

Adult Health and Wellbeing: Advice Referral Tool

What's happening?

Mental Health: I am feeling/experiencing:

- Grief and loss 1 5 6
- I can't cope 1 3 4 5 6
- Suicidal thoughts 4 5 6
- Depressed 1 3 4 5 6
- Anxious 1 3 4 5 6
- Dementia/ Alzheimer's 1 6 7 8

Isolation and Loneliness: I am/have:

- Haven't been out for months 1 5 6 7 9
- On my own, I don't have friends or family 1 7 9
- Caring for someone and I'm not getting out and about 1 7 9

Some further topics:

- Weight management 3 11
- Smoking 3 11
- Drug or alcohol use 3 12
- Eating disorders/ disordered eating (NHS services accessed via GP referral) 3 13
- Hoarding 1 3
- Sexuality, gender identity and LGBTQIA+ sexual health 1 3 14
- Physiotherapy 15
- Sexual Health 1 3 16
- Victims of rape, sexual assault, or sexual violence 17
- Gambling 18
- I am not as active as I would like to be 1 3 7 11

Physical Health: I am feeling/experiencing:

- I can't get around like I used to/ I'm struggling with day-to-day activities 1 3 7 9 15
- Long-term conditions or Long Covid 1 3

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

- The safety of an adult 4 6 9 10
- Domestic violence or abuse 9 10
- Coercive/ controlling behaviour 9 10

1 Social Prescribing: connecting with services and activities in your community to improve your health and wellbeing



2 Community Pharmacy: "Pharmacy First Service" aims to make it easier for patients to get medical advice and treatment for minor ailments locally



3 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*



4 Mental Health Crisis: supporting anyone requiring urgent mental health support



5 NHS Oldham Talking Therapies: providing a range of therapies to support your mental health and wellbeing



6 TOGS MIND: for anyone who would like support with their mental health and wellbeing.



7 Age UK: providing local support for older people and their families



8 Alzheimer's UK: providing support and advice to people who experience dementia and their friends and families



9 Adult Referral Contact Centre (ARCC): reporting concerns to protect adults from abuse, neglect or mental or physical harm and support to stay independent



10 Specialist Independent Domestic Violence Service: emotional and practical support for victims and survivors



11 Your Health Oldham: providing support and advice to stop smoking and support with weight management



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



13 BEAT: a national helpline supporting people and their family and friends who experience eating disorders and disordered eating



14 Switchboard LGBTQIA+ Helpline: A safe space to discuss anything including sexuality, gender identity, sexual health and emotional wellbeing



15 Adult Physiotherapy: support with a musculoskeletal problem such as back pain, neck pain, a painful joint and/or general soft tissues sprains and strains.



16 Oldham Sexual Health Service: free and confidential sexual health services including information and advice on all types of contraception and STI testing and treatment.



17 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



18 Chapter One: support for you or someone else affected by gambling



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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.

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

2 Community Pharmacy:

Who the service is for: Trained pharmacists can help you manage common ailments, offer advice on over-the-counter medications, and guide you on when to seek further medical attention, including: sinusitis, sore throats, infected insect bites, impetigo, shingles, urinary tract infections (UTIs)

Getting in touch: Call 0161 660 9870

Website: www.trustcarepharmacy.co.uk/pharmacy-first-service-oldham

3 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 or call 111

Getting in touch: Call your local doctor's surgery or visit their website to book an appointment

Out of hours GP service: Call 111 or speak to your doctor's surgery about weekend/evening appointments

4 Mental Health Crisis:

Who is the service for: people and their families or friends who are experiencing increased mental health needs.

What will happen when I call: A practitioner will listen and help you get the urgent support you need.

Getting in touch: Call 111 and select mental health option 2. Support is available 24/7.

5 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.

Getting in touch: Refer yourself via the online referral form or call 0161 716 2777 (Monday – Friday, 9am – 5pm)

6 TOGS 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 space.

Getting in touch: Call 0161 330 9223 or email office@togmind.org

The Listening Space, 19-25 Union Street, Oldham, OL1 1HA – opening times are available online

7 Age UK Oldham:

Who is the service for: support for older people and their families including information and signposting, hospital discharge and dementia support, preventative services at home, daycare and social activities.

Getting in touch: Call 0161 633 0213 (9am to 4.30pm Monday to Friday) or email: info@ageukoldham.org.uk

8 Alzheimer's UK:

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

Getting in touch: Call 0333 150 3456

Age UK can also provide dementia support.

9 Adults Referral Contact Centre (ARCC)

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 or if you have tried ways to stay independent and still need further support.

Getting in touch: Complete the 'Request Support from Adult Social Care' form or call 0161 770 7777 (Mon to Fri 8.40am – 5pm) or 0161 770 6936 for the emergency out of hours team.

10 Specialist Independent Domestic Violence Service:

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

Getting in touch: Call 0161 770 1572 (Monday – Friday, 9am – 5pm)

11 Your Health Oldham:

Who is the service for: helping you get more active, eat healthier, manage weight, drink less alcohol and stop smoking.

Getting in touch: Refer yourself via the online referral form or call 0161 960 0255

12 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 is also available for friends and family.

Getting in touch: Via online form on website or call 0300 555 0234 (Monday – Friday, 9am – 5pm)

13 BEAT:

Who is the service for: anyone affected by eating disorders. One to one virtual support from advisors.

Getting in touch: Call 0808 801 0677 (Mon to Fri 3pm - 8pm) or email: help@beateatingdisorders.org.uk

14 Switchboard LGBTQIA+ Helpline:

What does the service provide: information, support and referral service for lesbians, gay men and bisexual and trans people and anyone considering issues around their sexuality and/ or gender identity.

Getting in touch: Call 0300 330 0630, Chat online: www.switchboard.lgbt Available: 10am to 10pm

15 Adult Physiotherapy:

Who is the service for: anyone experiencing musculoskeletal pain or symptoms affecting one area of the body.

Getting in touch: Refer yourself via the PhysioDirect online self-referral form: physiodirect.northernalliance.nhs.uk

16 Oldham Sexual Health Service

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

Getting in touch: Call 0300 303 8565 or online www.thesexualhealthhub.co.uk/oldham-bury-and-rochdale

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

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

Getting in touch: Call 0161 276 6515 (24/7) or email: stmarys.sarc@mft.nhs.uk

18 Chapter One:

Who the service is for: anyone affected by gambling. Includes information to understand the causes of gambling harm and where to access the right help.

Getting in touch: call 0300 3001490 and leave a contact number if leaving a message or email referral.ngs@nhs.net



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