

Key contact numbers to help people through the coronavirus outbreak

NHS

Leeds

Clinical Commissioning Group



Call the **Leeds City Council helpline** on **0113 378 1877** if you're self-isolating and don't have friends or family nearby who can help. Our volunteers can help you with shopping, transport to medical appointments, or a call to check how you are.



Emergency food response If someone is finding it difficult to access food due to financial constraints or due to self-isolation they're eligible for help. Contact the Leeds Welfare Support Team on **0113 376 0330**.



Cruse Bereavement Care offer a range of support and resources and have a free helpline **0808 808 1677**. Opening hours Monday-Friday 9.30am-5pm (excluding bank holidays), with extended hours on Tuesday, Wednesday and Thursday evenings, until 8pm.



The West Yorkshire and Harrogate Grief and Loss Support Service is for anyone suffering any form of grief and loss, or those worried about losing someone. Practical and emotional support and advice is available 7 days a week, from 8am to 8pm on **0808 196 3833** or chat online at griefandlosswyh.co.uk



Cancer Support Helpline for patients and / or their carers if they are worried or have any questions about COVID-19 following receipt of a letter from the hospital about changes to their appointment or treatment. The helpline **0800 923 0014** offers telephone support service from 9am-5pm Monday to Friday.



Leeds Domestic Violence Service helpline on **0113 246 0401**. If calling is unsafe, a web-chat service is now being offered from Monday-Friday between 1pm-3pm via leedswomensaid.co.uk If you're in immediate danger, **call 999** (press 55 after the emergency number if you're in danger and unable to speak).

ONE YOU

One You Leeds website oneyouleeds.co.uk provides advice on staying well and lifestyle advice.



emergencySMS service if you are deaf or can't verbally communicate you can register with the emergency SMS service www.emergencysms.net. Text REGISTER to 999
You will get a text which tells you what to do next.



MindMate website (www.mindmate.org.uk) has information about mental health support for young people, parents / carers and professionals. Children and young people can access support through:

- **Teen Connect:** provide emotional support for 11 - 18 year olds over the phone. They're opened Monday to Friday from 3.30pm-2am and Saturday and Sunday from 6pm-2am, Telephone [0800 800 1212](tel:08008001212) or text [0771 566 1559](tel:07715661559).
- **Safe Zone:** provide crisis support for 11 - 17 year olds over the phone. They're open Monday, Thursday and Sundays from 7pm-9pm, telephone [0113 819 8189](tel:01138198189).
- **MindMate Single Point of Access (SPA):** the SPA provides support to children and young people who are struggling with their emotional wellbeing or mental health. Young people (13 - 17 years) or parents and carers of children (5 - 17 years) can now talk directly to the SPA team. They can call [0300 555 0324](tel:03005550324).



MindWell website (www.mindwell-leeds.org.uk) provides information on local services, including finding practical help, for those who are struggling or feel unable to cope. People can access support through:

- **Connect helpline** on [0800 800 1212](tel:08008001212) which provides emotional listening support and is open every night 6pm-2am.
- **Samaritans:** for anyone who is in a crisis can call Samaritans on 116 123, open 24 hours a day, 356 days a year.

