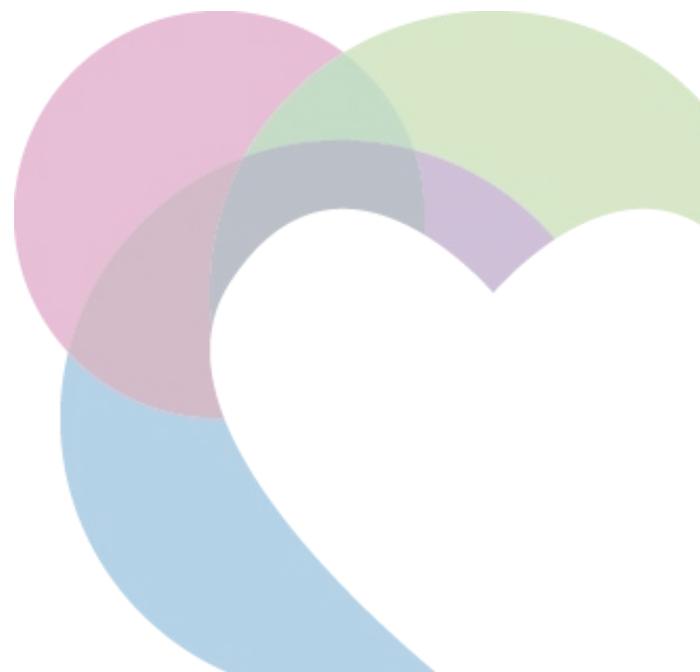


Health, Safety & Wellbeing Support Guide

A comprehensive document with a range of emotional, psychological, practical and financial support available





W e l c o m e

Supporting the health and wellbeing of the Health and Social Care workforce is now more critical than ever.

The pandemic and now the financial situation have placed an increased pressure, not only on work, but on our everyday lives. As a number of organisations across Health and Social Care, we aim at levelling up the health and wellbeing support for everyone working across the sectors in Cambridgeshire and Peterborough.

This is a comprehensive support document that covers all aspects of well being including emotional, psychological, practical and financial support available for you.

Who is this Guide for?

This comprehensive support guide includes local and national offers available for Health Care and Social Care Staff.

Please note: If you are experiencing a mental health crisis in Cambridgeshire and Peterborough, please call 111 and select option 2.

Call 999 if you feel that your life or someone else's life is at risk, or if you feel that you cannot keep yourself or someone else safe.

If you're a part of the **Health
Care Workforce** click here



If you're a part of the **Social
Care Workforce** click here



How to use this guide?

To help navigate the information, each area of support has been further broken down into the following categories:



Help now

Use these resources if you need to talk to someone now. No need to make an appointment, you will be put straight through to a counsellor or trained advisor.



Helplines

A telephone advisory service, helping to signpost you to the relevant services including booking appointments for further support such as counselling.



Apps

Useful apps that can be downloaded onto mobile devices to help you manage your health and wellbeing on the go or in the comfort of your own home.



Digital

Websites and digital resources available to help you navigate a path to improved health and wellness.



Training and Other Support

A range of training available to you and other support that staff may find useful.



Food Banks

A range of free food supplies in Cambridgeshire and Peterborough area



Intranet Links

Dedicated organisational Health and Wellbeing/HR intranet pages

Health Care Workforce

Health Care and Primary Care Support

- Emotional Wellbeing (4-14)
 - Focussed NHS Staff Support (5-7)
 - Organisational Wellbeing (8-9)
 - Individual Wellbeing and Self Help (10-11)
 - Specialist Services (12-13)
 - Crisis Support (14)
- Physical Support (15)
- Financial Support (16-17)
- Carers Support (18)
- Domestic Violence (19-20)
- Drugs and Alcohol Support (21)

Additional Support for Primary Care (22-23)

Emotional Wellbeing

Individual and group support packages

GP
Support

Click on the
area of the
triangle to
view that



Emotional Wellbeing Focussed NHS Staff Support



Help Now



Apps



Digital



Training &
Other Support



Help Now

Staff Support Helpline

Staff Support Hub- Cambridgeshire & Peterborough

A safe space to talk about any difficulties as an anonymous (if you want to be) and confidential service

Hours: Monday - Friday, 11am - 7pm
Dedicated Staff Support Line:
Tel: 0808 801 0377
Web: staffsupporthub.org

Trauma and Bereavement Helpline

Hospice UK and Just B

You can talk to trained staff and counsellors who are experts in bereavement, grief and trauma, provided by Hospice UK and Just B via frontline for health, care and emergency workers during the pandemic. These services are free and in confidence.

Hours: 8am to 8pm, 7 days a week
Tel: 0300 303 4434
Web: www.frontline19.com

NHS Staff Wellbeing Line

Our Frontline

Talk to trained advisers who can provide confidential listening and emotional support via:

Shout

Shout provides a free 24/7 text support service for NHS staff who are working on the frontlines right now.

Hours: 24/7
Text: 'FRONTLINE' to 85258 to talk by text with a trained crisis volunteer



Apps

For 24/7 support Mindfulness and Meditation Resource

Headspace

A science-based app in mindfulness and meditation, providing unique tools and resources to help reduce stress, build resilience, and aid better sleep. Headspace Plus is free for NHS staff until 31 December 2022.

Web: headspace.com/nhs

[Download the app on Google Playstore](#)

[Download the app on Apple Store](#)

Suicide Prevention Resource Stay Alive

Useful information to help colleagues stay safe or if they have a concern about someone else.

Web: stayalive.app

[Download the App on Google Playstore](#)

[Download the App on Apple Store](#)



Digital

Health and Wellbeing self-check tool

National Health and Wellbeing Team

The brief questionnaire will assess colleagues' mental and physical wellbeing and refer them to their local services where they can access support such as talking therapy or counselling.

Web: [Confidential Self-Check Tool](#)

Mental Health Platform

Unmind

Proactively improve your mental wellbeing with free access for NHS staff until 31 December 2022. Sign up with your NHS email.

Download the app - your organisation name is 'NHS'.

Web: nhs.unmind.com/signup

Support for working parents Work Life Central

The Work Life Central programme consists of a curated collection of positive and practical support for working parents, delivered through expert-led webinars/seminars, advice, peer insights, online articles, blogs and podcasts.

Available free to NHS staff until 31 March 2023.

Web: www.worklifecentral.com



Training and Other Support

Listening Ear

Health & Wellbeing Champions and Mental Health First Aid Champions

Acting as your first point of contact, many organisations have Health & Wellbeing Champions and/or Mental Health First Aid Champions. They can simply have a chat to provide support or signpost to appropriate services.

Web: [Consult your organisation's intranet page for further details.](#)

Mentorship support

MentorNet

Would you value mentorship support to guide, advise and develop you to reach your potential? With over 136 mentors from different professional backgrounds and organisations on the register, who can work with you as a mentee to meet your needs and share their experience, their advice and offer guidance.

Web: mentoring.eoe.hee.nhs.uk

Talking Therapy

An independent UK nationwide service delivering psychological support to NHS and Frontline staff including HCAs, care home workers and health care workers in patient-facing roles

Free and confidential

Up to 12 sessions with a therapist

Web: [Services for people in NHS or on the Frontline - Frontline19](#)

Wellbeing Webinars

Staff Support Hub: Cambridgeshire & Peterborough

A series of supportive wellbeing webinars lasting usually 1hr on topics such as stress management, sleep, menopause support, managing fatigues etc.

Booking link: [Staff Support Hub Events](#)

Coaching support

CoachNet

Need and want to work on issues and goals through coaching to enhance and develop your potential, your performance, your resilience, your confidence and your personal development?

Web: Please apply at coaching.eoe.hee.nhs.uk for access to over 181 accredited coaches.

Wellbeing Conversations

NHS England

Hints, tips and resources for all staff about approaching wellbeing conversations with colleagues

Web: [NHS England » Wellbeing conversations](#)



Helplines



Training &
other Support



Intranet Page Links



Training and other support

Virtual catch ups and check ins

Line Manager

Regular 1:1s; virtual/face to face team meetings; wellness checks; active sickness absence support including OH assessment; support from Employee Assistance Programmes and return to work interviews.

Web: [Consult your organisation's intranet page for further details.](#)

Resilience and Mindfulness Training

Many organisations offer regular training on resilience and mindfulness to support the workforce.

Web: [Consult your organisation's intranet page for further details.](#)

East of England NHS Leadership Academy Coaching and Mentoring

Coaching and Mentoring

Techniques to help leaders unlock potential or to support and expand professional development

Web: eoe.leadershipacademy.nhs.uk

Occupational Health Support

Many organisations offer an occupational health service supporting staff with their health and wellbeing including workplace assessments, support on phased returns etc.

Web: [Consult your organisation's intranet page for further details.](#) or contact your line manager for further details.



Helplines

Employee Assistance Programme

You may have access to your own employers Employee Assistance (EAP) These services usually include face-to-face and telephone counselling and a 24/7 confidential helpline.

Web: [Consult your organisation's intranet page for further details.](#)



Intranet Page Links

Cambridge University Hospital NHS Foundation Trust
(see CUH staff intranet)

[Cambridgeshire and Peterborough NHS Foundation Trust \(CPFT\)](#)

[Cambridgeshire Community Services NHS Trust \(CCS\)](#)

[East of England Ambulance Service Trust \(EEAST\)](#)

[Herts Urgent Care \(HUC\)](#)

[Integrated Care Board \(ICB\)](#)

[Local Pharmaceutical Committee \(LPC\)](#)

[North West Anglia NHS Foundation Trust \(NWAFT\)](#)

Primary Care (see your organisation's staff intranet)

[Royal Papworth Hospital \(RPH\)](#)

Emotional Wellbeing Individual Wellbeing and Self Help



Helplines



Digital



Training &
Other Support



Helplines

Confidential and anonymous telephone helpline for adults

Lifeline

Support service for Cambridgeshire and Peterborough.

Hours: Monday-Sunday 11am-11pm

Tel: 0808 808 2121

Web: lifecraft.org.uk/our-services/lifeline

Confidential and anonymous helpline for children for young people 19 and younger

Childline

A counselling service for children and young people.

Hours: 24/7

Tel: Freephone 0800 111

Web: www.childline.org.uk

Confidential and anonymous helpline for age up to 25 years old

Centre 33

Supporting young people up to the age of 25 with mental health concerns, caring responsibilities, housing issues, sexual health queries and more.

Offers drop-in sessions across Cambridgeshire & Peterborough.

Hours: Monday-Friday 12pm-5pm and

Saturday 10am-1pm

Tel: 0333 4141809

Text/Whatsapp: 07514 783745

web: centre33.org.uk



Digital

Online counselling and wellbeing provider

Keep Your Head

Specific to Cambridgeshire & Peterborough, an online platform helping find local services.

Hours: 24/7

Web : www.keep-your-head.com

NHS website on looking after Mental Health

Every Mind Matters

Support you to think about some simple steps you can take to improve your wellbeing. Includes a free Mind Plan.

Hours: 24/7

Web: www.nhs.uk/oneyou/every-mind-matters

Online counselling and wellbeing provider for adults

Qwell

Online counselling and wellbeing support for adults.

Web: www.qwell.io

Anonymous online support for young people

Kooth

A counselling service for children and young people.

Hours: Monday-Friday, 12pm-10pm;

Saturday- Sunday, 6pm-10pm

Web: www.kooth.com



Training and Other Support

Confidential and anonymous signposting service

Cambridgeshire, Peterborough and South Lincolnshire Mind (CPSL Mind)

Signposting to relevant support services.

Tel: 0300 303 4363

Web: www.cpslmind.org.uk

Other Trade Union or Staff Forum support

Trade Unions & Staff Forums

Each NHS organisation may recognise specific Trade Unions or have a Staff Forum. To find out further details, please contact your local HR Team.

Wellbeing Support for Nursing Staff Royal College of Nursing

Wellbeing selfcare, and resilience support for the Nursing workforce.

Web: [Royal College of Nursing \(rcn.org.uk\)](http://Royal College of Nursing (rcn.org.uk))



Help Now



Helplines



Training &
Other Support



Help Now

Text and Mental Health Referral Service. Self referral for 8d and above

NHS Practitioner Health

NHSPH provides 24/7 support for doctors, dentists, and individuals working at grade 8d or above who can self refer. All other staff should contact the local Staff Support Hub who will make a referral.

Hours: Mon-Fri, 8:00 AM to 8:00 PM and Sat 8:00 AM to 2:00 PM

Text: 'NHSPH' to 85258

Web: [Access the mental health referral service, Staff Support Hub](#)



Helplines

Psychological Wellbeing Service for those aged 17 and above

IAPT CPFT

Using psychological therapies IAPT supports people experiencing mental health conditions.

Hours: Monday-Friday, 9am-4pm

Tel: 0300 300 0055

Web: www.cpft.nhs.uk/psychological-wellbeing-service

Staff Mental Health Service

Specialist mental health support providing assessment, diagnosis and treatment for moderate to severe mental health conditions. Available for anyone working in the following organisations:

CCS

CPFT

CUH

NWAFT

RPH

Tel: 01223 465 220

Web: [Staff Mental Health Service](#)

Bereavement support

CRUSE

Emotional support to anyone affected by bereavement via telephone or online chat.

Tel: (Freephone) 0808 808 1677

- Monday, Friday 9.30am - 5pm
- Tuesday, Wednesday & Thursday 9.30am- 8pm
- Weekends 10am - 2pm

Web: www.cruse.org.uk

Email: helpline@cruse.org.uk

Bereavement and Trauma Helpline

Hospice UK and Just B

You can talk to trained staff and counsellors who are experts in bereavement, grief and trauma, provided by Hospice UK and Just B via frontline for health, care and emergency workers during the pandemic. These services are free and in confidence.

Hours: 8am to 8pm 7 days a week

Tel: 0300 303 4434

Web: www.frontline19.com



Training and Other Support

Victim & Witness Hub Independent & confidential advice for victims of crime

Cambridgeshire/

Peterborough Constabulary

Provides emotional and practical support to victims and witnesses of crime.

Hours: Mon-Fri, 9am-5pm; Sat 10am-2pm

Tel: 0800 781 6818

Email: victimandwitnesshub@cambs.pnn.police.uk

Web: www.cambsvictimservices.co.uk



Help Now



Help Now

Mental health crisis support

First Response Service via CPFT

Support for those experiencing mental health crisis.

Hours: 24/7

Tel: 111, option 2

Web: <https://www.cpft.nhs.uk/service-detail/service/first-response-service-frs-21/>

Mental health crisis support

Samaritans

Emotional support with those who are struggling to cope.

Hours: 24/7

Tel: 116 123

Web: www.samaritans.org/how-we-can-help/contact-samaritan/

Physical Support



Digital



Training &
Other Support



Digital Support

Links to organisations promoting physical activity

Couch to 5k

A running plan for absolute beginners. NHS Couch to 5k will help you gradually work up towards running 5k in just 9 weeks.

Web: www.nhs.uk/live-well/exercise/running-and-aerobic-exercises/get-running-with-couch-to-5k/

NHS staff discounts

Blue Light Card

Discounts on a range of exercise related products including exercise wear, equipment and subscriptions.

Web: www.bluelightcard.co.uk

NHS Staff offers

Free virtual Yoga and other discounted fitness clubs

Web: [NHS England » Staff offers](#)



Training and Other Support

Organisational Support

Employee Assistance Programmes, Cycle to Work Scheme and other support

[Check out your organisation's intranet page for details of support with physical health and wellbeing.](#)

Online platform encouraging an improvement in your health

NHS One You

Helping individuals make better choices to reduce preventable diseases including lots of tips, tools and apps.

Web: www.nhs.uk/oneyou

Digital weight management programme for NHS staff

The NHS Digital Weight Management Programme offers online access to 12-week weight management plan for our NHS staff living with obesity.

Registration form: [To register, complete the form here.](#)

Sustainable travel

Safer travel across Cambridgeshire & Peterborough

Web: Cycle routes across [Cambridgeshire](#) and [Peterborough](#)

Web: [E-bikes & e-scooters](#)

Web: [Bus information](#) including Park & Ride, Guided Busway, timetables and tickets

Web: [Rail journeys](#)

Financial Support



Helplines



Apps



Digital



Training and
Other Support



Food Banks



Helplines

Debt advice

Step Change

Provides free advice and practical solutions on debt and how it affects you.

Hours: Monday-Friday, 9am-5pm

Tel: 0800 138 111

Web: www.stepchange.org

GamCare

GamCare operates the National Gambling Helpline, providing advice and support for anyone affected by gambling (including gamblers as well as family and friends who are impacted).

Hours: 24/7

Tel: (Freephone) 0808 8020 133

Web chat: www.gamcare.org.uk



Digital

Financial advice

Money Helper Service

Free, independent financial support to include debt management, credit questions, etc. for NHS staff.

Hours: Monday-Friday, 8am-6pm

Tel: 0800 448 0826

Web: www.england.nhs.uk/supporting-our-people/support-now/financial-support/

Money Saving Expert

Has dedicated financial information for Covid 19 including employment advice and help with finance and bills.

Web: www.moneysavingexpert.com

Gambling issues advice and support

Gamblers Anonymous

Gamblers Anonymous share their experience to solve common problems. Aids including a forum, a chat room, literature and a meeting finder.

Helpline: 0330 094 0322

Website: www.gamblersanonymous.org.uk/



Apps

Unsold surplus food

Too Good To Go

The Too Good to Go app lets you buy and collect food at reduced prices, so it gets eaten instead of wasted.

Web: Too Good To Go

NHS staff discounts

Blue Light Card

Discounts on a huge range of high street retailers.

Web: www.bluelightcard.co.uk

NHS Staff offers

Offers on a range of companies including free wills service and many more

Web: NHS England » Staff offers

Financial support for registered nurses, midwives and healthcare assistants

Cavell Nurses Trust

Provides support when suffering personal or financial hardship. The Trust is a charity and helps people at no cost to them.

Tel: 01527 595 999

Web: www.cavellnursestrust.org/help-and-advice/

NHS Low Income Scheme

NHS Business Services Authority

If you have a low income, the NHS Low Income Scheme could help you support your travel, dental, and eye care costs etc.

Helpline: 0300 330 1343

Web: [NHS Low Income Scheme | NHSBSA/](https://www.nhs.uk/low-income-scheme/)



Training and Other Support

Household Support

Cambridgeshire County Council & Peterborough City Council

Local information packs on reducing household bills eg. Warm Home Discount Schemes, Healthy Start Vouchers, Council Tax support, etc.

[If you live in Cambridgeshire County Council area click here](#)

[If you live in Peterborough City Council area click here](#)

If you live outside of these areas, check out your local Household Support Fund County Council offerings.



Foodbanks

For nutritionally balanced emergency food and support, you can access the local foodbanks here:

[If you live in Cambridgeshire County Council area click here](#)

[If you live in Peterborough City Council area click here](#)



Digital



Training and Other Support



Digital

Caring Together provides care services in Cambridgeshire

Caring Together, Cambridgeshire

Provides support to people including respite care and individual breaks for carers of adults, young carers and families of children with disability.

Web: www.caringtogether.org

Supports carers through expert advice, information and support

Carers UK

Provides advice, information and support for carers on rights and entitlements.

Web: www.carersuk.org



Training and Other support

HR Policies and legislation to support those with caring responsibilities

Organisational Support

[Check out your organisation's Health and Wellbeing/ HR intranet page for details of carers support](#)

Government Support

Web: www.gov.uk/flexible-working

Web: www.gov.uk/carers-uk

Web:

www.gov.uk/browse/benefits/families

Web: www.gov.uk/guidance/parental-leave-policy-and-procedures

Expertise and support to help you balance work with family life

Work Life Central

A programme of positive and practical support for working parents, delivered through expert-led webinars/seminars, advice, peer insights, online articles, blogs and podcasts. Available free to NHS staff until 31 March 2023.

Web: www.worklifecentral.com

Domestic Violence



Help Now



Helplines



Apps



Digital



Training and
Other Support



HelpNow

Domestic and gender-based violence services

Refuge

Offers confidential, non-judgemental information and support.

Hours: 24/7

Tel: (Freephone)0808 2000 247

Web: www.refuge.org.uk



Helplines

For men experiencing domestic abuse

Respect

For non-judgemental information and support.

Hours: Mon and Wed, 9am to 8pm,
and Tues, Thurs and Fri, 9am to 5pm

Tel: 0808 8010 327

Web: www.mensadviceline.org.uk



Digital

NHS information on recognising Domestic violence and where to get help

NHS Website

Outlines where to get help, even before an emergency situation arises. Advises how to cover your tracks if you are worried someone might see you have visited the page.

Web: www.nhs.uk/live-well/healthy-body/getting-help-for-domestic-violence/

Cambridgeshire and Peterborough Domestic Abuse & Sexual Violence Partnership

The DASV Partnership

Brings together key agencies across Cambridgeshire & Peterborough to help support individuals suffering from abuse.

Web: www.cambsdasv.org.uk



Training and Other support

Relationship support for everyone

Relate via the Staff Support Hub-
Cambridgeshire & Peterborough

Staff Support Hub are working in partnership with Relate offering free relationship and family counselling services.

Hours: Mon-Fri, 11am - 7pm (Although counselling might be outside of these times)

Tel: 0808 801 0377

Victim & Witness Hub Independent & confidential advice for victims of crime

Cambridgeshire/
Peterborough Constabulary

Provides emotional and practical support to victims of domestic violence.

Hours: Mon-Fri, 9am-5pm ; Sat 10am-2pm

Tel: 0800 781 6818

Email: victimandwitnesshub@cambs.pnn.police.uk

Web: www.cambsvictimservices.co.uk



Apps

Support and information for anyone who may be in an abusive relationship

Bright Sky

A free to download mobile app providing support and information for anyone who may be in an abusive relationship or those concerned about someone they know.

[Bright Sky in App Store](#)

[Bright Sky in Google Play](#)



Helplines



Digital



Helplines

Helplines for anyone concerned about drug, solvent or alcohol misuse

Frank

Advice and information for drug misusers, their families, friends, carers.

Hours: 24 hrs

Tel: 0300 123 6600

SMS: 82111

Web: www.talktofrank.com

Families Anonymous

For families and friends of drug users. Throughout UK there are around 50 groups offering help and support to members via a 12 step programme.

Tel: 020 7498 4680

Web: www.famanon.org.uk



Digital

NHS information on drugs and alcohol

NHS Website

Drugs: <https://www.nhs.uk/live-well/healthy-body/drug-addiction-getting-help/>

Alcohol:

<https://www.nhs.uk/live-well/alcohol-support/>

DrugFam

For families, friends and partners affected by someone else's drug or alcohol use.

Website: <https://www.drugfam.co.uk/>

Helpline: 0300 888 3853

Email: office@drugfam.co.uk

Release

Free and confidential drugs helpline that also provides free legal advice on drug issues for people who use drugs and their families.

Hours: Mon-Fri, 11am-1pm and 2pm-4pm

Tel: 0207 324 2989

SMS: 82111

Email: ask@release.org.uk

Web: www.release.org.uk/

Addaction

Addaction provide a free, confidential webchat service to those in need of addiction support or for their families.

Web: www.addaction.org.uk/

Webchat: www.addaction.org.uk/webchat

Additional Support for Primary Care



Help Now



Helplines



Digital



Training and
Other support



Help Now

Crisis Text and Mental Health Referral Service for Doctors and Dentists

NHS Practitioner Health

NHSPH provides 24/7 crisis service specifically for doctors and dentists. They also provide a Mental health referral service where you will be assigned a lead clinician.

Hours: 24/7

Text: 'NHSPH' to 85258

Web: [Access the mental health referral service](#)



Helplines

Employee Assistance Programme

HELP via Optima provided as part of the Primary Care OH & HR Service Project

Speak with a qualified counsellor who will be able to provide you with practical advice and support. They will also work with you to determine whether you would benefit from further support, such as a course of counselling or other therapy.

Hours: 24/7

Tel: (Freephone) 0800 031 4545



Digital

Wellbeing Platform

Optimise Wellbeing app provided as part of the Primary Care OH & HR Service Project

Wellbeing portal with access to advice and guidance about maintaining mental and physical health. Compatible with fitness apps.

Web: cpccg.optimise.health

Username:

cpccg.optimise.health For the password, please contact:

capccg.pchr@nhs.net

Wellbeing support for doctors and medical students

BMA

Free and confidential counselling and peer support open to all doctors and medical students plus their partners and dependents

Hours: 24/7

Tel: 0330 123 1245

web: bma.org.uk



Training and Other support

Training Hub

Provides training, education, and workforce support for Primary Care staff across Cambridgeshire and Peterborough.

Web: [Cambridgeshire & Peterborough Training](#)

Coaching Support for Primary Care

Offered by NHSE are three confidential coaching programmes specifically for Primary Care:

- Looking after you too
- Looking after your career
- Looking after your team

[To find out more and book a session click here](#)

COVID-19 - Mental health & wellbeing for healthcare professionals

Academy of Medical Royal Colleges

Mental Health and wellbeing selfcare resources and details on supporting each other and patients.

Web: aomrc.org.uk

Supporting GPs Managing COVID-19

RCGP Covid-19 Resource Hub

For latest developments and guidance on managing the pandemic and keeping your practice safe.

Web: [COVID-19 Resource Hub](#)

Support and Pastoral Care for GPs and General Practices

Cambs LMC

Pastoral and general support for GPs and Practice Managers on a broad spectrum of issues

Web: [Cambs LMC](#)

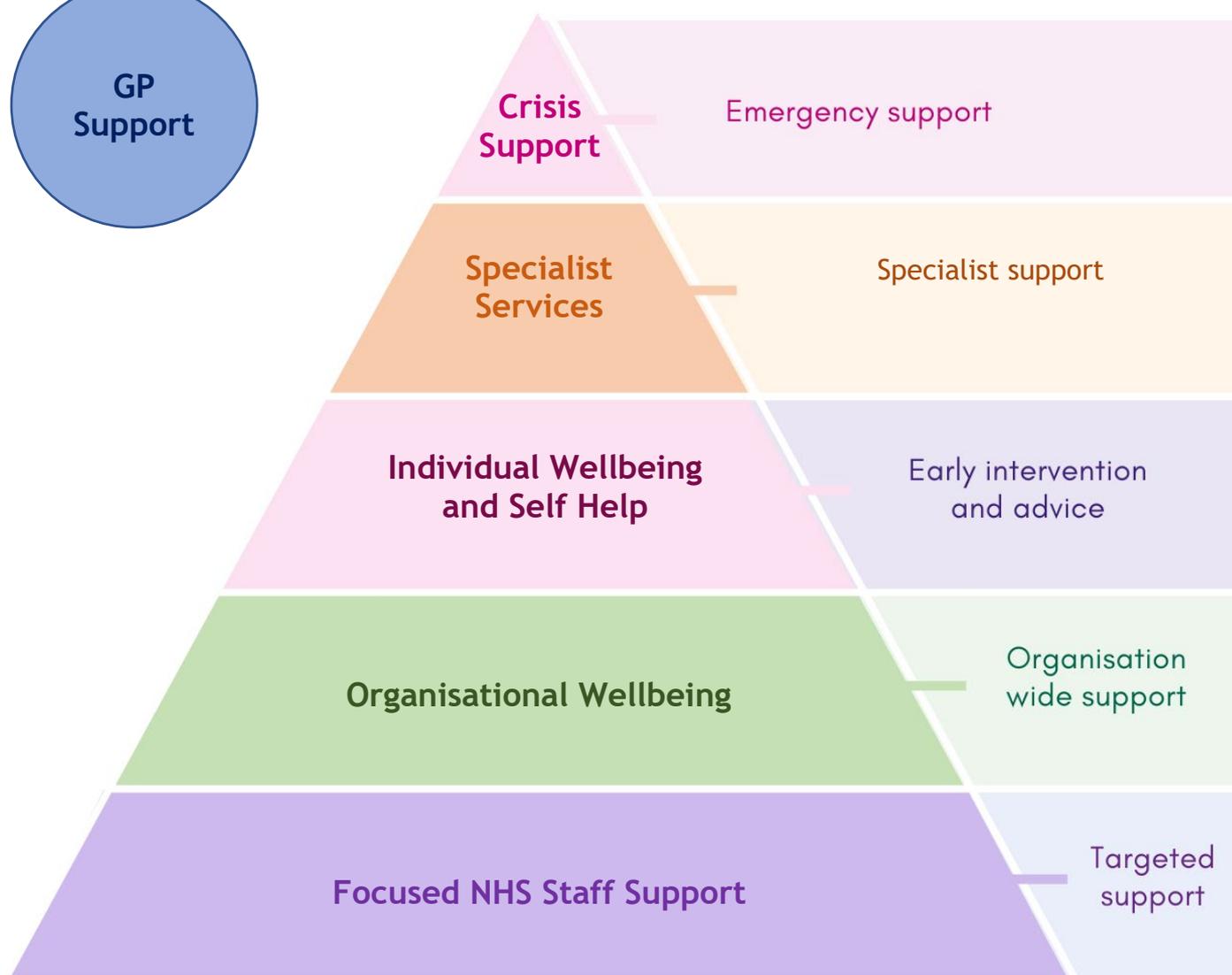
SOCIAL CARE WORKFORCE

Social Care Support

- Emotional Wellbeing (26-32)
 - Focussed Social Care Staff Support (27-28)
 - Organisational Wellbeing (29)
 - Individual Wellbeing and Self Help (30-31)
 - Specialist Services (32)
 - Crisis Support (33)
- Physical Support (34)
- Financial Support (35-36)
- Carers Support (37)
- Domestic Violence (38-39)
- Drugs and Alcohol Support (40)

Emotional Wellbeing

Individual and group support packages



Emotional Wellbeing

Focussed Social Care Staff Support



Help Now



Apps



Training &
Other Support



Help Now

Staff Support Helpline

Staff Support Hub- Cambridgeshire & Peterborough

A safe space to talk about any difficulties as an anonymous (if you want to be) and confidential service

Hours: Monday - Friday, 11am - 7pm

Dedicated Staff Support Line:

Tel: 0808 801 0377

Web: staffsupporthub.org

Trauma and Bereavement Helpline

Hospice UK and Just B

You can talk to trained staff and counsellors who are experts in bereavement, grief and trauma, provided by Hospice UK and Just B via frontline for health, care and emergency workers during the pandemic. These services are free and in confidence.

Hours: 8am to 8pm, 7 days a week

Tel: 0300 303 4434

Web: www.frontline19.com

Social Care Staff Wellbeing Line Our Frontline

Talk to trained advisers who can provide confidential listening and emotional support via:

Shout

Shout provides a free 24/7 text support service for Social Care staff who are working on the frontlines right now.

Hours: 24/7

Text: 'FRONTLINE' to 85258 to talk by text with a trained crisis volunteer



Digital

Health and Wellbeing self-check tool

National Health and Wellbeing Team The brief questionnaire will assess colleagues' mental and physical wellbeing and refer them to their local services where they can access support such as talking therapy or counselling.

Web: [Confidential Self-Check Tool](#)



Apps

Suicide Prevention Resource

Stay Alive

Useful information to help colleagues stay safe or if they have a concern about someone else.

Web: stayalive.app

[Download the App on Google Playstore](#)

[Download the App on Apple Store](#)



Training and Other Support

Listening Ear

Health & Wellbeing Champions and Mental Health First Aid Champions

Acting as your first point of contact, many organisations have Health & Wellbeing Champions and/or Mental Health First Aid Champions. They can simply have a chat to provide support or signpost to appropriate services.

Web: [Consult your organisation's intranet page for further details.](#)

Talking Therapy

An independent UK nationwide service delivering psychological support to Frontline staff including HCAs, care home workers and health care workers in patient-facing roles

Free and confidential up to 12 sessions with a therapist.

Web: [Services for people in NHS or on the Frontline - Frontline19](#)

Local Government Association (LGA)

The LGA have produced a Health & Wellbeing Information Pack for care staff which includes advice, tips and tools on how to manage stress and wellbeing and where to get support

Web: [Health and Wellbeing Information Pack](#)

Wellbeing Webinars

Staff Support Hub: Cambridgeshire & Peterborough

A series of supportive wellbeing webinars lasting usually 1hr on topics such as stress management, sleep, menopause support, managing fatigues etc.

Booking link: [Staff Support Hub Events](#)

Skills for Care

The Skills for Care website and resource finder are useful sources of support for health and wellbeing

Web: [Wellbeing \(skillsforcare.org.uk\)](#)

[Building your own health, resilience and wellbeing WEB document](#)
[Resource finder](#)



Helplines



Training and
other Support



Intranet Page Links



Helplines

Employee Assistance Programme

You may have access to your own employers Employee Assistance (EAP)
These services usually include face-to-face and telephone counselling and a 24/7 confidential helpline.

Web: [Consult your organisation's intranet page for further details.](#)



Training and Other Support

Occupational Health Support

Many organisations offer an occupational health service supporting staff with their health and wellbeing including workplace assessments, support on phased returns etc.

Web: [Consult your organisation's intranet page for further details.](#) or contact your line manager for further details.

Resilience and Mindfulness Training

Many organisations offer regular training on resilience and mindfulness to support the workforce.

Web: [Consult your organisation's intranet page for further details.](#)

Virtual catch ups and check ins

Line Manager

Regular 1:1s; virtual/face to face team meetings; wellness checks; active sickness absence support including OH assessment; support from Employee Assistance Programmes and return to work interviews.

Web: [Consult your organisation's intranet page for further details.](#)



Intranet Page Link

Cambridgeshire and Peterborough
Local Authority >>



Helplines



Digital Support



Training and
Other Support



Helplines

Confidential and anonymous telephone helpline for adults

Lifeline

Support service for Cambridgeshire and Peterborough.

Hours: Monday-Sunday 11am-11pm

Tel: 0808 808 2121

Web: lifecraft.org.uk/our-services/lifeline

Confidential and anonymous helpline for children for young people 19 and younger

Childline

A counselling service for children and young people.

Hours: 24/7

Tel: Freephone 0800 111

Web: www.childline.org.uk

Confidential and anonymous helpline for age up to 25 years old

Centre 33

Supporting young people up to the age of 25 with mental health concerns, caring responsibilities, housing issues, sexual health queries and more. Offers drop-in sessions across Cambridgeshire & Peterborough.

Hours: Monday-Friday 12pm-5pm and

Saturday 10am-1pm

Tel: 0333 4141809

Text/Whatsapp: 07514 783745

Web: www.centre33.org.uk



Digital

Online counselling and wellbeing provider

Keep Your Head

Specific to Cambridgeshire & Peterborough, an online platform helping find local services.

Hours: 24/7

Web : www.keep-your-head.com

Online counselling and wellbeing provider for adults

Qwell

Online counselling and wellbeing support for adults.

Web: www.qwell.io



Training and Other Support

Confidential and anonymous signposting service

Cambridgeshire, Peterborough and South Lincolnshire Mind (CPSL Mind)

Signposting to relevant support services.

Tel: 0300 303 4363

Web: www.cpslmind.org.uk

Health & Wellbeing of the Adult Social Care Workforce

Government Guidance on Health & Wellbeing of the Adult Social Care Workforce

Web: [Health and wellbeing of the adult social care workforce](#)

NHS website on looking after Mental Health

Every Mind Matters

Support you to think about some simple steps you can take to improve your wellbeing. Includes a free Mind Plan.

Hours: 24/7

Web: www.nhs.uk/oneyou/every-mind-matters

Anonymous online support for young people

Kooth

A counselling service for children and young people.

Hours: Monday-Friday, 12pm-10pm;

Saturday- Sunday, 6pm-10pm

Web: www.kooth.com

Wellbeing Support for Nursing Staff

Royal College of Nursing

Wellbeing selfcare, and resilience support for the Nursing workforce.

Web: [Royal College of Nursing \(rcn.org.uk\)](http://Royal College of Nursing (rcn.org.uk))

Other Trade Union or Staff Forum support

Trade Unions & Staff Forums

Each Social Care organisation may recognise specific Trade Unions or have a Staff Forum. To find out further details, please contact your local HR Team.



Helplines



Training and
Other Support



Helplines

Psychological Wellbeing Service for those aged 17 and above

IAPT CPFT

Using psychological therapies
IAPT supports people
experiencing mental health
conditions.

Hours: Monday-Friday, 9am-4pm
Tel: 0300 300 0055

Web:

www.cpft.nhs.uk/psychological-wellbeing-service

Bereavement support

CRUSE

Emotional support to anyone
affected by bereavement via
telephone or online chat.

Tel: (Freephone) 0808 808 1677

- Monday, Friday 9.30am - 5pm
- Tuesday, Wednesday & Thursday 9.30am- 8pm
- Weekends 10am - 2pm

Web: www.cruse.org.uk

Email: helpline@cruse.org.uk

Bereavement and Trauma Helpline

Hospice UK and Just B

You can talk to trained staff and counsellors
who are experts in bereavement, grief and
trauma, provided by Hospice UK and Just B via
frontline for health, care and emergency
workers during the pandemic. These services
are free and in confidence.

Hours: 8am to 8pm 7 days a week

Tel: 0300 303 4434

Web: www.frontline19.com



Training and Other Support

Victim & Witness Hub Independent & confidential advice for victims of crime

Cambridgeshire/

Peterborough Constabulary

Provides emotional and practical support to
victims and witnesses of crime.

Hours: Mon-Fri, 9am-5pm; Sat 10am-2pm

Tel: 0800 781 6818

Email: victimandwitnesshub@cambs.pnn.police.uk

Web: www.cambsvictimservices.co.uk



Help Now



Help Now

Mental health crisis support

First Response Service via CPFT

Support for those experiencing mental health crisis.

Hours: 24/7

Tel: 111, option 2

Web: <https://www.cpft.nhs.uk/service-detail/service/first-response-service-frs-21/>

Samaritans

Emotional support with those who are struggling to cope.

Hours: 24/7

Tel: 116 123

Web: www.samaritans.org/how-we-can-help/contact-samaritan/

Physical Support



Digital



Training and Other Support



Digital

Links to organisations promoting physical activity

Couch to 5k

A running plan for absolute beginners. NHS Couch to 5k will help you gradually work up towards running 5k in just 9 weeks.

Web: www.nhs.uk/live-well/exercise/running-and-aerobic-exercises/get-running-with-couch-to-5k/

Supporting colleagues affected by Long COVID

NHS Our People

Information and guidance on supporting colleagues affected by Long COVID

Web: [Supporting colleagues affected by Long COVID](#)

Online platform encouraging an improvement in your health

NHS One You

Helping individuals make better choices to reduce preventable diseases including lots of tips, tools and apps.

Web: www.nhs.uk/oneyou



Training and Other Support

Organisational support

Employee Assistance Programmes, Cycle to Work Scheme and other support

[Check out your organisation's intranet page for details of support with physical health and wellbeing.](#)

Sustainable travel

Safer travel across Cambridgeshire & Peterborough

Further information about:

Web: Cycle routes across [Cambridgeshire](#) and [Peterborough](#)

Web: [E-bikes & e-scooters](#)

Web: [Bus information](#) including Park & Ride, Guided Busway, timetables and tickets

Web: [Rail journeys](#)

Financial Support



Helplines



Apps



Digital



Training and
Other Support



Food Banks



Helplines

Debt advice

Step Change

Provides free advice and practical solutions on debt and how it affects you.

Hours: Monday-Friday, 9am-5pm

Tel: 0800 138 111

Web: www.stepchange.org

GamCare

GamCare operates the National Gambling Helpline, providing advice and support for anyone affected by gambling (including gamblers as well as family and friends who are impacted).

Hours: 24/7

Tel: (Freephone) 0808 8020 133

Web chat: ww.gamcare.org.uk



Digital

Financial advice

Money Saving Expert

Has dedicated financial information for Covid 19 including employment advice and help with finance and bills.

Web: www.moneysavingexpert.com

Financial support for Care workers

The Care Worker's Charity

Organisation offering both financial and mental health support to the social care sector, includes financial grants.

Web: The Care Workers Charity

Gambling issues advice and support

Gamblers Anonymous

Gamblers Anonymous share their experience to solve common problems. Aids including a forum, a chat room, literature and a meeting finder.

Helpline: 0330 094 0322

Website: www.gamblersanonymous.org.uk/

NHS Low Income Scheme NHS Business Services Authority

If you have a low income, the NHS Low Income Scheme could help you support your travel, dental, and eye care costs etc.

Helpline: 0300 330 1343

Web: NHS Low Income Scheme | NHSBSA/



Apps

Financial support for registered nurses, midwives and healthcare assistants

Cavell Nurses Trust

Provides support when suffering personal or financial hardship. The Trust is a charity and helps people at no cost to them.

Tel: 01527 595 999

Web: www.cavellnursestrust.org/help-and-advice/

Unsold surplus food

Too Good To Go

The Too Good to Go app lets you buy and collect food at reduced prices, so it gets eaten instead of wasted.

Web: [Too Good To Go](#)



Training and Other Support

Household Support

Cambridgeshire County Council & Peterborough City Council

Local information packs on reducing household bills eg. Warm Home Discount Schemes, Healthy Start Vouchers, Council Tax support, etc.

[If you live in Cambridgeshire County Council area click here](#)

[If you live in Peterborough City Council area click here](#)

If you live outside of these areas, check out your local Household Support Fund County Council offerings.



Foodbanks

For nutritionally balanced emergency food and support, you can access the local foodbanks here:

[If you live in Cambridgeshire County Council area click here](#)

[If you live in Peterborough City Council area click here](#)



Digital



Training and Other Support



Digital

Caring Together provides care services in Cambridgeshire

Caring Together, Cambridgeshire

Provides support to people including respite care and individual breaks for carers of adults, young carers and families of children with disability.

Web: www.caringtogether.org

Supports carers through expert advice, information and support

Carers UK

Provides advice, information and support for carers on rights and entitlements.

Web: www.carersuk.org



Training and Other Support

HR Policies and legislation to support those with caring responsibilities

Organisational Support

[Check out your organisation's HR intranet page](#) for details of carers support

Government Support

Web: www.gov.uk/flexible-working

Web: www.gov.uk/carers-uk

Web: www.gov.uk/guidance/parental-leave-policy-and-procedures

Web: www.gov.uk/browse/benefits/families

Domestic Violence



Help Now



Helplines



Apps



Digital



Training and Other Support



Help Now

Domestic and gender-based violence services

Refuge

Offers confidential, non-judgemental information and support.

Hours: 24/7

Tel: (Freephone)0808 2000 247

Web: www.refuge.org.uk



Helplines

For men experiencing domestic abuse

Respect

For non-judgemental information and support.

Hours: Mon and Wed, 9am to 8pm,
and Tues, Thurs and Fri, 9am to 5pm

Tel: 0808 8010 327

Web: mensadvice.org.uk



Digital

NHS information on recognising Domestic violence and where to get help

NHS Website

Outlines where to get help, even before an emergency situation arises. Advises how to cover your tracks if you are worried someone might see you have visited the page.

Web: www.nhs.uk/live-well/healthy-body/getting-help-for-domestic-violence/

Cambridgeshire and Peterborough Domestic Abuse & Sexual Violence Partnership

The DASV Partnership

Brings together key agencies across Cambridgeshire & Peterborough to help support individuals suffering from abuse.

eb: www.cambsdasv.org.uk



Training and Other Support

Relationship support for everyone

Relate via the Staff Support Hub- Cambridgeshire & Peterborough

Staff Support Hub are working in partnership with Relate offering free relationship and family counselling services.

Hours: Mon-Fri, 11am - 7pm (Although counselling might be outside of these times)

Tel: 0808 801 0377

Victim & Witness Hub Independent & confidential advice for victims of crime

Cambridgeshire/ Peterborough Constabulary

Provides emotional and practical support to victims of domestic violence.

Hours: Mon-Fri, 9am-5pm; Sat 10am-2pm

Tel: 0800 781 6818

Email: victimandwitnesshub@cambs.pnn.police.uk

Web: www.cambsvictimservices.co.uk



Apps

Support and information for anyone who may be in an abusive relationship

Bright Sky

A free to download mobile app providing support and information for anyone who may be in an abusive relationship or those concerned about someone they know.

[Bright Sky in App Store](#)
[Bright Sky in Google Play](#)

Drugs and Alcohol Support



Helplines



Digital



Helplines

Helplines for anyone concerned about drug, solvent or alcohol misuse

Frank

Advice and information for drug misusers, their families, friends, carers.

Hours: 24 hrs

Tel: 0300 123 6600

SMS: 82111

Web: www.talktofrank.com

Families Anonymous

For families and friends of drug users. Throughout UK there are around 50 groups offering help and support to members via a 12 step programme.

Tel: 020 7498 4680

Web: www.famanon.org.uk



Digital

NHS information on drugs and alcohol

NHS Website

Drugs: <https://www.nhs.uk/live-well/healthy-body/drug-addiction-getting-help/>

Alcohol: <https://www.nhs.uk/live-well/alcohol-support/>

DrugFam

For families, friends and partners affected by someone else's drug or alcohol use.

Website: <https://www.drugfam.co.uk/>

Helpline: 0300 888 3853

Email: office@drugfam.co.uk

Release

Free and confidential drugs helpline that also provides free legal advice on drug issues for people who use drugs and their families.

Hours: Mon-Fri, 11am-1pm and 2pm-4pm

Tel: 0207 324 2989

SMS: 82111

Email: ask@release.org.uk

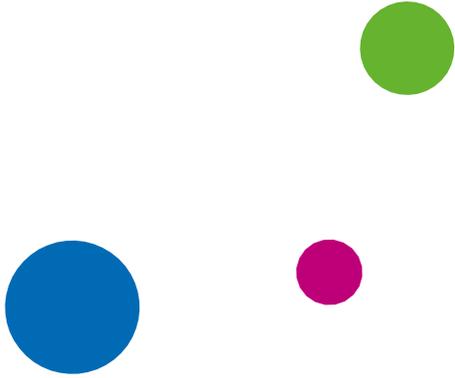
Web: www.release.org.uk/

Addaction

Addaction provide a free, confidential webchat service to those in need of addiction support or for their families.

Web: www.addaction.org.uk/

Webchat: www.addaction.org.uk/webchat



Thank You

We hope you find this guide helpful, if you have any feedback about this guide or the services contained within the document,

please contact cpicb.pchr@nhs.net