

Key contact numbers to help people through the coronavirus outbreak

NHS

Leeds

Clinical Commissioning Group



Call the **Leeds City Council helpline** on **0113 378 1877** if you're self-isolating and don't have friends or family nearby who can help. Our volunteers can help you with shopping, transport to medical appointments, or a call to check how you are.



Emergency food response If someone is finding it difficult to access food due to financial constraints or due to self-isolation they're eligible for help. Contact the Leeds Welfare Support Team on **0113 376 0330**.



Cruse Bereavement Care offer a range of support and resources and have a free helpline **0808 808 1677**. Opening hours Monday-Friday 9.30am-5pm (excluding bank holidays), with extended hours on Tuesday, Wednesday and Thursday evenings, until 8pm.



COVID-19 support line for anyone in Leeds with family members or friends who are critically ill, or have died from have died from any illness during COVID-19. Call St Gemma's Hospice on **0113 218 5544** or Wheatfields Hospice on **0113 203 3369** during standard working hours.



Cancer Support Helpline for patients and / or their carers if they are worried or have any questions about COVID-19 following receipt of a letter from the hospital about changes to their appointment or treatment. The helpline **0800 923 0014** offers telephone support service from 9am-5pm Monday to Friday.



Leeds Domestic Violence Service helpline on **0113 246 0401**. If calling is unsafe, a web-chat service is now being offered from Monday-Friday between 1pm-3pm via <https://leedswomensaid.co.uk/> If you're in immediate danger, **call 999** (press 55 after the emergency number if you're in danger and unable to speak).

ONE YOU

One You Leeds website <https://oneyouleeds.co.uk/> provides advice on staying well and lifestyle advice.



emergencySMS service if you are deaf or can't verbally communicate you can register with the emergency SMS service <https://www.emergencysms.net/>. **Text REGISTER to999** . You will get a text which tells you what to do next.



MindMate website (www.mindmate.org.uk/) has information about mental health support for young people, carers and professionals. Children and young people can access support through:

- **Teen Connect:** provide emotional support for 11 - 18 year olds over the phone. They're opened Monday to Friday from 3.30pm-2am and Saturday and Sunday from 6pm-2am, Telephone **0800 800 1212** or text **0771 566 1559** .
- **Safe Zone:** provide crisis support for 11 - 17 year olds over the phone. They're opened Monday, Thursday and Sundays from 7pm-9pm, telephone **0113 819 8189** .
- **MindMate Single Point of Access (SPA):** the SPA provides support to children and young people who need support with their emotional wellbeing or mental health. Young people (13 - 17 years) or parents and carers of children (5 - 17 years) can now talk directly to the SPA team. They can call **0300 555 0324** .



MindWell website (www.mindwell-leeds.org.uk/) provides information on local services, including finding practical help, for those who are struggling or feel unable to cope. People can access support through:

- **Connect helpline** on **0800 800 1212** which provides emotional listening support and is open every night 6pm-2am.
- **Samaritans:** for anyone who is in a crisis can call Samaritans on 116 123, open 24 hours a day, 356 days a year.

