

To make a referral to Outlook South West

Call 01208 871905 or register online at www.outlooksw.co.uk/register-online

A member of the Outlook South West team will explain everything over the phone when booking your first appointment.

If you are in a crisis and need more urgent help, the recommended numbers and websites are outlined below.

General Practitioner

GPs (doctors) can be a really helpful point of contact in co-ordinating various sources of support



Community Mental Health Care Teams

0845 207 7711 (8.30am to 6.30pm)
Home Treatment Team(s) East: 0845 2303901 and West: 0845 2303902 (6.30pm to 8.30am)

This is a crisis service accessible 24 hours a day for people who are over the age of 18. The mental health teams include mental health nurses, psychologists and psychiatrists.

Nightlink

Freephone 0808 8000306

Cornwall's free - confidential phone listening service for anyone who is experiencing emotional distress themselves or those supporting people in distress.

Samaritans

01872 277 277 (local number)
(national free-phone) 116 123

Samaritans can be called at any time of the day or night for anyone who is experiencing emotional distress themselves or those supporting people in distress. The call costs the same as that of a local call or may be a free call, dependent on the arrangements you have with your own phone provider. If you can't afford the cost of a call, Samaritans accept reverse charge calls. You can also ask them to call you back.



DO YOU NEED CONFIDENTIAL HELP FOR PERSONAL AND EMOTIONAL PROBLEMS?



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Working in partnership with Outlook South West

outlook:) SOUTH WEST

Are you struggling with low mood or worries? Do you need to talk to someone in confidence?

If you have significant personal worries, concerns or just need someone to talk to, you will have a Personal Learning Adviser (PLA) and a Senior Learning Adviser (SLA) available to support you. They will have details of local specialist services and agencies that can help with your specific needs. There is also a great deal of information on the Student Portal. You may not wish to talk to these advisers or, if after further discussion you feel in need, talking-therapy might help. You can make an appointment with a professionally trained and qualified therapist through Outlook South West, who are funded via the NHS in Cornwall.

What is therapy and what can it do for me?

Therapy provides the opportunity and space for you to explore what is going on in your life and talk about things that may be difficult to share with anyone else. It can

help you find more effective ways to help yourself, do things differently and show you how to move on. It is about being accepted rather than judged or criticised. It is not about giving advice or telling you what to do.

How do I make an appointment?

You will always be in charge of making an appointment. Your Personal Learning Adviser, Senior Learning Adviser or the College Nurse (Duchy Stoke Climland) will also be able to help you with this if you would like them to. You will always be present when the appointment is made and the therapist will always ask for your consent before talking to a third party.

To make a referral for therapy you can call Outlook South West directly. Either yourself or a third party on your behalf can call their referral line on **01208 871905**. You can then see the therapist at the appointed time and this can take place at college, at your doctor's surgery or at one of the Outlook South West offices.

You must be registered with a GP in Cornwall and if you're not, Outlook South West will advise you how to go about this. We strongly recommend that all students register with a GP if living in Cornwall for the duration of their course. If you travel daily to

college but live outside the county, Outlook South West personnel will advise you on the services in your area.

Once you have talked with the therapist and had your assessment appointment, you and the therapist will decide on the best way forward.

What about Confidentiality?

Confidentiality is something therapists value highly, only in exceptional circumstances (e.g. a risk of significant harm to you or others, a child protection issue, or significant criminal activity) would they need to share information with a third party.

For further information about therapy with Outlook South West visit www.outlooksw.co.uk/our-therapies.

