

## WHO WE ARE

Sunshine Action is a 13-year-old charity organisation, and one of the few in the world with a diversity of programmes under the umbrella of Poverty Relief. Previous programmes include Fortune Bag Distribution, Plant the Planet, Save the Sea, Congenital Heart Disease, Heart Healing Medical Mission, Water for the World, and Building Projects.

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# Staying Healthy Resource Book



Sunshine Action  
2021

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## HOW TO USE THIS BOOKLET

This book consists of 7 sections as follows:

### 1. Registration with a GP

This section explains your right to register with a GP and how you can seek help if you are refused registration.

### 2. List of organisations offering physical health support

This section summarises organisations across the UK which provide physical health support.

### 3. Accessing dental and eye care

This section explains how you can access dental and eye care in different situations, who is entitled to free NHS optician and dental services and how to access them.

### 4. Mental health support

This section explains the symptoms of depression and anxiety, how to cope with these symptoms and where to seek help.

### 5. List of organisations offering mental health support

This section summarises organisations across the UK which provide mental health and/or physical health support.

### 6. Information on COVID-19

This section highlights ways in which you are able to keep yourself and others safe, including symptoms of COVID-19 and testing.

### 7. Tips on staying healthy

This section gives you various tips on how to keep your body and mind healthy and fit.

## REGISTRATION WITH A GP

The Regulatory Framework NHS England Patient Registration Guidance states that:

**Anybody in England may register and consult with a GP without charge.**

### Registering with a GP

You can register for a GP without a 'fixed abode', so you can see a GP when you are sick.

- There is no charge to register with a GP in England. Once you are registered, there is also no charge to see your GP.
- You are entitled to register in the area where you are, without 'proof of address'.

### Do you need ID to register?

You do not have to have an ID to register with a GP. Though providing one of the below would be helpful:

- Passport
- Birth certificate
- HC2 certificate
- Rough sleepers' identity badge
- Hostel registration/mail forwarding letter

## REGISTRATION WITH A GP

### Help if you are refused

You cannot be refused registration because you are homeless, do not have proof of address, identification or because of your immigration status.

You can make a complaint:

By email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net) (for the attention of the complaints

manager in subject line).

By post: NHS England, P.O. Box 16738,  
Redditch, B97 9PT.

By phone: 0300 311 2233 (Telephone Interpreter Service available).

For further information: You may be able to get help and advice from your local Citizens Advice: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) or your local Healthwatch: 0300 068 3000, [www.healthwatch.co.uk](http://www.healthwatch.co.uk).

## LIST OF ORGANISATIONS OFFERING PHYSICAL HEALTH SUPPORT (ENGLAND)

Name of Organisation	County	Address	Contact	Form of Service
Wild Goose Drop-In Centre	Bristol	32 Stapleton Road, BS5 0QY	07941 414425	Advice sessions about housing, finance, employment, health, citizens' rights, alcohol and drug issues in partnership with local statutory and voluntary organisations
Inclusion Healthcare	Leicestershire	Charles Berry House, 45 E Bond St, Leicester LE1 4SX	Drop-in	GP services and registration, visiting ophthalmic optician, midwife appointments, practice Therapist for common mental health problems, specialist support for people with alcohol-related difficulties
City Reach	Norfolk	100-102 Westwick Street, Norwich, Norfolk, NR2 4SZ	08000287174	Access to GP and nurse at main office without presenting documentation; flexible GP appointment times
Breathing Space Two Saints	Southampton	725 Portswood Rd, Southampton, SO17 3ST	02380554800	Assess healthcare and accommodation needs; put together an aftercare plan for when they leave hospital; offers a bed in the Breathing Space facility to some clients for a period of convalescence, during which clients receive ongoing medical support
Newbury Soup Kitchen	West Berkshire	1 Hambridge Lane, Newbury, Berkshire RG14 5TU	Drop-in or 07583 637588	Access to a team of Health Outreach Liaison Nurses and Community Dental Teams; offers yearly flu jabs.
Good Shepherd Wolverhampton	West Midlands	65 Waterloo Rd, Wolverhampton, West Midlands, WV1 4QU	01902 399955	Hosts a multi-agency hub which includes health agencies: specialist dentists and opticians.
Giving Back Crawley	West Sussex	1a Dobbins Place, Ifield West, Crawley, West Sussex, RH11 0SZ	07814 171796	Access to paramedics attending regularly for health checks.
St George's Crypt	West Yorkshire	Great George Street, West Yorkshire, United Kingdom	0113 245 9061	Physiotherapy, Optical Service and Dentists

## LIST OF ORGANISATIONS OFFERING PHYSICAL HEALTH SUPPORT (WALES)

Name of Organisation	County	Address	Contact	Form of Service
Huggard	Cardiff	Huggard Centre Huggard Buildings Hansen St Cardiff CF10 5DW	029 2064 2000	Substance misuse services

## LIST OF ORGANISATIONS OFFERING PHYSICAL HEALTH SUPPORT (NORTHERN IRELAND)

Name of Organisation	County	Address	Contact	Form of Service
Extern	Belfast	Extern, 118-122 Royal Avenue, Belfast, BT1 1DL	02890330433	Alcohol housing support team
First Housing Aid and Support Services	Londonderry	23 Bishop Street, Derry, BT48 6PR	02871 266115	Specialist accommodation for people suffering alcohol addiction

## ACCESSING DENTAL CARE

There are several ways for you to access eye care, depending on the severity of your symptoms.

<b>Dental Surgery</b>	<ul style="list-style-type: none"> <li>If you require immediate dental care, call your local dental surgery, and they may be able to give you an appointment.</li> <li>To find your nearest dental surgery follow this link (<a href="https://www.nhs.uk/service-search/find-a-dentist">https://www.nhs.uk/service-search/find-a-dentist</a>), and type in the postcode of the area you located in.</li> <li>Unlike GP practices, you do not need to be registered with a dental surgery. The dental surgery may not be taking on NHS patients, or you may be added to a long waiting list, in which case you can contact other surgeries who may have better availability.</li> </ul>
<b>Call 111</b>	<ul style="list-style-type: none"> <li>If you cannot find a dental surgery accepting NHS patients, call NHS 111 and they will put you in contact with an emergency dental practitioner.</li> </ul>
<b>Call 999 or go to A&amp;E</b>	<ul style="list-style-type: none"> <li>999 and A&amp;E are for <b>life threatening emergencies only</b>, and should not be called for dental issues, unless you have suffered a head injury and/or severe bleeding.</li> <li>If you are unsure whether your dental issue is severe enough to call 999, call 111 first and they will advise you.</li> </ul>

## ACCESSING DENTAL CARE

### How much will dental care cost?

- Dental care provided in an NHS hospital or by an NHS paramedic is free
- You do not have to pay for dental care if you're:**
  - under 18, or under 19 and in full-time education
  - pregnant or have had a baby in the last 12 months
  - receiving low-income benefits, or you're under 20 and a dependent of someone receiving low-income benefits
- You're entitled to free NHS dental treatment if you or your spouse (including civil partner) receive:**
  - Income Support
  - Income-related Employment and Support Allowance
  - Income-based Jobseeker's Allowance
  - Pension Credit Guarantee Credit
  - Universal Credit and either had no earnings or had net earnings of £435 or less in your last Universal Credit assessment period
- For more information about whether you can receive free dental services, call the NHS Dental Service on 0300 330 1348

## ACCESSING EYE CARE

There are several ways for you to access eye care, depending on the severity of your symptoms.

<b>Local Opticians</b>	<ul style="list-style-type: none"> <li>For a general checkup or eye concerns that are not an emergency (concerns around long or short sightedness etc.), contact your local opticians.</li> <li>To find your nearest opticians follow this link (<a href="https://www.nhs.uk/service-search/find-an-optician">https://www.nhs.uk/service-search/find-an-optician</a>), and type in the postcode of the area you are located in.</li> </ul>
<b>Call 999 or go to A&amp;E</b>	<ul style="list-style-type: none"> <li><b>999 and A&amp;E are for life threatening emergencies only.</b></li> <li>Only call 999 or go to A&amp;E for an eye issue if there is blood/pus coming from your eye, an object has pierced your eye, a strong chemical has entered your eye, you cannot move your eye or keep it open, or if you feel sick after suffering an eye injury.</li> </ul>

## ACCESSING EYE CARE

### How much will eye care cost?

- Emergency eye care provided in an NHS hospital or by an NHS paramedic, is free of charge.
- An NHS sight test is free of charge if you're in one of the following categories:
  - are under 16
  - are 16, 17 or 18 and in full-time education
  - are 60 or over
  - are registered as partially sighted or blind
  - have been diagnosed with diabetes or glaucoma
  - are 40 or over and your mother, father, sibling or child has been diagnosed with glaucoma
  - have been advised by an eye doctor (ophthalmologist) that you're at risk of glaucoma
  - are a prisoner on leave from prison
  - If you receive Income support, Income-related Employment and Support Allowance, Income-based Jobseeker's Allowance, Pension Credit Guarantee Credit or Universal Credit
- You may also qualify for an NHS Optical Voucher to help with the cost of buying glasses if you're in one of the following categories:
  - are under 16
  - aged 16-18 in full time education
  - If you receive Income support, Income-related Employment and Support Allowance, Income-based Jobseeker's Allowance, Pension Credit Guarantee Credit or Universal Credit
  - Are a prisoner being seen outside of prison

## MENTAL HEALTH SUPPORT

### Not feeling yourself lately?

#### *What is depression*

Symptoms of low mood:

- Sad
- Anxious or panicky
- More tired than usual or being unable to sleep
- Angry or frustrated
- Low on confidence or self-esteem

When these last for two weeks or more, it could be a sign of depression.

Depression symptoms include:

- Not getting any enjoyment out of life
- Feeling hopeless
- Not being able to concentrate on everyday things
- Having suicidal thoughts or thoughts about harming yourself

#### *How to cope with depression*

- **Stay in touch**

Don't withdraw from life. Socialising can improve your mood. Keeping in touch with friends and family means you have someone to talk to when you feel low.

## MENTAL HEALTH SUPPORT

- **Be more active**

Take up some form of exercise. There's evidence that exercise can help lift your mood.

- **Avoid alcohol**

For some people, alcohol can become a problem. You may drink more than usual as a way of coping with or hiding your emotions, or just to fill time. But alcohol won't help you solve your problems and could also make you feel more depressed.

- **Try to eat a healthy diet**

Some people don't feel like eating when they're depressed and are at risk of becoming underweight. Others find comfort in food and can put on excess weight.

#### *Further help*

- Speak to your GP for a referral to psychological services.
- Find an NHS psychological therapies service (IAPT). At: <https://www.nhs.uk/service-search/find-a-psychological-therapies-service/>
- Access your local Mind service. At: 0300 123 3393 or <https://www.mind.org.uk/information-support/local-minds/>



## MENTAL HEALTH SUPPORT

### *What is anxiety*

Physical symptoms of anxiety:

- faster, irregular or more noticeable heartbeat
- feeling lightheaded and dizzy
- headaches
- chest pains
- loss of appetite
- sweating
- breathlessness
- feeling hot
- shaking

Mental symptoms of anxiety:

- feeling tense or nervous
- being unable to relax
- worrying about the past or future
- feeling tearful
- not being able to sleep
- difficulty concentrating
- fear of the worst happening
- intrusive traumatic memories
- obsessive thoughts

## MENTAL HEALTH SUPPORT

### *How to cope with anxiety*

- **Talk to someone you trust**

Talking to someone you trust about what's making you anxious could be a relief. It may be that just having someone listen to you and show they care can help in itself.

You can also:

- i. Contact Samaritans on 116 123 for 24-hour confidential, non-judgemental emotional support
- ii. Contact Anxiety UK on 03444 775 774 or text support at 07537 416 905

- **Manage your worries**

It can be helpful to try different ways of addressing these worries.

For example, you could:

- Set aside a specific time to focus on your worries - so you can reassure yourself you haven't forgotten to think about them. Some people find it helps to set a timer.
- Write down your worries and keep them in a particular place - for example, you could write them in a notebook, or on pieces of paper you put in an envelope or jar.

## MENTAL HEALTH SUPPORT

- Looking after your physical health

- i. Try to get enough sleep.
- ii. Think about your diet.
- iii. Try to do some physical activity.

- Breathing exercises

1. Let your breath flow as deep down into your belly as is comfortable, without forcing it.
2. Try breathing in through your nose and out through your mouth.
3. Breathe in gently and regularly. Some people find it helpful to count steadily from 1 to 5. You may not be able to reach 5 at first.
4. Then, without pausing or holding your breath, let it flow out gently, counting from 1 to 5 again, if you find this helpful.
5. Keep doing this for 3 to 5 minutes.

## MENTAL HEALTH SUPPORT

### Further help

- Speak to your GP for a referral to psychological services.
- Find an NHS psychological therapies service (IAPT). At: <https://www.nhs.uk/service-search/find-a-psychological-therapies-service/>
- Access your local Mind service. At: 0300 123 3393 or <https://www.mind.org.uk/information-support/local-minds/>

**If you start to feel that your life isn't worth living or about harming yourself, get help straight away.**

You can:

- Contact Samaritans on 116 123 for 24-hour confidential, non-judgemental emotional support
- Call your GP and ask for an emergency appointment
- Call 111 out of hours - they will help you find the support and help you need

**Call 999 or go to A&E now if:**

- you or someone you know needs immediate help
- you have seriously harmed yourself - for example, by taking a drug overdose

A mental health emergency should be taken as seriously as a medical emergency.

## LIST OF ORGANISATIONS OFFERING MENTAL HEALTH SUPPORT (ENGLAND)

Name of Organisation	County	Address	Contact	Form of Service
Bath Mind	Bath	Bath Mind, 10 Westgate Street, Bath, BA1 1EQ	01225 983130	Support group, telephone support
Launchpad	Berkshire - Reading	Launchpad, The Stables, 1A Merchants Place, Reading, RG1 1DT	Drop-in, 0118 929 1111	Counselling and art therapy
St Mungo's Bristol Mental Health Support	Bristol	N/A	07761528745	Pairing with a support worker for three months, referral to a specialist support service or group if needed
Bristol Mind	Bristol	35 Old Market Street, BS2 0EZ	0117 980 0370 (telephone support line); 0117 980 0376 (drop-in)	Telephone support, drop-ins every Tuesday between 11am to 2pm
Aylesbury Homeless Action Group	Buckinghamshire	2 Rickfords Hill, Aylesbury, HP20 2RX	01296435026	Access to a trained mental health worker one day a week
Cambridgeshire, Peterborough and South Lincolnshire Mind	Cambridgeshire, Peterborough and South Lincolnshire	Barrere House, 100 Chesterton Road, Cambridge, CB4 1ER	03003034363	Talking therapies, Open Door calm spaces, peer support groups
Cornwall Mind	Cornwall	Hamley Court, Dennison Rd, Bodmin PL31 2LL	01208892855	Focused and outdoor groups (e.g. gardening), recovery supporter providing specialised help to homeless people
Counselling benefit and Support	Cornwall	Counselling and Benefit Support Limited, Room A, Richmond House, 37 Edward Street, Truro TR1 3AJ	07522 607648	Counselling in regard to managing Money and Financial Hardship, Poverty Isolation Stress and Debt problems.
Cumbria Mind	Cumbria	N/A	03005610000	Telephone and text-based mental health support, signposting and guidance
Devon Mind	Devon	Devon Mind, 8 Woodside, Plymouth, Devon, PL4 8QE	01752 512 280	Telephone and face-to-face support, counselling service
Durham Christian Partnership	Durham	42 Salisbury Road, Durham, DH1 5QT	0191 303 8623	Support for mental health through group program

<b>Name of Organisation</b>	<b>County</b>	<b>Address</b>	<b>Contact</b>	<b>Form of Service</b>
Hull and East Yorkshire Mind	East Riding of Yorkshire	Hull and East Yorkshire Mind, Wellington House, 108 Beverley Road, Hull, HU3 1YA	01482240200; 24/7 Info line: 01482240133	One-to-one and group support
Mid and North East Essex Mind	Essex	N/A	01376 308704	Counselling, action planning
Swindon and Gloucestershire Mind	Gloucestershire	N/A	Swindon: 01793432031; Gloucestershire: 01452245338	Telephone support, wellbeing planning
Young Gloucestershire	Gloucestershire	The Old Dock Office Commercial Road Gloucester GL1 2EB	01452 501008	Counselling and support with substance abuse misuse, mentoring
Islington Mind	Greater London	Islington Mind, Unit 4, Archway Business Centre, 19-23 Wedmore Street, London N19 4RU	020 7263 3397 (Crisis Cafe); 020 3301 9850 (General)	Counselling, Out-of-Hour Crisis Cafe on evenings and weekends
Manchester Mind	Greater Manchester	N/A	01617695732	Listening service, advice on welfare benefits, debt and housing
Solent Mind	Hampshire	Solent Mind, 15-16 The Avenue, Southampton, SO17 1XF	02380179049	Talking therapy, wellbeing service (group and 1:1)
Hertfordshire Mind	Hertfordshire	139 Leighton Buzzard Road, Hemel Hempstead, Hertfordshire, HP1 1HN	020 3727 3600	Crisis support, community support, counselling
Lancashire Mind	Lancashire	N/A	01257 231660	Wellbeing coaching
The Forge Project	Lincolnshire	The Forge Project, Cottage Beck Road, Scunthorpe, DN16 1UB	01724 276742	Weekly drop-in session (every Thursday)
Norfolk Mind	Norfolk	N/A	0808 196 3494	24-hour First Response Helpline
Northamptonshire Mind	Northamptonshire	6, 7 Regent Sq, Northampton NN1 2NQ	01536267280 (Corby); 0132789416 (Daventry); 01604634310 (Northampton); 01933312800 (Rushden); 01933223591 (Wellingborough)	Crisis support, Counselling

Name of Organisation	County	Address	Contact	Form of Service
Accommodation Concern	Northamptonshire	Accommodation Concern, 1 Meadow Road, Kettering, Northamptonshire, NN16 8TL	01536 416560	Help with health, GP registration, advice on substance misuse
Tyneside and Northumberland	Northumberland	Wellbeing Centre, Dunsmuir Grove, Bensham, Gateshead NE8 4QL.	0191 477 4545	Counselling
Nottinghamshire Mind	Nottinghamshire	N/A	0800 470 0203	Safe space drop-ins, crisis sanctuaries
Oxfordshire Mind	Oxfordshire	Office: Information Service, 2 Kings Meadow, Oxford OX2 0DP	01865 247788	Talking therapy
Somerset Mind	Somerset	Taunton: Sussex Lodge, 44 Station Rd, Taunton Somerset TA1 1NS; Yeovil: Yeovil Foyer, Peter St, Yeovil BA20 1PN; Shepton Mallet: 57c High Street, Shepton Mallet, BA4 5AQ	01823276892	Crisis Safe Space service, 24-hour helpline, support group
Elim Connect Centre	Somerset	Elim Connect Centre, Portway, Wells, BA5 2BE	01749 677097	Counselling
Suffolk Mind	Suffolk	N/A	0300 111 6000	Emotional Support Line
Centrepont Sunderland	Tyne & Wear (Sunderland)	Registered office: Central House, 25 Camperdown Street, London, E1 8DZ	0800 587 5158	In-house health team of specialists working on issues such psychotherapy and mental health advice.
Coventry and Warwickshire Mind	Warwickshire	Coventry and Warwickshire Mind, Wellington Gardens, Windsor Street, Coventry CV1 3BT	(024) 7622 4417 (Wellbeing hub);	Peer support, drop-in sessions, one-to-one confidential signposting sessions
Birmingham Mind	West Midlands	Beechcroft Centre, 501 Slade Road, Erdington B23 7JG	0121 262 3555	Talking therapy
BHT Sussex	West Sussex	BHT Sussex, 144 London Road, Brighton, Sussex, BN1 4PH	01273 645400	Accommodation, drop-ins and counselling
Leeds Mind	West Yorkshire	11 Clarence Rd, Horsforth, Leeds LS18 4LB	0113 230 2631	Counselling, group therapy, social support, peer support, social prescribing, employment support, suicide bereavement support, and mental health training.
Wiltshire Mind	Wiltshire	N/A	01225 706532	Counselling

## LIST OF ORGANISATIONS OFFERING MENTAL HEALTH SUPPORT (WALES)

Name of Organisation	County	Address	Phone	Form of Service (e.g. counselling, support with addiction)
Canolfan Felin Fach Centre	Anglesey and Gwynedd	Pwllheli, Canolfan Felin Fach Mount Pleasant, Penlan Street, Pwllheli, LL53 5DE	01758 701611	Telephone support
Torfean and Blaenau Gwent mind	Blaenau Gwent	24, George Street, Pontypool, Torfaen NP4 6BY	01495 757393	Wellbeing centre to access support, advice, therapeutic groups, counselling services, guided self-help programme
Mental Health Matters Wales	Bridgend	Nolton Church Hall, Merthry Mawr Road, Bridgend, CF31 3NH	01656 767045	Wellbeing Hubs to access support and advice
Caerphilly Borough Mind	Caerphilly	34-36 Penallta Road, Ystrad Mynach, Caerphilly, CF82 7AN	01443 816945	One-to-one telephone support, wellbeing checks, workshops and counselling, guided self-help programme
Cardiff Mind	Cardiff	166 Newport Road, Cardiff, CF24 1DL	02920402040	Day services, social groups, guided self-help and counselling
Giving Hope Torfaen	Cardiff	/	07908 155627	Mental health guidance, advice, coping strategies
Llanelli Mind	Carmarthenshire	46 Thomas Street, Llanelli, SA15 3JA	01554 776 306 (Welcome Hub); 01554 253193 (Twilight Sanctuary)	Welcome Centre to access support and advice services, courses and activities; Twilight Sanctuary offers support over the phone and can arrange an in-person chat if needed
Mind Carmarthen Ltd	Carmarthenshire	/	01267222990	1:1 counselling and ecotherapy (short and long community walks)
Newport Mind	City of Newport	Newport Mind, 2nd Floor, 100 to 101 Commercial Street, Newport, NP20 1LU	01633 258741	Counselling, activity groups
Conwy Mind	Conwy	Unit 5325, First Floor, North Wales Business Park, Abergel, LL22 8LJ	01492 879907	One-to-one appointments, courses over the phone and online

Name of Organisation	County	Address	Phone	Form of Service (e.g. counselling, support with addiction)
ClwydAlyn	Denbighshire	Rhyl, Clwyd Alyn Clwyd Buildings, Clwyd Street, Rhyl, LL18 3LA	07776 160664,	Face to face, phone and virtual support Friday, Saturday, Sunday and Monday 10am – 7pm.
The New Prestatyn Hub	Denbighshire	Prestatyn Church - Kim Inspire High Street, Prestatyn, LL19 9BN	01745776355	Face to face, phone and virtual support Friday, Saturday, Sunday and Monday 10am – 7pm.
North East Wales Mind	Flintshire and Wrexham	Flint, Mind The Wellbeing Centre, 23b Chester Street, Mold	01352 974430	Currently open all day Wednesday for face-to-face support by appointment; wellbeing Action Planning
Cwm Taf Morgannwg Mind	Merthyr Tydfil	115 High Street, Merthyr Tydfil, CF47 8AP	01685707480	Mental health information and advice, self-directed support, talking treatment, mindfulness, general advice
Monmouthshire Mind	Monmouthshire	Henton House, 28 Monk Street, Abergavenny, Monmouthshire, NP7 5NP	01873 858275	Counselling, wellbeing courses, walking group, general advice
Neath Port Talbot Mind	Neath Port Talbot	NPT Mind, 21 London Road, Neath, SA11 1LE	01639643510	Counselling, wellbeing groups
Goleudy Housing and Support Limited	Swansea	Access Point, The Strand, Swansea, SA1 2AW	01792 467024	Drop in advice and guidance hub; onward referral to specialist services
Mind in the Vale of Glamorgan	Vale of Glamorgan	Mind in the Vale of Glamorgan, 29 Tynwydd Road, Barry, Vale of Glamorgan, CF62 8HB	01446730792	Guided self-help, wellbeing courses, 1-2-1 appointments, counselling
Caia Park Partnership	Wrexham	Caia Park, Prince Charles Rd, Wales	01978 310984	1-2-1 Support Listening ear over the phone, guided self help with active monitoring, recovery action planning, wellbeing and recovery training

## LIST OF ORGANISATIONS OFFERING MENTAL HEALTH SUPPORT (SCOTLAND)

Name of Organisation	County	Address	Phone	Form of Service (e.g. counselling, support with addiction)
MYPAS	Midlothian + East Lothian	176 High Street, Dakeith, EH22 1AY	0131 454 0757	1:1 support services, counselling and specialised youth informational leaflets
South Ayrshire Befriending Project	South Ayrshire	4 Citadel Pl, Ayr, KA7 1JN	01292 264000	1:1 support befriending relationships and delivers a professional and needs led service.
Trust Housing Association	South Lanarkshire (Glasgow)	First Floor, Pavilion 5, Watermark Business Park, 345 Govan Road, G51 2SE	0131 444 1200	Provides housing support alongside wellbeing support services
Simon Community Scotland	South Lanarkshire (Glasgow)	472 Ballater Street, Glasgow, G5 0QW	0141 418 6980	Advice and information, group support sessions and help to find accommodation
SAMH	South Lanarkshire (Glasgow)	Brunswick House, 51 Wilson Street, Glasgow, G1 1UZ	0141 530 1000	Supported accommodation and mental health outreach
Let's Make It Better	Stirlingshire	Sunlite Community,, 69 Cowane Street, FK8 1JP	01786 475459	Workshops that helps develop independence of people suffering from mental health illnesses



## LIST OF ORGANISATIONS OFFERING MENTAL HEALTH SUPPORT (NORTHERN IRELAND)

Name of Organisation	County	Address	Contact	Form of Service
The Family Caring Centre	Antrim	1-5 Somerset Park, Antrim, BT41 2TE	02894464619	Mental Health Support Group and Depression Support Group (one day a week)
AWARE	Belfast	40-44 Duncairn Gardens, Belfast, BT15 2GG	028 9035 7820	Operates a support line and other mental health support programmes such as Mental Health First Aid and Mindfulness
Life Change Changes Lives	Down / Belfast	41 Market Street, Downpatrick	07731582332 or 02844 616166	Counselling services
Extern	Londonberry	Extern, Holywell Building, 8-14, Bishop Street, Derry-Londonderry, BT48 6PW	02871262104	Timely (arppox. 30 mins), non-clinical intervention to individuals experiencing social, emotional or situational crisis
AWARE	Londonberry	15 Queen St, Derry, BT48 7EQ	02871260602	A support line and other mental health support programmes such as Mental Health First Aid and Mindfulness
Lifeline	Across Northern Ireland	/	08088088000	Counsellor support

## LIST OF ORGANISATIONS OFFERING MENTAL AND PHYSICAL HEALTH SUPPORT (ENGLAND)

Name of Organisation	County	Address	Contact	Form of Service
Julian House	Bath + North East Somerset, West England	55 New King Street, Bath, BA1 2BN	01225 354650	Access to supported housing; Aid to those being dispatched from hospital risking homelessness, bedside visit (creates a plan of action).
The Matthew Tree Project	Bristol	Head office: 10 Filwood Broadway, Knowle, Bristol. BS4 1JN. Aid at different locations in Bristol.	0117 966 8071	Nutrition and dietary advice; One-2-One mentoring including practical and emotional support as needed
Wycombe Homeless Connection	Buckinghamshire	Wycombe Homeless Connection, Oakley Hall, 8 Castle Street, High Wycombe, HP13 6RF	01494 447699	Help registration with doctors.
Lighthouse Project Peterborough	Cambridgeshire	The Garden House, Gravel Walk, Minster Precincts, Peterborough, PE1 1YU	Drop-in	Access to GPs, drug and alcohol specialists, chiropodist, hairdressers and other professionals.
Chester Aid to the Homeless	Cheshire	Harold Tomlins Centre 24 Grosvenor Street Chester CH1 2DD	01244 340 830	Aid with medical issues and wellbeing, referral to services
St Petrocs	Cornwall	St Petrocs, Peat House, Newham Road, Truro, Cornwall TR1 2DP	01872 242294, Freshfield: 01872 241952	Health for Homeless GP clinic in both resource centres in Truro and Penzance; Freshfield offers drug and alcohol counselling and helpline service.
Derbyshire Mind	Derbyshire	N/A	01332623732	Walking and jogging groups, art groups
The Hinge Centre Limited	East Riding of Yorkshire	19-21 Field Road, Bridlington, YO16 4AU	01262 679671	Welfare activities, shower facilities and counselling.
The Foxton Centre	Lancashire	The Foxton Centre, Knowsley Street, Preston, Lancashire, PR1 3SA	01772 555925	Have a Day Centre offers free nutritious meal and receive advice on how to access a doctor and healthcare provisions

<b>Name of Organisation</b>	<b>County</b>	<b>Address</b>	<b>Contact</b>	<b>Form of Service</b>
Lancaster & District Homeless Action Service	Lancashire	Lancaster Homeless Action, Edward Street, Lancaster, LA1 1QH	01524 842008	Provide links to external organisations who provide health services, mental health support, and substance misuse support.
The Bridge Homelessness to Home	Leicestershire	Hope Centre, 43 Melton Street, Leicester, LE1 3NB	0116 222 1161	Hold a monthly health clinic where doctors, GPs and mental health professionals attend the clinic to give support and advice to the homeless. Provide additional more frequent mental health and wellbeing support.
The Basement Advisory Centre	Merseyside	The Whitechapel Centre, Langsdale Street, L3 8DU	0151 207 7167	Urban Outreach and Response Service provides advice and assistance for street drinkers and a hospital outreach programme.
Framework	Midlands	N/A	0115 841 7711	Drug and alcohol treatment via the Nottingham Recovery Network; mental health support services in partnership with other charities in Nottingham
Hopecentre	Northamptonshire	Northampton Hope Centre, Oasis House, 35-35 Campbell Street, Northamptonshire, NN1 3DS	01604 214300	Sexual health nurses attend monthly to provide screenings, advice and referrals. Assists in setting people up with GP appointments, provides glasses and provides tools that can help people quit smoking (e.g. vapes). Provides links to external mental health support services, and runs a small self-help group discussing mental health
Barnabas Safe and Sound	Northumberland	Wellwood House, Dark Lane, Morpeth, Northumberland, NE61 1SU	01670 517721	Advice on health and wellbeing
Emmanuel House	Nottinghamshire	Emmanuel House Support Centre, 53-61 Goose Gate, Nottingham, NG1 1FE	0115 950 7140	Mental health support and appointments with a GP and Nurse via the Homeless Health Team.

<b>Name of Organisation</b>	<b>County</b>	<b>Address</b>	<b>Contact</b>	<b>Form of Service</b>
Shrewsbury Ark	Shropshire	10 Castle Foregate, Shrewsbury, SY1 2DJ	01743 363 305	Access to GP, nurse, orthopodiatrist check-ups, counselling, mental health support
Shiloh Rotherham	South Yorkshire	15 Station Road, Rotherham, S60 1HN	01709 559504	Help with GP registration, on-site appointments with a local nurse; support to tackle mental health, drug and alcohol issues
Gingerbread Centre	Staffordshire (Stoke-on-Trent)	Rothsay Court, Furnace Rd, Normacot, Stoke-on-Trent, ST3 4LY	01782 344740	Support packages, including health and works with outside health agencies. Housing Team consists of a wellbeing practitioner
Ipswich Housing Action Group Limited	Suffolk	Ipswich Housing Action Group, 22-24 Carr Street, Ipswich IP4 1EJ	01473 213102	Access to health support
Oasis Childcare	Surrey (Cobham)	Oasis Children's Charity, Cedar Centre & Library, Cedar Road, Cobham, Surrey KT11 2AE	01932 887947	Counselling and support to access health services
P3 (People, Potential, Possibilities)	UK	N/A	0115 850 8190	Helps to access the right services for health needs and many of the services specialise in supporting to manage and improve your mental health
Doorway	Warwickshire	25-27 Dugdale Street, Nuneaton, Warwickshire, CV11 5QJ	02476 345583	Offers one to one sessions for clients with mental health or physical issues
SIFA fireside	West Midlands	48-52 Allcock Street, Birmingham, B9 4DY	0121 766 1700	Acess to Psychological Well-being Worker and a Nursing Team at the centre to support physical health, provide eye-care as well as chiropody sessions to aid foot-care and health
St Richard of Chicester Christian Care Association Ltd	West Sussex	Stonepillow, 39 Southgate, Chichester, PO19 1DP	01243 537934	Counselling, substance misuse advice and support, mental health services
Crawley Open House	West Sussex	Riverside House, Stephenson Way, Three Bridges, Crawley, West Sussex, RH10 1TN	01293 447702	Provide appointments to see a GP and access to a chiropodist and counselling

<b>Name of Organisation</b>	<b>County</b>	<b>Address</b>	<b>Contact</b>	<b>Form of Service</b>
Off The Fence Trust Limited	West Sussex	37 Portland Road, Hove, BN3 5DQ	01273 733566	Offer emotional support for clients and link with a dedicated key worker to help address any needs; The Day Centre also has access to health care
Devizes Opendoors	Wiltshire	St. John's Parish Rooms, Long Street, Devizes, SN10 1NS.	01380 730772	Follow up concerns about mental and physical health issues

## LIST OF ORGANISATIONS OFFERING MENTAL AND PHYSICAL HEALTH SUPPORT (WALES)

Name of Organisation	County	Address	Phone	Form of Service
the wallich (Swansea Prevention and Wellbeing Support)	Blaeanu Gwent	Unit 1, 67 Plymouth Street, Swansea, SA1 3QQ	01792 957910	Lifestyle advice, registering with doctors, dentists, opticians, substance misuse advice, mental health support
North Wales Recovery Communities	Conwy, Denbighshire, Flintshire, Gwynedd, Isle of Anglesey, Wrexham	/	<a href="mailto:contactus@nwrc.info">contactus@nwrc.info</a>	Therapeutic support for substance misuse, support with living skills, managing finances and applying for work; onsite residential facilities operating on an abstinence based approach.
Ty Croeso, Clydach	City of Swansea	97 High Street SA6 5LN	07790546890	Personal counselling, bereavement support, drugs use support

## LIST OF ORGANISATIONS OFFERING MENTAL AND PHYSICAL HEALTH SUPPORT (SCOTLAND)

Name of Organisation	County	Address	Phone	Form of Service (e.g. counselling, support with addiction)
Unity	North & South Ayrshire	174 High Street, Irvine, KA12 8AN	01294 311 333	Outreach, 1:1 support, signposting, drop-in sessions, advocacy and more
Support For Ordinary Living	North & South Lanarkshire & East Renfrewshire	96 Kirk Rd, Wishaw ML2 7BL	01698 276206	1:1 Support planning whereby the charity works with the individual to discuss ambitions and future goals in order to construct a plan
Ayr Housing Aid Centre	South Ayrshire	1st Floor, 7 York St, Ayr, KA88AN	07549 603895	Offers services and supports those suffering from ill health, disabilities or in need of housing and accommodation

## LIST OF ORGANISATIONS OFFERING MENTAL AND PHYSICAL HEALTH SUPPORT (NORTHERN IRELAND)

Name of Organisation	County	Address	How to access the service (phone etc.)	Form of Service (e.g. counselling, support with addiction)
Simon Community NI	Belfast	4th Floor Arthur Place, 24-26 Arthur Street, Belfast, BT1 4GF.	08001712222	A team of specialist Dual Diagnosis Practitioners to provide mental health support and advice on substance use

## INFORMATION ON COVID-19

### The main symptoms of COVID-19 are:

- ❖ A high temperature- feeling hot to the touch on your chest or back.
- ❖ A new, continuous or persistent dry cough.
- ❖ A complete loss or change to taste or smell.

### What should I do if I am experiencing these symptoms?

If you have experienced these indicative symptoms for a consistent period of more than 24 hours, the next step is to get tested for the virus. This can be conducted through alerting your local service provider or council. From this point, staff should then alert a local public health service in order to obtain and direct you to a testing facility. This is likely to be through specialised homeless clinics.

### What happens if I am tested positive for COVID-19?

If you have tested **positive** for the virus, you will be required to self-isolate to keep both yourself and others safe. Again, your local council should help you find suitable isolation accommodation and advise you of the next step.

## INFORMATION ON COVID-19

### How and where can I access helpful resources?

- ❖ Your local council- they can best advise you and is the most efficient point of call.
- ❖ Dial 111 or 119 to contact medical health or covid helpline.
- ❖ Your hostel or homeless shelter.

### Keeping yourself and others safe

The efforts of protecting yourself against the virus is more complex as a homeless individual. But here are some salient precautions that you can take to protect yourself.

- ❖ Wear a mask.
- ❖ Wash your hands regularly (or sanitize if a washroom is inaccessible to you)
- ❖ Try to avoid densely populated areas, if possible.



## TIPS ON STAYING HEALTHY

### What is mental health?

"You care about yourself and you care for yourself. You love yourself, not hate yourself. You look after your physical health - eat well, sleep well, exercise and enjoy yourself. You see yourself as being a valuable person in your own right. You don't have to earn the right to exist. You exist, so you have the right to exist. You judge yourself on reasonable standards. You don't set yourself impossible goals, such as 'I have to be perfect in everything I do', and then punish yourself when you don't reach those goals." (Mind).

### How can I take care of my mental health?

- *Be active:*

Exercise has great benefits for mental health and promotes wellbeing.

- *Make connections:*

Spend time with other people and try not to isolate yourself. You could join groups (political, volunteering, sports, arts, gardening or community groups). This helps to build confidence and provides emotional support.

- *Help with the wider community:*

Get involved in projects and make connections with the people around you.

## TIPS ON STAYING HEALTHY

- *Learn:*

Try something new! This could be a new skill or hobby. You could join a course (technology, cookery, DIY, art etc.), read a book, try a new sport, try gardening, or anything that interests you! This could be as simple as just learning a new word. Learning a new skill helps you to meet people, boost your confidence, find employment and live a more active life!

- *Art:*

Research has shown that art helps to induce positive mental states. There are many opportunities such as craft, drawing or painting. There are some activities provided here:

<https://www.shp.org.uk/art-apart-activities>

- *Get outdoors:*

Nature can have a positive impact on wellbeing. You could walk in nature, try gardening, join walking groups or volunteer to help manage and maintain local nature reserves.

- *Take notice:*

Pay attention to the present moment. Mindfulness techniques have been proven to improve your mental wellbeing. Sit silently and be aware of your thoughts and feelings, your body and breathing and the world around you. Bring your attention back when your mind starts to wander. Here is a mindful breathing exercise video from Every Mind Matters:

<https://www.youtube.com/watch?app=desktop&v=wfDTp2GogaQ>

## TIPS ON STAYING HEALTHY

- *Breathing exercises*

Breathing exercises are an important part of mindfulness.

Make yourself as comfortable as you can: you can stand up, sit in a chair that supports your back or lie on the floor or a bed. Loosen or remove any tight clothes. Place your arms on the chair arms, or flat on the floor or bed or by your side, a bit away from the side of your body with the palms up. If you're lying down, stretch out your legs and if you're sitting on a chair, don't cross your legs. Whatever position you're in, keep your feet roughly hip-width apart.

Let your breath flow as deep down into your belly as is comfortable for you without forcing it. Try breathing in through your nose and out through your mouth. Breathe in slowly, gently and regularly. Some people find it helpful to count steadily from 1 to 5. You may not be able to reach 5 at first. Without pausing or holding your breath, let it flow out gently, counting to 5 again, if you find this helpful. Keep doing this for 3 to 5 minutes and try to focus on your breathing.

**This exercise is the most beneficial if you do it regularly (2 to 3 times a day), as part of your daily routine.**

## TIPS ON STAYING HEALTHY

- *Audio guides:*

There are lots of great mental wellbeing audio guides that will help you. There are a few here: <https://www.nhs.uk/mental-health/self-help/guides-tools-and-activities/mental-wellbeing-audio-guides/>

## TIPS ON STAYING HEALTHY

### Physical health:

Physical health helps you to feel calmer, helps you sleep better, improves mental health and makes you feel better about ourselves. Set goals and challenges and then achieve them! These do not have to be intense - slow-paced activities can also be beneficial! Find something you enjoy and suits your mobility and fitness.

If you haven't done much exercise in a while, don't worry! Evidence shows that inactive people achieve more immediate benefits from resuming activity than those who are already fit.

If you sit a lot, getting up and changing position regularly can help. Sitting or lying down for too long can be damaging to both mental and physical health.

### Exercise Regularly:

Regular exercise is key. The NHS website recommends **30 minutes of moderate-intensity physical activity at least 5 times a week**, but even 30 minutes of exercise a week improves both mental and physical health. Targets can be achieved with 10-minute bursts of activity spread throughout the day.

## TIPS ON STAYING HEALTHY

### Examples of regular exercise

You could do walking, jogging, sports or dancing. Anything! It is just important to do something. **Start small and gradually build up!**

**Brisk walking:** This is a great way to keep fit. Brisk walking is when you can walk a mile in 15-20 minutes, your heart beats faster than normal and your breath is deeper than normal, but conversation is still possible.

This website has a range of small exercises you could do. It ranges from stretches, arm exercises to fully body workouts: <https://www.shp.org.uk/exercise>

You could also try one of the NHS's 10-minute workouts. Try to do one daily to improve your general health: <https://www.nhs.uk/live-well/exercise/10-minute-workouts/>

If you want longer videos, there is a great selection here. They are created by fitness experts, and range from 10 to 45 minutes: <https://www.nhs.uk/conditions/nhs-fitness-studio/>