

PRIMARY CARE ACCESS TO MENTAL HEALTH AND EMOTIONAL WELLBEING SERVICES IN COUNTY DURHAM



Low level of concern – eg general feelings of anxiety, lower mood than normal because of isolation/concerns about getting food/missing family and friends etc.

- Community Hub Tel: communityhub@durham.gov.uk or phone 03000 260 260
- Durham Locate www.durhamlocate.org.uk
- Recovery College online
- Other online resources eg MIND, Every Mind Matters, Elefriends, Young Minds
- Local Social Prescribing Link Worker (based in GP Practice)



Need additional level of support to help deal with emotional or mental health difficulties . Low to moderate levels of depression or anxiety which might need further assessment

- Talking Changes www.talkingchanges.org.uk *Accept self referrals*
- Mental Health Support line *to be established July 2020*
- Kooth (for young people) www.kooth.com
- Signpost to Samaritans tel: 116 123



Increasing concern - You are worried about the person but don't think there is immediate risk OR they may be already known to mental health services. Refer to local access services in secondary care

- CYP tel: 0300 1239296 *Accept self referrals*
- Adults tel: 01388 645399 *Accept self referrals*
- People with a learning disability tel: Social Care Direct 03000267979
- Older People tel: 0191 3337700 (Durham and CLS); 01207 585100 (Derwentside); 0191 5549000 (Easington); 01388 645300 (Sedgefield and Dales)
- Signpost to Samaritans tel: 116 123



Significant concern there may be more immediate risk or the person is very unwell

- Crisis Service (all ages) tel: **0300 0200317** or go to <https://www.tewv.nhs.uk/services/crisisadvice> for alternative services *Accept self referrals* Professionals only line also available
- Phone 999
- Signpost to Samaritans tel: 116 123