

Health & Wellbeing Support Tool

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National Services

[Scotland's Service Directory](#) provides easy access to information on a range of health and wellbeing services including those highlighted in this document. It is part of a suite of services available on NHS Inform, Scotland's national health information website.

www.nhsinform.scot/scotlands-service-directory



NHS Inform - Scotland's National Health Information Service www.nhsinform.scot



ALISS (A Local Information System for Scotland) is a service to help you find help and support close to you when you need it most. www.aliss.org



Staff Care and Wellbeing

NHS Lanarkshire Staff Care and Wellbeing Services and Resources

Your Health Matters: Welcome to your one stop shop for STAFF health, safety and wellbeing concerns in NHS Lanarkshire. Here you will find information and support on a variety of topics that can impact both your working and personal life, as well as links and guidance on how to access services that may be useful to you. Across NHS Lanarkshire there is a huge amount of information and support available and this page is intended to bring as much of that together for you in one easy location. www.nhslanarkshire.scot.nhs.uk/your-health-matters/

NHS Lanarkshire Gender Based Violence Services: Specialist information and support for NHSL staff who have experience of abuse as detailed in [NHSL's Gender-Based Violence Policy](#). NHSL staff can self-refer to GBV Services. **01698 753 686** – Monday to Friday 9am – 5pm. If staff are unable to answer, you can leave a message and they will return your call. GBVservices@lanarkshire.scot.nhs.uk
<http://firstport2/staff-support/health-improvement/gender-based-violence/default.aspx>

NHS Lanarkshire Mind Matters: website run by NHS Lanarkshire Adult Psychological Services, offering mental health information, advice and help:
www.lanarkshiremindmatters.scot.nhs.uk/information-for-professionals/

Psychology Services Staff Support Team: is a new specialist service developed to support the wellbeing of Lanarkshire's Health and Social Care workforce. We offer a range of support to help our staff look after themselves, including coaching Team Leaders in supporting staff/team wellbeing, as well as assessment and Psychological Therapy for individuals. Requests are welcomed from any member of Health and Social Care Staff within Lanarkshire. To access support or request a referral form, please email:

[Psychological Services Staff Support Team@lanarkshire.scot.nhs.uk](mailto:Psychological_Services_Staff_Support_Team@lanarkshire.scot.nhs.uk)

You can email the referral form back to the address above or post to: **Psychological Services Staff Support Team**, Douglas Street Community Health Clinic, 19 Douglas Street, Hamilton, ML3 0BP. We can also be reached by telephone if you have any queries or difficulties using the request form. Telephone: **01698 687055**.

SALUS Occupational Health: Our service can provide advice help and support on matters related to health and work.

Confidential staff occupational health helpline: 01698 759333 (Mon-Fri 08.30-16.30)

[Coronavirus COVID-19 Staff Information Hub](#)

<http://firstport2/staff-support/salus-occupational-health-and-safety/default.aspx>

Spiritual Care: Staff Care and Wellbeing Service: The Staff Care & Wellbeing service seeks to build resilience and enhance wellbeing through: provision of regular wellbeing focused classes and events; promoting wellbeing information; 1:1 active listening; peer support; group support; and a variety of training courses.

Staff Care & Wellbeing can provide support that is tailored to meet the needs of individuals and staff groups; a confidential and safe space to share and reflect on experiences, identify sources of strength, and build resilience. Services are accessible to all staff within NHS Lanarkshire and North and South Lanarkshire Health & Social Care Partnerships.

Telephone: 24hr helpline **01698 752000**

Email: staffcare@lanarkshire.scot.nhs.uk

Firstport page: <http://firstport2/staff-support/staff-care-wellbeing/default.aspx>

You can access the Staff Care & Wellbeing leaflet through the link below:

www.nhslanarkshire.scot.nhs.uk/download/staff-care-wellbeing/

The Talking Rooms: www.thetalkingrooms.com/

This is a free confidential employee counselling service paid for by NHS Lanarkshire. Staff can receive up to 6 sessions of counselling.

Telephone: **0800 138 9150** or complete an online referral form:

www.thetalkingrooms.com/self-referral/

Other NHS Lanarkshire resources to support wellbeing are found on the **Health Improvement** pages of the NHS Lanarkshire public website:

www.nhslanarkshire.scot.nhs.uk/your-health/health-and-wellbeing

National Wellbeing Supports

Frontline 19: www.frontline19.com/

A free, independent, confidential service delivering psychological support to frontline staff via Zoom, Skype, Face Time, mobile phone.

Healthcare Workers Foundation: <https://healthcareworkersfoundation.org/>

Healthcare Workers' Foundation (formerly HEROES) is a charity founded by NHS workers, for NHS workers. We exist to support the welfare and wellbeing of those fighting to keep us healthy and safe during the COVID-19 crisis, and beyond.

Our services cover the physical, mental and day-to-day needs of all NHS HEROES, from doctors and nurses to cleaners and porters. We offer help with childcare, transport, food, support grants, wellbeing and psychological services for ALL healthcare staff. Together, we'll continue to make a real difference.

National Wellbeing Hub: <https://wellbeinghub.scot/>

Telephone: **0800 111 4191 (24/7)**

There is a great range of self-help information on the website specifically to support the wellbeing of health and social care staff in Scotland.

They offer confidential compassionate listening and psychological first aid and can also help you find the right support by referring you on to local services.

Nurse Lifeline: www.nurselifeline.org.uk

Telephone: **0808 801 0455** (Mon-Fri 1900hrs-2300hrs)

Facebook: Nurse Lifeline; **Twitter** @nurse_lifeline

Free, confidential, UK-wide and peer-led service. Space to off-load and decompress, all volunteers trained in support skills. For all nurses, midwives, healthcare support workers, students and their friends and family.

SHAPE Recovery Programme (Supporting Health and Paramedic Employees involved in providing any direct Covid-19 care). www.shaperecovery.com

SHAPE Recovery offers confidential, personalised 1-1 coaching to prevent both PTSD and depression prior to symptoms reaching a clinical threshold for diagnosis and offers intervention to early emerging symptoms. Six weekly coaching sessions are accessed via your mobile.

Workforce Specialist Service (WSS): Self-referral service for staff who fall within Statutory Regulation, providing confidential, multidisciplinary mental health treatment service.

www.practitionerhealth.nhs.uk/accessing-the-service-in-scotland

WSS specialises in treating regulated health and social services professionals as patients and as such are experts at the interface between regulation, employment and mental illness and addiction.

Email: prac.health@nhs.net

Telephone: 0300 0303 300 (Mon-Fri 0800-2000, Sat 0800-1400)

Facebook: @nhsprachealth; **Instagram:** @nhs_prachealth

Online Resources

NES/TURAS: Landing page for psychosocial mental health and wellbeing support where you can access learning and tools to support your own health and wellbeing, that of your staff and of other people. Examples of self-care and staff care follow below.

<https://learn.nes.nhs.scot/29698/psychosocial-mental-health-and-wellbeing-support>

NES/TURAS: Information for managers to support staff wellbeing including: managing wellbeing, psychological wellbeing podcasts and psychological First Aid e-module

<https://learn.nes.nhs.scot/29715/psychosocial-mental-health-and-wellbeing-support/taking-care-of-your-staff>

NES Workplace Wellbeing self-care tool to help you understand your warning signs and manage your care.

<https://learn.nes.nhs.scot/30741/psychosocial-mental-health-and-wellbeing-support/taking-care-of-myself/wellbeing-planning-tool>

NES National Trauma Training Programme – Wellbeing and COVID-19 response

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

NES National Trauma Training Programme – Transforming Psychological Trauma - Online Resources

<https://transformingpsychologicaltrauma.scot/media/s3rlizfi/nesd1334-national-trauma-training-programme-online-resources-0706.pdf>

Shapes Toolkit: www.shapestoolkit.com

Training and coaching for resilience and productivity *with Dr Rachel Morris*.

We help doctors and other busy professionals in high stakes jobs beat stress and take control of their work so they can feel calmer, be more productive and thrive in work and life.

The Joyful Doctor: www.joyfuldoctor.com

We help doctors and other caring professionals to look after themselves... to beat stress and thrive at meaningful work they love!' Dr Caroline Walker – founder of The Joyful Doctor. **We have lots of free resources and online services to support healthcare staff through this challenging time.**

Money Worries



Assessment of current lifestyle and life circumstances

- Do you have money worries?
- Do you need advice on benefits?
- Are you currently receiving help or would you like help?

Heating Your Home:

- Do you worry about your fuel bills?
- Is your home hard to heat?

CONTACTS

My Life, My Money App –NHS Lanarkshire app with advice, support and contacts regarding Money, Housing and Bills, Work and Help Now. Download on the App Store or Google Play.

Local Authority Financial Support Teams should be the first port of call for any help or advice re: income maximisation, debt, benefits advice and appeals. For crisis support, applications should be made through the Scottish Welfare Fund.

NORTH LANARKSHIRE

Tackling Poverty Team: **01698 332551**
www.northlanarkshire.gov.uk/benefits-and-money
 Email: TPteam@northlan.gov.uk

Scottish Welfare Fund: **0300 555 0405**
 Email: swf@northlan.gov.uk

SOUTH LANARKSHIRE

Money Matters Advice Service: **0300 029 0041**
 Email: moneymatters.advice@southlanarkshire.gov.uk
 Money Matters Advice Service can also be accessed via an online referral, for either benefits advice enquiry or debt advice enquiry:
www.southlanarkshire.gov.uk/info/200150/managing_your_money/1850/money_matters_advice_service

Telephone advice line for pregnant women and families with young children:

Phone: 01698 453154
telephoneadvice@southlanarkshire.gov.uk

Scottish Welfare Fund: **0800 952 0448**
 Email: scottishwelfarefund@southlanarkshire.gov.uk

Citizens Advice Scotland

You can also access advice through local Citizens Advice Bureau's and details for these can be found here: www.cas.org.uk/bureaux

National Helpline: **0800 028 1456** or visit www.cas.org.uk/

Social Security Scotland: 0800 182 2222

www.socialsecurity.gov.scot/

HEATING YOUR HOME

Insulation, a new heating system or a new boiler could be installed for free.

Expert advisors offer free, impartial advice on energy saving, keeping warm and much more.

Call Home Energy Scotland: **0808 808 2282** for further information.

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

COVID 19 Self-Isolation

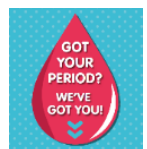
If you're a low-income worker and have a positive PCR test result, or someone you need to care for has a positive PCR test, you may be eligible for a Self-Isolation Support Grant to help cover lost earnings. You can find out more at www.mygov.scot/self-isolation-grant

You can also get general advice for any money problems:

- **Scottish Government** – Help during the Cost of Living Crisis if you need urgent help with money, food or fuel: <https://costofliving.campaign.gov.scot/>
- **Money Talk Team** – Citizens Advice Scotland. Get help to make sure you're claiming everything you're entitled to and advice to help you make the most of your money. Call **0800 085 7145**.
- **National Debtline** - get free, confidential and independent debt advice on **0808 808 4000**.
- **Mental Health and Money Advice** – toolkit resource to help people understand, manage and improve both mental and financial health

Period Poverty Products

- The **[Period Products \(Free Provision\) \(Scotland\) Bill](#)** puts a legal duty on local authorities to ensure anyone who needs period products can obtain them for free. A free "PickupMyPeriod" App is available to download from Google Play or the App Store to find the nearest pick up point based on current location. For more information on how to access products locally, information is available on the local authority websites:



North Lanarkshire: www.northlanarkshire.gov.uk/your-community/working-communities/free-period-products

South Lanarkshire: www.southlanarkshire.gov.uk/period-positive

Physical Activity/Healthy Eating



Assessment of current lifestyle and life circumstances

- Would you like to be more physically active?
- Would you like advice on how to eat a healthier and more balanced diet?

Being physically active and eating a healthy balanced diet are important for not only our physical health, but also our emotional and mental health.

Benefits of being active daily:

- Regular physical activity provides important health benefits to help prevent chronic diseases.
- Helps to boost mental wellbeing & manage symptoms of depression & anxiety.
- Helps control and manage weight.

CONTACTS

If you're considering any healthy tweaks you would like to make in your life, there is support available to do so. You can find health and wellbeing advice, programmes and resources to lead a healthier lifestyle here:

www.nhslanarkshire.scot.nhs.uk/your-health/health-and-wellbeing/

www.nhslanarkshire.scot.nhs.uk/services/weight-management-service/

British Dietetic Association: For Q&A about diet and nutrition and COVID 19, visit:

www.bda.uk.com/resource/covid-19-corona-virus-advice-for-the-general-public.html?dm_i=1M7S,6SOLO,9LQ3AS,R781Z,1

Free 12-week weight management programme: This step-by-step programme supports you to review your current lifestyle and make healthier behaviour choices that then become daily habits. Find out more: www.nhsinform.scot/healthy-living/12-week-weight-management-programme?utm_source=NHS%20Lanarkshire&utm_medium=Website&utm_campaign=January%202021

Weigh to Go: Weigh to Go is NHS Lanarkshire's free 15-week weight management group, followed by 15-weeks of Weigh to Go Maintenance, held within various Lanarkshire centres. Each Weigh to Go class is led by a qualified instructor and consists of a 45-minute low impact exercise class, followed by a 45-minute healthy eating and lifestyle interactive chat. Classes are open to anyone who wishes to join. <https://www.nhslanarkshire.scot.nhs.uk/services/weight-management-service/weigh-to-go/>

Green Health: There are many ways to enjoy the benefits of being outdoors, including: walking, gardening, cycling, volunteering, outdoor learning and play as well as just enjoying being out in green spaces and nature. Visit: www.nhslanarkshire.scot.nhs.uk/services/weight-management-service/green-health/

Lanarkshire Green Health Partnership: aims to connect health social care with nature. Find out more here: www.elament.org.uk/support-projects-groups/projects-campaigns/greenspace/

Leisure Trusts: For information on services available to you check out these links:

- North Lanarkshire – www.nlleisure.co.uk
- South Lanarkshire – www.slleisureandculture.co.uk

Paths for All: For health benefits of walking and the health walks near you, visit here: www.Pathsforall.org.uk

Stop Smoking Service



Assessment of current lifestyle and life circumstances

- Would you like support to quit smoking?
- Would you like advice on supporting a friend/family member to quit smoking?
- Are you pregnant and looking for support to quit smoking?

Stopping smoking at any time is one of the best things to do for your health, and now even more so during the COVID-19 pandemic. Quit Your Way is a free stop smoking service, where trained and friendly advisers can be contacted in line with Coronavirus restrictions.

CONTACTS

You're twice as likely to stop smoking successfully if you get the right support from the NHS. Quit Your Way can be contacted Monday – Friday from 9am until 5pm.

The national helpline is available for anyone looking for support to quit smoking and can be contacted via Freephone or live web chat, residents can also request to be posted an information pack about quitting.

For more information, call Quit Your Way free on **0800 84 84 84** or visit www.nhsinform.scot/care-support-and-rights/nhs-services/helplines/quit-your-way-scotland?utm_source=NHS%20Lanarkshire&utm_medium=Website&utm_campaign=Don%27t%20Wait

You can now use our '**Click to be Contacted**' service, select your local or nearest area, leave your name, preferred contact method, and we will in touch with you:
https://www.nhsinform.scot/contact-request?ds=hwb&id=10476+1nla1116&utm_source=NHS+Lanarkshire&utm_medium=Referrer+&utm_campaign=Click+to+be+contacted&utm_id=NHS+Lanarkshire

You can also visit your local **Community Pharmacy** for free stop smoking support. Find your nearest community pharmacy: www.nhsinform.scot/scotlands-service-directory/pharmacies?sortby=distance&sortdir=Asc&locpt=55.6742291%2C-4.083993&q=&utm_source=NHS+Lanarkshire&utm_medium=Social+&utm_campaign=Pharmacy&utm_id=Pharmacy

For the most up to date information please visit:
www.nhslanarkshire.scot.nhs.uk/services/quit-your-way/

Mental Health



Assessment of current lifestyle and life circumstances

- Are you feeling good about yourself?
- Are you feeling hopeful about the future?
- Have you been thinking clearly?
- Do you feel scared or anxious about someone?

If you or someone you know is experiencing domestic abuse from a partner or ex-partner, support is available.

CONTACTS

Calm Distress: is a new online course from NHS Lanarkshire Psychological Services, designed for you to use in your own time and at your own pace. It is all about understanding emotions and improving wellbeing during Covid-19 and beyond. Access to the course can be found here: www.lanarkshiremindmatters.scot.nhs.uk/calm-distress-online-course-overview/

Clear Your Head Campaign:

It's ok to not feel yourself right now, and we have some great tips to help get you through it.

www.clearyourhead.scot

Educational Psychology: advice and support regarding children and young people: 01236 812380 (North Lanarkshire) 01698 454444 (South Lanarkshire)

Elament: local information on mental health and well-being: www.elament.org.uk

GP Support: GPs can support their patients and discuss whether medication or referral to other more specialist support services might be helpful. **Call NHS 24 on 111** when the GP practice is closed.

Lanarkshire Mind Matters: links to mental health information, advice and help in Lanarkshire and access to the Calm Distress online course:

www.lanarkshiremindmatters.scot.nhs.uk

Living Life to the Full: Free online courses covering low mood, stress and resilience: <https://littf.com/corona/>

NHS24: 111 (open 24/7)

NHS Inform: www.nhsinform.scot/healthy-living/mental-wellbeing

SAMH: Scottish Association for Mental Health – for information on mental health log on to: www.samh.org.uk

For information about support locally.

Well Informed North Lanarkshire

Call: **0800 073 0918**

Email: well-informed@SAMH.org.uk

Info Line South Lanarkshire

Call: **0330 3000 133**

Email: info@lamh.org.uk

Scotland's domestic abuse and forced marriage helpline (24 hour): 0800 027 1234

Sexual Violence:

Lanarkshire Rape Crisis Centre: **01698 527003**

Suicide Prevention App: is free to download on the App Store, just search for Suicide Prevention Lanarkshire.

Well Connected App: is free to download on the App Store, just search for Well Connected Lanarkshire.

Bereavement Services

Cruse Bereavement Care Scotland:

www.crusescotland.org.uk

Tel: 0808 802 6161

St Andrew's Hospice:

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

[www.standrewshospice.com/how we can help/bereavement-support/](http://www.standrewshospice.com/how_we_can_help/bereavement-support/)

Patient & Family Support Team are providing a call back service to those who are most in need of support. Also provide support to children and young people who have been bereaved **01236 766951**.

Pregnancy and Neonatal Services

Maternity and Neonatal Psychological Intervention Service (MNPI):

MNPI service is a small specialist service that aims to support the well-being of women, their infants, partners and families in Maternity and Neonatal Settings in Lanarkshire.

If you think you may need extra support from a specialist service, your first step is to speak to your midwife or Health professional.

Signposting for information, support and counselling

Antenatal Results and Choices (ARC):

www.arc-uk.org support before, during and after antenatal screening. The helpline is answered by trained staff Monday to Friday, 10.00am-5.30pm. Call **0207 713 7486**.

National Bereavement Care Pathway: for pregnancy and baby loss –

www.nbcpscotland.org.uk is also being used as a forum for sharing information. It currently has information on:

- [Signposting support](#) - covers current support arrangements for parents

- www.nbcpscotland.org.uk/covid-19/signposting-support/

- [COVID-19 information](#) – links to webpages

- www.nbcpscotland.org.uk/covid-19/covid-19-information/

Fertility Network UK

www.fertilitynetworkuk.org/aboutus/our-teamregional-staff-network/Scotland/

Tel: 01424 732361 (information line)

SANDS: Stillbirth and neonatal death charity.

www.sands.org.uk/about-sands

For help and support Tel: **0808 164 3332**

Email: helpline@sands.org.uk

The helpline is open **10am to 3pm Monday to Friday** and **6pm to 9pm Tuesday and Thursday** evenings.

Children and Young People

Parent Club: is here to help by giving you information you can trust, all in one place. As well as up-to-date guidance from the Scottish Government on your child's health and education, there's hints and tips from other parents and carers who've been there before and advice to help you look after your own wellbeing. Visit www.parentclub.scot

Crisis Support

Breathing Space: A confidential phone line for anyone in Scotland over the age of 16, feeling low, anxious or depressed.

Call: **0800 83 85 87** (Mon–Thurs: 6pm–2am, Fri 6pm – Mon 6am)

<https://breathingspace.scot/>

Samaritans: call free on **116 123** (open 24/7)

HopeLine UK: (for young people) 0800 068 4141

Childline: 0800 1111

Housing/Social/Community Support



Assessment of current lifestyle and life circumstances

- Do you have worries regarding your housing?
- Do you need advice on housing?
- Do you have people to support you?
- Do you have carer responsibilities?
- Do you feel alone or isolated?
- Are you recently bereaved?
- Would you like to know more about support services/groups in your area?

CONTACTS

Scottish Government helpline for those vulnerable or at higher risk of Coronavirus: 0800 111 4000

People will be put through to their local response team who will support with a range of issues and can put them in touch with local charities and groups who can also help.

New helpline 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**

Shelter Scotland:

Housing Advice Helpline: **0808 800 4444**

NORTH LANARKSHIRE

www.makinglifeeasier.org.uk

A quick and easy tool to guide you to the support you need in North Lanarkshire.

www.northlanarkshire.gov.uk/housing

General Enquiries

Telephone: **01698 403200**

Out of Hours: **0800 24 20 24**

www.locatornl.org.uk

Locator is an online resource for searching activities and services i.e. befriending and support groups.

SOUTH LANARKSHIRE

www.southlanarkshire.gov.uk/housing

General Enquiries:

Telephone: **0303 123 1012**

Locator: www.locator.org.uk

Locator is an online resource for searching activities and services i.e. befriending and support groups.

Carers Support

Age Scotland: www.ageuk.org.uk/scotland

Helpline for older adults feeling lonely.

Call: **0800 12 44 222**

Lanarkshire Carers Centre:

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

<https://lanarkshirecarers.org.uk>

<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.

Care Talk 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**

North Lanarkshire Carers Together: pledges to improve the lives of carers by actively linking carers and professionals together.

www.carerstogether.org

Telephone: **01698 404055**

Email: enquiries@carerstogether.org

South Lanarkshire Seniors Together: keeping engaged with membership using digital media and care calls.

www.southlanarkshire.gov.uk/SeniorsTogether

Telephone: **01698 454105**

AMINA – Muslim Women Resource Centre: Amina is an inclusive organisation that empowers and supports Muslim and BME women to create an inclusive Scotland in which they can contribute fully. An inclusive world where Muslim and Black and Minority Ethnic (BME) women are fulfilling their aspirations. <https://mwrc.org.uk/>

The helpline is a listening ear for women across Scotland. All calls are strictly confidential and non-judgemental; we always deal with clients in a faith and culturally-sensitive manner **0808 801 0301**

Scottish Refugee Council: we can give you help and advice if you are a refugee or asylum seeker living in Scotland. Call our free helpline on **0808 196 7274**

www.scottishrefugeecouncil.org.uk/

Scottish Women's Rights Centre: Free, confidential legal advice and advocacy support if you have been affected by violence and abuse. Legal helpline: **08088 010 789.**

www.scottishwomensrightscentre.org.uk/

www.scottishwomensrightscentre.org.uk/bme-women-immigration--lgbt/

Alcohol & Drugs



Assessment of current lifestyle and life circumstances

Alcohol

- Do you feel you have been using more alcohol lately?
- Do you find alcohol difficult to control?
- Are you worried; or is someone close to you saying to you that they are worried about your alcohol use?
- Are you pregnant? Women are advised to avoid drinking any alcohol in pregnancy.

Drugs

- Are you using illicit drugs?
- Are you over-using or misusing prescription drugs?
- Do you feel life would be difficult without using alcohol/drugs?

CONTACTS

NHS Lanarkshire 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 for North and South Lanarkshire – **01698 753657** (office number) – available Monday to Thursday: 9:00 am to 5:00 pm; Friday: 9:00 am to 4:30 pm

Phoenix Futures - is a Tier 2 service that supports individuals and families affected by drug or alcohol use. We work across the 6 localities of North Lanarkshire and provide assessment and risk assessments, 1:1 work, Assertive Outreach, CBT counselling, group work including SMART recovery, Peer Mentoring, Support for prisoners pre and post liberation, Community Re-enforcement and Family Training (CRAFT) and family support groups. We will also support individuals to access other services and signpost where appropriate.

Jeanne Rutherford, Locality Manager, North Lanarkshire – operational across the 6 localities with an office base in Coatbridge. Email: jeanne.rutherford@phoenixfutures.org.uk

Opening Hours:

- Monday 8.30 am to 4.30 pm
- Tuesday 8.30 am to 8pm
- Wednesday 8.30 am to 4.30 pm
- Thursday 8.30 am to 8 pm
- Friday 8.30 am to 4.30 pm

Self-referral, referrals from family members and loved ones and referrals from other agencies and services. Please phone the service on **01236 426385** or email us on:

lanarkshire.communities@phoenixfutures.org.uk

Barnardo's Axis North

North Lanarkshire, providing support, advocacy and care coordination for young people impacted by their own or someone else's substance use. The service offers support to young people aged 11 – 21 (26 if care experienced), and their families. Working within a wider Recovery Orientated System of Care, the service will provide needs led interventions to support recovery and help individuals develop coping strategies which improve health and wellbeing. The service has an open referral policy allowing all agencies and family members to refer in.

Karen Motherwell (Service Manager): karen.motherwell@barnardos.org.uk **01698 262443** option 3
Graham Revell (Team Manager): graham.revell@barnardos.org.uk

Monday – Friday: 8.30 am – 9pm
Saturday – Sunday: 10 am – 4pm.

North Lanarkshire Addiction Recovery Team (ART) – contact details for local teams available here: www.northlanarkshire.gov.uk/social-care-and-health/adults/alcohol-and-drugs/north-lanarkshire-addiction-recovery-team-art

North Lanarkshire Alcohol and Drug Partnership Addiction Support Service Directory



NLADP Service
Directory 2022.pdf

South Lanarkshire Alcohol and Drug Partnership Addiction Support Service Directory
www.southlanarkshireadp.scot.nhs.uk/supportandservices/

South Lanarkshire Community Addiction Recovery Service (CAREs) - contact details for local teams available here: www.nhslanarkshire.scot.nhs.uk/services/community-addiction-recovery-service-cares/

Alcoholics Anonymous:

www.alcoholics-anonymous.org.uk

Call the national UK helpline **FREE** on: **0800 9177650**

Email helpline: help@aamail.org

Alcohol Focus Scotland:

Tel: **0141 572 6700**

www.alcohol-focus-scotland.org.uk

Drinkline:

www.drinkaware.co.uk

Free helpline: **0300 123 1110**

Liber8 Lanarkshire Ltd:

www.liber8.org.uk

We have taken the necessary steps to make our service as safe as possible. The majority of our one-to-one counselling appointments are currently taking place in person. However, depending on the service, some appointments are taking place online.

Telephone support/counselling service is available from **10:00 am to 3:00 pm Monday to Friday**
– Tel: **01698 533035**

Turning Point Scotland :

Lanarkshire Overdose Response Team (LORT): Based at Unit 71-73, Fountain Business Centre, Coatbridge, ML5 3AA. LORT offers a rapid response to near-fatal overdose providing a short, focused period of support to each person and assertively engaging them with mainstream alcohol and other drug services and services and resources within the community. The team will respond within a 24/48 period.

Referral via: lortreferrals@turningpointscotland.com or **0808 800 8011**

The Givit:

- Free, confidential support for alcohol and drug use.
- If you live in South Lanarkshire and aged 13-25 years, call 01698 709050 or visit www.thegivit.org
- Referrals can be sent to info@thegivit.org. Young People can self-refer or referrals from anyone working with young people in South Lanarkshire.

Sexual Health



Assessment of current lifestyle and life circumstances

- Do you feel you are taking risks with your sexual health?
- Would you like to speak to someone about your sexual health?

Condoms help prevent sexually transmitted infections, HIV and unintended pregnancy. The '**Free Condoms No Fuss**', C Card Scheme provides condoms and lubricant to anyone living, working or studying in Lanarkshire.

CONTACTS

Clinics

There are a number of sexual health clinics across Lanarkshire, operating on an appointment only basis. A list of where these clinics are and when they are open can be found here: www.lanarkshiresexualhealth.org/sexual-health-centres/

To make an appointment, please call **0300 303 0251** Monday to Thursday 9am – 4.45pm and Friday 9am – 4pm. Some appointments are also available to book online via the website.



Young People's Sexual Health Clinics:

There are ten YP clinics, **appointment only**, open on a weekly basis. – The days, times and locations of these clinics can be found on this page:

www.lanarkshiresexualhealth.org/2020/07/29/young-peoples-clinics-update/

Appointments can be for any sexual health or contraceptive reasons, including long-acting reversible contraception (LARC). It does **not** have to be an emergency.

Young people can also book for **telephone consultations**, by using the online booking form:

www.lanarkshiresexualhealth.org/online-booking/.

The **Condoms by Post** service is available to anyone with a Lanarkshire address. To access this service, please call **0300 303 0216** and leave a message or email freecondoms@lanarkshire.scot.nhs.uk with a note of your **name, address** and the **type of condoms** you would like to receive – all the options for the types of condoms we provide are listed here:

www.lanarkshiresexualhealth.org/free-condoms-no-fuss/

(Please note, 1 pack of condoms can be requested per person, per week)

Contraception by Post: If you want to use the **Contraceptives by Post** service, this is available to patients already known to sexual health services and to all young people, 20 years and under. If you are a young person accessing this service for the first time, you will need a telephone consultation with a health professional first and if suitable, can get contraception (pills/injection) sent to you in the post. During your consultation, you may be advised that a face-to-face appointment for blood pressure/BMI check is required before you can be given the combined pill. Please call **0300 303 0251** to arrange a telephone consultation lines open (Monday to Thursday 9am – 4.45pm and Friday 9am – 4pm).

HIV and Hepatitis

For information on **HIV and hepatitis** and the support and services available in Lanarkshire, log on to: www.lanarkshirehivandhepatitis.org



Information on **testing services for HIV and hepatitis** available in Lanarkshire are found here: www.lanarkshirehivandhepatitis.org/services/local-services-lanarkshire/hiv-services/testing.html

Young People

LANDED is a peer education charity based in Lanarkshire, aimed at providing young people with education on alcohol, sexual health and smoking.

For more information, call: **01698 269872**

Log on to: www.landed.info



Gender Based Violence



Assessment of situation

Possible indicators of domestic abuse

- Does patient appear fearful?
- Are there missed appointments and/or non-compliance with treatment?
- Is the patient accompanied by someone who appears forceful or controlling?
- Are there recurring visits with the same or similar presenting symptoms which may indicate abuse? i.e., anxiety, depression, chronic pain, persistent headaches, IBS, UTIs, multiple injuries.

Questions to ask patient

Only ask the following questions if you can see the patient by themselves in a private space.

Lead in suggestion: We know that domestic abuse is common and has many effects on health. We can offer services to anyone who may be concerned about domestic abuse.

Does your partner or ex-partner:

- make you feel afraid?
- try to control you in any way? E.g., stop you from seeing family and friends, or control money.
- ever hurt or threaten you or your children?

How to respond when patient discloses abuse

- What do you want to do?
- What do you feel is safest to do?
- How do you feel this is affecting your health?

Further action

- If you are concerned there is a significant or immediate risk to any adult or child, you may be required to share information and police may be involved. It is important to balance your responsibilities for patient confidentiality with public safety. Always seek advice from your supervisor.
- Seek advice and support from services and use the guides below for further information.

Additional GBV resources – Public Health Scotland guidance for health workers (click on links below): www.healthscotland.scot/health-topics/gender-based-violence

Domestic Abuse

www.healthscotland.scot/publications/gender-based-violence-domestic-abuse-what-health-workers-need-to-know

Childhood Sexual Abuse

www.healthscotland.scot/media/2097/gbv-childhood-sexual-abuse.pdf

Stalking and Harassment

www.healthscotland.scot/media/2102/gbv-stalking-harrassment.pdf

Commercial Sexual Exploitation

www.healthscotland.scot/media/2098/gbv-commercial-sexual-exploitation.pdf

Rape and Sexual Assault

www.healthscotland.scot/media/2463/gbv-rape-and-sexual-assault-march2019-english.pdf

Gender-based Violence and Learning Disabilities

<https://publichealthscotland.scot/media/3055/gender-based-violence-and-learning-disability-guidance-for-practitioners.pdf>

Human Trafficking

www.gov.scot/publications/human-trafficking-exploitation-health-workers-need-know/documents/

Uncontrolled W

Services

Pan Lanarkshire

NHS Lanarkshire – GBV (Gender-Based Violence) Services

We provide:

- consultancy to NHSL staff who work with clients who have experienced abuse. The advocacy team can discuss circumstances of a case you are dealing with to help you consider the issues of violence and abuse in your assessment.
- GBV training to health staff, as well as operational advice and support for departments on all aspects of GBV provision.
- specialist information and support NHSL staff who have experience of abuse as detailed in [NHSL's Gender-Based Violence Policy](#). NHSL staff can self-refer to GBV Services.

01698 753 686 – Monday to Friday 9am – 5pm. If staff are unable to answer, you can leave a message and they will return your call.

Email: GBVservices@lanarkshire.scot.nhs.uk

<http://firstport2/staff-support/health-improvement/gender-based-violence/default.aspx>

Lanarkshire Rape Crisis Centre

Delivers emotional, practical and justice advocacy support to women and girls (12ys+) who have been subjected to any form of sexual violence no matter how long ago it happened. We can also offer individual crisis support and advocacy services to all survivors (12yrs+).

01698 527003 - www.lanrcc.org.uk

The Scottish Women's Rights Centre (SWRC)

Free and confidential legal advice and advocacy support for women age 16 and over who have been affected by violence and abuse in Scotland.

Monday 1 – 4pm
 Tuesday 10am – 1pm
 Wednesday 1 – 4pm
 Friday 10am – 1pm

Telephone: **08088 010 789** www.scottishwomensrightscentre.org.uk/

ASSIST – Advocacy Support Safety Information Services Together

ASSIST is a specialist domestic abuse advocacy and support service focussed on reducing risk to and improving the safety of victims of domestic abuse

Its aim is to ensure that all victims of domestic abuse are safe, informed and supported throughout their involvement with the criminal justice system. It does that through providing a high-quality service tailored to individual needs and circumstances.

0141 2767710

www.communitysafetyglasgow.org/what-we-do/supporting-victims-of-gender-based-violence/assist/

Archway (Sexual Assault Centre)

Lanarkshire residents **aged 13 years and over, both male and female** can use the service.
Telephone: **0141 211 8175**. archway.sandyford.org

NHSL Sexual Assault Response Coordination Service

A specialist medical and forensic service for anyone who has been raped or sexually assaulted within the last 7 days.

Telephone - **0800 14 88 888** <https://www.lanarkshiresexualhealth.org/emergencies/>

Say Women

Support women survivors of Childhood Sexual Abuse, rape and or sexual assault. Safe accommodation for young women aged 16-25 who have been sexually abused or raped and who are homeless or threatened with homelessness. Call: **0141 552 5803**

www.say-women.co.uk

Scotland Domestic Abuse and Forced Marriage Helpline www.sdafmh.org.uk/en/

Our helpline is here to support anyone experiencing domestic abuse or forced marriage, as well as their family members, friends, colleagues and professionals who support them. We provide a confidential, sensitive service to anyone who calls us. **0800 027 1234** - Open 24 hours a day, 365 days a year. Email: helpline@sdafmh.org.uk

Respect Men's advice line

UK helpline for men experiencing domestic abuse.

0808 801 0327 (Monday to Friday 9 am to 5 pm)

info@mensadviceline.org.uk

www.mensadviceline.org.uk

Police Main Switch Board: 101

Domestic Abuse Investigation Unit Lanarkshire (Police): 01698 483193

North Lanarkshire**Women's Aid****Monklands – Based in Airdrie**

01236 432061 - www.monklandwomensaid.co.uk

Motherwell District Women's Aid

01698 321000 - <https://mdwa.org.uk/>

North Lanarkshire Women's Aid

01236 730992 (Cumbernauld) www.nlwaid.com

North Lanarkshire Council Aura Service delivered by SACRO

Support service in North Lanarkshire supporting anyone over the age of 16 experiencing domestic abuse.

01698 757 667 www.aura.scot

South Lanarkshire**Women's Aid South Lanarkshire and East Renfrewshire (WASLER)**

01355 249897 - www.wasl.org.uk