

PRESS RELEASE | 06.04.2020

New helpline goes live to support people's mental health

Local NHS Trust, Cheshire and Wirral Partnership (CWP), has launched a new mental health helpline for residents of Cheshire West, Cheshire East and Wirral.

Open 24 hours a day, seven-days a week, it is open to people of all ages including children and young people who need urgent mental health support.

The helpline is part of the NHS Long Term Plan to improve access to mental health support. Originally due to go live next year, it has been fast-tracked to be available to support local people during the Covid-19 pandemic.

Suzanne Edwards, Acting Director of Operations, said: "I am delighted that we now have a dedicated local helpline for people with concerns about their mental health. The dedicated phone number: 0300 303 3972 should now be everyone's first port of call for urgent mental health help in Cheshire and Wirral. It is operated by local NHS staff who can connect people experiencing mental health issues with the best local support.

"Launching a new service in such a short space of time, under the current circumstances, is testament to our very dedicated staff and I would like to say a big thank you to all involved. Having joined the team on one of their first shifts this weekend, I know they are already making a really positive difference to local people by helping those that need specialist support in a timely, person-centred way."

What to do if you need urgent mental health help:

- Please call **0300 303 3972** and our dedicated local NHS staff will support you to access the help you need;
- The helpline is open **24 hours a day, seven days a week** and is open to people of all ages – including children and young people;
- The helpline is now the **first port of call for mental health help** – it is operated by people in your local area who will know how best to support you. If you call NHS111 you may have to wait longer for help and will be re-directed to this local service – so call 0300 303 3972;
- Please note, A&E and 999 are **not the best places** to get help for the majority of mental health problems – call 0300 303 3972 to be directed to the best local service to support you;
- You should still call 999 or go to A&E if you have an **immediate, life-threatening emergency** requiring mental or physical health assistance;
- For non-urgent help and **general wellbeing advice**, the CWP website contains information and links to resources to support people with anxiety, low mood, and worries relating to the current Covid-19 pandemic www.cwp.nhs.uk
- For **children and young people** there is also a dedicated website MyMind.org.uk

Editor's notes:

- Interviews can be arranged upon request
- For more details on wellbeing advice during the COVID-19 outbreak, please visit CWP's [dedicated website page](#).
- Click the links for more info regarding [West Cheshire IAPT](#) and the [Central Cheshire Wellbeing Hub](#)
- Click here to visit CWP's dedicated website for children and young people, [MyMind2.0](#)
- CWP was rated '[Outstanding](#)' for caring by the Care Quality Commission at its most recent inspection
- Chief executive of CWP, Sheena Cumiskey, is in the Health Service Journal's list of the top 50 NHS Trust CEOs (2019).