

Third Sector Emotional Wellbeing Services – April 2020

This short directory provides information about third sector services, support and helplines, which can help re emotional wellbeing during the Covid-19 crisis.

These may change from time to time and depend on staff and volunteers, and may not be able to respond to all requests for support.

Further updates will be provided as and when Cardiff Third Sector Council become aware of services. Directories for other specific services are also available from the [C3SC website](#).

Third Sector

Action in Caerau and Ely (ACE): Whilst the Dusty Forge remains shut for public use, ACE has refocused its resources (staff and volunteers) to offer as much support as we can for the local community. If you or someone you know needs some support or just some friendly reassurance please get in touch, give us a call (02920 003132), email (info@aceplace.org) or message on Facebook. Community support and advice line (02920 003132): Staff are on hand to offer advice, guidance, and a friendly chat to anyone who needs it. Help may include financial worries, DAF application help, Universal Credit/JSA/ESA queries, help accessing services, food and fuel crisis support to name a few. Please give us a call if you need any help.

Community Health and mental health support: staff are operating a phone based service, working with GP Clusters across Cardiff. Phone Friend Line: ACE are matching isolated community members to volunteers based on their interests to help people stay connected via telephone. Please ring 02920 003132 to sign up for the service or if you would like to volunteer to support this work, please email us on info@aceplace.org Youth work provision: staff are delivering online youth work help, support and guidance for young people via Facebook (ACE Youth Offer); Instagram (@[aceyouth2019](#)) and e-mail (youth@aceplace.org). A range of online based activities: through existing projects, including ACE arts, CAER heritage and the Working Well project – see project facebook groups or give us a call for details. Home learning resources: a range of activities for families- see facebook groups or give us a call for details. A post-box has been set up outside the Dusty Forge so you can post a Kindness Card; an A4 drawing or message to be delivered to those who need it most. If you would like to take part, please post these on your daily walk. Call us on 02920 003132 , facebook message us, email us (info@aceplace.org) For a chat, an update or to develop ideas to help the local community. Check out our ACE Facebook page and our website www.aceplace.org. email johnh@aceplace.org telephone 029 29003132.

Adferiad Recovery: Providing support through its projects for those recovering from substance abuse and mental health issues.

Living Room Cardiff: 1-2-1 counselling is continuing on an appointment basis only. Telephone 07939043617 (and leave a message). Also online virtual groups support meetings information available <https://www.livingroom-cardiff.com/>

Hafal: Continue to deliver support for those with serious mental illness and their families to work towards recovery. They are also collecting the views of their clients on the impact of coronavirus in Wales. Email hafal@hafal.org telephone 01792 816600 website <https://www.hafal.org/in-your-area/cardiff/>

Age Connects: Telephone Befriending. Email matthew.coffin@ageconnectscardiff.org.uk

Age Cymru: Have set up a 'check in and chat' service for people aged 70 or over across Wales who live on their own, to have regular calls and to support them with accessing relevant local services if needed. In addition, they have the Age Cymru Adviceline, which they have added extra personnel to. The Adviceline can assist older people, their family, friends, carers or professionals with any advice they may need. Telephone 08000 223444

Alzheimer's Society: For everyone affected by dementia. If you are living with dementia or are concerned for someone with dementia, please call the Dementia Connect supportline 0333 150 3456.

Amber Project: Continue to work with service users already involved. They are running a waiting list for when they are able to provide services again to those who self harm. Website <https://www.amberproject.org.uk/>

Beat: Information around eating disorders available from the website <https://www.beateatingdisorders.org.uk/coronavirus> They are still running their Helpline 0808 801 0677, Studentline 0808 801 0811 and Youthline 0808 801 0711 which are open every day Monday to Friday 12-8pm and on weekends and bank holidays 4-8pm. They also run a one-to-one web chat from the website <https://www.beateatingdisorders.org.uk/support-services/helplines>

Cardiff and Vale Carers Gateway: Provides information and support to unpaid carers. The aim of the service is to improve the quality of life for carers. Monday to Friday 9am-5pm. Telephone 029 2192 1024 email gateway@ctsew.org.uk

Cardiff City FC Community Foundation: Education support services age 7-19 (remote teaching), Youth services age 11-25 (remote youth work) Tackling social isolation various groups (telephone calls and video conferencing). Email info@cardiffcityfc.org.uk

Cardiff Mind: Continuing to deliver support to those clients who are supported in supported accommodation and floating support primarily by telephone. Developing ways to use skype to provide certain activities. They have a number of staff available to provide telephone assistance and support to people who are feeling anxious and

although they cannot specifically advice on COVID-19 they may be able to help with its impact on mental health and wellbeing. Telephone 029 2040 2040.

Stress control online information is available from the website
<http://www.cardiffmind.org/>

Cardiff People First: Telephone call at least once a week to people with a learning disability in Cardiff and on their list. WhatsApp and Messenger group and video chats to people who can use that. Facebook group Art class (working with ACE). Facebook, Twitter, YouTube, Instagram all keeping in touch. Email info@cardiffpeoplefirst.org.uk

Change Grow Live (CGL): Supporting through telephone, Zoom or WhatsApp with key workers delivering the Emotional Wellbeing Service. Email SPOC@cgl.co.uk Telephone 0800 008 6879 and resources for parents, carers and professionals on Covid-19 <https://www.changegrowlive.org/advice-info/coronavirus/people-under-21#family>

Childline: Continuing to provide online and telephone helpline for children and young people throughout the UK. Also Childline website with information, tools, messageboards and other services. Website www.childline.org.uk Telephone 0800111.

Cinnamon Trust: Primary aim is to help keep people and their pets together, by assisting with pet related tasks like dog walking. For help please call Monday to Friday 9am-5pm telephone 01736 757900.

Cruse Cardiff & Vale: Providing telephone support only. Available 9am-5pm Monday and Friday, and 9am-8pm Tuesday-Thursday. Telephone 0808 8081677. Websites www.hopeagain.org.uk and www.cruse.org.uk/wales

Disability Arts Cymru (DAT): Online communications and developing arts projects for after the lockdown, supporting members who are 50+, disabled/deaf artists across Wales. Email ruth@dacymru.com telephone 029 2055 1040 / 07726 112784

The Dusty Shed: Maintaining contact with all members through WhatsApp.

ElderFit: Launched their online members area to allow people to continue their exercises from their own home, for more information visit the website <https://elderfit.co.uk/>

Exercise for All Wales: Will be provided an internet-based storytelling activity to improve mental health in the physically disabled.

4Winds Cardiff: Centre is closed but the team are working from home and are able to offer telephone and email support. Email contact@4winds.org.uk telephone 029 2038 8144.

Hafan Cymru – Men’s Sheds Cymru: Mental health and wellbeing advocacy by telephone/email. Email peter.jones@hafancymru.co.uk

Heads Above the Waves: Usually offer school workshops and teacher training for supporting students who self-harm/struggle with their mental health in general. Currently adapting this offer and making it available as online content for the schools we work with.

Horn Development Association CIC: Running youth activities via online from Grangetown youth and community centre which include online schoolwork study, music project, FIFA2020 competition. Working on developing a booklet for community online activities which introduces an online board game with tasks to complete indoor fitness exercise and healthy eating. Website www.hdacardiff.org email info@hdacardiff.org

Kannada Enthusiasts Wales and Bhaktidham Wales: Advice, counselling over the phone and offer to help with shopping and food distribution. Email rvsamsara@yahoo.co.uk

The Junction Cardiff: Providing baby loss counselling over the telephone or via video call. Email info@thejunctioncardiff.org

Mentor Ring: Yoga and Salsa sessions online and providing e-mentoring for clients in Adamsdown, Butetown, Cyncoed, Ely, Fairwater, Llandaff North, Llanishen, Penylan, Splott and Whitchurch. Email info@MentorRing.org.uk

Museum of Cardiff: Have developed online resources to download and are for a range of age groups from early years to adult learners. Information available on the website <https://cardiffmuseum.com/learning-2/my-museum/>

New Pathways: Phone lines continue to operate and provide a point of contact for clients and partners, counselling and advocacy appointments via telephone and skype. Providing check ins, providing self-help resources and a range of other support email enquiries@newpathways.org.uk telephone 02920220390

Noah’s Ark Children’s Hospital Charity: Providing the funding for play specialists, who are on the wards of the children’s hospital at this time. Funding ipads/tablets so that families can keep in touch, as visiting is not permitted. There is a star/wellbeing fund for staff and a Sparkle fund for the wellbeing of patients and their families at the Noah’s Ark Children’s Hospital for Wales. Email kath@noahsarkcharity.org or Telephone 029 2184 7310.

Papyrus: Prevention of young suicide, telephone helpline 0800 0684141 or text on 07860 039967. Email pat@papyrus-uk.org

Parents Federation: Support for carers. Online information resources are updated on a daily basis <https://www.parentsfed.org/>

Plattform: Information and support on wellbeing on the website

<https://plattform.org/wellbeing/your-wellbeing/> including working from home
<https://plattform.org/wellbeing/your-wellbeing/working-from-home-tips-for-your-mental-health/>

Breathe Project: providing private counselling over the telephone and online email
hello@breathe-uk.com or telephone 029 2044 0191

Dial Project: supports people living with dementia and their carers in Cardiff and the Vale of Glamorgan email connect@plattform.org Not Forgotten website is an exhibition that been specially put together in celebration of the people who take part in Dial <https://notforgotten.wales/> which includes a section specifically to support during Covid-19 <https://notforgotten.wales/coronavirus/>

State of Mind: Mental Health and wellbeing support for young people aged 16 to 25 being run at distance. Daily videos are being produced and shared via social media. Website <https://plattform.org>

Recovery Cymru: Distance peer support including online groups (structures support and recovery cafes), recovery coaching, text, email and online social media community sharing of resources. They have tried to offer everything they normally do but 'at a distance'. Email sarahvaile@recoverycymru.org.uk

Rubicon Dance: Support to 2,000 social isolated people in order to help them maintain social contact with their existing project peer groups now they are all locked down. Online deliver of activities, online delivery of learning activities for young people and running a national sector network to support freelancers and organisations providing information and support.

ProMo Cymru: Meic helpline for children and young people
<https://www.meiccymru.org/> . The Sprout online information for young people in Cardiff <https://thesprout.co.uk/>. For mailing list [click here](#).

UCan Productions: Creating content for website/facebook. Running interactive workshops using Zoom. Ucan Buddy scheme – supporting children and young people with sight loss either on internet or telephone. email jane@ucanproductions.org Telephone 07812051815

United Welsh: United Welsh is a registered social landlord with affordable rented accommodation across Cardiff. We also deliver Community Wellbeing service on behalf of Cardiff Council, Housing-related Floating Support, on behalf of the Supporting People team and Wellbeing4u and Healthy@Home on behalf of Cardiff & Vale University Health Board. United Welsh has suspended all community activities and is limiting face-to-face contact with tenants in line with social distancing guidelines. They are still providing telephone support and essential maintenance services. The 24/7 supported housing schemes are still in operation. We are conducting welfare calls to potentially vulnerable tenants, such as those aged 70+ or with long-term health problems. They will contact those most concerned about

becoming isolated on a regular basis. They are providing advice and signposting to community support, such as Cardiff's advice hub. Their Money Advice team is supporting people with benefit claims and advice. They have set up a hardship fund for tenants. We encourage any tenants with concerns about paying their rent to contact us for support. The Floating Support, Community Wellbeing, Wellbeing4U and Healthy@Home teams are continuing to provide support to referred citizens by telephone. They are producing digital versions of some of their courses to promote health & wellbeing. They are supporting the Local Health Board and other partners to ensure they reach the most vulnerable. They have produced an online Information Hub (<https://www.unitedwelsh.com/coronavirus-information-hub/>) with the latest news and service information by area. The hub also contains links to useful services, volunteering opportunities and resources for activities at home. This includes arts and crafts, online exercise classes, virtual choirs and home learning resources. They hope to create a volunteer toolkit so our tenants can support neighbours in their community and connect to their local voluntary council.

Website: <https://www.unitedwelsh.com> Telephone 0330 159 6080 or 029 2085 8100
email tellmemore@unitedwelsh.com

Voices from Care Cymru: Providing a virtual engagement plan for care experienced young people during the Covid-19 disruptions, including social check-ins, wellbeing support, virtual hangouts, information and advice, bespoke virtual hangouts and connecting communities. Information is on their website <http://vfcc.org.uk/coronavirus/>

Woodville Road Baptist: Online church services and prayer meetings. Pastoral support for members. Email judy@woodybap.org.uk

YogaMobility: Online chair yoga classes for our disabled group via Zoom platform. Telephone 029 2048 2673

YMCA Young Carers Support: Young carers support via telephone, text and via social media. Emotional wellbeing support and signposting and activities via social media. Email cardiffyoungcarers@ymcacardiff.wales / Julie.griffiths@ymcacardiff.wales

Young Minds: Tips, advice and guidance around coronavirus and mental health for young people and for parents <https://youngminds.org.uk/find-help/looking-after-yourself/coronavirus-and-mental-health/>

Statutory Sources

Public Health Wales – How are you doing? Campaign <https://phw.nhs.wales/topics/latest-information-on-novel-coronavirus-covid-19/coronavirus-resources/how-are-you-doing-campaign/>

Welsh Government – Safe Help <https://gov.wales/safe-help>

Children's Commissioner for Wales – Information Hub for Families and Children

<https://www.childcomwales.org.uk/coronavirus/>

Cardiff Family Advice and Support

https://www.cardiffamilies.co.uk/?utm_source=Twitter&utm_medium=social&utm_campaign=SocialSignIn&utm_content=Cardiff%20Family%20Advice%20and%20Support

Contact details

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C3SC is the County Voluntary Council (CVC) for Cardiff – the umbrella infrastructure organisation for the third sector in the City. C3SC's key role is to provide specialist advice, support, and information to local third sector organisations on issues that affect them - including volunteering, funding and governance - and to be a conduit for policy information. We support networks around key themes and areas of interest, with the aim of ensuring that policy and decision makers can connect with and understand the needs of third sector groups and organisations in Cardiff.

Please note the information is based on information provided to C3SC; no additional checks or verification has taken place in producing this directory. Information is up to date at the time of publishing. Groups are aware details of their services and the support they provide will be shared; we have respected where groups have asked us not to share their contact details at this time.