



# Mental Health & Wellbeing Support Services



**PAM** is CNTW's Occupational Health and Wellbeing Provide. It is a private provider who are experts in dealing with the effects the working environment can have on our health. PAM provide a range of services designed to support staff to improve overall health and wellbeing including occupational health, counselling and physiotherapy services. Face-to-face appointments are delivered from PAM clinics, located at:

1. St George's Hospital, St George's Pak, Morpeth, NE61 2NU
2. The Gate Lodge, Hopewood Hospital, Hopewood Park, Sunderland, SR2 0NB
3. Forth Banks House, Ground Floor, Skinnerburn Rd, Newcastle upon Tyne, NE1 3RH
4. Carlton Clinic, Cumwhinton Drive, Carlisle, CA1 3SX

PAM also provides telephone and secure video consultations. If you are worrying about something or just need to talk, help is on hand with 24/7, 365 counselling support via the Employee Assistance Programmes, known as PAM Assist.

This service can be accessed via telephone on: 0800 822 4102



## Employee Assistance Programme

Our EAP scheme is available for all our employees. You have access to a dedicated portal to support and look after your health and wellbeing. The portal provides confidential access to wellbeing fact sheets, videos, self-help programmes, interactive tools and educational resources.

<https://healthassuredeap.co.uk/>

Username: Peninsula Password: EAP



## Mental Health at Work

Mental Health at Work offers a range of online resources, advice, tool kits and recommendations to help support individuals to achieve better mental health outcomes at work. Frontline offers round-the-clock one-to-one support, along with a collection of resources, tips and ideas chosen to support your mental health. To talk by text, text FRONTLINE to 85258 any time. To talk by phone, call 0300 131 7000 from 7am to 11pm if you're in England, or call 116 123 any time if you're elsewhere in the UK. Visit:

[www.mentalhealthatwork.org.uk](http://www.mentalhealthatwork.org.uk) Tel: 03303 800 658



## Mind

Mind provides confidential mental health information services.

With support and understanding, Mind enables people to make informed choices. The Infoline gives information on types of mental health problems, where to get help, drug treatments, alternative therapies and advocacy. Mind works in partnership with around 140 local Minds providing local mental health services.

Telephone: 0300 123 3393 (9am-6pm Monday to Friday) or text 86463 Email: [info@mind.org.uk](mailto:info@mind.org.uk)

Website: [www.mind.org.uk/information-support/helplines](http://www.mind.org.uk/information-support/helplines)



## Samaritans

Provides confidential, non-judgemental emotional support for people experiencing feelings of distress or despair, including those that could lead to suicide. You can phone, email, write a letter or in most cases talk to someone face to face.

Telephone: 116 123 (24 hours a day, free to call)

Email: [jo@samaritans.org](mailto:jo@samaritans.org)

Website: <https://www.samaritans.org>