

# UKRAINE WELCOME

## Health and Wellbeing

### Registering with a GP

Guests can be registered with a GP in the local area where they are staying once they have arrived in a sponsor's home, and sponsors can help guests with this. If sponsors require any assistance or would like the Community Hub to complete this process, the Refugee Resettlement Team can do this as part of their visit to guests at the sponsor's home.

**NHS 111** is a service designed to make it easier for you to access local NHS healthcare services. You can call 111 when you need medical help fast but it's not a 999 emergency.

### Urgent Treatment Centres

You can go to an UTC if you need urgent medical attention, but it's not a life-threatening situation. UTCs are open at least 12 hours a day, every day. Search the NHS website to find your nearest UTC: <https://www.nhs.uk/nhs-services/urgent-and-emergency-care-services/when-to-visit-an-urgent-treatment-centre-walk-in-or-minor-injury-unit/>

### A&E

An A&E department (also known as emergency department or casualty) deals with genuine life-threatening emergencies. Call 999 in an emergency.

### Hospitals

To find your nearest hospital search via the NHS website:

<https://www.nhs.uk/service-search/hospital>

### Mental health support

Some guests may require assistance in terms of mental health and a visit to the GP may be a helpful way of accessing a range of support. Listed on the next page are services which may be useful.

# HOMES FOR UKRAINE

The **Sussex Mental Healthline** 0800 0309 500 is a 24/7 telephone service offering listening support, advice, information and signposting to anyone experiencing difficulties with their mental health. More information: <https://www.sussexpartnership.nhs.uk/sussex-mental-healthline>.

**Time to Talk** is a counselling service for people in West Sussex, which you can self-refer to via the website. Translation is available: <https://www.sussexcommunity.nhs.uk/services/time-to-talk-talking-therapies-services-in-west-sussex/109066>

The **Wellbeing Service** can help you or your guest to find local wellbeing information and services. Various organisations offer advice and support in your local area and your guests can get advice and support on how to make small changes to improve their health and wellbeing. <https://www.westsussexwellbeing.org.uk/>

The **Samaritans** are there to listen and help talk through any concerns, worries or troubles and can be reached by phoning 116 123. <https://www.samaritans.org/>

**Barnardo's** Ukrainian Support Helpline provides a holistic support service to anyone fleeing the conflict in Ukraine. Barnardo's free helpline 0800 148 8586 is staffed by English, Ukrainian and Russian speakers to offer support to children and families arriving in the UK from Ukraine. The helpline is open Monday-Friday (10am-8pm) and Saturday (10am – 3pm). Callers will be able to get help and advice on a range of topics. Email: [ukrainiansupport@barnardos.org.uk](mailto:ukrainiansupport@barnardos.org.uk)

More information: <https://www.barnardos.org.uk/what-we-do/helping-families/ukrainian-helpline>

## Libraries and Wellbeing

West Sussex Libraries are open to all and free to use and join. Libraries are inclusive and offer a trusted, welcoming space for everyone in the community, offering ebooks in Ukrainian, language learning resources and information.

West Sussex Libraries also hold free regular activities for children and adults including Rhymetime, Story Time, Knit and Natter, Board Games, Relax with Colouring and Reading Groups as well as extra events and drop-ins by other organisations.

For more information, ask at your local library or visit: <https://www.arena.westsussex.gov.uk/our-libraries>

## Community Hub and Refugee Resettlement Team contact information:

Please call on 0330 2227980. You can also email [ukrainesupport@westsussex.gov.uk](mailto:ukrainesupport@westsussex.gov.uk) (open 7 days a week including weekends and bank holidays from 9am – 5pm).