



Telephone Helplines



for Mental Health Support during Covid-19

1) NHS - Freephone 111

Open 24 hours a day if you, or someone you know, needs urgent care but it's not life threatening. This includes problems with your mental health. If you have difficulties communicating or hearing, you can call 18001 111 on a textphone. Speak to a highly trained adviser, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and direct you to the best medical care for you or someone you are concerned about.

2) NHS – 999 Call if you are seriously ill or injured and your life is at risk. A mental health emergency should be taken as seriously as a physical health emergency.

3) Samaritans – Freephone 116 123

Open 24 hours a day, the Samaritans will listen and help you find a way through.

From relationships to money, health or family troubles - you can talk about whatever is getting to you at any time of the day or night. You don't have to be suicidal to call.

3) The Silver line – Freephone 0800 4 70 80 90

Open 24 hours a day, confidential helpline for older people. Call The Silver Line for information, friendship and advice at any time of the day or night.

4) Connect Helpline – Freephone 0800 800 1212

Emotional support and information every night for people in Leeds, from 6pm-2am.

Call Connect if you are feeling anxious, lonely, angry or just need to talk. Trained volunteers and workers provide compassionate, non-judgemental support and can give information about other services, if needed.

5) Covid-19 Support Line (Run by local hospices) – Monday – Friday 9-4pm.

St Gemma's Hospice – 0113 218 5544, Wheatfield's Hospice – 0113 203 3369

Available to anyone in Leeds with family members or friends who are critically ill or who have died from Covid-19. Staffed by trained bereavement workers who are able to listen when you need someone to talk to, provide emotional support and allow you to express your feelings, signpost you to other services if necessary.

6) Cruse Bereavement Care – Freephone 0808 808 1677

Offering emotional support to anyone affected by bereavement.

Monday and Friday 9.30-5pm, Tuesday, Wednesday and Thursday 9.30-8pm.

7) Dementia UK- Freephone 0800 888 6678

Emotional and practical support for anyone with a question or concern about dementia.

Speak to Dementia Specialist Admiral Nurses, 9am-9pm Mon to Fri, 9am-5pm weekends.



Psychological Therapies



for Mental Health Support during Covid-19

1) Leeds Mental Wellbeing Service – 0113 843 4388 or email leeds.mws@nhs.net
NHS service providing support and psychological therapies for common mental health problems, such as anxiety and depression, which one in four of us will experience in our lives.

Currently offering telephone and online support only. You can refer yourself directly to the service. Further information available online:

<https://www.leedscommunityhealthcare.nhs.uk/our-services-a-z/leeds-mental-wellbeing-service/home/>

2) British Association of Counsellors and Psychotherapists (BACP) – 01455 883300/ email: bacp@bacp.co.uk 'We exist for one simple reason - counselling changes lives'
The British Association for Counselling and Psychotherapy is the professional association for members of the counselling professions in the UK

BACP has a register of accredited therapists/counsellors who adhere to standards of proficiency and ethical practice, and can direct you to therapists in your area who are offering telephone or online sessions during Covid-19.

The website has lots of free resources and articles for the public about coping during this time <https://www.bacp.co.uk/news/news-from-bacp/coronavirus/coronavirus-advice-for-the-public/>

3) Pathways Counselling Service – 07864 127324 or email info@pathwaysleeds.org
Pathways is a Christian organisation offering short and long term counselling to adults who are experiencing emotional difficulties. This support is available to anyone regardless of age, sex, gender, ethnic origin or disability. You may be of any faith or none. Counselling will only include faith if you request this.

Pathways Counselling Service was established at Moortown Baptist church in 1999 to offer an affordable professional counselling service to local communities. We are a team of counsellors from diverse backgrounds with varying experiences and counselling approaches. We work in accordance to the Association of Christian Counsellors code of Ethics and Practice.

Telephone and online counselling sessions are available to support individuals during this difficult time due to COVID-19.