



East Suffolk
Community
Partnerships
Bringing ideas to life

Well Minds East Suffolk





Packed with information, advice and useful contacts

Helping you to help your family, friends and community with their mental health and wellbeing - ensuring that everyone knows where to go for help and support.

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Section I: Five ways to wellbeing

The New Economics Foundation has identified that building the following five actions into our day to day lives is important for our wellbeing.

For more information, visit www.wellbeingnands.co.uk/norfolk/five-ways-to-wellbeing



Connect

Connecting with others can help us to feel valued, closer to those around us and reduce loneliness. You could connect with family, friends, colleagues and/or neighbours, at home, work, school or in your community. Ideas about how you could **make a connection** include:

- Ask how someone's weekend was, really listen when they answer and reflect back a bit of what they say e.g. "it sounds like you had a lovely time at the park"
- Put five minutes aside to find out how a friend or colleague is doing
- Speak to your GP/social prescriber for support to connect or find a group at infoink.suffolk.gov.uk





Be Active

Being active can help maintain positive mental health. This doesn't mean running a marathon or playing football, it could be dancing, beginners' yoga or armchair exercises – anything you enjoy that suits your level of mobility. Ideas for being **more active** include:

- Take the stairs rather than the lift
- Go for a walk at lunchtime, walk into work, get off the bus one stop earlier or park your car further away
- Add some gentle stretches during the day – standing, sitting or even lying on the floor
- Do some jobs in the garden – sweep up leaves or plant some bulbs



Take Notice

Be more aware of the world around you. If you value little moments, like walking barefoot on the sand or grass, enjoying a meal you prepared, or talking to friends, you may feel more positive about life. Taking notice can help you understand what matters to you. Ideas about how to **enjoy the moment** include:

- Take a new route to work or the shops – and notice the changing seasons
- Buy a plant for home or work, or try to grow something from seed
- Describe your surroundings in as much detail as you can for 2 mins – this is known as 'grounding'





Learn

Feeling like you are learning and developing can improve your self-esteem. Learning new things will make you more confident, as well as being fun. Setting yourself goals can help you to feel more in control of your life and setting smaller targets to reach your goals can help you to meet your need for achievement. It can be hard taking the first steps but there are many groups and safe spaces that would welcome you. Ideas about how to **learn new things** include:

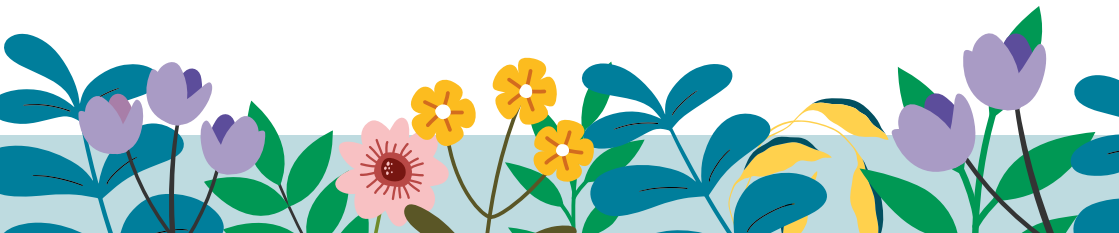
- Sign up for a course/class - it's ok to ask for help to get started
- Read a book, learn a new word, do a puzzle, or visit a museum
- Learn to play an instrument, cook a new recipe or how to knit or crochet



Give

Giving is about looking outwards as well as inwards – for example doing something nice for a friend or a stranger. Seeing yourself/your happiness as part of your wider community can be rewarding and lead to new friendships and interests. Ideas about how to **give to others** include:

- Volunteer your time or join a local community group
- Make a cup of tea for someone – maybe a neighbour that lives on their own
- Thank someone and smile! This can help make someone feel valued



Section 2: Sleep

Sleep is essentially the sixth way to wellbeing!

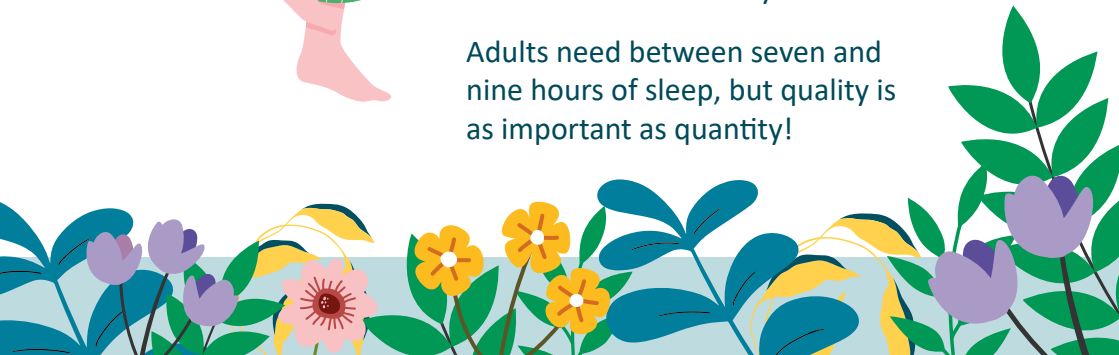
Broadly speaking, there are two kinds of sleep: rapid eye movement (REM) and non-REM sleep. Deep sleep is a phase of non-REM sleep and takes care of our physical health. The brain and body recover and grow, and our immune system is strengthened.



REM sleep takes care of our emotional health and is when we dream. Dreaming is the brain's way of processing the emotions we haven't dealt with during the day, returning them to their normal levels by the time we awake.

Most deep sleep occurs in the first half of the night, and more REM sleep happens in the second half. If we go to bed late, we miss our deep sleep and might feel physically tired and groggy the next day. If we get up very early, we're missing out on some of our REM sleep, so we might be a little more agitated and less able to cope with stress the next day.

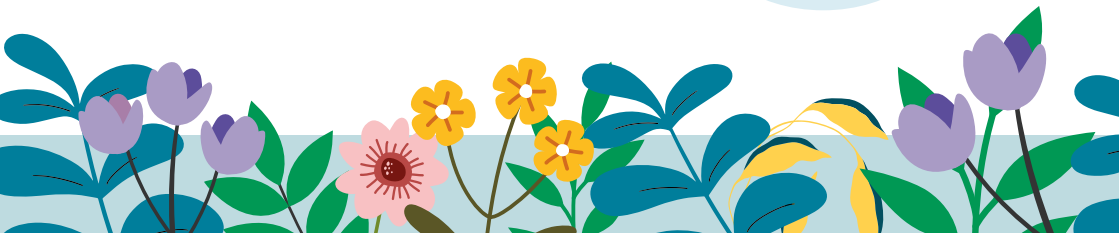
Adults need between seven and nine hours of sleep, but quality is as important as quantity!



10 Ways to Better Sleep - Tips for improved sleep quality and quantity

1. Step outside within 30 to 60 minutes of waking up to enjoy the sunlight. Repeat in the late afternoon, just before dusk.
2. Every day, including weekends, try to wake up at the same time and go to bed as soon as you feel tired.
3. Reduce your caffeine intake in the second half of the day so that it leaves your system before bed. Cutting down, or cutting out, alcohol can improve your sleep quality.
4. Move your body more than you do at the moment – regular movement/exercise increases the quality and quantity of your sleep, helps you stay asleep through the night, and helps you fall asleep more quickly.
5. Avoid staring at bright lights before and in bed, including mobile phones.

**Just make one change at a
time until a habit is formed!**



6. Fibre up – ensure your diet includes plenty of fibre-rich foods such as vegetables, fruit, whole grains, and beans/pulses
7. Tune into ‘white noise’ to help you to drop off – there are lots of apps to help you with this
8. Try relaxation exercises – such as body scans (checking your body for pain or tension) or NSDR - non-sleep deep rest (directing your mind into a state of calm and focus).
9. Try to keep stress and anxiety in check (see Five Ways to Wellbeing).
10. Spruce up your sleep space – eliminate noise and light, keep the bedroom cool and check if you need to replace your pillows and/or mattress.

Learn more about your sleep by joining a short workshop, **The Mental Health Toolkit: Sleep Well** by visiting thementalhealthtoolkit.co.uk

Suffolk Mind have lots of different sleep resources on their website suffolkmind.org.uk/sleep



Section 3: Suffolk Mind - Physical and Emotional Needs and Resources

Suffolk Mind use an 'organising idea' to help you stay well. We all have physical and emotional needs and a set of skills and resources that we're born with to meet those needs. We call this the Emotional Needs and Resources approach. We have 12 physical and emotional needs, which are:

FOOD AND DRINK



Having a balanced diet

SECURITY



Feeling safe

SLEEP



Getting enough good quality sleep

MOVEMENT



Getting enough exercise to keep your body and mind healthy

ATTENTION



Giving and receiving quality attention



CONTROL

Having choices

PRIVACY

Time alone to reflect and think

ACHIEVEMENT

Learn, stretch and grow a skill

STATUS

Feeling valued by others

EMOTIONAL CONNECTION

Having one person, or pet, who loves you for who you are

COMMUNITY

Feeling part of a group of people

This approach forms the basis of all Suffolk Mind resources and services as well as their **'Mental Health Toolkit'**. Read more about needs and resources at suffolkmind.org.uk/enr and find out how well you are meeting each of your needs by doing a quick survey at suffolkmind.org.uk/survey

 mind Suffolk

MEANING AND PURPOSE

Feeling needed, feeling part of something bigger, or learning



Section 4: If you or someone you know is struggling with their mental health

In an emergency or crisis

If someone is in imminent danger phone **999**.

NHS 111 option 2 is a 24 hour helpline for people who need urgent mental health support. If you call, you'll speak to a professional in your local NHS mental health service. They can discuss your current mental health needs and provide access to further support if needed. Calls are free.

You can talk to **Samaritans** on **116 123** about anything that is upsetting you 24/7, 365 days a year.

Text **'SHOUT'** to **85258**, free from all major UK mobile networks.



National Support and Advice

Talk to your GP (doctor) - GPs can support most people with mental health needs and/or refer people to mental health services. If you're unsure what to discuss with your GP, you can use Doc Ready to prepare (it was designed for young people but is really useful for everyone!). You can find your nearest GP surgery through the NHS website: www.nhs.uk/service-search/find-a-GP



Doc Ready Website

The Wellbeing Service (NHS) on **0300 123 1503** is a gateway to further support, courses, and groups to improve wellbeing and tackle mental ill health. Visit their website and select an area (Suffolk or Norfolk and Waveney).



Wellbeing Service Website

MindinfoLine includes information on a range of topics, including all types of mental distress and where to get help: www.mind.org.uk or call **0300 123 3393**



Better Health, Every Mind Matters is an NHS website that focuses on ‘finding your little big thing for your mental health’
www.nhs.uk/every-mind-matters

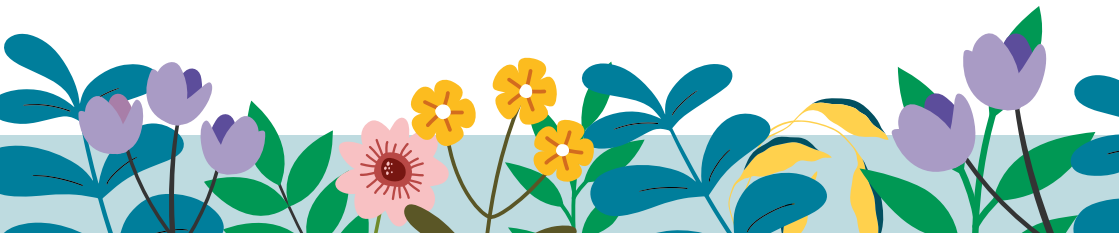
Rethink Mental Health Advice & Information Service provides factsheets and advice on issues such as treatment, medication, therapy, debt, and money
www.rethink.org or
0808 801 0525

Quell provides free, digital mental health support, including peer to peer networks and personal development tools at www.qwell.io

If you're experiencing a mental health problem or supporting someone else who is, you can call **SANeline** an out of hours helpline on **0300 304 7000** (4.30pm–10.30pm every day).



SANeline
Website



Local Support and Advice

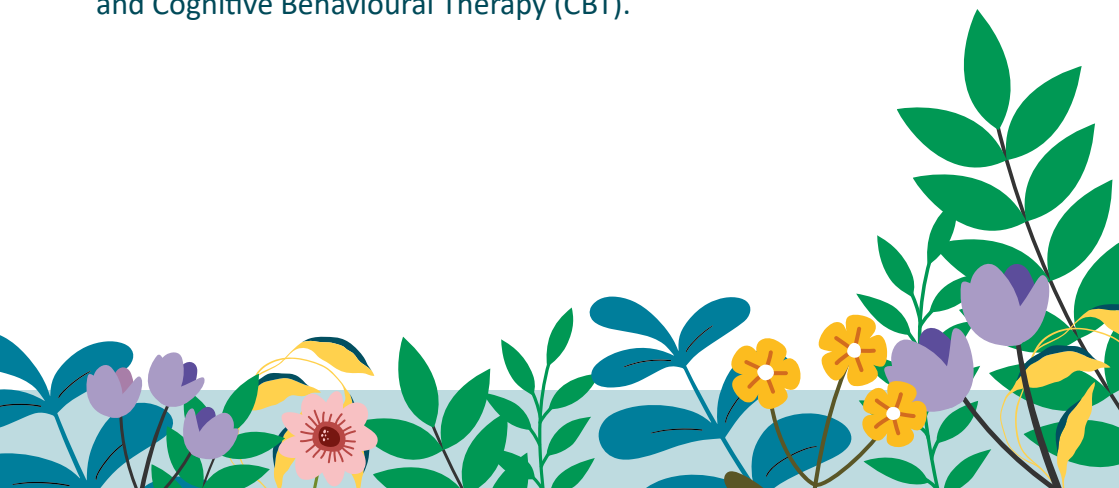
There are now **Mental Health Practitioners** (for moderate mental health needs – age 16+) and **Enhanced Recovery Workers** (for mild mental health needs – age 14+) in most of the Primary Care Networks (PCNs) in Norfolk and Suffolk. Patients can access this support through their GP practice.

Find out what support is available locally by visiting wellbeingnands.co.uk and choosing your local area.

Information about a range of information and support and local groups and activities is also available at www.emotionalwellbeinggateway.org.uk

Residents in Waveney can visit **Norfolk County Council's Mental Wellbeing** page to access a range of resources.

Contact **Suffolk Mind** on **0300 1116000** or visit www.suffolkmind.org.uk
Suffolk Mind services include counselling, GreenCare, Waves, Suffolk Work Well and Cognitive Behavioural Therapy (CBT).



Contact **Norfolk and Waveney Mind** on **0300 3305488** or visit www.norfolkandwaveneymind.org.uk. Their services include the **Young People in Mind Service** for age 14-25 year olds.

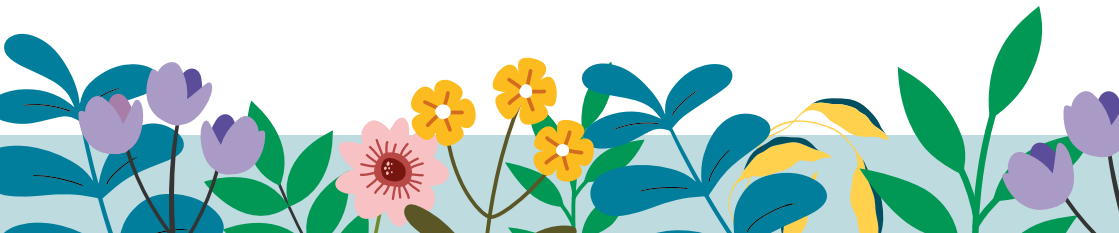
The **Suffolk Libraries New Chapters: mental health and wellbeing information service** includes a blog, links to useful websites and an events list - www.suffolklibraries.co.uk

Suffolk User Forum is a user-led mental health charity which supports people with mental health problems. The Forum influences how services are provided and shares new developments in mental health care. www.suffolkuserforum.co.uk

REMEMBER...

In the UK over 8 million people experience anxiety every day. There are lots of things happening locally and globally that could impact on your mental wellbeing, including wars, economic challenges, and worries about the environment.

It's OK not to be OK and to seek support and advice.



Section 5: Support for Children, Young People, Teenagers and Young Adults

Local Support and Advice

The Suffolk Infolink provides online support to anyone worried about a child or young person's emotional wellbeing. It includes links to online referral forms and a directory of local organisations, charities, and emotional wellbeing support groups.



Infolink Website

Just One Norfolk covers the north (Waveney) part of East Suffolk. Their site (www.justonenorfolk.nhs.uk) includes an emotional health section for all the family which covers a wide range of topics including managing feelings, low mood, and self-harm.

For information on mental health services and support available to help young people in Suffolk, visit **The Source** website - www.thesource.me.uk/wellbeing

The Mix provides a range of information and support for under 25s

Text a Suffolk school nurse to ask for help and advice on all kinds of health issues on **07507 333356**.

Suffolk Mind teach children as young as four about their mental health and how to look after it – see suffolkmind.org.uk/kitbag



The Mix Website



National Support and Advice

A new **Barnardo's Phonline Service** can support young people who are unsure of where to go to find emotional wellbeing support, information, or self-help resources. Call the Emotional Wellbeing Hub helpline number on **0345 600 2090** and press **option 2**.

Childline offer a range of support – see www.childline.org
Call them for free on **0800 1111**, Log-in for a 1-2-1 counsellor chat or send an email via a Childline account

Kooth is a chat support service for children and young people:
www.kooth.com

Young Minds provide a 24/7 confidential mental health text support service at giveusashout.org/get-help
Text YM to **85258** or go to: Youngminds.org.uk

If you're under 35 and struggling with suicidal feelings, or concerned about a young person who might be struggling, visit www.papyrus-uk.org, call on **0800 068 4141** (24 hours, 7 days a week), email pat@papyrus-uk.org or text **07860 039967**



Section 6: Tailored Mental Health Support

People with mental health problems are three and a half times as likely to be in problem debt. **Money and Mental Health** is an independent charity, committed to breaking the link between financial difficulty and mental health problems.

www.moneyandmentalhealth.org

You can download Martin Lewis's free guide for everyone struggling with their finances and a mental health problem. It provides useful resources whether you're looking for advice for yourself or for someone you care about.

Mental Health UK run the Mental Health and Money Advice Service to help people to understand, manage and improve their mental health and money issues

www.mentalhealthandmoneyadvice.org

Citizens Advice East Suffolk can help with a range of issues – including benefits, employment and debt, and help people access funds or vouchers for food or fuel or household items. They can also help challenge or query a bill from an energy supplier. Their website www.caes.org.uk has answers to key questions, lists their outreaches and offices and includes links to their video link advice service and email form.

Email advice@caes.org.uk or free phone on **0808 2787866**, lines are open 5 days a week between 10am-2pm.



CALM (Campaign Against Living Miserably) is a suicide prevention charity for men and boys who need to talk to someone. Call **0800 58 58 58** or you could try the Webchat service www.thecalmzone.net/get-support

The **Silver Line Helpline** run by Age UK is a free, confidential telephone service for older people. They provide friendship, conversation, and support 24 hours a day, 7 days a week. www.thesilverline.org.uk

YANA (You Are Not Alone) is a helpline for those living and working in rural areas: www.yanahelp.org or Tel: **0300 323 0400** or email helpline@yanahelp.org.

Combat Stress provide support and advice to ex-service men and women: www.combatstress.org.uk Tel: **0800 138 1619**

Bipolar UK run free virtual support groups, usually by Zoom. www.bipolaruk.org Tel: **0333 323 3880**

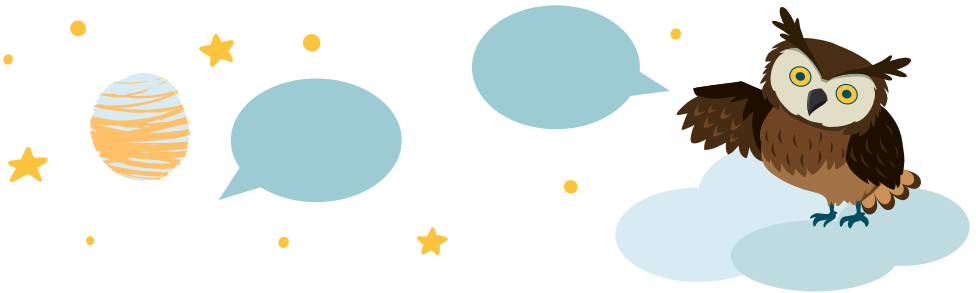
Our two Disability Advice Charities – **Disability Advice Service (DAS)** and **Disability Advice North East Suffolk (DANES)** can provide a wide range of support and advice for anyone with any kind of disability living in East Suffolk. Find out more at:

DAS - daseastsuffolk.org and DANES – disabilityadvicenes.org.uk



If you're a student, you can look on the **Nightline website** to see if your university or college offers a night-time listening service. Nightline phone operators are all students too.

nightline.ac.uk/want-to-talk



The National Gambling Helpline provides information, advice, and support for anyone affected by problem gambling. **0808 8020 133**
www.gamcare.org.uk/get-support/talk-to-us-now

Switchboard is a helpline for LGBT+ people. It is a safe space to discuss anything, including sexuality, gender identity, sexual health and emotional well-being. You can call Switchboard on **0800 0119 100** (10am–10pm every day), email hello@switchboard.lgbt or use their webchat service. Phone operators all identify as LGBT+.
switchboard.lgbt



Section 7: Suicide Prevention



Suicide can affect anyone. The impact of suicide is devastating and wide-reaching. For those living with suicidal thoughts, feeling inner turmoil and pain, or feeling trapped can mean that taking their own life becomes an option.

Losing a loved one to suicide is hugely traumatic with common feelings being stigma, shame and 'could I have done something to change the outcome'?

It may feel hard to ask someone directly if they are thinking of taking their own life but enabling that person to talk about how they are feeling may make all the difference.

Mind say that if someone feels suicidal, talking to someone who can listen and be supportive may be their first step towards **getting help**. They could talk to someone in their life or to a professional such as a doctor or therapist, or a trained listener at a helpline. Their website includes information on **talking therapy**, **counselling** and **helplines**.

The **National Suicide Prevention Helpline UK** offers a supportive listening service to anyone with thoughts of suicide. Call the National Suicide Prevention Helpline UK on **0800 689 5652** (6pm to midnight every day).

www.spuk.org.uk/national-suicide-prevention-helpline-uk



StayAlive is an app packed full of useful information and tools to help you stay safe in crisis. You can use it if you are having thoughts of suicide or if you are concerned about someone else who may be considering suicide. The app includes a safety plan, customisable reasons for living, and a life box where you can store photos that are important to you. www.stayalive.app

Suffolk User Forum have produced a 3 minute animation to support people at risk of suicide. It challenges stigma, encourages open conversations, and provides a step-by-step guide that will help people create an action plan, access timely help when facing a mental health challenge, or connect with others experiencing suicidal thoughts or distress.

www.suffolkuserforum.co.uk/listen-for-suicide-prevention

Other useful resources include:



The Rethink Mental Illness Website - for information about supporting someone with suicidal thoughts.



The Mental Health Foundation Website - for information on suicide prevention.



Section 8: Safeguarding – Children and Adults at risk of Abuse, Harm or Neglect

Immediate danger or emergencies: If an adult or child is in immediate danger of harm, then please call Customer First on **0808 800 4005**. If it's an emergency, dial **999**.

If you believe someone may be at risk of abuse, harm or neglect, then the Suffolk Safeguarding Partnership has a good guide on what to do.



Getting advice

If you would like to talk to someone about whether to make a safeguarding referral for an adult or a child, you can contact the **Multi-Agency Safeguarding Hub (MASH)**. They'll discuss the best way of helping someone you feel is at risk of abuse, harm, or neglect. Advice and guidance will be given without recording the name of the adult or child, so you don't need consent at this stage.

For a child: please use the Livechat function, which you'll see as a link on the bottom right of the MASH website.

For an adult: please call the Professional Consultation line on **0345 6061499**. It's available Monday - Thursday: 9:00am to 5:00pm and Friday: 9:00am to 4:25pm



Making a referral



To make a referral for a child at risk of abuse, harm or neglect - or any other concern.



To make a referral for an adult who needs advice, guidance or general help, or to discuss someone's care and support needs.



To refer an adult at risk of abuse, harm, or neglect.



If you identify as an adult at significant risk from self-neglect and hoarding.



**'Even the darkest night will end,
and the sun will rise again'**
Victor Hugo

This booklet has been produced by the Communities and Leisure Team at East Suffolk Council on behalf of the East Suffolk Community Partnership Board. We have used material from publications and websites produced by a wide range of partners from the public and VCFSE sectors.

All information is current at time of publication but if you do find a link or number isn't working, please contact communities@eastsuffolk.gov.uk

We are able to produce this booklet in different languages and in digital or easy read formats, upon request.







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COUNCIL



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Bringing ideas to life

March 2024