

Other things people often ask

Who informs the work of Caring Over People's emotions?

Caring Over People's emotions is a project of COPE Scotland which is led by the voices of lived experience. The tools and techniques used by Caring Over People's emotions were co developed by COPE Scotland with the voices of lived experience.

What's the cost?

This is a free service and you're not asked to make donations. Services are free thanks to funding from Glasgow City Council Integrated Grants funding and the support offered by COPE Scotland who receive funding from Scottish Government Transforming Self- Management in Scotland fund through the Health and Social Care Alliance.

Are People qualified?

Professional interventions are offered by fully qualified health professionals who are members of professional bodies and have a minimum of 10 years paid post qualifying experience.

How long will I need to wait to be seen?

We are in uncharted territories with the outbreak of COVID 19, however, if you phone/text/email us we will try and get back to you within 24 hours (Monday-Friday. At weekends and bank holidays this may vary, it may also be affected if we have members of the team off) and we shall take it from there, but rest assured we will do what we can to reply promptly.

How long can I attend?

While we are not a long-term service, we do not know what impact the current COVID 19 situation may have for each person. We shall seek to offer what we can relevant to people's needs and signpost to other supports where what we offer is not enough. We cannot offer an indefinite service. Once the COVID 19 situation has passed. If you have long standing severe and enduring mental health issues, then speak to your GP about supports from statutory mental health services as we may not offer you what you need and phone and email support may not meet your needs during the COVID 19 period. Sadly we don't have the resources to be a crisis service, we have included contacts over leaf which may be helpful.

How Do I Make an Appointment?

Please phone 0141 944 5490 and leave a message on the machine, we are working remotely but we will pick the message up and call back. Text or call 07763 743 296 leaving your name and number and we will get back. Email admin@cope-scotland.org

Cancelling appointments

If we have booked in a call and you decide you cannot take the call please let us know by emailing Kathleen Robertson at kathleen2@gmx.co.uk, so your call time can be used for someone else.

Values

We care and it matters to us what we do is helpful for people and is kind and offered with respect in a non-judgemental and compassionate way. Phone support does not offer the same level of visual feedback as direct face to face but we will try and ensure you still find the experience positive. Working offsite be assured our confidentiality policies will be maintained.

Opening Hours

The phone and text messages will be checked during office hours, however, the phone support times may vary and would be discussed with your wellness advisor as we realise out of hours maybe necessary for some people and we will accommodate this where we can.

The answering machine, text messages and emails to kathleen2@gmx.co.uk we will seek to respond to between **9am and 4pm Mon, Tues, Wed, Thurs and 9am and 11am Fri**, the emails to admin@cope-scotland.org maybe responded to out with these times, though we cannot guarantee this. Text messaging maybe affected by team annual leave or absence so if you don't get a reply within 24 hours please phone **0141 944 5490**.

Support for the Coronavirus Outbreak



During the COVID 19 outbreak we are offering support on the phone and online to people living in Drumchapel, Knightswood, Anniesland, Blairdardie, Temple, Yoker and Dumbarton Rd Corridor, Scotstoun and Whiteinch. However, on our website are hints and tips for anyone wanting to learn more about staying well at this time and we can offer limited focused tips via admin@cope-scotland.org to anyone who contacts us, however, demand may affect how quickly we can reply.

www.cope-scotland.org



Impact of COVID 19 on COPE services

Following government advice and requests from people we see who wanted to reduce social contact we have temporarily closed our offices at Garscadden and are working from home. We shall be offering phone supports and email support where appropriate.

We have experience of home support working in periods of bad weather; however, this has been days as opposed to possibly weeks. Be assured however, we will do all we can to be of support in these times as we are aware the impact COVID 19 may have on people's mental health.

Information on COVID 19

The latest advice and developments on the covid-19 situation can be found on the GOV.UK website:

www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response also on www.nhsinform.scot/coronavirus.

Suicide and COVID 19

We recognise the additional challenges people may experience as a result of COVID 19 including worrying about money, may increase thoughts of suicide, its really important to speak to someone. There are some useful numbers on the next page.

**Kindness to ourselves and each other,
will help us get through this**



Useful Numbers

- **Alcoholics Anonymous** | T: 0800 9177 650
- **SOBS (Bereaved by Suicide)** | T: 0300 111 5065
- **Breathing Space** | T: 0800 83 85 87
- **Blue Cross for Pets** (Support following the death of a pet) T: 0800 096 6606
- **Campaign Against Living Miserably CALM (Men)** T: 0800 585858
- www.cas.org.uk/bureaux/glasgow-central-citizens-advice-bureau
- **Childline** | T: 0800 1111
- **Child Bereavement UK** | T: 0141 352 9995
- **Domestic Abuse and Forced Marriage Helpline** T: 0800 027 1234
- **Families Affected by Murder and Suicide (FAMS)** T: 07736 326 062
- **Gamblers Anonymous Scotland** | T: 0370 050 8881
- **Gambling Helpline** | T: 0808 8020 133
- **Hopeline UK** (people under 35) T: 0800 068 41 41
- **LGBT Helpline** | T: 0300 123 2523
- **LGBT Youth Text** | T: 07786 202 370
- **One Parent Families Scotland Helpline** | T: 0808 801 0323
- **Parent Line** | T: 08000 28 22 33
- **The Samaritans** | Free Phone Tel: 116 123
- **Silverline** (older people) T: 0800 4 70 80 90
- **Shelter** | T: 0808 800 4444
- Text: **SHOUT** to 85258 in the UK to text with a trained Crisis Volunteer.
- **Universal Credit Helpline** | T: 0808 169 9901

Also speak to your housing providers, mortgage lender, or financial advice services, many services maybe phone supports at this time, however, like COPE Scotland many are doing all they can to still offer support.

Some other useful links

Coronavirus support for employees, benefit claimants and businesses

www.gov.uk/government/news/coronavirus-support-for-employees-benefit-claimants-and-businesses

Universal Credit and Coronavirus

This link maybe useful if you want to know more about self-isolating for the coronavirus if you are on Universal Credit. The key thing to remember is, you need to inform your job coach online or by phone as soon as possible to avoid being sanctioned.

www.understandinguniversalcredit.gov.uk/coronavirus/

What does social distancing mean?

publichealthmatters.blog.gov.uk/2020/03/04/coronavirus-covid-19-what-is-social-distancing/

RSPCA How to care for your pets if you need to you are ill or need self isolate

www.rspca.org.uk/whatwedo/latest/blogs/details/-/articleName/how-to-care-for-your-pets-if-you-re-ill-or-have-to-self-isolate-due-to-coronavirus

Looking after your mental health

www.mentalhealth.org.uk/publications/looking-after-your-mental-health-during-coronavirus-outbreak

To stay up to date with what is happening at **COPE Scotland** please visit www.cope-scotland.org or follow us on **Twitter @COPEScotland**. We shall also be sharing information on partners Facebook pages including working together to offer online workshops/activities.