

## Free and confidential sources of support for Healthcare staff (PCNS)

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Key – Highlighted contacts are available 24/7

Support for all staff		
<b>Urgent Mental Health Helpline</b>	24-hour urgent mental health helpline	Call 111 and select option 2 (24/7)
<b>FRONTLINE</b>	For free, confidential, emotional support (it won't appear on your phone bill and completely anonymous)	TEXT 'FRONTLINE' to 85258 (24/7)
<b>Samaritans</b>	If you need someone to talk to, we listen. We won't judge or tell you what to do.	Call: 116 123 (24/7) 0300 131 7000 (7am -11pm daily)  Email: <a href="mailto:jo@samaritans.org">jo@samaritans.org</a> (response time: 24 hours)  <a href="#">Self Help App</a>
<b>SHOUT</b>		TEXT SHOUT to 85258 (24/7)
<b>Norfolk &amp; Suffolk Trust First Response</b>	24/7 helpline for people of all ages in Norfolk and Suffolk who need urgent mental health support	0808 196 3494 (24/7 Freephone)
<b>Norfolk &amp; Suffolk Staff support line</b>	COVID-19 support line. Run in partnership with Suffolk Mind and NSFT to support staff with the pressures of working in the pandemic	0300 123 1335 (Mon-Fri 09:30 – 16:30)
<b>Your GP</b>		If you are not already registered with a surgery, you can find details and register with a GP online - <a href="http://www.nhs.uk">Find a GP - NHS (www.nhs.uk)</a>
<b>Recovery college (Norfolk &amp; Suffolk)</b>	Free educational workshops and courses. Open to everyone and they are designed to support people experiencing mental health challenges to invest in their own wellbeing and recovery	Website: <a href="http://www.nsftr.nhs.uk">Recovery College   Norfolk and Suffolk NHS (nsft.nhs.uk)</a>
<b>Looking After You</b>	Confidential coaching and support for staff working in Primary care.	Website: <a href="http://www.nhs.uk">NHS England » Looking after you: confidential coaching and support for the primary care workforce</a>
<b>Mind</b>	Confidential. Ask us about: <ul style="list-style-type: none"> <li>• mental health problems</li> <li>• where to get help near you</li> </ul>	Website: <a href="https://www.mind.org.uk/information-support/helplines/">https://www.mind.org.uk/information-support/helplines/</a>

	<ul style="list-style-type: none"> <li>• treatment options</li> <li>• advocacy services.</li> </ul>	<p>Helpline: 0300 123 3393 (9-6 Mon-Fri)</p> <p>Email: <a href="mailto:mindsupportline@norfolkandwaveney.org.uk">mindsupportline@norfolkandwaveney.org.uk</a></p>
<b>Project5</b>	Staff wellbeing support (3 sessions with counsellor, many self-help resources online)	Website: <a href="http://www.project5.org">www.project5.org</a>
<b>Qwell</b>	Free, safe and anonymous mental health support for over 18s. Live booked or drop-in counselling sessions	Website: <a href="http://www.qwell.io">www.qwell.io</a>
<b>The Wellbeing service</b>	A wide range of support for people with common mental health and emotional issues, such as low mood, depression, stress or anxiety. There are also free and educational workshops to which you can self-refer.	<p>Website: <a href="http://www.wellbeingnands.co.uk">www.wellbeingnands.co.uk</a></p> <p>Helpline: 0300 123 1503 (Weekdays 9-5)</p>
<b>Every Mind Matters</b>	Answer 5 questions to create your own Mind Plan	Website: <a href="https://www.nhs.uk/every-mind-matters/mental-wellbeing-tips/your-mind-plan-quiz/">https://www.nhs.uk/every-mind-matters/mental-wellbeing-tips/your-mind-plan-quiz/</a>
<b>BEAT</b>	Eating disorders are serious mental health illnesses, BEAT can support you.	<p>Website: <a href="https://www.beateatingdisorders.org.uk/get-information-and-support/">https://www.beateatingdisorders.org.uk/get-information-and-support/</a></p> <p>Helpline: 0808 801 0677 (open 9am – midnight, 365 days a year on weekdays and 4pm – midnight on weekends and Bank Holidays)</p> <p>Email support: <a href="mailto:help@beateatingdisorders.org.uk">help@beateatingdisorders.org.uk</a></p>
<b>Occupational Health</b>	The aim of occupational health is to prevent work-related illness and injury by encouraging safe working practices. Occupational Health will provide medical advice to the employee and the line manager on an employee's medical condition, its duration, and the impact this will have physically or mentally on their ability to attend work and carry out their duties. Recommendations will be provided following a referral.	<a href="#">HR Guide for Staff V24 2022.07.01 LIVE.pdf</a> – see page 31 – 32.
<b>Relate</b>	Relate can provide relationship support in the form of Relationship Counselling for individuals and couples, Family	Website: <a href="https://www.relate.org.uk/">https://www.relate.org.uk/</a>

	Counselling, Mediation, Children and Young People's Counselling and Sex Therapy.	
<b>Citizens Advice</b>	Citizens Advice is a good place to get information about benefits, how to deal with debt, what you're entitled to if you're made redundant and who to speak to if you're at risk of losing your home.	Website: <a href="https://www.citizensadvice.org.uk">https://www.citizensadvice.org.uk</a> Helpline: 0800 144 8848
<b>Money Helper</b>	Free and impartial money advice, set up by government, formally called the Money Advice Service.	Website: <a href="https://www.moneyhelper.org.uk/en?source=mas#">https://www.moneyhelper.org.uk/en?source=mas#</a>
<b>Norfolk Community Law</b>	Free, independent, and confidential legal advice.	Website: <a href="https://www.ncls.co.uk/">https://www.ncls.co.uk/</a>

<b>Support for Doctors and Medical Students</b>		
<b>DocHealth</b>	Open to all Doctors in the UK, funded by the BMA and Royal Medical Benevolent Fund. Confidential, non-for-profit support. Video consultation supported by Consultant Psychiatrists, psychotherapeutic consultation service.	Email: <a href="mailto:enquiries@dochealth.org.uk">enquiries@dochealth.org.uk</a> Helpline: 0207 383 6533
<b>The British Medical Association Doctor Wellbeing Support Service</b>	For all Doctors and medical students regardless of BMA membership - In the moment support.	Call: 0330 123 1245 (24/7)
<b>YouOkayDoc?</b>	Confidential support	Text: YOD – 85258 (24/7)

<b>Support for Doctors (including Locum) and Practice Managers</b>		
<b>Local Medical Committee Pastoral Support Services (Norfolk &amp; Waveney)</b>	Support for General Practitioners (GPs) and Practice Managers (PMs) to find positive solutions where they are encountering challenges in their work or personal lives.	Email: <a href="mailto:enquiries@norfolkwaveneylmc.org.uk">enquiries@norfolkwaveneylmc.org.uk</a>

<b>Support for Nurses, Midwives, Healthcare Assistants &amp; Ambulance staff</b>		
<b>Nurse Lifeline</b>	FREE support from volunteer Nurses and Midwives available for a phone call typically until 10-11pm – have a chat with someone who gets it when you need them.	Call: 08088010455
<b>The Cavell Trust</b>	For Nurses, Midwives and Healthcare Assistants (financial/emotional)	Website: <a href="https://www.cavellnursestrust.org/what-we-do/">https://www.cavellnursestrust.org/what-we-do/</a> Helpline: 01527 595 999
<b>The Ambulance staff charity (TASCP)</b>	24/7 Ambulance Staff Crisis Phonenumber – immediate and ongoing suicide and mental health support for all UK ambulance staff	Helpline: 0300 373 0898

<b>Support with Bereavement</b>		
<b>Cruse Bereavement Care</b>	Grief can be overwhelming. You don't have to deal with it alone. We're here no matter how long you have been grieving.	Website: <a href="http://www.cruse.org.uk">www.cruse.org.uk</a> Email: <a href="mailto:support.norwich@cruse.org.uk">support.norwich@cruse.org.uk</a> Helpline: 0808 808 1677
<b>Hospice UK</b>	Bereavement and trauma support.	Helpline: 0300 3034434 (8am – 8pm)
<b>Survivors of bereavement by suicide</b>	The only national peer led support organisation. Free peer support, unlimited support sessions, no time restrictions for access.	Website: <a href="http://Survivors of Bereavement by Suicide – Overcoming the isolation of people bereaved by suicide (uksobs.org)">Survivors of Bereavement by Suicide – Overcoming the isolation of people bereaved by suicide (uksobs.org)</a>  National Support Line 0300 111 5065 (Monday and Tuesday 9am – 5pm)  Email: <a href="mailto:email.support@uksobs.org">email.support@uksobs.org</a>
<b>Nelson's Journey</b>	Supports children and young people who have experienced the death of a significant person in their life	Telephone: 01603 431788 Email: <a href="mailto:enquiries@nelsonsjourney.org.uk">enquiries@nelsonsjourney.org.uk</a> Website: <a href="http://www.nelsonsjourney.org.uk">http://www.nelsonsjourney.org.uk</a>

<b>Support with drug and alcohol use</b>		
<b>AI – anon family groups</b>	Supporting those worried about someone else’s drinking	Helpline: 0800 0086 811
<b>AdFam</b>	For concerns with other’s alcohol misuse and self-assessments	Website: <a href="http://www.adfam.org.uk">www.adfam.org.uk</a>
<b>Addaction</b>	Free confidential webchat services for misusers and their families	Website: <a href="http://www.addaction.org.uk/">www.addaction.org.uk/</a> Webchat: <a href="http://www.addaction.org.uk/webchat">www.addaction.org.uk/webchat</a>
<b>Change, Grow, Live</b>	Helping people move away from harmful patterns of behaviour with drugs and alcohol and feel happier and healthier. Services include medical treatment.	Website: <a href="https://www.changegrowlive.org/alcohol-drug-behaviour-change-norfolk">https://www.changegrowlive.org/alcohol-drug-behaviour-change-norfolk</a>  Email: <a href="mailto:norfolk.info@cgl.org.uk">norfolk.info@cgl.org.uk</a>
<b>DrugFam</b>	Phone and email support for families, partners and friends affected by someone else’s drug misuse	Website: <a href="http://www.drugfam.co.uk">www.drugfam.co.uk</a> Helpline: 0300 888 3853
<b>FRANK</b>	Support for misusers, families, friends and carers.	Website: <a href="http://www.talktofrank.com">www.talktofrank.com</a> Helpline: 0300 123 6600 (24/7) SMS: 82111
<b>Release</b>	Free confidential drugs helpline providing free legal advice for misusers and their families	Website: <a href="http://www.release.org.uk/">www.release.org.uk/</a> Helpline: 02073242989 Email: <a href="mailto:ask@release.org.uk">ask@release.org.uk</a>
<b>The Matthew Project (NORFOLK)</b>	Supporting children and adults with issues around substance misuses and wellbeing	Telephone: 01603 216420 (general enquiries) or 01603 246420 (Young people)  Email: <a href="mailto:enquiries@matthewproject.org">enquiries@matthewproject.org</a>
<b>Turning point (SUFFOLK)</b>	Supporting children and adults with issues around substance misuses and wellbeing	Telephone: 01502 531 138  Email: <a href="mailto:suffolk@turning-point.co.uk">suffolk@turning-point.co.uk</a>

Support for survivors of sexual abuse and violence		
<b>Refuge - National Domestic Abuse Helpline</b>	Support for women affected by domestic abuse.	Website: <a href="https://www.nationaldahelpline.org.uk/">https://www.nationaldahelpline.org.uk/</a> Helpline: 0808 2000 247 (24/7)
<b>Respect</b>	Support for men affected by domestic abuse.	Website: <a href="https://mensadviceline.org.uk/">https://mensadviceline.org.uk/</a> Helpline: 0808 8010 327 (Mon – Fri, 10am – 8pm) Email: <a href="mailto:info@mensadviceline.org.uk">info@mensadviceline.org.uk</a> (Mon-Fri, 9am – 8pm)
<b>Leeway (NORFOLK &amp; SUFFOLK)</b>	Provides advice, support and information to any adult or child experiencing domestic abuse in Norfolk and Suffolk.	Website: <a href="https://www.leewayssupport.org/">https://www.leewayssupport.org/</a> Helpline: 0300 561 0077 Email: <a href="mailto:adviceandsupport@leewaynwa.org.uk">adviceandsupport@leewaynwa.org.uk</a>
<b>Pandora Project (WEST NORFOLK)</b>	Provides emotional and practical support to women affected by domestic abuse in West Norfolk. They also work with children and young people and offer a recovery programme called Open the Box.	Website: <a href="https://www.pandoraproject.org.uk/">https://www.pandoraproject.org.uk/</a>
<b>Sue Lambert Trust (NORFOLK)</b>	Sue Lambert Trust is a Norfolk based charity providing support for survivors of sexual abuse and domestic violence.	Website: <a href="https://www.suelamberttrust.org/other-organisations">https://www.suelamberttrust.org/other-organisations</a>
<b>The Harbour Centre (NORFOLK)</b>	The Harbour Centre Sexual Assault Referral Centre (SARC) provides free support to all those who have been affected by sexual abuse both recently and in the past.	Website: <a href="https://www.theharbourcentre.co.uk/information-resources/z-support-services">https://www.theharbourcentre.co.uk/information-resources/z-support-services</a>
<b>Norfolk County Council (NORFOLK)</b>	NCC have various resources available if you are experiencing domestic abuse or are worried about someone else.	Website: <a href="https://www.norfolk.gov.uk/safety/domestic-abuse">https://www.norfolk.gov.uk/safety/domestic-abuse</a>
<b>Survivors in transition (SUFFOLK)</b>	Support for survivors of childhood sexual abuse.	Website: <a href="#">Survivors In Transition   Support for survivors of childhood sexual abuse</a> Call: 07765052282/01473232499

<b>The Rose Project</b>	If you live in Norfolk and have been affected by child sexual exploitation, you can contact the dedicated team for help.	Telephone: 0808 800 1037 Website: <a href="http://www.magdalengroup.org/rose-project">www.magdalengroup.org/rose-project</a>
<b>Men's Advice Line</b>	A confidential helpline for male victims of domestic abuse and those supporting them.	Telephone: 0808 8010 327 Email: <a href="mailto:info@mensadviceline.org">info@mensadviceline.org</a> Website: <a href="https://mensadviceline.org.uk">https://mensadviceline.org.uk</a>
<b>Victim Support</b>	Working with people affected by crime or traumatic events get support they need and respect they deserve.	Telephone: 0808 1689111 Website: <a href="https://www.victimsupport.org.uk">https://www.victimsupport.org.uk</a>

Support for Veterans		
<b>Combat Stress</b>	<p>A team of specially-trained professionals are available day and night to provide free confidential advice and support. We're here for you whether you're having a tough time, having trouble sleeping, experiencing flashbacks, feeling depressed or anxious, or just feeling that something isn't quite right.</p> <p>If you're a family member or carer worried about the mental health of a loved one, or need to talk to someone yourself, you can call the helpline too.</p>	<p>Text <a href="tel:07537173683">07537 173683</a></p> <p>Email: <a href="mailto:helpline@combatstress.org.uk">helpline@combatstress.org.uk</a></p> <p>Call: <a href="tel:08001381619">0800 138 1619</a> (24/7)</p> <p>Serving personnel and their families can call <a href="tel:08003234444">0800 323 4444</a></p> <p>Website: <a href="#">Helpline   Combat Stress</a></p>
<b>Forcesline</b>	Forcesline is a free and confidential telephone helpline and email service that provides support for serving (regulars and reserves), ex-Forces and for their families.	Helpline: 0800 260 6767 (Urgent support 9-5 Mon- Fri)
<b>Help for Heroes</b>	We help the Armed Forces community live well after service	Website: <a href="#">Improve your mental health   Help For Heroes</a>
<b>Op COURAGE (Norfolk and Suffolk)</b>	Norfolk and Suffolk NHS Foundation Trust (NSFT) will work alongside veterans' support charity Walking With The Wounded (WWTW) and Mental Health Matters to deliver a Mental Health High Intensity Service for veterans.	Contact: 0300 323 0137  The Op COURAGE urgent care and support service is accessible by health or social care referral only.
<b>SSAFA</b>	The Armed Forces charity is a trusted source of support for serving personnel, veterans and their families in their time of need.	Website: <a href="#">Norfolk   SSAFA</a> Telephone: 01603 403 322 (Mon-Fri 9-12)
<b>Walking with the wounded</b>	Established in 2010, Walking With The Wounded 'WWTW' is a leading military charity which recognises that those who served, deserve.	Website: <a href="#">Welcome - Walking With The Wounded</a>
<b>Outside the Wire</b>	A bespoke drug and alcohol service offering confidential advice and support to current and ex HM Forces personnel and their families, across Norfolk, Suffolk, and Essex.	Website: <a href="https://www.matthewproject.org/outsidethewire">https://www.matthewproject.org/outsidethewire</a>  Call: 01603 626 123

<b>Support for Young People</b>		
<b>Kooth</b>	Free, safe & anonymous counselling support for young people aged 11 – 24 through chat-based messaging app, available 7 days a week.	Website: <a href="https://www.kooth.com/">https://www.kooth.com/</a>
<b>MAP (NORFOLK)</b>	MAP have a range of advisers, counsellors, youth workers and other professionals working together to provide the best support to young people aged 11-25, in a way that works for them. All of MAP's services are free and confidential.	Website: <a href="https://www.map.uk.net/">https://www.map.uk.net/</a> Helpline: 0800 0744 454
<b>YMCA (NORFOLK)</b>	YMCA supports young people aged 16-25 if you are homeless or having problems with current housing.	Website: <a href="https://www.ymcanorfolk.org/">https://www.ymcanorfolk.org/</a>
<b>The Benjamin Foundation (NORFOLK &amp; SUFFOLK)</b>	The Benjamin Foundation provide a range of services to support local people including working to prevent youth homelessness and offering emotional wellbeing support.	Website: <a href="https://benjaminfoundation.co.uk/">https://benjaminfoundation.co.uk/</a>

<b>Further sources of support</b>		
<b>ACAS (Advisory, Conciliation and Arbitration Service)</b>	Acas gives employees and employers free, impartial advice on workplace rights, rules and best practice. We also offer training and help to resolve disputes	Helpline <a href="tel:03001231100">0300 123 1100</a> (Monday to Friday 8-6pm)
<b>Infertility Support group</b>	Support groups bringing together anyone currently experiencing infertility, who would like to meet with others, share information or experiences for mutual support. Focus groups also available for men-only groups and LGBTQ+ people.	Website: <a href="http://www.completefertility.co.uk">www.completefertility.co.uk</a>
<b>C.A.L.M Campaign against living miserably</b>	Helpline for men	Website: <a href="http://thecalmzone.net">thecalmzone.net</a> Call: 0800 585858 (5pm – midnight every day)
<b>Improving lives together (Norfolk and Waveney ICS)</b>	Link to training hub and various Health and Wellbeing links	Website: <a href="http://HealthandWellbeing-Norfolk&amp;WaveneyICSEDIResourceHub.improvinglivesnw.org.uk">Health and Wellbeing - Norfolk &amp; Waveney ICS EDI Resource Hub (improvinglivesnw.org.uk)</a>
<b>Looking after you: coaching for staff from diverse backgrounds</b>	Looking After You Too (LAYT) coaching is a one to one wellbeing support offer for staff from ethnic minority backgrounds working in the NHS (clinical and non-clinical). Provided by trained coaches from ethnic minority backgrounds.	Website: <a href="http://NHSEngland.com/Supportforourdiversecolleagues">NHS England » Support for our diverse colleagues</a>
<b>Norfolk LGBT+ Project</b>	Norfolk LGBT+ Project is a registered charity, providing support, information and advice to all age groups that is relevant to the health and wellbeing of the lesbian, gay, bisexual and transgender community in Norfolk and Waveney.	Website: <a href="https://norfolklgbtproject.org.uk/">https://norfolklgbtproject.org.uk/</a>
<b>Norfolk Citizens Advice</b>	Provides free, confidential, accredited and impartial advice, campaigning on big issues affecting people's lives. An independent charity and part of the Citizens Advice network across England and Wales providing assistance with issues around money, benefit, housing or employment problems.	Website: <a href="https://www.ncab.org.uk/">https://www.ncab.org.uk/</a>
<b>Ormiston Families</b>	Offer a range of early and preventative interventions to create safe, healthy and resilient families who feel in control of their own wellbeing.	Website: <a href="https://www.ormiston.org/what-we-do/mental-health-and-wellbeing/point-1/">https://www.ormiston.org/what-we-do/mental-health-and-wellbeing/point-1/</a>

<b>Shelter</b>	Shelter helps millions of people every year struggling with bad housing or homelessness through our advice, support and legal services.	Website: <a href="https://england.shelter.org.uk/get_help">https://england.shelter.org.uk/get_help</a> Helpline: 0808 800 4444
<b>SANE Line</b>	Work with anyone affected by mental illness, including families, friends and carers. Their helpline is open between 4:40pm and 10pm every day of the year. They also provide a free text-based support service called Textcare. And an online supportive forum community, where anyone can share their experiences of mental health issues.	Telephone: 0300 304 7000 (4:30pm – 10:30pm every evening)  Website: <a href="http://www.sane.org.uk">www.sane.org.uk</a>
<b>BEAT</b>	Provide information and a range of support services for anyone affected by an eating disorder.	Telephone: 0800 801 0677  Website: <a href="https://www.beateatingdisorders.org.uk">https://www.beateatingdisorders.org.uk</a>