



Your mental wellbeing matters

Mental health affects how we think, feel and act. It also can determine how we handle stress, relate to others, how they make us feel, and the choices we make in our lives.

Just like our physical health, our mental health can improve, plateau, or deteriorate at times. According to the health charity, Mind, each year up to one in four people in England experience a mental health issue. This means it's very important we take time to talk about and understand mental health issues.

Sometimes perceived stigma and embarrassment can stop people from seeking the help and support they really need. However, it's important to remember, Society, organisations, and individuals are much more aware of the challenges a mental health condition or diagnosis can cause. Being honest about your mental health will lead to more positive outcomes.

We understand our customers could be at a difficult point in their lives, facing traumatic or challenging situations and experiencing a mental health condition or diagnosis.

When you contact us, will always treat you with sensitivity. Please get in touch with us and we will carefully listen to understand how we may be better able to support you.

We recognise, we might not be able to help in every circumstance and you may need specialist support we can't provide. Other organisations are better placed to offer wider practical and emotional support including:

Samaritans

Providing emotional support for people 24 hours a day, 365 days a year allowing people to talk confidentially about their feelings.

- www.samaritans.org
- [116 123](tel:116123)

MIND

A wide range of services relating to mental health., e.g. therapy, self help groups and alternative therapies.

- www.mind.org.uk
- [0300 123 3393](tel:03001233393)

SaneLine

Offering emotional support by phone, email and text, 365 days a year.

- www.sane.org.uk
- [0300 304 7000](tel:03003047000)

BBCMental Health Toolkit

Tool kit to help support you with your mental health.

- [BBCMental Health Toolkit](#)

Shout85258

A text support group for those who don't want to speak but want to connect through texts to get support. Available 24/7 and is free and confidential.

- giveusashout.org
- [85258](#)

Hub of Hope

Provide a UK mental health support data base, bringing a range of support in one place. If you provide your postcode and the area of support you need, you will receive a range of contact details.

- www.hubofhope.co.uk

Other agencies which offer support and information

Supportline keeps information on other agencies, support groups and counsellors throughout the U.K.

- [Find out more at the supportline website](#)

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Crisis support and helplines

If you or someone you know is in a health crisis or emergency and you need medical help fast:

- Ring 999 to contact emergency services
- Go to your nearest Accident and Emergency (A&E) department

If it is not a medical emergency, but you still need urgent help:

- Ring 111 for professional health advice and guidance
- Make an appointment with your GP