



Lancashire &  
South Cumbria  
NHS Foundation Trust

## The Wellbeing and Mental Health Helpline and Texting Service

**Call 0800 915 4640**

Monday to Friday 7pm - 11pm  
Saturday to Sunday 12pm – Midnight  
or

**Text 'HELLO' to 07860 022 846**

Monday to Friday 10am until 11pm  
Saturday to Sunday 12pm - Midnight

We are

kind ● a team ● respectful ● always learning

We are  
LSCft

## What is the Wellbeing & Mental Health Helpline and Texting Service?

Our Wellbeing Helpline and Texting Service is a Freephone out of hours, person centred listening environment for people requiring emotional support in relation to their own mental health or that of someone they know.

The Helpline aims to empower callers through active listening and information to make their own choices about how their health care needs may be met.

Fully trained volunteers operate the helpline, they offer their time to listen and support callers.

### The Wellbeing and Mental Health Helpline aims to:

- Empower callers through active listening and information to make their own choices about how their health care needs may be met
- Promote mental wellbeing and reduce stigma
- Provide information and offer details of local and national services / support groups
- Provide emotional support for anyone experiencing distress

### Who answers the phone?

Specially trained volunteers, who are supported, valued, engaged and empowered support the helpline service.

The volunteers are trained to deliver a high quality emotional support service to those in need of a listening ear. The volunteers are also trained to access information to provide you with over the telephone.

If you would like some information with regards to volunteering with The Wellbeing & Mental Health Helpline, please visit:

[lscft.nhs.uk/Mental-Health-Helpline](https://lscft.nhs.uk/Mental-Health-Helpline)

### Confidentiality

The Helpline strives to maintain a safe and confidential space for callers to discuss any issues in relation to their own mental health, however some exceptions to confidentiality may apply under certain circumstances. You are able to listen to these exceptions upon calling the helpline Freephone service.

Please note, calls are recorded for monitoring and training purposes.

Or visit our website for more information:

[lscft.nhs.uk/Mental-Health-Helpline](https://lscft.nhs.uk/Mental-Health-Helpline)



### Patient Advice and Liaison Service (PALS)

If you have some concerns, questions or need advice on our services, you can contact the Patient Advice and Liaison Service (PALS) on **0800 234 6088** or email **PALS@lscft.nhs.uk**

### Feeling low and need someone to talk to?

Call **0800 915 4640**  
Monday to Friday 7pm - 11pm  
Saturday to Sunday 12pm - Midnight

### Need urgent help?

Call **0800 953 0110**  
24 hours a day, 7 days a week