

WHO TO CONTACT FOR HELP?

LOCAL SERVICES

Carers IW –

Telephone support – Monday to Friday 8:00 to 20:00 excluding Bank Holidays.

Contact: 01983533173 or elizabethm@carersiw.org.uk

Support: Support for adult unpaid carers of adults on the Isle of Wight.

Website: www.carersiw.org.uk

People Matter IW –

Contact: 01983 241494 or terribaker@peoplematteriw.org

Support: Support to stay living independently at home, Brokerage Support Service – helps you find a Carer or support if you are self-funding, PAREs finds you a Carer who you choose without employing them.

Website: www.peoplematteriw.org

YMCA Young Carers Service

Contact: 01983 861071 or iowyoungcarers@ymca-fg.org

Support: Tiered support to young people age 5 – 18 years with caring responsibilities in the home to a family member. 1:1 support Respite activities Signposting and referrals to beneficial support services.

Website: www.ymca-fg.org

Sight for Wight

Contact: 01983522205 or enquiries@iwsb.org.uk

Support: Support advice and help for visually impaired people. Please note that rehabilitation services are provided by Action on Hearing Loss

Website: www.sightforwight.org.uk

Barnardo's IOW Family Centres:

East Newport (01983 529208) and **Ryde** (01983617617)

Sandown Centre (01983 408718)

Contact: 01983 529208/ 617617/ 408718 or iowfamilycentres@barnardos.org.uk

Support: Phones will be open to receive requests for support or signposting. Workers will be available to call and offer individualised support if needed. Advice, guidance and parenting support (0-19 years).

West Wight Men In Sheds

Contact: 01983 897352 or men@westwightshed.org

Support: Tackling loneliness and isolation; mental health support; meeting place, workshop. Volunteer check in, online support if required (**Members only**)

Website: <https://www.westwightshed.org>

Victim Support – Please see website for updated opening hours.

Contact: 0808 178 1641 or hub.hiow@victimsupport.org.uk

Support: Free and confidential telephone and face-to-face support to victims of crime, with services for domestic abuse, serious crime, and children and young people. Support remains in place 24/7.

Website: <http://hampshireiowvictimcare.co.uk/>

Wessex Cancer Trust Isle of Wight Cancer Wellbeing Centre

Contact: 01983524186 or isleofwight@wessexcancer.org.uk

Support: Our cancer helpline is open Tue-Fri 10:00 to 15:00 and offers advice about cancer, befriending, counselling, psychotherapy, reiki, meditation all remotely currently. All free of charge. Advice on cross Solent

travel for cancer patients including reduced ferry fares, reclaiming ferry fares, free parking in Cowes and access to our Daisy Buses which offer free of charge transport for cancer patients attending appointments at Southampton General Hospital or the QA, Portsmouth.

Website: www.wessexcancer.org.uk/support-services/support-centres/

Hampshire & IOW Children & Young People's Crisis Line

Contact: 0300 303 1590 CYP Crisis Line or cypcrisisline@easthantsmind.org

Support: Telephone support for young people ages 11-17yrs living in Hampshire and IOW. One-to-one confidential, emotional support and a safe space to talk. Crisis de-escalation and mindfulness techniques for managing mental health. Advice on healthy coping skills and resources. Tips and tools to promote good mental health and wellbeing. Signposting to other support available and useful apps and websites. Signposting for parents.

Website: www.easthantsmind.org/cyp-crisis-line/

NATIONAL HELPLINES AND LISTENING SERVICES:

Samaritans: Call 116 123 (24/7 FREE)

If you need someone to talk to, we listen. We won't judge or tell you what to do. Whatever you're going through, call us free any time, from any phone, on 116 123.

SANeline – 0300 304 7000

If you're experiencing a mental health problem or supporting someone else, you can call SANeline on 0300 304 7000 (4.30pm–10.30pm every day).

The Mix – 0808 808 4994

If you're under 25, you can call The Mix on 0808 808 4994 (Sunday-Friday 2pm–11pm)

Papyrus HOPELINEUK – 0800 068 4141

If you're under 35 and struggling with suicidal feelings, or concerned about a young person who might be struggling, you can call Papyrus HOPELINEUK on 0800 068 4141 (weekdays 10am-10pm, weekends 2pm-10pm and bank holidays 2pm–10pm), email pat@papyrus-uk.org or text 07786 209 697

ChildLine – 0800 1111

Free, confidential support from a Childline counsellor about anything you want to. You can talk to Childline from 7:30am-3:30am every day, either online, by calling 0800 1111 or by sending a message from our website <https://www.childline.org.uk/somethings-not-right>

Age UK – Advice Line: 0800 169 6565

8am to 7pm every day – for information on keeping well during the winter, as well as information on topics such as benefits and care. Also, if an older person needs a little extra help with something.

Age UK – The Silver Line Helpline: 0800 4 70 80 90

24 hours every day – for older people who need a chat, friendship, advice or information.

Campaign Against Living Miserably (CALM) – 0800 58 58 58

If you identify as male, you can call the Campaign Against Living Miserably (CALM) on 0800 58 58 58 (5pm–midnight every day).

Switchboard- 0300 330 0630

If you identify as gay, lesbian, bisexual or transgender, you can call Switchboard on 0300 330 0630 (10am–10pm every day), email chris@switchboard.lgbt or use their webchat service. Phone operators all identify as LGBT+.

Shout – Crisis Text Line: Text SHOUT to 85258

Shout is an affiliate of Crisis Text Line® in the UK that provides free, confidential support, 24/7 via text.

Red Cross National Coronavirus Helpline – 0808 196 3651

The helpline is available to anyone for emotional support as well as to request the delivery of prescriptions and food supplies.