Kent County Council
kent.gov.uk

Medway Council
Serving You

NHS

How are you feeling?

Taking care of your and your family's minds, as well as your bodies, and feeling better on the inside, really is important at this time.

We have a range of services to help you look after the mental health and wellbeing of children, young people and adults.

You are not alone

49% of all adults said that the coronavirus pandemic has impacted negatively on their mental health and wellbeing.

People surveyed said that over the course of the pandemic they were experiencing more:

- Anxiety **46%**
- Stress **44%**
- Sleep problems **34%**
- Low mood **46%**

75% reported that they are planning to take or have taken steps to look after their mental wellbeing.

(Public Health England online survey January 2021)

Tips for dealing with uncertainty

Take stock of how you feel

Put time aside to examine your current situation and consider how you really feel, perhaps talking it through with someone you trust.

Focus on the short term

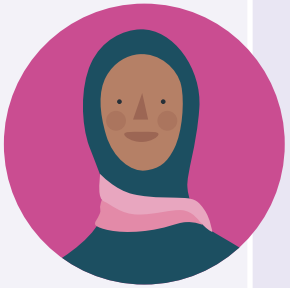
The further we look into the future, the easier it is to get overwhelmed by long-term uncertainty. Try to focus on the day-to-day. Think about what's in your power to do right now.

Acknowledge what's working

Even when it might feel like everything is up in the air or going wrong, there will be some things, however small, that do not change.

Reframe your thoughts

In difficult times like this, it can be easy to get caught up in negative thoughts, feelings and actions. It can be helpful to step back, examine the evidence for your thoughts and explore other ways of looking at the situation.



Find a new rhythm

Routine and structure can be a powerful way to regain consistency and reduce uncertainty. Make time to de-stress and wind down each day – build in positive activities like exercise, relaxation, hobbies, speaking to friends and think about a positive sleep routine.

Release the Pressure

If you are in distress, you can get immediate support from trained staff 24-hours a day. Text the word 'Kent' or 'Medway', depending on where you live, to **85258**, or call **0800 107 0160**.
www.releasethepressure.uk

Single point of access

If you are known to KMPT or need urgent mental health support, advice and guidance, call the 24-hour helpline **0800 783 9111**.

NHS
Kent and Medway
NHS and Social Care Partnership Trust

Just talking can help

Talking therapies, also known as psychological therapies, are effective, confidential treatments, delivered by trained and accredited NHS practitioners. You can either refer yourself, or speak with your GP, who can refer you.

Your health matters
help us help you

For Talking Therapy services available in Kent and Medway visit **www.helpkentandmedway.org** or **nhs.uk/talk** to find out more.

Better Health - Every Mind Matters

Get a free NHS-approved Mind Plan. By answering five quick questions you'll get a personalised action plan with practical tips to help you deal with stress and anxiety, boost your mood, sleep better and feel more in control.

Better Health every mind matters

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

Adult services | **Kent and Medway**

Kent and Medway Safe Havens

Safe Havens offer face-to-face mental health support. If you visit a Safe Haven, you must wear a face mask. Safe Havens, run by Mental Health Matters, are available 6pm to 11pm, 365 days a year or people aged 16 plus.

No appointment or referral is needed. Anyone who lives in Kent or Medway can use the service, regardless of where you live.

Canterbury

e: Canterbury.mhm@nhs.net **t: 07876 476 703**

a: Age UK, The Centre, Castle Row, Canterbury, CT1 2QY

Maidstone

e: Maidstone.mhm@nhs.net **t: 07484 061684**

a: Mid Kent Mind, 23 College Road, Maidstone, ME15 6YH

Medway

e: Medway.mhm@nhs.net **t: 07850 901 151**

a: Age UK, MacKenney Centre, Woodlands Road, Gillingham, ME7 2BX

Thanet

e: Thanet.mhm@nhs.net **t: 07850 655 877**

a: Thanet Safe Haven, Holy Trinity Church, St Mary's Avenue, Dane Valley, Margate, CT9 3TN

Folkestone and Hythe

Hestia offers an open access walk-in service for residents of Folkestone and Hythe, aged 18 plus, experiencing a mental health crisis. The Folkestone Haven is open from 6pm – 11pm weekdays and 12pm – 11pm weekends and Bank Holidays

e: Folkestone.haven@hestia.org **t: 07827 533 871**

Facebook message: @hestiafolkestonehaven

a: Rainbow Centre, 69 Sandgate Rd, Folkestone CT20 2AF

Adult services | **Kent and Medway**

Live Well Kent

Is your mental health impacting your life, work, money, housing or relationships? Live Well Kent can help through a range of groups, programmes and services.

t: 0800 567 7699 **w: www.livewellkent.org.uk**

Adult services | **Medway**

Better Connected

Supports people aged 65 plus to feel less socially isolated by helping them access local activities. 1-2-1 contact by phone or online.

t: 01634 333 013 **w: medway.gov.uk/**

A Better Medway Together

Helping to tackle social isolation and loneliness in Medway.

w: medway.gov.uk/community

Men in Sheds – virtual service

Brings together unemployed or retired men, aged 25 plus, to share skills and try out new hobbies or interests. Currently running virtually.

t: 01634 338 600 **e: medwaymeninsheds@sunlighttrust.org.uk**

Time to Change (Medway)

Enables people with lived experience of mental health to speak out about their experiences to reduce stigma.

e: TTCmedwaychampions@porchlight.org.uk

Facebook: @TTCMedway

Adult services | **Kent**

Community Navigators

Community Navigators help people who are feeling lonely, isolated, or dealing with issues and problems affecting their wellbeing. Providing information, advice and connection to community groups and services, they support people who are over 55 or with complex health problems, and their carers, to improve quality of life.

East Kent – Connect Well

t: 0300 302 0178
e: connectwell@sekgroup.org.uk
w: www.connectwelleastkent.org.uk

West Kent – Involve Kent

t: 0300 0810005
e: commmunitynavigation@involvekent.org.uk
w: www.involvekent.org.uk

Step by Step Kent Sheds

A programme for men, where they can take part in activities such as woodwork and gardening, meet new people and learn new skills. Designed to combat loneliness, social isolation, mental health problems and promote physical health. Currently connecting virtually.

t: 07783 022112 **w: www.kent.gov.uk/kentsheds**

24-hour Kent Dementia Helpline

A confidential service offering support and guidance for people with dementia and their carers.

t: 0800 500 3014

Children and young people

There are specific services available to support children and young people with their mental health and wellbeing in Kent and Medway.

Release the Pressure

Need support now? **Text** Kent or Medway to **85258** for in-the-moment help. We are here for everyone, any age 24/7.

w: www.releasethepressure.uk

Single point of access

Are you concerned about a young person's mental health in Kent or Medway and are not sure what help is needed? Call the Single Point of Access (SPA) on **0800 011 3474**

NELFT NHS
NHS Foundation Trust

Kooth

For children and young people aged 10 to 25 year olds in Kent and Medway.

Online mental health community giving free and confidential advice. Gives young people the opportunity to chat with a team member about anything that is on their mind.

w: kooth.com

kooth

Togetherall

For young people aged 16 to 18 in need of mental health support. Offers an online community that can be accessed 24 hours a day, 365 days a year. Self assessments and recommended resources as well as a wide range of self-guided courses to do at your own pace.

w: www.togetherall.co.uk

togetherall

Children and young people services | **Kent and Medway**

Special educational needs and disabilities

If you, or a member of your family, are under the age of 25 and have special educational needs and disabilities, support is available through the Local Offer.

Kent: **www.kent.gov.uk/localoffer**

Medway: **www.medway.gov.uk/localoffer**

Better Health - Every Mind Matters

A range of dedicated support and resources to help parents look after the mental wellbeing of their children and for young people to care for their own mental health.

w: **www.nhs.uk/oneyou/every-mind-matters**

Children and young people services | **Medway**

Medway Young Persons Wellbeing Service

Providing mental health advice and support for young people up to 18 years old and their families, across Medway.

t: **0800 011 3474**

w: **nelft.nhs.uk/services-kent-medway**

Children and young people services | **Kent**

Children and Young People's Counselling Service

For children aged four to 19 struggling with their emotional health.

t: **0800 011 3474** **w:** **www.kentcht.nhs.uk/school-health**

Kent Resilience Hub

Provides information, guidance and resources for parents to support their own, as well as their child's emotional wellbeing and resilience.

w: **KentResilienceHub.org.uk**

MoodSpark

Is here to support young people to better understand and support their own emotional wellbeing and resilience.

w: **moodspark.org.uk**

Domestic abuse

No one should ever feel at risk of domestic abuse. Everyone has the right to feel safe.

If you are experiencing domestic abuse and are in immediate danger, or if you are concerned for someone else, please call the police on **999** or **101** for non-emergencies.

Medway

The Medway Domestic Abuse Service (also known as Choices) provides a confidential helpline offering emotional support and practical advice around options available to you.

MDAS
MEDWAY DOMESTIC ABUSE SERVICE
prevention, response & partnership

t: 0800 917 9948 **e: info@choicesdaservice.org.uk**

w: choicesdaservice.org.uk

Kent

The Kent Integrated Domestic Abuse Service (KIDAS) offers advice and information on their website or you can call the 24-hr Victim Support helpline or email them via their website.

KIDAS
KENT INTEGRATED DOMESTIC ABUSE SERVICE

t: 0808 168 9111 **e: domesticabuseservices.org.uk**

w: victimsupport.org.uk

Find out more about accessing healthcare services during the coronavirus pandemic

w: www.kentandmedwayccg.nhs.uk/your-health/coronavirus

Published March 2021