

Frequently asked questions for adults who are seeking support from mental health services for the first time

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1. What can I do to look after my mental health and wellbeing during the COVID-19 pandemic?

During these uncertain times, it's especially important that we all take simple steps to look after our mental health and wellbeing.

The [Five Ways to Wellbeing](#) sets out the simple steps we can all take to look after our mental health and wellbeing. You can also read useful 'tips for everyday living' on the [MIND mental health charity website](#) and find practical ways to look after your mental health on the [Mental Health Foundation website](#).

You can also find specific resources on how to look after your mental health during the COVID-19 pandemic here:

<https://phw.nhs.wales/services-and-teams/improvement-cymru/news-and-publications/publications/mental-health-and-wellbeing-cymru-self-help-resources-to-support-mental-health-and-wellbeing/>

2. I need support for my mental health. Where should I start?

2.1 Voluntary sector

There is a thriving mental health voluntary sector in Powys. Organisations, large and small, provide places to meet, events, activities and training courses both at their bases, and at outreach sessions in the wider community. Here are some of the organisations available to you in Powys:

Ponthafren Association

Ponthafren Association is a member led mental health charity for people who experience mental health issues, those who are socially isolated or excluded, or those who may just wish to make new friends or gain new skills. The Association offers a person-centered approach to recovery. Activities are provided in response to requests from the membership and can vary from taster sessions in Life Skills, such as for example Anger Management, Confidence Building & Communication Skills, to more artistic classes, art classes, pottery, craft & Drypoint Print Making. They also provide access to person centred counselling. Find out more about their services (Newtown, Welshpool and Llanidloes) on their website.

- Website: www.ponthafren.org.uk
 - Address: Ponthafren Centre, Longbridge Street, Newtown, Powys SY16 2DY
 - Email: admin@ponthafren.org.uk
 - Telephone: 01686 621 586
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- Address: Welshpool Outreach Centre, 42 Broad Street, Welshpool, Powys SY21 7RR
 - Telephone: 01938 552 770
 - Email welshpooladmin@ponthafren.org.uk

Rekindle Small Steps Project

Rekindle Small Steps Project is a voluntary organisation which works with younger people aged 16 to 25 to offer early intervention for those at risk of mental health problems or those already suffering mental distress such as depression, anxiety or who are self-harming.

- Website: www.rekindle.org.uk
- Address: 11 - 12 Market Street, Newtown, Powys SY16 2PQ.
- Email: help@rekindle.org.uk
- Telephone: 01686 722222.

CAMAD Pathways Project (Machynlleth) is a drop-in service for anyone living with mental health issues - from generalized depressive conditions to anxiety, obsessive compulsive disorders to addictions. Running on Tuesdays and Thursdays between 1.00 pm and 4.00 pm. There is a small comfortable lounge area and communal kitchen where there is freedom to talk openly about the things that matter to you. Soft music plays, there's always tea and biscuits and in the kitchen informal activities including art and music.

- Website: www.camad.org.uk/camad-pathways
- Telephone: 01654 700071
- Email: jeremy@camad.org.uk

Mid & North Powys Mind (M&NPM)

Mid and North Powys Mind are a local Mind organisation that works to improve the quality of life of the community of Mid and North Powys. They do this by enabling and empowering anyone (aged 16 and over) experiencing a mental health problem, or at risk of developing one, to live full lives and move forward on their recovery journey.

M&NPM have a Wellbeing Centre and office in Llandrindod Wells and also use many community-based venues throughout the area to extend their accessibility and reach.

Services include 1:1 support, many different support groups, a variety (45+) training courses per year, a youth support service, LGBTQ+ service, Mums Matter, counselling, CBT, wellbeing videos on Facebook, rural outreach as well as information and advice. See their website for more details.

- Telephone: 01597 824 411 or 01597 824 916
- e-mail: admin@mnpmind.org.uk
- Website: www.mnpmind.org.uk
- Address: Crescent Chambers, South Crescent, Llandrindod Wells, LD1 5DH

Brecon and District Mind

Supports people in the community affected by mental illness and distress. We welcome anyone during 'open door' sessions or by appointment. We offer a wide range of healthy activities, courses and workshops designed to support and empower people experiencing mental distress to move towards recovery. Outreach services in Talgarth, Hay-on-Wye, Crickhowell.

- Website: <http://www.breconmind.org.uk/>
- Address: St David's House, 48 Free Street, Brecon, Powys LD3 7BP.
- Telephone: 01874 611529
- Email: info@breconmind.org.uk

Ystradgynlais Mind

Ystradgynlais Mind provides mental health support services in Ystradgynlais and surrounding communities. They do this by empowering anyone (aged 16 and over) experiencing a mental health problem, or at risk of developing one, to live full lives, to live with/recover from a mental health issue. Ystradgynlais Mind are values based, person-centred and a recovery focused organisation, providing professional services from counselling, perinatal support, mindfulness, group work and a variety of social activities based at their Wellbeing Centre.

- Website: www.minditv.org.uk
- Address: The Wellbeing Centre, 61-66 Penybryn, Ystradgynlais, Swansea, SA9 1JB
- Telephone: 01639 841 345
- E-mail: info@minditv.org.uk

Powys Mental Health Information Service

The service is there to help you try and find the information you need. For example:

- mental health services in your area
- events, training and courses
- voluntary sector opportunities and support
- local and national mental health news

... These are just examples, we will try to get you the information you need and if we don't know then we will do our best to find out.

You can find out more about this service by calling the team on 01686 628 300 or emailing mentalhealth@pavo.org.uk

Credu - Connecting Carers (previously Powys Carers)

Provides services to carers of all ages throughout the County. Provides feedback to health & social services carers' views and suggestions of the services carers need and want to help them to continue to care for their loved ones and as individuals. Outreach support throughout county includes Brecon Mental Health Carers Support Group.

- Address: Marlow, South Crescent, Llandrindod Wells, Powys, LD1 5DL
- Telephone: 01597 823800
- Email: info@credu.cymru

Pobl

Pobl provides floating support for adults aged 16+, we provide housing related support for the prevention of homelessness and social isolation.

Contact your local Service for more information:

Email: powysfloatingsupport@poblgroup.co.uk

Brecon: 01874 622617

Llandrindod Wells: 01597 825007

Newtown: 01686 610626

Cyfle Cymru Out of Work Service (OoWS)

This Peer Mentoring project, provided by Kaleidoscope alongside Hafal and Remploy Cymru, is funded through the European Social Fund, and sponsored by the Welsh Government. Participation on the project is

voluntary and referred clients may leave the programme at any time with no sanctions or penalties.

It is an employment focused project aimed at supporting participants who experience either substance misuse or mental health issues, and who are currently either long term unemployed or economically inactive.

Kaleidoscope Cais

Kaleidoscope Cais provide Substance misuse services for adults and young people in Powys.

There are offices in Welshpool, Newtown, Llandrindod Wells and Brecon.

- Website: recoverypowys.uk/contact/
- Tel: 01686 207111, Mon - Fri, 9am - 5pm.
- Tel: 0808 808 2234 outside of these hours

New Pathways

Mid Wales Rape Support Centre is a registered charitable company that provides a range of specialist counselling and advocacy services for women and men who have been affected by rape or sexual abuse.

- Telephone: 01970 610 124
- Email: enquiries@midwalesrsc.org.uk
- Website: www.midwalesrsc.org.uk

Change Step

Change Step is a CAIS led and DACW managed peer mentoring and advice service. This service is for military veterans and others with post-traumatic stress disorder and a range of psychosocial problems who want to make positive changes to their lives.

Telephone: 0300 777 2259

Website: www.changestepwales.co.uk

Email: ask@change-step.co.uk

2.2 Online self-help resources from Public Health Wales

You can also find specific resources on how to look after your mental health during the COVID-19 pandemic on the Public Health Wales website. This includes details of online courses, apps, books, leaflets and

websites. Please visit <https://phw.nhs.wales/services-and-teams/improvement-cymru/news-and-publications/publications/mental-health-and-wellbeing-cymru-self-help-resources-to-support-mental-health-and-wellbeing/>

2.3 SilverCloud online mental health therapy courses

People across Wales can now access free online therapy without needing to go through their GP.

People aged 16 and over experiencing mild to moderate anxiety, depression or stress can sign-up for a 12-week course of SilverCloud online therapy via their smartphone, tablet, laptop or desktop computer.

The roll-out of direct access to online therapy for Wales' entire 16+ population recognises that people need immediate help in managing their mental health and wellbeing as the impact of COVID-19 continues to be felt, and reduces barriers to accessing this support.

To sign up or find out more, visit <https://nhs.wales.silvercloudhealth.com/signup/>

2.4 Mental health helplines

The free [CALL Mental Health Helpline](#) for Wales is available 24/7 and offers confidential advice on a range of mental health related matters as well as a comprehensive list of support services in your local area and information on how to access them.

Telephone: [0800 132 737](tel:0800132737)

Visit <https://www.callhelpline.org.uk/>

Or text 'help' to 81066

2.5 Speak to your GP

If you are feeling out of control emotionally, or are worried that you may have a mental health problem, there are a number of places you could go to first, including speaking to your GP.

GPs are continuing to provide support during the COVID-19 pandemic through a combination of face-to-face, video and telephone consultations.

Your doctor can:

- Talk about your problems

- Check whether your problems have a physical cause
- Give you medicine for depression, anxiety and other conditions
- Refer you to an appropriate service

Remember: If you think your doctor may be too busy to talk through your problems, you can arrange with the receptionist for a long appointment. Or you could write everything down in a letter and send it to your doctor.

Active Monitoring

Some GP surgeries offer a quick referral to a service called 'Active Monitoring', where you could get help to tackle issues such as Anger Management, Depression, or Anxiety. This service is generally weekly for 5/6 weeks and aims to give you the tools to manage your own mental health, especially if certain feelings and worries recur.

3. What if these services don't work? What next?

Many people's mental health support needs can be met through their GP, self-help group, or through online therapy. But some people may require further support. You may find yourself referred to the Primary Care Mental Health Team or to a Community Mental Health Team.

If you are referred to either of these services, this does not mean that your problems are worse than other people's are, or that you will take longer to get better. It just means that you may need more specialist help to support you to recovery.

Specialist mental health services, including Community Mental Health Teams, Home Treatment Teams, Primary Care Mental Health Team and inpatient services, have continued to provide support during the COVID-19 pandemic. You will normally need a referral from a healthcare professional to access these services.

For further information, please see the Frequently Asked Questions for people who are already known to mental health services.