

## **Mental health and wellbeing during COVID-19**

The COVID-19 outbreak is having an impact on everyone's daily life. Everyone reacts differently to events and changes in the way that we think, feel and behave vary between different people and over time. It's important that you take care of your mind as well as your body and to get further support if you need it.

If you are struggling to overcome the difficult feelings and anxieties, you can contact our local counselling service to support you during this difficult time.

### **Access to Counselling Services During The COVID-19 Outbreak - Anchor Counselling Service**

During the COVID-19 situation Anchor counselling service has significantly expanded its capacity to be able to offer open access for anyone experiencing the need for mental health support . Please note that all counselling services will be providing counselling by telephone or Zoom/Skype video only. The service will aim to respond to a request for help within 24 hours during Monday – Friday. *Counselling is suitable for problems affecting mental health such as difficult life events, loss, bereavement, relationship breakdown, stress, depression, anxiety, upsetting health conditions, low self-esteem, anger*

### **HOW TO SELF-REFER – the new process during COVID-19**

**Patients may self-refer via Anchor Counselling's website at:** <https://www.anchorcounselling.org>

**Or by email to:** [therapy@anchorcounselling.org](mailto:therapy@anchorcounselling.org)

Helpful websites on looking after your mental wellbeing:

[Guidance for the public on the mental health and wellbeing aspects of coronavirus \(COVID-19\)](#)

[Every Mind Matters - Looking after your mental health](#)

[Good Thinking – Digital Mental Wellbeing for London](#)

[One You Hounslow – Healthy Lifestyle and staying connected](#)

[MECC Link - Simple Signposting to Better Health and Wellbeing](#)

## Where to get further support

If you are worried about your or your child or young person's symptoms, visit the [NHS self-isolation advice website](#) for information. If you are still worried, call NHS 111.

If you are worried about your child or young person's mental health, seek help from a professional. You may have services attached to your child or young person's school or college who can help. You could also contact your GP, or look up information on children and young people's mental health services on your local CCG website or on the NHS website.

If a young person between the age of 11-19 olds, live or attend a school in Hounslow you can now contact the ChatHealth team in Hounslow. This is a secure service delivered by Hounslow School Nurses to support you if you are worried about any aspect of your health or if you are feeling stressed or worried about other issues going on in your life.

To get support all you need to do is send a text to 07507 333 176 and a member of the NHS school nursing team will get back to you within 24 hours from 9am to 4.30pm from Monday to Friday.

In a medical emergency, [call 999](#). This phone line should be used when someone is seriously ill or injured and their life is at risk. A mental health emergency should be taken as seriously as a physical health emergency. For more advice on where to get support for a mental health crisis, please see this [NHS page](#).

## Helplines and websites for children and or young person

If a child or young person would like to speak to someone anonymously, they could try calling a helpline or visiting websites such as ChildLine and The Mix.

[Shout](#) provides free, confidential support, 24/7 via text for anyone at crisis anytime, anywhere.

You can:

- text SHOUT to 85258 in the UK to text with a trained Crisis Volunteer
- text with someone who is trained and will provide active listening and collaborative problem-solving
- [ChildLine](#) provides a confidential telephone counselling service for any child with a problem. It comforts, advises and protects.

You can:

- call 0800 1111 any time for free
- have an [online chat with a counsellor](#)
- check out the [message boards](#)

[The Mix](#) provides a free confidential telephone helpline and online service that aims to find young people the best help, whatever the problem.

You can:

- call 0808 808 4994 for free – lines are open from 11am to 11pm every day
- access the [online community](#)
- [email The Mix](#)