

## Guidance on support for people with mental health needs

### Level of need:

### You should suggest / direct people to:

Lower level needs  
when someone is  
feeling low or  
anxious

Self-help resources – [Every Mind Matters](#), [SPFT](#), [NHS](#)

East Sussex [Mental Health Directory](#) (full list of support services on offer during the pandemic)

National specialist [mental health lines](#),  
13-25 year olds online [e-wellbeing service](#)

1Space for [organisations](#) offering free or private counselling

Connect with family and friends, and local community and voluntary support

Significant  
concerns which  
are not improving  
with self-help and  
community  
support

Speak with their GP, or if they have one, their Lead Practitioner in the Community Mental Health team.

Call the Sussex [Mental Healthline](#) on 0300 5000101, as this is now 24/7 and offers support and information to anyone experiencing mental health problems including stress, anxiety and depression or their carers. No appointment needed.

Southdown services – [Wellbeing Centres](#) 01323 405334 (people with longer term MH challenges can self-refer and may be offered a recovery support plan)

Serious concerns  
or distress and a  
need for urgent  
care and help

Call the Sussex [Mental Healthline](#) on 0300 5000101 for urgent or crisis support

Go to the nearest A&E department (if at risk of self-harm), call emergency services on 999 if concerned

Speak with the [Samaritans](#) (free helpline 24/7) 116123

Find further info on the MH Directory [crisis page](#)

## Full website addresses

[www.nhs.uk/oneyou/every-mind-matters/#advice](http://www.nhs.uk/oneyou/every-mind-matters/#advice) – wellbeing during the pandemic

[www.nhs.uk/oneyou/every-mind-matters/your-mind-plan-quiz](http://www.nhs.uk/oneyou/every-mind-matters/your-mind-plan-quiz) - for personalised Mind Plan

[www.e-wellbeing.co.uk](http://www.e-wellbeing.co.uk) – digital wellbeing service for young people

[www.nhs.uk/conditions/stress-anxiety-depression](http://www.nhs.uk/conditions/stress-anxiety-depression) - includes wellbeing audio guides

[www.eastsussex.gov.uk/socialcare/healthadvice/mental-health/directory/services/](http://www.eastsussex.gov.uk/socialcare/healthadvice/mental-health/directory/services/) or short address to give over the phone [www.tinyurl.com/ESMHsupport](http://www.tinyurl.com/ESMHsupport)

<https://1space.eastsussex.gov.uk> – Searchable list of all local care and support in one place

[www.southdown.org/how-we-help/mental-health-recovery/wellbeing-centres-east-sussex-community-network](http://www.southdown.org/how-we-help/mental-health-recovery/wellbeing-centres-east-sussex-community-network) - Southdown community mental health support services, currently offering longer term client support through phone or video calls

[www.sussexpartnership.nhs.uk/sussex-mental-healthline](http://www.sussexpartnership.nhs.uk/sussex-mental-healthline) - local mental health helpline

[www.samaritans.org/](http://www.samaritans.org/) - helpline for those in crisis and/or at risk of suicide and their carers, plus a range of online resources for self-help

### Advice taken from NHS Responders Check in and Chat guidance:

Within your role you may be asked to support someone who is living with poor mental health, 1 in 4 people experience mental health problems each year and a friendly chat can help individuals through this difficult time. You may not be aware of an individual's mental health and this may not even be discussed during your conversation. One of the amazing things you can offer is your listening skills and try to do this a non-judgemental manner.

- ✓ Ask questions to gather information about how the person is feeling?
- ✓ Listen without interrupting and repeat what has been said to check you have understood
- ✓ Ask open questions – What, where, when, why, how?
- ✓ Show someone you understand by telling them (e.g. “I can see how that’s been hard to deal with”) and don’t make judgements about what you’re told.

You could suggest the below to promote Mental Health Wellness:

- ✓ Try and stick to a routine, go to bed and wake up at a reasonable time. Allow time throughout the day for self-care
- ✓ Try and move around and stay active, for approx. 30 minutes a day
- ✓ Try and get outside for some fresh air. It’s amazing how much fresh air can do for your spirits.
- ✓ Reach out to others, spend time speaking to friends and family.
- ✓ Stay hydrated and eat well