

Advice and Support Guidance over the Festive Period

Covid-19 Helpline



Over the festive period the Highland Council Covid-19 Helpline, tel. 0300 303 1362, will operate reduced hours and an emergency out-of-hours service as follows:

December

Thursday 24	Open 8.00 am – 4.00 pm
Friday 25 - Sunday 27	Out-of-hours emergency calls
Monday 28 – Thursday 31	Open 10.00 am – 4.00 pm

January

Friday 1 – Sunday 3	Out-of-hours emergency calls
Monday 4	Open 10.00 am – 4.00 pm
Tuesday 5 – Friday 8	Normal opening hours

Concerned about Someone?

Should you be concerned about a vulnerable adult, whether for care, welfare or mental health reasons, you can contact the following numbers:

- Adult Protection Concern helpline – 0800 902 0042 in office hours and out of office hours or during holiday periods – 0845 769 7284.

Should you be concerned about a child, their welfare, wellbeing or their safety, then please use the following contacts:

- Child protection - phone the Police on 999 if a child is at immediate risk of harm.

- If you feel that a child or young person may be at risk of harm at any time either physically or emotionally, visit the Child Protection Committee website www.hcpc.scot for advice, guidance and sources of support. Child protection is everyone's responsibility and now, more than ever we rely on local communities to help us make sure families get the right support at the right time.
- General advice or concerns, local numbers for each area can be found at <http://hcpc.scot/professionals> for local contact numbers or the Emergency out of hours service can be contacted on **08457 697284**

Signposting for mental health and wellbeing support

Many of us are likely to be under increased pressure at this time of year so it's important to know where to find help and support for our mental health and wellbeing when it is needed. There are services you can signpost people to for confidential and trusted support, these include:

Help in a crisis:

The following advice is intended for crisis situations which happen only rarely. A mental health crisis is when someone feels their mental health is at breaking point and they need urgent help and support.

If you are concerned that someone is in immediate danger call **999**. If you can try to establish the person's, name contact details and location.

If the crisis is not life-threatening but you are concerned for someone's mental health, advise them to call NHS 24 on **111** or speak to their GP. The route into formal mental health services is through a GP surgery. If the person discloses that they are already in receipt of support for their own mental health they should be directed to link in with that pre-existing support.

Support, advice and resource can also be found at:

- Samaritans - **116 123** (calls are free and do not show on a phone bill)
- Breathing Space - **0800 83 85 87**
- Mikey's Line - **07786 207755**
- Ewen's Room - **0800 689 3317**
- National Scottish Domestic Abuse Helpline - **0800 027 1234**
- LGBT Helpline Scotland **0300 123 2523**
- Childline - **0800 1111**
- CRUSE Bereavement Care Scotland - **0845 600 2227**

Non- crisis situations:

In most instances where mental health concerns are raised it will not be a crisis. If you or someone you are in contact with raises concerns about mental ill health, ask them to contact their GP in the first instance.

It is understandable in the current crisis that many people will feel anxious, worried or stressed. If you are in contact with someone who needs emotional/wellbeing support or is affected by isolation due to the current COVID-19 circumstance, you might want to consider if you, or another organisation can:

- Offer a regular welfare call
- Suggest contact with a befriending service
- Highlight online resources, examples below

Additional resources:

While we can't control many of the challenges around us, there are still things we can do to protect our mental health and wellbeing. Check out any of the resources below:

[Clear Your Head](#)

Great tips from the Scottish Government and partners to help get you through these difficult times.

[Highland Mental Wellbeing](#)

A collection of resources gathered by NHS Highland to support mental wellbeing

[Highland Digital School Hub: Wellbeing for all](#)

Resources to use at home to help with going back to school, and resources for school staff to support themselves

[SAMH Information Service](#) you can talk to their Information team about mental health on 0344 800 0550, and there is a range of information on support, including:

[If you urgently need help](#)

SAMH have put together a list of organisations who can help if you need to speak to someone.

[Protect your wellbeing in winter](#)

Some of us can struggling with our mental health and wellbeing during the colder months and in the run up to Christmas and New Year.