**COMMUNICATIONS TOOLKIT:**

**COVID-19 public mental health messaging**

**v0.9 01/06/2020**

Please note the latest version and digital assets can be downloaded from [www.thriveldn.co.uk/toolkits/](http://www.thriveldn.co.uk/toolkits/)

**About the content of this toolkit**

Working through the London Strategic Communications Gold Group, this document contains agreed citywide public mental health messaging and resources from the wide-ranging partners involved in Thrive LDN.

Our communications, particularly our messaging, builds on the direction, information and advice from national government and Public Health England and has been signed off at a London-level.

Please note, we are now also developing a separate suicide prevention toolkit.

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*Appendix 1: Content developed and available on* [*Good Thinking*](http://www.good-thinking.uk/coronavirus/)

*Appendix 2: Useful websites to promote or reference regularly*

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| **v0.9 01/06/2020 -** [**www.thriveldn.co.uk/toolkits/**](https://www.thriveldn.co.uk/toolkits/) |
| **What’s new?** |
| This version contains additional messaging for:   * Advice for people working in social care |
| New and/ or updated messages are highlighted in yellow throughout the toolkit. Please note, we are now also developing a separate suicide prevention toolkit. |

**Introduction**

Major London partners including PHE London, NHS England London, Greater London Authority, The Mayor of London, London Councils and Cavendish Square Group agree that a coordinated effort to support the mental health and resilience of Londoners during and after the pandemic is necessary. The intention is that all partners including the wider NHS family (STPs, Trusts, CCGs) provide, promote and exchange information with the public, partners and stakeholders to allow them to make well informed, rational decisions and to take appropriate actions to protect their physical and mental health.

On behalf of Public Health England Office for London, [Thrive LDN](https://www.thriveldn.co.uk/) is coordinating the public mental health response to COVID-19 in London to support the mental health and resilience of Londoners during and after the pandemic. London’s digital mental wellbeing service, [Good Thinking](https://www.good-thinking.uk/), is working with Thrive LDN to provide a comprehensive digital support offer for Londoners. Further non-digital forms of support are being explored and will be shared as they emerge.

**About this toolkit**

Due to the nature of the many unknowns about the disease trends and reliance on national policy for direction and content, this toolkit will be iterative and will remain live. Regular updated messaging will be shared with all partners for use across their communications channels.

This version has been developed for the current phase (DELAY) in London, in the context of LOCKDOWN, utilising all the information we currently have. It focuses on messages for the general London population, young people, and older people.

We understand that tactics and elements of the campaign would need to be adjusted and tailored to suit particular organisations depending on their audiences however we would like all agencies to cascade the messages within this document alongside all messages/information relating to COVID-19.

**Our shared aims**

* Ensure a consistent, coordinated message about public mental health reaches the maximum number of Londoners.
* Use the Thrive LDN brand to build on existing channels, relationships, networks, partnerships and forums, to ensure public mental health remains part of London’s response to COVID-19.
* Reassure Londoners that our health and care leaders, politicians, emergency services, charities, schools and community activists are showing solidarity and working together through Thrive LDN to ensure the mental health of Londoners remains a priority throughout the COVID-19 outbreak and beyond.
* Encourage people to think and talk more about mental health and wellbeing in relation to COVID-19 now and in the recovery phase.
* Encourage all partners to include messages about the shared commitment across London’s health and care partners to support Londoners to look after their mental health during and after the outbreak.
* Disseminate national public mental health content and produce and disseminate London-specific public mental health content. Encourage all partners to do the same.
* Signpost Londoners who are experiencing poor mental health, particularly vulnerable or marginalised groups, to free support available. This could be information, digital support, helplines, local grant schemes, volunteer schemes.
* Share examples of best practice from within London and other cities.
* Amplify positive stories/ images related to the outbreak.
* Accelerate suicide prevention strategies to reduce the number of suicides at a time when more people might be in crisis.
* Identify further specific needs and appropriate response activities as they emerge, such as bereavement support, children and young people’s mental health, urgent/ crisis support, frontline workers, loneliness and social isolation.

**Things you can do / Using the toolkit**

* Regularly use the messaging and collateral within this toolkit in all your channels and within planned communications to support Londoners to access mental health information, digital support and helplines.
* Amplify and promote the positive interventions and activities of your staff and communities.
* Share training and awareness tools with colleagues e.g. suicide prevention training.
* Ensure you are promoting positive mental health during these challenging times.
* Let the Thrive LDN team know what public mental health support would be helpful to you and let us know about planned activities you have around improving and managing the public’s mental health: Website: [www.thriveldn.co.uk](http://www.thriveldn.co.uk); Email: [info@thriveldn.co.uk](mailto:info@thriveldn.co.uk); Twitter: [@ThriveLDN](https://twitter.com/ThriveLDN)**.**

**Content**

|  |  |  |
| --- | --- | --- |
| **Topic** | **General London population** | |
|  | **Suggested message** | **Suggested collateral / sources / additional links** |
| **Message #1**  **London is working together** | [We’re/I’m] working with hundreds of London’s health, care, charity, education and business organisations through Thrive LDN to ensure the mental health of Londoners’ remains a priority during these worrying and testing times for the city.  Coronavirus (COVID-19) is a pandemic virus. It does not discriminate by race, nationality or identity. The outcomes and impact of COVID-19 will be shared by all Londoners.  Many people who both live and work in London are feeling incredibly anxious about coronavirus and how it might impact them, their loved ones and London’s businesses. There has never been a more important time for London to work together in our local and business communities to support and be kind to each other and do whatever we can to protect the most vulnerable in our city. | * [twitter.com/ThriveLDN/status/1242362035926695936](https://twitter.com/ThriveLDN/status/1242362035926695936) * [www.thriveldn.co.uk](https://www.thriveldn.co.uk) * [www.london.gov.uk/coronavirus](https://www.london.gov.uk/coronavirus) |
| **Message #2**  **There are free online tools and resources available to support you with your mental health** | If you are feeling anxious, worried or stressed about COVID-19 it’s important that you are kind to yourself.  The NHS-approved digital mental wellbeing service, [Good Thinking](https://www.good-thinking.uk/), promotes proactive self-care for the four most common mental health conditions: anxiety, low mood, sleeping difficulties and stress. It delivers a clinically validated self-assessment tool that provides personalised recommendations.  The platform has recently been updated in line with Public Health England’s guidance on coronavirus. London’s health and care partners are exploring ways to expand the service, both in capacity and through the number of freely available online apps that people can use to support their mental health during this challenging time. | Full range of Good Thinking assets can be downloaded via [www.thriveldn.co.uk/toolkits/](https://www.thriveldn.co.uk/toolkits/)  [www.good-thinking.uk/coronavirus/](http://www.good-thinking.uk/coronavirus/)  [www.good-thinking.uk/coronavirus/how-to/five-ways-good-mental-wellbeing/](https://www.good-thinking.uk/coronavirus/how-to/five-ways-good-mental-wellbeing/) |
| **Message #3**  **Promoting help seeking behaviour - it’s okay to ask for help** | Everyone is dealing with new and increased stress and anxiety as a result of COVID-19. It is normal to feel upset, anxious or confused at times. Asking for help can be an important part of looking yourself and those around you.  Now more than ever, it is important to talk and spend time with family and friends. Discuss problems and the changes you are experiencing with someone you trust. Having a face-to-face conversation isn’t always possible but finding a good time and someone you feel comfortable to talk to uninterrupted can help to explain how you feel and the support you might need. Remember, the person you are talking to may not know the answers, but simply talking about things out loud can help.  You may feel more comfortable talking to someone you don’t know by using one of the following helplines:   * [**Shout**](https://www.giveusashout.org/) is the UK 's first 24/7 text messaging service for anyone in crisis. Text Shout at any time to 85258 to start a conversation. * [**The Samaritans**](http://www.samaritans.org/) free, 24-hour listening service on 116 123 or email [jo@samaritans.org](mailto:jo@samaritans.org). * The [**Switchboard LGBT+ helpline**](https://www.switchboard.org.uk/switchboard-covid-19-helpline-and-service-update/) is open daily from 10am-10pm on 0300 330 0630 or email [chris@switchboard.lgbt](mailto:chris@switchboard.lgbt). * If you’re shielding at home and worried about collecting food or medicines, then [**NHS Volunteer Responders**](http://www.nhsvolunteerresponders.org.uk/) can support you. Call 0808 196 3646 between 8am and 8pm. | * [www.giveusashout.org](https://www.giveusashout.org/) / [youtu.be/sxZxtFEd530](https://youtu.be/sxZxtFEd530)   **SHOUT helpline**  SHOUT is the UK’s first 24/7 text service, free on all major mobile networks, for anyone in crisis anytime, anywhere. It’s a place to go if you’re struggling to cope and you need immediate help.  Shout is powered by a team of volunteers, so if you’re feeling anxious, worried, isolated, lonely or need support, Shout’s Crisis Volunteers are here for you. Text Shout to 85258 to start a conversation. You can text from wherever you are in the UK, it’s free, confidential and won’t appear on your bill.   * [www.samaritans.org/](http://www.samaritans.org/) * [www.switchboard.org.uk/switchboard-covid-19-helpline-and-service-update/](https://www.switchboard.org.uk/switchboard-covid-19-helpline-and-service-update/) * [www.nhsvolunteerresponders.org.uk](http://www.nhsvolunteerresponders.org.uk) * ['Making Every Contact Count' (MECC) Link](https://www.mecclink.co.uk/covid-19-support/) |
| **Message #4**  **Supporting mental health during the coronavirus outbreak** | Infectious disease outbreaks, like the current Coronavirus (COVID-19), can be scary and can affect our mental health. While it is important to stay informed, there are also many things we can do to support and manage our wellbeing during such times.  We need to stay at home and only go outside for food, health reasons, including safe exercise, or essential work, to stay two metres (six feet) away from other people and wash our hands as soon as we get home.  Create a new daily routine that prioritises looking after yourself. You could try reading more or watching movies, having an exercise routine, trying new relaxation techniques, or finding new knowledge on the internet. Try and rest and view this as a new if unusual experience, that might have its benefits.  Make sure your wider health needs are being looked after such as having enough prescription medicines available to you.  Read the Mental Health Foundation’s [full list of tips on staying at home](https://mentalhealth.org.uk/coronavirus/staying-at-home). | [mentalhealth.org.uk/coronavirus/staying-at-home](https://mentalhealth.org.uk/coronavirus/staying-at-home)  [mentalhealth.org.uk/coronavirus](https://mentalhealth.org.uk/coronavirus) |
| **Message #5**  **How to look after your mental health during the coronavirus outbreak** | As human beings, we are hardwired to protect ourselves from potential threats so it’s understandable that you might have concerns about coronavirus and that it could be affecting your mental health. Perhaps you’re stressed about the financial implications if you have to take time off work or if you’re already self-isolating, you might be struggling with boredom or loneliness. For those of you with an existing mental health condition, such as anxiety, depression or OCD, this might be a particularly difficult time.  Good Thinking has lots of [apps and other resources](https://www.good-thinking.uk/) support you if you feel anxious, sleep deprived, stressed or sad, including a [self-assessment tool](https://www.good-thinking.uk/self-assessments/) that has been updated in line with Public Health England’s guidance on coronavirus. Good Thinking has also put together the following tips to help you look after your mental health over the coming weeks. | See Appendix 1 for full content  [www.good-thinking.uk/](https://www.good-thinking.uk/)  [www.good-thinking.uk/coronavirus/how-to/look-after-your-mental-health/](https://www.good-thinking.uk/coronavirus/how-to/look-after-your-mental-health/) |
| **Message #6**  **How to stay mentally well while you self-isolate** | Staying at home comes with its challenges. You might experience feelings of frustration, boredom or loneliness. You might feel extremely stressed about the situation and worried about your loved ones. If you have an existing mental health condition, self-isolation might be particularly difficult.  London’s digital wellbeing service, [Good Thinking](https://www.good-thinking.uk/), has the answer to some of the questions you might have about self-isolation and your mental wellbeing. They have also been speaking to Londoners about their experiences. | See Appendix 1 for full content.  [www.good-thinking.uk/](https://www.good-thinking.uk/)  [www.good-thinking.uk/coronavirus/how-to/stay-mentally-well-whilst-you-self-isolate/](https://www.good-thinking.uk/coronavirus/how-to/stay-mentally-well-whilst-you-self-isolate/) |
| **Message #7**  **If you are in crisis you can use the SHOUT helpline** | [Shout](https://www.giveusashout.org/) is the UK’s first 24/7 text service, free on all major mobile networks, for anyone in crisis anytime, anywhere. It’s a place to go if you’re struggling to cope and you need immediate help.  Shout is powered by a team of volunteers, so if you’re feeling anxious, worried, isolated, lonely or need support, Shout’s Crisis Volunteers are here for you. Text Shout to 85258 to start a conversation. You can text from wherever you are in the UK, it’s free, confidential and won’t appear on your bill. | [www.giveusashout.org/](https://www.giveusashout.org/)  [youtu.be/sxZxtFEd530](https://youtu.be/sxZxtFEd530) |
| **Message #8**  **Mental health and money advice for COVID-19 outbreak** | If the COVID-19 outbreak has caused you to take time off work or resulted in your income being reduced, it can be extremely stressful. As a result, you may experience heightened anxiety, low mood or depression.  If your income has reduced during the COVID-19 outbreak, the first step you should take is to complete a budget form. The charity **Money and Mental Health** has developed a form which allows you to put down all of your incomings and outgoings to understand better how the reduction in income will affect you.  They have further [support and guidance](https://www.mentalhealthandmoneyadvice.org/en/top-tips/mental-health-and-money-advice-for-covid-19-outbreak/) on mental health and money during the coronavirus pandemic too. | * [www.mentalhealthandmoneyadvice.org/en/top-tips/mental-health-and-money-advice-for-covid-19-outbreak/](https://www.mentalhealthandmoneyadvice.org/en/top-tips/mental-health-and-money-advice-for-covid-19-outbreak/) * Also – on Good Thinking: [*How to deal with job and financial uncertainty*](https://www.good-thinking.uk/coronavirus/how-to/handle-job-and-financial-uncertainty/) * Mind’s head of workplace wellbeing programmes, Faye McGuinness, [writes for Business Healthy](https://www.businesshealthy.org/supporting-furloughed-workers/) about how employers can proactively support the mental health and wellbeing of employees who have been placed on temporary leave or “furloughed” due to COVID-19. |
| **Message #9**  **How to get enough sleep** | Around a third of adults are thought to have trouble sleeping. In fact, sleep problems are one of the most common psychological reasons for GP appointments and, left untreated, insomnia increases the risk of development or worsening of anxiety, depression, hypertension and diabetes.  Add the stress of coronavirus (COVID-19) – self-isolation, working from home or the current citywide lockdown – and there can only be even more people struggling with sleep. Research has shown that being helped to sleep better really helps to reduce stress. London’s digital wellbeing service, [Good Thinking](https://www.good-thinking.uk/), has some advice for getting a better night’s sleep. | See Appendix 1 for full content.  [www.good-thinking.uk/coronavirus/how-to/get-enough-sleep/](https://www.good-thinking.uk/coronavirus/how-to/get-enough-sleep/) |
| **Message #10**  **How to deal with stress** | It may seem obvious but one of the ways the COVID-19 outbreak will affect us all is by increasing stress. Whilst stress is a perfectly normal, even healthy, reaction in the body and mind to some type of threat (it prepares you for ‘fight or flight’), when facing ongoing threats and challenges, it becomes something quite different.  [Dr Russ Harris](https://thehappinesstrap.com/), author of The Happiness Trap, suggests there is something simple that you can do: “...the single most useful thing anyone can do in any type of crisis – Corona-related or otherwise – is to: ***focus on what’s in your control.***”  The better you can focus on what you can control, the more clearly you can take in that not everything is out of control. London’s digital wellbeing service, [Good Thinking](https://www.good-thinking.uk/), has access to a free app called [My Possible Self](https://www.good-thinking.uk/resources/my-possible-self/) which can help guide you in this process. | See Appendix 1 for full content.  [www.good-thinking.uk/coronavirus/how-to/deal-with-stress/](https://www.good-thinking.uk/coronavirus/how-to/deal-with-stress/)  Plus:  [thehappinesstrap.com/](https://thehappinesstrap.com/)  [www.good-thinking.uk/resources/my-possible-self/](https://www.good-thinking.uk/resources/my-possible-self/) |
| **Message #11**  **Amplifying positive stories/ a positive story for people to amplify** | Londoners young and old are sharing messages, videos, poems, stories, drawings, as well as book and film recommendations, digitally. The current lockdown is encouraging people to spend more time on the phone while they are physically apart.  Some people are choosing to put notes through self-isolating neighbours’ doors, offering to pick up a pint of milk and a loaf of bread to leave on a doorstep. New conversations from window to window are now occurring, and new solidarities may be forged.  Share your positive stories online using [#LondonTogether](https://www.london.gov.uk/coronavirus/londontogether). | Thrive LDN Friday Twitter thread:  [May 29](https://twitter.com/ThriveLDN/status/1266395132934467584)  [May 22](https://twitter.com/ThriveLDN/status/1263857384641921032)  [May 15](https://twitter.com/ThriveLDN/status/1261341953607626753)  [May 8](https://twitter.com/ThriveLDN/status/1258732672492462081)  [May 1](https://twitter.com/ThriveLDN/status/1256134939768127488)  [April 24](https://twitter.com/ThriveLDN/status/1253640933163388929)  [April 17](https://twitter.com/ThriveLDN/status/1251060698567847936)  [April 10](https://twitter.com/ThriveLDN/status/1248579710436679681)  [April 03](https://twitter.com/ThriveLDN/status/1246112975120973825)  [March 27](https://twitter.com/ThriveLDN/status/1243669095960150018)  Stories:   * [#LondonTogether](https://www.london.gov.uk/coronavirus/londontogether) * www.london.gov.uk/coronavirus/londontogether |
| **Message #12**  **London Together** | There are amazing stories happening right across London of what people are doing to help keep themselves, neighbours and loved ones happy and mentally healthy. You may have seen or heard about [#LondonTogether](https://www.london.gov.uk/coronavirus/londontogether) which is celebrating these heart-warming stories across London.  Thrive LDN is supporting the campaign and asking Londoners to record a video selfie answering any of the questions below:   * What you are doing to keep yourself physically and/or mentally well? * What you are doing to stay connected with friends, loved ones and neighbours? * Do you know a #LondonTogether hero? Give a ‘shout out’ to any big-hearted Londoners going above and beyond and let us know why they’re a #LondonTogether hero to you.   Once recorded, send your video selfie by [**uploading to Dropbox**](https://www.dropbox.com/request/ZwUJsktQKgVXwuH7vpAs)or **email to** [**info@thriveldn.co.uk**](mailto:info@thriveldn.co.uk). Thrive LDN will try and feature as many as possible.  Further information about the [#LondonTogether](https://www.london.gov.uk/coronavirus/londontogether) campaign can be found online. | [www.london.gov.uk/coronavirus/londontogether](https://www.london.gov.uk/coronavirus/londontogether)  **Social media collateral:**  We’re asking partners to support your community and audiences with content around mental health, and show that we are #LondonTogether.  Please do this by sharing the video in [this Google Drive](https://drive.google.com/drive/folders/15__xb_uwwmwNJ0yknlnByAI8zhT_WNYr) on your social channels, email and website, signposting mental health support services on our [website](https://www.london.gov.uk/coronavirus/coronavirus-and-looking-after-your-mental-health)and using **#LondonTogether**  *Suggested messaging*   * It’s perfectly normal if this new way of living is getting you down sometimes. None of us are superhuman. * So even in lockdown, it’s vital that you still open up and talk about your mental health. * Don’t be scared to show your vulnerabilities during this difficult time. Reach out to a family member or friend or access support through the [Thrive LDN](https://thriveldn.co.uk/) movement or online resources from [Good Thinking](https://www.good-thinking.uk/). #LondonTogether |
| **Message #13**  **Managing physical symptoms that are triggered by stress and anxiety** | It is quite common to experience short-lived physical symptoms when your mood is low or anxious, for example:   * faster, irregular or more noticeable heartbeat * feeling lightheaded and dizzy * headaches * chest pains or loss of appetite   It can be difficult to know what is causing these symptoms, but often people who experience them due to stress, anxiety or low mood find that they get worse when they focus on them.  The [NHS has advice](https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing/guidance-for-the-public-on-the-mental-health-and-wellbeing-aspects-of-coronavirus-covid-19#where-to-get-further-support) on managing the physical symptoms that are triggered by stress and anxiety. | [www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing/guidance-for-the-public-on-the-mental-health-and-wellbeing-aspects-of-coronavirus-covid-19#where-to-get-further-support](https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing/guidance-for-the-public-on-the-mental-health-and-wellbeing-aspects-of-coronavirus-covid-19#where-to-get-further-support) |
| **Message #14**  **Coping with loss and bereavement - loneliness** | Bereavement, which is a difficult experience under any situation, is taking place under very challenging circumstances during the coronavirus (COVID-19) pandemic.  Both those who experience loss as a consequence to COVID-19, or loss through another cause may experience increased trauma and may be cut off from some of their usual support network.  Very sadly, some families may not have had the opportunity to say goodbye to their loved ones before they died, which can be particularly upsetting. The observance of other practices and traditions which normally occur after someone has died may also be affected. Those who are already struggling with bereavement, or whose relatives or friends die through other causes will also be affected.  Several UK bereavement charities and organisations have offered guidance, advice, and support to deal with bereavement during this pandemic, both the practical and psychological aspects.  When you are bereaved you should stay in touch with other people, however because of the virus this needs to be by telephone, video, and online.  The bereavement care charity [Cruse](https://www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief) is helping families affected by coronavirus. You can find a broad range of guidance, including easy read fact sheets, on the [Cruse website](https://www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief). You can also contact the charity’s free national helpline on 0808 808 1677 or email them at [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk).  There is also further guidance on options for life streaming a funeral service and organising online family memorials. | * The Good Grief Trust - [*Coronavirus Bereavement Advice*](https://www.thegoodgrieftrust.org/need-know-info/coronavirus-bereavement-advice/) * At A Loss - [*Dealing with bereavement and grief during the Covid-19 pandemic*](https://www.ataloss.org/covid-19) * National Association of Funeral Directors - [*COVID-19 Funeral Advice*](https://nafd.org.uk/funeral-advice/) * Good Thinking - [*How to cope with bereavement and grief*](https://www.good-thinking.uk/coronavirus/how-to/cope-bereavement-and-grief/)   *Suggested social media posts:*  *1)*  #COVID19 may sadly mean some people are having to grieve for a loved whilst feeling increasingly isolated. @CruseCare's freephone helpline is open to provide support and advice. Call 0808 808 1677. Full info and opening hours: [www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief](https://www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief)  *2)*  If you or someone you know has suffered a bereavement through #COVID19, or under any circumstance during these uncertain times, you are not alone - there is support out there for you. The @goodgrieftrust has compiled a list if useful links and information: [www.thegoodgrieftrust.org/need-know-info/coronavirus-bereavement-advice/](http://www.thegoodgrieftrust.org/need-know-info/coronavirus-bereavement-advice/) |
| **Message #15**  **London’s response to bereavement and coping with loss** | In London, health and care leaders are working with faith leaders, representatives of the professional funeral sector and others to offer support and to ensure that processes remain as dignified, respectful and supportive as they can be.  Acknowledging and respecting the wishes of families is key. Sadly, however, it is possible that an anticipated increase in the number of deaths may affect the timeframe in which some processes occur. For example, these might include the need to change registration processes to encompass social distancing, the reduced availability of mortuary space and of transportation together with a reduction in staffing by cemetery and crematoria staff. Wherever possible authorities will work to meet the deceased relatives’ wishes. | [www.gov.uk/government/publications/covid-19-guidance-for-care-of-the-deceased](https://www.gov.uk/government/publications/covid-19-guidance-for-care-of-the-deceased) |
| **Message #16**  **Bereavement support for children** | The [Childhood Bereavement Network](http://www.childhoodbereavementnetwork.org.uk/help-around-a-death/covid-19.aspx) has provided advice and guidance from a number of children and young people’s bereavement organisations.  These including supporting a bereaved child or a young person, how to say goodbye when a funeral is not possible due to social distancing restrictions in place, and guidance for families with children and young people around changes to funerals. | [www.childhoodbereavementnetwork.org.uk/help-around-a-death/covid-19.aspx](http://www.childhoodbereavementnetwork.org.uk/help-around-a-death/covid-19.aspx)  *Suggested social media post:*  Bereavement as a result of #COVID19UK will be difficult for anybody, but perhaps more so for children who may be feeling heightened anxiety. Child Bereavement UK (@cbukhelp) have made a short video on how you can support a bereaved child: [www.youtube.com/watch?v=SFm-SXeJwl8&feature=emb\_logo](https://www.youtube.com/watch?v=SFm-SXeJwl8&feature=emb_logo) |
| **Message #17**  **This can be an especially lonely time for Londoners** | For many people there will be a tough, but necessary period of social isolation. Many of us will miss seeing family and friends and taking part in our usual hobbies, interests and activities.  During the Coronavirus outbreak it’s especially important we can stay in touch with people who are alone.  Our friends at the Campaign to End Loneliness have published lots of [advice and tips](https://www.campaigntoendloneliness.org/blog/coronavirus-and-social-isolation/) about dealing with isolation and tackling loneliness during the current outbreak. | [www.campaigntoendloneliness.org/blog/coronavirus-and-social-isolation/](https://www.campaigntoendloneliness.org/blog/coronavirus-and-social-isolation/) |
| **Message #18**  **Befriending support services for Londoners** | Some people may benefit from a more formal social arrangement such as befriending, where you are matched with a befriender who can either contact you via phone or in person. Charities such as [Age UK,](https://ageuk.org.uk/) [Independent Age](https://www.independentage.org/) and [Sense](https://www.sense.org.uk/) offer these services. The [Befriending Network](https://www.befriending.co.uk/) has a directory of services in the UK. This can be a good option if you find leaving your home difficult.  [Community Connectors](https://redcross.org.uk/get-help/get-help-with-loneliness) and Navigators can help you find local services, groups and activities that suit you. These may help you with your loneliness and improve your health and wellbeing more broadly. Talk to your GP about how to access these services. | * [www.befriending.co.uk/](https://www.befriending.co.uk/) * [www.campaigntoendloneliness.org/helpful-links/](https://www.campaigntoendloneliness.org/helpful-links/) |
| **Message #19**  **Multiple issues (stressors) can take its toll on your mental health** | Emergencies are always stressful, however the scale of COVID-19 means it is universally felt across populations. It is likely that many factors will combine together to affect the health (mental and physical) and wellbeing of individuals, communities and populations.  Specific stressors and issues have arisen as a result of the pandemic. Understanding these stressors, the factors which affect them, and their long-term effects is crucial to prevent poor mental health outcomes on a population level.  Londoners may be feeling a range of issues which are causing increased stress. These range from financial implications if people are taking time off work or self-isolating, to boredom or loneliness. For those with an existing mental health condition, such as anxiety, depression or OCD, this might be a particularly difficult time.  Mind have a wide range of [advice and guidance](https://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/) on their website which can help those who are experiencing multiple issues that may be impacting on their mental health and wellbeing. | [www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/](https://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/)  *Supporting note:*  COVID-19 will have an unprecedented impact on the health, economics and geopolitics. As before, individuals and communities to unlikely to be able to directly control many of the determinants of health. However, as these changes unfold, the number of people lower down the social gradient is likely to increase.  Londoners’ experience of the determinants of health – the things that make people healthy or not – is likely to change. Appropriate planning and reinforcement for this change will be required.  Engaging with and responding to the needs and insights of Londoners will be crucial to recovering from COVID-19 and rebuilding a sustainable and supportive society where everyone will have the opportunity to have good mental health and wellbeing. |
| **Message #20**  **How to manage an eating disorder** | If you have an eating disorder, the coronavirus outbreak might be causing additional stress. Changes in your daily routine due to social distancing and self-isolation might make you feel anxious and not in control. The media focus on food and supplies, including images of stockpiling, and discussion about which groups of people are especially vulnerable to infection might also be affecting you.  Your eating might be the one thing you feel you can control, so you may find your eating disorder is more challenging than ever. However, you’re not alone in feeling this way.  For detailed guidance about managing your eating disorder during the coronavirus outbreak, visit the [Beat website](https://www.beateatingdisorders.org.uk/coronavirus).  Good Thinking also has some useful [tips and links](https://www.good-thinking.uk/coronavirus/how-to/manage-eating-disorders/) to help you manage an eating disorder at this difficult time. | [www.beateatingdisorders.org.uk/coronavirus](https://www.beateatingdisorders.org.uk/coronavirus)  [www.good-thinking.uk/coronavirus/how-to/manage-eating-disorders/](https://www.good-thinking.uk/coronavirus/how-to/manage-eating-disorders/) |
| **Message #21**  **How to avoid fake news about coronavirus** | From conspiracy theories to miracle cures, fake news is hampering the fight against the disease and could also be having a negative impact on your mental wellbeing. You might feel overwhelmed by the sheer amount of information, anxious about what you’re seeing and stressed as you don’t know what to believe.  Good Thinking has some [helpful steps](https://www.good-thinking.uk/coronavirus/how-to/avoid-fake-news-about-coronavirus/) you can take to avoid the dangerous myths and misinformation and find news and advice that you can trust. | [www.good-thinking.uk/coronavirus/how-to/avoid-fake-news-about-coronavirus/](https://www.good-thinking.uk/coronavirus/how-to/avoid-fake-news-about-coronavirus/) |
| **Message #22**  **Exercising for min. 20 mins per day and doing so safely** | Whilst we must all adhere to the Government guidelines on social distancing, it is important to remember to look after our physical health. Staying physically active and accessing green space is an important part of maintaining good health and wellbeing.  Being active for over 20 minutes a day, means adults will be able to get the total weekly amount of physical activity that is recommended for good health and wellbeing. Activities such as walking or cycling are easy forms of physical activity that people of all fitness levels can enjoy and make a habit of doing each day.  For many Londoners, access to local parks and green space is a lifeline and supports good mental wellbeing. London’s Boroughs are working hard to keep parks open. We can all support this effort by staying as local as possible, not gathering in groups, and keeping two metres apart from those not in your household. Please use our green spaces safely and respectively. | [www.london.gov.uk/coronavirus/social-distancing-guidance/london-parks-and-green-spaces-covid-19-guidance](https://www.london.gov.uk/coronavirus/social-distancing-guidance/london-parks-and-green-spaces-covid-19-guidance) |
| **Message #23**  **How to develop a new healthy habit** | At this challenging time, you might be concerned about the disruption to your daily routine. However, the current situation can also be a springboard to developing new healthy habits.  Psychologists who study the best ways to form healthy habits consider life events a ‘window of opportunity’ because they disrupt our routine. The current situation is making us stop and deliberately consider our lives. So now is the opportunity to start doing something you always wanted to do but never seemed to have the time.  For example, activities such as a 20-minute walk or cycle are easy forms of physical activity that people of all fitness levels can enjoy and build into a daily routines.  Good Thinking have put together a [helpful quick start guide](http://www.good-thinking.uk/coronavirus/how-to/use-disruption-your-routine-develop-new-healthy-habit/) on how to develop a new healthy habit based on the science of habit formation. | [www.good-thinking.uk/coronavirus/how-to/use-disruption-your-routine-develop-new-healthy-habit/](http://www.good-thinking.uk/coronavirus/how-to/use-disruption-your-routine-develop-new-healthy-habit/) |
| **Message #24**  **How to maintain a healthy, balanced diet** | Following a healthy, balanced diet as outlined in the [UK’s Eatwell Guide](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/742750/Eatwell_Guide_booklet_2018v4.pdf) will help you to stay well and feel your best.  You might be finding it harder to stick to healthy eating at the moment though. Being at home all day means you have to prepare more meals rather than eating at work or school or in a café or restaurant. If you’re feeling stressed about coronavirus, you might also find that you’re turning to high-calorie, high-sugar meals and snacks.  The Good Thinking team has put together [some tips](https://www.good-thinking.uk/coronavirus/how-to/maintain-healthy-balanced-diet/) to help you shop for and prepare healthy and nutritious meals at this time. In line with the official advice, you should only leave your house for essential items and you should try to do this as infrequently as possible. | <https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/742750/Eatwell_Guide_booklet_2018v4.pdf>  [www.good-thinking.uk/coronavirus/how-to/maintain-healthy-balanced-diet/](http://www.good-thinking.uk/coronavirus/how-to/maintain-healthy-balanced-diet/) |
|  | | |
| **Topic** | **Domestic abuse** | |
|  | **Suggested message** | **Suggested collateral / sources / additional links** |
| **Message #1**  **Support for victims of domestic abuse** | Measures announced over recent weeks to tackle coronavirus (COVID-19) have seen people’s day-to-day life be drastically altered. These changes are essential to beat coronavirus and protect our NHS.  The government acknowledges that the order to stay at home can cause anxiety for those who are experiencing domestic abuse. Domestic abuse is unacceptable in any situation, no matter what stresses you are under.  If you do not feel safe at home, it is important to remember that there is help and support available to you.  The [National Domestic Abuse Helpline](https://www.nationaldahelpline.org.uk/) website provides guidance and support for potential victims, as well as those who are worried about friends and loved ones. They can also be called, for free and in confidence, 24 hours a day on 0808 2000 247. The website also has a form through which women can book a safe time for a call from the team.  Remember, if you are in immediate danger, call 999 and ask for the police.  If you are unable to talk on the phone, call 999 and then press 55. This will transfer your call to the relevant police force who will assist you without you having to speak. | [www.gov.uk/government/publications/coronavirus-covid-19-and-domestic-abuse/coronavirus-covid-19-support-for-victims-of-domestic-abuse](https://www.gov.uk/government/publications/coronavirus-covid-19-and-domestic-abuse/coronavirus-covid-19-support-for-victims-of-domestic-abuse)  [www.nationaldahelpline.org.uk/](https://www.nationaldahelpline.org.uk/)  [www.womensaid.org.uk/covid-19-coronavirus-safety-advice-for-survivors/](https://www.womensaid.org.uk/covid-19-coronavirus-safety-advice-for-survivors/) |
| **Message #2**  **What to do if you need urgent police help through the 999 service, but can’t speak** | If you are in immediate danger, call 999 and ask for the police.  If you are in danger and unable to talk on the phone, call 999 and then press 55. This will transfer your call to the relevant police force, where the police call handler will attempt to communicate with you by asking simple yes or no questions.  It is always best to speak to the operator if you can, even by whispering. Yet, if it is not safe to do this then the police call handler will help you without you having to speak. You may also be asked to cough or tap the keys on your phone in response to questions.  Pressing 55 does not allow police to track your location. However, when 999 calls are made from landlines, information about where you’re calling from should be automatically available to the call handlers to help provide a response. | [www.policeconduct.gov.uk/sites/default/files/Documents/research-learning/Silent\_solution\_guide.pdf](https://www.policeconduct.gov.uk/sites/default/files/Documents/research-learning/Silent_solution_guide.pdf) |
| **Message #3**  **London specific Domestic Abuse support** | Domestic abuse is unacceptable in any situation, no matter what stresses you are under. You are not alone.  Support is available in your local area from specialist domestic abuse services who can help with advice, safety planning and referring to other services, including refuge accommodation if you need to leave.  There are also advice services in London which can help you to access the right support and advice, including legal advice:   * **Solace Advice Line:** 0808 802 5565 or [advice@solacewomensaid.org](mailto:advice@solacewomensaid.org) * **Women and Girls Network Advice Hub:** 0808 801 0660 or [advice@wgn.org.uk](mailto:advice@wgn.org.uk) * **Rights of Women Legal Advice Line:** 020 7608 1137   You can also find some helpful [advice from Good Thinking](https://www.good-thinking.uk/coronavirus/how-to/deal-tension-conflict-and-domestic-abuse/) on how to deal with tension and conflict. | [www.solacewomensaid.org/advice-support](https://www.solacewomensaid.org/advice-support)  [www.wgn.org.uk/](http://www.wgn.org.uk/)  [rightsofwomen.org.uk/about-us/ascent-women-london/](https://rightsofwomen.org.uk/about-us/ascent-women-london/)   * Also – on Good Thinking: [How to deal with tension, conflict and domestic abuse](https://www.good-thinking.uk/coronavirus/how-to/deal-tension-conflict-and-domestic-abuse/) |
| **Message #4**  **Help for perpetrators of violence** | If you’re reading this, you’re probably worried about some of your behaviours and you want to take steps to change them.  The charity Respect provide [help for perpetrators](https://respectphoneline.org.uk/help-for-perpetrators/) of violence and domestic abuse, supporting you to become safe around your partner and children.  **Have you been abusive?**  Have you harmed the ones you love? Whether you’ve been abusive or violent once, twice, or many times, there’s probably a pattern to the things you do.  Respect encourages you to reflect on your behaviours and how they have harmed others. Becoming aware of how you’re acting will help you take control of your behaviours – and ultimately, stop.  You can talk to Respect in confidence about your violence and domestic abuse. A friendly Helpline Advisor will listen to you without judgement and give you honest advice. Call 0808 802 4040 free from landlines and mobile phones within the UK - your call will not appear on itemised bills. | [respect.uk.net/](http://respect.uk.net/)  For Twitter, the tweet to include is:  [twitter.com/RespectUK/status/1244535016044089349](https://twitter.com/RespectUK/status/1244535016044089349) |
|  | | |
| **Topic** | **Young Londoners (Inc. advice for parents and carers)** | |
|  | **Suggested message** | **Suggested collateral / sources / additional links** |
| **Message #1**  **Advice for children and young people** | From #PEWithJoe and painting rainbows for your front window to doing a TikTok dance challenge and taking part in #ClapForOurCarers, you’re probably focusing on lots of positive stuff right now. However, you might also feel confused, worried, scared and little bit overwhelmed about what’s going on with coronavirus.  Remember - it’s OK to not be OK. Everyone is finding this hard. So, how can we help to make the current situation less scary? [Good Thinking have answered some](https://www.good-thinking.uk/coronavirus/advice-for/children-and-young-people/) of the questions you might have. | [www.good-thinking.uk/coronavirus/advice-for/children-and-young-people/](https://www.good-thinking.uk/coronavirus/advice-for/children-and-young-people/) |
| **Message #2**  **Social distancing is tough for everyone particularly for young Londoners** | Social distancing doesn’t mean you can’t be in contact with your friends and family. We live in an age where we’re more connected than ever through technology and this means you can call or hang out over video with people every day, staying connected as often as you like through digital platforms.  Check out [The Mix’s 10 fun things you can do at home](https://www.themix.org.uk/mental-health/looking-after-yourself/feeling-bored-here-are-ten-fun-things-you-can-do-to-pass-the-time-at-home-35711.html). | Suggested social media post:  *#SocialDistancing doesn’t mean you can’t be in contact with your friends. Through technology we're more connected than ever and this means you can call or hang out over video with people, staying connected as often as you like through digital platforms.*  [*www.themix.org.uk/mental-health/looking-after-yourself/feeling-bored-here-are-ten-fun-things-you-can-do-to-pass-the-time-at-home-35711.html*](https://www.themix.org.uk/mental-health/looking-after-yourself/feeling-bored-here-are-ten-fun-things-you-can-do-to-pass-the-time-at-home-35711.html) |
| **Message #3**  **Young Londoners must pull together by staying apart** | Young Londoners are being asked to pull together by staying apart. We need to stay apart and keep our physical distance to ensure we stop the spread of the virus. However, at the same time we need to work together to stop fear and anxiety spreading throughout our great city.  Don’t be afraid to ask for help, use the helplines and online tools to connect with people who can support you and help you cope during worrying times.  UNICEF have shared some [top tips](https://www.unicef.org/coronavirus/how-teenagers-can-protect-their-mental-health-during-coronavirus-covid-19) to help teenagers during these challenging times.  Whether you're feeling good right now, or really low, [Mind’s Elefriends](https://www.mind.org.uk/information-support/support-community-elefriends/) is a supportive online community that provides a safe place to share experiences and listen to others. | * [www.unicef.org/coronavirus/how-teenagers-can-protect-their-mental-health-during-coronavirus-covid-19](https://www.unicef.org/coronavirus/how-teenagers-can-protect-their-mental-health-during-coronavirus-covid-19) * [www.mind.org.uk/information-support/support-community-elefriends/](https://www.mind.org.uk/information-support/support-community-elefriends/) * [www.good-thinking.uk/coronavirus/advice-for/children-and-young-people/](https://www.good-thinking.uk/coronavirus/advice-for/children-and-young-people/)   *Suggested social media post:*  #YoungLondoners are being asked to pull together by staying apart. Don’t be afraid to ask for help, use the helplines and online tools to connect with people who can support you and help you cope during worrying times. [www.mind.org.uk/information-support/support-community-elefriends/](https://www.mind.org.uk/information-support/support-community-elefriends/) |
| **Message #4**  **Advice for parents and carers –**  **supporting children and young people** | Children and teenagers might be experiencing a range of emotions because of the coronavirus (COVID-19) outbreak. Regardless of their age, this may be a difficult time for children and young people. Some may react right away, while others may show signs of difficulty later on.  They might feel anxious about what they see on the news, upset that they can no longer see their friends and frustrated that their weekend activities have been cancelled. If they are not going to school or unable to do their exams, they might worry about the long-term impact this could have.  As parents and carers, you’ll need to support them through this uncertain time and make sure they feel safe and loved. You might have to answer some difficult questions and put new boundaries in place regarding visits to friends and grandparents and how much screen time is allowed, for example.  At the same time, you’ll be concerned about your family’s health and may be under added pressure if your livelihood might be affected by coronavirus.  London’s digital wellbeing service, [Good Thinking](https://www.good-thinking.uk/), has the answer to some of the questions parents and carers might have about how to support children and young people at this time. | See Appendix 1 for full content.  [www.good-thinking.uk/coronavirus/advice-for/parents-carers-general-advice/](https://www.good-thinking.uk/coronavirus/advice-for/parents-carers-general-advice/)  Public Health England also has [supporting guidance](https://www.gov.uk/government/publications/covid-19-guidance-on-supporting-children-and-young-peoples-mental-health-and-wellbeing/guidance-for-parents-and-carers-on-supporting-children-and-young-peoples-mental-health-and-wellbeing-during-the-coronavirus-covid-19-outbreak):  How a child or young person reacts can vary according to their age, how they understand information and communicate, their previous experiences, and how they typically cope with stress. Negative reactions may include worrying thoughts about their health or that of family and friends, fear, avoidance, problems sleeping, or physical symptoms such as stomach-ache.  [www.gov.uk/government/publications/covid-19-guidance-on-supporting-children-and-young-peoples-mental-health-and-wellbeing/guidance-for-parents-and-carers-on-supporting-children-and-young-peoples-mental-health-and-wellbeing-during-the-coronavirus-covid-19-outbreak](https://www.gov.uk/government/publications/covid-19-guidance-on-supporting-children-and-young-peoples-mental-health-and-wellbeing/guidance-for-parents-and-carers-on-supporting-children-and-young-peoples-mental-health-and-wellbeing-during-the-coronavirus-covid-19-outbreak) |
| **Message #5**  **Advice for parents and carers –**  **supporting your own mental health** | The coronavirus (COVID-19) outbreak is going to affect everyone’s daily lives, as the government and the NHS take necessary steps to manage the outbreak, reduce transmission and treat those who need medical attention.  As well as thinking about the children or young people in your care, it is important to take care of your own mental health and wellbeing. Children and young people react, in part, to what they see from the adults around them. When parents and caregivers deal with a situation calmly and confidently, they can provide the best support for their children and young people. Parents and caregivers can be more supportive to others around them, especially children, if they are better prepared.  You can explore [advice on how to look after your mental health and wellbeing](https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing/guidance-for-the-public-on-the-mental-health-and-wellbeing-aspects-of-coronavirus-covid-19) during the coronavirus (COVID-19) outbreak or visit [Every Mind Matters](https://www.nhs.uk/oneyou/every-mind-matters/) for clear advice and actions to take care of your mental health and wellbeing. | [www.gov.uk/government/publications/covid-19-guidance-on-supporting-children-and-young-peoples-mental-health-and-wellbeing/guidance-for-parents-and-carers-on-supporting-children-and-young-peoples-mental-health-and-wellbeing-during-the-coronavirus-covid-19-outbreak](https://www.gov.uk/government/publications/covid-19-guidance-on-supporting-children-and-young-peoples-mental-health-and-wellbeing/guidance-for-parents-and-carers-on-supporting-children-and-young-peoples-mental-health-and-wellbeing-during-the-coronavirus-covid-19-outbreak) |
| **Message #6**  **Be kind** | The outbreak has created a lot of upset and challenge for everyone. Be kind to your parents, families, carers and friends because we are all finding this hard.  We know that social isolation can at times be boring. You will want to see your friends and you might even already be wishing you were back at school.  However, you should also try to remember that this time is tough on adults as well. Today, ask your parents or guardian what you can do to help them. Keep up to date with schoolwork and call your grandparents or older relatives and neighbours.  Share your stories about what you are doing to keep your spirits up during these difficult times via #LondonTogether. | [www.london.gov.uk/coronavirus/londontogether](https://www.london.gov.uk/coronavirus/londontogether) |
| **Message #7**  **Advice to help children and young people with an autism spectrum condition and/or learning disability** | We are all having to change the way we do things because of coronavirus (COVID-19) and adjust to many stresses.  If you’re looking after a child or young person with an autistic spectrum condition and/or a learning disability, the changes in routine due to increased hand washing, social distancing and disruption to school life may create additional stress.  London’s digital wellbeing service, [Good Thinking](https://www.good-thinking.uk/coronavirus/advice-for/parents-and-carers-children-autistic-spectrum-disorder-learning-disabilities/), has some useful advice for families and carers to help children and young people with an autism spectrum condition and/or learning disability manage changes in routine. | See Appendix 1 for full content.  [www.good-thinking.uk/coronavirus/advice-for/parents-and-carers-children-autistic-spectrum-disorder-learning-disabilities/](https://www.good-thinking.uk/coronavirus/advice-for/parents-and-carers-children-autistic-spectrum-disorder-learning-disabilities/)   * [Carol Gray has created a social story](https://carolgraysocialstories.com/wp-content/uploads/2020/03/Pandemics-and-the-Coronavirus.pdf) * [Carers UK has produced guidance for carers](https://www.carersuk.org/help-and-advice/health/looking-after-your-health/coronavirus-covid-19) * [Mencap has published an easy read guide](https://www.mencap.org.uk/advice-and-support/health/coronavirus) * [The National Autistic Society provides information on its website](https://www.autism.org.uk/services/helplines/coronavirus.aspx) * The Girl With The Curly Hair [Facebook page](https://www.facebook.com/TheGirlWithTheCurlyHair/posts/2997763500274494?__xts__%5B0%5D=68.ARBPwBP9ADjt47cRAuGQo18h2KuBDQYXqPnP13Yxi3nMn3gioHTm8XQ12AfZyRJ4DvEC1ofWAivnft5DS4A_mrMr7b0gygg6ohq-CK90z2dButqVuZKfFZt3nyyyuGoX6JSfvb0qNo9ALfqMH_ievJiMIQEnLVqjZtttE4wQiWYgqDaKImUqeI900LBef638ISLeKF3siaV%5D) offers tips from parents and others and [The Curly Hair Project](https://thegirlwiththecurlyhair.co.uk/) website is also a useful resource. |
| **Message #8**  **Bereavement support for children** | The [Childhood Bereavement Network](http://www.childhoodbereavementnetwork.org.uk/help-around-a-death/covid-19.aspx) has provided advice and guidance from a number of children and young people’s bereavement organisations.  These including supporting a bereaved child or a young person, how to say goodbye when a funeral is not possible due to social distancing restrictions in place, and guidance for families with children and young people around changes to funerals.  There is also further guidance on options for life streaming a funeral service and organising online family memorials. | [www.childhoodbereavementnetwork.org.uk/help-around-a-death/covid-19.aspx](http://www.childhoodbereavementnetwork.org.uk/help-around-a-death/covid-19.aspx)  *Suggested social media post:*  Bereavement as a result of #COVID19UK will be difficult for anybody, but perhaps more so for children who may be feeling heightened anxiety. Child Bereavement UK (@cbukhelp) have made a short video on how you can support a bereaved child:  [www.youtube.com/watch?v=SFm-SXeJwl8&feature=emb\_logo](https://www.youtube.com/watch?v=SFm-SXeJwl8&feature=emb_logo) |
| **Message #9**  **Parents and carers supporting children and young people with eating disorders** | If your child has an eating disorder, they might be finding things particularly difficult at the moment. They might feel more anxious and distressed about their health, weight, body image and not being able to socialise. Spending more time in the house with family might make them feel that their food behaviours and intake are ‘on show’ and that they are being scrutinised more than before.  Food shortages at the supermarkets, cancelled medical appointments and worry about how coronavirus might impact your family could also leave you feeling helpless and out of control when you’re trying to support your child.  Good Thinking has developed some helpful [tips and advice](https://www.good-thinking.uk/coronavirus/advice-for/parents-and-carers-supporting-children-and-young-people-eating-disorders/) to help you over the coming weeks. You can find more detailed guidance about managing eating disorders on the [Beat website](https://www.beateatingdisorders.org.uk/coronavirus). | * [www.good-thinking.uk/coronavirus/advice-for/parents-and-carers-supporting-children-and-young-people-eating-disorders/](https://www.good-thinking.uk/coronavirus/advice-for/parents-and-carers-supporting-children-and-young-people-eating-disorders/) * www.beateatingdisorders.org.uk/coronavirus |
| **Message #10**  **Parents of children with attention deficit hyperactivity disorder (ADHD)** | Children with ADHD can be energetic, inattentive and impulsive to varying degrees. All these behaviours may seem worse when mixed with anxiety, excitement, boredom and change in routine, as any parent and teacher knows. COVID-19 has rapidly brought all these things into our lives.  Social distancing (which applies to children as much as any other age group), not being able to leave the house unless essential and only having one block of exercise a day are challenging for all of us but even more so for parents of active children.  Supporting your child’s learning at home may be equally demanding for inattentive youngsters. Excitement, anxiety and lack of routine are a perfect storm for stressful family life. Good Thinking has developed some [helpful tips and guidance](https://www.good-thinking.uk/coronavirus/advice-for/parents-children-attention-deficit-hyperactivity-disorder-adhd/) to support families and to help you think about how to manage your child with ADHD during this challenging time. | [www.good-thinking.uk/coronavirus/advice-for/parents-children-attention-deficit-hyperactivity-disorder-adhd/](https://www.good-thinking.uk/coronavirus/advice-for/parents-children-attention-deficit-hyperactivity-disorder-adhd/) |
| **Message #11**  **Advice for young people on how to manage their eating disorders** | If you have an eating disorder, the coronavirus outbreak might be causing additional stress. Not being able to see your friends or follow your usual daily routine at school, college or university might make you feel anxious and not in control. You might be concerned about whether you’re vulnerable to infection and find the increasing amount of news stories and social media posts about food and exercise distressing.  For detailed guidance about managing your eating disorder during the coronavirus outbreak, visit the [Beat website](https://www.beateatingdisorders.org.uk/coronavirus). If you’d like to speak to a trained support worker, you can contact the Beat Youthline on 0808 801 0711 or the Beat Studentline on 0808 801 0811.  The Good Thinking team has also created a [helpful article](https://www.good-thinking.uk/coronavirus/advice-for/young-people-how-manage-eating-disorders/) to help you manage your eating disorder at this difficult time. | [www.beateatingdisorders.org.uk/coronavirus](http://www.beateatingdisorders.org.uk/coronavirus)  [www.good-thinking.uk/coronavirus/advice-for/young-people-how-manage-eating-disorders/](http://www.good-thinking.uk/coronavirus/advice-for/young-people-how-manage-eating-disorders/) |
| **Message #12**  **Advice for young carers** | If you’re looking after (or helping to look after) someone in your family who can’t care for themselves, the coronavirus outbreak might be bringing added stress. You might be worried that the person you care for could be at risk of getting the virus. You might feel frustrated if you still have to go to school or isolated if you’re at home all the time. Or you might also find that you need to provide more emotional support to your family than usual.  It’s particularly important that you look after yourself and know where to go for help at this time. The Good Thinking team has created a [helpful article](https://www.good-thinking.uk/coronavirus/advice-for/young-carers/) to support young carers. | [www.good-thinking.uk/coronavirus/advice-for/young-carers/](http://www.good-thinking.uk/coronavirus/advice-for/young-carers/) |
| **Message #13**  **Advice for the children of essential workers and volunteers** | If your mum, dad or carer is an essential worker (sometimes called a key worker) or volunteer, you should be really proud of them. Just look at how many people join in with #ClapForOurCarers every Thursday to say thank you.  Of course, you might be worried that they still have to work and that this might be making them feel stressed. Perhaps you’re also struggling with the fact that you still have to go to school when some of your friends don’t.  The Good Thinking team has created a [helpful article](https://www.good-thinking.uk/coronavirus/advice-for/children-essential-workers-and-volunteers/) to support children of essential workers and volunteers. | [www.good-thinking.uk/coronavirus/advice-for/children-essential-workers-and-volunteers/](https://www.good-thinking.uk/coronavirus/advice-for/children-essential-workers-and-volunteers/) |
| **Message #14**  **Advice for children and young people who receive counselling and other support** | If you receive professional support for a mental health condition (such as anxiety or depression), ADHD, autism or another condition, it’s likely that your appointments will be affected by the coronavirus (COVID-19) outbreak. You might not be able to see your support worker or team face-to-face at this time, for example.  In a [helpful article](https://www.good-thinking.uk/coronavirus/advice-for/children-and-young-people-who-receive-counselling-and-other-support/), The Good Thinking team has considered some of the questions you might have. | [www.good-thinking.uk/coronavirus/advice-for/children-and-young-people-who-receive-counselling-and-other-support/](http://www.good-thinking.uk/coronavirus/advice-for/children-and-young-people-who-receive-counselling-and-other-support/) |
| **Message #15**  **Advice for children & young people with ADHD** | Many children and young people are feeling anxious about coronavirus (COVID-19) – your normal routine has probably been disrupted and you might be missing your friends.  Having ADHD means you might find it frustrating to be at home so much and you might get fidgety and restless. There are lots of things you can do to help you concentrate and burn off some energy. The Good Thinking team has created some [top tips](https://www.good-thinking.uk/coronavirus/advice-for/children-and-young-people-adhd/) to help you. | [www.good-thinking.uk/coronavirus/advice-for/children-and-young-people-adhd/](http://www.good-thinking.uk/coronavirus/advice-for/children-and-young-people-adhd/) |
| **Message #16**  **Advice for foster carers** | If you have a young person in your care at home, you might have some specific concerns about coronavirus (COVID-19) and its impact on schooling, contact arrangements and other things.  Good Thinking’s social care expert [answers some of questions](https://www.good-thinking.uk/coronavirus/advice-for/advice-foster-carers/) you may have about discussing coronavirus with the child in your care.  If you’re feeling anxious, stressed, depressed or having trouble sleeping because of coronavirus, Good Thinking can recommend NHS-approved apps. | [www.good-thinking.uk/coronavirus/advice-for/advice-foster-carers/](http://www.good-thinking.uk/coronavirus/advice-for/advice-foster-carers/) |
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| **Topic** | **Older Londoners** | |
|  | **Suggested message** | **Suggested collateral / sources / additional links** |
| **Message #1**  **Active community groups are more important than ever.** | Older adults, especially in isolation and those with poor health or living with dementia, may become more anxious, angry, stressed, agitated, and withdrawn while self-isolating.  There are volunteers working in your area who can help you if you are having to self-isolate or if you are feeling particularly isolated. You can find details here: *[localised website / signposting]* | [localised website / signposting]  [www.ageuk.org.uk/london/](http://www.ageuk.org.uk/london/) |
| **Message #2 Anxiety** | If you are feeling anxious, worried or stressed about COVID-19 it’s important that you are kind to yourself.  Don’t be afraid to ask for help, use the telephone helplines or online tools to connect with people who can support you and help you cope during worrying times.  With everything going on and the changes to day-to-day life many of us may feel anxious and worried. It's natural to feel this way when there’s a lot of uncertainty. There are things you can do to help look after yourself mentally and feel more in control. Age UK has outlined [some tips](https://www.ageuk.org.uk/information-advice/coronavirus/coronavirus-anxious/) to help stay safe and well over the coming weeks. | [www.ageuk.org.uk/information-advice/coronavirus/coronavirus-anxious/](http://www.ageuk.org.uk/information-advice/coronavirus/coronavirus-anxious/) |
| **Message #3**  **Exercise for mental wellbeing** | There is strong evidence to support the positive impact that physical activity can have on your own mental wellbeing. Having an exercise routine which you can do at home or locally outdoors (if safe to do so) is really important and will help give a positive influence on our self-esteem and self-worth.  Fitness guru, Joe Wicks has developed a 10 minute home chair workout for those with limited mobility or space, which you can watch and participate in via [his The Body Coach YouTube channel](https://youtu.be/ybVMu31DLQU).  If you have access to a garden or it is safe for you to leave your home for exercise, then make a habit of taking a 20-minute walk during the day, safely following social distancing guidelines. A daily walk of at least 20 minutes will give you the total weekly amount of physical activity that is recommended for good health and wellbeing.  You can find more tips on how to look after your mental health using exercise [here](https://www.mentalhealth.org.uk/publications/how-to-using-exercise). | * [www.youtube.com/watch?v=ybVMu31DLQU](https://www.youtube.com/watch?v=ybVMu31DLQU) * [www.mentalhealth.org.uk/publications/how-to-using-exercise](https://www.mentalhealth.org.uk/publications/how-to-using-exercise) |
| **Message #4**  **Dealing with grief and bereavement is especially difficult during the outbreak** | At times like these it can be impossible to escape from constant discussion of the crisis going on around us. All news, social media and conversations are about the current situation. Many of the activities which people use to relax or distract themselves are being cancelled, and an increasing number of people are in isolation.  In a pandemic situation, there is inevitably lots of discussion of death and dying, and this can bring up difficult feelings for those with anxiety and mental health issues. It can also bring up difficult feelings and memories of past bereavements. It may also bring up feelings of fear about dying yourself.  **How to help yourself**  It can help to take regular breaks from the news and social media. You may want to limit yourself to a few trusted news sources and check only at certain times of the day. You may also like to take regular breaks from social media. It is helpful to keep to a regular daily routine which also includes some time to relax. Think about what activities are the best distraction for you – this could be watching old films or tv series, reading, arts and crafts, or getting on with some jobs around the house.  If friends or relatives are talking constantly about the situation, try asking them if you can talk about other things for a while. They might appreciate it too. There is some good advice for those dealing with anxiety or mental health issues on the [Mind website](https://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/).  If reading or hearing things is making it difficult for you to cope with a bereavement, you can call [Cruse](https://www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief) a national bereavement charity on its Freephone Helpline on 0808 808 1677. You can find more help and advice on their website. | * [www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief](https://www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief) * [www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/](https://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/) |
| **Message #5**  **Loneliness in older people** | As Coronavirus (COVID-19) spreads across the UK, it will be harder for people to maintain their social connections.  For many people there will be a tough, but necessary period of social isolation. Many of us will miss seeing family and friends and taking part in our usual hobbies, interests and activities.  It shows how important friendship and connection are in our lives, and how difficult it can be when they’re missing. This reminds us that for too many people their lives are often quite a lot like this.  Research shows that half a million older people regularly experience these kinds of protracted periods of isolation, going at least five or six days a week without seeing or speaking to anyone at all. During the Coronavirus outbreak it’s especially important we can stay in touch with people who are alone.  There is no one-size-fits-all solution, but for many people, new-shared life experiences, good news and joyful memories revived can help.  Several UK charities and organisations have offered guidance, advice, and support to deal with loneliness and isolation during this pandemic, both the practical and psychological aspects. | * **Age UK.** [*Practical ways to help older people.*](https://www.ageuk.org.uk/discover/2020/03/ways-to-help-older-people-coronavirus/) * **Campaign to End Loneliness.** [*What will Coronavirus mean for older people?*](file:///C:\Users\ludleyj\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\8CU4HJIN\•%09https:\www.campaigntoendloneliness.org\blog\coronavirus-and-social-isolation\%20for%20more%20tips%20and%20advice%20about%20dealing%20with%20loneliness) * **Mind.** [*Connect with people > If you're worried about loneliness.*](https://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/#collapse67ffc) * **Eden Communities.** [*Community Action Response.*](https://www.edenprojectcommunities.com/community-action-response) * **Suggested social media post:** Remember to check in on older Londoners during this period of social distancing and isolation. Please check out @AgeUK’s Practical ways to help older people [www.ageuk.org.uk/discover/2020/03/ways-to-help-older-people-coronavirus/](https://www.ageuk.org.uk/discover/2020/03/ways-to-help-older-people-coronavirus/) |
| **Message #6**  **General advice for older people** | The UK Government has asked everyone to stay at home to help prevent the spread of coronavirus (COVID-19). If you are 70 or older, you might be at increased risk of severe illness from the virus – regardless of any other medical conditions – so you should be particularly careful about following social distancing and self-isolation rules.  Staying at home all the time isn’t easy and that you might have some specific concerns. The Good Thinking team has created a [helpful article](https://www.good-thinking.uk/coronavirus/advice-for/older-people/) to support older people manage your mental wellbeing during the coronavirus outbreak. | [www.good-thinking.uk/coronavirus/advice-for/older-people/](http://www.good-thinking.uk/coronavirus/advice-for/older-people/)  [www.ageing-better.org.uk/blogs/beyond-self-isolation-what-does-coronavirus-mean-those-later-life](http://www.ageing-better.org.uk/blogs/beyond-self-isolation-what-does-coronavirus-mean-those-later-life) |
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| **Topic** | **Targeted support community groups / individuals** | |
|  | **Suggested message** | **Suggested collateral / sources / additional links** |
| **Message #1**  **Reaching out to vulnerable/ marginalised groups** | The coronavirus (COVID-19) outbreak has had an unprecedented effect on the daily lives of everyone in the UK. The impact of the virus is widespread, however the pandemic is predicted to have significant impacts on marginalised and vulnerable people in London.  We must recognise that marginalised people become even more vulnerable in emergencies as the risks of homelessness, insecure employment, restricted access to healthcare and other inequalities deepen. Additionally, those with multiple marginalised identities can struggle even more.  The needs of vulnerable or marginalised groups is complex and becoming more complex. Charities and communities are responding to the crisis by collaborating with other partners to share resources and respond to the needs of individuals and families together. As well as collectively support helplines, foodbanks and debt services.  As the support structures which many vulnerable or marginalised communities rely upon close during the current lockdown, there is a growing [number of befriending and volunteer services](https://www.london.gov.uk/what-we-do/volunteering/coronavirus-covid-19-volunteering) emerging across London in response.  London is full of amazing communities. Now more than ever before we need to harness the energy in each community to help neighbours, friends and those who require more support at this time of great need.  NHS resources and public health guidance is available in other languages:   * **Doctors Of The World** has [translated NHS advice](https://www.doctorsoftheworld.org.uk/coronavirus-information/) about preventing Covid-19 spread into 45 languages. * **South Asian Health Foundation**have a range of [resources and links](https://www.sahf.org.uk/covid19) about Coronavirus in South Asian languages. * **Askdoc** have produced short videos translating NHS England Covid-19 advice in various languages [here](http://askdoc.org.uk/events/covid-19/). * **COVID-19 Mutual Group Alliance**, a network of local mutual aid groups for vulnerable people. People can also set up their own group: [covidmutualaid.org/](https://covidmutualaid.org/) * The [government’s coronavirus (COVID-19) information](https://www.gov.uk/government/publications/coronavirus-covid-19-information-leaflet) leaflet has information on what everyone must do to help stop the spread of coronavirus and has been translated into several languages, including British Sign Language. | * **Doctors of the World UK** has carried out a Rapid Needs Assessment (RNA) to better understand the experiences of excluded groups at the height of the COVID-19 pandemic:   [An Unsafe Distance: the impact of the COVID-19 pandemic on Excluded People in England](https://www.doctorsoftheworld.org.uk/wp-content/uploads/2020/05/covid19-brief-rna-report.pdf)   * **Use a variety of communication channels** (if possible off- and on-line) and influencers to amplify positive, sympathetic and diverse voices and provide reliable and accurate information at a community level. * See: [reliefweb.int/sites/reliefweb.int/files/resources/COVID-19\_CommunityEngagement\_130320.pdf](https://reliefweb.int/sites/reliefweb.int/files/resources/COVID-19_CommunityEngagement_130320.pdf)   Individuals from marginalised or disadvantaged groups who already experience poorer outcomes in healthcare are often disproportionally affected by the wider healthcare implications of the current situation.  The COVID-19 outbreak is predicted to have significant impacts on marginalised and vulnerable people in London.  The populations most at risk are those that:   * Depend heavily on the informal economy * Have inadequate access to social services or political influence * Have limited capacities and opportunities to cope and adapt and * Limited or no access to technologies   By understanding these issues, we can support the capacity of vulnerable populations in emergencies. |
| **Message #2**  **COVID-19 information leaflet in different languages and BSL** | The [government’s coronavirus (COVID-19) information](https://www.gov.uk/government/publications/coronavirus-covid-19-information-leaflet) leaflet has information on what everyone must do to help stop the spread of coronavirus. There is also information on spotting the symptoms, advice for vulnerable groups, and information about government support for businesses and workers.  This information is available in different languages and alternative formats. It is also now available in in [British Sign Language](https://youtu.be/CSc8SvAhaHo). | * [www.gov.uk/government/publications/coronavirus-covid-19-information-leaflet](https://www.gov.uk/government/publications/coronavirus-covid-19-information-leaflet) * <https://youtu.be/CSc8SvAhaHo> - The government’s coronavirus leaflet in British Sign Language * BBC Asian Network has produced short videos with key information in the following languages:   + [Bangla](https://twitter.com/BBCNewsPR/status/1262639130497949696)   + [Urdu](https://twitter.com/BBCNewsPR/status/1262639132599296000)   + [Punjabi](https://twitter.com/BBCNewsPR/status/1262639135501750274)   + [Gujarati](https://twitter.com/BBCNewsPR/status/1262639139285012480)   + [Hindi](https://twitter.com/BBCNewsPR/status/1262639141105348608)   + [Sylheti](https://twitter.com/BBCNewsPR/status/1262639143663828993)   + [Tamil](https://twitter.com/BBCNewsPR/status/1262639146704809984) and also [here](https://twitter.com/bbcasiannetwork/status/1248965952626188289) |
| **Message #3**  **Standing together with Migrant and BAME Londoners** | Migrant and Black, Asian and minority ethnic (BAME) Londoners disproportionately fill jobs on the frontline of public services, including the NHS, social care and other key worker positions, such as the food retail industry.  Migrant and BAME Londoners are also disproportionately likely to be impacted by the economic impact of the coronavirus (COVID-19) outbreak.  **The Ubele Initiative** is providing [a strategic response](https://www.ubele.org/covid19-supporting-bame-communities), as well as very practical support to the BAME communities.  It has never been more important to celebrate and support each other across London’s diverse communities. Keeping our communities strong and doing all we can as individuals and collectively to support one another through this difficult time, is going to be essential in the coming weeks and months ahead. | * [www.london.gov.uk/coronavirus/londontogether](https://www.london.gov.uk/coronavirus/londontogether) * [www.london.gov.uk/coronavirus/join-mayor-clapforourcarers](https://www.london.gov.uk/coronavirus/join-mayor-clapforourcarers) * [raceequalityfoundation.org.uk/health-care/coronavirus-information-and-resources/](https://raceequalityfoundation.org.uk/health-care/coronavirus-information-and-resources/) * [www.ubele.org/covid19-supporting-bame-communities](https://www.ubele.org/covid19-supporting-bame-communities) |
| **Message #4**  **Reporting Hate Crime – Black, Asian and Minority Ethnic Londoners** | [Stop Hate U.K](https://www.stophateuk.org/news-events/)., an anti-hate group, has reported an increase in hate crimes and incidents reported by Asian communities and individuals in the U.K, with a particular upturn in concern and fear” from the Chinese community in London.  Coronavirus (COVID-19) is a pandemic virus. It does not discriminate by race, nationality or identity, and such associations are neither helpful nor acceptable. The outcomes and impact of COVID-19 will be shared by all Londoners.  Stop Hate U.K. have a [dedicated website](https://www.stophateuk.org/stop-hate-areas/) where you can report hate crime, whether you are a victim of Hate Crime, you have witnessed incident you believe to be a Hate Crime or you are a third party to an incident that could be a Hate Crime.  To receive Hate Crime reporting information in alternative languages, including both traditional and simplified Chinese, please email [info@stophateuk.org](mailto:info@stophateuk.org). They are also tackling and reporting online Hate Crime too. | * [www.stophateuk.org/news-events/](https://www.stophateuk.org/news-events/) * [www.stophateuk.org/wp-content/uploads/2020/03/Stop-Hate-UK-%C2%AD-Coronavirus-Statement-and-Advice-for-Helpline-Areas\_Email.pdf](https://www.stophateuk.org/wp-content/uploads/2020/03/Stop-Hate-UK-%C2%AD-Coronavirus-Statement-and-Advice-for-Helpline-Areas_Email.pdf) |
| **Message #5**  **Support for asylum seekers and other vulnerable migrants** | In London, charities and local authorities are working together to ensure that refugees, asylum seekers and other vulnerable migrants are not forgotten during the coronavirus (COVID-19) pandemic.  Many refugees, asylum seekers and other vulnerable migrants are homeless or live in shared accommodation, with no family or friends to look after them in case they need help.  People seeking asylum or refugees who consider themselves to be vulnerable should [register with the NHS](https://www.gov.uk/coronavirus-extremely-vulnerable). Others can also register on their behalf, which includes local authority officers, or those within the NGO/VCS sectors.  The [British Red Cross is offering help](https://www.redcross.org.uk/get-help/get-help-as-a-refugee) with the urgent needs of refugees, asylum seekers and other vulnerable migrants. The Haringey Migrant Support Centre has developed [a list of localised support](https://haringeymsc.org/wp-content/uploads/2019/08/2019-Signposting-Immigration-advice.pdf) in London.  Further resources for asylum seekers and other vulnerable migrants can be found online:   * [Doctors of the World has translated](https://www.doctorsoftheworld.org.uk/coronavirus-information/) the latest NHS guidance about COVID-19 into 43 languages. * [Public Health England](https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance) has also published COVID-19 guidance in different languages. * The BBC is providing live news coverage of COVID-19 in [English](https://www.bbc.co.uk/news/live/world-52026908), [Hausa](https://www.bbc.com/hausa/live/labarai-51995126), [Hindi](https://www.bbc.com/hindi/live/international-51955838), [Persian](https://www.bbc.com/persian/live/institutional-52045574), [Turkish,](https://www.bbc.com/turkce/live/haberler-dunya-52031143) [Urdu](https://www.bbc.com/urdu/live/pakistan-51983888) and [Vietnamese](https://www.bbc.com/vietnamese/live/world-51944375). * [Chartered Institute of Housing](https://www.housing-rights.info/coronavirus.php) has published a useful summary of housing related info. * [Home Office](https://www.gov.uk/government/collections/coronavirus-covid-19-immigration-and-borders) has published a page collating the key changes relating to Immigration & Borders | * [www.redcross.org.uk/get-help/get-help-as-a-refugee](https://www.redcross.org.uk/get-help/get-help-as-a-refugee) * [haringeymsc.org/wp-content/uploads/2019/08/2019-Signposting-Immigration-advice.pdf](https://haringeymsc.org/wp-content/uploads/2019/08/2019-Signposting-Immigration-advice.pdf) * The BBC is providing live news coverage of Covid-19 in [English](https://www.bbc.co.uk/news/live/world-52026908), [Hausa](https://www.bbc.com/hausa/live/labarai-51995126), [Hindi](https://www.bbc.com/hindi/live/international-51955838), [Persian](https://www.bbc.com/persian/live/institutional-52045574), [Turkish,](https://www.bbc.com/turkce/live/haberler-dunya-52031143) [Urdu](https://www.bbc.com/urdu/live/pakistan-51983888) and [Vietnamese](https://www.bbc.com/vietnamese/live/world-51944375). * [www.housing-rights.info/coronavirus.php](https://www.housing-rights.info/coronavirus.php) |
| **Message #6**  **Guidance for refugees and asylum seekers** | Many things about life in the UK as a refugee or person seeking asylum could make them especially vulnerable during the coronavirus outbreak. Such as difficulties in accessing healthcare, being more likely to have pre-existing health conditions and experiencing homelessness or very poor quality housing.  Refugees and asylum seekers who have fled war zones might have experienced similar situations of lockdown or blockade. The lack of freedom of movement and ability to leave the house, lack of access to food and necessities, similar fears of risk and death for themselves and family members may trigger post-traumatic stress disorder (PTSD).  Few refugees, asylum seekers and other vulnerable migrants who are living in shared accommodation have access to the internet and as a result are finding it challenging to access services which are now operating remotely or virtually.  Guidance for asylum seekers and those supporting them is available from [Asylum Support Appeals Project (ASAP)](http://www.asaproject.org/resources). | * [www.asaproject.org/resources](http://www.asaproject.org/resources) * [www.asaproject.org/uploads/Factsheet\_20\_-\_Covid-19\_and\_asylum\_support\_updated\_27.3.20.pdf](http://www.asaproject.org/uploads/Factsheet_20_-_Covid-19_and_asylum_support_updated_27.3.20.pdf) |
| **Message #7**  **Support for LGBTQ+ Londoners** | The coronavirus (COVID-19) outbreak has had an unprecedented effect on the daily lives of everyone in the UK. The impact of the virus is widespread, however individuals who already experience poorer outcomes in healthcare could be disproportionally affected by the wider implications of the current situation.  While LGBT people experience poorer outcomes in a wide range of areas, we know that mental health, sexual health and trans health are key areas in which impact is likely to be acutely felt.  In the face of this challenge, LGBTQ+ communities across the country are coming together to show each other solidarity, support and provide lifesaving services. There are also further sources of support for LGBT Londoners too.  Both the [LGBT Foundation](https://lgbt.foundation/) and [Switchboard’s](https://switchboard.lgbt/) helplines is open for those who are feeling alone, isolated or concerned. You can confidentially talk to trained volunteers about how you're feeling.   * Call **LGBT Foundation’s helpline** on 0345 3 30 30 30 or email [helpline@lgbt.foundation](mailto:helpline@lgbt.foundation). * Call **Switchboard’s helpline** on 0300 330 0630 (10am-10pm daily) or email [chris@switchboard.lgbt](mailto:chris@switchboard.lgbt)   [Mindline Trans+](http://mindlinetrans.org.uk/#about) is an emotional and mental health support helpline for anyone identifying as transgender, non-binary, or genderfluid, providing a safe place to talk about your feelings confidentially.   * Contact **Mindline Trans+’s helpline** on 0300 330 5468 on Mondays and Fridays between 8pm and midnight.   Both helplines have trained volunteers who will listen and try and understand the multitude of feelings and concerns that may be going on for you.  [AKT](https://www.akt.org.uk/) (The Albert Kennedy Trust) supports **young LGBTQ+ people aged 16-25** in the UK who are experiencing homelessness or living in a hostile or abusive environment. There is an [online advice hub](https://www.akt.org.uk/Blogs/online) and lots of [helpful information](https://www.akt.org.uk/covid-19) related to challenges that young LGBTQ+ young Londoners may be experiencing at this time.  Additionally, **Stonewall** have a whole [directory](https://www.stonewall.org.uk/about-us/news/covid-19-%E2%80%93-how-lgbt-inclusive-organisations-can-help) of a summary for LGBTQ+ as well as disabled people’s wellbeing relating COVID-19 to support, advise, and where to access specialist care on their website. This includes helplines, peer support, digital and online support. | * [lgbt.foundation/](https://lgbt.foundation/) * [switchboard.lgbt/](https://switchboard.lgbt/) * [mindlinetrans.org.uk/](http://mindlinetrans.org.uk/) * [www.akt.org.uk/get-help#](https://www.akt.org.uk/get-help) * [www.stonewall.org.uk/about-us/news/covid-19-%E2%80%93-how-lgbt-inclusive-organisations-can-help](https://www.stonewall.org.uk/about-us/news/covid-19-%E2%80%93-how-lgbt-inclusive-organisations-can-help) |
| **Message #8**  **General guidance and support for carers** | The coronavirus (COVID-19) outbreak is particularly worrying for carers. Many more people are now looking after family members who were previously well because they now have COVID-19 symptoms.  Whether you need to take on caring responsibilities for the first time or have been careering for someone for some time, it's important to know what support is available to you as a carer and those you look after.  If you are worried that you or someone you look after may be at high risk from coronavirus, the NHS can offer direct guidance through their online [coronavirus helpline](https://111.nhs.uk/covid-19).  You should call 111 if your (or their) symptoms become severe and let them know you are a carer.  Carers UK has all the latest government guidance related to carers and suggestions for making plans. Carers UK has also answered common questions many carers have been asking on [their FAQ page](https://www.carersuk.org/help-and-advice/health/looking-after-your-health/coronavirus-covid-19/coronavirus-further-support) and offer some tailored tips on keeping a positive frame of mind in their [Wellbeing Action Plan](https://www.carersuk.org/help-and-advice/health/looking-after-your-health/coronavirus-covid-19/coronavirus-mental-wellbeing). Their resources will provide some tips on what to expect to help you feel more prepared.  [Mobilise](https://www.mobiliseonline.co.uk/), an organisation that supports carers, provide a daily e-support package through the COVID-19 crisis. It includes links to key information, updates on how other carers are finding ways of coping, and suggestions for entertainment at home. The service is free, and carers and those providing care services [can sign up here](https://james816492.typeform.com/to/NZSl88). Mobilise is also running[a virtual 'Cuppa' for carers at 4pm](http://www.mobiliseonline.co.uk/cuppa), which is proving a popular peer support service. | * [www.carersuk.org/help-and-advice/coronavirus-covid-19/coronavirus-covid-19](https://www.carersuk.org/help-and-advice/coronavirus-covid-19/coronavirus-covid-19) * [www.carersuk.org/help-and-advice/coronavirus-covid-19/coronavirus-mental-wellbeing](https://www.carersuk.org/help-and-advice/coronavirus-covid-19/coronavirus-mental-wellbeing) * [www.mobiliseonline.co.uk/](https://www.mobiliseonline.co.uk/) * [www.mobiliseonline.co.uk/cuppa](https://www.mobiliseonline.co.uk/cuppa) |
| **Message #9**  **Free Easy Read information** | Easy Read Online has been providing Easy Read information throughout the crisis.  **Staying alert and safe**  The Government asked us all to stay at home and away from other people to stop the spread of Coronavirus COVID-19.  There is now a new Easy Read document on: [New rules on staying alert and safe.](https://www.easy-read-online.co.uk/media/53296/staying-alert-and-safe-easy-read_v1b.pdf)  It’s free to download. | * <https://www.easy-read-online.co.uk/media/53296/staying-alert-and-safe-easy-read_v1b.pdf> * [www.easy-read-online.co.uk/news/new-rules-coronavirus/](https://www.easy-read-online.co.uk/news/new-rules-coronavirus/) * *Previous information:* [www.easy-read-online.co.uk/news/staying-well-at-home/](http://www.easy-read-online.co.uk/news/staying-well-at-home/)   **Staying Well at Home**  We’ve all been asked to stay at home a while longer, to stop the spread of coronavirus.  We all need to keep our bodies and minds healthy.  Our latest Easy Read information is a guide to help you stay well.  It's free!! [Click here to download](https://www.easy-read-online.co.uk/media/53250/free-document-on-staying-well-at-home-easy-read_v1c.pdf). |
| **Message #10**  **RNIB's Connect Radio gives essential daily updates** | **Royal National Institute of Blind People’s (RNIB)** [Connect Radio](https://www.rnibconnectradio.org.uk/), which broadcasts 24 hours a day and can found on Freeview 730 and online, is one of the easiest ways to access a range of information and entertaining shows for blind and partially sighted people.  Connect Radio broadcasts live two-hour show the Daily Connect - live at 10am - to highlight all the information you should know about coronavirus during these difficult times.  The show, which runs until 12pm and is repeated at 4pm-6pm, includes important updates about RNIB services and plans and how people are supporting each other as they face new daily challenges.  **Sight Advice** has also produced a helpful [online guide](https://www.sightadvicefaq.org.uk/independent-living/shopping-del-CV) of which supermarkets are prioritising and helping those with disabilities through their online delivery services. | * [www.rnibconnectradio.org.uk/](https://www.rnibconnectradio.org.uk/) * [www.rnib.org.uk/connect-community/connect-news-and-stories/rnibconnectradiogivesessentialdailyupdates](https://www.rnib.org.uk/connect-community/connect-news-and-stories/rnibconnectradiogivesessentialdailyupdates) * [www.sightadvicefaq.org.uk/independent-living/shopping-del-CV](http://www.sightadvicefaq.org.uk/independent-living/shopping-del-CV)   **Coronavirus and accessible online information**  All public bodies, charities and businesses are in a high-pressure, fast-moving situation where vital information has to be communicated to the public extremely quickly. This can lead to such communications not going through the usual processes and accessibility checks.  The RNIB has produced a [helpful guide](https://www.rnib.org.uk/campaigning/priority-campaigns/accessible-health-information/coronavirus-and-accessible-online-information) for organisations in producing effective and accessible communications. |
| **Message #11**  **Information for people affected by dementia** | Living with dementia at any time brings everyday challenges for the person and those around them. Coronavirus is making daily life much harder.  During the coronavirus pandemic the **Alzheimer's Society** has [advice and practical tips](https://www.alzheimers.org.uk/get-support/coronavirus-covid-19#content-start) for people living with dementia and those supporting them – either in the same household or from a distance.  This will provide support to help you get through this difficult time, including an updated [frequently asked questions (FAQs)](https://www.alzheimers.org.uk/get-support/coronavirus-faqs#content-start).  You may feel anxious, scared or lonely. But you are not alone – help is available.  **BBC Music Memories**  The BBC’s Music Memories [website](https://musicmemories.bbcrewind.co.uk/) is designed to use music to help people reconnect with their most powerful memories. Evidence shows that music can help people - including those living with dementia - to feel and live better. | * [www.alzheimers.org.uk/get-support/coronavirus-covid-19#content-start](http://www.alzheimers.org.uk/get-support/coronavirus-covid-19#content-start) * [musicmemories.bbcrewind.co.uk/](https://musicmemories.bbcrewind.co.uk/) |
| **Message #12**  **Housing advice in relation to coronavirus** | At a time when we are being asked to stay at home, it is vital that we take steps to ensure people across London affected by the economic consequences of coronavirus are secure in their homes.  The lack of permanent accommodation or poor living conditions is a direct concern for quarantine and self-isolation.  It's illegal for your landlord to evict you without following the proper steps. Illegal eviction is a criminal offence - coronavirus doesn't change this.  **Shelter** have a [dedicated area](https://england.shelter.org.uk/housing_advice/coronavirus) on their website providing up to date housing advice in relation to coronavirus. Or you can speak to an expert housing adviser if you're in urgent need of housing advice through.  You can call the Shelter helpline on 0808 800 4444, 8am - 8pm on weekdays and 9am - 5pm on weekends.  The **No Accommodation Network (NACCOM)** has also launched a [dedicated coronavirus resources section](https://naccom.org.uk/resources/) on their website to support those who are vulnerably housed. | [england.shelter.org.uk/housing\_advice/coronavirus](https://england.shelter.org.uk/housing_advice/coronavirus)  [naccom.org.uk/resources/](https://naccom.org.uk/resources/)  ***Further note:***  People seeking asylum or refugees who consider themselves to be vulnerable should [register with the NHS](https://www.gov.uk/coronavirus-extremely-vulnerable). Others can also register on their behalf, which includes local authority officers, or those within the NGO/VCS sectors.  People who are vulnerably housed are typically in the high-risk group for COVID-19. Many have long-term health conditions that could result in severe consequences should they or a member of staff providing support become infected with the virus. Some of these long-term conditions can also mask COVID-19, making it more difficult to identify.  The lack of permanent accommodation or poor living conditions is a direct concern for quarantine and self-isolation. This group are at an increased risk of infection, an accumulation of stressors (pre-existing and new) and bereavement due to COVID-19. |
|  | | |
| **Topic** | **Advice for healthcare professionals** | |
|  | **Suggested message** | **Suggested collateral / sources / additional links** |
| **Message #1**  **General wellbeing advice for health and care workers** | Every day, doctors, nurses, paramedics, physiotherapists, cleaners, porters and thousands of other healthcare professionals across the UK are working tirelessly on the frontline of the coronavirus (COVID-19) outbreak. At this time, it is more vital than ever that you look after yourself, allow yourself to recognise the emotional challenges of your work and ask for support when you need it.  London’s digital mental wellbeing service, Good Thinking, has put together [information to help you manage any concerns](https://www.good-thinking.uk/coronavirus/advice-for/healthcare-professionals/) you might have about your mental health during the coronavirus outbreak. | [www.good-thinking.uk/coronavirus/advice-for/healthcare-professionals/](http://www.good-thinking.uk/coronavirus/advice-for/healthcare-professionals/) |
| **Message #2**  **General wellbeing advice for NHS staff** | The NHS has developed a range of support for all NHS staff who continue to work tirelessly, whether at the front line or in supporting services  The offer from NHS England and NHS Improvement is designed to complement, enhance and reinforce what is provided by local NHS employers, so all staff and people managers can access the consistent, high quality support they need to deal with the challenge they face.  NHS staff now have access to a range of wellbeing support through one point of contact:   * A free wellbeing support helpline **0300 131 7000**, available from 7.00 am – 11.00 pm seven days a week, providing confidential listening from trained professionals and specialist advice - including coaching, bereavement care, mental health and financial help * A 24/7 text alternative to the above helpline - simply text **FRONTLINE** to 85258 * [Online](https://people.nhs.uk/) peer to peer, team and personal resilience support, including through [Silver Cloud](https://www.silvercloudhealth.com/uk), and free mindfulness apps including [Unmind](http://nhs.unmind.com/signup),  [Headspace](http://www.headspace.com/nhs) [Sleepio](http://sleepio.com/nhs-staff) and [Daylight](http://trydaylight.com/nhs-staff).   For more information, visit  [people.nhs.uk/](https://people.nhs.uk/). | <https://people.nhs.uk/>  [www.mecclink.co.uk/what-is-mecc-link](http://www.mecclink.co.uk/what-is-mecc-link) |
| **Message #3**  **Looking after yourself and supporting your colleagues** | As you face the unprecedented challenge of coronavirus (COVID-19), you and your colleagues might experience a range of emotions – from anxiety to fear, anger to helplessness. Good Thinking has gathered some [useful resources](https://www.good-thinking.uk/coronavirus/advice-for/looking-after-yourself-and-supporting-your-colleagues-healthcare-professionals/) to help you look after each other at this difficult time. | [www.good-thinking.uk/coronavirus/advice-for/looking-after-yourself-and-supporting-your-colleagues-healthcare-professionals/](https://www.good-thinking.uk/coronavirus/advice-for/looking-after-yourself-and-supporting-your-colleagues-healthcare-professionals/) |
| **Message #4**  **Supporting care home staff** | The COVID-19 outbreak is affecting us all in many ways: physically, emotionally, socially and psychologically.  It is natural to have these feelings and indeed is a normal reaction to a very abnormal set of circumstances. It is okay not to be okay and it is by no means a reflection that you cannot do your job or that you are weak.  Some people may have some positive experiences, such as taking pride in the work they are doing and gaining satisfaction in helping others.  Additionally, the feeling of stress may be keeping you going and provide you with a sense of purpose. All reactions are normal, none is more right or wrong than another. Managing your emotional well-being right now is as important as managing your physical health. ​  You can explore Mind’s [going home checklist](https://www.mind.org.uk/media/34925454/tcoy_leaving_work_cl_poster_stg1_v3.pdf) which will help you manage your own wellbeing at the end of each working shift.  Below are some things to consider to support your own wellbeing:   * These times are temporary and things will get better * Consider and acknowledge how you are feeling and coping, reflecting on your own needs and limits * Ask for help if you are struggling. Asking for help when times are difficult is a sign of strength * Stay connected with colleagues, managers, friends and family. Where possible do check on the needs of colleagues and loved ones * A lot of things might feel out of your control at the moment. It can help to focus on what we can control rather than what we cannot * Acknowledge that what you and your team are doing matters. You are doing a great job! * Choose an action that signals the end of your shift and try to rest and recharge when you are home | [www.mind.org.uk/media/34925454/tcoy\_leaving\_work\_cl\_poster\_stg1\_v3.pdf](http://www.mind.org.uk/media/34925454/tcoy_leaving_work_cl_poster_stg1_v3.pdf) |
| **Message #5**  **Advice for people working in social care** | As you look after the people in your care – either in a care home or in their own home – during the coronavirus (COVID-19) outbreak, it’s more important than ever that you also look after yourself. If you’re feeling anxious or stressed, these are perfectly normal reactions to the challenges you face. It’s OK to not feel OK.  Good Thinking has put together [a guide to help support your mental wellbeing](https://www.good-thinking.uk/coronavirus/advice-for/people-working-social-care/) over the next few months. It includes practical tips, links to further support and a [checklist video](http://www.youtube.com/watch?v=Axgs0A76k3Y). | * [www.good-thinking.uk/coronavirus/advice-for/people-working-social-care/](http://www.good-thinking.uk/coronavirus/advice-for/people-working-social-care/) * [www.youtube.com/watch?v=Axgs0A76k3Y](http://www.youtube.com/watch?v=Axgs0A76k3Y) |
|  | | |
| **Topic** | **Suicide Prevention and mental health crisis** | |
|  | **Suggested message** | **Suggested collateral / sources / additional links** |
| **Message #1**  **Looking out for friends and colleagues – social distancing and self-isolation** | Considering the extra challenges that are facing us all at the moment, it’s never been more important for each of us to think and talk more about mental health and wellbeing.  It might feel more difficult to mention to someone that you’re worried about them, but now more than ever we need to keep our connections strong. Reaching out to a friend or colleague can make a big difference if they’re going through a tough time.  Having a face-to-face conversation isn’t always possible but finding a good time and being able to talk uninterrupted can help someone explain how they feel and the support they might need.  If you're worried about someone, The Samaritans has a [range of resources](https://www.samaritans.org/how-we-can-help/support-and-information/worried-about-someone-else/difficult-conversations/) to help get the conversation started.  If you're speaking on the phone, use video if you can. It can make it easier to read people's body language and can help build trust. | [www.samaritans.org/how-we-can-help/support-and-information/worried-about-someone-else/if-youre-worried-about-someone-else-during-coronavirus-outbreak/](http://www.samaritans.org/how-we-can-help/support-and-information/worried-about-someone-else/if-youre-worried-about-someone-else-during-coronavirus-outbreak/)  ***Suggested tweet:***  Social distancing and self-isolation rules are changing the way we keep in touch, but being physically distant doesn’t mean we can't stay connected. Have a look through @samaritans’ tips on how to check in with someone if you're worried about them  <https://www.samaritans.org/how-we-can-help/support-and-information/worried-about-someone-else/if-youre-worried-about-someone-else-during-coronavirus-outbreak/> |
| **Message #2**  **Spotting warning signs – suicide prevention training and recourses** | Many people struggle to cope at one point or another of their lives. Experiencing a range of emotions during these times is common.  There has never been a more important time for us to work together in our local and business communities to support and be kind to each other and do whatever we can to protect the most vulnerable in our city.  We all have our part to play in looking out for our friends and colleagues at this time. There are online resources and free training which will equip you to be more confident in spotting the warning signs that someone you know may not be okay.   * **The Zero Suicide Alliance’s** [online suicide prevention training](https://www.zerosuicidealliance.com/) is supporting people to be better prepared to help someone with suicidal thoughts and raise awareness of poor mental health. Taking the training could equip you to save a life.   By May 2020, more than 74,000 Londoners had completed the training. With all of London working together, we can look out for one another and spot the signs – even whilst we are staying at home.   * **The Samaritans** has a [range of resources](https://www.samaritans.org/how-we-can-help/support-and-information/worried-about-someone-else/difficult-conversations/) to help you know what to do if you think someone you know isn't okay. As well as this, there is a helpful list of organisations who may be able to provide [advice or specialist support](https://www.samaritans.org/how-we-can-help/support-and-information/if-youre-having-difficult-time/other-sources-help/) for a particular issue.   If you think they are in immediate danger, you can call an ambulance on 999. | * [www.zerosuicidealliance.com](http://www.zerosuicidealliance.com)   **Collateral:** <https://www.thriveldn.co.uk/wp-content/uploads/2019/08/Zero-Suicide-LDN-campaign-collateral.zip> (40MB)   * <https://www.samaritans.org/how-we-can-help/support-and-information/worried-about-someone-else/>   ***Suggested tweet:***  Living and working in London can be stressful, and right now for some it may be overwhelming. Would you be able to spot a colleague or friend in distress? There’s FREE 20 minute @Zer0Suicide online training to help – especially as we #StayAlert. Visit 👉 http://thriveldn.co.uk/zerosuicideldn    *(click to enlarge)* |
| **Message #3**  **Where to get urgent help for mental health** | If you need help for a mental health crisis, emergency or breakdown, you should get immediate expert advice and assessment.  It's important to know that support is available, even if services seem busy at the moment because of coronavirus.  **Free listening services**  These services offer confidential advice from trained volunteers. You can talk about anything that's troubling you, no matter how difficult:   * Call [116 123](tel:116123) to talk to [Samaritans](https://www.samaritans.org/how-we-can-help/contact-samaritan/), or email: [jo@samaritans.org](mailto:jo@samaritans.org) for a reply within 24 hours * Text "SHOUT" to 85258 to contact the [Shout Crisis Text Line](https://www.giveusashout.org/), or text "YM" if you're under 19 * If you're under 19, you can also call [0800 1111](tel:0800%201111) to talk to [Childline](https://www.childline.org.uk/).   **NHS urgent mental health helplines**  NHS urgent mental health helplines are for people of all ages.  You can call for:   * 24-hour advice and support - for you, your child, your parent or someone you care for * help to speak to a mental health professional * an assessment to help decide on the best course of care   [Find a local NHS urgent mental health helpline](https://www.nhs.uk/service-search/mental-health/find-an-urgent-mental-health-helpline) | [www.nhs.uk/using-the-nhs/nhs-services/mental-health-services/dealing-with-a-mental-health-crisis-or-emergency/](http://www.nhs.uk/using-the-nhs/nhs-services/mental-health-services/dealing-with-a-mental-health-crisis-or-emergency/)  **SOCIAL:**  *You can download four social media animations here: https://thriveldn.co.uk/wp-content/uploads/2020/05/Social-Assets-and-Post-Copy.zip*  1)  Urgent mental health support is available 24/7 through NHS helplines. Please remember you are not alone and help is available.  Visit the NHS website and find your local helpline to get help  <https://www.nhs.uk/using-the-nhs/nhs-services/mental-health-services/dealing-with-a-mental-health-crisis-or-emergency/>  2)  If you or anyone you know may be experiencing a mental health crisis and need urgent assistance, advice or support, you can now find your local 24/7 NHS mental health crisis number online  <https://www.nhs.uk/using-the-nhs/nhs-services/mental-health-services/dealing-with-a-mental-health-crisis-or-emergency> |
| **Message #4**  **Immediate action required** | **Get advice from 111 or ask for an urgent GP appointment if:**   * you are not able to speak to your local NHS urgent mental health helpline * you need help urgently for your mental health, but it's not an emergency * you're not sure what to do   111 will tell you the right place to get help if you need to see someone.  Use the [NHS 111 online service](https://111.nhs.uk/), or call [111](tel:111).  You may be able to speak to a nurse, or mental health nurse, over the phone.  A GP can advise you about helpful treatments and also help you [access mental health services](https://www.nhs.uk/using-the-nhs/nhs-services/mental-health-services/how-to-access-mental-health-services/). You may be able to refer yourself to some services.  **Call 999 or go to A&E now if:**   * someone's life is at risk – for example, they have seriously injured themselves or taken an overdose * you do not feel you can keep yourself or someone else safe   A mental health emergency should be taken as seriously as a physical one. You will not be wasting anyone's time.  Call: [999](https://www.nhs.uk/using-the-nhs/nhs-services/urgent-and-emergency-care/when-to-call-999/)  [**Find your nearest A&E**](https://www.nhs.uk/Service-Search/Accident-and-emergency-services/LocationSearch/428) | * <https://111.nhs.uk/> * [www.nhs.uk/Service-Search/Accident-and-emergency-services/LocationSearch/428](https://www.nhs.uk/Service-Search/Accident-and-emergency-services/LocationSearch/428)   **SOCIAL:**  1)  A mental health emergency should be taken as seriously as a physical one. You will not be wasting anyone's time.  📞 Call 999 or go to A&E now if:  1⃣ Someone's life is at risk  2⃣ You do not feel you can keep yourself or someone else safe.  For more support: <https://www.nhs.uk/using-the-nhs/nhs-services/mental-health-services/dealing-with-a-mental-health-crisis-or-emergency/> |

**APPENDIX 1**

**A close up of a logo

Description automatically generated  
Content developed and available on** [**Good Thinking**](http://www.good-thinking.uk/coronavirus/)

A range of content including articles, blogs, guidelines, podcasts on a range of related topics are available below from Good Thinking to link to and share within your communications.

|  |  |  |
| --- | --- | --- |
| **ARTICLE** | | **WEBPAGE** |
| **Use Good Thinking** | | |
| How to use the Good Thinking service | [www.good-thinking.uk/coronavirus/how-to/use-good-thinking/](https://www.good-thinking.uk/coronavirus/how-to/use-good-thinking/) | |
| How to use the Good Thinking self-assessments to stay on top of your mental health | [www.good-thinking.uk/coronavirus/how-to/use-good-thinking-self-assessments-stay-top-your-mental-health/](https://www.good-thinking.uk/coronavirus/how-to/use-good-thinking-self-assessments-stay-top-your-mental-health/) | |
| **Protect your mental health** | | |
| How to look after your mental health during the coronavirus outbreak | [www.good-thinking.uk/coronavirus/how-to/look-after-your-mental-health/](https://www.good-thinking.uk/coronavirus/how-to/look-after-your-mental-health/) | |
| Five ways to good mental wellbeing | [www.good-thinking.uk/coronavirus/how-to/five-ways-good-mental-wellbeing/](https://www.good-thinking.uk/coronavirus/how-to/five-ways-good-mental-wellbeing/) | |
| Q&A: How to stay mentally well during self-isolation | [www.good-thinking.uk/coronavirus/how-to/stay-mentally-well-whilst-you-self-isolate/](https://www.good-thinking.uk/coronavirus/how-to/stay-mentally-well-whilst-you-self-isolate/) | |
| **Manage your concerns** | | |
| How to get enough sleep | [www.good-thinking.uk/coronavirus/how-to/get-enough-sleep/](https://www.good-thinking.uk/coronavirus/how-to/get-enough-sleep/) | |
| How to deal with stress | [www.good-thinking.uk/coronavirus/how-to/deal-with-stress/](https://www.good-thinking.uk/coronavirus/how-to/deal-with-stress/) | |
| How to deal with job and financial uncertainty | [www.good-thinking.uk/coronavirus/how-to/handle-job-and-financial-uncertainty/](https://www.good-thinking.uk/coronavirus/how-to/handle-job-and-financial-uncertainty/) | |
| Fact or fiction? How to avoid fake news about coronavirus | [www.good-thinking.uk/coronavirus/how-to/avoid-fake-news-about-coronavirus/](https://www.good-thinking.uk/coronavirus/how-to/avoid-fake-news-about-coronavirus/) | |
| How to manage eating disorders | [www.good-thinking.uk/coronavirus/how-to/manage-eating-disorders/](https://www.good-thinking.uk/coronavirus/how-to/manage-eating-disorders/) | |
| How to cope with bereavement and grief | [www.good-thinking.uk/coronavirus/how-to/cope-bereavement-and-grief/](https://www.good-thinking.uk/coronavirus/how-to/cope-bereavement-and-grief/) | |
| How to deal with tension, conflict and domestic abuse | [www.good-thinking.uk/coronavirus/how-to/deal-tension-conflict-and-domestic-abuse/](https://www.good-thinking.uk/coronavirus/how-to/deal-tension-conflict-and-domestic-abuse/) | |
| How to use the disruption to your routine to develop a new healthy habit | [www.good-thinking.uk/coronavirus/how-to/use-disruption-your-routine-develop-new-healthy-habit/](https://www.good-thinking.uk/coronavirus/how-to/use-disruption-your-routine-develop-new-healthy-habit/) | |
| How to manage boredom | [www.good-thinking.uk/coronavirus/how-to/manage-boredom/](http://www.good-thinking.uk/coronavirus/how-to/manage-boredom/) | |
| How to deal with the uncertainty of lockdown and beyond | [www.good-thinking.uk/coronavirus/how-to/deal-uncertainty-lockdown-and-beyond/](http://www.good-thinking.uk/coronavirus/how-to/deal-uncertainty-lockdown-and-beyond/) | |
| **Mental wellbeing advice for parents and carers** | | |
| General advice | [www.good-thinking.uk/coronavirus/advice-for/parents-carers-general-advice/](https://www.good-thinking.uk/coronavirus/advice-for/parents-carers-general-advice/) | |
| Changes in routine - advice for parents and carers of children with autistic spectrum disorder and learning disabilities | [www.good-thinking.uk/coronavirus/advice-for/parents-and-carers-children-autistic-spectrum-disorder-learning-disabilities/](https://www.good-thinking.uk/coronavirus/advice-for/parents-and-carers-children-autistic-spectrum-disorder-learning-disabilities/) | |
| Parents and carers supporting children and young people with eating disorders | [www.good-thinking.uk/coronavirus/advice-for/parents-and-carers-supporting-children-and-young-people-eating-disorders/](https://www.good-thinking.uk/coronavirus/advice-for/parents-and-carers-supporting-children-and-young-people-eating-disorders/) | |
| Parents of children with attention deficit hyperactivity disorder (ADHD) | [www.good-thinking.uk/coronavirus/advice-for/parents-children-attention-deficit-hyperactivity-disorder-adhd/](https://www.good-thinking.uk/coronavirus/advice-for/parents-children-attention-deficit-hyperactivity-disorder-adhd/) | |
| Maintain a healthy, balanced diet | [www.good-thinking.uk/coronavirus/how-to/maintain-healthy-balanced-diet/](http://www.good-thinking.uk/coronavirus/how-to/maintain-healthy-balanced-diet/) | |
| Advice for foster carers | [www.good-thinking.uk/coronavirus/advice-for/advice-foster-carers/](http://www.good-thinking.uk/coronavirus/advice-for/advice-foster-carers/) | |
| Advice for adoptive parents, special guardians and kinship and connected carers | [www.good-thinking.uk/coronavirus/advice-for/adoptive-parents-special-guardians-and-kinship-and-connected-carers/](http://www.good-thinking.uk/coronavirus/advice-for/adoptive-parents-special-guardians-and-kinship-and-connected-carers/) | |
| **Mental wellbeing advice for healthcare workers** | | |
| General advice | [www.good-thinking.uk/coronavirus/advice-for/healthcare-professionals/](http://www.good-thinking.uk/coronavirus/advice-for/healthcare-professionals/) | |
| Advice for looking after yourself and supporting your colleagues | [www.good-thinking.uk/coronavirus/advice-for/looking-after-yourself-and-supporting-your-colleagues-healthcare-professionals/](http://www.good-thinking.uk/coronavirus/advice-for/looking-after-yourself-and-supporting-your-colleagues-healthcare-professionals/) | |
| Advice for people working in social care | [www.good-thinking.uk/coronavirus/advice-for/people-working-social-care/](https://www.good-thinking.uk/coronavirus/advice-for/people-working-social-care/) | |
| **Mental wellbeing advice for young people** | | |
| General advice | [www.good-thinking.uk/coronavirus/advice-for/children-and-young-people/](http://www.good-thinking.uk/coronavirus/advice-for/children-and-young-people/) | |
| How to manage eating disorders during COVID-19 | [www.good-thinking.uk/coronavirus/advice-for/young-people-how-manage-eating-disorders/](http://www.good-thinking.uk/coronavirus/advice-for/young-people-how-manage-eating-disorders/) | |
| Advice for children and young people who are being bullied | [www.good-thinking.uk/coronavirus/advice-for/children-and-young-people-who-are-being-bullied/](http://www.good-thinking.uk/coronavirus/advice-for/children-and-young-people-who-are-being-bullied/) | |
| Advice for the children of essential workers and volunteers | [www.good-thinking.uk/coronavirus/advice-for/children-essential-workers-and-volunteers/](http://www.good-thinking.uk/coronavirus/advice-for/children-essential-workers-and-volunteers/) | |
| Advice for young carers | [www.good-thinking.uk/coronavirus/advice-for/young-carers/](http://www.good-thinking.uk/coronavirus/advice-for/young-carers/) | |
| Advice for children and young people who receive counselling and other support | [www.good-thinking.uk/coronavirus/advice-for/children-and-young-people-who-receive-counselling-and-other-support/](http://www.good-thinking.uk/coronavirus/advice-for/children-and-young-people-who-receive-counselling-and-other-support/) | |
| Advice for children & young people with ADHD | [www.good-thinking.uk/coronavirus/advice-for/children-and-young-people-adhd/](http://www.good-thinking.uk/coronavirus/advice-for/children-and-young-people-adhd/) | |
| Advice to help children and young people deal with anger | [www.good-thinking.uk/coronavirus/advice-for/children-and-young-people-deal-anger/](http://www.good-thinking.uk/coronavirus/advice-for/children-and-young-people-deal-anger/) | |
| Advice to help young people handle uncertainty | [www.good-thinking.uk/coronavirus/advice-for/young-people-handle-uncertainty/](http://www.good-thinking.uk/coronavirus/advice-for/young-people-handle-uncertainty/) | |
| **Advice for older people** | | |
| General advice | | [www.good-thinking.uk/coronavirus/advice-for/older-people/](http://www.good-thinking.uk/coronavirus/advice-for/older-people/) |
| What to do if you’re feeling lonely during self-isolation | | [www.good-thinking.uk/coronavirus/personal-stories/what-to-do-if-youre-feeling-lonely-during-self-isolation/](https://www.good-thinking.uk/coronavirus/personal-stories/what-to-do-if-youre-feeling-lonely-during-self-isolation/) |
| **Personal stories** | | |
| Self-isolation: Harry's story | [www.good-thinking.uk/coronavirus/personal-stories/harry/](https://www.good-thinking.uk/coronavirus/personal-stories/harry/) | |
| Self-isolation: Callum's story | [www.good-thinking.uk/coronavirus/personal-stories/callum/](https://www.good-thinking.uk/coronavirus/personal-stories/callum/) | |
| GCSEs 2020: A student's perspective | [www.good-thinking.uk/coronavirus/personal-stories/gcses-2020-students-perspective/](https://www.good-thinking.uk/coronavirus/personal-stories/gcses-2020-students-perspective/) | |
| Adjusting to a new way of living: Alis Rowe, autistic creator and entrepreneur | [www.good-thinking.uk/coronavirus/personal-stories/a-new-way-of-living/](https://www.good-thinking.uk/coronavirus/personal-stories/a-new-way-of-living/) | |
| Coping with Isolation: Bob Levin, GP | [www.good-thinking.uk/coronavirus/personal-stories/coping-isolation/](https://www.good-thinking.uk/coronavirus/personal-stories/coping-isolation/) | |
| Retaining hope: Steven Oliver, retired bishop and former BBC chief producer | [www.good-thinking.uk/coronavirus/personal-stories/retaining-hope/](https://www.good-thinking.uk/coronavirus/personal-stories/retaining-hope/) | |
| How music is good for wellbeing Edward Breen, musicologist, City Lit | [www.good-thinking.uk/coronavirus/personal-stories/how-music-good-wellbeing/](https://www.good-thinking.uk/coronavirus/personal-stories/how-music-good-wellbeing/) | |
| The challenges of a dispersed workforce: Kathryn Davis, Head of Learning, Proctor & Gamble | [www.good-thinking.uk/coronavirus/personal-stories/challenges-dispersed-workforce/](https://www.good-thinking.uk/coronavirus/personal-stories/challenges-dispersed-workforce/) | |
| Benefits of healthy sleep patterns: Michael Farquhar - Consultant in Paediatric Sleep Medicine, Guy's & St Thomas' NHS Trust | [www.good-thinking.uk/coronavirus/personal-stories/benefits-healthy-sleep-patterns/](https://www.good-thinking.uk/coronavirus/personal-stories/benefits-healthy-sleep-patterns/) | |
| Coping with loss of work: Jack Apperley | [www.good-thinking.uk/coronavirus/personal-stories/coping-loss-work/](https://www.good-thinking.uk/coronavirus/personal-stories/coping-loss-work/) | |
| Experience of Coronavirus: Dr Tom Coffey, GP & Mayor of London Health Advisor | [www.good-thinking.uk/coronavirus/personal-stories/experience-coronavirus-gp-mayor-london-health-advisor/](https://www.good-thinking.uk/coronavirus/personal-stories/experience-coronavirus-gp-mayor-london-health-advisor/) | |
| Experience of Covid-19 with Asperger’s – Chris’ story | [www.good-thinking.uk/coronavirus/personal-stories/facing-covid-19-with-aspergers/](http://www.good-thinking.uk/coronavirus/personal-stories/facing-covid-19-with-aspergers/) | |
| Online Safety for Young People during Lockdown | [www.good-thinking.uk/coronavirus/personal-stories/online-safety-young-people-during-lockdown/](http://www.good-thinking.uk/coronavirus/personal-stories/online-safety-young-people-during-lockdown/) | |
| Education in the time of Coronavirus | [www.good-thinking.uk/coronavirus/personal-stories/education-time-coronavirus/](http://www.good-thinking.uk/coronavirus/personal-stories/education-time-coronavirus/) | |
| How the football world can help during the Coronavirus Pandemic | [www.good-thinking.uk/coronavirus/personal-stories/how-football-world-can-help-during-coronavirus-pandemic/](http://www.good-thinking.uk/coronavirus/personal-stories/how-football-world-can-help-during-coronavirus-pandemic/) | |
| Why a micropause can help your mental health today | [www.good-thinking.uk/coronavirus/personal-stories/why-micropause-can-help-your-mental-health-today/](http://www.good-thinking.uk/coronavirus/personal-stories/why-micropause-can-help-your-mental-health-today/) | |
| Online Communities for Support | [www.good-thinking.uk/coronavirus/personal-stories/online-communities-support/](http://www.good-thinking.uk/coronavirus/personal-stories/online-communities-support/) | |
| There is so much noise around: JC Candanedo (Digital Health Ambassador for Partnership for Young London) | [www.good-thinking.uk/coronavirus/personal-stories/there-so-much-noise-around/](http://www.good-thinking.uk/coronavirus/personal-stories/there-so-much-noise-around/) | |
| Supporting a healthy screen/life balance during the Pandemic: Tanya Goodin – Digital Well-being Expert | [www.good-thinking.uk/coronavirus/personal-stories/supporting-a-healthy-screenlife-balance-during-the-pandemic/](http://www.good-thinking.uk/coronavirus/personal-stories/supporting-a-healthy-screenlife-balance-during-the-pandemic/) | |
| Coping with obsessive compulsive disorder (OCD) during the Pandemic, and afterwards: Tracey Taylor, Cognitive Behaviour Therapist at the Centre for Anxiety Disorders and Trauma, South London and Maudsley NHS Foundation Trust | [www.good-thinking.uk/coronavirus/personal-stories/coping-obsessive-compulsive-disorder-ocd-during-pandemic-and-afterwards/](http://www.good-thinking.uk/coronavirus/personal-stories/coping-obsessive-compulsive-disorder-ocd-during-pandemic-and-afterwards/) | |
| Parents: Adapting to the digital present and future their children find themselves in: Sonia Livingstone, Professor of Social Psychology at the London School of Economics | [www.good-thinking.uk/coronavirus/personal-stories/parents-adapting-digital-present-and-future-their-children/](http://www.good-thinking.uk/coronavirus/personal-stories/parents-adapting-digital-present-and-future-their-children/) | |
| Mental health in online communities: Darren Gough – Expert in Community Management and founder of Island23 | [www.good-thinking.uk/coronavirus/personal-stories/mental-health-online-communities/](http://www.good-thinking.uk/coronavirus/personal-stories/mental-health-online-communities/) | |
| Supporting students through coronavirus: Mhairi Underwood – Head of Community at The Student Room | [www.good-thinking.uk/coronavirus/personal-stories/supporting-students-through-coronavirus/](http://www.good-thinking.uk/coronavirus/personal-stories/supporting-students-through-coronavirus/) | |
| Self-isolation: Grace’s story (age 15) | [www.good-thinking.uk/coronavirus/personal-stories/self-isolation-story/](http://www.good-thinking.uk/coronavirus/personal-stories/self-isolation-story/) | |
| Reflecting on ways to live better: Taiwo's story | [www.good-thinking.uk/coronavirus/personal-stories/reflecting-ways-live-better-taiwos-story/](http://www.good-thinking.uk/coronavirus/personal-stories/reflecting-ways-live-better-taiwos-story/) | |

**APPENDIX 2: Useful websites to promote or reference regularly**

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| **General advice**   * [NHS](https://www.nhs.uk/conditions/coronavirus-covid-19/) * [Public Health England](https://publichealthmatters.blog.gov.uk/2020/01/23/wuhan-novel-coronavirus-what-you-need-to-know/) * [UK Government](https://www.gov.uk/coronavirus) * [World Health Organization](https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public) * [Mayor of London](https://www.london.gov.uk/what-we-do/statement-coronavirus-covid-19) * [Mental Health Foundation](https://www.mentalhealth.org.uk/publications/looking-after-your-mental-health-during-coronavirus-outbreak) * [Age UK](https://www.ageuk.org.uk/discover/2020/03/ways-to-help-older-people-coronavirus/) |
| **Advice for healthcare workers**   * [NHS Employers](https://www.nhsemployers.org/) * [Free wellbeing apps for NHS staff](https://www.nhsemployers.org/news/2020/03/free-access-to-wellbeing-apps-for-all-nhs-staff) * [Guidance for psychiatrists](https://www.rcpsych.ac.uk/about-us/responding-to-covid-19/responding-to-covid-19-guidance-for-clinicians) * [BMA – Advice and support](https://www.bma.org.uk/advice-and-support/covid-19) |
| **Advice for children and young people**   * [NSPCC](https://www.nspcc.org.uk/) * [Place2Be](https://www.place2be.org.uk/about-us/news-and-blogs/2020/march/coronavirus-information-for-children/) * [The Mix](https://www.themix.org.uk/your-body/using-health-services/help-im-worried-about-coronavirus-35643.html) * [Young Minds](https://youngminds.org.uk/blog/what-to-do-if-you-re-anxious-about-coronavirus/) |
| **Advice for parents and carers**   * [Anna Freud National Centre for Children and Families](https://www.annafreud.org/what-we-do/anna-freud-learning-network/coronavirus/) * [BBC News](https://www.bbc.co.uk/news/uk-politics-51959957) * [BBC Teach](https://www.bbc.co.uk/teach/five-ways-to-keep-your-kids-learning-at-home/z4966v4) * [Carers UK](https://www.carersuk.org/help-and-advice/health/looking-after-your-health/coronavirus-covid-19) * [Family Lives](https://www.familylives.org.uk/) * [Mental Health Foundation](https://mentalhealth.org.uk/coronavirus/talking-to-children) * [MIND](https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/) * [UK Government (school closures)](https://www.gov.uk/government/publications/closure-of-educational-settings-information-for-parents-and-carers) * [UNICEF](https://www.unicef.org/coronavirus/6-ways-parents-can-support-their-kids-through-coronavirus-covid-19) * [Young Minds](https://youngminds.org.uk/blog/talking-to-your-child-about-coronavirus/) |
| **Helplines**   * [Anxiety UK](https://www.anxietyuk.org.uk/get-help/anxiety-uk-national-infoline-service/) * [CALM](https://www.thecalmzone.net/help/helpline/) * [No Panic](https://nopanic.org.uk/the-no-panic-helpline/) * [OCD UK](https://www.ocduk.org/) * [Samaritans](https://www.samaritans.org/how-we-can-help/contact-samaritan/) * [The Silver Line](https://www.thesilverline.org.uk/contact-us/) |