

# Information & Support

## IN CRISIS

If you feel unsafe or under threat, you must seek support immediately. You can call your GP or NHS24 out of hours on 111 or 999 in an emergency. If you need to talk to someone urgently, Samaritans offer 24 hour support by calling 116 123 or email [jo@samaritans.org](mailto:jo@samaritans.org)

**NHS INFORM** will provide up to date information on signs and symptoms of COVID-19 and action required <https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19>

**Grampian Psychological Resilience Hub** set up directly to respond to the COVID-19 pandemic. Led by senior psychologists the referral form is located at <https://covid19.nhsgrampian.org/mental-health-support/>

**Emergency helpline** has been set up in Aberdeen City for those hit hardest by the coronavirus outbreak and unable to obtain help from their existing support networks. **0800 0304 713**

It will be staffed from 8am-6pm Monday to Friday from Tuesday 24 March 2020 until further notice.

Aberdeen city council support details can be found here <https://www.aberdeencity.gov.uk/services/have-your-say/contact-us>

**Ready Scotland** – has been set up to help deal with emergencies and provide essential assistance to those who don't have a network of support but who are at high risk of contracting COVID-19. The service will offer help to those who do not have existing community support, require the support of mental health services, are pregnant or receive a flu jab for health reasons. Anyone in these categories can access support via this new helpline. **0800 111 4000**

## Websites with links and information on a range of services

[Coronavirus Community Assistance Directory – Find and offer help in your community \(scvo.scot\)](https://www.nhs.uk/conditions/stress-anxiety-depression/mental-health-helplines/)

<https://www.nhs.uk/conditions/stress-anxiety-depression/mental-health-helplines/>

<https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19>

<https://www.nhsinform.scot/coronavirus-mental-wellbeing>

## Useful Contacts

NHS Grampian - 0345 456 6000 and NHS 24 – 111

Citizens Advice Bureau – 01224 569750

Aberdeen Cyrenians – 0300 303 0903

Police Scotland – 101

Aberdeen Royal Infirmary – 0345 456 6000

Aberdeen City Homelessness Unit – 0300 020 0292

## Mental health helplines

**Anxiety UK** Charity providing support if you have been diagnosed with an anxiety condition.

Phone: 03444 775 774 (Monday to Friday, 9.30am to 5.30pm), Website: [www.anxietyuk.org.uk](http://www.anxietyuk.org.uk)

**Bipolar UK** A charity helping people living with manic depression or bipolar disorder. Website: [www.bipolaruk.org.uk](http://www.bipolaruk.org.uk)

**Breathing Space** Charity providing telephone support. Phone: 0800 83 85 87 Website: [www.breathingspace.scot](http://www.breathingspace.scot)

**CALM** CALM is the Campaign Against Living Miserably.

Phone: 0800 58 58 58 (daily, 5pm to midnight), Website: [www.thecalmzone.net](http://www.thecalmzone.net)

**Men's Health Forum** 24/7 stress support for men by text, chat and email. Website: [www.menshealthforum.org.uk](http://www.menshealthforum.org.uk)

**Mind** Promotes the views and needs of people with mental health problems.

Phone: 0300 123 3393 (Monday to Friday, 9am to 6pm), Website: [www.mind.org.uk](http://www.mind.org.uk)

**No Panic** Voluntary charity offering support for sufferers of panic attacks and obsessive compulsive disorder (OCD). Offers a course to help overcome your phobia or OCD.

Phone: 0844 967 4848 (daily, 10am to 10pm). Calls cost 5p per min plus your phone provider's Access Charge

Website: [www.nopanic.org.uk](http://www.nopanic.org.uk)

**OCD UK** A charity run by people with OCD, for people with OCD. Includes facts, news and treatments.

Phone: 01332 588112 (Monday to Friday, 9am to 5pm), Website: [www.ocduk.org](http://www.ocduk.org)

**PAPYRUS** Young suicide prevention society.

Phone: HOPELINEUK 0800 068 4141 (Monday to Friday, 10am to 10pm, and 2pm to 10pm on weekends and bank holidays), Website: [www.papyrus-uk.org](http://www.papyrus-uk.org)

**Samaritans** Confidential support for people experiencing feelings of distress or despair. Phone: 116 123 (free 24-hour helpline), Website: [www.samaritans.org.uk](http://www.samaritans.org.uk) email [jo@samaritans.org](mailto:jo@samaritans.org) or get the app <https://selfhelp.samaritans.org>

**YoungMinds** Information on child and adolescent mental health. Services for parents and professionals.

Phone: Parents' helpline 0808 802 5544 (Monday to Friday, 9.30am to 4pm), Website: [www.youngminds.org.uk](http://www.youngminds.org.uk)

**Clear Your Head** NHS resource to help manage your mental health, <https://clearyourhead.scot/>

**Living Life To The Full** How to look after your wellbeing, <https://littf.com/>

**Give us a shout** Text "Shout" to 85258 where you will be connected to a crisis volunteer to chat via text. Free to text from EE, O2, Three, Vodafone, BT Mobile, Tesco Mobile, Virgin Mobile, iD Mobile, Sky, Telecom Plus, Lebara and GiffGaff.

**BBC Headroom** [BBC - Headroom - Your Mental Health Toolkit](#)

### **Abuse (child, sexual, domestic violence)**

**NSPCC** Children's charity dedicated to ending child abuse and child cruelty. Phone: 0800 1111 for Childline for children (24-hour helpline), 0808 800 5000 for adults concerned about a child (24-hour helpline), Website:

[www.nspcc.org.uk](http://www.nspcc.org.uk)

**Domestic Abuse Helpline** Phone: 0800 027 1234, Website: [www.safer.scot](http://www.safer.scot)

**Rape Crisis Scotland** Phone: 08088 01 03 02, Website: [www.rapecrisisscotland.org.uk](http://www.rapecrisisscotland.org.uk)

### **Addiction (drugs, alcohol, gambling)**

**Alcohol & Drugs Action** Phone: 0333 3 448 355 Website: [www.alcoholanddrugsaction.org.uk](http://www.alcoholanddrugsaction.org.uk)

**Alcoholics Anonymous** Phone: 0800 917 7650, Website: [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

**National Gambling Helpline** Phone: 0808 8020 133, Website: [www.begambleaware.org](http://www.begambleaware.org)

**Narcotics Anonymous** Phone: 0300 999 1212 (daily, 10am to midnight), Website: [www.ukna.org](http://www.ukna.org)

### **Dementia**

**Alzheimer's Society** Provides information on dementia, including factsheets and helplines. Phone: 0333 150 3456, Website: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

**Carers of people with dementia** Phone: 0808 808 3000

### **Bereavement**

**Cruse Bereavement Care** Phone: 0808 808 1677, Website: [www.cruse.org.uk](http://www.cruse.org.uk)

### **Support related to crimes**

**Victim Support** Phone: 0808 168 9111, Website: [www.victimsupport.org](http://www.victimsupport.org)

### **Eating disorders**

**Beat** Phone: 0808 801 0432, Website: [www.b-eat.co.uk](http://www.b-eat.co.uk)

### **Learning disabilities**

**Mencap** Charity working with people with a learning disability, their families and carers. Phone: 0808 808 1111 (Monday to Friday, 10am to 3pm), Website: [www.mencap.org.uk](http://www.mencap.org.uk)

### **Families/Relationships**

**The Spark** Providing support for couples, families, children and young people in Scotland. 0808 802 2088, [www.thespark.org.uk/](http://www.thespark.org.uk/)

**Family Lives** Advice on all aspects of parenting, including dealing with bullying. Phone: 0808 800 2222, Website: [www.familylives.org.uk](http://www.familylives.org.uk)

**Autism advice line** Telephone 01259 222022, [www.scottishautism.org](http://www.scottishautism.org)

**Information for older people** [www.agescotland.org.uk](http://www.agescotland.org.uk) Telephone 0800 12 44 222

**Information for young people** [www.young.scot/](http://www.young.scot/)

**Parentline Scotland** Telephone 0800 028 2233 [www.parentclub.scot/](http://www.parentclub.scot/)