

Mental health support lines- summary

We have developed across the system support helplines:

- Urgent Mental Health need (AWP & CAMHS) with 24/7 coverage for those known to services or with an urgent mental health need, for individuals known to AWP/those with a mental illness regarding a urgent response. This support line is also available for health professionals.
- Emotional and Mental Wellbeing Support (EMWS); helplines at locality level are run by the third sector.
- CAMHS are in the process of transitioning from their current front door telephone lines (locality numbers see table below) to a dedicated BSW support line which is scheduled to come online next week.

Mental Health Support Lines Core Urgent Mental health, and Emotional & Mental Wellbeing support lines have been established at pace:			
Provider	Operational Hours:	Age Cohort:	Contact Details:
AWP	24/7	18+	0300 303 1320
CAMHS - Wiltshire	9am-5pm weekdays	0-17	Marlborough 01865 904666 Melksham 01865 903777 Salisbury 01722 336262

The tables below details the helplines and support resources, operating hours and contact details.

BaNES, Swindon & Wiltshire Third Sector Collaborative - Emotional & Mental Wellbeing Support Lines				
Provider/Service:	Operational Hours:	Age Cohort:	Contact details:	Locality Coverage:
Bath Mind Breathing Space	5:50pm-11:30pm 7 days a week	16+	01225 983130	BSW
Alabare Riverside Sanctuary	3pm-11pm 7 days a week	18+	riversidesanctuary@alabare.co.uk 01722 466 680	BSW
Swindon Mind – The Junction	4pm-10pm 7 days a week	18+	junction@sgmind.org.uk 01793 286506	Swindon – but accepting wider contacts during Covid-19

BaNES, Swindon & Wiltshire Children & Young People Support Lines				
Provider/Service:	Operational Hours:	Age Cohort:	Contact details:	Locality Coverage:
Kooth; redirected face-to-face counsellors into digital chat rooms	Mon- Fri 12-10pm, Sat and Sun 6-10pm	11-18	www.kooth.com	BaNES & Wiltshire
Barnardos;	9am-5pm Monday - Friday	5-18	Info.wiltsemh@barnardos.org.uk Service;	Wiltshire