



**WILTSHIRE  
WELLBEING  
HUB**

**Wiltshire Council**

## The Wiltshire Wellbeing Hub – partner briefing

The Wiltshire Wellbeing Hub is available to provide support or guidance to anyone who needs it.

The hub is open 9am to 5pm Monday to Friday and 10am to 4pm Saturday and Sunday.

People can call **0300 003 4576** or email [wellbeinghub@wiltshire.gov.uk](mailto:wellbeinghub@wiltshire.gov.uk).

We will review the opening hours regularly and will share any changes with you.

Our Wiltshire Wellbeing Hub team is available to anyone who is struggling during this difficult time, such as those who are self-isolating or don't have a support network around or know where to get help.

### Our Wiltshire Wellbeing Hub staff can:

- Connect people with local community groups who can assist people with their support needs – please see enclosed information with useful local contact details
- Resolve any issues with the delivery of medication from a pharmacy
- Give people ideas for staying physically and mentally well

### But they cannot:

- Give professional health advice
  - In an emergency people should please dial **999**
  - For all other medical advice people should go online to [111.nhs.uk](https://111.nhs.uk)

# The Wiltshire Wellbeing Hub

For people in need of support

 **0300 003 4576**

 [wellbeinghub@wiltshire.gov.uk](mailto:wellbeinghub@wiltshire.gov.uk)

## Opening hours

 **Monday to Friday  
9am to 5pm**

 **Saturday and Sunday  
10am to 4pm**

**#WiltshireTogether**

**Wiltshire Council**

# Organisations that can be contacted directly for advice and support

Area of need	Examples of sources of support
<b>Medication</b>	<ul style="list-style-type: none"><li>• Please contact the Wellbeing Hub for advice on local community groups who can help with collection and delivery of medication on <b>0300 003 4576</b></li><li>• NHS Volunteer Responders can collect and deliver medication <b>0808 196 3646</b> (8am to 8pm).</li><li>• If urgent, please contact your GP and pharmacy directly.</li></ul>
<b>Wellbeing</b> (adult mental health)	<ul style="list-style-type: none"><li>• For help with anxiety/low mood, advice will be offered via the Richmond Fellowship, call <b>01380 724833</b> or email <a href="mailto:wiltshirereferrals@richmondfellowship.org.uk">wiltshirereferrals@richmondfellowship.org.uk</a></li><li>• Mental health 24 hour telephone support – <b>0300 3031320</b>, for anyone known to Avon and Wiltshire Mental Health Partnership (AWP).</li><li>• Alabare Riverside Sanctuary for people who may be experiencing difficulties with their emotional or mental wellbeing – Call <b>01722 446680</b> or email <a href="mailto:riversidesanctuary@alabare.co.uk">riversidesanctuary@alabare.co.uk</a></li></ul>
<b>Wellbeing</b> (children and young people mental health)	<ul style="list-style-type: none"><li>• Kooth – <a href="http://www.kooth.com">www.kooth.com</a></li><li>• Barnados – <a href="mailto:info.wiltsemh@barnados.org.uk">info.wiltsemh@barnados.org.uk</a></li><li>• Oxford Health NHS trust (CAMHS) helpline for children and young people: <b>01865 903777</b> 9am to 5pm weekdays and <b>01865 901000</b> out of hours and weekends</li></ul>
<b>Wellbeing</b> (physical health)	<ul style="list-style-type: none"><li>• Examples of activities to support physical wellbeing can be found at <a href="http://www.wiltshire.gov.uk/leisure-active-communities">www.wiltshire.gov.uk/leisure-active-communities</a></li></ul>
<b>Food</b>	<ul style="list-style-type: none"><li>• The online resource directory includes details of volunteers who may deliver shopping/meals: <a href="http://www.wiltshire.gov.uk/public-health-coronavirus">www.wiltshire.gov.uk/public-health-coronavirus</a></li></ul>
<b>Money matters and work</b>	<ul style="list-style-type: none"><li>• Universal Credit - <a href="http://www.gov.uk">www.gov.uk</a> or your local Job Centre.</li><li>• Citizens Advice – <b>0344 4111444</b> or <a href="http://www.citizensadvicewiltshire.org.uk">www.citizensadvicewiltshire.org.uk</a></li><li>• Age UK <a href="http://www.ageuk.org.uk/information-advice">www.ageuk.org.uk/information-advice</a></li><li>• NHS 111 online or by telephone to obtain sick note <a href="http://111.nhs.uk/service/COVID-19">111.nhs.uk/service/COVID-19</a></li></ul>
<b>Hospital transport</b>	<ul style="list-style-type: none"><li>• PTAC – <b>01278 727410</b></li><li>• NHS Volunteers – <b>0808 196 3646</b></li></ul>
<b>Housing</b>	<ul style="list-style-type: none"><li>• For those who are threatened with being made homeless or those who are currently rough sleeping and need assistance please email <a href="mailto:homeless@wiltshire.gov.uk">homeless@wiltshire.gov.uk</a></li><li>• Talk and Support service. Face-to-face carer cafes are moving online. <b>0800 181 4118</b></li></ul>
<b>Council Services</b>	<ul style="list-style-type: none"><li>• For any queries regarding other Council Services please call the usual Customer Services Team on <b>0300 456 0100</b></li></ul>
<b>Family Support</b>	<ul style="list-style-type: none"><li>• Health Visitors – <b>0300 247 0090</b></li><li>• Family Lives (parenting advice) – <b>0808 800 2222</b></li><li>• Child safeguarding – please contact the Children’s Multi Agency Safeguarding Hub (MASH) and Early Help Support line on <b>0300 4560108</b> or email <a href="mailto:mash@wiltshire.gov.uk">mash@wiltshire.gov.uk</a></li><li>• Adult care and safeguarding – please ring or email the Wiltshire Advice and Contact team – <b>0300 4560111</b> or <a href="mailto:adviceandcontact@wiltshire.gov.uk">adviceandcontact@wiltshire.gov.uk</a></li><li>• Out of hours and weekend contact can be made to the Emergency Duty Service on <b>0300 4560115</b></li></ul>
<b>Caring for your pet</b>	<ul style="list-style-type: none"><li>• RSPCA number for members of the public to call – <b>0300 1234 999</b></li><li>• RSPCA website for advice and information – <a href="http://www.rspca.org.uk">www.rspca.org.uk</a></li></ul>
<b>Local Welfare Assistance</b>	<ul style="list-style-type: none"><li>• If a household has no income, for example waiting to receive their Universal Credit payment, the Local Welfare Assistance Scheme can help. The following link explains the scheme and provides the applications form: <a href="http://www.wiltshire.gov.uk/benefits-help-crisis">www.wiltshire.gov.uk/benefits-help-crisis</a></li></ul>
<b>Domestic abuse</b>	<ul style="list-style-type: none"><li>• Splitz – <b>01225 775276</b> (weekdays)</li><li>• Swindon Domestic Abuse Support Service – out of hours <b>01793 610 610</b></li><li>• England – Freephone 24 hour National Domestic Abuse Helpline <b>0808 2000 247</b></li><li>• LGBT+ Domestic Abuse Helpline <b>0800 999 5428</b></li><li>• Men’s advice line – <b>0808 801 0327</b></li><li>• Karman Nirvana, UK helpline for ‘honour’ based abuse and forced marriage <b>0800 5999 247</b></li><li>• Victim Support National 24 hour supportline <b>0808 1689 111</b></li><li>• Accessing information online may be the best option for people needing support at this time. If they do wish to access any information they need to delete browser history or use ‘private browsing’ as a way to hide their searches.</li></ul>

Area of need	Examples of sources of support
<b>Bereavement</b>	<ul style="list-style-type: none"> <li>• Visit <a href="https://adults.wiltshire.gov.uk">adults.wiltshire.gov.uk</a> and search 'bereavement'</li> <li>• Care support Wiltshire – <b>0800 181 4118</b> or <b>01380 871690</b> or visit <a href="http://www.carersinwiltshire.co.uk">www.carersinwiltshire.co.uk</a></li> <li>• Trauma Recovery Centre, Bath <a href="http://www.trc-uk.org">www.trc-uk.org</a></li> <li>• Mandala Therapy (Barnardo's) <a href="http://barnardos.org.uk/what-we-do/services/mandala-therapy">barnardos.org.uk/what-we-do/services/mandala-therapy</a></li> <li>• Cruse – <a href="http://www.cruse.org.uk">www.cruse.org.uk</a> or <b>01793 619933</b></li> <li>• Winston's Wish – <b>01242 515157</b> or visit <a href="http://www.winstonswish.org">www.winstonswish.org</a></li> <li>• Bereavement guide – <a href="http://www.wiltshire.gov.uk/public-health-coronavirus-funerals">www.wiltshire.gov.uk/public-health-coronavirus-funerals</a></li> </ul>

Organisation	Details	Contact information
<b>Older people</b>		
<b>Silver Line</b>	<ul style="list-style-type: none"> <li>• 24/7 support service for older people.</li> </ul>	<b>0800 4 70 80 90</b>
<b>Re-engage</b>	<ul style="list-style-type: none"> <li>• Offer a 'call companion' service (volunteers who make regular phone calls to older people who are isolated and lonely).</li> </ul>	<b>0800 716543</b>
<b>Care Home Volunteers</b>	<ul style="list-style-type: none"> <li>• Volunteer befrienders keep in touch with care home residents by writing cards and postcards.</li> <li>• Volunteer befrienders offering virtual visits online.</li> </ul>	<b>07931 022824</b>
<b>Age UK Wiltshire</b>	<ul style="list-style-type: none"> <li>• Weekly reassurance calls.</li> </ul>	<b>0808 196 2424</b>
<b>People with a disability/long term health condition/carers</b>		
<b>Dementia Adventure</b>	<ul style="list-style-type: none"> <li>• Free online Dementia Support Sessions providing practical hints and tips to help you remain occupied and stay connected.</li> </ul>	<b>01245 237548</b>
<b>Scope</b>	<ul style="list-style-type: none"> <li>• Offers befriending to parents and carers of children and adults with disabilities.</li> </ul>	<b>0808 800 3333</b>
<b>Macmillan</b>	<ul style="list-style-type: none"> <li>• Telephone buddy service.</li> </ul>	<b>0800 8080 0000</b>
<b>Wiltshire Sight</b>	<ul style="list-style-type: none"> <li>• Telephone befriending service – receive regular telephone calls from a telephone befrienders, who will call for a friendly chat at a time which is convenient for you.</li> <li>• Social groups from home.</li> <li>• Peer support links – linked with someone else in your area who is visually-impaired, for mutual support or just for a friendly chat.</li> </ul>	<b>01380 723682</b>
<b>Richmond Fellowship</b>	<ul style="list-style-type: none"> <li>• Housing, employment and post therapy support.</li> </ul>	<b>01380 724833</b>
<b>Stroke Association</b>	<ul style="list-style-type: none"> <li>• Support for those who have had a stroke and their carers</li> </ul>	<b>07908 952722</b>
<b>British Lung Foundation</b>	<ul style="list-style-type: none"> <li>• Befriending service for those living or concerned about lung conditions during COVID-19.</li> </ul>	<b>03000 030 555</b>
<b>Macular Society</b>	<ul style="list-style-type: none"> <li>• Telephone befriending service for those living with types of macular diseases.</li> </ul>	<b>0300 3030 111</b>
<b>Parents/young people</b>		
<b>Wiltshire Treehouse</b>	<ul style="list-style-type: none"> <li>• Offer a listening ear to parents and children dealing with bereavement from COVID-19.</li> </ul>	Send name and contact number to <a href="mailto:admin@wiltshiretreehouse.org.uk">admin@wiltshiretreehouse.org.uk</a> and will respond within 10 working days.
<b>Homeless</b>		
<b>Devizes Opendoors</b>	<ul style="list-style-type: none"> <li>• Befriender support for homeless people in Devizes.</li> </ul>	<b>07828 041152</b> <a href="mailto:admin@devizesopendoors.org.uk">admin@devizesopendoors.org.uk</a>
<b>Doorway</b>	<ul style="list-style-type: none"> <li>• Support for homeless people in Chippenham.</li> </ul>	<b>07921 215250 / 01249 445385</b> <a href="mailto:info@doorwayproject.org.uk">info@doorwayproject.org.uk</a>
<b>BAME</b>		
<b>Wiltshire Racial Equality Council</b>	<ul style="list-style-type: none"> <li>• Advice for Black, Asian and Minority Ethnic communities.</li> </ul>	<b>01225 766439</b>