

Warrington Wellbeing can be found in the Gateway on Sankey Street just opposite the Town Hall and the Golden Gates in Warrington town centre.



Tel: 01925 248460

Email: warringtonwellbeing@warrington.gov.uk

Opening Times

Monday, Tuesday, Thursday and Friday: 9am – 5pm

Wednesday: 9am – 12 noon and 2pm – 5pm

(closed 12noon – 2pm for staff training)

Warrington Wellbeing

Advice and support for
a better quality of life



Wellbeing is about having a good quality of life; it can be described as feeling healthy, happy or being able to cope with the problems that can happen in life.

There are many different issues that can affect your wellbeing; worries about money, feeling stuck in a rut, or maybe wanting help to change, for example quit smoking.

The Warrington Wellbeing Team – what we offer

The team can help you get the information and support you need to start feeling back on track.

The team may be able to give you some personal advice, or they may help you to get advice from an expert.

Warrington Wellbeing understands each person is an individual who needs tailored support, so you will get an individual plan to help you manage your situation.

When we might need to refer you to someone else

The team cannot provide emergency mental health support. If you need help right now, please see the urgent help section.

The team are not clinical staff and so we cannot advise you or comment on medical conditions or medications.

The team are not legal experts but they may be able to refer you to a professional who can help.



What will happen when I see a member of the Warrington Wellbeing Team?

When you first talk to a Warrington Wellbeing worker, they will ask you to describe the issues you want help with. Depending on the situation, you could get all the information and advice you need at this point.

If you have more than one issue, or you find it hard to describe what kind of help you want, you will be offered a full assessment. This will be a conversation with a worker, who will talk to you about your life and ask some questions to find out how they and other services can help you.

You will be given a plan of support that will outline all the help and advice that is available. The worker will arrange to meet with you for up to 8 appointments, to work through this plan together.

How can I get in touch with Warrington Wellbeing?

There are different ways you can contact us. **You can...**

- *Come to our office....* pop in during opening times to speak to a member of the team
- *Call us on the phone...* then we can arrange for you to come to the office, or we can meet you in a place where you feel happy to talk
- *Email us...* then we will email you back, or if you prefer we can give you a call and arrange to meet

If you need urgent help with a mental health issue

You can contact your GP. If the GP surgery is closed telephone NHS 111 for an out of hours service.

You can telephone the Warrington Assessment Team on 01925 666647. This service is for people aged 18 and over with moderate to severe symptoms of mental health problems. Its open 24 hours a day, 7 days a week. Staff will identify your needs and then provide advice or signpost or refer you to the most appropriate service.

You can telephone the Samaritans on 116 123, this number is free to call. This charity offers confidential support, at any time of the day or night, to anyone in distress, including people who may feel suicidal.