

## Support over Christmas and New Year

**The festive period isn't always festive for everyone. It can be a difficult time for some. Whatever the issue and whatever is going on, it's #OK2ASK for help.**

**Urgent support:** if you are having thoughts of suicide, are harming yourself or have thoughts about self-harm, it's important to tell someone. These thoughts and feelings can be complex, frightening, and confusing, but you do not have to struggle alone. You can speak to your GP. If you cannot wait to see a doctor and feel unable to cope or keep yourself safe, contact **Mersey care Mental Health Crisis Line 24/7 freephone** on **[0800 051 1508](tel:08000511508)**

You can also contact any of the services listed in this document.

### **Mersey care Mental Health Crisis Line**

24/7 freephone – 0800 051 1508

For all ages – children, young people, and adults. If you need urgent mental health support, please call the free 24/7 helpline.

### **Amparo**

0330 088 9255

Amparo provides emotional and practical support for anyone who has felt the impact of suicide.

### **Samaritans**

116 123

Whatever you're going through, a Samaritan will face it with you. We're here 24 hours a day, 365 days a year. Talk to someone 24/7

### **Ok to Ask Suicide Prevention Campaign**

[www.oktoaskcampaign.co.uk](http://www.oktoaskcampaign.co.uk)

Lifelines, resources, and help. The campaign encourages St Helens residents to NOT be afraid to talk about Suicide Prevention

### **HOPELINE247**

0800 068 41 41

For children and young people (under the age of 35) or anyone concerned about a young person.

### **Mersey Care Children and Adolescent 24/7 Mental Health Crisis Response Team**

Available 24/7 freephone- 01744 415 640 This service is available for children and young people up to the age of 18.

### **Shout**

Text SHOUT to 85258 - 24/7 text support.

A free and confidential messaging support service for anyone who is struggling to cope.

### **Talking Therapies**

<https://www.merseycare.nhs.uk/our-services/st-helens/talking-therapies> offer free NHS therapy for people registered with a St Helens GP with common mental health problems.

### **Stay Alive App**

<https://www.stayalive.app/>

An essential suicide prevention resource for the UK, packed full of useful information and tools to help people stay safe in crisis.

### **St Helens Wellbeing Service**

<https://www.sthelenswellbeing.org.uk/services/mental-wellbeing>

Mental Health and Suicide Prevention Training.

Service	Description and Contact Details	Opening Hours (from Monday 18 <sup>th</sup> December 2023 – Wednesday 3 <sup>rd</sup> January 2024)
<b>St Helens Wellbeing Service</b>	<p>We deliver a range of training and campaigns to promote knowledge and awareness of mental health, offering ways to improve mental wellbeing, and reducing stigma by encouraging discussions.</p> <p><b>01744 371111</b></p> <p><b>chcp.sthelens@nhs.net</b></p> <p><a href="http://www.sthelenswellbeing.org.uk">www.sthelenswellbeing.org.uk</a></p> <p><b>Infant Feeding Service:</b> <b>07919 305 174</b></p>	<p>18th – 22nd Dec – Usual service provision</p> <p>25th 26th Dec &amp; 1st Jan – Service closed.</p> <p>27th 28th 29th - Wellbeing Frontline service open 9 am – 5pm for phone calls, support and emails.</p> <p>Normal full-service provision resumes from 2nd Jan</p> <p>Infant Feeding Service: 18th-22nd 8am-8pm 23rd-24th 10am-4pm CLOSED Christmas Day 26th 10am-4pm 27th-29th 8am-8pm 30th-31st 10am-4pm CLOSED New Years Day</p>
<b>KOOTH/QWELL</b>	<p>Free instant access digital mental health support is available across St Helens for everyone aged 11+. These services provide free, safe and anonymous online mental health support whenever you need it.</p> <p>There are no waiting lists for support and no referral needed. Access to these platforms is available instantly 24/7.</p>	<p>Kooth and Qwell platforms are available 24/7</p> <p>Live chat hours: Mon 18th - 12pm-10pm Tues 19th - 12pm-10pm Wed 20th - 12pm-10pm Thur 21st - 12pm-10pm Fri 22nd - 12pm-10pm Sat 23rd - 6pm-10pm Sun 24th (Christmas Eve) 4pm-8pm Mon 25th (Christmas Day) 4pm-8pm Tues 26th (Boxing Day) 4pm-8pm</p>

	<p>Go to <a href="https://www.kooth.com">Kooth.com</a> (11-25) or <a href="https://www.qwell.io">Qwell.io</a> (18+) to get started today.</p> <p>Support available includes:</p> <ul style="list-style-type: none"> <li>- Live chat or messaging with qualified mental health professionals</li> <li>- Self help tools and activities</li> <li>- Online community</li> </ul> <p><b>For enquiries about the service, get in touch via <a href="mailto:contact@kooth.com">contact@kooth.com</a></b></p> <p><b>For promotion or signposting support, contact <a href="mailto:kel@kooth.com">kel@kooth.com</a></b></p>	<p>Wed 27th 12pm-10pm  Thurs 28th 12pm-10pm  Fri 29th 12pm-10pm  Sat 30th 6pm-10pm  Sun 31st 6pm-10pm  Mon 1st Jan (New Years Day) 4pm-8pm  Tues 2nd 12pm-10pm  Wed 3rd 12pm-10pm</p>
<p><b>Creative Alternatives</b></p>	<p>Creative Alternatives (CA) is the Arts and Wellbeing Service for adult residents of St Helens who are experiencing mild to moderate anxiety, depression &amp;/or stress. CA offer free weekly creative sessions as a complimentary or alternative remedy that can help to improve your mental wellbeing, confidence, and social connections. All sessions currently take place in St Helens Town Hall.</p> <p>For further information and details of how to refer please contact:</p> <p><b>Helen Holden, Programme Manager</b></p> <p>Email: <a href="mailto:helen@creativealternatives.org.uk">helen@creativealternatives.org.uk</a>  Tel: 07745 590698</p> <p><b>Steph Fry, Support Worker</b></p>	<p>CA regular group sessions stop during this period. However, we will still be accepting new referrals for either a January or February start, so can begin the referral process and add names onto the waiting list. For anyone interested, please email and further details will be provided for you. The team will be on leave between 20<sup>th</sup>- 27th December, but our Support Worker will be available to contact for a few hours on both Thursday 28th and Friday 29th December. The normal service hours will then resume from Thursday 4<sup>th</sup> January.</p>

	<p>Email: <a href="mailto:stpehanie@creativealternatives.org.uk">stpehanie@creativealternatives.org.uk</a> Tel: 07594 677296</p> <p>Or visit - <a href="http://www.creativealternatives.org.uk">www.creativealternatives.org.uk</a></p>	
<p><b>SOBs</b> <b>Survivors of Bereavement by Suicide</b></p>	<p>We are the only UK-based organisation offering peer-led support to adults impacted by suicide loss. We help individuals support each other, at the time of their loss and in the months and years that follow. We aim to provide safe, confidential environments where people can share their experiences and feelings, giving and gaining support from each other.</p> <p><a href="http://uksobs.org">Survivors of Bereavement by Suicide – Overcoming the isolation of people bereaved by suicide (uksobs.org)</a></p>	<p>The local SOBs group will meet on the 14th of December as normal. Nationally, the email support will run over Christmas &amp; New Year &amp; the Helpline will be open Monday to Thursday 9:00am to 7:00pm</p>
<p><b>Amparo &amp; Listening ear</b></p>	<p>Emotional &amp; practical support following a suicide, from day 1.</p> <p>Counselling services.</p> <p><b>CONTACT YOU (PHONE/EMAIL/WEBSITE/LOCATION)</b></p> <p><a href="https://amparo.org.uk/refer/">https://amparo.org.uk/refer/</a> <b>0330 088 9255</b></p> <p><a href="https://listening-ear.co.uk/refer/">https://listening-ear.co.uk/refer/</a> <b>01514886648</b></p>	<p>19/12 – 09:00-20:00 20/12 - 09:00-20:00 21/12 - 09:00-20:00 22/12 - 09:00-17:00</p> <p>27/12 – 09:00-17:00 28/12 – 09:00-17:00 29/12 – 09:00-17:00</p>
<p><b>Hope House</b></p>	<p>Hope House is a drop-in service which also is providing Christmas holiday provision. It provides a basic needs and personal care service for local homeless and those at risk of homelessness and offers advice, advocacy, and support to support</p>	<p>Monday 18<sup>th</sup> December – 9am – 4pm Tuesday 19<sup>th</sup> December – 9am – 4pm Wednesday 20<sup>th</sup> December – 9am – 1pm Thursday 21<sup>st</sup> December – 9am – 1pm Friday 22<sup>nd</sup> December – 9am – 1pm</p>

	<p>those in need. On Christmas Day, A Christmas Breakfast and Dinner will be available to those who will be accessing the service.</p> <p><b>Contact Number:</b>  <b>01744 20032</b></p> <p><b>E-Mail Address:</b> <a href="mailto:Julie.hand@hopecentre.org.uk">Julie.hand@hopecentre.org.uk</a></p> <p><b>Location:</b>  <b>41-43 Corporation Street</b>  <b>St.Helens</b>  <b>WA10 1ED</b></p>	<p>Saturday 23<sup>rd</sup> December– CLOSED  Sunday 24<sup>th</sup> December – CLOSED  Christmas Day – 9am – 3:30pm  Boxing Day – 9am – 12pm  Wednesday 27<sup>th</sup> December – CLOSED  Thursday 28<sup>th</sup> December – 9am – 12pm  Friday 29<sup>th</sup> December – 9am – 12pm  Saturday 30<sup>th</sup> December – CLOSED  Sunday 31<sup>st</sup> December – CLOSED  Monday 1<sup>st</sup> January – CLOSED  Tuesday 2<sup>nd</sup> January – 9am – 3:30pm  Wednesday 3<sup>rd</sup> January – 9am – 1pm</p>
<p><b>PAPYRUS Prevention of Young Suicide</b></p>	<p>HOPELINE247</p> <p>HOPELINE247 is a confidential support and advice service for children and young people under the age of 35 who are experiencing thoughts of suicide, or anyone concerned that a young person could be thinking about suicide.</p> <p><b>Call: 0800 068 4141</b>  <b>Text: 07860 039 967</b>  <b>Email: pat@papyrus-uk.org</b></p> <p><b>Opening Hours</b>  <b>24 Hours, 7 days a week</b>  <b>Weekends and Bank Holidays included</b></p>	<p>If you are having thoughts of suicide or are concerned for a young person who might be you can contact HOPELINE247 for confidential support and practical advice.</p>
<p><b>St Helens Think wellbeing (NHS Talking therapies Service)</b></p>	<p>Primary care support for common mental health problems. We will be offering initial assessments and ongoing therapy for clients with common mental health problems,</p> <p>For Crisis support we recommend contacting St Helens crisis numbers.</p>	<p>The service will be closed Christmas day, Boxing day and New Years Day.  Opening times 9 - 5  Monday 18<sup>th</sup> – Friday 22<sup>nd</sup>  Wednesday 27<sup>th</sup> – Friday 29<sup>th</sup>  From Tuesday 2<sup>nd</sup> business as usual.</p>

	<p><a href="#">Talking Therapies :: Mersey Care NHS Foundation Trust</a></p>	
<p><b>St Helens Bereavement Services Team</b></p>	<p>Information on Bereavement support and other support services, information about the Cemeteries and Crematorium over the holiday period.</p> <p><b>Visit the Crematorium Office, St Helens Crematorium, Rainford Road, St Helens, WA10 6DF</b></p> <p><b>Telephone: 01744 675490</b></p>	<p>Monday 18/12/23 – Friday 22/12/23 8.45am till 4.30pm</p> <p>Wednesday 27/12/23 – Friday 29/12/23 8.45am till 4.30pm</p> <p>Tuesday 2/1/23 – Friday 5/1/24 8.45am till 4.30pm</p>
<p><b>Healthwatch St Helens</b></p>	<p>Healthwatch is the local watchdog around health &amp; social care services, designed to collect local residents' experiences and represent their views.</p> <p><b>Contact: 0300 111 0007</b> <b>Email: <a href="mailto:info@healthwatchsthelens.co.uk">info@healthwatchsthelens.co.uk</a></b> <b>Website: <a href="https://www.healthwatchsthelens.co.uk/">https://www.healthwatchsthelens.co.uk/</a></b></p>	<p>Closed from Friday 22<sup>nd</sup> December 2023 - Tuesday 2<sup>nd</sup> January 2024</p>
<p><b>HOME-START ST HELENS</b></p>	<p>Family Support/School Readiness/Young Persons Mentoring &amp; Sleep Management. Have a chat with a member of our team on <b>01744 737400</b> to discuss our support services.</p> <p>Do you feel you would benefit from a volunteer's home visiting supporting for you and your family?</p> <p>Volunteers can provide emotional and practical support having life and lived experiences that are matched to your needs.</p>	<p>CLOSED FROM FRIDAY 22<sup>ND</sup> DECEMBER 2023 – OPENS TUESDAY 2<sup>ND</sup> JANUARY 2024</p>

	<p>Alternatively, volunteers provide play sessions in your home that encourage your child's development, supporting them to become school ready for life's next chapter.</p> <p><a href="mailto:info@homestartsthelens.org.uk">info@homestartsthelens.org.uk</a>  <a href="https://homestartsthelens.org.uk/">https://homestartsthelens.org.uk/</a></p>	
<p><b>Change Grow Live (CGL)</b></p>	<p>Adult substance misuse service providing treatment, interventions and support for individuals effected by substance use.</p> <p>Contact Details:</p> <p><b>Tel: 01744 410752</b>  <b>Email: sthelens.info@cgl.org.uk</b>  <b>Address: CGL</b>  <b>Lincoln House</b>  <b>80 Corporation Street</b>  <b>St Helens</b>  <b>WA10 6LE</b></p> <p><b>Website:</b>  <a href="http://www.changegrowlive.org/integrated-recovery-service-st-helens/drugs-support">www.changegrowlive.org/integrated-recovery-service-st-helens/drugs-support</a></p>	<p>Monday 18<sup>th</sup> December- 09:00- 17:00  Tuesday 19<sup>th</sup> December -09:00- 17:00  Wednesday 20<sup>th</sup> December- 09:00- 19:30  Thursday 21<sup>st</sup> December- 09:00- 17:00  Friday 22<sup>nd</sup> December -09:00- 16:00  Saturday 23<sup>rd</sup> December -09:00- 13:00</p> <p>Monday 25<sup>th</sup> December – Closed  Tuesday 26<sup>th</sup> December – Closed  Wednesday 27<sup>th</sup> December –09:00- 17:00  Thursday 28<sup>th</sup> December – 09:00- 17:00  Friday 29<sup>th</sup> December – 09:00- 16:00  Saturday 30<sup>th</sup> December – 09:00- 13:00</p> <p>Monday 1st January – Closed  Tuesday 2nd January – 09:00- 17:00  Wednesday 3<sup>rd</sup> January – 09:00- 19:30</p>
<p><b>St. Helens Council Library Service</b></p>	<p>For the public library service, the public will be able to access St Helens Library, Newton-le-Willows Library and Schools Library Service during Christmas week as normal.</p> <p><b>Contact is via the Council switchboard:</b>  <b>01744676789</b></p>	<p>Opening Hours are normal i.e. 9am to 5pm for all libraries from 18/12 to 23/12, except 20/12 where all libraries are ordinarily closed.</p> <p>For Christmas week i.e. 27/12 to 29/12 the libraries in the previous column will be open as normal but all libraries are closed Saturday 30<sup>th</sup>.</p> <p>All libraries re-open as normal on Tuesday 2<sup>nd</sup> January.</p>

<p><b>St Helens Council Arts in Library Service</b></p>	<p>Our mission is to provide diverse creative opportunities for audiences and participants within library spaces, online and in the community; to collaborate with artists and communities for the mutual benefit of all, and to share best practice with other library services across England.</p> <p><b>Contact if urgent is via Arts Service email</b>  <a href="mailto:ArtsService@sthelens.gov.uk">ArtsService@sthelens.gov.uk</a></p>	<p>Will be closed from Friday 22<sup>nd</sup> December 4pm to January 2<sup>nd</sup> 9.00am.</p>
<p><b>YPDAAT</b></p>	<p>St Helens Young People's Drug and Alcohol Team (YPDAAT), provide young people and their families in St Helens with a range of interventions to help them to make informed choices around drug and alcohol use in order to achieve their full potential.</p> <p>Normal business operating as usual.</p> <p><b>Telephone 01744 675605 or email</b>  <a href="mailto:ypdaat@sthelens.gov.uk">ypdaat@sthelens.gov.uk</a></p>	<p>Monday 18<sup>th</sup> – Friday 22<sup>nd</sup> December – 9.00am-5.00pm  Monday 25<sup>th</sup> – closed  Tuesday 26<sup>th</sup> - closed  Wednesday 27<sup>th</sup> -Friday 29<sup>th</sup> December – 9.30am-4.30pm  Monday 1<sup>st</sup> Jan – closed  Tuesday 2<sup>nd</sup> Jan – normal office hours (9.00am-5.00pm)</p>
<p><b>St. Helens College</b></p>	<p>St. Helens College</p> <p><a href="http://sthelens.ac.uk">Home (sthelens.ac.uk)</a></p>	<p>Closed from 22 December 2023 and will reopen on 08 January 2024</p>
<p><b>DWP Department for Work and Pensions</b></p>	<p>Via Journal message or drop in at Job Centre</p> <p>Gregson House, 2 Central St, Saint Helens WA10 1UF</p> <p><b>Phone: <a href="tel:08001690190">0800 169 0190</a></b></p> <p><a href="http://www.gov.uk">Department for Work and Pensions - GOV.UK (www.gov.uk)</a></p>	<p>18<sup>th</sup> – 22<sup>nd</sup> Business as usual  25<sup>th</sup> -27<sup>th</sup> closed  28<sup>th</sup> &amp; 29<sup>th</sup> Business as usual  1<sup>st</sup> Jan Closed  2<sup>nd</sup> onwards business as usual</p>