

# Adult Health and Wellbeing: Advice Referral Tool

## What's happening?

### Mental health: I am feeling/experiencing:

- Grief and loss 1 6 7
- I can't cope 1 4 5 6 7
- Suicidal thoughts 5 6 7
- Depressed 1 4 5 6 7
- Anxious 1 4 5 6 7
- Dementia/ Alzheimers 1 7 9

### Isolation and Loneliness: I am/have:

- Haven't been out for months 1 6 7 8 2
- On my own and I don't have friends or family 1 8 10
- Caring for someone and I'm not getting out and about 1 8 10

### Keeping safe/safeguarding: I am worried about myself or another person:

- The safety of an adult 5 7 10 11
- Domestic violence or abuse 10 11
- Coercive/ controlling behaviour 10 11

### Some further topics:

- Minor ailments 3 4 13
- Weight management 3 4 13
- Smoking 3 4 13
- Drug or alcohol use 4 19
- Eating disorders/ disordered eating (NHS services accessed via GP referral) 4 18
- Hoarding 1 4
- Sexuality, gender identity and LGBT sexual health 1 4 17
- Physiotherapy 14
- Sexual health 1 4 16
- Victims of rape, sexual assault, or sexual violence 12
- Gambling 15
- I am not as active as I would like to be 1 4 8 13

### Physical health: I am feeling/experiencing:

- I can't get around like I used to/I'm struggling with day-to-day activities 1 2 4 8 10 14
- Long-term conditions or Long Covid 1 4
- Insect bites and stings 3
- General: hay fever, sleep problems, tiredness 3
- Respiratory infections: coughs, colds, flu, sore throats 3
- Ears: pain, wax, hearing problems 3
- Eyes: conjunctivitis, watery eyes, sticky eyes, eyelid problems 3
- Mouth: ulcers, cold sores, thrush, toothache 3
- Gastric: heartburn / indigestion, nausea, vomiting 3
- Bowel: diarrhoea, constipation, colic, rectal pain, piles 3
- Urinary: Cystitis, vaginal discharge or irritation 3
- Swelling: ankle, foot, lower limb, toe, wrist, hands, fingers 3

**1 Social prescribing:** Connecting with services and activities in your community to improve your health and wellbeing.



**2 Adult Social Care Referral Contact Centre (ARCC):** If you have tried ways to stay independent and still need further support.



**3 Community pharmacy:** Lots of illnesses can be managed safely at home with advice from your local pharmacist.



**4 Doctors:** Booking an appointment with your GP if you are worried about your mental or physical health. Call your local doctor's surgery or visit their website to book an appointment.



**5 NHS Pennine Care: Crisis Mental Health 24/7 Helpline:** Supporting anyone requiring urgent mental health support.



**6 NHS Oldham Talking Therapies:** Providing a range of therapies to support your mental health and wellbeing.



**7 TOG MIND:** For anyone who would like support with their mental health and wellbeing.



**8 Age UK:** Providing local support for older people and their families.



**9 Alzheimers UK:** Providing support and advice to people who experience dementia as well as their friends and families.



**10 Adults Safeguarding (MASH):** Reporting concerns to protect adults from abuse, neglect or mental or physical harm.



**11 Specialist Independent Domestic Violence Service:** Emotional and practical support for victims and survivors.



**12 Saint Mary's Sexual Assault Referral Centre (SARC):** Provides a comprehensive and coordinated forensic, counselling and aftercare service for anyone who has experienced rape or sexual assault.



**13 Your Health Oldham:** Providing support and advice to stop smoking and support with weight management.



**14 Adult physiotherapy:** Support with a musculoskeletal problem such as back pain, neck pain, a painful joint and/or general soft tissues sprains and strains.



**15 Chapter One:** Support for you or someone else affected by gambling.



**16 Oldham Sexual Health Service:** Free and confidential sexual health services including information and advice on all types of contraception and sexually transmitted infection (STI) testing and treatment.



**17 Switchboard LGBT Helpline:** A safe space to discuss anything including sexuality, gender identity, sexual health and emotional wellbeing.



**18 BEAT:** A national helpline supporting people and their family and friends who experience eating disorders and disordered eating.



**19 Turning Point:** A medically assisted recovery programme to support individuals with drug and/or alcohol addiction. Access to detoxification and rehab programmes also available.



## Contact us:

customer.feedback@oldham.gov.uk  
Oldham Council: December 2023

# Adult Health and Wellbeing: Advice Referral Tool

Please also see the Children, Young People and Families Tool

## 1 Social Prescribing:

**Who is the service for?** People who are experiencing things like loneliness and isolation, loss of confidence, anxiety or low mood, life changing events such as bereavement having a baby or retirement, living with long term health conditions or challenges with finances, work, relationships or housing.

**Contact us:** Refer yourself via the online referral form or call 0161 339 2345 (Monday – Friday, 9am – 4pm).

## 2 Adult Social Care Referral Contact Centre (ARCC):

**Who is the service for?** The ARCC team will identify with you the best options available. This could be accessing information, community-based support, some equipment or referring you for a more in-depth assessment.

**Contact us:** Visit the website at [www.oldham.gov.uk](http://www.oldham.gov.uk) or call 0161 770 7777 (Monday – Friday, 8.40am – 5pm)

## 3 Community Pharmacy:

**Who is the service for?** Support and advice. Most community pharmacies have a private consultation room where they can offer advice to patients in private and if they feel it's needed, they'll recommend seeing your GP.

**Contact us:** Visit your local pharmacy

## 4 Doctors:

**Who is the service for?** People worried about any aspect of their mental or physical health. To access some specialist support services, you will need to be referred by your Doctor. There may be waiting lists to access services.

**Accessing information and advice:** [www.111.nhs.uk](http://www.111.nhs.uk) or call 111

**Contact us:** Call your local doctor's surgery or visit their website to book an appointment

**Out of hours GP service:** Call 0161 934 2827

## 5 NHS Pennine Care: Crisis Mental Health 24/7 Helpline

**Who is the service for?** People and their families or friends who are experiencing increased mental health needs.

**What will happen when I call:** The helpline is run by experienced mental health professionals who can listen to you and help you work through immediate problems, find a way to move forward, to suggest ways or working and to give you information.

**Contact us:** Call 0800 014 9995 (freephone)

## 6 NHS Talking Therapies:

**Who is the service for?** People experiencing low mood, anxiety, obsessive compulsive disorder, panic, phobias, post-traumatic stress disorder, grief and sleep difficulties.

**Contact us:** Refer yourself via the online referral form or call 0161 716 2777 (Monday – Friday, 9am – 5pm)

## 7 TOG MIND:

**Who is the service for?** For anyone who would like support with their mental health and wellbeing. This includes the Listening Space, a walk-in service for any adult in Oldham experiencing mental health difficulties or simply have a calm space to feel safe.

**Contact us:** Call 0161 330 9223 or email [office@togmind.org](mailto:office@togmind.org)  
The Listening Space, 19-25 Union Street, Oldham, OL1 1HA – opening times are available online

## 8 Age UK Oldham:

**Who is the service for?** Support for older people and their families including information and advice, home and food services, support with care and social activities.

**Contact us:** Via online form or call 0161 633 0213

## 9 Alzheimers UK:

**Who is the service for?** Anyone affected by dementia or is worried about a diagnosis and the impact on day-to-day life.

**Contact us:** Call 0333 150 3456

## 10 Adults Safeguarding (MASH):

**Who is the service for?** If you need to report a safeguarding concern, or you think that someone is at risk from neglect or abuse

**Contact us:** Complete the 'Request Support from Adult Social Care' form or call 0161 770 7777 (Monday – Friday, 8.40am – 5pm)

## 11 Specialist Independent Domestic Violence Service:

**What does the service provide?** Support from the point of crisis, development of safety plans, advocacy and support with civil and criminal justice matters.

**Contact us:** Call 0161 770 1572 (Monday – Friday, 9am – 5pm)

## 12 Saint Mary's Sexual Assault Referral Centre (SARC):

**Who is the service for?** Men, women, and children who have experienced rape or sexual assault, whether this has happened recently or in the past.

**Contact us:** Call 0161 276 6515 (24-hour helpline) or email [stmarys.sarc@mft.nhs.uk](mailto:stmarys.sarc@mft.nhs.uk)

## 13 Your Health Oldham:

**Who is the service for?** People and their families who want to get help to get more active, eat healthier, manage their weight, drink less alcohol or stop smoking.

**Contact us:** Refer yourself via the online referral form or call 0161 960 0255

## 14 Adult Physiotherapy:

**Who is the service for?** Anyone experiencing musculoskeletal pain or symptoms affecting one area of the body.

**Contact us:** Refer yourself via the online referral form.

## 15 Chapter One:

**Who is the service for?** Anyone affected by gambling. This includes information to understand the causes of gambling harm and where to access the right help.

**Contact us:** Call 0300 3001490 and leave a contact number if leaving a message or email [referral.ngs@nhs.net](mailto:referral.ngs@nhs.net)

## 16 Oldham Sexual Health Service

**Who is the service for?** A confidential, non-judgement service for people of all ages, genders and orientations

**Contact us:** Book an appointment online or call 0300 303 8565.

## 17 Switchboard LGBT Helpline: LGBT+ support.

**What does the service provide?** Information, support and referral service for lesbian, gay, bisexual and trans people and anyone considering issues around their sexuality and/ or gender identity.

**Contact us:** Call 0300 330 0630

## 18 BEAT:

**Who is the service for?** Anyone affected by eating disorders. One-to-one virtual support from advisors.

**Contact us:** Call 0808 801 0677 or email [help@beateatingdisorders.org.uk](mailto:help@beateatingdisorders.org.uk)

## 19 Turning Point Oldham:

**Who is the service for?** Support for people to build a treatment plan tailored to their individual circumstances to address drug and/or alcohol addiction. Support also available for friends and family.

**Contact us:** Via online form on website or call 0300 555 0234 (Monday – Friday, 9am – 5pm)



If you or someone else is in immediate danger or risk of serious harm or injury, call 999.



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