**GUIDANCE and RESOURCES for CHECK IN AND CHAT SUPERVISORS V5.0**

**Guidance for supervisors when chatters have found that the people they call have unmet social and practical needs.**

If people are distressed and you are not sure whether this is only about social and practical needs - signpost or direct them to the **CNWL Single Point of Access (SPA)** in the first instance. **SPA can be contacted on: 0800 0234 650​ email:** **cnw-tr.spa@nhs.net​****)**

If you feel that the anxieties are very much about practical and social needs signpost initially to the Corona Virus Social Services support lines in each of the 5 main boroughs we work in (Westminster/Kensington & Chelsea/Brent/Harrow or Hillingdon). We also offer some services in other boroughs eg Ealing/Hammersmith & Fulham..

If the person you are calling is experiencing a medical emergency, then it would be appropriate to offer and call an ambulance and let you r supervisor know

**Corona Virus social services support lines each borough**

In the first instance direct callers to the appropriate local authority website. There is a wealth of information on all of them as well as enquiry forms to get support. If there are barriers to accessing technology (or digital exclusion) such as age, mental health, intellectual ability, language, homelessness then please transfer them through to the local social services department. Inform them that there may be a long wait due to high demand and encourage them to stay on the line until it is picked up

* **Brent:** 02089371234 8-8 Mon-Friday or email coronavirus@brent.gov.uk
* **Harrow** 02089012680 9-5 Mon-Fri
* **Hillingdon** 01895556633 9-5 Mon-Fri if the call is about social isolation you can also put them through to H4All on 020 3949 5786 or coronasupport@h4all.org.uk
* **K&C** 02073613013 or email us at socialservices@rbkc.gov.uk 9-5 Mon-Fri or if the concern is relating to someone with a physical health condition that makes them high risk 02073614326 or C19Hub@rbkc.gov.uk Mon-Sun 9-5 and webiste: <https://www.rbkc.gov.uk/footer-links/contact-us/contact-us-email-or-telephone>
* **Westminster** 02076411444 (general enquires) Corona specific line is 02076411222 and email westminsterconnects@westminster.gov.uk.

Reassure people that we are here to support them with their mental health but that getting the right social and practical support in place will help with that so in the first instance they need to speak to social services

**National Register for Practical Support**

You can register for practical support to be provided to you and your family if you are shielding through the government website:

<https://www.gov.uk/coronavirus-extremely-vulnerable>

**General support services list**

<https://covidmutualaid.org/> you can use this website and postcode search for the person to find community groups that are in place most of them are contactable through facebook or whatsapp so you need to check that the person on the phone has access to social media.

**Food Banks**

The Trussell trust has an excellent search engine where you can search for closest foodbanks and give people contact numbers to call them. It is a simple postcode search.

<https://www.trusselltrust.org/get-help/find-a-foodbank/>

**Financial Advice**

This link on trustnet provides you with websites and organisations to signpost people to who are struggling financially due to coronavirus

<https://staff.cnwl.nhs.uk/application/files/3915/8592/7669/What_to_do_if_you_need_money_advice_or_help.pdf>

**Housing, Homelessness, Rent, Mortgages, Evictions, Tenancy issues**

For housing and issues around potential homelessness the resources on the Shelter website are the best on the internet. These related to all housing issues, from private renters to social housing. They give practical advice from non-payment of rent/mortgage to evictions. Ask if the person has access to the internet before directing them there. <https://england.shelter.org.uk/housing_advice/coronavirus>

**Immigration/access to healthcare**

You can email this document to them- it contains a lot of supportive information

<https://docs.google.com/document/d/11cKMCy08ebN-lJQsP1jvsTcSfwC6YeE8FYrmAZCoZ1w/edit>

Or people who need medical advice but cannot speak any or little English. Doctors Around the World have a clinic advice line on:

0808 1647686

10-12 Monday-Friday

**Guidance and Resources for COVID 19 and Domestic Abuse**

**Home is not a safe place for everyone.**

 Recent data shows a sharp rise in Domestic Abuse.

* Refuge reports that the National DA Helpline saw an increase of 45% in calls and online requests for help since the Lockdown.

We know that many of our clients will be affected by Domestic Abuse.

**Worried about someone?**

If you’re worried about someone who might be in an abusive situation, you can try doing the following:

* **Check in with the person you are worried about. If contacting them by phone, always assume that the perpetrator could be listening in**.
* If you think the victim or survivor isn’t able to talk because of being overheard, give them a readily thought out line to end the call, eg if it is not safe to speak right now then please repeat after me: “I’m sorry there is no one called Tina here, you must have got the wrong number.”
* If it is safe to talk when you call, arrange a codeword or phrase that the victim can use if interrupted, eg if you need to end the call at any point please say “no, sorry I’m not interested in taking part in the survey’

**Police guidelines – how to get support from the police when you cannot speak on the phone**

This is a very simple guide on how to make yourself heard on a 999 call when you cannot speak – whether by mobile or landline. It outlines different methods – including whether it is safe to whisper, cough or just dial certain numbers. Please read and, where possible, share with clients and staff who may be at risk.



**Resources and support**

* Domestic Abuse support services such as **helplines and Independent Domestic Violence Advice (IDVA) services** will continue to operate –remind people if they are already linked in with domestic abuse services. More contact will be virtual but they will attempt to address creatively all difficulties inherent with the current lockdown in order that contact can be safe (see Trustnet for details of local services).
* **National Abuse Helpline (24 hours – 7 days a week) : 0808 2000 247**

* Women’s aid have introduced a live chat Mon-Fri 10-12 for people to access support for domestic violence in situations where they are unable to call and speak to someone because the abuser is in the house with them <https://chat.womensaid.org.uk/>
* **Standing together against domestic violence: latest COVID-19 Guidance and Procedures:**

<http://www.standingtogether.org.uk/news/read-our-latest-covid-19-guidance-and-procedures>

**Addiction Resources**

* **Alcoholics anonymous:** [**https://www.alcoholics-anonymous.org.uk/**](https://www.alcoholics-anonymous.org.uk/)
* **Gambling anonymous:** [**https://www.gamblersanonymous.org.uk/**](https://www.gamblersanonymous.org.uk/)

**Local restrictions guidelines**

[**https://www.gov.uk/guidance/local-restriction-tiers-what-you-need-to-know**](https://www.gov.uk/guidance/local-restriction-tiers-what-you-need-to-know)

**Mental health and Wellbeing**

**NHS website**

General information can be obtained about staying well with social distancing, in particular there is a good source of information for those who may need support with mental health and wellbeing, including mental health charities, organisations and support groups can offer expert advice.

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

**CNWL Staying mentally well at home info pack:**

[Stay well at home isolation pack](https://www.cnwl.nhs.uk/application/files/1115/8618/7460/Wellbeing_pack_for_self_isolation.pdf)

**Chatterpack**

Aimed at those with ADHD or learning disability, but suitable for all - it includes links to a variety of links: Art and culture, learning, wellbeing, music, podcasts, literature, prayer – and includes amongst many things: virtual tours and live webcams, museums and galleries, animals, birds and explore the oceans.

[Chatterpack: A list of free, boredom-busting resources](https://chatterpack.net/blogs/blog/list-of-online-resources-for-anyone-who-is-isolated-at-home)

**Coping Calendar – 30 actions to look after ourselves and each other**

[**https://www.actionforhappiness.org/calendars**](https://www.actionforhappiness.org/calendars)

