

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 **Merseycare 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.

Think Wellbeing St Helens

<https://www.merseycare.nhs.uk/think-wellbeing-st-helens>

Offering free NHS therapy for people registered with a St Helens GP with common mental health problems such as anxiety or depression

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

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

HOPELINEUK

0800 068 41 41

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

Kooth

www.kooth.com

Online counselling and emotional wellbeing platform for children and young people aged 11-25 years

Shout

Text 'REACH' to 85258 - 24/7 text support

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

St Helens Gateway

www.sthelensgateway.info/mental-health/

A community hub of information; bringing together all health, social care and wellbeing information and services into one place.

Christmas and New Year Opening Hours

Service	Description and Contact Details	Opening Hours
Survivors of Bereavement by Suicide (SOBS)	Survivors of Bereavement by Suicide (SOBS) is a self-help group for those who have been bereaved by suicide. email.support@uksobs.org 0300 111 5065	<u>Monday 20th December 2021</u> Group running – contact SOBS for more information <u>Tuesday 21st December 2021 – Tuesday 4th January 2022</u> National helpline open daily 9:00am-9:00pm 0300 111 5065
Think Wellbeing	Can leave messages on phone through out of Can refer via the website	<u>Monday 20th – Friday 24th December 2021</u> Open 9:00am – 5:00pm <u>Saturday 25th – Tuesday 28th December 2021</u> Closed <u>Wednesday 29th – Friday 31st December 2021</u> Open 9:00am – 5:00pm <u>Saturday 1st – Monday 3rd January 2022</u> Closed <u>Tuesday 4th January 2022</u> Open 9:00am – 5:00pm
Kooth	Kooth is an online counselling and emotional wellbeing platform for children and young people aged 11-25 years, accessible through mobile, tablet and desktop. This service is anonymous and free at the point of use. You can access this online via the Kooth website (www.kooth.com) 24 hours a day, 365 days a year.	

Service	Description and Contact Details	Opening Hours
Amparo	<p>Provides practical and emotional support for anyone affected by suicide. The support can be one-to-one, family groups, groups of colleagues or peers - whatever is preferred and most appropriate to each situation.</p> <p>0330 088 9255 https://amparo.org.uk/</p>	<p><u>Monday 20th – Wednesday 22nd December 2021</u> Open 9:00am-8:00pm <u>Thursday 23rd December 2021</u> Open 9:00am-5:00pm <u>Friday 24th December 2021</u> Open 9:00am-4:00pm <u>Saturday 25th – Tuesday 28th December 2021</u> Closed <u>Wednesday 29th – Friday 31st December 2021</u> Open 9:00am-4:00pm <u>Saturday 1st – Monday 3rd January 2022</u> Closed <u>Tuesday 4th January 2022</u> Open 9:00am-8:00pm</p>
HOPELINEUK	<p>For children and young people under the age of 35 who are experiencing thoughts of suicide; for anyone concerned that a young person could be thinking about suicide.</p> <p>Call: 0800 068 4141 Text: 07860039967 Email: pat@papyrus-uk.org</p>	<p><u>Monday 20th December 2021 – Tuesday 4th January 2022</u> Open 9:00am-midnight</p>
St Helens Wellbeing Service	<p>St Helens Wellbeing Service makes it easier to access a wide range of healthy living and wellbeing support through a 'one stop shop'. They've joined up services that provide advice and help with healthy eating, exercise, weight management, stopping smoking, breastfeeding, emotional and social wellbeing, oral health and volunteering.</p> <p>01744 371111 chcp.sthelens@nhs.net</p>	<p><u>Monday 20th – Thursday 23rd December 2021</u> Open 9:00am-5:00pm Infant Feeding telephone line open until 8:00pm <u>Friday 24th December 2021</u> Calls and online queries open 9:00am-3:00pm Infant Feeding telephone line open until 4:00pm <u>Saturday 25th December 2021</u> Closed <u>Sunday 26th December 2021</u> Infant Feeding telephone line open 10:00am-4:00pm <u>Monday 27th December 2021</u> Closed <u>Tuesday 28th December 2021</u> Infant Feeding telephone line open 10:00am-4:00pm</p>

Service	Description and Contact Details	Opening Hours
		<p><u>Wednesday 29th – Thursday 30th December 2021</u> Open 9:00am-5:00pm Infant Feeding telephone line open until 8:00pm</p> <p><u>Friday 31st December 2021</u> Calls and online queries open 9:00am-3:00pm Infant Feeding telephone line open until 4:00pm</p> <p><u>Saturday 1st – Monday 3rd January 2022</u> Infant Feeding telephone line open 10:00am-4:00pm</p> <p><u>Tuesday 4th January 2022</u> Open 9:00am-5:00pm</p>
Caring Connections	<p>Providing bereavement counselling to the community and workplace</p> <p>0151 289 2761 admin@caringconnections.org.uk</p> <p>Contactable on-call number for emergencies when service is closed: 07711645245</p>	<p><u>Monday 20th – Thursday 23rd December 2021</u> Open 9:00am-5:00pm</p> <p><u>Friday 24th December 2021 – Monday 3rd January 2022</u> Closed</p> <p><u>Tuesday 4th January 2022</u> Open 9:00am-5:00pm</p>
Hope House	<p>The Centre's aim is to work with the vulnerable and disadvantaged across two centres by developing advice, advocacy, support, life skills and vocational training programmes.</p> <p>01744 20032</p>	<p><u>Monday 20th – Thursday 23rd December 2021</u> Open 9:00am-4:00pm</p> <p><u>Friday 24th December 2021</u> Open 9:00am-3:30pm</p> <p><u>Saturday 25th December 2021</u> Open 12:00-2:30pm (food stopped at 2:00pm)</p> <p><u>Sunday 26th December 2021</u> Open 9:30am-2:30pm</p> <p><u>Monday 27th – Friday 31st December 2021</u> Open 9:00am-12:30pm</p> <p><u>Saturday 1st – Monday 3rd January 2022</u> Closed</p> <p><u>Tuesday 4th January 2022</u> Open 9:00am-4:00pm</p>

Service	Description and Contact Details	Opening Hours
NSPCC Childline	<p>Childline is free to contact on 0800 1111. Childline counsellors are there to take calls 24 hours a day, 7 days a week from children and young people under 19.</p> <p>Childline counsellors are also available to speak to online through 1-2-1 chat and via email.</p> <p>https://www.nspcc.org.uk/keeping-children-safe/our-services/childline/</p>	Childline counsellors are there to take calls 24 hours a day, 7 days a week
Every Mind Matters - NHS	<p>Feeling stressed, anxious, low or struggling to sleep? Every Mind Matters can help with expert advice, practical tips and personalised actions to help you stay well.</p> <p>https://www.nhs.uk/every-mind-matters/</p>	
Department for Work and Pensions (DWP)	<p>The Department for Work and Pensions (DWP) is responsible for welfare, pensions and child maintenance policy. As the UK's biggest public service department it administers the State Pension and a range of working age, disability and ill health benefits to around 20 million claimants and customers.</p> <p>0800 169 0190</p>	<p><u>Monday 20th - Tuesday 21st December 2021</u> Open 9:00am-5:00pm</p> <p><u>Wednesday 22nd December 2021</u> Open 10:00am-5:00pm</p> <p><u>Thursday 23rd – Friday 24th December 2021</u> Open 9:00am-5:00pm</p> <p><u>Saturday 25th – Wednesday 29th December 2021</u> Closed</p> <p><u>Thursday 30th – Friday 31st December 2021</u> Open 9:00am-5:00pm</p> <p><u>Saturday 1st – Monday 3rd January 2022</u> Closed</p> <p><u>Tuesday 4th January 2022</u> Open 9:00am-5:00pm</p>
Change Grow Live (CGL)	<p>Change, Grow, Live (CGL) run the St Helens Integrated Recovery Service, providing drugs and alcohol support and advice.</p> <p>01744 410752 sthelens.info@cgl.org.uk</p>	<p><u>Monday 20th – Thursday 23rd December 2021</u> Open 9:00am-5:00pm</p> <p><u>Friday 24th December 2021</u> Open 9:00am-4:00pm</p> <p><u>Saturday 25th – Tuesday 28th December 2021</u> Closed</p> <p><u>Wednesday 29th – Friday 31st December 2021</u> Open 9:00am-5:00pm</p>

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		<p><u>Saturday 1st – Sunday 2nd January 2022</u> Closed <u>Monday 3rd – Tuesday 4th January 2022</u> Open 9:00am-5:00pm</p>
Coroners	<p>Coroners Officers are available throughout except for public holidays and weekends.</p> <p>0151 934 2399 or coronerreferrals@sefton.gov.uk or via St Helens Registration Service: 01744 676789</p>	<p><u>Monday 20th – Friday 24th December 2021</u> Open 8:45am-4:45pm <u>Saturday 25th – Monday 27th December 2021</u> Closed <u>Tuesday 28th – Friday 31st December 2021</u> Open 8:45am-4:45pm <u>Saturday 1st – Monday 3rd January 2022</u> Closed <u>Tuesday 4th January 2022</u> 8:45am-4:45pm</p>
St Helens Foodbank	<p>The St Helens Foodbank provides emergency food and support to local people who are referred to them in crisis.</p> <p>01744 26414 info@sthelens.foodbank.org.uk</p>	<p><u>Friday 17th December 2021</u> Newton Community Centre 11:30am-2:30pm <u>Monday 20th December 2021</u> The Mount 12:30-2:30pm <u>Tuesday 21st December 2021</u> The Hope Centre 11:30am-2:30pm <u>Wednesday 22nd December 2021</u> Earlestown 11:30am-1:30pm <u>Thursday 23rd December 2021</u> Hall Street 11:00am-2:00pm <u>Friday 24th December 2021</u> The Hope Centre 11:30am-2:30pm <u>Saturday 25th – Tuesday 28th December 2021</u> Closed <u>Wednesday 29th December 2021</u> Earlestown 11:30am-1:30pm <u>Thursday 30th December 2021</u> Hall Street 11:00am-2:00pm <u>Friday 31st December 2021 – Sunday 2nd January 2022</u> Closed <u>Monday 3rd January 2022</u> Foodbanks are open as normal</p>
St Helens 0-19 Healthy Child Programme (provided by Wirral Community Health)	<p>Providing health and wellbeing services to children, young people and their families including Health Visiting, School Nursing and an Enhancing Families Team (formerly Family Nurse Partnership).</p>	<p><u>Monday 20th – Friday 24th December 2021</u> Open 9:00am-5:00pm <u>Saturday 25th – Tuesday 28th December 2021</u> Closed <u>Wednesday 29th – Friday 31st December 2021</u></p>

Service	Description and Contact Details	Opening Hours
and Care NHS Foundation Trust)	0300 123 4665 ext 3904 www.wchc.nhs.uk	Open 9:00am-5:00pm Saturday 1st – Monday 3rd January 2022 Closed Tuesday 4th January 2022 Open 9:00am-5:00pm
No Duff	Support for HM forces veterans, EMS, HMP, NHS and Animal Rescue Services. We watch, we listen, we act. 07944 440356 dean.noduff@gmail.com	Contactable throughout the festive period – 7 days a week