



Mental Health & Wellbeing Support Services

Services Available to Alder Hey Children's NHS Foundation Trust Staff

Staff Advice Liaison Service

Telephone (9am-5pm 7 days a week): 0151 282 4511

Email: StaffAdvice@alderhey.nhs.uk

Care First

Telephone (8am-8pm): 0800 174 319

The Alder Centre for Staff Counselling

Telephone (9am-4pm, Mon-Fri): 0151 252 5391

Email: Alder.Centre@alderhey.nhs.uk

The Cheshire and Mersey Resilience Hub

<https://www.cheshiremerseyresiliencehub.nhs.uk/>

More information can be found on the staff intranet: <http://tiny.cc/StaffHub>

Independent Confidential Staff Support Line

NHS Staff can access a confidential staff support line, operated by the Samaritans and free to access from 7:00am – 11:00pm, seven days a week. This support line is here for when you've had a tough day, are feeling worried or overwhelmed, or maybe you have a lot on your mind and need to talk it through. Trained advisers can help with signposting and confidential listening.

Call: 0800 06 96 222

Urgent Mental Health support or crisis

During the current pandemic there is an urgent 24/7 mental health access line available to reduce the need to attend Accident and Emergency departments or calling 111. This can be accessed directly by existing service users and the general public, including those struggling to keep themselves safe, by calling

- Mersey Care footprint: **0151 296 7200** or the freephone number **0800 145 6570**
- Halton /Knowsley / St Helens/ Warrington **0800 051 1508**
- Wigan: **0800 051 3253**
- Cheshire and Wirral footprint: **0800 145 6485**
- Lancashire and South Cumbria: **0800 953 0110**

If you live outside these areas, please visit <https://www.nhs.uk/service-search/mental-health/find-an-urgent-mental-health-helpline>

Emergencies

Call 999 or go to A&E if you have an **immediate, life-threatening emergency** requiring mental or physical health assistance.

Free Mental Health and Wellbeing Apps

There are lots of apps that can help you with your mental and physical health. Some of these apps have been made available for free to NHS staff, including [Unmind](#), [Headspace](#) and [Sleepio](#).

You can take a look at the range of free apps available on the NHS website:

<https://www.nhs.uk/apps-library/>



MENTAL HEALTH AT WORK

Mental Health at Work

Mental Health at Work offers a range of online resources, advice, tool kits and recommendations to help support individuals to achieve better mental health outcomes at work. Frontline offers round-the-clock one-to-one support, along with a collection of resources, tips and ideas chosen to support your mental health. To talk by text, text FRONTLINE to 85258 any time. To talk by phone, call 0300 131 7000 from 7am to 11pm if you're in England, or call 116 123 any time if you're elsewhere in the UK. Visit: www.mentalhealthatwork.org.uk Tel: 03303 800 658



Mind

Mind provides confidential mental health information services.

With support and understanding, Mind enables people to make informed choices. The Infoline gives information on types of mental health problems, where to get help, drug treatments, alternative therapies and advocacy. Mind works in partnership with around 140 local Minds providing local mental health services.

Telephone: 0300 123 3393 (9am-6pm Monday to Friday) or text 86463 Email: info@mind.org.uk

Website: www.mind.org.uk/information-support/helplines



Samaritans

Provides confidential, non-judgemental emotional support for people experiencing feelings of distress or despair, including those that could lead to suicide. You can phone, email, write a letter or in most cases talk to someone face to face.

Telephone: 116 123 (24 hours a day, free to call)

Email: jo@samaritans.org

Website: <https://www.samaritans.org>