



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

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Men's Advice Line - 0808 801 0327

National LGBT+ Domestic Abuse Helpline - 0800 999 5428

Rape and Sexual Violence Services - 01773 746 115

Derbyshire Victim Service

Anyone who may be a victim of hate crime, the Derbyshire Victim Service is still providing support. They are however doing this remotely at the moment with no face to face visits, but other options such as telephone calls are available.

<http://www.stepupbeathate.com/>

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

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responding to this crisis visit: <https://derventiohousing.com/about-us/news/keeping-residents-and-staff-safe>

DHA and Derby Law Centre – Free help is out there if you need Free Housing and Homelessness Support. The Civil Legal Advice Line provides free help and advice on 0345 345 4 345

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

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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 Psychological Therapy Services (IAPT) and COVID19

Information below from Trent PTS and their offer regarding psychological needs/treatment post Covid-19.

This is for patients and staff alike as a commissioned NHS service across Derby and Derbyshire to provide free, confidential, flexible, responsive and accessible psychological therapy services. They provide treatment for depression, anxiety, loss, grief, trauma, relationship problems and many other conditions.

During the COVID19 restrictions Trent PTS services have remained open through the availability of Telehealth care (video, telephone, text chat) and can be accessed by anyone via the self-referral telephone numbers or online at our website.

- Online at: <https://www.trentpts.co.uk/self-referral/>
- Telephone: 01332 265659 Derbyshire

If any service/provider would like to have a separate discussion about the attached flyer or setting up a pathway then please contact Jane Hopkins on jhopkins@trentpts.co.uk

Derwent Rural Counselling Service

We are still operating and have been throughout the epidemic, offering telephone and video counselling sessions to Derby and Derbyshire residents. We have been taking referrals by phone, email and web form. Our therapists are offering a lot of additional appointments and therefore our waiting times are very short, as soon as the assessment is completed an appointment to begin treatment will be offered straight away. Appointments are available immediately, to self-refer call 0800 047 686 or visit www.dracs.org.uk.

Vita Minds are new NHS providers within the IAPT (Improving Access to Psychological Services) community commissioned by Derby and Derbyshire CCG.

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The service is now live and offers a range of talking therapies for depression, generalised anxiety disorder, mixed depression and anxiety and a range of other conditions - the full list is on their general information leaflet [HERE](#).

People can refer themselves directly into the service either by calling 0333 0153 496 or by visiting the website and using the self-referral form <https://www.vitahealthgroup.co.uk/nhs-services/nhs-mental-health/derby-and-derbyshire/>

Insight Healthcare are able to provide therapy via telephone, Skype and online.

To self-refer to Insight Healthcare:

Call 0300 555 5582 and leave a message

Complete an online referral at www.insighthealthcare.org

Send an email with your name and contact details to: admin.notts@insighthealthcare.org

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 0800 028 0077. 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>

New ChatHealth service launched – aimed at young people and parents in Derby City

Our Derby Family Health team has launched a new text messaging service, so that both young people and parents and carers living in Derby city can get confidential health advice and support. Young people in Derby city aged 11 to 19 can text 07507 327104 and parents and carers of Derby children aged 0 to 19 can text 07507 327754. The text messaging service is powered by the ChatHealth system, used by several NHS trusts across the country. Messages sent to these dedicated numbers are delivered to a secure website and responded to by one of the team's health professionals.

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Out of hours, anyone who texts the service receives a bounce-back message explaining where to get help if their question is urgent and when they can expect a response. Texts are usually replied to within one working day. The team is made up of qualified school nurses, health visitors, community staff nurses and support workers, and can advise and support young people on a range of issues such as sexual health, relationships, drug and alcohol use and physical health. Parents and carers of young children can get advice on issues such as bedwetting, feeding problems, behaviour and speech concerns. More details on the service, including FAQs, are available [on the Trust website](#). Please share this information with your constituents and the public.

Talking Mental Health Derbyshire

Following a period of closure to new referrals, talking therapies provider [Talking Mental Health Derbyshire](#) is now open to online referrals from local residents wanting to engage with telephone, video or digital (text-based) therapy. Derbyshire residents aged 18 years and over (and those aged 16 years and over who have been assessed as being suitable for an adult service) may refer into the service via the following link: www.derbyshirehealthcareft.nhs.uk/tmhd-refer

As the service's workforce is still required to work remotely, there is reduced capacity to manage telephone referrals, but in exceptional cases, where access to internet or technology is limited or inappropriate for the individual, telephone referrals may be accepted.

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:

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<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, 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](#).

Communication Unlimited

Communication Unlimited provide sign language interpreting in a range of situations, they are still open during COVID-19 and can help if you have a health appointment, if you need to get a repeat prescription or need to call the doctor etc. They cover the whole of Derbyshire.

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Tel: 01332 369920

SMS: 07812300280

Fax: 01332 369459

Email: bookings@cu-bsl.co.uk

Facebook: <https://www.facebook.com/BSLcommunicationunlimited/>

Healthwatch Derbyshire

In response to COVID-19, there is now a telephone support line for people looking to access health or care services. If you don't have access to the internet or can't find the information you are looking for online at: www.joineducarederbyshire.co.uk/public-info-covid-19 please get in touch via telephone – 01773 880786 from 10am to 3.30pm Monday to Friday or email – enquiries@healthwatchderbyshire.co.uk

Drugs and Alcohol Support

Provides a range of support services and Recovery courses for problems related to drugs and alcohol

Derbyshire County : For referrals into treatment & general queries contact: 0845 308 4010
If you are already accessing our service and have a query regarding your treatment, please go to our Contact page to find your local service. Our services are tailored to your needs. During your first appointment we will complete a thorough assessment of your immediate and ongoing needs, tailoring your care package to meet your life and your aspirations. You will be assigned a trained and skilled Recovery Coach who will help you navigate your way over the coming months. Our aim is to help you improve your health and wellbeing, supporting you and your family until you are able to leave the service, happily independent.

We have a wealth of community partners who we can help plug you into, and can help provide you with additional skills around improving your Education, Training and Employment needs. In short, don't hesitate to contact us on 0845 308 4010 - whatever your needs, we will be able to help.

Follow the link for more details

<https://www.derbyshirerecoverypartnership.co.uk/services/>

Derby City : The Council is involved in a range of partnership activities such as:

- [removing needles](#) and drug-related litter as part of the street cleaning programme

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- issuing licences for the sale and supply of alcohol
- supporting pharmacy services through needle and syringe programmes
- buying services that help people to recover from drug and alcohol use
- overseeing partnership work to manage the night-time economy
- working with Derbyshire Constabulary to reduce the supply of illegal drugs
- working with Police Safe Neighbourhood Teams to address antisocial behaviour issues caused by drugs and alcohol
- working with schools and local health services to educate young people about the harm of drugs and alcohol
- safeguarding children and vulnerable adults affected by drug and alcohol use.

Follow the link for more details

<https://www.derby.gov.uk/health-and-social-care/substance-misuse/alcohol-drugs-substance-misuse/>

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