

Is the Texting Service confidential?

All texts are anonymous and treated confidentially, some exceptions to confidentiality may apply if the operator has concerns for your safety or the public. You can read our full confidentiality policy on our website www.lancashirecare.nhs.uk/confidentiality-policy

Volunteer recruitment

If you are interested in joining our volunteer team and have an FY or PR postcode, please contact the admin team to request an application pack on **01253 447900** or email listening.helpline@lancashirecare.nhs.uk

Would you prefer to speak to someone rather than text?

Call our Freephone helpline on 0800 915 4640

to talk to a specialist trained volunteer for emotional support, listening ear and information on sources of help. *Please note some calls are recorded for training purposes.*



Other sources of information:

The Wellbeing and Mental Health Helpline

This provides an information and listening service for people in Lancashire. It is available between 7:00pm and 11:00pm Mondays to Fridays and from 12:00 noon until 12:00 midnight on Saturdays and Sundays. **Freephone: 0800 915 4640.**

Hearing Feedback Team

If you would like to share feedback on your experiences with us, please contact the Hearing Feedback Team on: **01772 695315**, **freephone: 0808 144 1010** or email: hearing.feedback@lancashirecare.nhs.uk

Contacts and social media:

- 01772 695300**
- communications@lancashirecare.nhs.uk
- www.lancashirecare.nhs.uk
- facebook.com/lancashirecare
- [@LancashireCare](https://twitter.com/LancashireCare)
- youtube.com/LancashireCare

If you have problems reading the print we can provide this leaflet in large print, audio book or Braille.

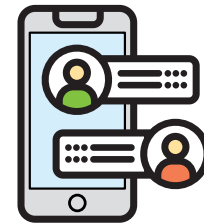
اگر آپ کو پڑھنے میں کوئی مسئلہ ہے تو ہم اس پمفلٹ کو بڑے پرنٹ، آڈیو بک یا برایل میں فراہم کر سکتے ہیں۔
 درخواست پر یہ دستاویز اردو میں بھیجا جاسکتی ہے۔
 本文件可以應要求，製作成中文（繁體字）版本。
 有需要者請向本中心索取，我們將為您提供中文（繁體字）版本。
 W przypadku jakiegokolwiek problemów z odczytaniem tekstu z przyjaznością dostarczymy Państwu ulotkę z dużym drukiem, kasmo do oduchu lub tekst w języku Braille.

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Data Protection
 Lancashire Care NHS Foundation Trust adheres to The Data Protection Act 1998. The Trust will endeavour to ensure that your information remains secure and confidential at all times. For further information regarding data protection please visit the Trust's website or ask a member of staff for a copy of our leaflet entitled "Sharing Information With Us".

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THE WELLBEING & MENTAL HEALTH TEXTING SERVICE

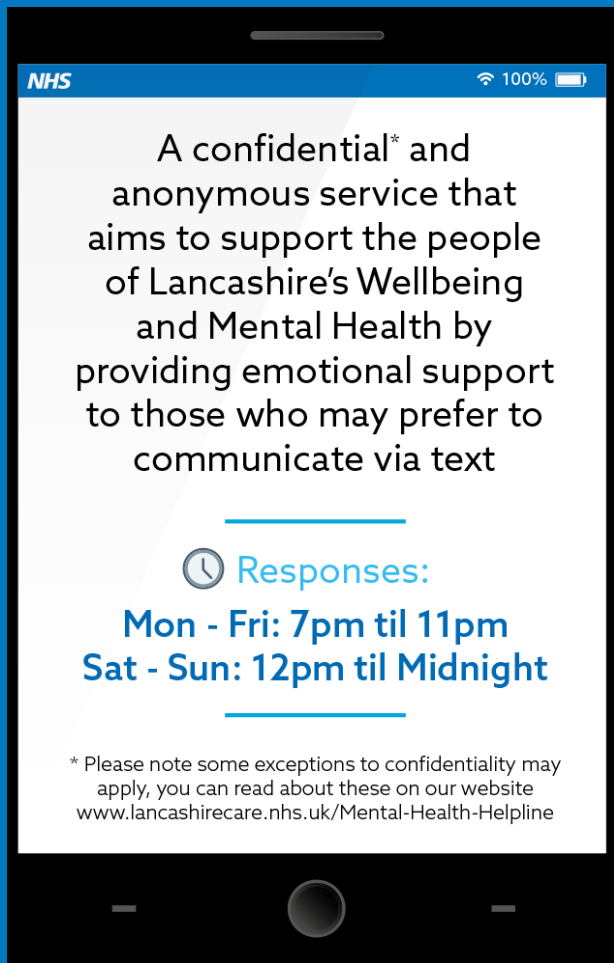


Feeling low? 😞
 Do you need support? 💬

Text **HELLO** to
07860 022846 🖐️ **SOS**

Responses:
Mon - Fri: 7pm til 11pm
Sat - Sun: 12pm til Midnight

Excellence Accountability Respect Teamwork Integrity Compassion



How can we help?

Offer anonymous emotional support through texting

Intervene when someone is in crisis*

Offer information about mental health and supporting services

We empower and guide to make positive choices

Experiencing any of the following?



Bullying



Parental conflict



Loneliness



Mental health problems



Sexuality challenges



Suicidal thoughts



Abuse



Self-image issues



Self-harm

We are here to help



Scan Me!

How does it work?

Upon texting the service, you will receive a welcome text confirming your text has been received and will be responded to within 24 hours. An operator will then respond to you, invite you to share how you are feeling and give you emotional support. We can signpost you and provide you with details of local/national mental health services so you can continue to access support not just from us but from other services.

If I text the service, who will I be communicating with?

You will be connected to an operator who is trained to give emotional support. There may be occasions when a Shift Supervisor will handle the text.

Who can use the Texting service?

Anyone in Lancashire who feels they need emotional support, is suffering with their own mental health or has concerns about someone they know can use the service.

Will I be charged for using this service?

Standard text rates may apply, for more information please check with your provider.