



Wellbeing and mental health tool kit

A guide to looking after yourself and others



**Bolton
Council**

NHS
in Bolton

Contents

- 3 Looking after yourself
- 4 Beating anxiety and stress
- 5 Manage your stress bucket
- 6 Struggling to cope
- 7 Thoughts of suicide
- 8 Dealing with bereavement
- 9 Making plans & having a routine.
- 10 Five ways to look after your wellbeing
- 12 Wellbeing plan
- 13 Looking out for others and having positive conversations
- 16 Supporting young people to talk about anxiety and long term COVID 19
- 17 Work well from home
- 18 Getting support and help



Looking after yourself through challenging times

The pandemic has impacted our lives in unimaginable ways in a short space of time. It is important to take care of your mind as well as your body.



Everyone reacts to situations in their own way. You might be:

- Feeling frustrated or lonely.
- Concerned about your finances, your health, relationships or relatives.
- Feeling down, worried or anxious.

Remember, it is OK to feel like this. These are normal reactions to uncertainty and to challenging events.

Difficult situations may also impact on:

- Many of the normal everyday coping strategies, we use to deal with stress and activity that underpins our emotional wellbeing.
- During this time, we may need to be more creative and thoughtful about how we look after ourselves.

This booklet contains practical information about things you can do now to look after your mental health and wellbeing, and how you can support others.



Managing anxiety in daily life

It's natural to feel anxious, but if it begins to feel too much follow our top tips below:

Focus on what you can control

We can't control difficult situations, but we can control our own responses and behaviours to it. Think ahead, make plans for what you'll do in the coming days and weeks.

Distract yourself

Our minds struggle to hold two thoughts at one time. Distract yourself with exercise, games, books, movies or other activities.

Connect with others

Reach out and connect with friends and family, in safe ways. Share your fears or talk about nothing in particular.



Be nice to yourself

Add extra time for stress relief in your day. Treat yourself whenever you need and do things you enjoy.

Hold on to hope

Keep the big picture in mind and you will get through this.

Manage your Stress Bucket

Stress is a part of everyday life. It can help us take action and work productively. But if our Stress Bucket becomes full it can also overwhelm us and impact negatively on our mental health.

Everyday stressors including work, money and family flow into that Stress Bucket like rain. But we also have ways of coping that allow this stress to flow out, like holes in the bucket. But right now:

- Our Stress Bucket might be getting fuller.
- Some of our normal ways of coping, the holes in our Stress Bucket, might be unavailable due to the current situation.
- We might need to re-think how we cope with stress. This booklet provides some hints and tips.



Challenge Draw your own stress bucket - what are some of the 'rain clouds' but also what are 'our holes'.

Struggling to cope

It's important to recognise that some people will feel so overwhelmed they need professional support, and some may even think about suicide.

Whether you are struggling to cope with difficult emotions, or are having thoughts of suicide, there is hope and you are not alone.

- Share your feelings with a good friend, a relative or a work mate.
- If it feels hard to find the words, speak to someone who is trained to listen, like the Samaritans on 116 123, or other telephone/text helplines.

Signs to spot, that you or someone else may be struggling

How someone might behave

- Changes in appetite or sleeping patterns.
- Withdrawing from, or avoiding friends and family.
- Stopping telephone or social media contact.
- Losing interest in things, including their appearance.
- Risky behaviour or increased use of alcohol and drugs.
- Carelessness or lack of interest in work.
- Starting or increasing self-harming behaviour.
- Increasing coping behaviour such as hand-washing.
- Struggling to make decisions and concentrate.

How they may be thinking or feeling

- Sadness or anxiety that does not go away.
- Losing enjoyment and interest in people and activities.
- Lack of energy, lethargy and tiredness.
- Extreme mood swings, ongoing irritability or anger.
- Developing unrealistic or excessive fears and worries.
- Increased anxiety about their health.

Thoughts of suicide

Thoughts of suicide are not uncommon - a lot of people will have them - around one in five of us during our lifetime. Having these thoughts doesn't make it inevitable that you are going to take your own life.

If you are having thoughts of suicide focus on what you need to do to keep yourself safe for now. Learn more about what practical steps you can take to keep yourself safe. The questions below can help you do this.

Key questions to help me

What is upsetting me right now and how is this impacting on my mind and mood ?

What can I do to take my mind off my worries & problems?

The positive things in my life are: List them

Who can I ask for help or speak to - this could be friends', work colleagues' family or professional organisations?

If you feel you can't keep yourself safe any longer, or if you have done something to harm yourself - call 999 now. The number is free.

Signs of someone having thoughts of suicide might include:

- Talk, or posting social media messages, about wanting to die, feeling hopeless, trapped or having no reason to live, or that they are a burden to others.
- Show unexpected mood changes such as suddenly being calm after a long period of depression, giving away possessions or making a will, increased risky behaviour or self-harming, or researching suicide online.
- Have had a major loss or change in their life, an accumulation or build-up of problems before COVID-19, or facing financial, relationship or housing hardship.

Talking about suicide with someone can feel nerve-wracking but the best thing to do is ask directly. "Are you thinking about suicide?" This will not put ideas in their head and will show them they don't have to struggle alone with these overwhelming thoughts.

For more information on support available please visit:
www.shininglightonsuicide.org.uk

Bereavement

Being bereaved can be really hard and it affects everyone in different ways but receiving support from family and friends can help.

During these challenging times, being with those who can help you may be difficult but please remember that you are not alone. Keep in touch with people you know even if you can't meet face to face at this time or contact a Bereavement Service for support. The information in this booklet provides useful tips as well as information on services available which you could access for yourself or others.

For more information on bereavement support available please visit: Greater-Manchester-Bereavement-Service.org.uk

Making plans & having a routine

Be realistic about what you can achieve!

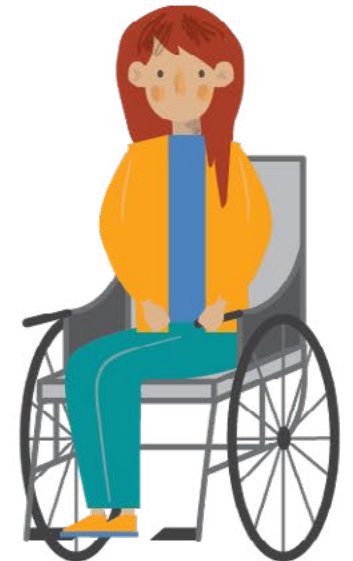
- Get productive! Make a To Do List of jobs around the home.
- Work out what household supplies you need and how you can get them. If you cannot get out yourself ask a friend or try a home delivery service.
- Contact your GP or Pharmacist to discuss how you can get any ongoing medicine or repeat prescriptions delivered or collected.
- For some people having a clean and organised home environment can really help lift their mood.



Routine

Having a routine is particularly effective at warding off anxiety and worry.

- Write a timetable for your week.
- Pick regular times to exercise, eat, watch TV, read, do a crossword etc.
- Maintain normal sleep patterns.
- If you work from home set regular hours.
- Build in regular time to keep in contact with people.
- Set yourself goals and build in new activity to your weekly plan.



Five ways to look after your wellbeing

Stay Connected:

Connections with other people are good for our mental wellbeing. You may not be able to pop round for a cuppa or meet with friends in the same way as you normally do. You can still connect.

- Have a conversation over the garden fence, or even write a letter!
- Arrange a day and time to chat/video call your friends, family or work colleagues.
- Join an online peer support group.
- Where available join in with live community groups to do live telecast, virtual prayers or events.



Be Active & Healthy:

Our physical health can affect the way we feel

- Stay active indoor or in your garden. Join an online/TV exercise group, there is wide range for all ages. Set yourself a daily challenge.
- Do some gardening or housework.
- Eat as healthily as you can and drink enough water.
- Green spaces boost our wellbeing. Go out for a walk or run, spend time in your garden.
- Getting enough sleep can really impact how we feel. Be sure to maintain a regular sleeping pattern. Avoid drugs and too much alcohol. It's easy to fall into unhealthy coping patterns that make you feel worse.
- Plan how you will continue accessing treatment and support for any existing physical or mental health problems if possible.



Keep Learning:

Keeping your mind active and learning new things is good for wellbeing. A perfect distraction during these times.

- Download free brain training apps to keep your mind stimulated.
- Sign up for an online course.
- Rediscover old interests and hobbies- sewing, arts, DIY.
- Learn a new language.
- Try a new cooking recipe.
- Make a playlist, learn a song.

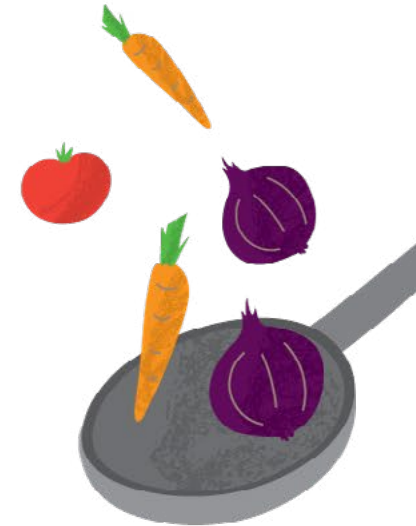
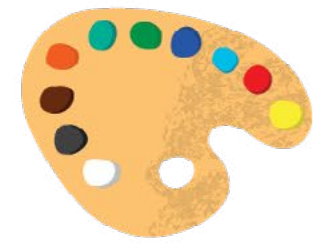
Give:

Helping others is a good way of boosting your wellbeing. This can make a huge difference to people.

- Do something nice or help someone, shopping, sharing cooking recipes, or simply checking they are okay.
- Take up volunteering, gain new skills.
- Give something back to the community and make a difference.

Take Notice:

- Take a moment to switch off and focus on the things that give you joy.
- Stay informed with trusted resources.



Wellbeing Plan

During challenging times, planning a daily schedule and having structure to your day will be crucial to your emotional, mental and physical wellbeing.



Who do I want to keep in contact with?

(Friends, colleagues, family, neighbours)

How will I help others?

(Keeping in contact with people, volunteering, giving practical support)

What will I do to stay healthy?

(Exercise, diet and sleep)

How will I keep my mind active?

(Hobbies, reading, new challenges, online learning etc)

What will I do in my daily routine?

(The time I get up, exercise, contact friends, do a crossword, treat myself, cleaning)

How can I tell when things are getting too much?

(Feeling snappy, sleep issues, feeling low, eating more or less, drinking more)

What will I do to distract myself when I feel stressed, anxious or down?

(Treat myself, phone a friend, go for a walk, mindfulness, watch a movie)

Who can I talk to if things get too much?

(People, helplines or online support)

My Jar of Hope

Things will get better. Use this time to think about all the things you miss and might have taken for granted. Write them down here to look forward to when the crisis is over.

Looking out for others and having positive conversations

It's more important than ever to find other ways to check-in, to keep contact and to offer support to those around us.

It might feel more difficult than ever for people to look after their mental health. For some the mix of COVID-19 related anxiety, social isolation and/or pre-existing mental health problems could be particularly difficult to cope with.

Five Steps to Helping Others

Be Aware

Watch for the warning signs that someone might be struggling. We may need to be more pro-active about checking in with others by phone and online.

Ask

Trust your instincts and ask the person directly how they are doing. If necessary, ask twice. "Are you really OK?". If you feel they may be struggling let them know that you are worried about them and that you care.

Listen

Give them time and space to talk. During difficult times, you may need to do more of this by telephone and online. Have a look at our listening tips on the following pages.

Build Support

Explore what help they might need. Build a circle of support through family and friends. Have a look together at the resources at the end of this booklet, or on our website. Set goals about what they can do next.

Check-in

Keep checking in and letting the person know you are there for them. Knowing someone cares can make all the difference.



Key Tips for Having Positive Conversations



Listening:

Avoid offering solutions

Listening to someone's problems is not always easy and most of us want to make things better, but this not usually helpful. Avoid fixes such as 'Have you thought of doing this?' or 'You should try that'.

Ask open questions

These are questions that invite someone to say more than 'yes' or 'no', such as 'How have you been feeling?' or 'What happened next?'

Offer prompts

Encourage someone to talk more through phrases such as 'Tell me more' or 'Can you say more about that?', or through repeating back important words they say.

Give them time

It helps if you let them take the time they need to describe where they are at. Make sure you have time to listen.

Take their feelings seriously

Take whatever they say seriously and without judgment. Don't offer words that belittle their feelings.

Avoid judgements

You might feel shocked or upset by what someone says, but it's important not to blame the person for how they are feeling. It may have been a big step to talk to you, and to place their trust in you.

You don't have all the answers

It's okay to not know what to say! You're a human being too and what you're hearing might be upsetting or confusing. If you don't know what to say be honest and let the person know.

Give re-assurance

Let the person know there is help available and that you care about them.



Starting the conversation

If you're having a conversation you could say something like:

- You sound like you're having a difficult time etc., *how are you? What has been going on for you?*
- If someone responds with lots of issues and problems that have been happening, try responding with: *That sounds challenging/difficult. How are you managing/ coping/feeling about that? This will bring the focus back to the person's emotional wellbeing and mental health.*

Responding:

You might not be able to fully understand or identify with what the person is saying to you. Useful responses might be:

- Sounds like this is difficult/upsetting/confusing for you.
- I may not be able to understand exactly how it is for you just now, but I am listening.
- Tell me about your circumstances, do you live alone or with others? How do you look after yourself?
- What support do you have in place?
- It might not seem like it just now but the way that you are feeling won't last forever.

Offering support and getting help:

It is important to only offer help and support that you know you will be able to give. Help and support should be offered around what the person says that they need, not what you think that they need. You could also offer to help them to access other help:

- What help or support do you need to get around that? How does that affect your daily routines?
- What would help you right now? How can I support you to get the help that you need? Or what support are you getting? We could talk this through together to see what support is available.

Supporting young people to talk about anxiety and long term COVID 19

The sudden change in children's and teenagers' routine, combined with the COVID-19 crisis, can be unsettling. Younger ones may find it difficult to understand what has happened. But there are lots of things we can do to look after their mental health and wellbeing.

Beat anxiety for children and young people

- Create a routine and structure.
- Keep them connected with friends.
- Re-assure them they are safe.
- Let them talk about their worries.
- Teach them coping skills.
- Limit their exposure to news.



Talking to children about their worries

- Children may not talk directly about their worries but still check-in with them.
- Explain it's normal to feel scared or unsure.
- Be honest, speak calmly, use age appropriate language.
- Reassure them that elderly family members are being looked after.
- Pay attention to individual worries, these may seem trivial to you, but may feel important to your child.
- You don't need to have all the answers, if you don't know you can find out together.
- Explain how they can help.

Work well from home

For many of us home working is now the standard. Here are a few simple ways that you can focus on improving your wellbeing whilst still remaining productive.



Get work ready

Shift your mindset. Set a designated space in your house to work from. Ditch the hoodie, think about dressing as if you are leaving for work!

Set schedules and goals

Set yourself some simple goals for the day and break your work down into bite-sized portions. Schedule regular breaks and leave your workspace.

Be flexible

It can be hard to focus at home, so be flexible. Adapt your working hours to the way your home runs. Spend time with the kids and work in the evening.

Get fresh air

Make sure you get time to leave the house, even if it's your garden, or leaning out of a window. Go for a walk, run or ride if you can.



Connect with colleagues

Workmates are a big part of our life. Connect through virtual meetings, Skype or a phone call. Keep the conversations and banter going.

Circle of support

If you are struggling to cope, reach out to your colleagues, or to any support schemes your workplace or union offers. Check in with your workmates and look out for each other.

Give yourself some slack. Adapting to home based working takes time. Be patient, and be kind to yourself.



Getting help

There may be times when we need some extra support to get through - it's ok to ask for help, and there's lots of support out there.

Information and Support in Bolton

COVID-19 community response line

For anyone needing vital help for food and essential items (including medicines) call 01204 337221 between 8.30am - 5.30pm Mon-Fri, or 9am - 1.30pm on Saturday & Sunday.

Single Point Of Access (SPOA)

If you need help with anxiety or depression, please contact SPOA on 01204 483101 between 9am - 9pm daily or via their online portal - www.iaptportal.co.uk/bolt.html

Silverwellbeing Therapy Service

The service offers:

- Independent 1:1 counselling and talking therapies
- Bereavement and loss support (all forms of loss)
- Relationship counselling
- A help desk (signposting and advice)

This service is based in Bolton and is open to all who live, work or study in Bolton for free. Please contact them on 01204 917745 or silverwellbeing@1pointbolton.org.uk

Money concerns

Call 01204 332772 to speak to Bolton Council about their Local Welfare Provision (www.bolton.gov.uk).

Domestic Abuse

Call the National Domestic Abuse Helpline on 0808 2000 247 or visit their website www.nationaldahelpline.org.uk

Age UK Bolton

Call them on 01204 382411 or www.ageuk.org.uk/bolton (to request a call phone 9am-4pm, Mon - Fri)

Bolton Carers Support

Helpline is now open 24 hours, 7 days a week - 01204 363056.

Bolton Dementia Support

Provide free support and advice in the Bolton area for anyone who is diagnosed with any form of dementia, and anyone who cares for them. Please contact them on 07704 594 585 or boltonsdg@gmail.com for more information.

Building A New Direction (BAND)

Providing 1-1 & group support and activities. Call: 01204 380643 or band@family-action.org.uk.

Mental health Independent Support Team (MhIST)

Providing group support, self-help, and non-statutory advocacy. Call: 01204 527000.

Bolton Safeguarding Children - keeping children safe in Bolton

If you are worried about a child, take action. During office hours: 01204 331500. Out of hours, weekends and bank holidays: 01204 337777

Achieve

Support with alcohol and drug misuse - 01204 483090.

Volunteering Opportunities:

Bolton Community and Voluntary Services - 01204 546010 or visit www.boltoncvs.org.uk

Your Covid Recovery

A website for self-management and information for people experiencing symptoms 12 weeks post covid (long covid). www.yourcovidrecovery.nhs.uk

Bolton long Covid service

This is a self-referral service for people in Bolton who are experiencing issues caused by the Covid virus. Support will be provided by one of our specialist therapists. You can access this service by ringing 01204 331155 between 8am-4pm Monday-Friday.

QWELL

Qwell offers support around a parent/carers mental health as well as supporting them to manage their child's mental health. Free online mental health support for parents and carers in Bolton via www.qwell.io Access to anonymous 1:1 text based counselling, 24.7 messaging function, forums and self-help materials.

Support for Children and Young People

Kooth

Online counselling for children and young people in Bolton 11 – 25 years old – www.kooth.com

Chat Health

Text based service for any Bolton parent/ carer or 11–19 year old where you can text a specialist public health nurse in Bolton for help. You can contact them in the following ways

Parent number is 07507 331751

Young Person number is 07507 331753

Both dedicated numbers are available between 8am and 8pm Mon – Fri but the number for young people is also available 12pm – 4pm Sat & Sun.

The Parallel Young People's Health Service

This service supports young people's health and wellbeing via appointments or drop in clinics (all via the phone or video currently). For more information, please call 01204 462444.

Young Carers

Dedicated support to any young person aged 8 to 18 who is identified as having a caring role. You can seek support in the following ways –

Email: youngcarers@blgc.co.uk

Call: 07854117070

Bolton Together

Website that provides information about the different support and activities available for children and young people. www.bolton-together.org.uk



Fortalice

Provide 1:1 support and advice through telephone, text, email and video to children and young people struggling with the effects of domestic abuse. You can contact them on either –

24 hour helpline : 01204 365677

Email : info@fortalice.co.uk

Live chat (9am – 5pm) : www.fortalice.org.uk

Zacs Youth Bar

Provide 1:1 listening service appointments for young people between 10 and 18 years old. You can contact them on either –

Email: listening@zacsyouthbar.co.uk

Tel: 07726 128915 or 01204 706200

Message via the Facebook page
www.facebook.com/ZacsListeningService

Bolton's Mental Health Microsite for Children and Young People

Bekindtomymind was co-produced by young people in Bolton and provides a directory of local services available to support young people's mental health.

To find out more and to watch the campaign video go to www.bekindtomymind.co.uk

Early Breaks

Provide support to young people in Bolton affected by parental drug and alcohol misuse and/or parental imprisonment. To speak to a member of the Holding Families team in Bolton please contact either:

Gemma – 07732685456

Denise - 07841151835



Greater Manchester Support

Greater Manchester Mental Health 24/7 Helpline

Freephone 0800 953 0285 for round the clock mental health support. For more information visit www.gmmh.nhs.uk/crisis-care

Greater Manchester Suicide Bereavement Information Service helpline

This is a confidential information service for people bereaved or affected by suicide. You can call them on 0161 983 0700 Monday – Friday between 10am-4pm. For more information, please visit www.shininglightsonsuicide.org.uk.

Greater Manchester Bereavement Service

Call them on 0161 983 0902 between Mon-Fri 9am-5pm & Wed 9am-8pm or visit www.greater-manchester-bereavement-service.org.uk

Greater Manchester health support

Advice and tips around smoking, alcohol, sexual wellbeing, moving, feelings and eating visit: www.gmhealthhub.org

Living Life to the Full

Free online courses covering low mood, stress and resiliency visit: www.gmhealthhub.org/feeling/living-life-to-the-full

National Support

Samaritans

Here for you to listen in confidence and without judgement 24 hours a day for free. Contact them on 116 123 (Freephone) or email jo@samaritans.org

Every Mind Matters

www.nhs.uk/oneyou/every-mind-matters/top-tips-to-improve-your-mental-wellbeing/



Papyrus Hopeline

Papyrus offers support and advice to young people and is available 9am-10pm from Monday to Friday and at weekends available from 2pm – 10pm. Call: 0808 808 4994

Bolton NHS Foundation Trust

Maternity Triage: 01204 390612

Maternity COVID-19 helpline

01204 487497

Silver Cloud

SilverCloud offers online programmes for adults (aged 16 years+) to help ease your levels of stress, sleep better or to build resilience. You can choose to use any of the programmes. They are self-help, confidential and secure. <https://hub.gmhsc.org.uk/mental-health/in-your-area/bolton/>

Silver Line

Free information, friendship and advice for older people 24 hours a day, every day of the year. Call 0800 470 8090 or visit www.thesilverline.org.uk

Drinkline

Advice to those worried about their own, or a loved one's, alcohol use. Call: 0300 123 1110

Frank

National helpline providing advice and information about drugs. Call: 0300 123 6600

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