



## Responding to mental health and wellbeing concerns

This is a basic guide for use by community-based organisations in Bristol; it is not intended to replace existing best practice.

For South Gloucestershire signposting information email [mentalhealth@southglos.gov.uk](mailto:mentalhealth@southglos.gov.uk); for North Somerset [helen.yeo@n-somerset.gov.uk](mailto:helen.yeo@n-somerset.gov.uk)

Training: A bitesize training [module](#) accompanies this guide. This can be accessed by individuals or delivered in teams; please contact us for a free 'Train the trainer' session. Free online suicide prevention training can be accessed [here](#).

Data: Please consider sharing any anonymised data you collect on demand and capacity in your services, the mental health and wellbeing of clients and staff/volunteers, and equalities data.

Diversity and equality: It is important to consider each individual's experience based on factors such as their age, gender, culture and sexuality. We also need to take steps to address inequalities across society, by focussing resources and tailoring support to those groups experiencing higher levels of mental health problems. They include people living in financial hardship, some minority ethnic groups, people in LGBT+ communities and those over the age of 65. [CASS Bristol](#)'s healthy living directory includes information on services with an equalities focus and resources in many different languages.

Support for key workers: Call 116123, text KEYWORKER to 85258, see [website](#).

### Standard response

#### Listen, reflect, acknowledge

e.g. *'That sounds really difficult'*. *'You said you've felt lonely over the last few weeks'*.  
*'You've spoken to some friends and that helped'*

#### Ask about suicide if appropriate (e.g. if someone has been feeling down or hopeless in the past 2 weeks)

- *Have you had thoughts about ending your life?*
- *Is this something you have a plan for? Ask how/when*

If answer to both questions is yes and there is immediate risk to life, call 999

If answer to both questions is yes and there is no immediate risk to life, discuss a plan for staying safe:

- Contact [Bristol Mental Health](#) crisis help 24/7, call 0300 555 0334
- See coping techniques and further support below

#### Discuss coping techniques

- [Five ways to wellbeing](#): Give, Keep learning, Be active, Notice, Connect
- Coping techniques for stress, anxiety and low mood, including [relaxation](#), increasing helpful activity, [reframing unhelpful thoughts](#) and [healthy living](#)
- [Top tips](#) for mental health during COVID-19

#### Discuss further support (more signposting links below)

- General Practitioner (GP)
- [VitaMinds](#) – NHS psychological therapies (self-referral)
- [Bristol Mindline](#) is a confidential free-phone helpline, call 0808 808 0330
- [The Samaritans](#) has a 24 hour telephone and email support, call 116 123
- [Talk Club](#) is a talking and listening support network for men
- [Elefriends](#) is a supportive online community run by Mind
- [AWP](#) 24/7 phone support line for service-users, 0300 303 1320
- Directories for Bristol - [Independent Mental Health Network](#), [CASS](#) and [Well Aware](#)

#### Children and young people:

- [OTR Bristol](#): mental health support for people aged 11-25
- [Kooth](#): free online counselling and support for 11-18 year olds
- [Childline](#): support for any worries online, on the phone, anytime

#### Record data (these are suggestions, your organisation may have processes in place)

‘Overall, how happy did you feel yesterday, from 0 – 10?’ (0-4 = low happiness)

Main concerns (delete as appropriate): Suicidal thoughts; COVID-19; Lack of social contact; Financial difficulties; Bereavement; Pressures at home; Trauma experienced as health or care worker; Physical health issues; Drinking, drugs or gambling; Other (specify)

Equalities data

## Other signposting

Bristol City Council Coronavirus hotline – Call 0800 694 0184 if you need help getting food or doing other essential tasks, or are feeling isolated

Basic services and support during COVID-19 – [Wellaware](#)

Financial help - <https://www.bristol.gov.uk/benefits-financial-help/covid-19-financial-help>

### Domestic abuse

Even during lockdown, if you are in danger in your home, please leave and seek help. Call 999 in an emergency. If you need urgent police help but cannot speak, dial 999 and then 55. For more information, see [here](#).

Local support:

- [Next Link](#) 0117 925 0680
- Victim Support telephone helpline 0300 3031972 or 07432 504692. The national helpline is open 24/7 - 0808 1689111

### Alcohol and drug use

- FRANK, the national drug and alcohol advisory service <https://www.talktofrank.com/news/coronavirus>
- Alcohol Change UK <https://alcoholchange.org.uk/help-and-support/get-help-now/coronavirus-information-and-advice-hub>

Drug and alcohol support in Bristol can be found at:

- <https://www.bdp.org.uk/>
- <https://www.dhi-online.org.uk/get-help/adult-drug-alcohol-treatment>

### Physical activity

- Activity at home – Try these cardio, strengthening and cool down stretching workouts from [NHS One You](#). Sport England has pulled together a selection of [online exercise platforms](#), including Joe Wicks (aka The Body Coach).
- Activity outdoors – Brisk walking is one of the easiest ways to get active. If you want to get into running, try the [Couch to 5K](#) plan
- Further information can be found on the [Bristol Active City](#) website.

### Eating better

- Aim for at least five portions of fruit and veg a day, and cut back on fat, salt and sugar. See the [Eatwell Guide](#)
- This time could be an opportunity to do more cooking from scratch and try out some new healthy recipes. For example, [Easy Meals app](#) is packed with delicious easy meals ideas with foods that are healthier for you
- Bristol Food Network is coordinating information on food provision <https://www.bristolfoodnetwork.org/bristols-good-food-response/>