

Calderdale support services for healthcare professionals, relatives and friends of Covid-19 patients, and anxious young people

Overgate Hospice is “HEAR FOR YOU” - A Covid-19 support line for Calderdale.

HEAR FOR YOU provides emotional support in Calderdale to:-

- Relatives of patients being cared-for in any health or social care facility in relation to COVID-19.
- Relatives of patients who may be cared for at the Nightingale Ward in Harrogate.
- All relatives of end-of-life patients.
- Bereaved relatives who can only attend funerals at the crematorium or burial in restricted numbers, or who have not been able to attend a funeral at all.
- Any health professional providing a frontline services in response to COVID-19.

The HEAR FOR YOU phone line 01422 387172 will operate between 10am and 6pm, 7 days a week, to provide a listening ear to support those in need in relation to Covid-19. Anyone who requires further help will be signposted to other services ranging from practical and financial assistance through to specialist bereavement, spiritual and psychological support.

Jet Hardinge, Overgate Hospice Psychotherapist/Counselling Coordinator and Co-leader of the service, says, “Covid-19 is having a huge impact on all our lives: loneliness and isolation - arising from the loss of freedom due to the impact of the lockdown restrictions; fear - when someone close become ill; helplessness - when loved ones receive hospital care and normal visiting is prohibited; intense grief - magnified by the current limitations surrounding attendance at funerals; immense stress and strain being experienced daily by our front-line health care professionals. HEAR FOR YOU offers people a confidential space to talk about that impact and emotional support when individuals need it the most”.

Rev Andy Thewlis, Overgate Hospice Chaplain and co-leader of the service says, “As the pandemic continues, more and more people will be directly affected and many will experience moments of darkness and despair when everything seems out of control. Finding someone to share the journey with and stand alongside you in difficult circumstances, when dreams have been stolen, can be a great comfort. HEAR FOR YOU is a place to find someone who will listen, empathise and provide compassionate care.”

Two free digital treatment programmes: one for parents, carers, staff and any adult who might find it helpful; the second for anxious young people.

The first programme is provided by Silvercloud Health who have given Northpoint Wellbeing (provider of Calderdale CAMHS) and their partners unlimited use. It includes a newly developed 'Space from Covid 19' module which has been designed by experts to help people dealing with difficult emotions brought on by coronavirus. The content includes some advice on how to talk to children about coronavirus-related anxieties. There are also modules on sleep, stress, and resilience for adults.

The link is <https://nhs.silvercloudhealth.com/signup/> The code 'north' should be entered when prompted. The link is also on the [Parents/Carers](#) page of the Calderdale CAMHS website.

The site is secure, anonymous and confidential. No referral is required.

Secondly, Silvercloud has also worked with Northpoint and the Calderdale young people's Tough Times Reference group to develop a separate on-line programme for young people aged 13/14 + with anxiety and worries. This programme involves remote input from a trained CAMHS supporter. It can be accessed via a [referral](#) to the First Point of Contact from a parent/carer or professional who knows the child.