15 May 2020

COVID-19 Information and Help

Newsletter for the Eden Area – Welfare Support

This week's edition focuses on low level welfare support, aiming to give information, guidance and details of useful contacts during these challenging times. Daily updated information about Covid-19 is available on the Cumbria County Council website: www.cumbria.gov.uk/coronavirus

Supporting Yourself and Others

FACE COVID

The model below (FACE COVID) from Russ Harris is a really helpful framework to use:

F = Focus on what's in your control
A = Acknowledge your thoughts & feelings
C = Come back into your body
E = Engage in what you're doing
D = Disinfect & distance

C = Committed action
O = Opening up
V = Values
I = Identify resources

'FACE COVID' is a set of practical steps for responding effectively to the Corona crisis, using the principles of acceptance and commitment therapy (ACT).

Full details of FACE COVID can be found **here**.

Supporting Others

In these strange and uncertain times it is important be alert to anyone who may be feeling suicidal – it can be really hard to know what to say but talking about it will not lead to them doing it and may save a life.

If you suspect they are in deep distress it can be helpful to ask "*is there anything else you would like to talk about or ask me?*" or "*is there anything we have talked about that you feel I should have taken more notice of?*" Don't be worried to ask directly if they are thinking of harming themselves or ending their life – **listen** compassionately and get help if needed. Ask whether they have any other support and who else they might talk to.

Samaritans: 116 123

North Cumbria Wellbeing Assist Support Line

North Cumbria NHS Integrated Care System

A staff support line has been established to provide emotional wellbeing and psychological support to staff employed across the North Cumbria system. This includes NHS staff employed by CNTW, North Cumbria Integrated Care NHS Foundation Trust and GP practices, Local Authority, Third sector and Independent partners across the North Cumbria Integrated care system.

If you work for one of the organisations above within the North Cumbria System partnership and require emotional or psychological support as a result of your work in responding to COVID-19, the North Cumbria Wellbeing Assist Support line can be contacted by calling **0191 223 2030**, between 9.00am and 6.00pm, Monday to Friday (excluding bank holidays) .

You will be redirected to a Clinical Psychologist or Psychological Therapist who will offer a one off 'listening ear' and can signpost you to other resources or help.

Welfare Support

The new welfare booklet developed by **Cumbria County Council** will be distributed to every household in Cumbria via Royal Mail. The booklet covers a wide range of welfare support that is available to people who may be struggling because of coronavirus, including signposting to Citizens Advice, GOV.UK, Cumbria County Council Welfare Support and district council support services. There are also NHS messages covering mental health and the 'Open for Business' campaign.

The information is now also available online at **www.cumbria.gov.uk/coronavirus** and Cumbria County Council are currently promoting on social media, in newsletters and leaflets.

Useful Contacts and Resources

Samaritans
Emotional support to anyone in emotional distress, struggling to cope or thinking of suicide
www.samaritans.org
Tel: **166 123**

Mind
Support for mental health
www.mind.org.uk
Tel: **0300 123 3393**

Mindline Cumbria
Local mental health support line
Tel: **0300 561 0000**
Text: 'Mind' to **81066** followed by your message
www.mindlinecumbria.org

Kooth
Online mental health and wellbeing support for 11-18yrs including information & counselling.
Kooth.com

Cruise
Specific Covid-19 bereavement information and national helpline provided by Cruse UK.
Tel: **0808 808 1677**

Domestic Abuse Helpline
24 hour Freephone domestic abuse helpline with trained advisors. Multiple languages available.
Tel: **0808 2000 247**

Good Sam App
NHS Volunteers, includes 'check in and chat' calls.
Referral form: **www.goodsamapp.org**

Mental Health Foundation
www.mentalhealth.org.uk

NHS
Activities to help with stress and a mood self-assessment.
www.nhs.uk

Public Health England Every Mind Matters
10 tips to help if you are worried about coronavirus:
www.nhs.uk/every-mind-matters

World Health Organisation

Mental health and psychosocial considerations during COVID-19 outbreak:
www.who.int/coronavirus

HM Government

NHS

CORONAVIRUS

WASH YOUR HANDS MORE OFTEN FOR 20 SECONDS

Use soap and water or a hand sanitiser when you:

Get home or into work

Blow your nose, sneeze or cough

Eat or handle food

CORONAVIRUS

PROTECT YOURSELF & OTHERS

For more information and the Government's Action Plan go to **nhs.uk/coronavirus**