



## **LCF Signposting - Care and Pastoral Support**

We all have times when we grapple with the challenges of life such as grief and loss, loneliness, anxiety, depression, stress, trauma and need a listening ear and reassurance, other times emotional support or signposting. Having a small supportive network can positively impact our sense of wellbeing, ability to cope and can help reduce depression, anxiety and stress.

### **It is ok to ask for help**

Each of us has a God-given responsibility to care for others and as part of the LCF family we practically care for each other within our small groups or teams. If you need help, please talk to your group or ministry team leader. We also have Care volunteers who can provide practical support for church family members who are vulnerable or who do not have a support network.

### **It is good to talk**

LCF community leaders can offer pastoral support and we aim to do this with integrity and in a way that honours every individual. We recognise the importance of keeping our church community safe and signposting individuals when dealing with any situation that is beyond our competency.

We are actively looking to grow support groups in areas where more specialist experience and knowledge is needed. Where this is not currently available at LCF, please refer to the contact list below for external community services.

We currently have support or social workers who can help in particular situations, such as bereavement and loss and have experience around domestic violence and understanding its impact.

### **Finding help**

See contact information below.

<u>Area</u>	<u>Refer to</u>	<u>Email</u>
<b>If you would like to talk to someone</b>	Your group or ministry team leader is your first point of contact.  If you are not in a group or serving in a ministry please:  Email or call: Raye Summers, LCF Communities and Care Leader	<a href="mailto:raye.summers@lcf.biz">raye.summers@lcf.biz</a>  01582 540093



	Alternatively call: Church Office who can arrange for someone to call you back <a href="#">Click here</a> to request help	Church Office Call: 01582 619990
<b>Financial help:</b>	Mike & Beki Nicholls  (Ian Lewis in their absence)	<a href="mailto:mike.nicholls@lcf.biz">mike.nicholls@lcf.biz</a> <a href="mailto:beki.nicholls@lcf.biz">beki.nicholls@lcf.biz</a> <a href="mailto:ian.lewis@lcf.biz">ian.lewis@lcf.biz</a>
<b>Practical help:</b>  <b>For example, help with transport, shopping, cleaning or meals</b>	Please talk to your group or ministry team leader.  If you are not in a small group or serving in a ministry, please direct to Raye Summers, our Communities and Care Leader.  We have a team of Care Coordinators who aim to provide a collaborative approach to providing consistent and safe practical care across LCF through a team of Care Volunteers.  We also have businesses operating within LCF who may be able to help (these are paid for services). Please check with the LCF Church Office before accepting any services.	<a href="mailto:raye.summers@lcf.biz">raye.summers@lcf.biz</a> 01582 540093
<b>Pastoral help:</b>  <b>For example, providing a listening ear, emotional support, spiritual guidance.</b>	Please talk to your small group or ministry team leader who will signpost you if they are unable to provide support.  If you are not in a small group or serving in a ministry, please speak to Raye Summers, LCF Communities and Care Leader.	<a href="mailto:Raye.summers@lcf.biz">Raye.summers@lcf.biz</a> 01582 540093
<b>Professional help:</b>	Refer to information below or direct to Raye Summers who can refer to appropriate support.	<a href="mailto:Raye.summers@lcf.biz">Raye.summers@lcf.biz</a> 01582 540093

**Community Support ( free and paid for services)**



<u>Area</u>	<u>Organisation</u>	<u>Contact Details</u>	<u>Other information</u>
<b>Urgent help</b>	<b>Give us a shout</b>	<a href="http://www.giveusashout.org">www.giveusashout.org</a> Text Shout to 85258, available 24/7  If a life is in imminent danger call 999.	If you need immediate support you can text Shout and chat by text. Trained volunteers will listen and work to help with issues such as: Suicidal thoughts Abuse or assault Self-harm Bullying Relationship challenges
	<b>Crisis team</b>	01582 556971	Mental Health
	<b>Samaritans</b>	Call: 116 123, available 24/7 every single day of the year	
	<b>Mind</b>	Infoline, open 9am to 6pm Monday to Friday (except Bank Holidays)  Ring <a href="tel:08000684141">HOPELINEUK</a> on <b>0800 068 4141</b>  Text YM to <a href="http://www.youngminds.org.uk">YoungMind's</a> <a href="tel:85258">Textline</a> on <b>85258</b> .	Advisors provide information on a range of topics: types of mental health problems, where to get help and support in your local area, medication and alternative treatments and advocacy.
<b>Helplines and Textlines</b>	<b>Childline</b>	<a href="https://www.childline.org.uk/get-support/">https://www.childline.org.uk/get-support/</a> Runs a 24-hour phone helpline, email service and online and 1-2-1 webchat for children and young people in the UK.	You can talk to someone who is trained to listen and support you, by phone, text or webchat. Whatever you say will usually be kept confidential and all of



	<p><b>Samaritans</b></p> <p><a href="https://www.samaritans.org/">https://www.samaritans.org/</a></p> <p>Run a 24-hour helpline to talk through anything you're going through. Samaritans also offer an email service.</p> <p><b>Hopeline UK</b></p> <p><a href="https://papyrus-uk.org/hopelineuk/">https://papyrus-uk.org/hopelineuk/</a></p> <p>Provides advisors who are trained to help you stay safe from suicide. They can also help if you're worried about someone else. You can get advice and support by phone, text and email.</p> <p><b>The Mix</b></p> <p><a href="https://www.themix.org.uk/">https://www.themix.org.uk/</a></p> <p>Offers a helpline, email service, crisis textline, 1-2-1 online chat and telephone counselling service for anyone needing support.</p>	<p>the services below are free to use.</p>
<b>General</b>	<p><b>NHS</b></p> <p><u><a href="#">Help from social services and charities</a></u></p>	<p>Includes helplines, needs assessment, advocacy</p>
	<p><b>Citizens Advice</b></p> <p><a href="https://www.citizensadvice.org.uk">https://www.citizensadvice.org.uk</a></p>	<p>Advice relating to benefits, work, debt &amp; money, consumer, housing, family, law and courts, immigration, health</p>
<b>Bereavement &amp; Loss</b>	<p><b>NHS</b></p> <p><u><a href="#">Grief after bereavement or loss</a></u></p>	<p>Further information and support</p>
	<p><u><a href="#">losing your partner or child in pregnancy</a></u></p>	



	<b>Care for the Family</b>	<a href="https://www.careforthefamily.org.uk/">https://www.careforthefamily.org.uk/</a>	
	<b>Cruse Bereavement Care</b>	<a href="#">grief and bereavement</a>	Further information and support
	<b>Chums</b>	<a href="#">Mental health and wellbeing for children, young people and their families</a> <a href="#">Bedfordshire Suicide Bereavement Service</a>  CHUMS is not an urgent mental health response service. If you, a child, or young person are at immediate risk to themselves or others, please contact your GP or local A&E. Alternatively, you can call NHS 111 – Option 2 for Mental Health Crisis Support – available 24 hours, 7 days a week.	Join with others who have lost loved ones through suicide
	<b>GOV.UK</b>	<a href="#">what to do after someone dies</a>	Further information and support
	<b>Sue Ryder</b>	<a href="#">Palliative, neurological and bereavement support</a>	
<b>Care Services</b>	<b>NHS</b>	<a href="#">Care services, equipment and care homes</a>  For anyone who needs care or cares for someone else. <a href="#">Get a needs assessment - if you need care</a>	Includes home adaptations, help at home from a paid carer, staying safe and housing.



		<u><a href="#">Get a needs assessment - if you need help caring for someone else</a></u>	
		<u><a href="#">Care advocates</a></u>	Advocates speak up for you and make sure you're heard. <u><a href="#">How to get an advocate</a></u>
<b>Carers</b>	<b>Practical tips</b>	<u><a href="#">Practical tips if you care for someone</a></u>  <u><a href="#">Care and support plans</a></u>	
	<b>Carersinbeds</b>	<u><a href="https://carersinbeds.org.uk/">https://carersinbeds.org.uk/</a></u>  Online support hub: <u><a href="https://carersinbeds.org.uk/help-for-carers/">https://carersinbeds.org.uk/help-for-carers/</a></u>	Offer a whole range of help, information, support, advice and guidance to carers of all ages.
	<b>Carers UK</b>	Call 0800 808 7777 Helpline open: Monday to Friday, 9am to 6pm	Help and advice for carers
	<b>Carers UK forum</b>	<u><a href="#">Forum for carers</a></u>	People who care for others sharing their stories and offering support online.
	<b>Family Action</b>	Call 0808 802 6666 Text 07537 404 282 Helpline open: Monday to Friday, 9am to 9pm Email: <u><a href="mailto:familyline@family-action.org.uk">familyline@family-action.org.uk</a></u>	Support for parents and carers
	<b>Families</b>	<u><a href="#">Caring for children and young people</a></u>	



	<b>HealthUnlocked care community</b>	<a href="#">The world's largest social network for health</a>	The Care Community is a place for all carers to discuss health and caring for loved ones, particularly in later life.
<b>Counselling - these are chargeable services</b>	<b>Relate</b>	<a href="https://www.relate.org.uk/">https://www.relate.org.uk/</a>	Marriage & relationship Christian Counselling
	<b>Clare Colley</b>	Tbc	
	<b>Deanna Joyce</b>	<a href="https://www.bacp.co.uk/profile/2b167ce3-4c90-e711-80e8-3863bb351d40/therapist?location=Northampton">https://www.bacp.co.uk/profile/2b167ce3-4c90-e711-80e8-3863bb351d40/therapist?location=Northampton</a>	BACP therapist in Northampton
	<b>Heidi Watling</b>	<a href="http://www.heidiwatlingcounselling.wordpress.com">www.heidiwatlingcounselling.wordpress.com</a> or google Heidi Watling Counselling	BACP psychodynamic counsellor
	<b>Fiona Di Leo</b>	<a href="mailto:fiona.dileo@outlook.com">fiona.dileo@outlook.com</a>	BACP psychodynamic and person-centred therapy
<b>Dementia</b>	<b>Advice Central</b>	<a href="#">Dementia support</a>	Informs of a range of support for people with dementia and their carers
	<b>Age UK</b>	<a href="#">Dementia support</a>	Information and advice in your area
	<b>Alzheimer's Society</b>	<a href="#">Information and support</a>	Providing support and advice
	<b>Music 24</b>	<a href="#">Making music matters</a>	Providing music therapy in a person's home



	<b>Young@Heart Cafe</b>	<a href="#">Support and signposting</a>	Providing support and signposting and songs
	<b>Dial a Ride</b>	<a href="#">Day trips and excursions</a>	Door to door service to help with shopping and day trips
	<b>Total Wellbeing Luton</b>	<a href="#">Information and Support</a>	Trained therapists
	<b>NHS East London Foundation Trust</b>	<a href="#">NHS professional services</a>	GP referral service only
	<b>Disability Resource Centre</b>	<a href="#">Information and Support</a>	To support any person with a disability or health condition
	<b>Luton Law Centre</b>	<a href="#">Luton Dementia Guide</a>	
<b>Dental Treatment</b>	<b>NHS 111</b>	This is the first point of call for any person wanting to access dental treatment and you will be signposted based upon need.	
<b>Disability</b>	<b>Disability Resource Centre</b>	<a href="https://drcbeds.org.uk/">https://drcbeds.org.uk/</a> Call: 01582 470900 Email: <a href="mailto:info@drc.beds.org.uk">info@drc.beds.org.uk</a> WhatsApp and text: 07826366477 Talk via <b>Facebook Messenger</b>	An award-winning charity helping people in Bedfordshire, Northamptonshire and Luton who are affected by disability or long-term health conditions
<b>Domestic Abuse/Victim Support</b>	<b>Stepping Stones</b>	<a href="https://www.steppingstonesluton.co.uk/">https://www.steppingstonesluton.co.uk/</a>	Supporting women and children who have experienced or experiencing domestic abuse.
	<b>Azalea</b>	<a href="https://www.azalea.org.uk/">https://www.azalea.org.uk/</a>	
	<b>Women's Aid</b>	<a href="https://womensaidinluton.org/">https://womensaidinluton.org/</a>	





	<b>Luton All Women's Centre</b>	<a href="https://www.lutonallwomenscentre.org.uk/">https://www.lutonallwomenscentre.org.uk/</a>	
	<b>Suspected abuse</b>	<u><a href="#">I think I am being neglected or abused - what can I do?</a></u>	Ask to speak to the LCF safeguarding lead Talk to professionals such as your GP, or one of our social workers <u>Call the Hourglass service</u> 0808 808 8141 If you believe a crime is being committed - whether its physical abuse or financial - talk to the police or ask someone you trust to do it on your behalf.
	<b>Victim Support</b>	1st Floor 64-66 Stuart St, LU1 2SW Call: 01582 723779	
<b>Drug &amp; Alcohol services</b>	<b>NHS - CGL, Resolutions Luton</b>	<u><a href="#">For Adults, Young People, Friends, Family &amp; Carers</a></u>  <u><a href="#">Alcohol addiction support for family and friends</a></u> 2-12 Victoria Street, LU1 2UA Call: 0800 054 6603, open weekdays from 9.30am to 5pm	Tailored support for alcohol and drug use. Also provide aftercare to support people in their recovery.
	<b>Liberty House Clinic</b>	220 Old Bedford Rd, LU2 7HP Call: 020 3131 0727	Drug rehab & alcohol rehab Bedfordshire
	<b>PCP Luton</b>	17 - 21 Hastings St, Chapel Langleys, LU1 5BE Call: 0800 038 0480	Addiction Treatment Centre
	<b>NHS Young Person's Drug Service</b>	53-55 Cardiff Rd, Luton LU1 1PP Call: 01582 657558	
	<b>Crystal Health Group DNA, Drug</b>	1-3 Thornhill Road, LU4 8E	



	<b>&amp; Alcohol Clinic Luton</b>	Call: 0800 988 7107	
<b>Elderly services</b>	<b>Age UK</b>	<a href="https://www.ageuk.org.uk/">https://www.ageuk.org.uk/</a>  Age UK Advice Line Call 0800 678 1602 (open every day of the year, 8am to 7pm)	Befriending Services Handyman Services IT training Social activities
	<b>Independent Age</b>	For older people, including advice about care, money and health Call 0808 503 7945 (helpline open Monday to Friday, 8.30am to 6.30pm) Email <a href="mailto:advice@independent.org">advice@independent.org</a>	
	<b>The Silver Line</b>	Call 0800 4 70 80 90 Helpline open every day of the year, 24 hours a day Website: <a href="http://thesilverline.org.uk">thesilverline.org.uk</a>  <u>Walking aids, mobility scooters and wheelchairs</u>  <u>Driving and use public transport if you have mobility issues</u>  <u>Help at home from a paid carer</u>  <u>Alternatives to a care home if you can no longer live in your home</u>	
	<b>Age Concern</b>	<u>Care homes</u>  <u>Supported living services</u>  <u>Provide a range of advice, information, and advocacy support.</u>	
	<b>Luton Friendship Home Carers</b>	<a href="#">Luton Friendship Home Carers</a> Luton Friendship Home Carers is a registered charity providing personal and domestic care to	Personal care and domestic tasks.

		the elderly and house bound within Luton and it's surrounding areas.	
<b>Families</b>	<b>Health &amp; Social Care</b>	<u>Family services</u> <u>Adult social care</u> <u>Safeguarding children</u> <u>More from health and social care</u> <u>Applying for free school meals</u> <u>Uniform exchange</u> <u>Level Trust - uniform exchange</u>	
	<b>Children's Centres</b>	Call: 01582 548888 <a href="mailto:fis@luton.gov.uk">fis@luton.gov.uk</a> or <a href="http://www.luton.gov.uk/childrenscentres">www.luton.gov.uk/childrenscentres</a>	
<b>Homeless</b>	<b>Signpost</b>	<a href="#"><u>Helping people who are homeless</u></a>	
	<b>Noah</b>	<a href="#"><u>Supporting the vulnerable and rough-sleeping</u></a>	
<b>Hospital stay</b>	<b>NHS</b>	<u>Arranging care before you leave hospital</u> <u>Care after illness or hospital discharge</u>	
<b>Housing</b>	<b>Mary Seacole Housing</b>	12 Cardiff Rd. LU1 1QG Call: 01582 415735	



	<b>Luton Community Housing</b>	108 Wellington St. LU1 5AF Call: 01582 391053	
	<b>Luton Borough Council Housing</b>	Town Hall, George St. LU12BQ Call: 01582 41037	
<b>Immigration/ Legal issues</b>	<b>Victim Support</b>  <b>Polish British Integration Centre</b>  <b>Refugee and Migrant Development Association</b>  <b>Luton Law Centre</b>  <b>Citizens Advice</b>  <b>Luton Rights</b>	1st Floor 64-66 Stuart St, Luton, LU1 2SW 01582 723779The Place, Bradgate Rd, Bedford MK40 3DE Call: 01234 328100  2 The Arcade, Dunstable Rd, Luton LU4 8JE Call: 01582 412117  6th Floor, Cresta House, Alma St, Luton LU1 2PL Call: 01582 482000 or 482100  24-26 King St, Luton LU1 2DP Call: 0844 2451285  15 New Bedford Rd, LU1 1SA Call: 01582 453372	
<b>Men</b>	<b>Calm</b>	Helpline and livechat open from 5pm to midnight everyday, 365 days a year	CALM offer accredited, confidential and free support to men anywhere in the UK through a helpline and a webchat service. They will talk through any issue with you and offer support, advice and signposting.



<b>Mental Health</b>	<b>Crisis Team</b>	01582 556971	
	<b>Every Mind Matters</b>	<a href="https://www.nhs.uk/every-mind-matters/">https://www.nhs.uk/every-mind-matters/</a>	Offers expert advice to help improve your wellbeing, as well as practical tips on sleep, coping with money worries and self-care
	<b>NHS urgent mental health helplines for people of all ages</b>	<a href="#">Find a local NHS urgent mental health helpline</a>  <a href="#">Dementia guide</a>	If you or a loved one are having a mental health crisis, you can call a local NHS mental health helpline for 24-hour advice. You can call for yourself, your child, your parent or someone you care for
	<b>Alzheimer's Association</b>	<a href="#">What is dementia</a>  <a href="#">Dementia support in Luton</a>	Offering information and practical guidance to help you understand dementia, cope with day-to-day challenges and prepare for the future.



	<p><b>If you just need to talk, any time of day or night</b></p>	<p><b>Free listening services</b></p> <p>These services offer confidential support from trained volunteers. You can talk about anything that's troubling you, no matter how difficult:</p> <p>Call 116 123 to talk to Samaritans, or email: <a href="mailto:jo@samaritans.org">jo@samaritans.org</a> for a reply within 24 hours</p> <p>Text "SHOUT" to 85258 to contact the Shout Crisis Text Line, or text "YM" if you're under 19</p> <p>If you're under 19, you can also call 0800 1111 to talk to Childline. The number will not appear on your phone bill.</p>	
	<p><b>Mind</b></p>	<p><a href="#">Mind in Luton</a></p>	<p>Coping during a crisis and information on ways to help yourself cope during a crisis</p>
	<p><b>Samaritans</b></p>	<p>33 Cardiff Rd Luton LU1 1PP Call: 01582 720666 or 08457 90 90 90</p>	
	<p><b>Bedfordshire Suicide</b></p>	<p>Chums <a href="#">BSBS</a></p>	<p>Can join online or offline to listen to others who</p>



	<b>Bereavement Service</b>		have lost a loved one through suicide
	<b>Dementia UK</b>	<a href="#">Specialist support for families</a>	
	<b>Headway</b>	<b><u>Life after a brain injury</u></b>	
	<b>Early Intervention Service (Psychosis)</b>	Call: 01234 315720 or 315690	
	<b>Mental Health</b>	<a href="#">Mental Health Access Pack</a>	A Christian website aimed to help the Church support those struggling with mental health issues including suicide
	<b>Papyrus</b>	<a href="#">For confidential suicide prevention advice</a> Call on 0800 068 4141, for children and young people under the age of 35, open 9am–midnight every day.	Are you, or is a young person you know, not coping with life?
	<b>Kooth</b>	<a href="#">Offers mental health support and advice for 11-19 year olds</a>	
<b>Money matters</b>	<b>NHS Social Care &amp; Support</b>	<u>Money, work and benefits</u>	



	<b>Citizens Advice</b>	Call 0800 144 8848 Helpline open: Monday to Friday, 9am to 5pm <a href="https://www.citizensadvice.org.uk">https://www.citizensadvice.org.uk</a>	Advice relating to benefits, work, debt & money, consumer, housing, family, law and courts, immigration, health
	<b>Christians Against Poverty (CAP)</b>	Email: <a href="mailto:ismith@capjobclubs.org">ismith@capjobclubs.org</a>	Hitchin CAP Job Club in partnership with Zeo Church
	<b>Luton Foodbank</b>	<a href="https://lutonfoodbank.org.uk/">https://lutonfoodbank.org.uk/</a>  Citizen's Advice Bureau: 24-26 King St, Luton LU1 2DP 0844 245 1285	
	<b>Salvation Army (Debt Advice)</b>	1 Vicarage St, Luton LU1 3HZ 0845 521 0032 Call: 01582 343699	
	<b>Money Helper</b>	Call 0800 138 7777 Helpline open: Monday to Friday, 8am to 6pm	For advice about money and benefits





	<b>Council Services</b>	<a href="#">Housing benefit</a> <a href="#">Universal credit</a> <a href="#">More from benefits</a>	
<b>Trauma and Abuse</b>	<b>Better Help</b>	<a href="https://www.betterhelp.com">https://www.betterhelp.com</a>	Trauma-informed therapists
	<b>Mind</b>	<a href="#">Mind in Luton</a>	Coping during a crisis and information on ways to help yourself and your loved ones cope during a crisis
		<a href="#">Total Wellbeing</a>  <a href="#">Talking Therapies</a>	<p>Encouraging our members to take part in as many activities as they need to support their mental health and wellbeing.</p> <p>Low mood and Depression; Anxiety; Stress; Obsessive compulsive disorder (OCD); Post-Traumatic Stress Disorder (PTSD); Sleep problems; Panic attacks and panic disorder; Low self esteem; Health anxiety or Hyperchondriasis; Social anxiety or Social Phobia; Phobias; Post natal depression and anxiety; Body dysmorphia; Long</p>



			term physical health conditions and chronic pain
<b>Visually impaired</b>	<b>Sight Concern</b>	<a href="#">Supporting the visually impaired community in Bedfordshire</a>	
<b>Women's issues</b>	<b>Luton All Women's Centre</b>	The Spires, Suite 2, Adelaide St, LU1 5BB Call: 01582 416783	
	<b>Luton's Women's Aid</b>	Marlborough House, 33 Park St West, Luton LU1 3BE Call: 01582 876636	
	<b>Stepping Stones</b>	<a href="https://www.steppingstonesluton.co.uk/">https://www.steppingstonesluton.co.uk/</a> 9a George St West, Luton LU1 2BW Call: 01582 457114	Supporting women and children who have experienced or experiencing domestic abuse.
	<b>Azalea</b>	<a href="https://www.azalea.org.uk/">https://www.azalea.org.uk/</a> Call: 01582 481333 or 07958 230986	
	<b>Women's Aid</b>	<a href="https://womensaidinluton.org/">https://womensaidinluton.org/</a> Marlborough House, 33 Park St West, Luton LU1 3BE Call: 01582 876636	



Young people services	<b>Tokko</b>	<a href="#">Offering a range of bespoke support projects supporting complex social issues as well as positive youth activities</a>	
	<b>Chums</b>	<a href="#">Mental health and wellbeing for children, young people and their families</a>	
	<b>Youthscape</b>	<a href="#">Making a difference to young people's lives</a>	
		<a href="#">For youth leaders helping young people start university</a>	
		<a href="#">10 ways to help young carer</a>	
	<b>Shout</b>	Text Reflect to 85258 <a href="#">Mental health support for 11-25 yrs old</a>	Help with issues such as anxiety, stress, loneliness, depression and suicidal thoughts. The conversation takes place entirely by text message.
	<b>NHS Young Person's Drug Service</b>	53-55 Cardiff Rd, Luton LU1 1PP Call: 01582 657558	
	<b>Papyrus</b>	<a href="#">For confidential suicide prevention advice</a> Call on 0800 068 4141, for children and young people under the age of 35, open 9am–midnight every day.	Are you, or is a young person you know, not coping with life?



	<b>Kooth</b>	<a href="#"><u>Offers mental health support and advice for 11-19 year olds</u></a>	
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