



Wellbeing Support

Using this Document

This document contains some helpful information and contact details to support you through difficult times.

We are all individuals and respond to situations in different ways therefore not every self-help suggestion will work for everyone. There are no set rules for managing emotions so a helpful way of thinking about this could be to think “is my current method working for me?” If the answer is yes, then great, but if not, these strategies may be an alternative way to help you through a difficult time.

As with any new skill, self-help takes time and practice. In the same way that reading a cookery book will not instantly make you a great cook, simply reading this material will not make you instantly happy and healthy. But with time, practice and exploration it is possible for everybody to experience emotional well-being.

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Self-help tips

- Keep active and get outside for some fresh air – even when it's chilly
- Get enough rest/sleep to keep your energy levels up
- Don't compare yourself to others, especially the things people post on social media... remember: they only share the best bits!
- Limit alcohol intake, drinking within government guidelines means you can still enjoy a festive tippie with less negative effects on physical and mental wellbeing
- Eat well and try to keep your diet balanced but don't punish yourself too much for having that extra biscuit
- Plan ahead to avoid stress, prepare what you can in advance and don't take on too much
- Keep a to-do-list of things you need to get done – everything is much clearer when it's written down
- Prioritise self-care. It may be time to relax, doing an activity that helps you reduce stress, buying a book you've been meaning to read, signing up to a course you're interested in or reconnecting with old friends
- Pace yourself socially and don't be afraid to say no to invitations if you're doing too much already
- Ask for help or delegate tasks, and talk to someone if you're feeling overwhelmed e.g. family members, friends or mental health services
- Celebrate the small things you are grateful for each day and try setting yourself a small and achievable daily goals
- Be kind to yourself

Safe Haven

If you need support or are in emotional crisis, the Safe Haven services are open every evening of the year in Aldershot, Epsom, Guildford, Redhill and Woking. Safe Havens provide out of hours help and support to people and their carers who are experiencing a mental health crisis or emotional distress. They are designed to give adults an alternative to A&E and are staffed by mental health practitioners who will be able to provide you with support when you arrive.

Aldershot

The Wellbeing Centre,
121-123 Victoria Road,
Aldershot,
GU11 1JW

Open

Mon to Fri: 6.00pm – 11.00pm
Weekends: 12:30pm– 11.00pm
Bank Holidays: 12:30pm – 11.00pm

Epsom

The Larches,
44 Waterloo Road,
Epsom,
KT19 8EX

Open

Mon to Fri: 6.00pm – 11.00pm
Weekends: 6.00pm– 11.00pm
Bank Holidays: 6.00pm – 11.00pm

Guildford

Oakleaf Enterprise,
101 Walnut Tree Close,
Guildford,
GU1 4UQ

Open

Mon to Fri: 6.00pm – 11.00pm
Weekends: 6.00pm– 11.00pm
Bank Holidays: 6.00pm – 11.00pm

Redhill

Wingfield Resource Centre,
St Anne's Drive,
Redhill,
RH1 1AU

Open

Mon to Fri: 6.00pm – 11.00pm
Weekends: 6.00pm– 11.00pm
Bank Holidays: 6.00pm – 11.00pm

Woking

The Prop,
30 Goldsworth Road,
Woking,
GU21 6JT

Open

Mon to Fri: 6.00pm – 11.00pm
Weekends: 3.00pm– 8.00pm
Bank Holidays: 3.00pm – 8.00pm

Crisis and Advice Helplines

If you would prefer to talk to someone in a situation of crisis or need specific support, the following numbers can provide you with support:

Mental Health Crisis helpline – call: 0800 915 4644, text: 07717 989 024

Open 24/7, 365 days of the year

People with speech or hearing difficulties can dial through to the Next Generation Text Service App or Textphone: 18001 0800 915 4644

Samaritans – call: 116 123 or Email: jo@samaritans.org

Open 24/7, 365 days a year, to provide confidential emotional support for people who are experiencing feelings of distress, despair or suicidal thoughts

Campaign Against Living Miserably (CALM) – call: 0800 58 58 58 (male only service)

5pm to midnight, 365 days a year

Or visit the webchat page: <https://www.thecalmzone.net/help/webchat/>

SANeline – call: 0300 304 700

4.30pm to 10.30pm, 365 days a year

Mental Health Support line

SHOUT – Text: 85258

24/7, 365 days a year

Text service if you're struggling to cope and you need immediate help

National Domestic Violence Support Helpline – call: 0808 2000 247

24/7, 365 days a year

A helpline for those experiencing domestic abuse to support you in increasing your safety and find specialist services

Surrey Drug and Alcohol Care – call: 0808 802 5000

24/7, 365 days a year

Offering information to anyone with queries or concerns about drug/alcohol misuse

Action for Carers support line – call: 0303 040 1234

9am-5pm, Mon, Thurs and Fri and 9am-6pm on Tues and Wed

First point of call for carers to receive advice, information and support with any practical, emotional or financial concerns

Silverline – call: 0800 470 80 90

24/7, 365 days a year

A free, confidential helpline providing information, friendship and advice to older people

CRUSE bereavement helpline – call: 0808 808 1677

Monday – Friday 9:30-17:00

To receive emotional support if you are affected by bereavement

Managing your Money

The Money Saving Expert has some handy hints and tips to follow to keep the spending low (www.moneysavingexpert.com) and provides a useful 'Mental health and debt' guide, which you can see a short introduction to below:

When mental health is involved, sometimes just having the energy to deal with money issues or debt is tough. And that's what this guide is about: recognising that mental health and debts are a marriage made in hell, so we've easy practical steps you can take to get back on track. The guide includes information on the following:

- Chapter 1: Analyse the problems and find the solutions
- Chapter 2: Get free debt support: For those in debt crisis who are consistently struggling with debts and unable to meet repayments, free personal help is invaluable. The aim is to find non-profit debt counselling, in other words, a one-on-one session with someone whose job is to help you, not to make money out of you. This chapter includes all the contacts you need, as well free online debt help tools and how to deal with emergency issues.
- Chapter 3: Working with the bank; this chapter covers your rights and protections, plus whether to declare your condition, with tips from mental health charity Mind.
- Chapter 4: Approaches to treat mental distress; If you feel unable even to contemplate sorting out your money, some of the suggestions in this section may help you begin your recovery. They are tips from experts in the field and from those who've experienced problems — and offer a number of different approaches.
- Chapter 5: How friends, family and carers can help this chapter explores how to support your friend or relation, from basic/joint bank accounts to power of attorney. You can also find out about carers' benefits and discounts.

Other useful contacts for managing your money and debt support can be found below:

Christians against poverty: <https://capuk.org/> or 01274 760720

The citizen's advice bureau has lots of useful resources on its website, such as managing your mortgage advice and a budget planner; <https://www.citizensadvice.org.uk/debt-and-money/>

You can also contact your local citizen's advice bureau to book an appointment – you can search for your local branch by following this link: <https://www.citizensadvice.org.uk/>

Food Banks

Food banks can be there to lend a hand by providing non-perishable food parcels to tide you over until your circumstances improve. In order to provide the most appropriate help for the circumstances, many food banks work with local agencies who will issue you with a foodbank voucher if they feel you are struggling to put food on the table. The local agency can also provide long term support if needed to help address some of the issues behind the reasons for your crisis. Agencies can include but are not limited to: Citizens Advice, housing support officers, children's centres, health visitors, social services and some local charities.

Food Banks in Surrey:

Caterham

- Caterham Baptist Church, 6 Beechwood Rd, Caterham, CR3 6NA
 - Open Monday 12:00-14:00
- Centenary Hall Sacred Heart Church, Essendene Rd, Caterham, CR3 5PA
 - Open Thursday 12:00-14:00

Cobham

- Cobham United Church, 38 Stoke Road, Cobham, KT11 3BD
 - Open Tuesday 12:00 – 13:30

Dorking

- The Christian Centre, Church Street, Dorking , RH4 1DW
 - Open Tuesday 16:45-18:15 and Thursday 14:30 – 16:00

East Elmbridge

- Esher Green Baptists Church, 6 Park Road, Esher, KT10 8NP
 - Open Tuesday 10:00-11:30
- Mosely Scout Hall, St Peter's Road, West Molesey, KT8 2QE
 - Open Thursday 10:00-11:30

Epsom and Ewell

- Epsom Methodist Church, Ashley Road, Epsom, KT18 5AQ
 - Open Friday 14:00-16:00
- North Leatherhead Community Centre, Kingston Rd, Leatherhead, KT22 7PX
 - Open Saturday 10:00-11:15
- Merland Rise Church, Merland Rise, Tadworth, KT20 5JG
 - Open Tuesday 10:00-12:00
- Ruxley Church, Ruxley Lane, Ewell, KT19 0HY
 - Open Wednesday 14:00-16:00
- Banstead Church Institute, High Street, Banstead, SM7 2NG
 - Open Thursday 15:00-16:30

Guildford and Waverly

- St Clare's Church, Cabell Road, Park Barn, Guildford, GU2 8JW
 - Open Wednesday 08:45-10:45 and Friday 17:30-18:30
- Bushy Hill Community Club, 180 Bushy Hill Drive, Guildford, GU1 2UG
 - Open Friday 18:30-19:30 and Thursday 16:30-17:30
- St Mark's Church & Community Centre, Godalming, GU7 2LD
 - Open Monday-Wednesday 9:30-14:00

Runnymede

- Virginia Lodge, Waspe Farm Carpark, 68a Station Road, Egham, TW20 9LF
 - Open Monday 10:00-12:00
- Addlestone Baptist Church, Croach Oak Lane, Addlestone, KT15 2AN
 - Open Tuesday and Thursday 10:00-12:00
- The Kings Centre, Marsh Lane, Addlestone, KT15 1UL
 - Open Friday 10:00-12:00
- The Beacon, Chertsey Highstreet, Chertsey, KT16 9AS
 - Open Wednesday 10:00-12:00
- St James' Church, 27 Church Street, Weybridge, KT13 8DF
 - Open Thursday 13:00-15:00

Redhill and Reigate

- St Matthew's Church, Station Road, Redhill, RH1 1DL
 - Open Monday, Wednesday and Friday 12:00-14:00
- The Salvation Army, Lower Bridge Road, Redhill, RH1 1HJ
 - Open Tuesday and Thursday 10:00-12:00
- Merstham Community Hub, 2A Portland Drive, Merstham, Surrey RH1 3HY
 - Open Wednesday 16:00-18:00 and Saturday 14:30-16:00
- The Reigate Baptist Church, Sycamore Walk, Reigate RH2 7LR
 - Open Monday 18:15-19:45

Walton and Hershham

- St Peter's Church, Burwood Road, Hershham, Surrey, KT12 4AA
 - Open Monday 15:00-17:00 and Tuesday 14:00-16:00
- St John's Church, The Furrows, Walton on Thames, KT12 3JQ
 - Open Thursday and Friday 11:00-13:00

Woking

- The Lighthouse, 8-10 High Street, Woking, GU21 6BG
 - Open Monday, Wednesday and Thursday 10:30-12:30
- The Salvation Army, Woking Corps, Sythwood, Woking, GU21 3BE
 - Open Tuesday 13:00-14:30 and Friday 10:00-12:00
- The Mascot Hub, 43 Dartmouth Avenue, Sheerwater, Woking, GU21 5PE
 - Open Wednesday 14:00-16:00
- Byfleet Methodist Church, Rectory Lane, Byfleet, KT14 7LL
 - Open Wednesday 12:30-14:30
- Titan Storage, Orchard Business Park, Forsyth Rd, Sheerwater, Woking, GU21 5SB
 - Open Monday and Thursday 10:00-12:00 and Wednesday 18:30-20:30

Finding Shelter

If you are homeless and in need of somewhere safe and warm, the following places can provide you with the support you're looking for.

All Night Café Camberley

The All Night Cafe' provides delicious free home-cooked meals, drinks and refreshments throughout the night, a hearty hot breakfast served at 7 am and a selection of free food or filled baguettes to take away. They also offer hot showers and a nearly new change of clothing exchange.

4th Camberley Scout Hall,
270 London Road,
Camberley,
GU15 3JP

Friday: 10pm-8am
Saturday to Tuesday: 9.30pm-8am
Sunday: 7pm-8am

Elmbridge Rent Start

The team can provide advice and support you in providing a safe space, food, clean clothes and washing facilities and help you to access short term emergency accommodation if needed.

1 The Quinet,
Churchfield Road,
Walton-on-Thames,
KT12 2TZ

Monday – Friday: 9.00am - 5.00pm
Or call during office hours on 01372 477167.

The Number Five Project

A direct access night shelter for homeless men and women over the age of 18. They offer short term emergency accommodation, a hot evening meal, hot showers and breakfast in the morning.

3-5 York Road,
Guildford,
GU1 4DR

365 days a year: 6:30pm-10am
Before 6:30pm call the Guildford Homeless
Outreach Support Team on 01483 302495.
After 6.30pm call No'5 on 01483 303646.

LeatherHEAD START

Emergency, direct access, short-term accommodation for homeless men and women over the age of 18.

3 Church Road
Leatherhead
Surrey
KT22 8AT

24/7, 365 days a year
Call 01372 377790 or drop into the Hostel Office
between 8am and 11pm

Wellbeing Prescription services

What is this?

The social prescription service helps people find out about opportunities in their local community that could help them to improve their health and wellbeing.

The service is free to use, though some of the opportunities or support you are signposted to may carry a charge. The service will discuss this with you and help you find opportunities that are affordable for you. There is a huge range of free services available across Surrey which the social prescription service will help you find and access.

How do I access the service?

Professionals such as GPs, nurses, social care workers, benefit advisors and pharmacists can use the social prescription service to refer people to a range of local, non-clinical services.

Recognising that your health and wellbeing can be impacted by a wide range of factors such as your relationships, living environment, financial situation and lifestyle. A professional will simply fill in a referral form and with your permission, send it to the social prescription service. The social prescription service will then contact you directly to talk about your situation and what you would like to achieve. It aims to address your needs in a holistic way, supporting you to take greater control of their own health and wellbeing.

What does the service offer?

In Surrey, the social prescription services are locally run in collaboration with health, social care, district and borough councils and a range of voluntary sector organisations. All the partners have expertise in providing you with information and support on topics, such as:

- Weight and nutrition
- Stopping smoking
- Reducing alcohol consumption
- Understanding the benefits to you
- Housing and the support to help you live independently
- Mental health and emotional wellbeing
- Opportunities to get out and meet new people

Who should use social prescribing services?

People who could benefit from a social prescription include people who feel low or anxious, who have been bereaved, who feel lonely, who live with long term conditions, who want to improve their physical health, who are struggling with their living arrangements, who are struggling with finances and people who are looking for employment.

Social prescribing is recommended by NHS England and UK Government and there is lots of evidence emerging as to how it can help with a range of positive health and wellbeing outcomes. Studies have pointed to improvements in areas such as:

- Quality of life
- Emotional wellbeing
- Mental and general wellbeing
- Levels of depression and anxiety

You can contact your local GP surgery to book an appointment with a Wellbeing Advisor.

In East Surrey, people can self-refer via the following website:
<https://www.wellbeingprescription.org/>