

# Community Living Well

Spring/Summer  
2020

## In this edition

Living well with a  
long-term  
condition



Extra support  
during a  
pandemic



Coping with  
loneliness during  
lockdown



Community  
**LivingWell**

Working together for your wellbeing

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# Editor's Letter

Welcome to the Spring/Summer 2020 edition of the Community Living Well magazine. I hope you're staying safe and staying well.

This edition is dedicated to providing you with useful advice, support and hyperlinks to help you through this pandemic. My hope is that you will find this resource useful and you will feel informed, inspired and uplifted.

Since Covid-19, we've temporarily changed the way we deliver our services. Each of our services have had to look at new ways of working so they can continue to provide our service users with support. In this magazine, you'll find updates on each of our services.

You'll also find information on how to look after your mental health. If you've been furloughed or need advice on what support you may be entitled to, our Navigators and Employment team have put together some helpful information.

Remember, you're not alone and it's okay to ask for help if you need it.

As always, this magazine is about you – your concerns, achievements and ideas. If you have any suggestions, features, stories or feedback, please contact me, Michelle, at [michelle.jackson@kcmind.org.uk](mailto:michelle.jackson@kcmind.org.uk).

Take care and stay safe,

Michelle Jackson – Marketing Coordinator

## How to Refer

You can refer to the Community Living Well service quickly and securely by completing the form found on this page [communitylivingwell.co.uk/self-referral-form-mental-health/](https://communitylivingwell.co.uk/self-referral-form-mental-health/). Alternatively, you can ask your GP to refer you.

After we have received your information, we will be in touch within 5 working days. If you have any questions about the referral process or other parts of Community Living Well, please contact us on **020 3317 4200**

# Community Living Well

## Eligibility

Community Living Well is a primary care service for anyone experiencing mental health difficulties who is 16 years old or over and signed up with a GP in Kensington and Chelsea, Queen's Park or Paddington.

Community Living Well offers a different kind of mental health support. It brings people together from your local community groups, NHS and the voluntary sector in one service which will work alongside you and your GP to help you access the support you need.

Our model of care aims to:

- work as one integrated service that wraps around the individual
- work with the GP at the centre as the accountable clinician responsible for each person's treatment and care

## Our Partners

### Central and North West London NHS

**Foundation Trust** – Primary Care Liaison

and Talking Therapies Services

### Kensington and Chelsea Mind

– Peer Support Service

**SMART** – Navigator and Employment Services

### Kensington and Chelsea Social

**Council** – Self-Care Services

## Wellbeing Support

**Employment** – Advice and guidance on looking for work, staying in work, and improving employability skills.

**Navigators** – Advice and guidance on a range of issues including benefits, debt, housing and signposting to specialist support services.

**Peer Support** – Groups, social events and activities bringing people together to support and learn from each other.

**Self-Care** – Support and activities that help you to take care of your own mental, emotional and physical wellbeing.

## Clinical Support

**Talking Therapies** – Talking therapy or counselling that can help you if you are feeling stressed, worried or low in mood.

**Primary Care Liaison** – Specialist nurse-led support and access to Primary Care Psychiatry.

Find out more information and whether we can help you on our website

[communitylivingwell.co.uk](https://communitylivingwell.co.uk)



# Looking after your mental health during Covid-19

**T**he current pandemic may be having some impact on your mental health and wellbeing. You might be worried and anxious about how Covid-19 will affect your life and daily routine or because you are self-isolating as you, or someone you live with, has shown symptoms. While this may be a difficult and stressful time, there are some

simple things you can try and do that can help your mental health and wellbeing. It is important to remember that it is okay to feel the way that you do and that everyone reacts differently.

## Find ways to fill your time

It is easy to get bored when you are stuck indoors so it is important to find ways to spend your time. You could try having a clear out by sorting through your possessions and putting them away tidily or have a spring clean. You could also have a digital clear out by deleting old files, upgrading software, updating all your passwords or clearing out your inbox.

## Try to keep active

If possible, build physical activity into your daily routine. It could be something as simple as cleaning your home, walking up and down the stairs or dancing to music. Mental and physical health is linked to one another and when we feel good physically, we tend to feel more positive and better about life. When we exercise, chemicals such as serotonin and endorphins are released which help to naturally stabilise and lift our mood and improve our sleep.

## Get as much sunlight, fresh air and nature

Bringing nature into your everyday life can benefit both your mental and physical wellbeing. It can improve your mood, reduce feelings of stress or anger, and make you feel more relaxed. If you can, go outside for a walk and take in the sights, smells and fresh air.

However, it is possible to get the positive effects of nature while staying indoors at home. You could try:

- Spending time with the windows open to let in fresh air
- Listening to natural sounds, like recordings or apps that play birdsong, ocean waves or rainfall
- Spending time in your garden, if you have one, or opening your front or back door and sitting on the doorstep
- You may be able to buy seeds, flowers or plants online for delivery, to grow indoors. If you order items for delivery, remember to ask to have them left at your doorstep, to avoid face-to-face contact
- If you have safe access to a garden, you could bring home some natural materials like leaves and tree barks to decorate your living space.

## Get a good night's sleep

You may find yourself struggling to get to sleep because of anxiety or worry about the current situation. However, it's important that you get a good night's sleep as it makes a difference to how we feel mentally and physically.

Try to maintain a regular sleeping pattern and keep up good sleep hygiene practices such as avoiding screens before bed, cutting back on caffeine and creating a restful environment.

## Keep your mind stimulated

Keeping your brain occupied and active are important aspects of brain health. By challenging your brain, it increases its vitality. Here are some activities you could do daily to stimulate your mind:

- Read books, magazines and articles
- Listen to podcasts
- Complete puzzles, crosswords or Sudoku
- Learn a new language or a new skill
- Enrol in an online course on [FutureLearn](#) or the [Open University](#)

## Find ways to relax and be creative

Engaging in artistic activities helps reduce stress and anxiety and has been shown to alleviate symptoms associated with depression. There are lots of different ways that you can relax, take notice of the present moment and use your creative side.

Why not try:

- Arts and crafts, such as drawing, painting, collage, sewing, craft kits or upcycling
- DIY
- Meditation
- Playing a musical instrument, singing or listening to music
- Writing

## Take care with news and information

It is important to stay connected with current events but remember to be careful with where you get your news and health information from. For up-to-date health advice, see the [NHS coronavirus webpage](#) and the [GOV.UK coronavirus webpages](#).

If news stories and social media content makes you feel anxious or confused, try limiting the amount of time you spend online.



# Parenting in a Pandemic

**S**chool closures, working from home and social distancing – it is a lot to navigate for anyone, but especially for parents. Fear, uncertainty and being in lockdown can make it tough for parents to keep a sense of calm in the household. We have collected some tips to help parents, including new parents, manage this new, temporary normal.

## Create structure

Having a flexible but consistent daily routine will help add structure into yours and your children's day. This will help children feel more secure. Make sure to include your children when planning a routine such as making a school timetable, and don't forget to include exercise in each day. This helps with stress, and kids and teenagers with lots of energy to burn will appreciate it!

## One-on-one time

This is a great opportunity for parents to build better relationships with their children and teenagers. Set some time aside everyday to

spend with each child. Examples of activities that you could do together include doing a chore, going for a walk and talking about something they like or cooking a favourite meal. One-to-one time is free and fun and by spending time with them daily, it helps them feel loved and secure and shows them that they are important.

## Be open and honest

Having a conversation about isolation and social distancing with your children can be a tough subject to tackle. Be willing to talk to them about Covid-19 as they will have already heard something. Before having the conversation, think about how much they will understand. Remember, you know them

best. Reiterate the importance of hand washing or make a fun activity out of showing them how to wash their hands properly. Ask them if they have any questions and check to see if they are okay. Remind them that you care and they can talk to you anytime.

## Give yourself a break

Coping with feelings of anxiety and low mood while trying your best to raise a family can bring about feelings that you are not doing a good enough job. It is important to remember that the pandemic is temporary, you are doing the best you can in making sure your children are supported and that help is available to support you on this journey.

## Helpful resources

Try these simple, helpful tips and tricks developed by King's College London, NHS South London and Maudsley and Maudsley Charity, to help make family life a little bit more manageable.

**Website:** [Families Under Pressure](#)

For advice on parenting during the pandemic and national guidance.

**Website:** <https://ihv.org.uk/families/parenting-through-coronavirus-covid-19/>

For advice on what to do if your child is sick, [please download and read this guidance put together by the Royal College of Paediatrics and Child Health](#).

## Pregnant during Covid-19?

If you are pregnant, you may be unsure how Covid-19 could affect you, your baby and your pregnancy care.

It is important to let your midwife or maternity care team know if you have symptoms of coronavirus, and to ask them for help with any other concerns as you usually would.

You will still have regular appointments and scans while you are pregnant. But there may be some changes:

- midwife appointments are online, by phone or by video call
- if you need a scan, you may need to go on your own

For more information and support, check out these resources for managing pregnancy during this time:

- The [NHS website has information on pregnancy and coronavirus](#)
- If you need help with day-to-day things call the NHS Volunteer Responders on 0808 196 3646
- Download and read [NHS England's maternity leaflets](#)

**Are you experiencing some of the issues mentioned and would like support?**

To refer yourself to the Talking Therapies service, please fill out the form available here: [communitylivingwell.co.uk/self-referral-form-mental-health/](https://communitylivingwell.co.uk/self-referral-form-mental-health/) or call 020 3317 4200

# Coping with loneliness during lockdown

**S**ocial distancing and self-isolation are important to curb the spread of Covid-19. But with limited human contact it can have a significant impact on our mental wellbeing, particularly with feelings of loneliness. Some of us rely on the small day-to-day interactions that give us a sense of connection, such as, buying a coffee, going to work or even going to the gym. However, self-isolation and social distancing take

away the little connections we make as people are forced to stay home and only leave the house for exercise or for essential travel.

The good news is social distancing and self-isolation does not mean being alone.

Here are our tips on how to stay engaged and connected with others to keep positive and mentally healthy.



## Stay in virtual contact

Technology has become an important source of keeping in touch during these strange times. While meeting up with family and friends may not be possible right now, you can stay in touch using your mobile phone, tablet or computer. Picking up the phone and calling a family member or friend can help reduce feelings of isolation and make you feel more connected just by hearing someone else's voice.

Download apps and chat, share updates and pictures to keep your spirits up when things are tough. You can also set up group video chats on Skype or Zoom to pretend you are catching up at a public space, even when you are at home.

## Attend a virtual tour or event

Local and international attractions such as zoos and museums are offering opportunities to enjoy what they offer digitally and best of all, for free. Here are some you can visit now:

- [Natural History Museum Virtual Tour](#)
- [National Gallery Virtual Tour](#)
- [Vatican Museum Virtual Tour](#)
- [Musée d'Orsay Virtual Tour](#)

## Join or start an online group

Being in a group with other people that share a mutual interest can help with feelings of loneliness. There are lots of different groups out there, from book clubs to choirs. You could also create your own group. Have a look at these options:

- [Virtual Choirs on the TimeOut website](#)
- [National Centre for Writing Book Club](#)
- [Classical-Music's virtual orchestra, choirs and music masterclass](#)
- [Creativity 4 Wellbeing Art Group](#)

## Sign up to a telephone befriending service

Various organisations offer a befriending service where someone will call you to see how you are doing and for a general chat. It is free and the interaction will help ease the feelings of loneliness. [Visit the People First Info website](#) for a list of organisations offering a telephone befriending service.

## Listen to the radio

Hearing the voice of a friendly and familiar presenter can be particularly comforting if you are on your own. And knowing that lots of other people are out there listening along too can help foster a sense of wider social connection.

You may get the same comfort from listening to podcasts or audiobooks.

## Plan home-based activities

If you do not have access to a phone or the internet, distraction techniques can help decrease feelings of isolation and loneliness. Use this time to try new and exciting activities you have always wanted to try but have not had time to. Things you could do include:

- Reading
- Picking up a new hobby or learning a new skill, such as, knitting, drawing or gardening
- Learning a new language using apps such as [Duolingo](#) or explore [FutureLearn's language courses](#)

Consider goals you want to achieve so you can use this time productively.



# Living well during Covid with a long-term health condition

**H**AVING A LONG-TERM health condition (such as diabetes, respiratory or cardiac conditions) during the pandemic can bring extra challenges to our ability to manage our health and wellbeing. During this time of uncertainty, our daily lives have changed a lot. If you have a long-term health condition, it is important to continue your routine to help you stay well. Here are our tips to help you manage your long-term health condition during this time.

## Monitor your condition

It is important to continue monitoring your condition and be aware of how you are feeling. When planning your daily routine, make sure to include your checks (e.g. tracking your blood glucose) and your medication.

## Feel prepared

Think through a normal week: how will it be affected and what do you need to do to solve any problems? Who do you need to get in touch with for help and support?

## Have a plan for getting your prescriptions

Make sure you have a plan with your GP to organise repeat prescriptions. If you are unable to leave the house because you are shielding, meaning you are considered a vulnerable person and need to stay indoors for 12 weeks, organise to have a friend or family member to pick up your prescriptions. If you don't have a family member or friend to do this for you, get in touch with your pharmacy as they may be offering a delivery service. There may also be volunteers in your area to help deliver your prescriptions to you.

10 | Call Community Living Well on 020 3317 4200

## Speak to your GP

If you normally would stay in touch with your GP, ask them how they will continue to support you during this time with appointments and follow-ups.

## Keep support numbers and important information nearby

Have a list of important phone numbers, including your GP surgery, pharmacy, local support and information somewhere easy to find so that you have all the information you need in one easy-to-access space.

## Stick to facts

Find credible sources you can trust such as [GOV.UK](#) or the [NHS website](#) and fact-check information you read or hear from other people. You might also want to consider limiting the time you spend watching, reading or listening to news, including on social media.

## Look after your body

Our physical health has a big impact on how we feel mentally. Try to eat healthy, well-balanced meals, drink enough water and exercise regularly, if you can. It may be a scary thought leaving your house during this time to go out for a walk. However, you can stay indoors and try a home workout or walk up and down the stairs.

## Be aware and recognise your skills and strengths that have helped you to manage

When times are tough, it is easy to forget your ability to manage. Remember that you have managed well outside of Covid-19 and you can continue to manage while in self-isolation.

# Helpful resources

## Websites

[NHS: Advice about your condition and coronavirus](#)

[NHS: If you're at risk from coronavirus \(clinically extremely vulnerable\)](#)

[NHS: If you live with someone at high risk from coronavirus \(clinically extremely vulnerable\)](#)

[GOV.UK: Guidance on shielding and protecting people who are clinically vulnerable from Covid-19](#)

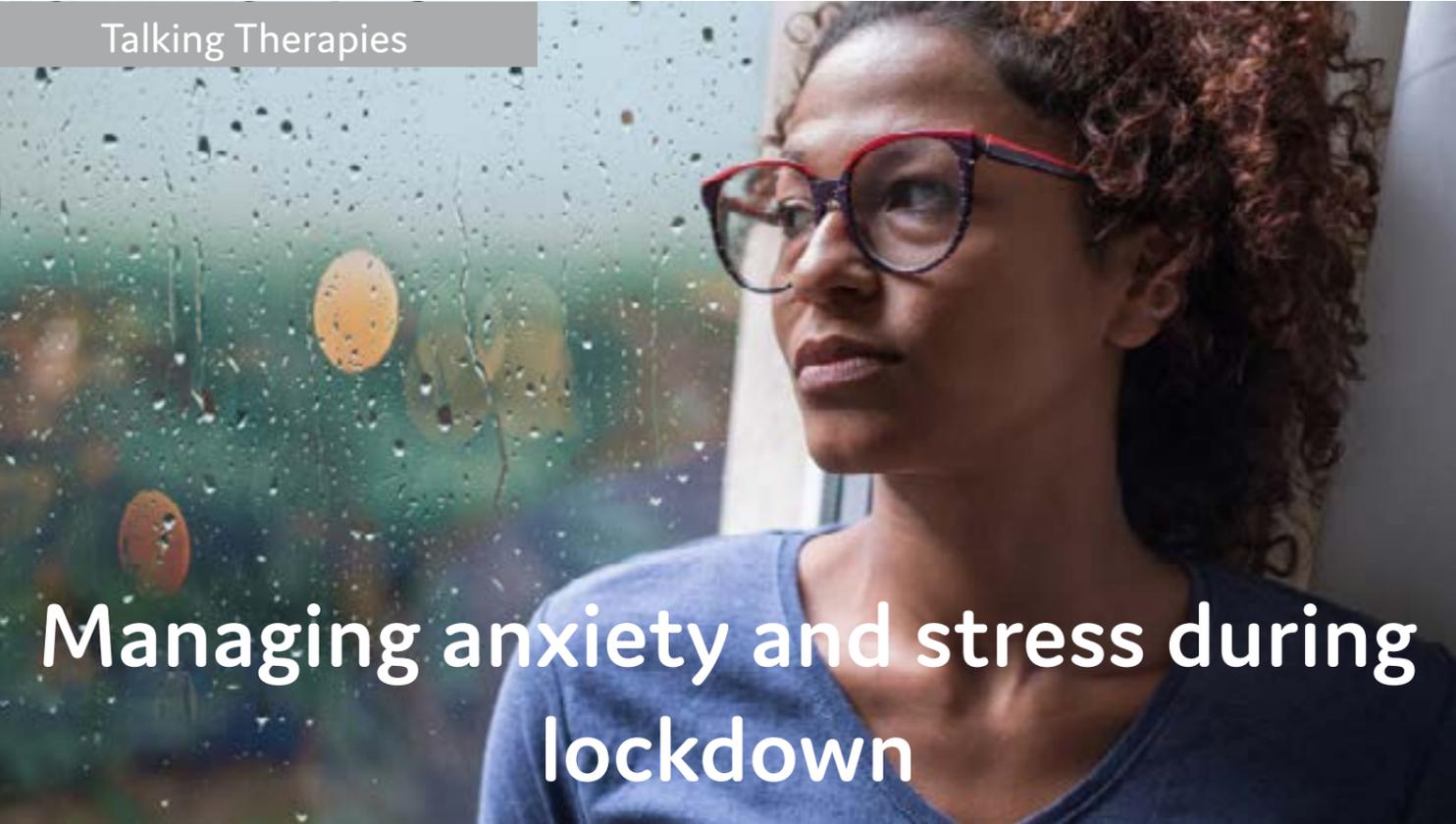
[RBKC: Covid-19 hub and support for vulnerable residents](#)

[RBKC: Support with food and other essentials](#)

Are you experiencing some of the issues mentioned and would like some support?

To refer yourself to the Talking Therapies service, please fill out the form available here: [communitylivingwell.co.uk/self-referral-form-mental-health/](https://communitylivingwell.co.uk/self-referral-form-mental-health/) or call 020 3317 4200





# Managing anxiety and stress during lockdown

**D**URING THIS UNCERTAIN time, you may find yourself worrying about a range of issues coming up and feeling increasingly overwhelmed or anxious, especially during lockdown. Not being able to engage in your usual routine can affect your mental health and you may notice difficulties in motivating yourself or a drop in your mood. You could also be worried or anxious about things like money, family, whether you have the virus or work. It is important to remember that you are not alone and that others are feeling it too. Anxiety and worry affects us all but may be more prominent at this time.



## Why do I feel anxious and worried?

Fear, anxiety and worry are understandable and inevitable emotions. It is our natural response to difficulties. Think about worry as a form of self-talk in our minds where we air out our current problems; it helps us make decisions and take actions to problem solve. Feelings of anxiety and worry can be a good thing as they act as current thoughts that require attention, for example, having to wash your hands after going out or touching surfaces and keeping a safe distance to prevent the spread of coronavirus.

## When does worrying and anxiety become a problem?

When we start thinking about the future or things beyond our control, our emotions can become difficult to tolerate. These are also known as the 'What if..' scenario. When we feel anxious, adrenaline is activated in our bodies warning system resulting in anxiety symptoms. We may find the more we worry, the more we are anxious and a pattern of worry and anxiety emerges.

Whether we are anxious or worrying about the future or the present moment, there are some things we can do to help manage these thoughts and emotions.

## Pause and take a moment

It is important to take a moment to yourself when you start experiencing feelings of anxiety or worry. If you are in the middle of doing something or in the presence of other people, excuse yourself and find a space where you can pause, breathe and take a moment.

## Helpful resources

Free guide to managing worry and anxiety - available in different languages. [Download it here.](#)

Central and North West London Helpful Resources have self-help booklets and workbooks. [Visit CNWL Talking Therapies website.](#)

## Observe and 5-minute rule

You may or may not know what has brought up the feelings of anxiety and worry so it is important to understand why you are feeling the way that you do. Take five minutes to think and write your worries down. Then decide which ones you would like to act on.

Ask yourself:

- What am I worried about?
- What am I reacting to?

## Pull back

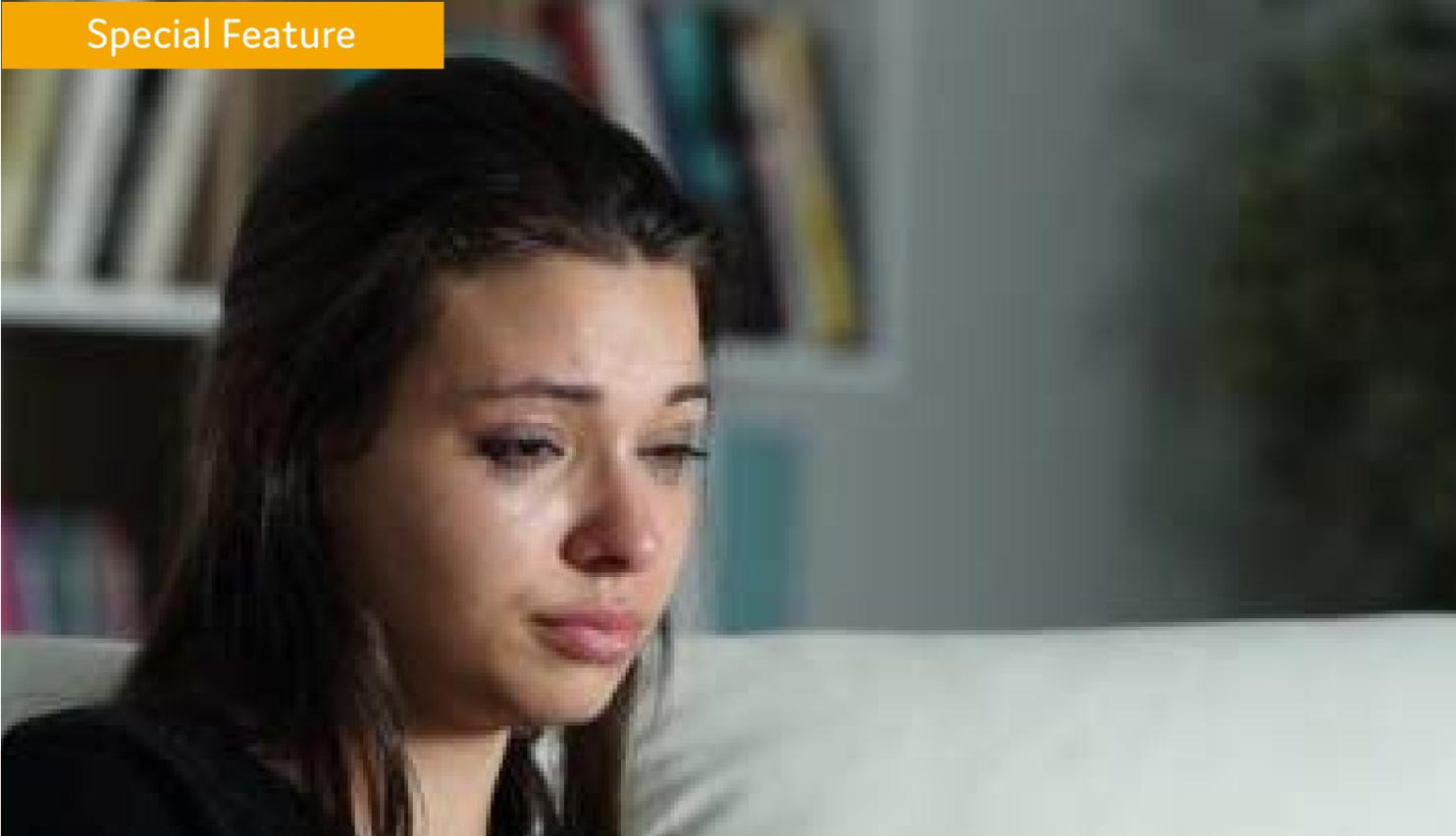
Once you have unearthed how you are feeling and why you are feeling that way, ask yourself what advice would you give a friend who is experiencing the same thoughts and emotions. This will help put your thoughts and emotions into perspective and will help you take a step forward into overcoming them.

## Know everything will be okay

Be safe in the knowledge that if the feeling of 'What if..' occurs, you can solve it as you have with other difficulties.

Are you experiencing some of the issues mentioned and would like some support?

To refer yourself to the Talking Therapies service, please fill out the form available here: [communitylivingwell.co.uk/self-referral-form-mental-health/](http://communitylivingwell.co.uk/self-referral-form-mental-health/) or call 020 3317 4200



## Coping with bereavement during isolation

**Losing a loved one can be emotionally devastating - whether that be a partner, family member, friend or pet - and may be particularly challenging at the moment because of changes taking place to try and stop the spread of coronavirus (Covid-19). We have compiled some information on bereavement, things that can help and resources to help you if you need advice or are struggling to cope.**

### What is bereavement?

Bereavement is the experience of losing someone important to us. It is characterised by grief, which is the process and the range of emotion we go through as we gradually adjust.

Bereavement affects everyone in different ways, and can involve a range of emotions. Grieving has no time limit. People deal with bereavement in their own way and in their own time.

Feelings of grief can also happen because of other types of loss and changes in circumstances, for example:

- the end of a relationship
- the loss of a job
- a decline in the mental or physical health of someone we care about.

In these challenging times, bereavement and grief may be particularly difficult to process but there are things we can all do to help.

### Talk to someone

Being bereaved can be one of the loneliest experiences that you or someone you love may go through. Being around family and friends can be one of the most helpful ways to cope. If you are not able to be with family and friends due to lockdown, feelings of grief and loneliness may intensify.

You don't have to be alone with your grief, even if you may be physically alone. Call or text a friend or family member or contact a helpline if you need to talk to someone.

### Look after yourself

While this may sound obvious, sometimes it's easy to forget and you want to hide away. Try and get some fresh air and sunlight everyday - even opening a window can help. If you can, go outside for a run or walk or do some exercises at home, such as walking up and down the stairs. Keep a regular routine of getting up and dressed and have your meals at regular times, whether you are on your own or with a family group.

### It is okay to not feel okay

You may find some days you have more energy and the grief is not all consuming and this may make you feel guilty. This is normal and is all part of grieving. Equally, there may be days when you feel you are struggling - this is normal too.

### Supporting someone who is bereaved

You might have friends or family who have been feeling bereaved and you may not know how best to support them. Staying in contact and letting them know you are there for them to talk about their feelings can be enormously helpful.

## Bereavement advice and support

**Whether you're experiencing bereavement, or know someone who is, and need emotional or practical support, get in touch with these helplines or visit their website for more information.**

### NHS Bereavement Helpline

Contact this helpline for advice, guidance and practical support following a bereavement. The helpline is open everyday from 8am to 8pm

Phone: 0800 2600 400

### Cruse Helpline

Contact the Cruse Helpline for support and advice on some of the practical things that need to be done following the death of a loved one.

Phone: 0800 808 1677

### Cruse Bereavement Care

The Kensington and Chelsea branch of Cruse Bereavement Care has information on some of the normal emotions you may feel after the loss of a loved one. They also offer bereavement counselling to help people who are having difficulty coping with bereavement.

Phone: 020 8964 3455

Email: [kchf@cruse.org.uk](mailto:kchf@cruse.org.uk)

Website: [www.kchf-cruse.org.uk](http://www.kchf-cruse.org.uk)

## Employment during the pandemic

**D**URING THESE UNCERTAIN times, your job may be affected as a result of the coronavirus pandemic. We've compiled some information on what furlough is and how it may affect you, tips on how you can find temporary work and where you can find more information and support.

### What is furlough?

The term furlough essentially means sending employees home when there is not enough work to do, with a guaranteed payment to them, until the company has sufficient work so they can bring the employee back. If this happens, the government has announced a Job Retention Scheme which will provide grants to companies to pay their employees 80% of their wages, capped at £2,500 a month providing they joined the company before 19 March 2020. It would be up to the employer if they want to top up the 80% to 100%. Workers on zero-hour contracts can also be furloughed. In all instances, if the employee does not agree to be furloughed, then the company could proceed with a redundancy process following the usual procedure. Furlough doesn't mean termination of contract; you are still employed by them but you cannot work for them during this period. You can however work for another employer.

Rules on annual leave laid out by the government have been relaxed. Previously, employers were handed penalty notices if their employees didn't take their annual leave. The new rules mean up to 4 weeks of unused leave can be carried into the next 2 years. You will continue to accrue annual leave whilst on furlough.

### Looking for work during coronavirus

Although some businesses have been forced to close until further notice, there are still some who continue to operate by working from home or are considered essential roles. For non-essential roles, your interview would likely be over the phone or video call and essential roles such as supermarket assistants, would be a face to face interview. Get in touch with our employment team for some interview tips.

### Where can I find work?

In response to the virus, there is a huge recruitment drive for people to fill essential roles. Supermarkets would be looking for store assistants, delivery drivers and warehouse workers; you can find opportunities on individual company websites. The NHS are keen for retired nurses, doctors and healthcare assistants to return, as well as those interested in roles such as porters, cleaners, bed buddies, ward helpers and support workers. These roles are advertised on the [NHS Jobs website](#). Other essential roles include food delivery drivers for companies like [Uber Eats](#) and [Deliveroo](#) to service those who are self-isolating.

If you are experiencing some of the issues mentioned...

This could be a good time to explore new options, learn a new skill or update your CV. The employment team are not taking face-to-face appointments during Covid-19 but they may be able to support you remotely via telephone or online services. To refer to our employment service please fill out the [self-referral form found on our website](#).

### I'm self-employed. Can I get support?

If you're self-employed, there is support for you. The government has recently introduced a [Self-Employment Income Support Scheme \(SEISS\)](#). Under this scheme, self-employed workers will be able to apply for taxable grants up to 80% of profits (capped at £2,500 a month) to combat loss of income due to the coronavirus pandemic. The government will look at your tax returns from the last 3 years to see if you're eligible. In addition, you need:

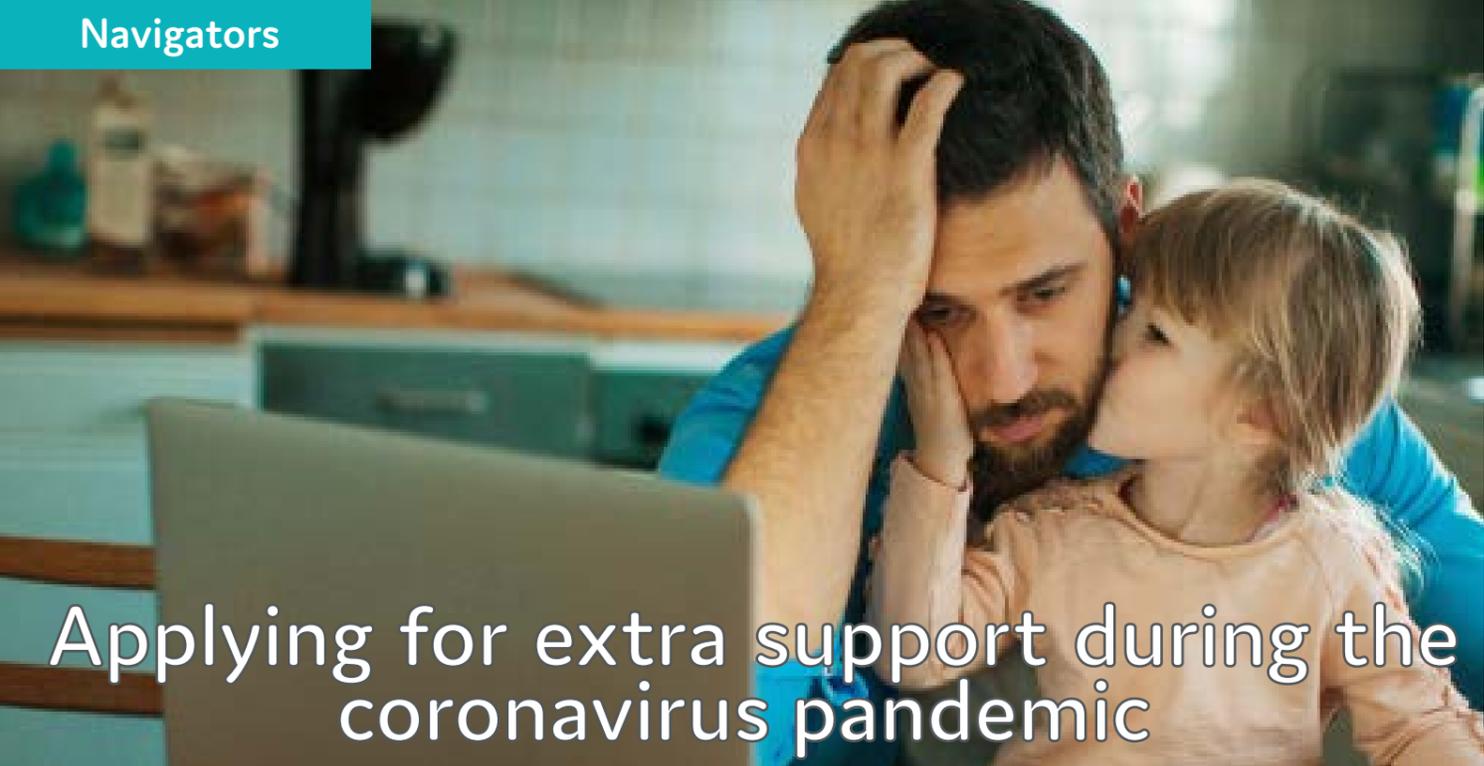
- To have filed a tax return for 2018/19
- To have self-employed profits that are less than £50,000 per year and it must make up more than half of your total income

You don't need to apply for this scheme. HMRC will contact you if they think you are eligible.

### More information

Citizens Advice have more information about the [Self Employment Income Support Scheme \(SEISS\)](#).

If you are not eligible for SEISS, the temporary Coronavirus Business Interruption Loan Scheme is open to self-employed people and offers access to loans, overdrafts, invoice finance and asset finance of up to £5 million for up to six years. More information can be found on the [GOV.UK website](#).



# Applying for extra support during the coronavirus pandemic

**2** 020 HAS BROUGHT a lot of uncertainty to everyone across the world. Financially things have changed for a lot of people, with lockdown, furlough and shielding being introduced along with redundancies being made. These are all temporary and there is support available.

Our Navigators have put together some information to help you navigate through the support you may be eligible for.

## I have been furloughed...

Your employer can use the government Coronavirus Job Retention scheme to pay you. You need to be paid through PAYE and on the payroll on or before 19 March 2020. Your employer will need to inform the government you have been furloughed and you will be paid 80% of your normal pay. You can read more on how furlough may impact you on the [Citizen's Advice Website](#).

## I am self-employed

You may be able to claim contribution-based or new-style Employment Support Allowance (ESA) if you are self-isolating. This is based on your National Insurance contributions for 2 tax years (2017-2018, 2018-2019). For a step-by-step process of applying for ESA, you can visit the [Citizen's Advice Website](#).

## Can I get Statutory Sick Pay (SSP)?

This may be relevant to you if you have to self-isolate because you or someone you live with has symptoms of coronavirus. To be eligible for SSP you need to:

- Be an employee
- Earn more than £118 a week
- Be sick for four full days or more in a row (including non-working days)
- Follow your employer's rules for getting sick pay

[You can check your rights to sick pay on the ACAS website.](#)

## I have never claimed benefits

If you have not claimed benefits before you may be eligible to apply for one of the following:

### Universal Credit (UC)

[You can apply for UC online, using a simple step-by-step process.](#) You will need to do an identity check and use your online UC journal to work with your job coach.

### Personal Independence Payment (PIP)

This is the new Disability Allowance. You start your claim after a short phone interview by calling 0800 917 2222. The Department of Work and Pension (DWP) will then send you a PIP application form that asks for information about how your health condition/disability affects you. You must send the form back to the DWP before the date allocated on the front of the form.

The job-centre has suspended most face-to-face meetings and assessments until June 2020. Some assessments may be held over the phone, it is important to keep up-to-date following your application to ensure you have provided all of the information requested.

Visit the [GOV.UK website to find out more information on PIP.](#)

To check what benefits you may be eligible for, you can use the [Benefits Calculator on the GOV.UK website.](#)

## I am struggling to pay my bills

You may be struggling to pay your rent, Council Tax, mortgage and energy bills.

While it is important that you do not ignore your bills, some bills may cause you more problems if they are left unpaid. These are priority debts. [You can check if you have priority debts on the Citizen's Advice Website.](#)

For further support with your specific problem, you can [visit the Citizen's Advice website and talk to a debt adviser.](#)

**If you are experiencing some of the issues mentioned...**

**The team are currently working remotely and are not taking face-to-face appointments but they may be able to support you remotely via telephone and online services.**

**To refer to our Navigator service, please [fill out the self-referral form](#) or call 020 3317 4200.**



# Peer Support: We have changed the way we work but we are still here to help

**A**CTING ON GOVERNMENT guidance in March, Peer Support have suspended their face-to-face support service and changed to a new way of working to provide remote mental health support to people through this challenging time. Read on to find out more about the service changes and the integrated service with [Kensington and Chelsea Mind](#).

Peer Support are offering:

- Remote mental health support by telephone, email or digital media - all according to your preference
- Wellbeing planning to help people cope with life at home
- Information and support to access other services you may need during this time
- Information and support to help you access help if you are in a crisis

This has resulted in information gathering, supporting and signposting to the Covid-19 Hubs, our colleagues in Community Living Well and our community networks in Kensington and Chelsea.

To maximise opportunities and resources, Peer Support have been working as one integrated service with Kensington and Chelsea Mind to expand their offer to include:

- Nature workshops
- IT skills support
- DIY support
- General knowledge quizzes

They are also working with colleagues in Talking Therapies to deliver webinars to help people support their mental wellbeing during this time.

As online resources have become a major focus of communication with others, we have actively been promoting [Elefriends](#), Mind's Peer Support Community, which in May will be changing its name to [Side by Side](#).

For Mental Health Awareness week, we invited our peers across the organisation to tweet their tips for wellbeing as part of #SpeakYourMind.



If you are interested in joining Peer Support...

To refer yourself to the Peer Support service, please fill out the form available here: [communitylivingwell.co.uk/self-referral-form-mental-health/](https://communitylivingwell.co.uk/self-referral-form-mental-health/) or call 020 3317 4200.

# Self-Care Services Update

We offer six different Self-Care services. Due to the coronavirus outbreak, some of the services have changed the way they are being delivered. You can find out more about the different Self-Care services on the Community Living Well website. If you are interested in registering to the services, get in touch with the team directly or [complete a self-referral form](#).

## Clement James Wellbeing Programme

The Clement James Centre will continue their activities, groups and learning sessions however these will be delivered through phone calls, video and online sessions.

**More Information** - [wellbeing@clementjames.org](mailto:wellbeing@clementjames.org) or 020 7221 8810

## Volunteering on Prescription

Volunteering on Prescription are offering online/phone Wellbeing workshops and online/phone social coffee mornings and afternoons and quizzes. If you are feeling isolated, you can be matched with a telephone befriender volunteer. If you would like to volunteer to help during Covid-19, they can find opportunities for you.

**More Information** - [louisa.sch@vckc.org.uk](mailto:louisa.sch@vckc.org.uk)

## Well Read Play Reading

Play reading sessions will continue to be offered online through Zoom on Tuesdays and Fridays.

**More Information** - [wellread@theplaygroundtheatre.london](mailto:wellread@theplaygroundtheatre.london)

22 | Call Community Living Well on 020 3317 4200

## Emotional Help in your Language

The BME forum offers a support package service available in Arabic (Moroccan and Sudanese dialects), Bangla, Farsi, French, Somali and Spanish. This service will be offered over the phone.

**More Information** - [nafsika.thalassis@bmehf.org.uk](mailto:nafsika.thalassis@bmehf.org.uk) or 0795 8479 217

## My Recipe, My Story

My Recipe, My Story are providing support to their current clients. You may register your interest in joining the service for when sessions are back up and running.

**More Information** - [info@clyd.co.uk](mailto:info@clyd.co.uk) or 0790 3865 156

## Massage Therapy

This service is currently not being delivered however you can register to have the team call you to check on you and your neighbour.

**More Information** - [teresa@communitymassagelondon.co.uk](mailto:teresa@communitymassagelondon.co.uk) or 0754 4108 406

# Well Read Play Reading

Play reading is a great opportunity to escape, get creative, explore characters and meet new people. Since lockdown, Well Read sessions have been a great channel for helping people connect with one another. Paul O'Mahony from The Playground Theatre explains how Well Read works and shares feedback from attendees of the online sessions.

Well Read is a programme run by The Playground Theatre. The premise is simple – we meet together to read plays and talk about them. Every session is run by one of our actors who will introduce the play and hand out parts as we read, to ensure that everyone who wants to read gets the chance to. The plays we read vary enormously – we've read everything from Greek tragedy to modern farce – but we always want to choose material that people will enjoy and can find accessible.

Well Read started two years ago at St Charles – The Playground's co-artistic director Anthony Biggs worked with One Community Project Lead Cate Latta to organise weekly play readings as part of their wider One Community programme. The sessions were enormously popular – we constantly heard from participants about how our sessions were a brilliant way to meet, have fun, and discuss ideas and themes without feeling the stress of making it personal. The various worlds we explored in the plays meant all participants could enjoy the experience.

After everything went into lockdown we felt the need for Well Read was even greater. These sessions are wonderful for helping to deal with issues connected with isolation which is what many of us are now coping with. We started our online groups six weeks ago and the response has been fantastic:

**'For an hour and half you are taken out of your same old lock-down surroundings and transported to the Highland moors, the crofter's cottage, the London Palladium etc'**

**'I just wanted to say how much I am enjoying these play reading sessions. It has made such a difference to the lockdown situation. I really look forward to Tuesdays and Fridays. It transports me away from all the worry and terrible news... I also love the variety, from old favourites such as Beckett to new playwrights who I'd never encountered.'**

**'Amid this crisis, it's great to have something so enjoyable and mentally stimulating to do. And while we are still stuck in our homes, it feels as though we have been out and enjoyed the company of others for a while. I've enjoyed all of the plays that we've read.'**

Well Read runs every Tuesday at 2pm and every Friday at 11am on Zoom. Sessions usually last for 75-90 minutes. There's no pressure to read, so if you'd rather just listen that's absolutely fine. Email Paul O'Mahony at [wellread@theplaygroundtheatre.london](mailto:wellread@theplaygroundtheatre.london) and he'll send you the details for each session in advance.



## Primary Care Liaison Nurse: Service Update

The [Primary Care Liaison Nurse Team](#) are not offering face-to-face appointments. Instead, they are offering telephone consultations and online appointments using platforms such as Zoom.

You may experience a longer than usual wait time for your first contact as the team experience some disruptions to their service. Some individuals may find that they are offered support as an alternative to seeing the Community Mental Health teams, and there may be times when you are directed to other support services that can better meet your needs.

Please do not visit our clinics if you are experiencing symptoms of coronavirus. This includes if you or anyone in your household has a high temperature or a new continuous cough – even if it is mild. You can ring 111 for information and advice and they will help you decide if you need to contact your GP.

### Need information on medication?

If you need information or advice on medication, visit the [Central and Northwest London NHS website](#).

### Who are the Primary Care Liaison Nurse Team?

The Primary Care Liaison Nurse Team can provide assessment and support to you and your GP for things such as specialist advice on treatment options, including medication advice and clinical support. They can also help you to manage your mental health and find solutions to life's challenges.

Referrals are made through your GP. If you feel this service could help you, book an appointment with your GP so you can talk through your options with them.

# Resource List

We have compiled a list of resources in the Kensington and Chelsea and Queen's Park and Paddington area that you may find useful to help support you during this difficult time.

## Crisis support

### If you or someone you know needs urgent support:

- Contact your GP and ask for an urgent appointment
- Contact **Central and North West London's Single Point of Access**. This service provides a first point of contact for people experiencing a mental health crisis and is open 24 hours a day, 7 days a week.  
**Phone:** 020 8206 6969 or 0800 0234 650  
**Email:** [cnw-tr.spa@nhs.net](mailto:cnw-tr.spa@nhs.net)

### If you or some else you know is at risk, you can visit an Accident and Emergency (A&E)

- **Chelsea and Westminster Hospital** - 369 Fulham Road, London SW10 9NH
- **The Royal Marsden Hospital** - 203 Fulham Road, London Sw3 6JJ
- **St Mary's Hospital** - Praed Street, London W2 1NY

### If you feel your situation is getting worst, contact 999

## Helplines

For listening support, there are a number of helplines you can contact:

- **The Samaritans**  
They can be contacted for free, confidential support, 24 hours a day, 7 days a week:  
Call 116 123 or visit [www.samaritans.org](http://www.samaritans.org)
- **SANEline**  
Sane is a UK mental health charity and runs an out of hours mental health helpline offering specialist emotional support and information to anyone affected by mental illness, including family, friends and carers. SANEline is open 7 days a week every day of the year from 4.30pm – 10.30pm.  
Call 0300 304 7000 or visit [www.sane.org.uk](http://www.sane.org.uk)

- **Al Hasaniya Moroccan Women's Centre**

Al Hasaniya provide practical and emotional support for women and their families. A programme of advice, advocacy and referral helps the women to deal with their problems and access mainstream NHS and voluntary services

Call 020 8969 2292 or visit <https://www.al-hasaniya.org.uk/>

- **Cruse Bereavement Care**

Cruse Bereavement Care is a national charity for people who have been bereaved. Cruse offers support to adults, young people and children to understand their grief and cope with their loss. Cruse can offer individual and group sessions.

Call 020 8964 3455 or visit <http://www.kchf-cruse.org.uk>

- **Grenfell Health and Wellbeing**

The Grenfell Health & Wellbeing Service is a free and confidential NHS service for children and adults affected by Grenfell. They provide a range of psychological therapies and support to help you feel better if you're feeling traumatised, down, stressed or have been bereaved.

Call 020 8637 6279 or visit [www.grenfellwellbeing.com](http://www.grenfellwellbeing.com)

- **Help Counselling**

Help Counselling offers low cost counselling and psychotherapy to a wide range of people, mainly in the west London area. As well as their core counselling service, Help offers free listening support for people in temporary accommodation, individuals and staff groups.

Call 020 7221 9974 or visit [www.helpcounselling.com](http://www.helpcounselling.com)

- **Hestia**

Hestia provides housing and mental health day services, including free community outreach counselling service for people who need emotional support.

Call Grove Resource Centre on 020 7221 0052 or The Oremi Centre on 020 8964 0033

Visit [www.hestia.org](http://www.hestia.org)

- **Kensington and Chelsea Mind**

A local charity affiliated to national Mind that provides advice, information and signposting to local services and recovery focused support services for people who are experiencing mental health difficulties

Call 020 8964 1333 or [www.kcmind.org.uk](http://www.kcmind.org.uk)

- **Midaye Somali Development Network**

Midaye is a registered charity providing advice, advocacy, mental health support and education services for members of the Somali community. Midaye is the co-ordinating group for Grenfell Community Forum.

Call 020 8969 7456 or visit [www.midaye.org.uk](http://www.midaye.org.uk)

- **Mind and Soul Foundation**

The Mind and Soul Foundation is a Christian organisation that aims to educate people about mental health, help people recover from mental distress and engage people with the local church and emotional health services.

Call Premier Lifeline on 0300 111 0101 or visit [www.mindandsoulfoundation.org](http://www.mindandsoulfoundation.org)

- **SMART**

SMART is a day service offering a range of support services located in the south of the Borough, with outreach locations in north Kensington.

Call 020 7376 4668 or visit [www.smartlondon.org.uk](http://www.smartlondon.org.uk)

- **West London Action for Children**

West London Action for Children offers a range of counselling and therapy services for children in need, and their families. They support families under stress to develop their confidence and skills to cope with the ordinary and extraordinary challenges of family life.

Call 020 7352 1155 or visit [www.wlac.org.uk](http://www.wlac.org.uk)

## Online support

- **Elefriends (soon to be Side-by-Side)**

Elefriends is an online, moderated, peer support forum run by Mind. Elefriends is a supportive community where people can give and gain support and share experiences with people who understand, based on their own lived experience of mental health problems. Elefriends will be changing its name to [Side-by-Side](#).

Sign up for Elefriends at [www.elefriends.org.uk](http://www.elefriends.org.uk)

- **Easy Health**

The Easy Health website provides videos and easy-read leaflets which help people with learning disabilities understand mental health issues and mental health care:

Visit [www.easyhealth.org.uk](http://www.easyhealth.org.uk)

## Volunteering

- **The Volunteer Centre**

The Volunteer Centre recruits, supports, manages and develops volunteers. Grenfell Home-Start provides support and practical assistance for people affected by the Grenfell tragedy.

Call 020 8960 3722 or visit [www.voluntarywork.org.uk](http://www.voluntarywork.org.uk)



Community  
**LivingWell**

Working together for your wellbeing

Working together for your  
wellbeing

## Contact Details

[communitylivingwell.co.uk](https://communitylivingwell.co.uk)  
020 3317 4200 | [cnw-tr.clw@nhs.net](mailto:cnw-tr.clw@nhs.net)

Community Living Well is not a crisis service. If you are worried about your mental health or the mental health of a friend or family member then please contact the Single Point of Access on **0800 0234 650** for help, advice or support over the phone, 24 hours a day.