

INFORMATION LEAFLET ABOUT  
**HELP AND SUPPORT IN MENDIP**  
AUTUMN 2020





Health Connections Mendip can support you with your health and wellbeing or if you are feeling isolated. You can see a Health Connector for a one to one appointment; join a group; use our online directory or train as a Community Connector. This service is provided by your Mendip GP practices.



### **Directory of services across Mendip**

This is an online directory of support groups, organisations, charities, social groups and services in Mendip that can support your health and wellbeing.

### **Health Connector**

You can make an appointment to see/speak to a Health Connector who will spend time listening to you and finding out what is important to you. Health Connectors can help you access support/services, help you set goals and spend time with you to discuss what's important to you.

### **Online Talking Cafés**

Make friends at the weekly online café with a programme of activities and guest speakers.  
Every Wednesday 1-2pm on Zoom.

### **Talking Cafés**

Face to face Talking Cafes across Mendip (govt. guidelines permitting). You need to call first to book a place.

### Talking Bench

Chat to a Health Connector. outside Frome Library 10.30-11.00am – come rain or shine (govt guidelines permitting). Look for the Talking Bench flag. For details of other Talking Benches across Mendip, contact us.

### Healthy Lifestyles Programme

Join our online programme, looking at topics such as healthy eating, relaxation, sleep, wellbeing and movement.

### Let's Connect Training

Let's Connect training is all about the power of communities to support each other and spread information. Join the 1,500 people in Mendip who signpost friends, family and neighbours to support and pass on health and wellbeing messages.

### Learn My Way, Online Digital Courses

Learn My Way free online courses help people develop their digital skills. Use Health Connections Mendip online learning centre code 80006569 when registering. [www.learnmyway.com](http://www.learnmyway.com)

### Resource Centre

A wide range of resources on our website on topics such as sleep, exercise, goal setting to planning ahead for if you are less well.

### Contact us

To find out more about Health Connections Mendip contact:

**t:** 01373 468368

**e:** [mendip.healthconnections@nhs.net](mailto:mendip.healthconnections@nhs.net)

**[www.healthconnectionsmentip.org](http://www.healthconnectionsmentip.org)**

# SUPPORT AND ORGANISATIONS IN YOUR COMMUNITY

## Befriending

### Age UK Somerset - friendly calls

Friendly calls for the over 60s who may be feeling lonely or isolated.

**t: 01823 345610**

**[www.ageuk.org.uk/somerset/our-services/friendly-calls-service/](http://www.ageuk.org.uk/somerset/our-services/friendly-calls-service/)**

### Re-Engage Call Companions

Regular calls from volunteer. Aimed at those over 75 years or those living alone or in sheltered housing/little or no family contact.

**t: 0800 716543**

**[www.reengage.org.uk/refer/form](http://www.reengage.org.uk/refer/form)**

### Somerset Sight – volunteer visiting service

Volunteer visiting and befriending services across Somerset

**t: 01823 333818**

**[www.somersetstight.org.uk/volunteer-visiting](http://www.somersetstight.org.uk/volunteer-visiting)**

### The Silver Line Telephone Friends

Weekly friendship telephone call from a volunteer for people aged 55+.

**t: 0800 470 80 90**

**[www.thesilverline.org.uk/what-we-do](http://www.thesilverline.org.uk/what-we-do)**

### Macular Society Telephone Befriending

Telephone support for people with Macular degeneration.

**t: 0300 3030 111**

**[www.macularsociety.org/telephone-befriending](http://www.macularsociety.org/telephone-befriending)**

### Independent Age

Volunteers provide regular befriending calls to older people.

**t: 0800 319 6789**

**[www.independentage.org/get-support/receive-regular-phone-calls](http://www.independentage.org/get-support/receive-regular-phone-calls)**

### Active & In Touch Befriending

Telephone befriending support during Covid-19 for Frome, surrounding villages and Shepton area.

**t: Di Roberts 07468 859453**

**[www.activeandintouch.org](http://www.activeandintouch.org)**



## Employment

### Step Up Somerset

Website to help people with redundancy, employment, skills and training.

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

### The Skills Toolkit

Government website that offers free courses to help you learn new skills.

<https://nationalcareers.service.gov.uk>

## Exercise and activities

### SASP (Somerset Activity & Sports Partnership)

Lists exercise and sports activities across Mendip.

**t: 01823 653990**

[www.sasp.co.uk/activities](http://www.sasp.co.uk/activities)

### Mendip Health Walks

Mendip wide Health Walks (Govt. guidelines permitting)

**Jo Smith 07855 283855/01823 653990**

[www.sasp.co.uk/health-walks](http://www.sasp.co.uk/health-walks)

### Age UK exercise classes (online)

Gentle online exercise classes adaptable for all abilities.

**t: 01823 345626**

[www.ageuk.org.uk/somerset](http://www.ageuk.org.uk/somerset)

### Virtual Village Hall

Online activities to enjoy at home – including arts and crafts, music, singing, cooking, dance, exercise and technology skills.

[www.royalvoluntaryservice.org.uk/virtual-village-hall](http://www.royalvoluntaryservice.org.uk/virtual-village-hall)



# SUPPORT AND ORGANISATIONS IN YOUR COMMUNITY

## Families and Young People

### Kooth

Free online counselling for young people over 11.

**www.kooth.com**

### Young Somerset

Support available for 10-18 year olds and their families.

**t: 01278 722100**

**www.youngsomerset.org.uk**

### Young Minds Parent Line

Advice for parents and carers worried about a young person.

**t: 0808 802 5544 (Monday-Friday 9.30am-4.00pm)**

### Papyrus Hopeline

For people under the age of 35 who are experiencing thoughts of suicide and for those who are concerned about a young person.

**t: 0800 068 4141**

**text: 07860039967**

**e: pat@papyrus-uk.org**

### Childline support

Phone support between 9.00am - midnight. Online 1-2-1 chat available.

**t: 0800 11 11**

**www.childline.org.uk**

### Mindline Somerset

Emotional support and mental health helpline open 24/7.

**t: 01823 276 892**

## Housing

### Housing Options Team, Mendip District Council

A complete and co-ordinated housing options advice service that works with a variety of statutory and voluntary agencies.

**t: 0300 3038588**

**www.mendip.gov.uk**

Out of hours homeless emergencies contact the social care emergency team:

**t: 0300 1232327**

### Elim Connect

A wide range of support services to rough sleepers, the homeless, socially isolated and those struggling with addictions.

**t: 01749 677097**

**www.connect-elim.org.uk**

### YMCA Mendip

YMCA provides a range of services for young people, with an emphasis on housing and homelessness.

**t: 01749 679553**

**www.mendipymca.org.uk**

## Mental Wellbeing

### Open Mental Health – Mindline Somerset

Mental health organisations have come together to provide 24/7 support to adults in Somerset. This includes a confidential listening service.

**t: 01823 276892**

**[www.mindinsomerset.org.uk](http://www.mindinsomerset.org.uk)**

### Suicide Bereavement Helpline

24hrs Support for those affected by suicide.

**t: 0300 330 5463**

**<https://suicidebereavement.wixsite.com/somerset>**

### SWEDA - Eating Disorders

Support for people living with eating disorders.

**t: 01749 34 33 44**

**[www.swedauk.org](http://www.swedauk.org)**

### Samaritans

Whatever problems you are facing, Samaritans are there to listen 24/7 Call, text or visit website.

**t: 116 123**

**e: [jo@samaritans.org](mailto:jo@samaritans.org)**

**[www.samaritans.org](http://www.samaritans.org)**

### Papyrus Hopeline

For people under the age of 35 who are experiencing thoughts of suicide and for those who are concerned about a young person.

**t: 0800 068 4141**

**text: 07860039967**

**e: [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)**

### Somerset Bereavement Service

**t: 0800 3047 412**

### WHY

Free, professional counselling for those who have lost a friend or loved one to cancer or a life-threatening condition, including Covid-19.

**t: 01373 455255**

**[www.wehearyou.org.uk](http://www.wehearyou.org.uk)**



# SUPPORT AND ORGANISATIONS IN YOUR COMMUNITY

## Other Support

### **CAB (Citizens Advice Bureau)**

Offer confidential information and advice on money, legal, consumer and other problems.

**t: 03444 889 623**

**[www.citizensadvicemendip.org.uk](http://www.citizensadvicemendip.org.uk)**

### **Somerset Carers**

Support for people caring for family, friends and loved ones.

**t: 0800 31 68 600**

**[www.somersetcarers.org](http://www.somersetcarers.org)**

### **Mendip District Council**

For information on council services across Mendip.

**t: 0300 303 8588**

**[www.mendip.gov.uk](http://www.mendip.gov.uk)**

### **Somerset Direct**

Provides support for the welfare of children and adults, and those who have disabilities, mental health problems, a sensory loss or general frailty.

**t: 0300 1232224**

**[www.somerset.gov.uk/social-care-and-health](http://www.somerset.gov.uk/social-care-and-health)**

### **Somerset Drug and Alcohol Service**

For anyone experiencing difficulties with their own or someone else's substance use.

**t: 0300 303 8788**

**[www.turning-point.co.uk/sdas](http://www.turning-point.co.uk/sdas)**

### **Somerset Domestic Abuse Support Helpline**

**t: 0800 69 49 999**

**[www.somersetsurvivors.org.uk](http://www.somersetsurvivors.org.uk)**

If you or someone you know is in immediate danger, please always call the Police on 999.

### **SARSAS (Somerset & Avon Rape and Sexual Abuse Support)**

Support for anyone who has experienced rape or sexual abuse.

**t: 0808 801 0456 or 0808 801 0464**

**[www.sarsas.org.uk](http://www.sarsas.org.uk)**

### **Healthy Somerset**

Website with information on how to stay healthy, happy and safe at home. Support and information on Covid 19, together with Every Mind Matters

**[www.healthysomerset.co.uk](http://www.healthysomerset.co.uk)**

### **Farming Community Network**

Support for the farming community through difficult times.

**t: 03000 111 999**

**[www.fcn.org.uk](http://www.fcn.org.uk)**

### **Dorothy House Hospice Care – Central and East Mendip**

Support for people with a life-limiting illness and their carers/loved ones.

**t: 0345 0130 555**

**[www.dorothyhouse.org.uk](http://www.dorothyhouse.org.uk)**



## Covid 19 Information/Support

### Covid Volunteer Community Support

To be linked to street, village or town covid volunteer support networks/groups please contact Health Connections Mendip.

**t: 01373 468368**

**[www.healthconnections Mendip.org](http://www.healthconnections Mendip.org)**

### Somerset Coronavirus Helpline

**t: 0300 790 6275**

### NHS Coronavirus Advice

**[www.nhs.uk/conditions/coronavirus-covid-19](http://www.nhs.uk/conditions/coronavirus-covid-19)**

### Government Coronavirus Advice

**[www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)**

### St. Margaret's Hospice Community Support West Mendip

Support for people with a life-limiting illness and their carers/loved ones.

**t: 01823 333822**

**<http://www.stmargarethospice.org.uk>**

### The Home Energy Team

Free, impartial, local energy saving advice. This includes telephone advice on keeping warm and well in winter, cutting your energy bills and information on funding for energy saving improvements.

**t: 0800 0822234**

**[www.cse.org.uk/loveyourhome](http://www.cse.org.uk/loveyourhome)**

### Village Agents

Practical community-based solutions for you, wherever you are in Somerset.

**[www.somersetagents.org](http://www.somersetagents.org)**

### Food banks and free meals

For information on your nearest foodbank or free meal scheme contact Health Connections Mendip.



# SUPPORT AND ORGANISATIONS IN YOUR COMMUNITY

## Transport

### Patient Transport Advice Centre

For Somerset GP patients enquiring about transport to their NHS appointments.

**t: 01278 727444**

### Mendip Community Transport, Slinky Service

Transport for senior citizens, those with disabilities & socially excluded people  
Contact the booking line for details of cost and availability – Bus Passes are accepted.

**t: 01749 880482**

**[https://www.](https://www.mendipcommunitytransport.co.uk)**

**[mendipcommunitytransport.co.uk](https://www.mendipcommunitytransport.co.uk)**

### Volunteer driver schemes

For information on local volunteer driver schemes in your area contact Health Connections Mendip.

## Volunteering

### SPARK Somerset - Spark a Change

Volunteer service in Somerset to help you find your ideal volunteering opportunity.

**t: 01460 202 970**

**[www.sparkachange.org.uk](http://www.sparkachange.org.uk)**

For information on volunteering with your street, village or town network during Covid contact Health Connections Mendip.



**NOTES**



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## Contact us

We have not been able to list all the amazing support in Mendip. Please contact us or see our online directory of services to find out about other services in Mendip.

**t: 01373 468368**

**e: [mendip.healthconnections@nhs.net](mailto:mendip.healthconnections@nhs.net)**

**[www.healthconnectionsmentip.org](http://www.healthconnectionsmentip.org)**

*Every effort is made to ensure information stated is correct at time of printing. Please check with organisations for any changes.*

