

proud to be part of yorkcvs

Hello,

We know that the festive period can be a difficult time for some, so we've created this list of support services that will be open and ready to welcome you if you need them. We've listed local services under the following headings:

[Mental Health Support](#)

[Food](#)

[Substance Misuse Support Services](#)

[Support for Carers](#)

[Bereavement](#)

[Homelessness](#)

[Other](#)

Please note that York CVS and its associated projects, including Ways to Wellbeing and Social Prescribing, will be closed between 17th December - 3rd January.

You can also access services through the City of York Council via www.york.gov.uk or over the phone 01904 551550.

Many thanks from the team

Mental Health Support

Child & Adolescent Mental Health Service (CAMHS)

Who: The crisis and liaison team provide mental health support to young people (up to the age of 18) who are experiencing a crisis with their mental health.

What: The team respond to the immediate mental health needs of young people, offering short term help, either at home or in the community. Anyone who is concerned about a young person experiencing a mental health crisis can contact the service.

Where: Telephone

When: 24 hours a day, seven days a week

How: Freephone 0800 0516 171

www.tewv.nhs.uk/services/camhscrisis/

Access to Mental Wellbeing Services

Who: The access to mental wellbeing services team is a central point for anyone wishing to access mental health services within the Vale of York area

What: Assessment of your mental health needs and help with accessing the appropriate support.

Where: YO32 9XW, Huntington House

When: Access through your GP or other healthcare providers.

How: Your GP can refer into the service by submitting a form via email to: tewv.yorkaccesspoint@nhs.net. Other health professionals can also make referrals via the same email address.

If you have been supported by mental health services in the area in the last 12 months, you can self-refer by calling tel. 01904 526566.

www.tewv.nhs.uk/services/access-to-mental-wellbeing-services-amh-vale-of-york/

Crisis Team

Who: If you need someone to talk to about how you are feeling or how to deal with someone else's behavior. People of all ages can contact their local TEWV crisis service.

What: Advice, support, and practical help. The phone line is open 24 hours a day, seven days a week, and will make it easier for people to access help in a mental health emergency.

Where: Telephone

When: 24hrs a day, 365 days a year

How: Telephone [0800 0516171](tel:0800 0516171)

www.valeofyorkccg.nhs.uk/your-health-and-local-services/mental-health/crisis-support/

Samaritans

Who: Their listeners support callers on the phone and by email in times of emotional distress.

What: Telephone and email support service.

Where: Telephone and email.

When: 24 hours a day, 7 days a week

How: 116 123 free from any phone. Or email jo@samaritans.org

www.samaritans.org/branches/york/

The Haven

Who: Anyone aged 16 and over who is experiencing a mental health crisis, are in distress, or their carers, can come to The Haven – you don't need a formal referral or appointment.

What: If you're experiencing significant distress due to mental health issues you can visit the centre during the opening times below. Please phone 15 minutes prior to visiting so staff can dress in the necessary PPE.

Where: YO31 7DE

When: Open 24th December 6 - 10pm, 25th December 2 - 10pm, 26th December 2 - 10pm, Monday 6 - 10pm, Tuesday 6 - 10pm.

How: Call us before you arrive. No referral or appointment needed.

www.mhm.org.uk/the-haven-30-clarence-street

Kooth

Who: An online mental wellbeing community for children and young adults.

What: Information, discussion boards, online chat support, create a daily journal

Where: Online only www.kooth.com

When: 24/7, 365 days a year

How: Register online

www.kooth.com

Food

Bellfarm Community Association

Who: Bell Farm Community Association meets regularly to discuss areas of interest for local residents. They host a Foodbank and carry out other activities which help to make the neighbourhood a good place to live.

What: Foodbank, Christmas dinner and Santas Grotto

Where: YO31 9BA, Bellfarm Social Hall

When: The foodbank is open Monday to Thursday (20.12.21 - 23.12.21) and Christmas Eve 12 - 3 pm.

Christmas dinners are available from 01.12.2021. This service is closed 25th-27th December and re-opens 28 - 30th December. It's closed again from 31st December - 3rd January.

The Santas grotto will be open 04.12.2021 1-3 pm with other dates TBC (see Facebook page).

How: You can drop into the foodbank.

Christmas Dinners should be ordered via BCA Facebook page (click the tab below).

The Santas Grotto is free of charge - just drop in.

www.facebook.com/groups/bellfarmbcabsh/

Carecent

Who: Carecent is a breakfast centre for all homeless, unemployed or otherwise socially excluded members of our community.

What: Christmas lunch, festivities and gifts. They also run a breakfast drop-in.

Where: YO1 8NQ, Central Methodist Church

When: 25th December Christmas dinner will be served between 12 and 2pm, doors open at 11.30am. They are open for breakfast as normal through the rest of the festive period; every Monday to Saturday, from 9.15 – 10.45.

How: Numbers are limited for the Christmas dinner so pre-book to avoid disappointment. Email Cat at admin@carecent.org.uk

www.carecent.org.uk/our-purpose/

Haxby and Wigginton Memorial Hall Foodshare

Who: This is an initiative set up to help people in the Haxby and Wigginton area. It's overseen by the Memorial Hall, in partnership with Haxby's Local Area Co-ordinator from the City of York Council.

What: Free food bags. Christmas hampers. Meet and Eat and Foodshare.

Where: YO32 3HT, 16 The Village. (Via the garden at the back of the Memorial Hall).

When: Every Wednesday, 11 am - 1.30 pm, before and over Christmas. Christmas hampers delivered on Wednesday 22nd December. Meet and Eat and Foodshare 17th

December.

How: Everyone is welcome on Wednesdays — no referral or voucher is needed. You must book for the Christmas hamper and the 'meet and eat' by emailing food.share@haxbymemorialhall.co.uk or by phoning Amanda Nicholson on 07989193758.

www.facebook.com/pg/TheMemorialHallHaxby/posts/

Lidgett Grove Church Acomb

Who: In collaboration with partners, they offer a wide selection of activities. They are a place for people to meet up with friends as well as make new ones. Their aim is to provide a warm and nurturing environment that allows everybody to flourish, regardless of age or background.

What: Carol service and Foodbank

Where: YO26 5NH, Lidgett Methodist Church

When: Carol Service will be held at 3.45pm, alongside the Foodbank on 19th December 2021.

The Foodbank is open on Tuesdays and Fridays. 24th December TBC.

How: No booking necessary, just attend. All welcome.

lidgettmethodistchurch.org.uk

Luke's Larder

Who: Luke's Larder will be a one-off 'storehouse' run by local community group Yourcafe and hosted by St Lukes Church.

What: 'pay as they feel' in exchange for food. You can take up to 2 carrier bags on each of the three days the project is running.

Where: YO30 6DG, St Luke's Church Hall

When: 22nd and 29th December, 12.30 - 1.30 pm

How: Attend on the day

www.yourcafe.co.uk

Planet Food

Who: Inclusive Community Cafe run from Southlands Methodist Church

What: Pay as you can cafe. Hot Lunch.

Where: YO23 1NX, Southlands Methodist Church

When: Thursday 23rd & Thursday 30th December, 11 - 2pm.

How: Attend on the day

southlandsmethodistchurch.org.uk/groups-overview/planet-food/

Tang Hall

Who: Tang Hall Community Centre strives to support anyone who needs it, within its community and the wider area.

What: Pay as you feel Breakfast Club

Where: YO31 0UG, Tang Hall Community Centre

When: Friday 24th December, 10 - 11am

How: Attend on the day. For more information contact Anna by calling 07305 803668.

thccentre.co.uk/breakfast-club/

York Foodbank

Who: They provide three days' nutritionally balanced emergency food and support to local people who are referred to them in crisis. They are part of a nationwide network of

foodbanks.

What: Foodbank

Where: YO24 3BZ Gateway centre, YO31 9BP Living Word Church, YO10 3AP Tang Hall and YO317EA Citadel.

When: Opening times for each centre are stated on the website <https://york.foodbank.org.uk/locations/>

How: You must have a food voucher. Call Citizens Advice on 0808 208 2138 (open Monday to Friday, 9am-5pm, closed on public holidays).

york.foodbank.org.uk/locations

Substance Misuse Support Services

York in Recovery - Recovery Cafe

Who: They're a no judgement, peer-support recovery group based in York's City Centre.

What: Carol Service, Cafe Sessions, online support.

Where: YO24 1AQ, 21 Blossom Street & Online.

When: Carol Service is on the 15th December. Cafe open 24th & 31st December. Some online support will be available over the Christmas period.

How: Visit their website to find out more and to access their Whatsapp messaging service.

www.yorkinrecovery.org.uk/recovery-cafe

Support For Carers

York Carers Centre - Out of Hours Contacts

Who: If you're a carer who needs urgent help whilst York Carers Centre are closed please contact City of York Council:

Adults should contact City of York Council Customer Access and Assessment Team on 01904 555 111 or email adult.socialsupport@york.gov.uk

Children and young people should contact City of York Council Multi Agency Safeguarding Hub on 01904 551 900 or mash@york.gov.uk

If these teams are unavailable please contact City of York Council Emergency Duty Team on 01609 780 780.

Please note that York Carers Centre closed for Christmas at 4.30pm on Friday 17 December 2021 and re open at 9am on Tuesday 4 January 2022. The above contacts should be used during that period.

yorkcarerscentre.co.uk/out-of-hours-contacts/

Bereavement

St Leonard's

Who: St Leonard's Hospice is an independent charity, providing specialist palliative care, and support for local people with life-limiting illnesses.

What: Telephone Bereavement support

Where: Telephone support

When: The team is available to take your call on 24th December and 30th December, 8:30 am to 4:30 pm.

How: Call 01904 708553 and ask for the Bereavement Support Team

stleonardshospice.org.uk/grief/

Homelessness

Peasholme

Who: Peasholme Charity is a small, independent charity in York working with disadvantaged and socially excluded people that are homeless or at imminent risk of losing their homes.

What: Telephone Advice Line

Where: Telephone only

When: Wednesday 29th December 10am - 3pm and Friday 31st December 10am - 3pm

How: The Advice line Number is: 0300 3657700

www.facebook.com/PeasholmeCharity

Red Tower

Who: Pay as you feel hot food and cafe. All welcome, no referral is needed.

What: Hot lunch and food shop.

Where: YO31 7UK, The Red Tower

When: Open every Monday with food distribution between 10.30 - 12.30. Cafe 11am - 12.30pm. Open as usual through the festive period closed on 27th December and 3rd January.

How: Pop in

redtoweryork.org.uk

Salvation Army

Who: They offer practical support and services to all who need them, regardless of ethnicity, religion, gender or sexual orientation. Our work includes:

- Homelessness
- Modern slavery
- Poverty
- Addiction
- Campaigning and social policy
- Older people
- Community - debt advice, unemployment, isolation

What: Telephone and email support. If they get a report of a new rough sleeper via email or telephone between 9 a.m. 10 a.m. they will go and visit.

Where: Email and telephone support during the festive period

When: Christmas eve 5 am to 12.30 pm. Christmas Day 9 am to 10 am (telephone and email only).

Boxing Day, 27th & 28th 9 am to 10 am (telephone and email only). on the 1st, 2nd & 3rd January 9am-10 a.m (telephone). They are open as normal from the 4th January.

How: Telephone 01904 690697 or email andrew.dunkinson@salvationarmy.org.uk

www.salvationarmy.org.uk/york-community-work

Other

Childline

Who: A free, private and confidential support service for children.

What: Telephone and 1-2-1 webchat

Where: Telephone and webchat service during the festive period

When: 24 hours a day, 7 days a week, but they might not be able to talk for as long after midnight.

How: Call 0800 1111 or 1-2-1 webchat: www.childline.org.uk

www.childline.org.uk

Foxwood Community Hub

Who: Foxwood Community Centre is a City of York Council Community Centre that is run independently and voluntarily.

What: Foxwood Community Christmas Party. Anyone is welcome to attend. Hand-made Christmas stockings for local children. Christmas Hampers for local residents.

Where: YO24 3HY, Foxwood Community Centre

When: Friday the 17th of December

How: To find out more and to book your free place at the Christmas party, contact Kerry Briggs on 07727041464

www.foxwoodcommunitycentre.org.uk/index.html

IDAS

Who: Support for those experiencing or affected by domestic abuse.

What: North Yorkshire Helpline and national 24 hour helpline, email information

Where: Telephone

When: The helpline remains open throughout Christmas and New Year, on bank holidays and weekends it will run from 11am until 8pm, and all other days from 8am to 8pm. IDAS offices will close at 5pm on Christmas Eve and reopen on the 4th January at 9am. Info@idas.org.uk will remain open but emails may not be responded too as quickly as they would be normally.

How: Call 03000 110 110 (North Yorkshire and Barnsley) or 0808 2000 247 (National 24 hours helpline).

Email information: info@idas.org.uk

www.idas.org.uk

The Silver Line

Who: Free confidential helpline for older people. Offering friendship, support, and information.

What: Telephone support service

Where: Telephone only

When: 24hrs a day, 365 days a year

How: Call Free 0800 4 70 80 90

www.thesilverline.org.uk

Victim Support

Who: Independent charity offering free confidential support after crime

What: National 24/7 Support line and Live Chat, online support tools.

Where: Telephone and online

When: 24/7 over the festive period

How: Support line: 0808 16 89 111, Live Chat: www.victimsupport.org.uk, online support tools: www.mysupportspace.org.uk

www.victimsupport.org.uk

Medical Support

Pharmacy

Pharmacy opening times across York can be found here:

[Pharmacy Opening times.pdf \(mcusercontent.com\)](#).

Or,

See attached leaflet (Physical Copy)

GP

GP surgeries are closed on the 25th, 26th, 27th, 28th December and 3rd January.

111

Where to get help for your symptoms, if you're not sure what to do.

How to find general health information and advice.

Where to get an emergency supply of your prescribed medicine.

How to get a repeat prescription.

119

You can call 119 if you have questions or need help with coronavirus (COVID-19) vaccinations, testing, NHS COVID Pass, and more.

Calls to 119 are free from mobiles and landlines. Lines are open every day from 7am to 11pm. 119 provides support in 200 languages.

999

Call 999 in a medical emergency. This is when someone is seriously ill or injured and their life is at risk.

Want to volunteer?

York Volunteers

FREEPOST RTEG-BLES-RRYJ
15 Priory Street
YO1 6ET

Telephone: 01904 621133

Email: volunteering@yorkcvs.org.uk

Website: <https://www.yorkcvs.org.uk/volunteers/#/>



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Primary Care Link Workers
SOCIAL PRESCRIBING IN YORK

healthwatch
York





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