



# List of Community Resources that may be useful for people during the COVID-19 crisis.

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Compiled by NHS Lanarkshire Psychological Services and NHS Lanarkshire Health Improvement - Thank you for resource sharing from SAMH, LAMH, VANL, South Lanarkshire ADP.

## **1. COVID-19 SPECIFIC GENERAL SUPPORT**

### **1.1. Coronavirus Community Assistance Directory**

Directory of community response to COVID -19 outbreak

<https://covid-19.scvo.org/>

### **1.2. South Lanarkshire Community Planning Partnership COVID-19 - Community Wellbeing Line**

A new helpline is now available for individuals living in South Lanarkshire who are self-isolating/vulnerable and whose usual support network is no longer available. The helpline will help people to access food and other essential supplies.

The helpline number is **0303 123 1009** and the opening hours are as follows:-

Monday to Thursday 8.45 – 4.45

Friday 8.45 – 4.15

Saturday and Sunday 8.45 – 4.45

Please pass this information on to any people that you are working with and who are self-isolating/vulnerable and don't have any other support networks available. If you have any questions about the helpline please email [communities@southlanarkshire.gov.uk](mailto:communities@southlanarkshire.gov.uk)

If you are interested and have some time to help our communities please email [communities@southlanarkshire.gov.uk](mailto:communities@southlanarkshire.gov.uk)

### **1.3. NLC Community Anchor Organisations**

Below are the Community Anchor Organisations that are coordinating the response to COVID-19 in each locality.

Airdrie - **Health and Wellness Hub** - 01236 605795 or 01698 262437

Bellshill - **Orbiston Neighbourhood Centre** - 01698 842215

Coatbridge - **Glenboig Development Trust** - 01236 874520

Cumbernauld and the North - **CACE** - 01236 451393

Motherwell - **Health and Wellness Hub** - 01698 262437 or 01698 303199

Wishaw, Shotts, Murdostoun and Fortissat - **GBT Shotts** - 01501 825800

### **1.4. South Lanarkshire organisations helping those self-isolating**

Providing assistance to those self-isolating during the COVID-19 crisis in their areas

<https://www.healthynhappy.org.uk/> - CamGlen area

<https://liber8.org.uk/index.php?id=58> – Hamilton & Blantyre

<https://healthyvalleys.org.uk/> - Clydesdale

<http://camglencovid.org/> - Local community orgs have developed a website to organise local support in the Camglen area - can volunteer or request support via website.

### **1.5. The Safety Zone**

Offering COVID19 assistance to people unable to leave their home e.g. food deliveries (Lanarkshire Community Food & Health Partnership) for Bargeddie area

Call 0141 773 2151 weekdays 9am - 4pm for support

### **1.6. Diamonds in the Community**

Offering support to people in Airdrie, Coatbridge and surrounding areas.

07790663974 / [diamondsitc@hotmail.com](mailto:diamondsitc@hotmail.com)

<https://www.facebook.com/ditcommunity1/>

### **1.7. The Red Cross**

Food and medication distribution and visits will be organised through Local Resilience Forums (LRFs). This central mechanism is to ensure resources are best utilised across organisations. Local authorities are working closely together with the voluntary and community sector, the private sector and public bodies to identify needs and respond together within the respective areas.

There is ongoing mapping activity and action plans are focussing on those most vulnerable. Therefore, we would suggest expressing your individual needs to your local authority or LRFs who will then include the British Red Cross in their response activity.

## **2. COVID-19 SPECIFIC ONLINE MENTAL HEALTH SUPPORT**

### **2.1. NHS Lanarkshire Psychological Services:**

<https://www.nhslanarkshire.scot.nhs.uk/novel-corona-virus-covid-19/managing-anxiety/>

### **2.2. Psychology Tools:**

[https://www.psychologytools.com/assets/covid-19/guide to living with worry and anxiety amidst global uncertainty en-us.pdf](https://www.psychologytools.com/assets/covid-19/guide%20to%20living%20with%20worry%20and%20anxiety%20amidst%20global%20uncertainty%20en-us.pdf)

### **2.3. Living Life to the Full:**

<https://littf.com/corona/>

### **2.4. SAMH:**

<https://www.samh.org.uk/about-mental-health/self-help-and-wellbeing/coronavirus-and-your-mental-wellbeing>

### **2.5. Support in mind**

<https://www.supportinmindscotland.org.uk/>

Action for people affected by mental illness

Covid-19 Support (<https://www.supportinmindscotland.org.uk/Listing/Category/coronavirus-support-guidance>)

Information Line – 0300 323 1545 : Open Monday to Friday from 9:00 am to 3:30 pm

### **2.6 Mindfulness and meditation**

<https://www.tenforzen.co.uk/here-for-you>

<https://www.tenpercent.com/coronavirussanityguide>

### **2.7 Resources for professionals helping others**

<https://www.supporttheworkers.org/>

<https://www.traumagroup.org/>

<https://learn.sssc.uk.com/wellbeing/>

<https://transformingpsychologicaltrauma.scot/wellbeing/wellbeing-and-covid-19-response/>

### **3. GENERAL MENTAL HEALTH SUPPORT RESOURCES**

#### **3.1. The Samaritans:**

Whatever you're going through, you can call [Samaritans](https://www.samaritans.org) any time day or night, 365 days a year. Call them free on **116 123** or email them at [jo@samaritans.org](mailto:jo@samaritans.org)  
Branches currently closed to the public.

#### **3.2. Breathing Space (<https://breathingspace.scot/>)**

Helpline offering information and advice – Call free on 0800 83 85 87

- Weekdays: Monday to Thursday – 6:00 pm to 2:00 am; Weekends: Friday 6:00 pm to Monday 6:00 am
- [Staying connected during the coronavirus outbreak](https://breathingspace.scot/news/2020/staying-connected-during-the-coronavirus-outbreak/)  
(<https://breathingspace.scot/news/2020/staying-connected-during-the-coronavirus-outbreak/>)

#### **3.3. SilverCloud cCBT Platform – Wellbeing Self Referral Programs**

<http://www.elament.org.uk/self-help-resources/silvercloud-cbt-programme-wellbeing-modules/>

#### **3.4. Living Life (NHS24) (<https://www.nhs24.scot/our-services/living-life/>)**

- Offers support to people in Scotland through self-guided help and cognitive behavioural therapy
- Self-refer for an assessment by calling 0800 328 9655 (Monday to Friday: 1:00 pm to 9:00 pm)
- [Guide to Using the Living Life Service](#)

#### **3.5. The Calm Zone**

A helpline offering support to men, of any age, who are down or in crisis, **0800 585858**.

#### **3.6. SAMH local resources:**

**Experience Counts Peer Support** service is currently supporting Peers (Service Users) by telephone.  
Phone: **01698 265659 (Motherwell Office)** or **01236 439418 (Airdrie office)**

Email: [ExpeerienceCounts@samhservices.org.uk](mailto:ExpeerienceCounts@samhservices.org.uk)

**Veterans first point - V1P** Veteran Peer Worker is still contacting service users by telephone.

<https://www.veteransfirstpoint.org.uk/drop-center/lanarkshire>

**GP Link Workers** are also offering Telephone support to all patients who have been referred to the service and are sending helpful resources by email if required.

**Well Informed Information Service** is operating a telephone support service and has been in contact with referrers to pass on relevant contact details.

In all areas of the SAMH service well-being calls are being offered to those who may not want long discussions on the telephone.

### **3.7. Local Healthy Living Initiatives**

Still carrying out telephone wellbeing checks and offering support:

**Cambuslang and Rutherglen Community Health Initiative** - [www.healthynhappy.org.uk](http://www.healthynhappy.org.uk) 0141 641 5236

**Tenants Association of Coatshill and Thornhill (TACT)** - 01698 327 783

**Getting Better Together (GBT) Shotts** – [www.gbtshottshlc.org.uk](http://www.gbtshottshlc.org.uk)

**YMCA Bellshill and Mossend** - 01698 747 483

**Orbiston Neighbourhood Centre** - 01698 842 215

**Healthy Valleys** – [www.healthyvalleys.org.uk](http://www.healthyvalleys.org.uk)  
01555 880 666

**Clydesdale Community Initiatives** – [www.cciweb.org.uk](http://www.cciweb.org.uk)  
01555 664 211

### **3.8. LAMH**

<https://lamh.org.uk/>

Still offering support to current service users, updating their facebook account with useful resources and links:

<https://www.facebook.com/lamh4/>

### **3.9. Martin Stepek mindfulness classes**

These have now moved online

<https://www.facebook.com/tenforzenscotland/>

### **3.10. Brothers in Arms**

<https://www.brothersinarmsscotland.co.uk/>

Mental health support, resources and links aimed at men's mental wellbeing. Brothers In Arms use digital technology as a way to reach out. Free App and included is access via text to a mental health coach available Mon to Friday (excluding Bank Holidays) 8am to 8pm to support you on a one to one basis in both using all aspects of the support platforms and modules within, but also to advise on other ways to help themselves. The link is only available on the website and not on any app store to keep it free. Our Brother-Stay Alive App is a suicide prevention resource for Scotland. Full of useful information and tools to help stay safe in crisis. You can use it if you are having thoughts of suicide or if you are concerned about someone who may be considering suicide. In addition to the resources, the app includes a safety plan, customisable reasons for living, and a LifeBox where you can store photos and memories that are important to you.

#### 4. ONLINE MENTAL HEALTH RESOURCES

- 4.1. [Centre for Clinical Interventions](http://www.cci.health.wa.gov.au/resources/looking-after-yourself) (www.cci.health.wa.gov.au/resources/looking-after-yourself)
- Self-help resources for mental health problems

4.2. [Dare – Break Free From Anxiety](https://play.google.com/store/apps/details?id=ie.armour.dare2&hl=en_GB)

([https://play.google.com/store/apps/details?id=ie.armour.dare2&hl=en\\_GB](https://play.google.com/store/apps/details?id=ie.armour.dare2&hl=en_GB))

Evidence based training programme to help people overcome anxiety, panic attacks, worry and insomnia (Google Play Store)

4.3. [Mindmatters](http://www.lanarkshiremindmatters.scot.nhs.uk) (<http://www.lanarkshiremindmatters.scot.nhs.uk>)

- New website is run by NHS Lanarkshire Adult Psychology Services. It aims to link you to mental health information, advice and help, wherever you live in Lanarkshire. It will include useful information during – and after – the Covid-19 coronavirus pandemic

4.4. [Elament](http://www.elament.org.uk) ([www.elament.org.uk](http://www.elament.org.uk))

Provides information, support, self-help resources and information on mental health topics for adults, young people, parents and carers and professional and also includes a range of training opportunities across Lanarkshire

4.5 [Get Self Help](http://www.getselfhelp.co.uk/) (www.getselfhelp.co.uk/)

- Provides Cognitive Behaviour Therapy (CBT) self-help and therapy resources

4.6. [Headspace](https://www.headspace.com/)

- Mindfulness for everyday life
- Headspace is currently offering [free support](https://www.headspace.com/covid-19) (www.headspace.com/covid-19) during the current global crisis

4.7. [MoodJuice](http://www.moodjuice.scot.nhs.uk/) (www.moodjuice.scot.nhs.uk/)

- Internet site designed to offer information, advice to those experiencing troublesome thoughts, feelings and actions.
- Print off various [self-help guides](http://www.moodjuice.scot.nhs.uk/About.asp) (www.moodjuice.scot.nhs.uk/About.asp)
- Listen to [podcasts](http://www.moodjuice.scot.nhs.uk/asppodcast.asp) about common mental health problems and skills to cope with them ([www.moodjuice.scot.nhs.uk/asppodcast.asp](http://www.moodjuice.scot.nhs.uk/asppodcast.asp))

4.8. [National Wellbeing Hub](https://www.promis.scot/) (<https://www.promis.scot/>)

For Health & Social Care Staff

4.9. [NHS Inform](http://www.nhsinform.scot/healthy-living/mental-wellbeing) ([www.nhsinform.scot/healthy-living/mental-wellbeing](http://www.nhsinform.scot/healthy-living/mental-wellbeing))

- [10 stress busters](#)
- [Breathing and Relaxation Exercises for Stress](#)
- [Dealing with Traumatic Events](#)
- [Why do I feel anxious and panicky](#)
- [Low Mood and Depression](#)
- [Exercise for Depression](#)

4.10. [SAMH](https://www.samh.org.uk/about-mental-health) (<https://www.samh.org.uk/about-mental-health>)

- [Self-help & Wellbeing](https://www.samh.org.uk/about-mental-health/self-help-and-wellbeing) (<https://www.samh.org.uk/about-mental-health/self-help-and-wellbeing>)

- [Wellbeing Tool Assessment \(https://www.samh.org.uk/about-mental-health/self-help-and-wellbeing/wellbeing-assessment-tool\)](https://www.samh.org.uk/about-mental-health/self-help-and-wellbeing/wellbeing-assessment-tool)

#### 4.11. [APPS](#)

[Wysa App](#): Stress, sleep and mindfulness therapy chatbot (Google Play Store)

([https://play.google.com/store/apps/details?id=bot.touchkin&hl=en\\_GB](https://play.google.com/store/apps/details?id=bot.touchkin&hl=en_GB))

- “Cheer me up” buddy and wellbeing tracker
- Daily spiritual meditation

[Sleepio App](#) <https://www.sleepio.com/>

[Daylight App](#) <https://people.nhs.uk/help/support-apps/daylight/>



## **5. BEREAVEMENT**

### **5.1. Cruse**

<https://www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief>

<http://www.crusescotland.org.uk/>

Cruse Bereavement Care Lanarkshire – Helpline, support and counselling

Public Phone: 0845 600 2227

Email: [support@crusescotland.org.uk](mailto:support@crusescotland.org.uk)

<https://www.hopeagain.org.uk/> (The youth website for Cruse.)

### **5.2. Support Around Death**

<http://www.sad.scot.nhs.uk/beravement/>

A NES website aimed at supporting healthcare staff working with patients, carers and families before, at and after death. Some useful resources.

### **5.3. St Andrew's Hospice**

<https://www.st-andrews-hospice.com/covid-19-support/>

Offer bereavement support and counselling to people from North and South Lanarkshire (to anyone, not just those who have used hospice services).

Patient & Family Support Team are providing a call back service to those who are most in need of support (<https://www.st-andrews-hospice.com/covid-19-support/beravement-support/>) 01236 766951

They also provide support to children and young people who have been bereaved.

### **5.4. Marie Curie**

[www.mariecurie.org.uk/help/support/support-directory/beravement-and-funerals#beravement](http://www.mariecurie.org.uk/help/support/support-directory/beravement-and-funerals#beravement)

Marie Curie's website links to lots of organisations, helplines and resources.

### **5.5. Winston's wish**

<https://www.winstonswish.org/>

Supporting children who are grieving.

### **5.6. Sudden**

<http://www.suddendeath.org/covid-19-beravement>

Charity supporting people after a sudden death, including Covid-19.

### **5.7. The Compassionate friend**

<https://www.tcf.org.uk/>

Supporting bereaved parents.

### **5.8. Online self-help resources about bereavement**

<https://www.mind.org.uk/information-support/guides-to-support-and-services/bereavement/about-bereavement/>

<https://www.moodjuice.scot.nhs.uk/pdfGuides/Bereavement.pdf>

<https://www.childbereavementuk.org/coronavirus-supporting-children>

<https://booksbeyondwords.co.uk/downloads-shop/when-someone-dies-from-coronavirus>

### **5.9. SAMH 'After a Suicide Booklet'**

<https://www.samh.org.uk/about-mental-health/suicide/after-a-suicide>

## **6. OLDER ADULTS AND DEMENTIA**

### **6.1. Age Scotland (<https://www.ageuk.org.uk/scotland/>)**

Helpline for older adults feeling lonely. Call 0800 12 44 222 Monday to Friday 9:00 am to 5:00 pm

### **6.2. The Silver Line <https://www.thesilverline.org.uk/>**

Helpline providing free confidential information, advice or friendship to older people 24 hours a day and 7 days a week on **0800 470 80 90**

### **6.3. Seniors together**

Keeping engaged with membership using digital media and care calls.

Phone: 01698 454105, Email: [Seniors Together](mailto:Seniors Together) Facebook: @SouthLanarkshireSeniorsTogether

### **6.4. LEAP**

Provides services to improve the health and wellbeing of older people in South Lanarkshire. Based in Halfway in Cambuslang, the charity currently provides services across 9 communities in South Lanarkshire, namely: East Kilbride, Blantyre, Hamilton, Bothwell, Uddingston, Cambuslang, Rutherglen, Strathaven and Stonehouse. Services are currently not available in the Clydesdale area. The Hands On Project, which also contains a handyperson service, provides befriending services for the over 50s delivered by volunteers. This can be long and short term befriending, 1:1 befriending and some group befriending projects. The 1:1 befriending matches are held in the client's home on a weekly basis at a time suitable to both the client and volunteer. Referral criteria and forms can be obtained through the office. LEAP accepts appropriate referrals from individuals, family, friends, carers, public sector and other third sector organisations.

Offering personal shopper service for older adults in south lan and telephone befriending (accepting new referrals)

<https://www.leap-project.co.uk/>

### **6.5. Dementia Helpline**

<https://www.alzscot.org/living-with-dementia/getting-support/24-hour-freephone-dementia-helpline>

Providing information, signposting and emotional support to people with dementia, their families, friends and professionals. 0808 808 3000.

## 7. CHILDREN & YOUNG PEOPLE

### 7.1. Childline (<https://www.childline.org.uk/>)

- [Childline are operating a restricted service due the coronavirus pandemic \(https://www.childline.org.uk/get-support/contacting-childline/message-from-childline/\)](https://www.childline.org.uk/get-support/contacting-childline/message-from-childline/)

Speak to a councillor online or on the phone from 9:00 am to 12:00 midnight – Telephone free on 0800 1111. Staff were reporting a huge increase in the demand for services with girls between the ages of 12-15 reporting the most concerns.

**Childline** have a dedicated Coronavirus page which covers what coronavirus is, what to do if you are worried and how to cope if you are staying at home: <https://www.childline.org.uk/info-advice/your-feelings/anxiety-stress-panic/worries-about-the-world/coronavirus/>

### 7.2. Children 1<sup>st</sup>:

During these difficult and uncertain times for us all, it is our most vulnerable families who will be hardest hit. Children 1st are determined to maintain direct, practical and emotional support to children and families wherever it is safe to do so. **Parentline** can offer advice and support to families worried about how to cope with a long period together in a small space, how to keep their children busy, facing financial uncertainties or uncertain about how to balance work and childcare. As well as providing one to one family support – on the phone: 08000 28 22 33, by webchat or online: [children1st.org.uk/parentline](http://children1st.org.uk/parentline).

Parentline service has started providing specific tips and advice for all families on its webpages. If you are a child or young adult and feeling lonely, you can call [SupportLine](https://www.supportline.org.uk/) on **01708 765 200**

### 7.3. Cosla online resource on supporting children and young people in relation to COVID-19

<https://www.cosla.gov.uk/covid19-advice-supporting-children-and-young-people>

Contact [carly.grant@nhs.net](mailto:carly.grant@nhs.net)

### 7.4. Young Scot

Has a dedicated campaign site for people to “Find out more about what's happening and the simple steps you can take to help prevent catching COVID-19 and spreading to others. Also find out more about what you can do if you are feeling anxious and worried, and how you can support others in your community.” <https://young.scot/campaigns/national/coronavirus>

#### a. **Children and Young People’s Commissioner for Scotland**

Website has some information about children’s rights in a time of crisis and a number of helpful links to resources: <https://www.cypcs.org.uk/news/in-the-news/getting-human-rights-advice-in-scary-times-the-coronavirus>

In particular CYPSC recommend the #Covibook for children under 7 which can be downloaded here: <https://www.mindheart.co/descargables/>

#### b. **The Aberlour Urgent Assistance Fund**

Awards cash grants to assist children and young people (aged 21 and under) across Scotland, and their families, who are suffering extreme hardship. This support is usually via cash grants to assist with a range of needs, such as food, prepay power cards, clothing, bedding or other essentials. Please note, available funds are limited and all applications will be evaluated against evidence of a family’s financial status. **Applications must be endorsed and submitted by a sponsor, acting in their professional capacity. Examples of eligible sponsors include social workers, health care**

**professionals, teachers, clergy and third sector organisations. Applications from individuals cannot be accepted.**

#### **7.5. Eyes and Ears open campaign**

Child Protection Committees Scotland, a national grouping of child protection professionals, supports all efforts by the Scottish Government, local authorities and the third sector to keep children safe from harm during the enforced break in normal routine. They have asked all authorities to support the Eyes and Ears Open campaign.

NHS Lanarkshire Child Protection Team **Child Protection Advice/Information: 01698 894124 Doctor On Call: 01698 361100**

North Lanarkshire Child Protection Committee 01698 894129

South Lanarkshire Social Work Resources on 0303 123 1008

#### **7.6. Papyrus**

<https://papyrus-uk.org/>

Prevention of young suicide.

**8. ADDICTION & RECOVERY** (with thanks to Fiona McIntyre South Lanarkshire ADP for putting together this information)

**South Lanarkshire Alcohol and Drug Partnership** Keep up to date via [Facebook](#) (@SouthLanarkshireADP) and [Twitter](#) (@southlanADP)

**South Lanarkshire Services**

**8.1. Harm Reduction Team / Outreach Services**

NHS Lanarkshire's Harm Reduction Team are continuing to operate outreach services throughout Lanarkshire, although there are some local restrictions in place in relation to COVID-19 re social distancing.

- Harm Reduction Team - 01236 707738 (office number) – available Monday to Thursday: 9:00 am to 5:00 pm; Friday: 9:00 am to 4:30 pm
- North Lanarkshire – 07810 153940
- South Lanarkshire – 07884 454961

**8.2. Community Addiction Recovery Service (CAREs)**

[https://www.southlanarkshire.gov.uk/info/200228/health\\_and\\_medical\\_information/812/substance\\_misuse](https://www.southlanarkshire.gov.uk/info/200228/health_and_medical_information/812/substance_misuse)

- Face to face appointments are currently suspended, however telephone consultations are available for new referrals, triage, assessment and signposting (where relevant)
- Existing patients are being offered ongoing support and advice via telephone
  - East Kilbride – 01355 597456 / 0303 123 1008
  - Clydesdale – 01555 777431 / 0303 123 1008
  - Hamilton – 01698 368711 / 0303 123 1008
  - Rutherglen/Cambuslang – 0141 584 2515 / 0303 123 1008

**8.3. Liber8 Lanarkshire Ltd** (<https://www.liber8.org.uk/>)

- During the current coronavirus pandemic, Liber8 are not seeing any clients on a face to face basis
- A telephone support/counselling service is available from 10:00 am to 3:00 pm Monday to Friday – Tel: 01698 825114
- Keep up to date via [Facebook](#) (@Liber8Ltd) and [Twitter](#) (@Liber8888)

**8.4. My Support Day**

- A support group, based in East Kilbride, supporting family and friends of loved ones with alcohol and drug addiction
- Follow them on [Facebook](#) (@E.KSouthlanarkshire) and [Twitter](#) (@MySupportDay1)

**8.5. The Beacons** (<http://www.thebeacons.org.uk/>)

- During the current coronavirus pandemic, the recovery Beacons in Blantyre, Cambuslang and Lanark are operating an online schedule. Contact by telephone to find out more about what is happening on the premises, and to book in.

- A telephone support service is available from 10:00 am to 3:00 pm Monday to Friday – Tel: 01698 755926
- Keep up to date via [Facebook](#) (@thebeaconsSL) and [Twitter](#) (@SouthBeacons)

#### **8.6. We Are With You ([www.wearewithyou.org.uk/about-us/we-are-you-scotland/](http://www.wearewithyou.org.uk/about-us/we-are-you-scotland/))**

- Free, confidential support for alcohol and drug use
- Call 01698 533843 – Monday to Friday: 9:00 am to 8:00 pm
- [Arrangements during COVID-19 \(https://www.wearewithyou.org.uk/help-and-advice/coronavirus-covid-19/\)](https://www.wearewithyou.org.uk/help-and-advice/coronavirus-covid-19/)
- Online chat available
- Keep up to date via [Facebook](#) (@wearewithyoucharity) and [Twitter](#) (@WeAreWithYouSco)

We Are With You (South Lanarkshire) also offer a service for young people

- Support for young people aged 13-21 (26 if care experienced) around substance use and those affected by significant others' substance use.
- During the Covid-19 pandemic they are offering one-to-one video calls and group calls via HouseParty app, telephone support and resources through their local Facebook page which keeps young people connected with weekly activities through the Youth Journey project.
- Keep up to date via [Facebook](#) (@wearewithyouSouthLanarkshireYP)

#### **North Lanarkshire Services:**

##### **8.7. North Lanarkshire Council**

[Coronavirus \(COVID-19\) Advice](#): Up to date information on how COVID-19 is affecting council services and for advice on the virus

<https://www.northlanarkshire.gov.uk/index.aspx?articleid=34889>

##### **North Lanarkshire Alcohol and Drug Partnership**

- Keep up to date via [Twitter](#) (@NorthlanADP)

##### **Addiction Recovery Team (ART) (<https://www.northlanarkshire.gov.uk/AddictionRecovery>)**

- Face to face appointments are currently suspended, however telephone consultations are available for new referrals, triage, assessment and signposting (where relevant)
- Existing patients are being offered ongoing support and advice via telephone
  - Airdrie – 01236 856126
  - Bellshill – 01698 403535
  - Coatbridge – 01236 707744
  - Cumbernauld – 01236 638842
  - Motherwell – 01698 266717
  - Wishaw – 01698 274070

### **8.8. North Lanarkshire Recovery Community - Recovery Development Team**

- Supporting those with experience of addiction in their recovery. We are providing a weekly schedule of online groups and activities based on the principles of recovery support, health and well-being and social connection.
- All recovery cafes and outdoor activities are closed until further notice.
- Contact Tom Bennett 07920 234 694 and Becky Wood 07920 576375

### **8.9 Barnardo's Axis Lanarkshire Core + Connect (<https://www.barnardos.org.uk/what-we-do/services/barnardos-axis-lanarkshire-core>)**

- Service provided: support young people from p7 – 21 (26 if care experienced or if young male with additional complex issues) who have been affected by own or others substance use. 1:1 and group support provided. Services adapted to meet the needs and restrictions of the current situation, face to face contact is limited however daily contact available via video link, face time, zoom etc.
- Phone number: 01698262443 option 3
- Follow them on [Facebook](#) (@barnardosscotland) and [Twitter](#) (@BarnardosScot)

### **8.10 Phoenix Futures: Building Futures North Lanarkshire (<https://www.phoenix-futures.org.uk/building-futures-north-lanarkshire>)**

- During the current coronavirus pandemic, Phoenix Futures North Lanarkshire, are not seeing any clients on a face to face basis. We continue to accept referrals, provide assessments, 1:1 support, CBT sessions and CRAFT sessions for families over the phone.
- Referrals can be made via [lanarkshire.communities@phoenixfutures.org.uk](mailto:lanarkshire.communities@phoenixfutures.org.uk)
- If you need to speak to a staff member please phone 07342 880781 or 07580 902773. Please leave a message if no answer/busy.
- Follow them on [Facebook](#) (@phoenixfutures) and [Twitter](#) (@Phoenix\_Scot)

An online support and entertainment schedule has been launched. Phoenix Scotland Connects is a weekly planner promoted through our Twitter and Facebook pages.

### **NATIONAL ORGANISATIONS/SERVICES**

#### **8.11. Alcoholics Anonymous ([www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk))**

- Advice, help and support for alcoholics
- Due to the current coronavirus pandemic, face to face meetings are not currently available however some areas are offering online meetings. Contact the AA for further information on accessing these:
  - Call free on 0800 9177 650
  - Email: [help@aamail.org](mailto:help@aamail.org)
  - <https://www.aa-intergroup.org/downloads/index.php>

#### **8.12 Cocaine Anonymous (<https://www.cascotland.org.uk/>) and Narcotics Anonymous**

- Fellowship of men and women who share their experience, strength and hope with each other so that they may solve their common problem and help others recover from their addiction.
- Due to the current coronavirus pandemic, face to face meetings are not currently available. Details of meetings conducted online can be found [here](#)  
<https://www.cascotland.org.uk/covid19>



- Call the Scottish Helpline on 0141 959 6363
- <https://www.ca-online.org/>
- **Narcotics Anonymous online meetings:**  
[www.narecovery.org/Narcotics\\_Anonymous\\_Online\\_Meeting\\_Schedule.html](http://www.narecovery.org/Narcotics_Anonymous_Online_Meeting_Schedule.html)

#### 8.13 **Crew** (<https://www.crew.scot/>)

- Website with lots of information on drugs, their effects and harm reduction advice
- [What Crew is doing in response to COVID-19](https://www.crew.scot/services-covid19/) (<https://www.crew.scot/services-covid19/>)
- [Coronavirus – General hygiene harm reduction tips](https://www.crew.scot/coronavirus-general-hygiene-tips/) (<https://www.crew.scot/coronavirus-general-hygiene-tips/>)
- Keep up to date on [Facebook](#) (@Crew2000) and [Twitter](#) (@crew\_2000)

#### 8.14 **Know the Score** ([www.knowthescore.info](http://www.knowthescore.info))

- Free confidential advice on all things drugs
- Live chat if you're worried about your own or someone else's drug taking
- Call 0333 230 9468

#### 8.15 **Nacoa UK** (The National Association for Children of Alcoholics) ([www.nacoa.org.uk](http://www.nacoa.org.uk))

- Provides information, advice and support for everyone affected by a parent's drinking
- Keep up to date on [Facebook](#) (@nacoauk) and [Twitter](#) (@NocoaUK)

#### 8.16 **Scottish Drugs Forum** ([www.sdf.org.uk](http://www.sdf.org.uk))

- A national resource of expertise on drug issues
- [COVID-19 Information Flyer for people who inject drugs](http://www.sdf.org.uk/covid-19-information-flyer-for-people-who-inject-drugs/) (<http://www.sdf.org.uk/covid-19-information-flyer-for-people-who-inject-drugs/>)
- Keep up to date on [Facebook](#) (@scottishdrugsforum) and [Twitter](#) (@SDFnews)

#### 8.17 **Scottish Families Affected by Alcohol & Drugs** ([www.sfad.org.uk](http://www.sfad.org.uk))

- Offers a host of services for families affected by alcohol and drugs
  - Helpline – call 08080 10 10 11
  - Message Boards; Bereavement Support; Webchat
- Keep up to date on [Facebook](#) (@ScottishFamiliesAffectedByDrugs) and [Twitter](#) (@ScotFamADrugs)

#### 8.18 **SMART Recovery Meetings:**

<https://www.smartrecovery.org/community/calendar.php>

#### 8.19 **Breaking free online** – (Online recovery support)

For service users to create an account (free if sign up in April), all they need to do is:

- 1) Visit [www.breakingfreeonline.com](http://www.breakingfreeonline.com)
- 2) Click SIGN UP
- 3) Use the access code: **ScotGov2020** to complete the required fields.

## **9. CHILD SEXUAL ABUSE, VIOLENCE AGAINST WOMEN, DOMESTIC VIOLENCE**

### **9.1. <https://safelives.org.uk/news-views/domestic-abuse-and-covid-19>**

Links to a guide developed by SafeLives for anyone experiencing domestic abuse. There is also more information and links to further resources on their website.

### **9.2. Women's Aid (<https://womensaid.scot/>)**

Free, confidential helpline/online chat service for women experiencing or at risk from domestic abuse. Call 0800 027 1234

Service available 24 hours a day 7 days a week

Follow Women's Aid South Lanarkshire and East Renfrewshire on [Facebook](#)

(@womensaidsouthlanarkshireandeastrenfrewshire)

Follow North Lanarkshire's Women's Aid on [Facebook](#) (@nlwaid); Monklands Women's Aid – 01236 432061, [info@monklandswomensaid.org.uk](mailto:info@monklandswomensaid.org.uk); Motherwell and District Women's Aid – 01698 321000, [info@mdwa.org.uk](mailto:info@mdwa.org.uk); North Lanarkshire Women's Aid – 01236 730992, [nlwaid@aol.com](mailto:nlwaid@aol.com)

### **9.3. Lanarkshire Rape Crisis**

To promote the welfare and relieve distress of women and girls who have experienced rape and/or any other form of sexual violence or exploitation at any time in their lives by providing confidential information and support services. Also to raise awareness of the above issues with other agencies and local communities.

<http://lanrcc.org.uk/>

Available for survivors of all forms of sexual violence. Open daily, 6 pm - midnight  
Call: 08088 01 03 02 Text: 07537 410027 Email: [support@rapecrisisscotland.org.uk](mailto:support@rapecrisisscotland.org.uk)  
Lanarkshire Rape Crisis Centre – 01698 527003, [support@lanrcc.org.uk](mailto:support@lanrcc.org.uk)

### **9.4. Domestic Abuse and Forced Marriage helpline**

Call: 0800 027 1234 (open 24/7)

Email: [helpline@sdafmh.org.uk](mailto:helpline@sdafmh.org.uk)

### **9.5. National LGBT+ Domestic Abuse Helpline**

Monday to Friday, 10am - 5pm and Wednesday to Thursday, 10am - 8pm.

Call: 0800 999 5428 Email: [help@galop.org.uk](mailto:help@galop.org.uk)

### **9.6. Services for Black and Ethnic Minority women**

- **Shakti Women's Aid**  
Open Monday to Friday, 9am to 5pm.  
Call: 0131 475 2399 Email: [info@shaktiedinburgh.co.uk](mailto:info@shaktiedinburgh.co.uk)
- **AMINA – Muslim Women Resource Centre helpline**  
Open Monday to Friday, 10am - 4pm.  
Call: 0808 801 0301
- **Hemat Gryffe**  
Open Monday to Friday, 9am to 5pm.  
Call: 07792 017442 or 07866 936644

### **9.7. Click - support for women selling sex online**

Click offers a range of support services, including for wellbeing and safety.

Their chat is open Monday, Tuesday, Thursday and Friday, 11am - 1pm.

Online chat: [www.click.scot/chat](http://www.click.scot/chat)

### **9.8. Scottish Women's Rights Centre**

**Legal advice, practical information and victim support**

**Helplines - 08088 010 789**

Legal information: Monday 2 - 5 pm, Tuesday 6 - 8 pm, Wednesday 11 am - 2 pm, Friday 10 am - 1 pm

Advocacy support: Tuesday 11 am - 2 pm

Sexual harassment: Thursday 5 - 8 pm

**Legal representation:** you can [apply for legal representation here](#)

### **9.9 Stop it Now (<https://www.stopitnow.org.uk/>)**

- Offers a confidential helpline and secure messaging service around concerns of child sexual abuse. Call 0808 1000 900
- Available 9:00 am to 9:00 pm Monday to Thursday and 9:00 am to 5:00 pm Friday. Closed weekends and Bank Holidays

### **9.10 In Care Survivors**

<https://www.incaresurvivors.org.uk/>

Wellbeing Scotland are offering support by telephone, text, email and groups. They plan to post resources and work towards virtual groups. Contact numbers are:

01324 630100 all calls

0800 121 6027 for people who were abused in care

07912 759 655 children and young people and people with mental wellbeing concerns

Email :- [info@wellbeingscotland.org](mailto:info@wellbeingscotland.org)

Websites :- [www.wellbeingscotland.org](http://www.wellbeingscotland.org)

<https://www.incaresurvivors.org.uk/>

Facebook :- <https://www.facebook.com/WellbeingScotland/>

Twitter :- <https://twitter.com/wellbeingscot>

## **10. ADVOCACY & FINANCIAL SUPPORT (inc. criminal justice)**

### **10.1. Advocacy services commissioned by North Lanarkshire Council**

The advocacy services that are commissioned by North Lanarkshire Council will maintain telephone contact, where possible and practicable, with the people that they support. They are also available for advice and assistance to other professionals if necessary. The telephone contacts of the services are undernoted:

Brenda Vincent, Equals Advocacy Partnership [older adults advocacy]: 01698 327772

Sam Cairns – North Lanarkshire Advocacy Project [adults advocacy]: 01698 358 245 Mobile: 07725 792 13

Sam Thomas – Shelter Scotland [people affected by homelessness]: 03445151204

### **10.2. The advocacy project**

**Telephone Support** – We will continue to provide advocacy support to vulnerable people in Glasgow, East Renfrewshire and south Lanarkshire. The service will be telephone/email based and we will support vulnerable people have access to an advocate and be provided with information. In line with the health advice there will be no attendance at any external meetings, but we will explore how teleconferencing might be enabled, or calling into meetings/tribunals.

**The service will be available Monday to Friday - 9am-5pm**, with our advocacy team, senior management and administration cover on site. Please contact us on:

**0141 420 0961** if you feel that you need support with:

- **An upcoming Mental Health Tribunal**
- **An upcoming Incapacity Court Case**
- **Adult Protection & Keeping Safe**
- **Concerns About Your Health Care and Support**

**South Lanarkshire:** Contact Social Work on 0303 123 1015

Website:

[https://www.southlanarkshire.gov.uk/info/200146/social\\_care\\_and\\_health/815/contacting\\_social\\_work\\_services](https://www.southlanarkshire.gov.uk/info/200146/social_care_and_health/815/contacting_social_work_services)

You can also email for support on: [enquiry@theadvocacyproject.org.uk](mailto:enquiry@theadvocacyproject.org.uk)

### **10.3. Money Advice Service**

*Helpful links from our Money Advice Service website that could be really useful for you, your colleagues and your customers:*

<https://www.moneyadvice.service.org.uk/en/articles/coronavirus-and-your-money>

<https://www.moneyadvice.service.org.uk/en/articles/coronavirus-what-it-means-for-you>

### **10.4. Money Matters**

Money Matters is still providing a service. You can continue to make referrals and ask for advice via the teams e-mail addresses and limited phone lines, if you leave a message someone will get back to

you as soon as possible. You can call them on 0303 123 1008 Monday to Friday (excluding bank holidays) between the hours of 10 am till 3pm. If you do not get an answer please leave a message and someone will get back to you as soon as possible.

The e-mail addresses are;

[Money matters.cambuslang@southlanarkshire.gov.uk](mailto:Money matters.cambuslang@southlanarkshire.gov.uk)

[Money matters.eastkilbride@southlanarkshire.gov.uk](mailto:Money matters.eastkilbride@southlanarkshire.gov.uk)

[Money matters.hamilton@southlanarkshire.gov.uk](mailto:Money matters.hamilton@southlanarkshire.gov.uk)

[Money matters.lanark@southlanarkshire.gov.uk](mailto:Money matters.lanark@southlanarkshire.gov.uk)

[Money matters.larkhall@southlanarkshire.gov.uk](mailto:Money matters.larkhall@southlanarkshire.gov.uk)

For the Telephone Advice Line for women and families with young families or during pregnancy you can get them on;

[telephoneadvice@southlanarkshire.gov.uk](mailto:telephoneadvice@southlanarkshire.gov.uk)

### **10.5. Citizens Advice Bureaux**

Still offering advice, information and advocacy via telephone service in each local area.

<https://www.cas.org.uk/>

### **10.6. Community Links**

SELECT (Supporting Employment and Learning by Empowering Communities in Technology) is a digital inclusion project, supporting members of South Lanarkshire to use the internet as a tool to increase employability and financial capability, as well as increase access to online-only opportunities. Support is available from fully-trained volunteers who can help with job searches, creating CV's, completing applications, and completing Universal Credit claims. The service is available on a drop-in basis at various locations throughout South Lanarkshire.

Office in Blantyre open on Tuesday and Thurs to offer limited support, still receiving telephone enquiries 01698 827583 and responding to facebook messenger

### **10.7. Digital NL**

<https://www.digitalnl.co.uk/> Aim to improve the lives of those living within North Lanarkshire by increasing their skills and knowledge of digital technology.

### **10.8. CRIMINAL JUSTICE**

The [Crown Office and Procurator Fiscal Service](http://www.copfs.gov.uk) (www.copfs.gov.uk) has issued information for those due to attend court

- Keep up to date with them on [Twitter](https://twitter.com/COPFS) (@COPFS)

### **10.9. Out of Hours Homelessness Service for NLC and SLC**

If you find yourself roofless, have no other accommodation, and you require temporary accommodation, you can contact North Lanarkshire Council Homeless Out of Hours service on 0800 953 2424 or South Lanarkshire 0800 24 20 24

### **10.10 Skills Development Scotland**

Careers support and help to deal with redundancy and help link people into vacancies and areas with skills shortages

<https://www.myworldofwork.co.uk/has-your-job-been-affected-covid-19-coronavirus>

#### **PACE – redundancy support**

Help and support with redundancy through a free, confidential Scottish Government initiative called Partnership Action for Continuing Employment (PACE).

Call 0800 917 8000.

<https://www.myworldofwork.co.uk/redundancy-help-scotland>

## **11. AUTISM**

### **11.1 Scottish Autism**

National organisation with a local development officer to provide information and signposting for people on the autistic spectrum.

Offering support via email advice line

<https://www.scottishautism.org/>

### **11.2. REACH Lanarkshire Autism**

Support group providing services and activities for people on the autistic spectrum

Staff available via facebook chat and email only

<https://reachautism.org.uk/>

### **11.3. Hope for Autism:**

The telephone has been re-routed and will be answered when staff are available to do so. Office

Telephone 01236 779191

Mobile Telephone 07712113614

## **12. CARERS**

**12.1 North Lanarkshire Carers Together** - continuing to respond to carer and partner email enquiries, providing information and linking carers to supports and services in North Lanarkshire. Due to the current restrictions we are unable to offer face to face carer appointments but we are connecting with our carer community via social media, website enquiries, email and telephone. Our out of office contact number just now is 01698 404055 and the team are on hand to respond to emails via our enquiry line [enquiries@carerstogogether.org](mailto:enquiries@carerstogogether.org) or via personal emails which can be obtained from our website [www.carerstogogether.org](http://www.carerstogogether.org)

### **12.2 Lanarkshire Carers Centre -**

Delivering telephone information, advice and support services to carers and also through website and social media platforms.

<https://lanarkshirecarerscentre.org.uk/coronavirus>

The carers centre building/s are not open to the public however, the main telephone lines and normal numbers are fully operational with the facility to transfer calls to individual staff as required.

[Lanarkshire Carers Centre: Care Talk \(www.prtlcc.org.uk/caretalk\)](http://www.prtlcc.org.uk/caretalk)

Provides a weekly telephone call to carers to help them feel less isolated and provides contact for other support when required.

- North Lanarkshire – 01236 755550
- South Lanarkshire – 01698 428090

**12.3 YouToo** is a smartphone/tablet app designed to support people who care for family members in need of care support while living in their own home. Typically these are unpaid carers providing home care support for members of the family. They are offering the app free of charge throughout the COVID19 outbreak to ensure elderly within isolation, and isolating families can keep in touch and still understand the care needs. You can find out more about it

here <https://www.yootooapp.com/post/coronavirus-were-making-yootoo-free-during-the-covid-19-crisis>



### **13. BEFRIENDERS**

**13.1. Health and Wellness Hub** online content: We are keen to help and support you all as much as possible during this difficult time, so what would you like to see on our page to support you and keep you safe and emotionally & physically well, some ideas may include:

- Health and Wellbeing tips to try at home?
- Sharing Healthy recipes?
- Tips to keep your children occupied?
- Service updates for your local area?
- Something else? Please comment

We will keep sharing information that we think will help.

We are also continuing to engage with our users to support them now that our community based services are not running, some of the services we are offering will include shopping, picking up essentials or telephone befriending for those most isolated but again, if there is a specific need -let us know!

Please make sure you link with our social media channels or have given us your most up to date contact information. For those that don't have internet access, please provide us with either a landline or mobile number and we will be in contact so you are included in regular updates from us. Please also share our plans with your neighbors who are isolated and vulnerable too, so we can widen this support service to those who need it most!

<https://en-gb.facebook.com/TheHealthHubScotland/>

### **13.2. Larkhall District Volunteer Group**

The Call Line is a telephone call service where one of our volunteers makes a well-being call to people who have indicated to us that they would benefit from this contact. The calls are made each morning, Monday to Friday, and involve a chat and a check that all is well with them. Many people are alone and suffer from social isolation and it can be very cheering to have a conversation with someone first thing in the morning. This service has developed into a 'telephone befriending'.

<http://www.ldvg.org.uk/>

01698 888893

## **14. GENERAL WELLBEING**

### **Nature**

19 Ways to Stay Connected with Nature from the Green Health Partnership: Here are some suggestions to help you get out in your garden or bring nature indoors during self-isolation

<http://www.elament.org.uk/support-projects-groups/projects-campaigns/greenspace/resources/>

### **Diet**

Please see the link below with common Q&A regarding diet and nutrition and COVID 19 that the British Dietetic Association have pulled together. [https://www.bda.uk.com/resource/covid-19-corona-virus-advice-for-the-general-public.html?dm\\_i=1M7S,6SOLO,9LQ3AS,R781Z,1](https://www.bda.uk.com/resource/covid-19-corona-virus-advice-for-the-general-public.html?dm_i=1M7S,6SOLO,9LQ3AS,R781Z,1)

This includes:

- general nutrition advice,
- how to manage food supplies
- malnutrition
- specific health conditions such as Diabetes, Coeliac Disease, Crohns Disease and Ulcerative Colitis and allergies
- Pregnancy and babies including infant feeding

Physical Health (taken from SAMH list)

<https://www.sportengland.org/news/how-stay-active-while-youre-home>

### **Walking**

[www.pathsforall.org.uk/resource/12-week-walking-programme](http://www.pathsforall.org.uk/resource/12-week-walking-programme)

### **Walking App, Pedometers**

<https://www.apple.com/uk/search/pedometer?src=serp>

### **NHS**

<https://www.nhs.uk/live-well/exercise/gym-free-workouts/>

### **Seated Exercises**

<https://www.youtube.com/watch?v=LHx3eP93Zrg>

Stay Active Stay Steady DVD which is an exercise guide for elderly people, specifically targeting frail elderly people.

<https://www.youtube.com/playlist?list=PLmuRxtsSONyfsr9JjPdV1nW4Q-2hKyAi>

### **Strength + Balance**

<https://www.youtube.com/watch?v=2ZplzbLmfz0>

### Get Running with couch to 5K

<https://www.nhs.uk/live-well/exercise/get-running-with-couch-to-5k/?tabname=couchto-5k>

Fitness Studio exercise videos – range of videos available here for aerobic, strength / resistance and Pilates / yoga workouts at home.

<https://www.nhs.uk/conditions/nhs-fitness-studio/>

### BeneFIT from Activity

- Exercise and long-term conditions
- <http://www.benefitfromactivity.org.uk/>

### British Heart Foundation

- Range of resources and video links
- <https://www.bhf.org.uk/information-support/heartmatters-magazine/activity>

### Macmillan Cancer Support

- <https://www.youtube.com/watch?v=aEnAKKgCr2M&feature=youtu.be>
- <https://www.youtube.com/watch?v=llwf5TGtOjs&feature=youtu.be>
- <https://www.youtube.com/watch?v=6DQBz3P3Rys>
- <https://www.youtube.com/watch?v=FqIFDaDIKwY>

### How to keep busy

- [Download free colouring books from 113 museums](#)
- [NASA has made their entire media library public](#)
- [Stay at Home Fest](#): An online music festival! (crowdsourcing all the online gigs people are putting on)

[12 Museums offering virtual tours](#)

### Parenting resources

- [The Green Parent round-up of resources and sites](#)
- [East Science for Kids](#)