



SUPPORTING YOUR MENTAL HEALTH AND WELLBEING

Name:

Introduction

This booklet contains information about how to support your mental health and wellbeing during the COVID-19 outbreak. It contains details of support services available and self-care activities to try at home.

Please note: The information displayed in this booklet may be subject to change.

COVID-19 Information

<https://www.gov.uk/coronavirus>

Government Covid-19 advice: Stay alert

This means you must:

1. Stay at home as much as possible
2. Work from home if you can
3. Limit contact with other people
4. Keep your distance if you go out (2 metres apart where possible)
5. Wash your hands regularly
6. Do not leave home if you or anyone in your household has symptoms.

COVID-19 Information

Even when doing the activities listed on the previous page, you should be minimising time spent outside of the home and ensuring you are 2 metres apart from anyone outside of your household.





How can I try to stay well and avoid spreading the virus?



Wash hands frequently with soap and water or use a sanitiser gel



Work at home where possible and **avoid social venues**



Catch coughs and sneezes and **throw away used tissues**



If you don't have a tissue **use your sleeve**



Avoid touching your eyes, nose and mouth with unwashed hands



Avoid close contact with people who are unwell

It can be difficult to know where to look to find out accurate updates about coronavirus. Below is a list of trusted sources that will be publishing the latest information and guidance:

UK Government Guidance:

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>

NHS guidance:

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

Foreign Office travel advice:

<https://www.gov.uk/guidance/travel-advice-novel-coronavirus>

World Health Organisation:

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

Our world in data – coronavirus information and statistics: <https://ourworldindata.org/coronavirus>

**Dave the Dog is
worried about Coronavirus:**

<https://nursedottybooks.files.wordpress.com/2020/03/dave-the-dog-coronavirus-1-1.pdf>

Children may have a lot of questions about coronavirus, this book helps explain it simply.

Support services

Lots of support services have had to make changes to their services in order to protect their service users and staff, however there is still lots of support available. The next few pages list where you can go to get support for a variety of different things...

Mental Health Support:

Phone...

Community Living Well: 0203 317 4200

A free and confidential service for anyone over 16 and registered with a GP in Kensington and Chelsea or Queens Park and Paddington who need support with their mental health. The service can offer online workshops around a range of topics for when you experience difficult emotions such as low mood, anxiety and stress.

Grenfell Health and Wellbeing Service: 0208 637 6279

A talking therapies service open to children and adults who were affected by Grenfell.

Samaritans: 116 123

A safe space to talk with no judgment for adults and young people. For more information visit www.samaritans.org

Papyrus: 0800 068 41 41 or 07860 039967

A helpline for young people that have thoughts of suicide. They can help you, or someone you know, stay alive and safe.

For more information visit www.papyrus-uk.org/get-in-touch

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Shout: Text SHOUT on 85258

A texting service for young people going through a crisis. For immediate help, anytime, anywhere For more information visit www.giveusashout.org

NHS Single Point of Access: 0300 1234 244

A 24 hour, 7 day a week urgent phone line providing support for people in a mental health crisis as well as support and advice for their carers and other professionals.

Online...

NHS Every Mind Matters: <https://www.nhs.uk/oneyou/every-mind-matters/top-tips-to-improve-your-mental-wellbeing/>

Details both general and coronavirus-focused information about looking after your mental health

Anxiety UK: <https://www.anxietyuk.org.uk/coronanxiety-support-resources/>

Resources and information to help to understand and reduce levels of anxiety

Psychology Tools: <https://www.psychologytools.com/articles/free-guide-to-living-with-worry-and-anxiety-amidst-global-uncertainty/>

Free guide to living with worry and anxiety amidst global uncertainty

Mind: <https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/>

A lot of information available about managing mental health and wellbeing:

Big White Wall: <https://www.bigwhitewall.com/>

An online service for people with anxiety, depression and other emotional needs - open 24/7:

Families and Relationships:

Relate: <https://www.relate.org.uk/relationship-help/talk-someone>

The UK's largest provider of relationship support. Go to the website to access many different support options such as live chat with a counsellor, webcam counselling, telephone counselling or online messaging.

National Domestic Abuse Helpline:

<https://www.nationaldahelpline.org.uk/> or call 0808 2000 247

Support for people experiencing domestic abuse.

Childline: 0800 1111 or visit www.childline.org.uk

For anyone under 19 to talk about worries they have, big or small.

Family lives: 0808 800 2222 Mon-Fri 9am-9pm and weekends 10am – 3pm

<https://www.familylives.org.uk/>

Advice in all aspects of parenting, including dealing with bullying. The website also has a section on coronavirus with resources and ideas for families when self-isolating.

Women's Aid: <https://www.womensaid.org.uk/information-support/>

Where telephone support is not safe, Women's Aid have an online service to support you. This includes an instant messaging service (Mon–Fri, 10am–12pm), email support (response within 5 days), a survivor's handbook (to get help on housing, safety planning, dealing with police and more) and a community of survivor's forum.

Hestia's Bright Sky App: <https://www.hestia.org/brightsky>

Bright Sky is a free to download mobile app providing support and information to anyone who may be in an abusive relationship (displays as a weather app). It has a secure journal tool to record behaviour via text, audio, video or photo, without the content being stored on the device.

The Angelou Partnership: 0808 801 0660 Monday to Friday: 10am - 4pm Wednesdays: 6pm - 9pm or 0208 741 7008 Mondays to Fridays: 10am – 6pm Thurs 10am – 9pm (Translators available)

The Angelou Partnership is the support service for the three boroughs. It consists of a partnership of 10 specialist services with one front door to contact support. Angelou can provide support if you have been subjected to domestic abuse, sexual violence, stalking, forced marriage, so called honour-based violence, female genital mutilation and child exploitation. It provides specialist support to the Black, Minority and Ethnic and Lesbian, Gay, Bisexual and Transgender communities.

Employment and Advice Services:

The ClementJames Centre: 020 7221 8810 or
reception@clementjames.org

The ClementJames centre is continuing to offer employment and advice and guidance appointments via telephone and email. Please contact us for more information or to book an appointment.

Citizens Advice Bureau: 0300 330 1174 or email
advice@kensingtoncab.org.uk

Kensington and Chelsea Citizen's Advice Bureau are continuing to offer advice via phone or email. They also have lots of useful information online on their website <https://www.citizensadvice.org.uk/t>

Housing Support

Royal Borough of Kensington and Chelsea: Housing Line number- 0207 361 3008 or email: hhat@rbkc.gov.uk.

There has been a reduction in face-to-face support services. The advice is DO NOT go to the Town Hall even if the situation is urgent. However, if you are about to be made homeless or if you are in temporary accommodation and need an urgent repair, please call or email.

Hammersmith & Fulham: The Council are limiting face-to-face appointments and encouraging residents to make contact by telephone. Council tenants can contact their Housing Officers directly or through the following numbers:

Duty Lines Monday to Friday 9am – 5pm

North: 0208 753 4808

South: 0208 753 4327

Housing Options and Advice Monday to Friday 9am – 5pm 020 8753 4198

For out of hours support (weekends, bank holidays and after 6pm on weekdays) contact 0208 748 8588.

City of Westminster: 0800 358 3783

If you live in a Westminster Council property:

Support is available for current tenants and a contingency plan is in place to keep your essential housing services running. You are advised if at all possible to avoid coming into any service centre offices unless your request is urgent. To speak to a member of staff who can offer you advice if you have a housing problem call.

Homelessness Support (Westminster): Homeless assessment services at the Passage (single applicants) and Bruckner St (families) are open for emergency homelessness cases. You are advised to avoid visiting either site if possible. Instead you can either telephone the service 020 7641 1000 or complete the online assessment form.

<https://www.westminster.gov.uk/homelessness>

The contact centre is operating as normal, and staff are available to deal with all telephone and online queries.

Shelter: <https://england.shelter.org.uk/Shelter> or 0344 515 2048 Shelter will not be providing face to face advice, but anyone needing housing advice can contact them either via their website or by phone.

Foodbanks

K and C Covid Hub: C19Hub@rbkc.gov.uk or 020 7361 4326 (Lines are open 7 days a week from Monday - Sunday from 9am-5pm)

The COVID-19 Hub has been set-up to co-ordinate the support being offered by the Council and by Kensington and Chelsea's voluntary organisations during the Coronavirus pandemic. They can refer you for emergency food, can provide support for shielding residents and can help to signpost you to appropriate services.

WAND UK: register with WAND UK on 0781 348 5607 or email info@wanduk.org

WAND have developed a small food delivery project focusing on three boroughs Kensington and Chelsea, Hammersmith & Fulham and Westminster only. If you or someone you know is living alone with poor health conditions, over 65, single mothers with low income and vulnerable, or those who have no access to public funds because of their immigration status contact WAND to arrange a food delivery (limited capacity)

North Paddington Foodbank: <https://www.npfoodbank.org.uk/> or
0207 266 3347

Wednesday distributions between 9:30am- 12pm and 1:30pm-4pm or delivery by arrangement. Call to discuss eligibility for delivery.

K&C Foodbank: 0203 728 9003 or

email info@kensingtonchelsea.foodbank.org.uk

Kensington & Chelsea food bank will still be open at the usual times:

Tuesdays at 11am – 1pm and Fridays at 1pm – 3pm. However, they will only be providing prepackaged parcels to limit the spread of infection whilst ensuring people still get the food they need. They may be trialling deliveries soon.

Mutual aid groups: :Lots of mutual aid groups have been set up for communities to support one another and get the supplies they need. You can google your local groups. Nb/ though many of these groups have been set up with good intentions please be aware of scams. It is recommended that you do the following, if possible:

- 1- Do not give bank details out
- 2-Pay someone for things like groceries in cash, where possible (to avoid sharing personal information)
- 3-Avoid paying upfront for things in big lump sums
- 4-Avoid sharing personal information with an unknown person/ group

Self-care

Relaxation

<https://www.mind.org.uk/information-support/>

Take a break

Relaxation doesn't have to take up lots of your time. Just stepping away from something stressful for a few minutes or taking time away from your normal routines and thoughts can give you enough space and distance to feel calmer.

IDEAS:

- Read a book or a magazine, even if it's only for a few minutes
- Run yourself a bath
- Watch a film
- Play with a pet
- Try out a new recipe.

Try active relaxation

Relaxation doesn't have to mean sitting still, gentle exercise can help you relax too. Take a walk, going at your own pace. You might choose to go for a longer walk, but even a few minutes of walking can help you feel relaxed. Look for a class you'd like to try, such as yoga, Pilates or gentle stretching- there are lots online.

Focus on your breathing

Learning to breathe more deeply can help you feel a lot calmer. Breathe in through your nose and out through your mouth. Try to keep your shoulders down and relaxed, and place your hand on your stomach – it should rise as you breathe in and fall as you breathe out.

Count as you breathe. Start by counting 'one, two, three, four' as you breathe in and 'one, two, three, four' as you breathe out. Try to work out what's comfortable for you.

Get creative

Getting in touch with your artistic side can help you feel more calm and relaxed. Try painting, drawing, making crafts, playing a musical instrument, dancing, baking or sewing. Try not to worry too much about the finished product – just focus on enjoying yourself.

Spend time in nature

Spending time outside and in green spaces can be great for your physical and mental health. During your daily exercise allowance why not try taking a walk in the countryside or through a local park, taking time to notice trees, flowers, plants and animals you see on the way.

Listen to music

Music can relax you, connect you to your emotions and distract you from worrying thoughts. Listen to your favourite songs. Turn up the volume and dance or sing along, or put your headphones on and close your eyes. Really listen to the music. Can you pick out different instruments? Can you hear a drum beat or a certain rhythm? Focus on the music, and let other thoughts fade away.

Do a tech check

Technology can be great for helping you feel connected, but if you're using it a lot then it can contribute to making you feel busy and stressed. Taking a break (even a short one) can help you relax. Try turning your phone off for an hour. Step away from the TV, or have an evening where you don't check emails or social networks. Use the time to do something relaxing – you could try some of the ideas above.

Picture yourself somewhere serene

Even if you can't physically get away, your imagination can transport you to somewhere you feel calm. Think of somewhere relaxing and peaceful. You might choose a memory of somewhere you've been, or a place you have imagined. Close your eyes, and think about the details of this place. What does it look like – what kind of colours and shapes can you see? Can you hear any sounds? Is it warm or cool? Let your mind drift and your body relax.

Try Journaling

It can sometimes be helpful to write down our stresses and worries to help to try and remove them from our mind. It can also be useful to think about things that went well during your week and document these in a journal. At the end of each week, try to write a list of 3 positive things that happened during your week.

Exercise 1: Deep Breathing

Deep breathing is a simple yet powerful relaxation technique that focuses on taking deep, cleansing breaths. It's easy to learn, can be practiced almost anywhere, and provides a quick way to help reduce your stress levels or calm you down.

Deep breathing is used in lots of other relaxation practices too, and can be combined with other relaxing elements such as music.

The key is to breathe deeply, getting as much fresh air as possible into your lungs.

Try this:

1. Sit comfortably with your back straight. Put one hand on your chest and the other on your stomach. Close your eyes if you feel comfortable to do so.

2. Breathe in through your nose.

The hand on your stomach should rise. The hand on your chest should move very little.

3. Exhale through your mouth, pushing out as much air as you can while contracting your abdominal muscles. The hand on your stomach should move in as you exhale, but your other hand should move very little.

4. Continue to breathe in through your nose and out through your mouth. Try to inhale enough so that your lower abdomen rises and falls. Count slowly as you exhale.

5. Continue to breathe in and out, focusing only on your breath.

6. After 3 minutes of deep breathing, stop the exercise.

Tip: If you find it difficult breathing from your abdomen while sitting up, try lying down. Put a small book on your stomach, and breathe so that the book rises as you inhale and falls as you exhale.

Exercise 2: Progressive Muscle Relaxation

Progressive muscle relaxation is a two-step process in which you tense and relax different muscle groups in your body. With regular practice, it shows you what tension, as well as complete relaxation, feels like in different parts of your body. This can help you to react to the first signs of muscle tension, which accompany stress. Progressive muscle relaxation can be combined with deep breathing for additional stress relief.

Try this:

1. Start at your feet and work your way up to your face, trying to only tense those muscles intended.
2. Loosen clothing, take off your shoes, and get comfortable! Close your eyes if you feel comfortable to do so.
3. Take a few minutes to breathe in and out in slow, deep breaths.
4. When you're ready, shift your attention to your right foot. Take a moment to focus on the way it feels.
5. Slowly tense the muscles in your right foot, squeezing as tightly as you can. Hold for a count of 10.
6. Relax your foot. Focus on the tension flowing away and how your foot feels as it becomes limp and loose.
7. Stay in this relaxed state for a moment, breathing deeply and slowly.
8. Shift your attention to your left foot. Take a moment to focus on the way it feels.
9. Slowly tense the muscles in your left foot, squeezing as tightly as you can. Hold for a count of 10.
10. Relax your foot. Focus on the tension flowing away and how your foot feels as it becomes limp and loose.
11. Move slowly up through your body, contracting and relaxing the different muscle groups.
12. It may take some practice at first, but try not to tense muscles other than those intended!

Progressive muscle relaxation sequence:

Right foot, then left foot,
right calf, then left calf, right thigh, then left thigh, hips and buttocks,
stomach, chest, back, right arm and hand, then left arm and hand, neck and shoulders,
face.

Note: If you have a history of muscle spasms, back problems, or other injuries that may be made worse by tensing your muscles, then you just focus on deep breathing!

Exercise 3: Mindfulness Meditation

Rather than worrying about the future or dwelling on the past, mindfulness meditation switches the focus to what's happening right now. This focus should enable you to engage better in the present moment. Mindfulness meditation can be used to help reduce stress and anxiety and other negative emotions.

Try this:

1. Sit in a comfortable position on a bench or chair.
2. Choose a natural object from within your immediate environment and focus on watching it for a minute or two. This could be a flower or an insect, or even the clouds.
3. Don't do anything except notice the thing that you are looking at. Simply relax into watching for as long as your concentration allows.
4. Look at this object as if you are seeing it for the first time.
Notice all of its small details.
5. Visually explore every aspect of its formation.
6. Allow yourself to be consumed by its presence and connect with its energy and its purpose within the natural world.
7. Embrace and consider each thought or sensation without judging it as good or bad. If your mind starts to race, return your focus to your object and focus on taking long deep breaths as you watch. Don't worry about distracting thoughts that go through your mind or about how well you're doing! If thoughts intrude during your relaxation session, don't fight them, just gently turn your attention back to your point of focus.

Checklist For Better Sleep

Good sleep is influenced by many factors. Record how many of these things you have done in the last week and consider making changes to your routine.

Things that are known to make sleep worse:

Napping during the day

Watching television in bed

Using a device with a bright screen in the hour before bedtime (e.g. a smartphone, a laptop)

Consuming drinks containing caffeine (includes tea, coffee, cola, energy drinks, hot chocolate)

- How many each day?

- What time of the day

was your last caffeinated drink? (try to avoid caffeine after 6pm)

Drinking alcohol
(alcohol typically leads to interrupted sleep)

Eating a heavy meal
less than 3 hours before bedtime

Staying in bed even if you can't fall asleep (it's better to get up and do something relaxing, then try again later)

Things that are known to improve sleep:

Regular exercise

- How many times a week? (it is recommended to do at least 3 x 30 minutes per week)
- What time of the day? (it is best not to exercise in the 3-4 hours before bedtime)

Setting aside some

'worry time' each day to write down any issues that are bothering or concerning you, then deciding to leave those worries behind until tomorrow (make sure to do this at least one hour before bedtime)

Relaxation exercises

(e.g. relaxed breathing exercises, progressive muscle relaxation)

Having a relaxing

bedtime routine (e.g. taking a bath or a shower, reading a comforting book)

Setting the conditions for sleep

- Make sure the bedroom is completely dark (blackout curtains are cheap and effective or put a blanket at the window)
- Make sure the mattress and pillows are comfortable (make bed an attractive place to be!)
- Make sure the bedroom is the right temperature (think like Goldilocks: not too hot, not too cold)

Healthy Eating

Eating healthy and nutritious meals can be a great way to boost your mood and improve your overall wellbeing! The NHS eat well plate shown below can be used when you are planning your meals. It shows how much of what you eat should come from each of the main food groups.

Eating healthily doesn't have to be expensive either. The following website gives ideas for healthy and nutritious meals that you can cook on a budget and provides lots of other useful resources:

<https://www.choosemyplate.gov/budget>

Jack Monroe's 'Cooking on a Bootstrap' also has lots of wonderful, healthy recipes for a tight budget:

<https://cookingonabootstrap.com/>



Source: Public Health England in association with the Welsh Government, Food Standards Scotland and the Food Standards Agency in Northern Ireland

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Online Resources

Exercise:

Yoga: <https://www.youtube.com/user/yogawithadriene>

Yoga with Adrienne- Mix of different types of yoga practice, varying in session length and exercise intensity. Great for stretching and relaxation - and all free! Lots of great options for beginners too - if you have ever wanted to give yoga a go, seize the moment and give it a go!

Sports England <https://www.sportengland.org/news/how-stay-active-while-youre-home>

Joe Wicks

<https://www.youtube.com/channel/UCAxW1XT0iEJo0TYIRfn6rYQ>
is offering free sports sessions online for children and adults

Dance with Dianne Buswell

<https://www.youtube.com/channel/UCHEPUMv8I5qYfiqTWe5n8RQ>

Dance with Darcey Bussell

<https://twitter.com/diversedancemix/status/1241098264373592065>

Mindfulness:

Chill Panda: A relaxation app for children

MeeToo: An app for teenagers to have a safe space to share

ACT Companion: An app for adults to develop skills to be present, through mindfulness and setting goals

Every Mind Matters: For adults, you answer 5 questions and the answers can help you build a practical plan you can use to help maintain and improve your mental health and wellbeing

Culture and Education:

Royal Opera House <https://www.roh.org.uk/>

Schedule of free broadcasts and live content that audiences can access for free at any time, anywhere across the globe.

National Theatre <https://www.nationaltheatre.org.uk/>

Broadcasting recordings of their plays onto their Youtube channel to watch at home

Science with Professor Brian Cox, Robin Ince & Guests

<https://cosmicshambles.com/stayathome/upcoming-schedule>

Maths with Carol Vorderman www.themathsfactor.com

English with David Walliams

<https://www.worldofdavidwalliams.com/elevenses/>

Cooking with Jamie Oliver

<https://www.jamieoliver.com/features/category/get-kids-cooking/>

Music with Myleene Klass

<https://www.youtube.com/channel/UCQh2wgJ5tOrixYBn6jFXsXQ>

History with Dan Snow (free for 30-days)

<https://tv.historyhit.com/signup/package>

Home Economics with Theo Michaels (Mon/Wed/Fri)

<https://www.instagram.com/theocooks>

Daily activities for homeschooling:

<https://purplewatermelon.co.uk/>

Slime Making:

<https://imperialcollegelondon.app.box.com/s/2c1ih39zosf9590n2f7d9s63q93vxvsn>

Audiobooks - <https://www.youtube.com/user/GreatestAudioBooks>

- Greatest Audiobooks

An array of audiobooks covering different genres, including many classic novels such as 'Pride and Prejudice' by Jane Austin and Shakespeare's 'Romeo and Juliet'.

At The ClementJames Centre we are committed to the health and wellbeing of all of our service users and staff. Please do not hesitate to contact us if you have any questions or if you would like some support or guidance at this time.

Appointments

Employment, Advice & Guidance, and Literacy and Numeracy appointments are available online and over the phone - please get in touch with your adviser.

- For **Employment Support**, please email employment@clementjames.org
- For **Advice & Guidance**, please email advice@clementjames.org
- For **Literacy & Numeracy**, please email lit-num@clementjames.org
- For **Wellbeing** support, please email wellbeing@clementjames.org

You can also get in touch by leaving us a voicemail on 020 7221 8810 and a member of the team will call you back from a withheld number.



Adult Learning

If you are already a student, your tutor should have been in touch about how you can access classes online.

New students should email adultlearning@clementjames.org or leave a voicemail on 020 7221 8810 with their name, query, and contact number and a member of the team will be in contact as soon as possible.



Other Queries

For any other questions or queries, please email reception@clementjames.org or leave us a voicemail on 020 7221 8810 with your name, query, and number and we will call you back from a withheld number.