



## External Support Services 2020 version

This document is for use by Guide Dogs staff and volunteers, and provides details of a range of support services available nationally (unless specified).

In an emergency, please call 999.

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## Guide Dogs internal support:

Guide Dogs is committed to supporting all staff and volunteers. If you are experiencing any issues, please first contact your line manager or volunteer manager.

The Guide Dogs Safeguarding Team can also provide informal emotional support if distressing events occur through work or volunteering at Guide Dogs. The Safeguarding team can be contacted by phone on 0345 143 0199 (or ‘Safeguarding’ if using Skype) and available Monday-Friday, 9am-5pm.

## Health advice

### NHS 111

Non-emergency symptom and care advice.  
Phone: 111  
Availability: 24 hours a day, 365 days a year  
Website: <http://www.nhs.uk/111>

## Mental Health & Emotional Support

### Samaritans

Confidential support for people experiencing feelings of distress or despair.  
Phone: 116 123  
Availability: 24 hours a day, 365 days a year  
Website: [www.samaritans.org.uk](http://www.samaritans.org.uk)

### Mind Infoline

Information on a range of topics relating to mental health problems  
Phone: 0300 123 3393 (or text 86463)  
Email: [info@mind.org.uk](mailto:info@mind.org.uk)  
Availability: 9am to 6pm, Monday to Friday (except for bank holidays)  
Website: [www.mind.org.uk](http://www.mind.org.uk)

## **Sane**

Mental health helpline providing information and support to people with mental health problems and those who support them.

Phone: 0300 304 7000

Availability: 6pm-11pm, 7 days per week

Website: [www.sane.org.uk](http://www.sane.org.uk)

## **Praxis**

Charity providing a range of services for adults and children with a learning disability, mental ill health, acquired brain injury and for older people, including people with dementia.

Phone: 028 90 234 555

Availability: 9am to 5pm, Monday to Friday

Website: <http://www.praxisprovides.com/>

## **Anxiety UK**

Charity providing support if you've been diagnosed with an anxiety condition.

Phone: 08444 775 774 (or text 07537 416 905)

Availability: Mon-Fri 9:30am - 5.30pm

Website: [www.anxietyuk.org.uk](http://www.anxietyuk.org.uk)

## **Living Life to the Full**

Free online courses covering low mood and stress and all of the common linked problems this causes. Work out why you feel as you do, how to tackle problems, build confidence, get going again, feel happier, stay calm, tackle upsetting thinking and more. These high quality, accessible resources are based on Cognitive Behavioural Therapy (CBT) treatment tools.

Website: <http://www.lltff.com/>

## **Lifeline (Northern Ireland only)**

Charity in Northern Ireland providing a crisis response helpline service for people who are experiencing distress or despair and also for people who may be concerned about someone.

Phone: 0808 808 8000

Availability: 24 hours a day, 365 days a year

Website: <http://www.lifelinehelpline.info/>

# Bereavement

## Cruse Bereavement Care

Specialise in providing support (through email, phone and web) to those experiencing a bereavement.

Phone: 0808 808 1677

Availability: Monday-Friday 9.30-5pm (excluding bank holidays), with extended hours until 8pm on Tuesday, Wednesday and Thursday evenings.

Website: <https://www.cruse.org.uk/get-help/coronavirus-bereavement-and-grief>

## Marie Curie

Marie Curie specialise in care for terminal illnesses and also provide practical and emotional support for people supporting someone else through a bereavement.

Phone: 0800 090 2309 (free to call)

Availability: 8am-6pm Monday to Friday, 11am-5pm on Saturday and 10am-4pm on bank holidays.

Website: <https://www.mariecurie.org.uk/help/support/bereaved-family-friends/dealing-grief/supporting-a-grieving-family-member-or-friend>

## Blue Cross (for Pets)

Pet Bereavement Support Service for anyone who needs someone to talk to after losing a pet (or assistance animal).

Phone: 0800 096 6606

Availability: 8.30am to 8.30pm, 365 days a year

Website: [www.bluecross.org.uk/pet-bereavement-support](http://www.bluecross.org.uk/pet-bereavement-support)

## General advice

### Citizens Advice

Citizens Advice provide advice around a range of practical and legal issues:

Phone: 03444 77 20 20 (Wales)

Phone: 03444 111 444 (England)

Phone: 0800 028 1456 (Scotland)

Phone: 0761 07 4000 (Ireland availability 9am - 8pm Monday to Friday)

Availability: Wales, England and Scotland - Monday to Friday, 9am-5pm

Ireland Monday to Friday 9am - 8pm (excluding bank holidays)

Website: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

## Finance

### Money Advice Service

Free and impartial money advice, set up by government.

Phone: 0800 138 7777

Availability: 8am to 8pm, Monday to Friday, and 9am to 1pm on Saturdays.

Website: [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)

## Young people

### ChildLine

Private and confidential service for children and young people up to the age of 19.

Phone: 0800 1111

Availability: 24 hours a day, 365 days a year

Website: [www.childline.org.uk](http://www.childline.org.uk)

### PAPYRUS

Non-judgemental support, practical advice and information to young people up to the age of 35, or anyone concerned about a young person.

Phone: 0800 068 4141 (or text 07786 209 697)

Availability: Monday to Friday, 10am-5pm & 7-10pm, plus Saturday and Sunday 2-5pm

Website: [www.papyrus-uk.org](http://www.papyrus-uk.org)

## Older adults

### Age UK

Information and support for older adults in the UK.

Phone: 0800 678 1174

Availability: 8am-7pm, 365 days per year

Website: [www.ageuk.org.uk](http://www.ageuk.org.uk)

### Alzheimer's Society

Charity providing support to people living with dementia and those who care for them.

Phone: 0300 222 11 22

Availability: Mon - Wed 9am - 8pm, Thurs & Friday 9am - 5pm, Sat & Sun 10am - 4pm

Website: <https://www.alzheimers.org.uk/>

## **Carers**

### **Carers UK**

Expert advice, information and support for carers.

Phone: 0808 808 7777

Availability: 10am to 4pm, Monday to Wednesday (Listening service available 9am-7pm, Mondays and Tuesdays)

Website: [www.carersuk.org](http://www.carersuk.org)