



HERE TO HELP



www.east-ayrshire.gov.uk/wellbeing

Look after your wellbeing

These are worrying and uncertain times. The coronavirus outbreak has changed daily life for us all in Scotland and has had a real impact on how many of us are feeling. It's ok to not feel yourself right now but you can find support within these pages to help get you through it.

The important thing is to talk to someone and share how you are feeling – whether that's a friend, family member or by reaching out to one of these organisations.

Use this pocket card to find the right support for you; from practical financial advice to hints and tips on managing your mental wellbeing throughout these challenging times.

The Better Health Hub is a service provided by NHS Ayrshire & Arran, providing individual support for those who are concerned about their ability to stay healthy during the pandemic, or those that support them.

The telephone service is open Monday, Tuesday and Wednesday from 10 AM to 4 PM. Thursday from 10 AM to 12 noon on **0758 417 4428** or email **AA-UHB.BetterHealthHub@nhs.net**.

Remember you can contact your local GP to access a **Mental Health Practitioner** within your practice. They offer assessment and provide guidance for adults who are experiencing mental health difficulties. The service is available to anyone aged 16 years and older who is not currently receiving treatment from NHS Mental Health Services and have a mental health concern.

You can call directly to your GP Practice and request an appointment by explaining your current needs. You can also be provided an appointment following discussion with your GP, Practice Nurse, Advanced Nurse Practitioner, Health Visitor or any other clinical staff attached to the surgery.



Physical activity

Exercise can help our immune system stay strong, be less susceptible to infection and better able to recover.

Any activity is better than none at all and the more activity you can plan into your day, the more physical and mental health benefits there are. Sit less, use the stairs more, walk, cycle, jog, dance or try some keep fit exercises – whatever works for you.

For more information on sports venues, gyms and fitness memberships contact **East Ayrshire Leisure** on **01563 554300 / 0845 724 0000** or visit their website at **www.eastayrshireleisure.com**

To find out more about gym memberships, fitness classes and swimming contact **The Galleon Centre** on **01563 524014** or email **adminoffice@galleoncentre.com**

SAMARITANS

Every six seconds, Samaritans respond to a call for help. No judgement. No pressure. We're here for anyone who needs someone.

Call any time, 24 hours a day from any phone FREE on 116 123.



Sometimes our thoughts and feelings overwhelm us to the point where it becomes difficult to cope with everyday life.

Need help now? Call free on 0800 83 85 87.



Clear Your Head is the new online resource from Scottish Government with tips and advice on mental and physical wellbeing.

www.clearyourhead.scot



Anyone can experience poor mental health; especially now. Whether you're looking for information or seeking support, we can help.

Call 0344 800 0550 or email info@samh.org.uk



Young Scot have a variety of resources online to support your wellbeing.

Call 0808 801 0338 or email info@young.scot



Childline is a free, private and confidential service where you can talk about anything. Whatever you are worried about, whenever you need help, Childline is there for you online, on the phone, 24 hours a day.

Call 0800 1111.



The Spark Relationship Helpline is a free, confidential telephone and online chat service. You will be listened to and supported with life's relationship challenges.

Call 0808 802 2088 Tuesday and Wednesday 11 AM to 2 PM for support with any relationship issue.



Relationships Scotland provide relationship counselling and family mediation and other family support services across Scotland. Their work supports individuals, couples and families experiencing relationship difficulties.

Call 0345 119 2020 during office hours.



Living Life offers free online courses covering low mood, stress and resiliency. Work out why you feel as you do, how to tackle problems, build confidence, feel happier and stay calm and much more.

Call 0800 328 9655 or email enquiries@livinglifetotheull.com

Connect with others

The CVO operate **Connect Call** which is a telephone befriending service offering friendship and support to those who may experience social isolation or loneliness. To connect with this service email **catherine.findlay@cvoea.co.uk** or call **07425 517678**.

Within East Ayrshire, **Vibrant Communities** offer guidance and help to those who live in our communities together with a Befriending Service. Telephone them on **01563 576354** or email **vibrantcommunities@east-ayrshire.gov.uk**

Kilmarnock Station Community Village are providing a variety of free online classes such as Qi Gong Meditation, Anxiety Management or Mindfulness. Call **01563 573966** or email **caroline@ksrht.org** for details.

£ If you are unsure if you should claim or are having difficulties with **Universal Credit**, call the East Ayrshire Support Team on **01563 503280** or the **DWP Helpline** on **0800 3285644**.

£ **Citizens Advice** is Scotland's largest independent advice network and is free, confidential, impartial and available to anyone. Call **01563 553479** or **01290 429500**.

£ If you have debt worries, **East Ayrshire Money** is a service which can help by putting you in touch with the right local organisation that can best provide the advice, information and support that you need. Call **0800 389 7750** or email at **info@eamoney.co.uk**



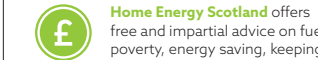
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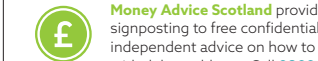
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Social Security Scotland can help you apply for targeted benefits to help alleviate poverty such as Best Start, Crisis, Young Carer and Funeral Support. Contact them on **0800 182 2222** for advice.



Home Energy Scotland offers free and impartial advice on fuel poverty, energy saving, keeping warm at home, renewable energy, greener travel, water waste and more. Call free of charge on **0808 808 2282**.



Money Advice Scotland provides signposting to free confidential and independent advice on how to deal with debt problems. Call **0800 731 4722** during office hours.

Council tenants

£ If your income suffers as a result of coronavirus (COVID-19), please be assured we can help, whatever your financial circumstances.

If you are worried about paying your rent, you should contact your neighbourhood coach who can discuss various options such as payment plans. If you are unsure who your neighbourhood coach is, please contact **01563 554400**.

Home owners

£ The UK Government have announced measures that people with mortgages who are in financial difficulty as a result of the coronavirus will be offered at least a three month mortgage holiday – so that people will not have to pay a penny towards their mortgage while they get back on their feet. You should contact your mortgage lender directly for more information.

Homeless

£ If you are homeless or at risk of being homeless you can speak with a Housing Options Officer during office hours by calling **01563 554400** or by emailing homelessness@east-ayrshire.gov.uk

We can provide you with temporary accommodation as well as confidential advice and assistance to prevent you from becoming homeless. If you require assistance out-with office hours please call **0345 724 0000**.

Private landlord

£ If you are having difficulty paying your rent, speak to your landlord as soon as you can as there is help available.

For further help and advice contact the Private Landlord Sector by emailing landlordregistration@east-ayrshire.gov.uk



Worried about food? Don't go hungry - we can help in a number of different ways. Call East Ayrshire Council on **01563 554400** and we'll point you in the right direction.

If you need help from the foodbank, email eastayrshirefoodbank@cvoea.co.uk or call **01563 550951**.

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If you think someone is in immediate danger phone the Police on 999.

Our services are open and continue to provide help and support. If you know, or think you know, someone who is at risk, or is being neglected or harmed, please tell us.

You can call East Ayrshire Council on **01563 554200** or **01290 427720** or email HSCPcustomerfirst@east-ayrshire.gov.uk

If you are worried about someone out of hours or over the weekend contact Ayrshire Urgent Care Service on **0800 328 7758**.

Violence or abuse

There are many organisations who are there to help you if you are experiencing violence or abuse:

East Ayrshire Women's Aid on **01563 536001** or info@eastayrshirewomensaid.org.uk

The Star Centre on **01563 544686** or admin@starcentreayrshire.org

Turn2Us on **01563 540252** or victimsupport.eastayrshire@victimsupportsco.org.uk

Abused Men in Scotland on **03300 949 395** or support@amis.org.uk

Modern Slavery Helpline on **08000 121 700**



Break the Silence is a registered charity providing a range of supports for survivors of rape and childhood sexual abuse, aged 13 years and above.

Call **01563 559558**.



Rape Crisis Scotland provides a national rape crisis helpline and email support for anyone affected by sexual violence, no matter when or how it happened.

Call **08088 01 03 02**.

Alcohol and drugs

Ayrshire Council on Alcohol offers a free one-to-one confidential service to individuals who are concerned about their drinking. Call **01292 281238**.

NHS Ayrshire & Arran Community Addiction Services offer support to stop taking drugs and alcohol and mental health services-related treatment and support. Call **01563 574237**.

We are With You (formerly Addaction) provides free and confidential drug and alcohol support. Call **01563 558777**.

Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope and help others to recover from alcoholism. Call **0800 9177 650** or email help@aamail.org.

Quit Your Way provides support and advice for those who wish to stop smoking. Call **0800 783 9132**, leave a message and an advisor will call you back. Or email AA-UHB.BetterHealthHub@nhs.net

Know the Score provides free, confidential information and advice on drug use. Call the Helpline between 8 AM and 11 PM 7 days a week on **0800 5875879**.



Cruse Scotland offers support, advice and information to children, young people and adults when someone dies.

Call **0845 600 2227 Monday - Thursday 10 AM to 8 PM and Friday 10 AM to 4 PM**.



Ayrshire Cancer Support are currently providing bespoke bereavement counselling to anyone who has been affected by a COVID-19 bereavement.

Call **01563 538008 during office hours or email admin@ayrshiresc.org anytime.**

Practical help

If you are feeling anxious, here are some things you may want to try:

Breathe. Take a few deeper breaths than normal. A long slow in breath (from your stomach) and a long slow out breath; paying attention to your breathing. Feel a sense of letting go on the out-breath.

Ground Yourself. Feel your feet on the ground – notice any sensations like tingling or heat or cold. Paying attention to your feet takes your attention away from thoughts and difficult emotions.

Smile. You may not feel like smiling, but doing it will automatically relax tension in your body and may light up someone else's day if they see you.

Notice. Take notice of one thing you can be grateful for, right now in this moment e.g. help from others; a comfy bed, the taste of tea or coffee; messages from friends; daffodils etc.

'5 Senses' techniques

If you start to feel anxious or overwhelmed try using the '5 Senses' techniques to reduce those feelings:

- Look for 5 things you can see around you
- What are 4 things you can touch?
- Listen for 3 things you can hear
- Concentrate on 2 things you can smell
- And 1 thing you can taste

If you are feeling particularly anxious or feel you may be experiencing a panic attack, use this quick and effective technique until you start to relax:

- Breathe in for 4 seconds
- Hold your breath for 7 seconds
- Exhale for 8 seconds
- Repeat as necessary



It is important to remember to take the time to look after yourself.

- Eat and drink regularly and healthily and get enough sleep
- Keep connected. Speak to friends and family – its good to talk!
- Be kind to each other
- Practice mindfulness, meditation or yoga – even if it's just for 10 minutes a day
- Go for a walk and listen to your favourite music
- Read a book or magazine – take a break from social media