

## Sources of Support after Attending Training Courses

### Support and Information Post Training

*By Karen Littleford, Martin George,  
Joanna Davies and Marion Kelly.*

Shropshire Partners in Care recognises that whilst attending training the subjects covered can raise personal issues which you may not have thought about or dealt with for some time.

This document is a signposting tool to enable you to seek support after the session if you need to.

In addition, there are links to other sources of information concerning the training you have accessed.

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## Counselling Services



If you have been affected by any of the issues raised during safeguarding adults or other training, you can approach your GP for a referral to counselling services or self-refer.

Shropshire Primary Care Psychological Therapies Service (Not a crisis service) - Providing help and support for anybody in the Shropshire area who is suffering from low mood, stress, anxiety or other emotional problems. Various psychological interventions including cognitive behaviour therapy (CBT), counselling (telephone or face to face) and wellbeing courses are offered. Self-referral by telephone or email or via your GP.

Phone: 0300 123 6020

Email: [iaptshropshire@nhs.net](mailto:iaptshropshire@nhs.net)

**Website click [here](#)**

## Axis Counselling

Axis provide a local service for survivors of Childhood Sexual Abuse, rape and sexual violence.

Tel: 01743 357777 or 01952 278000

**Website click [here](#)**

## Cruse Bereavement Care

National Helpline: 0808 808 1677

**Website click [here](#)**

## The Glade Sexual Assault Referral Centre (SARC)

A specialist centre providing a service of care to women and men who have been raped or sexually assaulted in West Mercia (Worcestershire, Herefordshire and Shropshire, Telford and Wrekin).

Adult service (18+):

24 Hour Self-Referral Number: 0808 178 2058

Professionals Enquiry Number: 01886 833555

Email (office hours only):

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

**Website click [here](#)**

## Access Services for Adult Mental Health in Shropshire and Telford & Wrekin

Contact: 0300 124 0365

Who should call this number?

- Anybody who is worried about their mental health
- Anybody using Midlands Partnership NHS Foundation Trust adult mental health services who needs to contact them out of hours
- Anybody who cares for someone receiving adult mental health services from Midlands Partnership NHS Foundation Trust

- Anybody concerned about the mental health of an adult family member or close friend
- Professionals needing advice and guidance regarding mental health issues.

### **Midlands Partnership NHS Foundation Trust- Self Help Leaflets including:**

Anxiety, depression and low mood, post-traumatic stress, self-harm stress and sleeping problems

Website click [here](#)

### **Shropshire Council website**

You can contact the mental health team direct by calling:

Tel: 01743 255895

You may want to talk this over with your GP first, who can arrange a referral if needed, or you can give someone else permission to contact us on your behalf.

Website click [here](#)

### **Mind Shropshire**

Website click [here](#)

### **Mind Telford and Wrekin**

Website click [here](#)

### **Rethink Mental Illness**

Website click [here](#)

### **Samaritans**

Website click [here](#)

### **Suicide**

If you are feeling suicidal or feel unsafe in any other way contact your GP or dial 999 in the case of emergency.

**Suicide Prevention Training Course** - Zero Suicide Alliance click [here](#) to access

This training will teach you to recognise the signs that someone could be contemplating suicide.

### **Samaritans – Sarah’s Story**

**This is a story about Sarah -**

"Someone talking to me and showing they cared about me helped to interrupt my suicidal thoughts and that gave them time to subside. The more that people understand that suicide is preventable, the better".

Click [here](#) to access Sarah’s Story

### **Support after someone has died by suicide**

Help is at Hand Support after someone may have died by suicide

Click [here](#) to access the *Help is at Hand Support after someone may have died by suicide resource*

### **Support after Suicide Partnership**

Information and resources

Website click [here](#)

## Cruse Bereavement Care and Samaritans - Facing the Future: support groups for people bereaved by suicide

Support groups for people bereaved by suicide. Check the website to see if sessions are running in your area.

Website click [here](#)

## Domestic Abuse



## Support

If you are concerned about domestic abuse and need advice, please call the National Domestic Violence 24-hour Helpline or West Mercia Women's Aid Domestic Violence 24-hour Helpline 0800 783 1359.

## Other Domestic Abuse Contacts:

In an emergency always call the Police 999

West Mercia Police 101

National 24hour Domestic Violence Helpline: 0808 2000 247

## Shropshire Domestic Abuse Service

Helpline 24 hour: 0800 7831 359  
Website click [here](#)

## Men's Advice Line

Helpline: 0808 801 0327  
Website click [here](#)

## ManKind Initiative

Helpline: 01823 334244  
Website click [here](#)

## M.A.L.E (Men's Advice Line)

Helpline: 0808 801 0327

## Lesbian and Gay Foundation:

Helpline: 0845 330 3030  
Website click [here](#)

## Galop, the LGBT+ anti-violence charity

Helpline: 0207 704 2040  
Website click [here](#)

## Hate Crime

A hate crime is an offence committed against a person or property motivated by the perpetrator's hostility and prejudice towards people because they're seen as being different. This includes crime based on: disability, race, religion, sexual orientation or transgender identity. As a crime, it will be acted upon by the police when reported to them.

Hate Crime resources - Click [here](#) for resources on the Keeping Adults Safe in Shropshire Board website

### Report Hate Crime

Report it - There are various ways in which you can report a hate crime:

- Call 999 in an emergency
- Emergency SMS Text message
- Email [contactus@westmercia.pnn.police.uk](mailto:contactus@westmercia.pnn.police.uk) or [customer.service@shropshire.gov.uk](mailto:customer.service@shropshire.gov.uk)
- Call Crimestoppers on 0800 555 111
- Call the Police on 101 (non-emergency)

Don't want to report directly to the police?

Report via True Vision on line - click [here](#)

### Support after experiencing Hate Crime

- Call Victim Support West Midlands 0300 303 1977 (free and confidential)

### Scams and Rogue Trading

You can find out more about common types of scams from:

#### Action Fraud

Website click [here](#)

#### Citizens Advice

Website click [here](#) for information on spotting scams and [here](#) for reporting scams

You can also access information about the best ways to protect yourself from scams and fraud on this website.

### Friends Against Scams

Friends Against Scams has been created to tackle the lack of scams awareness by providing information about scams and those who fall victim to them. A free on line training session is available on the website to raise awareness of the issues. This information enables communities and organisations to understand scams, talk about scams and cascade messages throughout communities about scams prevention and protection.

Website click [here](#)

### Rogue Traders

Avoid employing a 'rogue trader' to do sub-standard work to your property or garden try using the Trading Standards Accredited Scheme.

Trading Standards Accredited (TSA) is operated by Telford & Wrekin Council's Trading Standards Service. It follows on from the successful Shropshire, Telford & Wrekin Trader Register which operated for over 10 years. The new TSA scheme accepts applications in all trade areas which will provide greater choice and increased reassurance for customers when looking for a business they can trust.

Click [here](#) to access the website

## Supporting Adults who live with Dementia

### Dementia Information Service

The Dementia Information Service, which guides you through the often difficult time after a dementia diagnosis. The emails can support you if you have just found out, or accepted, that you or a loved one has dementia.

Website click [here](#)

### Shropshire, Telford & Wrekin Dementia Action Alliance

The Shropshire Telford & Wrekin Dementia Action Alliance is made up of organisations that operate across the area working together to make Shropshire Telford & Wrekin dementia friendly.

Website click [here](#)

### Alzheimer's Society

For advice, support and local activity in Shropshire and Telford and Wrekin check the website.

Website click [here](#)

### Age UK

Dementia support groups  
Age UK Shropshire Telford & Wrekin's dementia support groups support local people with dementia and memory difficulties, their families, carers and friends.

Website click [here](#)

## Memory Service

Check local contact details on line

[Telford and Wrekin](#)

[Shropshire](#)

## Moving and Handling



**Question:** Assessment advice / issuing equipment / what options are available to me (my relative), the individual...

### For people who are registered with a Telford G.P.

Telford- the Community Equipment Service

People to speak to - Clinical Advisors to the Community Equipment Service.

01952 607712 / 01952 607713

Unit D2, Hortonwood 7, Telford, TF1 7GP

### For people who are registered with a Shropshire G.P.

Shropshire - Independent Living Partnership (ILP)

People to speak to Trusted Assessor  
Facilitator / Manual Handling Advisor  
Independent Living Partnership Ltd

Tel: 01743 250820  
Fax: 01743 466578  
The Lantern, Meadow Farm Drive,  
Shrewsbury, SY1 4NG

Website click [here](#)

**Question: Assessment advice / issuing equipment / what options are available to me (my relative), the individual...**

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Shrewsbury, SY1 4NG

Website click [here](#)

**Question: Equipment Advice – What’s new? Specific equipment for specific mobility issues.**

Ableworld Shrewsbury - Heathgates Bank,  
Ditherington Rd, Shrewsbury SY1 4BB

Phone: 01743 369427

Website click [here](#)

Ableworld Newport - Unit 1 Audley Avenue, Business Park, Newport, Shropshire, TF10 7BX

Phone: 01952 820772

Website click [here](#)

Berwick - Lancaster Court, Lancaster Road, Harlescott Industrial Estate, Shrewsbury, SY1 3LG

Phone: 01743 440011

Website click [here](#)

**General Moving and Handling Advice**

**Questions / Statements – can’t manage, don’t have the right equipment, struggling?** Then it’s always back to GP. To get a referral to Occupational Therapy, district nurses or they will refer to community stores or the Independent Living Partnership.

## First Aid



The Ordnance Survey's OS Locate app is very useful if you need to give your precise location to the emergency services

Website click [here](#)

### British Red Cross first aid apps

British Red Cross first aid apps provide comprehensive, multimedia guidance, and stay in your phone's memory so you have access to them even if you are out of mobile signal. Available from the app stores for Android and iPhones, they're an excellent, free resource.

### Next Generation Text Service

If you are concerned you may not be able to make a 999 call because of poor signal coverage in your area it is possible to send 999 requests by text, which can work where the signal is too intermittent to sustain a voice call. The service was originally designed for people with a sensory impairment but is widely used by the outdoor community. You can register to use this service (required) by texting 'Register' to 999. More info click [here](#)

### First Aid Regulatory Advice

Regulatory type advice the Health and Safety Executive's first aid frequently asked questions are helpful.

Website click [here](#)

## Provision of First Aid

If people have concerns about first aid provision for people in care they should discuss with the management of the organisation, the Care Quality Commission.

CQC Website click [here](#)

Or contact Healthwatch, the health and social care champion for people and local communities.

The local Healthwatch links are

[Shropshire](#)

[Telford and Wrekin](#)

## Falls Prevention

**Shropshire - The Falls Prevention Service** aims to reduce the number of falls and fall-related injuries and is made up of physiotherapists, occupational therapists, nurses and rehabilitation technicians.

**Who can access the service?** Adults living in Shropshire, registered with a Shropshire GP, identified as having fallen, at risk, or fearful of falling. Referral from health and social care professionals, patients may self-refer. All referrals via 01743 251573

### Telford and Wrekin – Falls Prevention Service

Day Hospital Paul Brown Unit, Princess Royal Hospital, Apley Castle, Telford TF1 6TF. Tel: 01952 641222 Extension 4030 (Referral via a professional)

### Falls Prevention - Useful Links

[Active 4 Health \(Shropshire County\)](#)

Website click [here](#)

[Age UK](#)

Website click [here](#)



**Community Council Shropshire for preventative services**

Website click [here](#)

**DAART - Diagnostics, Assessment and Access to Rehabilitation and Treatment**

Website click [here](#)

**FRAX - Fracture Risk Assessment Tool**

Website click [here](#)

**Falls Assistant Tool**

Website click [here](#)

**Independent Living Partnership**

Website click [here](#)

**LaterLife Training**

Website click [here](#)

**NICE Guidelines for Falls (for service users)**

Website click [here](#) and [here](#)

**National Osteoporosis Society**

Website click [here](#)

### Mental Capacity Act



**Mental Capacity Act Code of Practice**

Website click [here](#)

**Shropshire Council MCA Resources**

Website click [here](#)

**Telford and Wrekin Council**

Website click [here](#)

**Mental Capacity Act Updates**

39 Essex Chambers

Website click [here](#)

**Edge Training**

Website click [here](#)

### Safeguarding Adults



### Useful Links

**Keeping Adults Safe in Shropshire Board**

To access local policy and learning resources visit the website

Website click [here](#)

**Telford and Wrekin Safeguarding Adults Board**

To access local policy and learning resources visit the website

Website click [here](#)

**Raise a Safeguarding Adults Concern Shropshire**

**0345 6789044**

**Raise a Safeguarding Adults Concern Telford and Wrekin**

**01952 385385**

Any questions or updates for this document should be sent to [klittleford@spic.co.uk](mailto:klittleford@spic.co.uk)