Local and national helplines](#)

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](#)

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.

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 - Compassionate Community

For all of your immediate needs during Covid-19 please call the Compassionate Community.



Hello

COVID-19
COMMUNITY SUPPORT

If you are concerned or need support we have people who can help.

Helpline: 0300 247 0050

We have a team of experts who can assist, and volunteers in your area.

#compassionatecommunity

1 Delivery of urgent supplies 2 A friendly phone call 3 Collection of medication 4 Money matters and work 5 Mental wellbeing (including loneliness, low mood, anxiety)	6 Advice on keeping fit 7 Housing issues 8 Supporting your family 9 Food and cooking 10 Understanding public health advice
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If you can safely get support from family or friends, or can order items online, then please continue to do so.



Bath Mind - Breathing Space

If you are experiencing, or at risk of mental health crisis, call Bath Mind's Breathing Space on **01225 983 130**. This service operates between 5:30pm - 11:30pm

AWP - Response Line

Avon & Wiltshire Mental Health Partnership NHS Trust (AWP)

If you are worried about your own or someone else's mental health, call AWP's Response Line on **0300 303 1320**. This service operates 24hrs a day, 365 days a week. Providing advice, guidance and support over the phone to our patients, families and carers, as well as members of the public. Please contact us if you need us, we are here to help.

Health and Wellbeing Groups & Activities

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

Group/Activity New this edition	Run by	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Platform
#Daily Challenge	Bath Mind	✓	✓	✓	✓	✓	✓	✓	Facebook, Twitter, Insta
BANES Compassionate Community	3SG	✓	✓	✓	✓	✓	✓	✓	Facebook
Bath Spa Uni Wellbeing Group	Bath Mind				✓				Zoom
Book Club ★	BANES Carers' Centre		✓						Zoom
Chair Yoga ★ (Over 55's)	St John's Foundation			✓					Zoom
Cook-a-Long ★ (Over 55's)	St John's Foundation			✓					Zoom
Creative Writing	Genesis Life Skills		✓						Facebook
Creative Writing	Wellbeing College				✓				Zoom
Creative Writing Online ★	BANES Carers' Centre			✓					Zoom
Creativity 4 Wellbeing Art Group	Holburne Museum			✓					E-mail / Website
Dads in Mind Group	Dads in Mind	Various							Zoom
Desert Island Discs	Genesis Life Skills				✓				Zoom
Exercise for Wellbeing	Wellbeing College				✓				Zoom
Faldenkrais	Wellbeing College	✓							Zoom
Food for Thought	Bath Mind			✓					Zoom
Friends in Need	Bath Mind			✓					Zoom
Games Group	Wellbeing College							✓	Zoom
Gardening & Food Growing	Time bank Plus				✓				Zoom
Gentle Dance & Movement ★ (Over 55's)	St John's Foundation					✓			Zoom
Goldies Sing & Smile	Golden-Oldies Charity				✓				Facebook or YouTube
Greenlinks	Bath Mind				✓				Zoom
Keynsham Snap & Stroll	Creativity Works	✓	✓	✓	✓	✓	✓	✓	Facebook
Knit n Natter	Time Bank Plus			✓					Zoom
Let's Talk Stitch ★ (Over 55's)	St John's Foundation	✓							Zoom
Live Art	Genesis Life Skills	✓							Facebook
Live Stop Motion Stream	Genesis Life Skills					✓			Facebook
Mental Health Mates Bristol	Mental Health Mates							✓	Zoom
Midsomer Norton Wellbeing Group	Bath Mind		✓						Zoom
Mindfulness Meditation	Wellbeing College	✓		✓					Zoom
Morning Carer Cafe ★	BANES Carers' Centre	✓	✓			✓	✓		Zoom
Nature Connection	Wellbeing College			✓					Zoom
Open Opportunities	Bath Mind	✓							Zoom
Parent Carer Evening Café ★	BANES Carers' Centre			✓					Zoom

Group/Activity New this edition	Run by	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Platform
Seated Exercise ★ (Over 55's)	St John's Foundation		✓						Zoom
SPACE - LGBT+ Zoom	Off The Record		✓						Zoom
SPACE to Be (<i>monthly</i>)	Off The Record						✓		Zoom
Tai Chi ★ (Over 55's)	St John's Foundation				✓				Zoom
Ukulele ★ (Over 55's)	St John's Foundation				✓				Zoom
Virtual OK Café	Off The Record				✓	✓			Facebook
Watercolours ★ (Over 55's)	St John's Foundation		✓						Zoom
Wellbeing Support Group	Wellbeing College				✓				Zoom
Writing Space	Creativity Works		✓						Zoom

#Dailychallenge - Bath Mind

Group Overview - Looking for some inspiration and motivation on keeping your mind and body occupied? Bath Mind will be posting a seven day #dailychallenge on Twitter, Facebook and Instagram for all to get involved with!

Who is the group for - Anyone looking for some inspiration and motivation on keeping your mind and body occupied.

WHEN	Daily	TIMES	N/A
TO JOIN	Posted daily on Bath Mind Twitter, Facebook and Instagram		
CONTACT	E-mail: admin@bathmind.org.uk		

BANES Compassionate Community Online - 3SG

Group Overview - The online compassionate community is a place where people can come together to participate in community led activities (such as workouts, creative tasks, recipe's, etc) so that they still have community ties, activities to break up the day and start new friendships.

Who is the group for - Adults and children.

WHEN	Activities posted daily	TIMES	Various
TO JOIN	Facebook group link BANES Compassionate Community		
CONTACT	Via Facebook group BANES Compassionate Community		

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
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TO JOIN	The group meet online via Zoom https://zoom.us/join Free of charge.
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CONTACT	Becky Hughesman: 07538 113 890
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Book Club – BANES Carers Centre ★

Group Overview - Our regular Book Club meeting has moved online. It's a great way to meet new people and try books you might not otherwise have read! In June we'll be reading 'The God of Small Things' by Arundhati Roy and in July we'll be reading 'Unorthodox' by Deborah Feldman. August book TBC.

Who is the group for - Carers' (Anybody looking after someone else, unpaid)

WHEN	Tuesdays - Monthly	TIMES	7:00pm – 8:30pm
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TO JOIN	Complete the booking form at the bottom of this page .
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CONTACT	Tel: 0800 0388 885 or 01761 431 388
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Chair Yoga – At Home With St John's ★

Group Overview – Online Zoom Class - This class is for anyone who would like to improve their mobility, balance and co-ordination. The exercises are a mix of gentle yoga-based stretching, strengthening and breathing - all done either sitting or standing (no lying down on mats). Equipment required: All you need is a firm, supportive chair, a clear space and, occasionally, a few household props.

Who is the group for - Over 55's

WHEN	Wednesdays - Weekly	TIMES	10:00am - 11:00am
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TO JOIN	https://zoom.us/webinar/register/WN_coJz2qeIQ_mROQbQmFcbGA £3.50
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CONTACT	https://stjohnsbath.org.uk/contact/
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Cook-a-Long – At Home With St John's ★

Group Overview – Online Zoom Class - Join cookery teacher, Louise Griffin, in this fun and sociable cook-a-long class. Recipes will be shared in advance so you can get the ingredients ready, and enjoy cooking with your classmates. Suitable for all. Equipment required: Basic cooking utensils.

Who is the group for – Over 55's

WHEN	Wednesdays - Weekly	TIMES	2:00pm - 3:00pm
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TO JOIN	https://zoom.us/webinar/register/WN_zoTHznEOQEC2W4FooVIBzA £3.50
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CONTACT	https://stjohnsbath.org.uk/contact/
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Creative Writing - Genesis Life Skills Online

Group Overview - Creative writing prompt and exercise from our experienced volunteer.

Who is the group for - Vulnerable adults, people in recovery or with ongoing mental health issues, those feeling isolated.

WHEN	Tuesdays	TIMES	12:00pm - 1:00pm
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TO JOIN	By referral, contact Matt Prescott, Life Skills Facilitator. Group accessed through official Genesis Trust Facebook group.
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CONTACT	Tel: Matt Prescott: 07889 167 983 or matt@genesistrust.org.uk
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Creative Writing - Wellbeing College

Group Overview - Join this online group and get inspiration and share your writings alongside an online forum with a small supportive group. All levels and abilities are welcome. Each week has a different theme, last week the theme was describe yourself as a holiday! Come and join us, what have you got to lose?!

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

WHEN	Thursdays, in 10 weekly blocks	TIMES	2:00pm - 3:00pm
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TO JOIN	Book a place online via the link below Creative-writing-online
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CONTACT	E-mail: wellbeingcollege@virgincare.co.uk
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Creative Writing Online – BANES Carers Centre ★

Group Overview - Writing provides an outlet that can be healing, transformative and fun, but we don't always have the time to sit down and record our thoughts. Haiku writing is a quick way to fuel your creativity and a powerful approach to express yourself. The group is held on Zoom.

Who is the group for – Carers' (Anybody looking after someone else, unpaid) Anyone can do it no matter their skill level or writing experience

WHEN	Wednesdays - Fortnightly	TIMES	1:45pm – 3:00pm
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TO JOIN	Complete the booking form at the bottom of this page .
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CONTACT	Tel: 0800 0388 885 or 01761 431 388
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Creativity 4 Wellbeing Art Group - Holburne Museum

Group Overview - Supportive weekly art group inspired by Museum collections across Bath. Enjoy making and thinking creatively, using whatever you have at home. You'll receive text/email reminders guiding you to inspirational resources and weekly activities. Have fun knowing that other people in the group will be working at the same time!

Who is the group for - Anyone who is interested in exploring their creative side and sharing the enjoyment of creativity with others.

WHEN	Wednesdays	TIMES	2:00pm – 3:30pm
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TO JOIN	FREE - join by texting JOIN to 07380 615276 or email e.blythe@holburne.org (we will then send you all the info you need)
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CONTACT	See Creativity 4 Wellbeing on the Holburne Museum's website.
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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. Upcoming meetings - Tue 23rd June 8pm.

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

WHEN	Various dates	TIMES	E-mail for times
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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.
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CONTACT	E-mail: adrian@dadsinmind.org or andy@dadsinmind.org
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Desert Island Discs - Genesis Life Skills Online

Group Overview - A Zoom group with experienced music group volunteer. Everyone picks a song to bring to the group we listen and share with the group why we enjoy the song etc. Some weeks we pick a decade or have a theme.

Who is the group for - Vulnerable adults, people in recovery or with ongoing mental health issues, those feeling isolated. Must have access to Zoom.

WHEN	Thursdays	TIMES	12:00pm – 1:00pm
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TO JOIN	By referral, contact Matt Prescott, Life Skills Facilitator. Group accessed through Zoom conference call.
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CONTACT	Tel: Matt Prescott: 07889 167 983 or matt@genesistrust.org.uk
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Exercise for Wellbeing - Wellbeing College

Group Overview - Exercise class run by our friendly welcoming tutor Sam, he will take you through a routine each week to get your body moving. There will be moves to suit all abilities and he will give you an easier and harder option if you prefer. Exercises will be inclusive for all and you can expect HIT style workouts, body weight circuits and fun exercises to make you feel great!

Who is the group for - BANES residents 16 years+ looking to exercise to improve their mood. Must have access to Zoom.

WHEN	Thursdays, in 6 weekly blocks	TIMES	2:00pm – 3:00pm
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TO JOIN	Book a place online via the link here Exercise-for-wellbeing-online Water and a mat is advised for taking part in sessions.
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CONTACT	E-mail: wellbeingcollege@virgincare.co.uk
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Faldenkrais - Wellbeing College

Group Overview - Would you like to move as easily as you did as a child? To reduce stress and tension? The Feldenkrais Method teaches the body and brain a smarter way of moving. By exploring how you move, how you perform an activity, how you use your body, you will learn how your movement habits are contributing to your problems and learn new ways to move that feel free, easy and comfortable.

Who is the group for - BANES residents 16 years+. Suitable for anyone who can get up and down from the floor without difficulty. Must have access to Zoom.

WHEN	Mondays, in 6 weekly blocks	TIMES	6:30pm – 7:30pm
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TO JOIN	Book a place online via the link below Wellbeing College - Feldenkrais
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CONTACT	E-mail: wellbeingcollege@virgincare.co.uk
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Food For Thought - Bath Mind

Group Overview - A catering and social enterprise group, a chance to share, learn and create food with the group.

Who is the group for - Anyone in BANES who is suffering with their mental health.

WHEN	Wednesdays	TIMES	10:30am -1:30pm
TO JOIN	Referral via Bath Mind website and this Zoom group. Free of charge. https://.zoom.us/join		
CONTACT	E-mail: Judithgreen@bathmind.org.uk www.bathmind.org.uk		

Friends in Need - Bath Mind

Group Overview - Friends in Need is an informal peer support group that currently meet online, for anyone experiencing depression and anxiety. It is a welcoming group of people who have great empathy for one another, where you can share how you feel and get support in a non-judgemental space.

Who is the group for - Open to all.

WHEN	Wednesdays	TIMES	12:00pm - 1:00pm
TO JOIN	Free of charge. The group meet online via Zoom https://zoom.us/join		
CONTACT	Becky Hughesman - 07538 113 890		

Games Group - Wellbeing College

Group Overview - We will be playing simple word games like Boggle, doing crosswords together or having a go at some quiz games via an online video link.

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

WHEN	Fridays, in 10 weekly blocks	TIMES	2:00pm - 3:00pm
TO JOIN	Book a place online via the link below Games-group-online		
CONTACT	E-mail: wellbeingcollege@virgincare.co.uk		

Gardening & Food Growing - Time Bank Plus

Group Overview - Now is the perfect time to get out in the garden or on your allotment and start growing. Our gardening guru will be sharing her expertise to give you tips and advice on gardening and food growing via an online video linked group. Starter kits with some veggie seeds may also be available.

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

WHEN	Thursdays, in 10 weekly blocks	TIMES	11:00am - 12:00pm
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TO JOIN	Book a place online via the link below Gardening-and-food-growing-online
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CONTACT	E-mail: Rowan Wynne Jones timebankplus@gmail.com
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Gentle Dance & Movement – At Home with St John's★

Group Overview – In this fun and informal class, learn simple dance routines and different styles of dance, including gentle chair and standing dance exercises (to suit your needs). This class is suitable for all - whether you are a complete beginner or returning to exercise from injury/illness or if you are living with a disability or long term chronic pain. Equipment required: A clutter free space and comfortable shoes.

Who is the group for – Over 55's

WHEN	Tuesday's - Weekly	TIMES	10:00am - 11:00am
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TO JOIN	https://zoom.us/webinar/register/WN_r9eRupTmQ8OyHMFvNycTuA £3.50
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CONTACT	https://stjohnsbath.org.uk/contact/
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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. During the COVID-19 lockdown, we are running Live Online Sing & Smile sessions.

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	Thursdays	TIMES	2:30pm
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TO JOIN	www.facebook.com/goldiesuk www.youtube.com/user/UKgoldies No fee, join us live on Thursdays or watch at your leisure
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CONTACT	Tel: 01761 470 006 (M-F 8am-1pm) E-mail: glj@golden-oldies.org.uk
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Greenlinks - Bath Mind

Group Overview - An allotment project based in Bath and Radstock, a place to learn all about gardening.

Who is the group for - Anyone in BANES who is suffering with their mental health.

WHEN	Thursdays	TIMES	11:00am - 12:00pm
TO JOIN	Referral via the Mind Website and this online group zoom is free of charge https://.zoom.us/join		
CONTACT	E-mail: emmacarlisle@bathmind.org.uk www.bathmind.org.uk		

Keynsham Snap n Stroll (From Home) - Creativity Works

Group Overview - Facebook photography group providing interesting and fun weekly creative prompts to inspire new ways of seeing through photography. No previous experience necessary. If you have a camera, phone or tablet and want to take pictures this group is great. This group is an opportunity to link with others and share photography in a friendly environment. www.creativityworks.org.uk

Who is the group for - Anyone that lives in the Keynsham area who would like to support their wellbeing through photography.

WHEN	Weekly theme posted online	TIMES	Every day
TO JOIN	Email Philippa to enrol and invitation to FB group. Or add Facebook group - Keynsham Snap & Stroll (From Home)		
CONTACT	Tel: Philippa 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	Wednesdays, in 6 weekly blocks	TIMES	2:00pm - 3:00pm
TO JOIN	Book a place online via the link below Wellbeing College knit-and-natter		
CONTACT	E-mail: Viv Talbot timebankplus@gmail.com		

Let's Talk Stitch – At Home With St John's ★

Group Overview – Online Zoom Class - Get creative over a cuppa with tutor, Jill Perry, and connect with your fellow stitchers. Equipment required: Bring along an ongoing stitch project or the materials needed to start a new one.

Who is the group for – Over 55's

WHEN	Mondays - Weekly	TIMES	10:00am - 11:00am
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TO JOIN	https://zoom.us/webinar/register/WN_uvjVg2rHRSGFDcul3FBAUQ £3.50
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CONTACT	https://stjohnsbath.org.uk/contact/
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Live Art - Genesis Life Skills Online

Group Overview - Live Facebook Art Stream with Matt Prescott, Artist & Animator. Participants vote on a theme for the following week. We work on a project together, the group add to the conversation via comment messages and photographing their work. Matt supports clients to develop their work, no experience necessary, just a willingness to have a go and enjoy the conversation.

Who is the group for - Vulnerable adults, people in recovery or with ongoing mental health issues, those feeling isolated.

WHEN	Mondays	TIMES	12:00pm - 1:00pm
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TO JOIN	By referral, contact Matt Prescott, Life Skills Facilitator. Group accessed through official Genesis Trust Facebook group
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CONTACT	Tel: Matt Prescott: 07889 167 983 or matt@genesistrust.org.uk
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Live Stop Motion Stream - Genesis Life Skills Online

Group Overview - Live Facebook Animation Stream. We work on a project together, the group add to the conversation via comment messages and photographing their work. The emphasis is on Stop-motion animation you can do at home. Plastincine 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 - Vulnerable adults, people in recovery or with ongoing mental health issues, those feeling isolated. Smart phone preferable, not essential.

WHEN	Fridays	TIMES	12:00pm - 1:00pm
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TO JOIN	By referral, contact Matt Prescott, Life Skills Facilitator. Group accessed through official Genesis Trust Facebook group.
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CONTACT	Tel: Matt Prescott: 07889 167 983 or matt@genesistrust.org.uk
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Mental Health Mates Bristol

Group Overview - Following government advice on social distancing we can't meet in person for our usual walks, but that doesn't stop us having a chat online! You can share as much or as little as you wish and talk about anything. Find us on Facebook 'Mental Health Mates Bristol'.

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

WHEN	Various Sundays	TIMES	11:00am
TO JOIN	E-mail for details of how to join the next meeting via Zoom. Keep up-to-date on our Facebook.		
CONTACT	E-mail: mentalhealthmatesbristol@gmail.com Twitter: #MatesHealth		

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
TO JOIN	The groups are free of charge and they connect using Zoom https://zoom.us/join		
CONTACT	Becky Hughesman: 07538 113 890		

Mindfulness Meditation - Wellbeing College

Group Overview - Take a moment to pause..... slow down.... and breathe. You will learn relaxation exercises and stress busting techniques. You will incorporate mindfulness, movement, laughter, deep relaxation, breathing techniques and lots more...

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

WHEN	Mon or Wed, 6 weekly blocks	TIMES	See web link below
TO JOIN	Book a place online via the link below Mindfulness-meditation-live-online-class		
CONTACT	E-mail: wellbeingcollege@virgincare.co.uk		

Morning Carer Café – BANES Carers Centre ★

Group Overview - Meeting is held on Zoom. Grab a cuppa and chat to other carers. Discuss how things are going, share tips and support one another through this challenging time. Every cafe meeting may vary slightly depending on the current need. Saturday afternoon café also available.

Who is the group for - Carers' (Anybody looking after someone else, unpaid)

WHEN	Mon, Tue, Fri & Sat	TIMES	10:00am - 11:30am
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TO JOIN	Register for one of the cafes here .
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CONTACT	Tel: 0800 0388 885 or 01761 431 388
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Nature Connection - Wellbeing College

Group Overview - In this online and interactive course we'll be looking at and reflecting on our experiences of the natural world, through guided experiences, virtual walking, discussion, nature based mindfulness and meditation. This will help us with the stilling of the mind away from anxious thoughts, and towards the awe and inspiration offered in nature.

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

WHEN	Wednesdays, in 6 weekly blocks	TIMES	2:00pm - 3:30pm
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TO JOIN	Book a place online via the link below Nature-connection-online-course
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CONTACT	E-mail: wellbeingcollege@virgincare.co.uk
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Parent Carer Evening Café – BANES Carers Centre ★

Group Overview - Meeting is held on Zoom. Grab a cuppa and chat to other parent carers online. Discuss how things are going, share tips and support one another through this challenging time. Every cafe meeting may vary slightly depending on the current need.

Who is the group for – Parents who are carers' (Anybody looking after someone else, unpaid)

WHEN	1 st & 3 rd Wednesday - Monthly	TIMES	7:30pm - 9:00pm
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TO JOIN	Register for one of the cafes here .
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CONTACT	Tel: 0800 0388 885 or 01761 431 388
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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	2:00 - 3:00pm
TO JOIN	The groups are free of charge and they connect using Zoom https://zoom.us/join		
CONTACT	Becky Hughesman: 07538 113 890		

Seated Exercise – At Home with St John's

Group Overview – Online Zoom Class - Chair-based yogic exercise, including breath work and a lovely long relaxation either from your chair or mat. Equipment required: quiet clutter free space, firm stable chair, a block/book, a tennis ball and a strap/scarf, a yoga mat or a carpeted area if you wish to relax on the floor.

Who is the group for – Over 55's

WHEN	Tuesday's - Weekly	TIMES	10:00am - 11:00am
TO JOIN	https://zoom.us/webinar/register/WN_HZvvr4bjRKSZDBcn7L5CmA £3.50		
CONTACT	https://stjohnsbath.org.uk/contact/		

SPACE LGBT+ Zoom - OTR

Group Overview - Space is a safe Space for young people who identify as LGBT+ or are questioning their identity to come together with LGBT+ youth workers from Off the Record. Sessions are young person led. Virtual sessions so far have included guest speakers, creative workshops, drag performance, quizzes and games and film nights. Email Space@offtherecord-banes.co.uk

Who is the group for - LGBT+ Youth group for ages 13-21 (up to 25 with SEND)

WHEN	Every Tues / Fortnightly Mon	TIMES	7pm-9pm / 6pm-8pm
TO JOIN	Tuesday sessions are held via zoom and will continue this way Monday sessions are over Facebook messenger (to be reviewed)		
CONTACT	Text: 07872 992 879 or 07487 642 761		

SPACE to Be - OTR

Group Overview - Zoom session support for LGBT+ young people (under 13) 11am-12pm. Support for parents 12:00pm - 1:00pm.

Keep up-to-date via Facebook <https://www.facebook.com/OTRbathnes/>

Who is the group for - LGBT+ young people (under 13) and parents with Off The Record (OTR) Bath and North East Somerset.

WHEN	First Saturday of the month	TIMES	Contact SPACE to Be
TO JOIN	To join or for more information e-mail space@offtherecord-banes.co.uk		
CONTACT	Tel: 07872 992 879 or 07487 642 761		

Tai Chi – At Home With St John's ★

Group Overview – Online Zoom Class - During this gentle and relaxing class, you will learn 'Tai Chi Movements for Wellbeing' (TMW) - an easy-to-learn sequence of twelve movements designed to promote physical and emotional wellbeing.

Equipment required: The beauty of TMW is that it can be practised standing or sitting and through visualisation, making its benefits accessible to all.

Who is the group for – Over 55's

WHEN	Thursday's - Weekly	TIMES	10:00am - 11:00am
TO JOIN	https://zoom.us/webinar/register/WN_h5s3LVqoT-a-pai_NhIMuA £3.50		
CONTACT	https://stjohnsbath.org.uk/contact/		

Ukulele – At Home With St John's ★

Group Overview – Online Zoom Class - Start your ukulele journey in this small and supportive class. We'll go at a slow pace, give you time to practice and even give 1-2-1 help if you need it. This is a beginners-only class. Equipment required: You will need your own ukulele, a ukulele tuner (apps are available on smartphones and tablets), enthusiasm and a sense of humour!

Who is the group for – Over 55's

WHEN	Thursday's - Weekly	TIMES	2:00pm - 3:00pm
TO JOIN	https://zoom.us/webinar/register/WN_fwmllicQHmlTuAu9ux0MQ £3.50		
CONTACT	https://stjohnsbath.org.uk/contact/		

Virtual Okay Cafe - OTR

Group Overview - This is the virtual Okay Cafe for young people within Off The Record (OTR) Bath and North East Somerset, running while our cafe is closed due to Covid-19. A safe space for young people to connect, chat and have fun. We'll look at ways to support ourselves and others.

Every Mon 4.00pm - 6.00pm, Thurs 6.30pm - 8.30pm and Fri 4.00pm - 6.00pm.

Who is the group for - Young people with Off The Record (OTR) Bath and North East Somerset.

WHEN	Mon, Thurs and Fri	TIMES	As above
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TO JOIN	How to join in, receive support, and hang out online https://www.facebook.com/groups/OkayCafe/
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CONTACT	E-mail: office@offtherecord-banes.co.uk
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Watercolours – At Home With St John's

Group Overview – Online Zoom Class - Enjoy learning and developing different watercolour techniques in Sarah's step by step sessions. With your fellow painters, you will create a watercolour sketch and come away with ideas to develop further. Suitable for beginners through to the more creatively experienced. Equipment is required.

Who is the group for – Over 55's

WHEN	Tuesday's - Weekly	TIMES	2:00pm - 3:00pm
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TO JOIN	https://zoom.us/webinar/register/WN_yh3VXxDZT0CCgQxzN1Ayfg £3.50
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CONTACT	https://stjohnsbath.org.uk/contact/
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Wellbeing Support Group - Wellbeing College

Group Overview - Do you feel you need a little support under these uncertain times? Would you like to connect with others who may be feeling isolated? We would love to welcome you to this weekly video chat support group where you will have the opportunity to speak to others, express how you are feeling and receive support and connectedness from the group. Approximately 12 people per session.

Who is the group for - BANES residents 16 years+. Must have access to Zoom. This group is set up as a peer support session. Not suitable if you are in a crisis.

WHEN	Thursdays	TIMES	1:00pm – 2:00pm
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TO JOIN	Book a place online via the link here Online-wellbeing-support-meet-up
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CONTACT	E-mail: wellbeingcollege@virgincare.co.uk
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Writing Space - Creativity Works

Group Overview - Online creative writing and poetry sessions which are social and fun and include exploring and developing creative writing ideas. Sessions are facilitated by group members and visiting tutors. Group members also receive a weekly creative writing newsletter. There is no specific wellbeing support during the group and respectful participation is a priority.

Who is the group for - Anyone that would like to support their wellbeing through creative writing.

WHEN	Tuesdays	TIMES	2:00pm - 3:00pm
TO JOIN	Email Philippa to enrol and for weekly invitation to Zoom session. Download the Zoom App prior to participation https://zoom.us/		
CONTACT	Tel: Philippa 07715 382 877 E-mail: philippa@creativityworks.org.uk		

Click [here](#) to return to group/activity 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](#)

[Dementia Support](#)

[Drugs & Alcohol Support](#)

[Eating Disorders](#)

[Employment Related Support](#)

[Family & Friends Support](#)

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[Have a Voice](#)

[Health & Wellbeing](#)

[Housing Support](#)

[LGBTQ+](#)

[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: <http://www.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

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

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](https://www.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: <https://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: <https://uksobs.org/>

Counselling

Focus Counselling

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

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

Address: The Crypt, St Michaels Church, Broad Street, Bath BA1 5LJ

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:**

Tel: 0344 848 7919, Mon to Fri, 9:30am - 2:30pm. Please note that if you call outside open hours you will receive recorded advice.

Write to us:

- CAB, Keynsham Civic Centre, Market Walk, Keynsham, BS31 1FS
- CAB, 2 Edgar Buildings, George Street, Bath, BA1 2EE.
- CAB, The Hollies, High Street, Midsomer Norton, Somerset, BA3 2DP

Please add a daytime telephone number or an email address and try to include as much information as possible.

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:** <https://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: 01225 396 678 **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@dhibath.org.uk **Website:** www.dhi-online.org.uk

West Country Narcotics Anonymous - Online meetings group

How to access:

<http://joininggroupchat.com/wcnaonline>

Eating Disorders

Anorexia & Bulimia Care (ABC)

1. ABC Telephone / E-mail Support Services - currently unaffected and continue as usual

- Confidential emotional and practical support before or after diagnosis
- Self-care and coping strategies for individuals and carers
- Encouragement and support during recovery
- A chance to share experiences with someone who has recovered/cared for someone during recovery
- A positive way to reduce isolation during social distancing measures
- Information on treatment options available, and how to access
- Information for parents, carers, family members and friends

How To access:

Tel: 03000 11 12 13 Tues-Fri, 9.30am-5.30pm **ABC Helpline:** 03000 11 12 13

E-mail: support@anorexiabulimiare.org.uk **Website:** <http://www.anorexiabulimiare.org.uk/>

Address: Anorexia & Bulimia Care, Saville Court, 10-11 Saville Place, Clifton, Bristol, BS8 4EJ

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: <http://www.anorexiabulimiare.org.uk/help-for-you/befriending>

3. ABC Bath Support Hub - Offering support via Skype video call as an alternative to the drop-in service. Appointments are available to all, free of charge, on a first come first served basis. Booked online.

How To access:

E-mail: hubs@anorexiabulimiare.org.uk

Website: <http://www.anorexiabulimiare.org.uk/help-for-you/face-to-face-support>

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:** <https://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: <https://www.achieveinbathnes.co.uk/> **E-mail:** achieve@BATHNES.GO.UK

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:** <https://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

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: <https://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 <https://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:** <https://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:** <http://south-side.org.uk/>

Time to Talk – Curo

Struggling with family relationships during this unsettling time?

Need help to get together as a family unit and talk these issues through?

Mediation support is available for 16-25 year olds and their families/parents/carers.

In light of Covid-19 we can offer telephone and video call support.

Where *absolutely necessary*, visits can be arranged using PPE and social distancing.

How to access:

Tel: 07966 140 779 **Email:** timetotalk@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: <http://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: <https://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: <https://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: <https://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:** <https://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: <https://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: <https://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 <https://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: <https://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: <https://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

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**Bath Museums - Learning for Life (online)**

During the COVID-19 emergency the local museums are offering 'Learning for Life' online for all ages. Discover more about the world of art and get creative.

How to access:

Clicks the museum links below:

- Victoria Art Gallery <https://www.victoriagal.org.uk/learning-life>
- Fashion Museum <https://www.fashionmuseum.co.uk/learning-life>
- Bath Records Office <https://www.batharchives.co.uk/learning>
- American Museum <https://americanmuseum.org/education/learning-materials-to-do-at-home/>
- Bath Scape - Activities that can be done in or near home, during the current period of isolation and social distancing. These are for entertainment but also contribute to our project.
<https://www.bathscape.co.uk/learn/>

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 weekly creative newsletter via e-mail, which includes a creative activity and short 'how to' film, as well as links to other creative opportunities.

How to access:**Email:** philippa@creativityworks.org.uk **Website:** <http://www.creativityworks.org.uk/>Sign up for the newsletter via this link <http://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.

Gardening sessions stopped due to Covid-19. Now offering:

- A weekly mailshot which includes Helen's Horticultural Hints for Life (some horticultural input), and Share for Life forum (a space where trainees can send in pictures of their plants, funny videos, jokes, ask horticultural questions, and solo karaoke).

- A Zoom conversation once a week with our trainees which just involves seeing how they are and any gardening questions they want to talk about. Anybody with an interest in gardening is welcome to join.

How to access:

Tel: Carey Skelton 07729 906 223

E-mail: info@growforlife.org.uk

Website: www.growforlife.org.uk

MyScript (BANES social prescribing service) - DHI

Providing 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. MyScript can help you to overcome challenges that are affecting your physical and/or mental health. Assessments and enquiries around social prescribing are now being done by phone.

How to access: Self-refer to this service (using the website link below), or access via your GP.

Tel: 01225 310 077 **Email:** myscript@dhibath.org.uk

Website: <https://www.dhi-online.org.uk/get-help/community-wellbeing-services/myscript>

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: <https://www.offtherecord-banes.co.uk/>

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.newhopebanes.org

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. We are offering to keep in touch with people and offer friendly support with regular phone calls. Please let us know if this would be helpful for you. We also have a WhatsApp group for mutual support and info sharing - email us with your mobile number if you'd like to join. The Internet Cafe is no longer running as a group session, but we are offering individual help with online issues as and when needed.

How to access:

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

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: <http://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: <https://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



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: <https://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: <https://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:** <http://mindlinetrans.org.uk/>

Switchboard LGBT+

Switchboard provides a one-stop listening service for LGBT+ 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:** <https://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:** <https://www.offtherecord-banes.co.uk/>

Mental Health Support - Community

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:** <https://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: www.curo-group.co.uk/independent-lives/the-wellbeing-house/

Mental Health Support - NHS Trust (statutory services)

Avon & Wiltshire Mental Health Partnership NHS Trust (AWP)

Response Line 0300 3031320

24hrs a day, 365 days a week.

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.

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: <http://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.

<https://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: 07730 367 483

Email: louis@dadsinmind.org

Website: www.bluebellcare.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: <https://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:** <https://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

At present public libraries across Libraries West (which includes BANES area) are closed. Free collections of e-books, e-audio books and e magazines are still available.

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

<https://www.facebook.com/BathnesLibraries1>

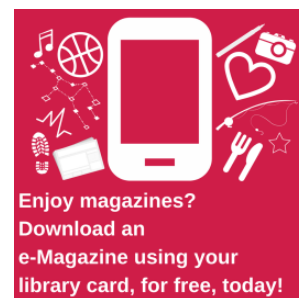
How to access:

Register free for library membership online <https://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.
<https://ebook.yourcloudlibrary.com/library/LW/Featured>
- Access [BorrowBox](#) 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.
<https://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 <https://someset.rbdigitalglobal.com/>

E-mail: librarieswest@somerset.gov.uk

Website: <https://www.librarieswest.org.uk>



BATH MIND EVENING SUPPORT SERVICE

Breathing Space

OPENING MONDAY 13TH APRIL

01225 983130

Calls charged at local rate

A calm, non-clinical
telephone service
supporting individuals
experiencing, or at risk
of a mental health crisis.

For those:

- 16 years or over
- Registered with a GP within B&NES



Open from
5.30pm-11.30pm

365 evenings a year

WWW.BATHMIND.ORG.UK

breathingspace@bathmind.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: <https://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

BEMSCA: 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: <https://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: <https://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: <https://www.thesilverline.org.uk/>

St John's Foundation

Sign up to The Beacon and receive St John's newsletter with all the latest news, events and activities, delivered direct to your inbox. Also now available, a new weekly 'Activities Remotely' guide accessible on our Facebook page.

How to access:

Website: <https://stjohnsbath.org.uk/2020/03/17/covid-19-statement/>

Sexual Health

SAFE BANES

Need sexual health advice? We have a new Covid-19 page on our SAFE BANES website <https://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: <https://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: <https://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

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: <https://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:** <http://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: <http://www.unseenuk.org>

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

Volunteering

The Volunteer Pass BANES

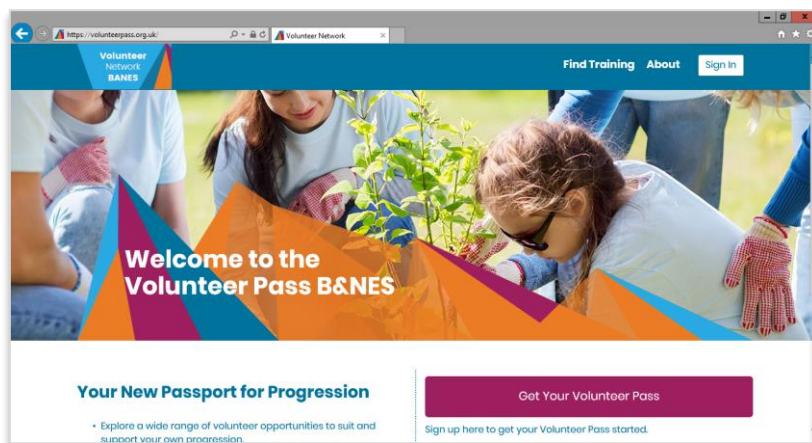
The Volunteer Network is a network of organisations, in the social care sector, who aspire to provide volunteers with a positive experience of volunteer recruitment, training and support.

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: <https://volunteerpas.org.uk/>

Training for Coronavirus Volunteers (E-learning)

This training was designed by the British Red Cross for anyone who is responding to the coronavirus outbreak. 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](#)

**Bath & North East
Somerset Council**

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 20minutes. 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](#)

**Zero
Suicide
Alliance**

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