



Local Mental Health Support Services

Autism Support - Derbyshire

Autism Information and Advice for Derbyshire County is a new service for people in Derbyshire aged over 16. The service has a [YouTube channel](#) that is going to be used to support those with an autism spectrum condition throughout the period when we all have to stay at home. There will be lots of ideas to help maintain physical and mental wellbeing including ideas to help the whole family.

There is also a dedicated website - [click here](#) to access this.

Carers Support

Derbyshire Carers Association are continuing to offer telephone and online support to all carers, including mental health and young carers. You can find out more and make a referral through their website here:

<https://derbyshirecarers.co.uk>

Citizens Advice – Increased Phone Support

While currently unable to take face-to-face enquiries, Citizens Advice have increased their capacity to provide telephone support. They can provide free, confidential, impartial and independent advice on any issue, from holiday cancellations to financial worries.



The Derbyshire District office can be contacted between 9am and 4pm, Monday to Friday on: 0300 456 8390 (calls charged at the 01 or 02 number rate).

They also have a number dedicated to helping people claim for universal credit: 0800 144 8 144 which is a freephone number available Monday to Friday, 8am to 6pm.

The website also provides simply explained answers to lots of the questions raised during these difficult times: www.citizensadvice.org.uk

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Dementia Support – Derbyshire

Alzheimer's Society - local services update. Local Alzheimer's Society teams continue to provide information, support and guidance to those who need it. All face-to-face and home visits have currently been suspended. They will increase the number of keeping in touch telephone calls with service users to help support their wellbeing and guard against isolation and they have extended the operating hours of the national Dementia Connect Support Line. Trained advisors can be contacted via 0333 150 3456 for advice and guidance. All local group sessions have been suspended. Advice and guidance on a range of issues is available on the website <https://www.alzheimers.org.uk>

Dementia Support – Derby City

Making Space – They are working closely with the community services and other local providers to continue providing support in the community wherever possible, following the latest guidance from Public Health England.

Although they have had to scale back on their face-to-face support, they can still support you in various different ways, including:

- Welfare telephone calls/checks
- Emotional support over the phone
- Support with errands
- Help co-ordinating medical support

There is also more information on their website:

https://makingspace.co.uk/news/2020/coronavirus_update

Domestic Abuse

Where to get help during the COVID-19 Pandemic

We know that COVID-19 (Coronavirus) will have a serious impact on the lives of women, children and men who are experiencing domestic abuse. Fears over jobs, financial pressure, school closures, working from home and all the other current changes to our day to day lives are likely to result in an increase in domestic abuse incidents. While some domestic abuse support services are not able to offer face to face meetings at this time, there is still help and advice available online and over the phone.

Derby City Domestic Abuse Service - 0800 085 3481

Derbyshire Domestic Abuse Service - 0800 019 8668

National Domestic Abuse Helpline - 0808 200 0247

Men's Advice Line - 0808 801 0327

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National LGBT+ Domestic Abuse Helpline - 0800 999 5428
Rape and Sexual Violence Services - 01773 746 115

Eating Disorders

First Steps ED are now fully using their private and secure Video Clinic service to deliver support to any EDISS service user from our Universities and College's, and are ready to support many more as this situation continues. For further Information on the Secure Video Clinic, <https://firststepsed.co.uk/video-clinic/> or to make a referral follow this link <https://forms.office.com/Pages/ResponsePage.aspx?id=91QOEyElakuiT4Z2HWniwhyvLXHn7ExMu4eYaicZnS9UMDVMMII0U01HVUtOTU1aQkpTNTNDUDQxNCQIQCN0PWcu>

Head High - Derby City

Following the suspension of the Head High out of hours mental health Night Bus service due to the coronavirus outbreak our team have been considering the best way to support our amazing volunteers and service users (passengers) remotely during this difficult time so we are really excited to be launching our Virtual Night Bus Friday & Saturday nights 7pm-8pm every weekend after until further notice. We will be using group video chat which can be accessed free using the link <https://headhigh.org.uk/virtualnightbus> then using Zoom desktop, mobile app or a standard web browser. The service is specifically aimed to support anyone feeling low or alone during this time.

You can find out more about Head High's other projects here - <https://headhigh.org.uk>

Housing and Support

Derventio is continuing to provide a full housing and support service – making sure that all residents are safe and have the support they need. For more information about how we are responding to this crisis visit: <https://derventiohousing.com/about-us/news/keeping-residents-and-staff-safe>

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Peer Support and Recovery Services

Derbyshire

Derbyshire Recovery & Peer Support Service – service update:

Rethink mental illness – emotional support helpline if you need some support, a listening ear or you just want a chat call on 01773 734989 Monday to Friday 9am to 5pm.

Groups are operating on Facebook or via video links. You can find out more about their range of services on the Rethink website [HERE](#).

Derby City

Derby City Life Links – They can be contacted on 0800 0322202 or email

derbycitylifelinks@richmondfellowship.org.uk. If you need someone to talk to for half an hour or would like to refer yourself for telephone and/or webchat support then call 0800 0322202. There is a lot more information on the website <https://derbycitylifelinks.org.uk/a-statement-on-coronavirus-covid-19/>.

Service User and Carer Engagement

Mental Health Together Engagement Service

Most of our project work is on hold during this pandemic but we are still happy to hear from people about their experiences of mental health support at this time. Your feedback enables us to help services provide the best service they can. Our email address for your feedback is: enquiries@mentalhealthtogether.org.uk

Talking Therapies (IAPT)

Derby & Derbyshire Clinical Commissioning Group fund a range of Talking Therapy services across the city and county; these are often referred to as IAPT services (Improving Access to Psychological Therapy). The majority of services remain open to access by direct referral and the CCG updates their website with the latest availability on a regular basis. More information can be found here:

<https://www.derbyandderbyshireccg.nhs.uk/your-health-services/information-for-patients/improving-access-to-psychological-therapies-iapt/>

Trent PTS is still taking online referrals. Anyone aged 16 years and over and registered with a Derbyshire GP can make a self referral by visiting our website <https://www.trentpts.co.uk>

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Mental Health Support from DHCFT

Derbyshire Healthcare NHS Foundation Trust has launched a new telephone-based support line for local people of all ages and their carers who are experiencing increased distress or anxiety during the ongoing Coronavirus (COVID-19) pandemic. The new service also intends to support people who are experiencing a reduction in their usual mental health care services, as a result of changes that have been made to support the pandemic. The support line, which will initially be available between the hours of 9am – midnight every day of the week can be contacted on 0300 790 0596. For more information about the support line and wider information about their services at this time, please visit the Trust's website at <https://www.derbyshirehealthcareft.nhs.uk/getting-help/coronavirus-covid-19>

Combined Community Response – Derbyshire and Derby City

Derbyshire County Council - Community Response Unit

Launched to Help Those in Need is taking requests for assistance from members of the community who don't have friends or family to help them. This is a joint initiative between Derbyshire County Council, Local Councils, other statutory bodies and the Community and Voluntary Sector – particularly our local CVS and Volunteer Centre networks.

<https://www.derbyshire.gov.uk/social-health/health-and-wellbeing/health-protection/disease-control/coronavirus/community-response-unit/community-response-unit.aspx>

There is a considerable section on mental health support here:

<https://www.derbyshire.gov.uk/social-health/health-and-wellbeing/health-protection/disease-control/coronavirus/emotional-health-and-wellbeing/emotional-health-and-wellbeing.aspx>

Derby Covid Community Response Hub (City)

Community Action Derby, together with Derby City Council, Derby Homes, the University of Derby, local NHS, Thrive Derby and linking into Derby Covid 19 Mutual Aid Facebook group, are coordinating help and support for people who live alone or who are self-isolating with partners or relatives during this national crisis.

One aim of the group is to match up potential volunteers with those people most affected by the current crisis. The group will be encouraging potential volunteers to be good neighbours and focus on people who need support, however big or small, in their immediate local neighbourhood. This includes those who may need help with shopping,

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prescriptions and other small tasks and will reduce the need for potential volunteers to travel to other areas of the city reducing the possible spread of infection. If you can help out in your immediate local neighbourhood please do! If not then get in touch and we'll direct you to someone who needs your help.

If you would like to volunteer, or alternatively if you need help during this difficult time contact **DerbyDirect on 01332 640000** . The line will open between **9.30am and 4pm, Monday to Friday** or email covidsupport@communityactionderby.org.uk

Joined Up Care Derbyshire Staff Support

A section of the Joined Up Care Derbyshire website has been set up to provide wellbeing, health advice and support for health, social care and community staff in relation to the Covid-19 virus. This contains a range of resources including advice on mental and emotional wellbeing, finding someone to speak to, self care, leadership and life outside work.

Voluntary sector staff can access these resources through the [Joined Up Care Derbyshire website](#).

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