

## Leicestershire County Mental Health Support

Please see below for a guide of the available mental health and substance misuse services that are able to safely support clients with issues on their mental health and/or issues with problematic use of substances.

It is important to try to direct your clients or customers to the most appropriate service or intervention. In most cases the Mental Health Wellbeing and Recovery Support service or Local Area Coordinators will be able to offer the best route for additional support for your clients or people you work with.

For more serious concerns regarding someone's mental health please refer to the Mental Health Crisis Support section for information on the services available.

If you are worried about the immediate health and safety of an individual, please contact the emergency services directly on 999.

### Mental Health Wellbeing and Recovery Support Service

In partnership with the Clinical Commissioning Group, Leicestershire County Council commissions three providers to deliver the Mental Health Wellbeing and Recovery Support Service. This is an open access service and does not require clients to have assessed eligible needs.

The service provides information, advice and navigation and community recovery support to people experiencing issues with mental health. All providers have a detailed understanding of other support available in the community and also have links with support around substance misuse. All providers have good links to crisis services and can provide support for clients and care provider staff teams with information on how to identify mental health issues with clients.

Please see below for a description of each providers services, their contact details and the districts of Leicestershire that they serve:

#### **1. Mental Health Matters (MHM)** - covers Melton, NW Leicestershire, Hinckley & Bosworth and Charnwood

This service helps anyone aged 18+ who is experiencing emotional and mental health problems, as well as their carers, by providing advice, information and support. It can help clients to maintain and improve their emotional and mental wellbeing, become empowered to achieve their goals, and to live a meaningful and valued life within the community.

They offer:

- **Information, advice and guidance:** and enable clients to learn about mental health and wellbeing services in their local community, exploring options available together to find what is right for each individual. They will also discuss coping strategies and offer advice on things like benefits or relationships which are affecting personal wellbeing.
- **A referral service** into other organisations that can offer support over the telephone on a range of issues including debt management, housing and benefit issues and will support clients with this. They are putting a lot of clients in touch with local volunteers who can assist with grocery shopping and getting gas and electric put onto meters.
- **One-to-one support with a trained Recovery Worker**, who will listen and work with clients to improve mental health and achieve personal goals.
  - 24-hour helpline- 0330 323 0187

- MHM Team – 0330 323 0189 – 9am – 5pm
- Referral email: [Leicestershire.andrutlandmhm@nhs.net](mailto:Leicestershire.andrutlandmhm@nhs.net)
- Website: [www.mhm.org.uk/leicestershire-and-rutland-mental-health-wellbeing-and-recovery-service](http://www.mhm.org.uk/leicestershire-and-rutland-mental-health-wellbeing-and-recovery-service)

## 2. Life Links (provided by the Richmond Fellowship) - covers Oadby and Wigston and Blaby districts

Leicester Life Links is a Mental Health Wellbeing & Recovery Service. There are three distinct strands to the service:

- **The information line.** This usually runs Monday to Friday 9am to 5pm and provides information, advice and guidance to anyone seeking support with regards to their wellbeing. This includes but is not exhaustive of signposting for issues such as benefits advice, housing, and food bank referrals. During of the current lockdown the phone lines are open over the weekend and includes a listening service to anyone who needs support.
- **Community Recovery Support.** This is 1:1 support tailored to the individual to increase their resilience and improve their mental wellbeing. This is usually delivered in person on a weekly basis. At this current time, all support is being offered over the phone.
- **Peer Support Groups.** These usually run across various community locations but at this current time are being offered over Zoom.

If you are interested in any aspect of the service and would like more information, please contact their Freephone number on **0800 0234 575**. You can also find more information, including lots of self-help tools on the website on [www.rflifelinks.co.uk](http://www.rflifelinks.co.uk)

## 3. My Mind Matters - covering Harborough district

My Mind Matters at currently operating via telephone service and online only.

Their advice line on **01858 411383** is available for clients and professionals to call to get help, advice and support for mental health. The service can offer clients assessment calls and then to signpost or offer a weekly call of mental health support.

My Mind Matters are able to offer video link calls if clients prefer a 'face to face' meeting this can be via WhatsApp or zoom video calling. The provider can also offer online email support to clients should they wish. More information can be found on the website <https://vasl.org.uk/services/my-mind-matters/>

## Local Area Coordinators in Leicestershire

Local Area Co-ordination is a person-centred approach which focuses on a person's strengths and the assets of the community they live in. We look at how they can be used to improve a person's quality of life and make sure communities are inclusive.

### We help you

- think about how to make life better and look at what they have to offer
- connect with others and be part of their community
- find out what's happening in their area and get the right help for them
- take some positive actions.

**We can:**

- put people in touch with their local services or community groups
- work with people to help them achieve their goals and to lead a happier life.

**To find out if there's a Local Area Co-ordinator in your area, contact:**

North West Leicester and Charnwood

Vicky Utting

Tel: 07534 263 203

Email: [vicky.utting@leics.gov.uk](mailto:vicky.utting@leics.gov.uk)

Hinckley and Bosworth

John Coghlan

Tel: 07943 026 977

Email: [john.coghlan@leics.gov.uk](mailto:john.coghlan@leics.gov.uk)

Blaby, Oadby & Wigston

Jennifer Fielding

Tel: 07739 035 296

Email: [jennifer.fielding@leics.gov.uk](mailto:jennifer.fielding@leics.gov.uk)

Harborough and Melton

Mary Sawu

Tel: 07787 596 898

Email: [mary.sawu@leics.gov.uk](mailto:mary.sawu@leics.gov.uk)

## **Leicestershire County Substance Misuse Support**

If you are concerned about any of your clients in respect of problematic use of substances, you can access support for your clients through two providers.

**Turning Point** are the commissioned substance misuse provider covering Leicester, Leicestershire and Rutland and have a group of peer mentors who will be able to provide telephone support to your clients and staff.

For further information on the range of services offered by Turning Point please click on the link <http://wellbeing.turning-point.co.uk/leicestershire/>

## **Mutual Aid substance misuse support**

You can also contact the mutual aid organisation, **Dear Albert**, for substance misuse support. Their free helpline **0800 8303646** can be called by service users and staff for more information or to be booked on to any of their support groups. Service users can also request support via text message through 07712 707999.

Dear Albert are also providing telephone support and referrals to other services including Turning Point when appropriate.

A new group for county residents called 'Stick With It' is launched on Wednesday 13 May and can be accessed through the freephone telephone number above.

For more information on the different services and groups available at Dear Albert please click on the link <https://www.dearalbert.co.uk/>

## **Mental Health Crisis Support – covers all areas of Leicestershire**

If you are worried about the immediate health and safety of an individual, please contact the emergency services directly on 999.

If concerns arise in terms of Individual's mental health, mental capacity or if you feel that they cannot keep themselves safe either because of abuse or neglect by others or through self-neglect then intervention and support should be sought through the formal statutory services.

If someone has an allocated worker from either Leicestershire Partnership NHS Trust (LPT) or the Local authority, then they should be immediately contacted and alerted to the concerns.

If someone does not have an allocated worker and you are concerned about their **mental health**, then please contact **LPT on 0116 295 3060 - this is a 24-hour NHS phone support line for all urgent mental health needs for people of all ages in Leicester, Leicestershire and Rutland.**

The mental health Central Access Point (CAP) phone service, links callers with call handlers and clinicians who can assess their needs and advise, support, signpost or refer them directly to the appropriate service.

If someone does not have an allocated worker and you are concerned in relation to **mental capacity** or from a **safeguarding** and/or **self-neglect** perspective, then please contact the Adult Social Care Customer Service Centre on **0116 305 0004** or email: [adultsandcommunities@leics.gov.uk](mailto:adultsandcommunities@leics.gov.uk) -

Monday to Thursday, 8.30am to 5pm, Friday, 8.30am to 4.30pm. Outside of these times and in an emergency please contact the Emergency Duty team on **0116 255 1606**.