



# **Making Every Contact Count**

**Main messages and  
useful websites/services**

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## General:

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**Live Well Oxfordshire** – list of support services and groups for adults and carers. Click on ‘Choose a category’ OR enter info into ‘Find services’ box, e.g. Dementia / Postcode / Area / Location.

- [livewell.oxfordshire.gov.uk/](http://livewell.oxfordshire.gov.uk/)
- Phone: 01235 849 410 to speak to someone about what’s available in your local area.
- To order printed copies of Livewell, email [MECC@oxfordshire.gov.uk](mailto:MECC@oxfordshire.gov.uk)

**NHS Live Well** – NHS advice about healthy living, including eating a balanced diet, healthy weight, exercise, quitting smoking and drinking less alcohol.

- [www.nhs.uk/live-well/](http://www.nhs.uk/live-well/)

**NHS website** – guide to conditions, symptoms and treatments and find NHS services near you.

- [www.nhs.uk/](http://www.nhs.uk/)
- or contact your GP (for non-emergencies phone 111 for the NHS out of hours service)

**Here for Health** – the Here for Health team offer a free health and wellbeing support service for patients, staff and visitors across Oxford University Hospital NHS Trust sites. They offer telephone and video call support as well as booked face to face appointments.

- [www.ouh.nhs.uk/patient-guide/here-for-health/](http://www.ouh.nhs.uk/patient-guide/here-for-health/)
- Phone: 01865 221 429, Monday to Friday, 9am-5pm
- Email: [hereforhealth@ouh.nhs.uk](mailto:hereforhealth@ouh.nhs.uk)

**Safe and well visits** – carried out by a representative from Oxfordshire Fire and Rescue Service. The home will be assessed for fire risk, with a view to fitting free smoke detector alarms if required. Home escape plans and advice to lower fire risk will also be given. Anyone can follow the link below to refer a vulnerable person for a safe and well visit:

- [service.oxfordshire.gov.uk/safeandwell](http://service.oxfordshire.gov.uk/safeandwell)

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**Social and Health Care team, Oxfordshire County Council** – the first point of contact for all adult social care enquiries and referrals from members of the public and professionals. The team provide information and advice on adult social care and care act eligibility, signposting and can order low level equipment to keep individuals safe at home.

- Visit [www.oxfordshire.gov.uk/contactus/contact-adult-social-and-health-care](http://www.oxfordshire.gov.uk/contactus/contact-adult-social-and-health-care) to make a general enquiry or call 0345 050 7666, option 2 (Monday – Thursday, 8.30am - 5pm and Friday, 8.30am - 4pm)
- For professionals wishing to raise a safeguarding concern, please visit [www.oxfordshire.gov.uk/residents/social-and-health-care/social-and-health-care-information-professionals/raising-safeguarding-concern-0](http://www.oxfordshire.gov.uk/residents/social-and-health-care/social-and-health-care-information-professionals/raising-safeguarding-concern-0)

**Family Information Service** – provides free information and support for children, young people and families in Oxfordshire.

- <https://fisd.oxfordshire.gov.uk/kb5/oxfordshire/directory/home.page>
- Or fill out the contact form at <https://www.oxfordshire.gov.uk/contactus/contact-oxfordshire-family-information-service>

**Oxfordshire Healthier Together** – provides free health advice and information for parents

- <https://www.oxfordshire-healthiertogether.nhs.uk/>

## Mental health and wellbeing

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### Top tips:

- **Ask for help** – there's no need to suffer in silence
- Follow the five ways to wellbeing
  1. **Connect** - with more people around you like family and friends
  2. **Be active** - find activities you enjoy and make them part of your life
  3. **Keep learning** - to boost your confidence and give a sense of achievement
  4. **Give to others** - can be simply smiling at someone, saying thank you or by volunteering and helping others
  5. **Take notice** - be aware of the present moment and the world around you with all your senses

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## Support services:

**NHS Every Mind Matters** – wellbeing tips, information on mental health issues, life challenges, how to support others and urgent support

- [www.nhs.uk/every-mind-matters/](http://www.nhs.uk/every-mind-matters/)

**Oxfordshire Mind** – online & phone advice and information.

- [www.oxfordshiremind.org.uk](http://www.oxfordshiremind.org.uk)
- Phone: 01865 247 788
- Email: [info@oxfordshiremind.org.uk](mailto:info@oxfordshiremind.org.uk)

**Oxfordshire Talking Therapies** – offer a range of treatment choices such as courses, groups and one-to-ones

- [www.oxfordhealth.nhs.uk/oxon-talking-therapies/](http://www.oxfordhealth.nhs.uk/oxon-talking-therapies/)
- Phone: 01865 901 222
- Email: [oxon-talking-therapies@oxfordhealth.nhs.uk](mailto:oxon-talking-therapies@oxfordhealth.nhs.uk)

### **Samaritans**

- 116 123 – free 24/7 emotional support helpline

### **Childline**

- 0800 1111 - a helpline for children and young people in the UK

In urgent need of mental health support **phone 111** where specialist mental health support workers can assist adults & children/young people.

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## Smoking

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### Top tips:

- Just 20 minutes after stopping smoking your pulse rate will start to return to normal. After 72 hours, your breathing will feel easier and energy levels will increase.
- Smokers are three times more likely to quit successfully with the right support.
- Consider using a stop smoking aid, e.g. nicotine gum, patches or e-cigarettes.
- The average smoker can save around £38 a week by quitting smoking. That's £2,000 a year!
- Make a plan to quit smoking and make a list of reasons to quit - keep what matters to you in mind like your kids or long-term health.

### Support services:

**Stop for Life Oxon** – free support for people aged 13+ and over who live in Oxfordshire and want to stop smoking.

- Phone: 0800 122 3790
- Text STOPOXON to 60777
- Self-refer at [www.stopforlifeoxon.org/](http://www.stopforlifeoxon.org/)

**NHS Quit Smoking App** Download for free

- [www.nhs.uk/better-health/quit-smoking/](http://www.nhs.uk/better-health/quit-smoking/)
- If you are a professional or volunteer working in Oxfordshire and would like training in Smoking Very Brief Advice please email [smokefreeoxon@oxfordshire.gov.uk](mailto:smokefreeoxon@oxfordshire.gov.uk)

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## Physical activity

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### Top tips:

- For over 18s, it's recommended you get at least 150 minutes of moderate physical activity a week, or around 20 to 30 minutes a day. Moderate activity is when your breathing increases, but you can still hold a conversation. Remember, physical activity isn't restricted to the gym! It could be as simple as going for a walk or doing jobs at home like gardening and DIY.
- Older adults (>65yrs) should aim to do activities that improve strength, balance and flexibility e.g. yoga, pilates, dancing and heavy gardening like digging.
- Exercise can improve your sleep, clear your mind, boost your energy and help with back and joint pain.

### Support services:

**You Move** – a physical health and wellbeing 12-week free programme for eligible children and their parents/carers. Group and one to one sessions available. Aims to create healthier children and families by supporting them to become more active and eat well. Find out more and sign-up at

- <https://www.getoxfordshireactive.org/you-move>

or phone

- 07717 225 679: Vale of White Horse
- 07717 225 679: South Oxfordshire
- 01295 221 980: Cherwell
- 01993 861 561: West Oxfordshire
- 07485 311 346: Oxford City

**Move Together** – Move Together is a county-wide pathway into physical activity, designed to provide support, advice and guidance to people living with long-term health conditions, helping them to move more and improve their physical and mental health and well-being. Find out more and sign-up at

- <https://www.getoxfordshireactive.org/move-together>
- or seek a referral from your GP.

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## Alcohol and drugs

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### Top tips:

- Lots of us enjoy alcohol now and then to relax but cutting back a bit can have all kinds of benefits to your health, mood and sleep.
- It's recommended to drink no more than 14 units of alcohol a week, spread across three days or more. That's around six medium (175ml) glasses of wine, or six pints of four per cent beer.
- Try the free **DrinkCoach** test to understand your level of drinking and how it relates to your health: [drinkcoach.org.uk/alcohol-test](https://drinkcoach.org.uk/alcohol-test)
- Try swapping some or all of your drinks for no or low-alcohol alternatives.
- Alcoholic drinks are high in calories so cutting back on the amount you drink can help reduce calorie intake too. One glass of wine = a slice of cake.
- If you or someone you know wants support for alcohol or drug use, a GP can tell you about suitable treatment and support options available. They can also refer you for treatment or you can contact Turning Point or Oxfordshire Here4YOUth directly (see contact information overleaf).
- If someone becomes unresponsive, call 999 straight away, you won't get into trouble and you could save someone's life.
- If you are a professional working in Oxfordshire and would like training in Alcohol Identification and Brief Advice please email [public.health@oxfordshire.gov.uk](mailto:public.health@oxfordshire.gov.uk)

### Support services:

**Turning Point** – support for adults experiencing issues as a result of alcohol and drug use.

- [www.turning-point.co.uk/services/oxfordshire](https://www.turning-point.co.uk/services/oxfordshire)
- Turning Point has physical premises in Oxford, Banbury, Witney and Didcot
- Phone: 0300 013 4776

**Oxfordshire Here4YOUth** – offers advice, support and guidance to children and young people about drug and alcohol use, and signposts young people to other support services they may need. Here4YOUth also help those affected by someone else's drug and alcohol use.

- [cranstoun.org/help-and-advice/young-people/oxfordshire-here4youth](https://cranstoun.org/help-and-advice/young-people/oxfordshire-here4youth)
- Phone: 01865 590 825, Monday to Friday, 9am-5pm
- Email: [here4youthox@cranstoun.org.uk](mailto:here4youthox@cranstoun.org.uk)

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**Drink Coach test and app** – helps you understand and track your level of drinking.

- [drinkcoach.org.uk](http://drinkcoach.org.uk)

**NHS Live Well** – advice about units and calories, risks, and tips to cut down.

- [www.nhs.uk/live-well/alcohol-advice/](http://www.nhs.uk/live-well/alcohol-advice/)

## Healthy eating

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### Top tips:

- Small changes (like swapping sugary drinks for water or ditching sugar from your tea) can make a big difference in the long term.
- Eat at least five portions of different fruit and veg a day.
- Vegetables keep you full for longer, they are a good source of vitamins, minerals and fibre. They make great snacks too.
- Drink between 1.5-2 litres of water a day. Water helps to burn fat, aid digestion and circulation, reduce tiredness and maintain body temperature.
- Follow the Eatwell guide [www.nhs.uk/live-well/eat-well/the-eatwell-guide/](http://www.nhs.uk/live-well/eat-well/the-eatwell-guide/)

### Support services:

**Achieve Oxfordshire** – offer a range of free weight loss programmes for adults who meet the eligibility criteria.

- [www.achieveoxfordshire.org.uk/](http://www.achieveoxfordshire.org.uk/)
- Phone: 01865 590 181, Monday to Friday, 9am-5pm
- Email: [hello@achieveoxfordshire.org.uk](mailto:hello@achieveoxfordshire.org.uk)

**Gloji Energy** – a free Healthy Lifestyle programme for eligible children aged 4-12 years old and their parents/carers, run by Achieve Oxfordshire. The programme has free physical activity for the children while parents learn tips and tricks around children's nutrition and healthy habits.

- [www.achieveoxfordshire.org.uk/services/gloji-energy](http://www.achieveoxfordshire.org.uk/services/gloji-energy)
- Phone: 01865 590 181, Monday to Friday, 9am-5pm
- Email: [hello@achieveoxfordshire.org.uk](mailto:hello@achieveoxfordshire.org.uk)

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## Cost of living

**Citizens Advice** – For free, confidential, impartial and independent advice on money and debt. Find your local Citizen’s Advice at

- [www.citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/](http://www.citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/)
- or contact an adviser through their national phone service: 0800 144 8848

**Resident’s support scheme** – support if you are in, or at risk of being in crisis, and are in need of immediate help and have no other source of financial support

- [www.oxfordshire.gov.uk/council/help-rising-living-costs/residents-support-scheme](http://www.oxfordshire.gov.uk/council/help-rising-living-costs/residents-support-scheme)
- Phone: 01865 804 171, Monday to Friday, 9am-5pm

**Good Food Oxfordshire** – advice and resources to help people access healthy food. Community food services can be found at

- [goodfoodoxford.org/food-support/community-food-services-map](http://goodfoodoxford.org/food-support/community-food-services-map)
- Email: [mail@gfo.org.uk](mailto:mail@gfo.org.uk)

**Healthy Start** – government scheme for extra support for pregnant women & children 0-4 from low-income families. A pre-payment card to use on milk/formula, fruit, vegetables & pulses.

- [www.healthystart.nhs.uk/](http://www.healthystart.nhs.uk/)
- Phone: 0300 330 2090 open 24/7
- Email: [healthy.start@nhsbsa.nhs.uk](mailto:healthy.start@nhsbsa.nhs.uk)

N.B the phone number is not a freephone, but residents can use the phone situated in all of Oxfordshire’s libraries to access Healthy Start free of charge.

**Better Housing Better Health** – a support service that will help those in unheated or badly insulated homes. In some cases, advice will be given about accessing financial support to help people maintain a safer environment for their home.

- [www.bhbh.org.uk/make-a-referral/](http://www.bhbh.org.uk/make-a-referral/)
- Phone: 0800 107 0044, Monday to Friday, 9am-5pm
- Email: [bhbh@nef.org.uk](mailto:bhbh@nef.org.uk)

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**Money Helper** – free and impartial help with money, backed by the government

- <https://www.moneyhelper.org.uk/en>
- For free money advice, call 0800 138 7777, Monday to Friday, 8am-6pm
- For free pensions advice, call 0800 011 3797, Monday to Friday, 9am-5pm

## NHS Health Checks

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**A FREE cardiovascular check** to eligible adults aged 40 – 74 every 5 years. You can have your health check with your GP Practice or in the community with:

- [www.healthchecksoxfordshire.org](http://www.healthchecksoxfordshire.org)
- Phone: 0800 122 3790

## Young people

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**Oxme** – provide information on opportunities, activities and services for children and young people (aged up to 19 years or 25 years for people with a learning difficulty or disability) in Oxfordshire.

- <https://oxme.info/>

## Older adults

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**Age UK Oxfordshire** – support and advice service for older adults.

- <https://www.ageuk.org.uk/oxfordshire/>
- Call 0345 450 1276, Monday to Friday, 8.30am-4.30pm

**The Silver Line** – a 24/7 confidential helpline providing information, friendship and advice to older people.

- Phone: 0800 4 70 80 90.

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## Domestic abuse

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If you are being affected by domestic abuse or stalking and harassment you can contact the Oxfordshire Domestic Abuse Services helpline on:

- Phone: 0800 731 0055 (Monday to Friday, 10am-7pm)
- Email: [das@a2dominion.co.uk](mailto:das@a2dominion.co.uk)
- If you are a professional, a volunteer or a resident who works with the public in Oxfordshire, you are able to access domestic abuse training through [www.oscb.org.uk/learning-zone/training/oscb-courses/](http://www.oscb.org.uk/learning-zone/training/oscb-courses/)

**In an emergency call 999 to contact the police.**

## Sexual health

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**Oxfordshire Sexual Health Service** – Provision of sexual health services such as STI testing and treatment, contraception (including emergency contraception), HIV care, sexual assault and more.

- [www.sexualhealthoxfordshire.nhs.uk](http://www.sexualhealthoxfordshire.nhs.uk)
- phone 01865 231231

## Support for carers

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**Carers Oxfordshire** – provides information, support and resources for carers.

- <https://www.carersoxfordshire.org.uk/>
- Or email [carersinfo@carersoxfordshire.org.uk](mailto:carersinfo@carersoxfordshire.org.uk)
- CarersLine: 01235 424715, Monday to Friday, 9am-5pm

**Carers UK** – national information and advice service for carers.

- <https://www.carersuk.org/>
- [advice@carersuk.org](mailto:advice@carersuk.org)
- 0808 808 7777, Monday to Friday, 9am – 6pm (including Bank Holidays)

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**Carers Trust** – national information and advice service for carers.

- <https://carers.org/>
- [info@carers.org](mailto:info@carers.org)
- Find your nearest Carers Trust Network Partner for local support for unpaid carers on our website <https://carers.org/help-for-carers/carer-services-near-you> (any time) or by calling 0300 772 9600, (Monday–Friday, 9am–5pm).

If you see something on this document which is incorrect, please email [MECC@oxfordshire.gov.uk](mailto:MECC@oxfordshire.gov.uk)

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