

# General Services



# ACE Weight Management

## My Weight Matters

Our award-winning programme 'My Weight Matters' has helped thousands of people in Essex to successfully lose weight and keep it off.

- This programme delivers a no nonsense common sense approach to losing weight.
- It uses a simple to follow portion system with no calorie counting.
- It explains practical ways of dealing with common problems such as comfort eating.
- One of the reasons it has successfully helped so many people is that follows a stepped approach building up confidence and skills each week.
- It is a 12 week structured course using the latest evidence and guidance from the NHS and other nationally accepted sources. Devised by dietitians, psychologists and exercise specialists, the programme combines dietary advice, physical activity and tips to help you gain control.
- The programme which began in North East Essex has been so successful that Essex County Council has chosen to make it freely available to residents across the whole of Essex\*
- No matter which way you choose to follow the programme our friendly team of expert weight management practitioner's on hand to provide information advice and support throughout.

If you are a resident of Essex you can access this programme completely free of charge.

Call our weight management helpline to join.

**0800 022 4524 (option 3)**

# Age UK - Essex



This service is for information:

- Advice and advocacy
- Befriending
- Active befriending
- Home befriending
- Telephone befriending
- Peer support
- Dementia connections
- Home help services
- Sitting/companionship services
- Toenail cutting

## Contact

01245 346106

[info@ageukessex.org.uk](mailto:info@ageukessex.org.uk)

Monday – Friday

10:00am – 03:00pm

Outside of these times to call  
National Advice number on  
0800 678 1174

# Alcohol Recovery Community Phoenix Futures

- **Essex Alcohol Recovery Community (ARC)** delivered by Phoenix Futures which went live on 1<sup>st</sup> April 2019. Essex ARC offers support, advice and guidance for people experiencing difficulties in regards to their alcohol use offering group work, 1-2-1 sessions, complimentary therapies and structured counselling (following assessment of need). Essex ARC work with individuals across the County of Essex (excluding Southend and Thurrock). Essex ARC will work in collaboration with Open Road who will case manage any complex alcohol clients, whereas Phoenix Futures will case manage non-complex clients and deliver psychosocial interventions. A definition of complex clients can be found attached.
- If you wish to make a referral in to the service please complete the referral form and send to [essexarc@phoenix.cjism.net](mailto:essexarc@phoenix.cjism.net) (secure email). Alternatively individuals can self-refer by contacting the service on 01376 316126. More information can also be found on our website – [www.essexarc.org.uk](http://www.essexarc.org.uk). If you have any other queries you can also email our non-secure email at [essex.arc@phoenixfutures.org.uk](mailto:essex.arc@phoenixfutures.org.uk)

# Bereavement Social Group

The bereavement social group meet on the 1<sup>st</sup> Tuesday of the month from 11:30am – 1:30pm. This is an open access group to chat to their friendly volunteers who provide individual's with the support they need.

## **Contact**

Pitsea Leisure Centre  
Northlands Pavement  
Basildon  
SS13 3DU

Telephone: 01268 206750

<https://www.basildon.gov.uk/article/2731/The-Pitsea-Activity-Centre>

# Family Mosaic



Connect Well  
Essex

Family Mosaic provides housing related support services to people living in the Basildon, Castlepoint, Rochford & Rayleigh, Southend, Brentwood, Epping, Harlow and Uttlesford areas.

Family Mosaic can help you with:

- Housing benefit advice and claims
- Finding employment and training opportunities
- Housing problems and those threatened with homelessness
- Getting support for drug and alcohol problems
- Support with managing rent arrears
- Getting support for mental health
- Financial advice
- Budgeting support

## Contact

0800 2888883

[customer-careline@familymosaic.co.uk](mailto:customer-careline@familymosaic.co.uk)

# IAPT – Vita Health



## **Who can use this service?**

Anyone over the age of 18 registered with a GP in Basildon & Brentwood

## **What does the service consist of?**

Initial telephone assessment – triage – referral to either step 2 or 3. Treatment includes telephone based therapy, computerised CBT, group therapy and 1:1 face to face therapy

## **What problems can the service help with?**

- Mild to moderate and moderate to severe depression
- Panic disorder
- Social anxiety
- Post-Traumatic Stress Disorder (PTSD)
- People presenting with common mental disorders of low to very severe severity but non-psychotic by nature. These will be people classified in clusters 1, 2, 3 (and higher non-psychotic clusters dependent on clinical assessment)
- Generalised anxiety disorder
- Health anxiety
- Obsessive Compulsive Disorder (OCD)
- Specific phobias

## **What problems can't the service help with?**

- Schizophrenia
- Personality disorder
- Obvious signs of psychosis
- Organic disorders of the brain
- Bipolar disorder
- Anger management
- Substance misuse
- Posing a high risk\* to themselves or others, at crisis due to psychosis, those with pre-existing diagnoses of acute mental illnesses and dementia crisis

## **What can the patient expect when they contact the service?**

A holistic telephone based assessment. Continuous support throughout their treatment 24/7 emotional support line.

## **What is the cost?**

Free

Tel: 01268 977 171

Email: [refer@vhg.co.uk](mailto:refer@vhg.co.uk)

Website: [vitahealthgroup.co.uk](http://vitahealthgroup.co.uk)

# Marie Stopes



## **Who can use this service?**

Any patient unsure of their options, seeking abortion care advice or treatment or anyone needing post or pre abortion Counselling.

## **What does the service consist of?**

Initial Consultation/Counselling

Early Medical Abortion

Surgical Termination

Long acting reversible contraception

## **What is the cost?**

Varied

## **Where does the patient attend?**

Nationwide clinics

**Tel: 0345 300 8090**

**[Mariestopes.org.uk](http://Mariestopes.org.uk)**



# Maternity Direct



**Service Hours 7am to 7pm**

**Who can use this service?**

Women over 16 who have had a positive pregnancy test

**What does the service consist of?**

Facebook & Twitter service with access to a registered mid-wife

**What problems can the service help with?**

Non-urgent advice by a registered Mid-wife

**What problems can't the service help with?**

Under 16 pregnancy. Must be seen by a GP.

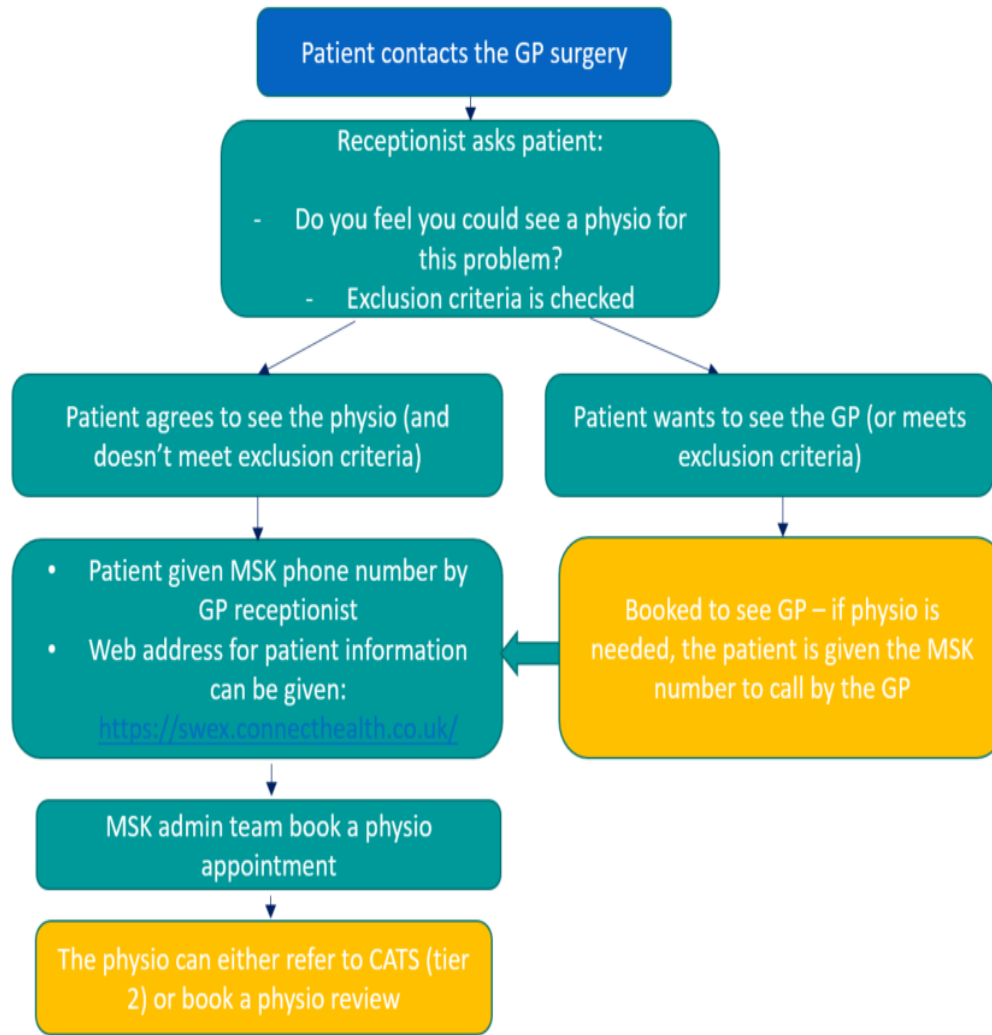
Urgent pregnancy queries - contact the delivery suite on 01268 394598

**What is the cost?**

Free

# Physio – Tier 2 MSK

Connect



## Inclusion criteria

- 16 or over (please note we can see 14 and over in Physiotherapy but 14 and 15 year olds will require a referral)
- Pain has been present for more than 4 weeks (if less than 4 weeks then please direct to the website for self help strategies)
- Patients with back, upper back, neck or joint pain (e.g. knee, hip, ankle, shoulder)
- No acute trauma (re fractures than have not been diagnosed)

## Exclusion criteria

- If the patient reports feeling unwell
- Absence of any spinal (back, upper back, neck) or joint pain
- Patients who require an interpreter (this would need to be referred with a form)
- Self referral is only for Physiotherapy (Tier 1)
- Under 16's

# Social Prescribing Service



Basildon and Brentwood  
Clinical Commissioning Group

## Who can use this service?

For people 18yrs+ who live in Basildon and Brentwood Districts and need support with their health and wellbeing

## What does the service consist of?

One quick and easy point of access for professionals and the general public

Free short term support by phone, drop-in or home visits

Connects people with local community and voluntary support

Partnership of 2 existing organisations

- Provides Essex Lifestyle Service
- Community Agents

## What problems can the service help with?

Healthy living

Supporting independence living

Social isolation

Long term condition management

Personal safety and security

Increasing physical activity, mobility and access to equipment

Looking after someone

Smoking cessation

Financial or Debt problems

Domestic violence/Victim support

## What problems can't the service help with?

Urgent

Clinical

## What can the patient expect when they contact the service?

Triage questions to be directed on to relevant service

## What is the cost?

Free

## Where does the patient attend?

Whole of Essex excluding Thurrock and Southend

## When can they attend?

8am – 7pm triage

9am – 8pm Clinics

Saturday clinics

## How to they access the service?

Telephone

Home visits

Face to face clinics settings at GP surgeries and community bases

One to one appointments

Website/Email

Tel: 0300 303 9988

Email: [Basildonbrentwood.carenavigation@nhs.net](mailto:Basildonbrentwood.carenavigation@nhs.net)

# Carers



# Carers First



Carers FIRST will support you on a one-to-one basis to understand your situation and do what we can to make things easier for you by:

Providing information, advice and guidance specific to you as a carer and an individual

- Supporting you with conversations with people including GPs, hospitals and social care professionals
- Offering opportunities to access practical training to help you with your caring role through workshops
- Supporting you to maximise your household income by providing information about welfare benefits and financial support
- Providing the opportunity to talk in detail about your caring role and help you access and prepare for a carers assessment
- Providing opportunities to attend support groups and activities where you can meet others in a similar situation to yourself
- Staying in regular contact through our Carers Hub phone line, website, monthly e-bulletins and regular “What’s On” guides
- Providing access to talk to other carers and share peer support through our on-line Carers Forum
- Offering support for carers to plan for now, the future and emergencies
- Providing opportunities for carers to become involved in helping develop and improve services for carers

Tel: 0300 303 1555

Email: [hello@carersfirst.org.uk](mailto:hello@carersfirst.org.uk)

[referral@carersfirst.org.uk](mailto:referral@carersfirst.org.uk)

# Supporting Carers in Essex



This is a group of charities working together to support unpaid carers of all ages across Essex. These locally based charities are teamed together to make it easier for carers to access support when they need it, by providing a single point for carers and access to consistent support.

## **Contact**

0300 770 8090

Monday – Friday

9:00am – 4:30pm

# Children



# Emotional Wellbeing and Mental Health Service (EWMHS)

The types of conditions and issues that should be referred to the **Emotional Wellbeing and Mental Health Service (EWMHS)** include:

- Mood and anxiety disorders
- Behavioural and conduct disorders
- Emerging personality and attachment disorders
- Eating disorders
- Psychotic disorders
- Deliberate self-harm and suicidal thoughts
- Substance misuse
- Autistic spectrum disorder (ASD)
- Attention-deficit hyperactivity disorder (ADHD)
- Neurodevelopmental disorders
- Prolonged bereavement problems

Contacting the **Emotional Wellbeing and Mental Health Service (EWMHS)** for children and young people is easy via one main number on **0300 3001600** which is available during working hours from 9am-5pm, Monday to Friday.



# Special Needs And Parents (SNAP)



Special Needs  
And Parents

**If you have a child between 0-25 years who has any special need or disability and you live in Essex, then we are here for you and your family.**

**No formal diagnosis or professional referral is necessary to access SNAP services.**

SNAP (Special Needs And Parents) is a registered charity (No.1077787) that helps Essex families with children and young people who have any special need or disability.

Our aims are to inform, encourage and support parents, so that they can grow in strength and knowledge and become better equipped to give the best possible help to their children. We do this by providing various services the details of which are given on this website.

**Telephone: 01277 211300 or Email: [info@snapcharity.org](mailto:info@snapcharity.org) This email address is being protected from spambots. You need JavaScript enabled to view it.**

**The SNAP Centre, Pastoral Way, Brentwood, Essex CM14 5WF**

**<https://www.snapcharity.org/>**

# Young People's Counselling Service



**AIMS:** YPCS aims to improve the mental health and emotional wellbeing of young people aged 11-18 years in the local community through the provision of individual Counselling within an accessible, safe and welcoming environment. Through Counselling we aim to help reduce a young person's level of isolation and loneliness, enable them to feel heard and understood, improve relationships with themselves, family members and peers, improve school, college and work attendance and improve academic/professional achievement. Through early intervention and prevention work we aim to reduce the reduction into higher intervention and specialist services.

**REFERRALS:** Our Service can be accessed through drop-in, Website Enquiries or telephone contact. We take all sources of referral. It is important that a young person is open to and motivated towards counselling. We provide an Initial Assessment with incorporated Risk Assessment which gives us an opportunity to assess each individual's needs and risk factors, present and potential, so as to ascertain the most appropriate level of intervention. We work closely with local GPs and Children and Young People's Services to ensure information sharing, safeguarding young people's welfare and a quick and easy referral pathway. YPCS supports young people in developing coping mechanisms to help them feel more equipped to manage their distress and difficulties and to reduce and prevent the occurrence of and risk of suicide, suicidal ideation, self-harm, self-medicating through drugs and alcohol, eating disorders, and undertaking other risk related behaviours.

YPCS appreciates how a young person's mental health impacts on the whole family therefore we also support parents by listening to their concerns, signposting to other Services, sharing information about local support and courses for parents on particular issues relating to young

YPCS  
15b Shenfield Road The  
Hermitage Site Brentwood  
Essex  
CM15 8AG

**Tel:** 01277 230831

<http://www.ypcs.org.uk/>

**Email** [office@ypcs.org.uk](mailto:office@ypcs.org.uk)



**Basildon and Brentwood**  
Clinical Commissioning Group

# Weight Management – Children and Young People



Free fun programmes for children and young people aged 5-16 years to become fitter and healthier.

**For help and advice contact:**

**0800 022 4524**

**[Accecic.lifestylesforchildren@nhs.net](mailto:Accecic.lifestylesforchildren@nhs.net)**

# Renew Counselling – Children's



## The Service **counselling**

- Children Counselling Service and will be open to all children ages 11 – 18 and up to 25 where the young person is in receipt of an Education, Health and Care (EHC) Plan, and their families as appropriate. Young People can access up to 24 free sessions if young person is a patient in our locality.

### **Counselling can help with....**

- Relationship or Family problems
- Unhappiness & Feeling down
- Relationships & Sexuality
- Losing someone close to you
- Parents separation or divorce
- Neglect, abuse or trauma
- Lack of confidence/Low self-esteem
- Serious disagreements
- Coping with illness or family member illness
- Self-harming behaviour

### **What's involved?**

- Counselling isn't compulsory. The young person will meet with their counsellor each week for 50 minute for an agreed amount of sessions. The services if completely CONFIDENTIAL. Renew will not give information about the young person to anyone (unless somebody's safety is seriously at risk and then Renew would seek to gain the young person's consent). The Counsellor will discuss this with the young person at the start of counselling.

### **How do I make an appointment?**

- For an initial appointment (to see whether counselling is right for the young person) please telephone 01268 822800 email [bridge@renew-us.org](mailto:bridge@renew-us.org) or signpost to <http://www.renew-us.org/>. Renew can be located at Bodey House, Church Walk, Basildon Essex SS14 1WW

# Kooth – online children’s mental health service



XenZone is a provider of online mental health services for children, young people and adults. **Kooth**, from XenZone, is an online counselling and emotional well-being platform for children and young people, accessible through mobile, tablet and desktop and free at the point of use. The service is available to young people in Essex, Southend and Thurrock.

On Kooth you can:

- Chat in confidence to their friendly counsellors
- Read articles written by young people
- Get support from the Kooth community
- Write in a daily journal
- Who the service provides for
- Young people (aged 11+) looking for free, safe and anonymous online support.

## **Hours of operation**

Monday – Friday 12pm – 10pm

Saturday – Sunday 6pm –  
10pm

## **Website**

<https://kooth.com/>