

Cheshire and Wirral Partnership NHS Foundation Trust – Freephone number launch

Communications brief

Cheshire and Wirral Partnership NHS Foundation Trust's dedicated 24/7 all age urgent mental health helpline has a new Freephone number. The new number for the service is **0800 145 6485**. An online support hub is also available at: www.cwp.nhs.uk/contact/need-urgent-help

Key messages:

1. We're here for you when you need us. The Freephone helpline is open 24 hours a day, seven days a week.
2. Anyone can be in need of urgent mental health support - the helpline is available to people of all ages, including children and young people
3. The updated Freephone number **0800 145 6485** will connect you straight to a dedicated team of local mental health professionals to provide help and support when you need it most.

The new Freephone number ensures completely free access for all people, of all ages, across Cheshire West, Cheshire East and Wirral, to urgent mental health support.

Copy for internal channels/bulletins Adult and Older people's mental health/LD:

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We're here for you when you need us. The Freephone helpline is open 24 hours a day, seven days a week. It is available to people of all ages, including children and young people, who require urgent support.

The updated Freephone number **0800 145 6485** will connect you straight to a dedicated team of local mental health professionals to provide help and support when you need it most.

Copy for internal channels/bulletins for paediatricians and people who work with children:

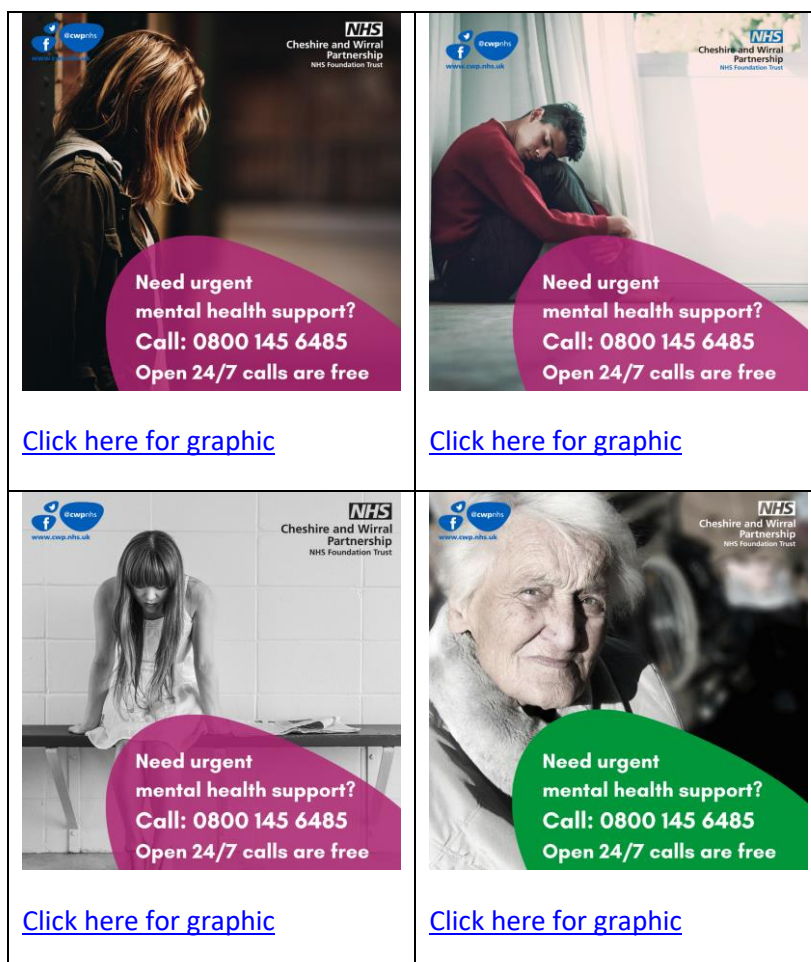
Cheshire and Wirral Partnership NHS Foundation Trust's dedicated 24/7 all age urgent mental health helpline has a new Freephone number. The new number for the service is **0800 145 6485**.

The service is open to children, young people and parents/carers across the area. A dedicated online support hub is also available, which includes advice aimed at people who work within schools, at: www.cwp.nhs.uk/contact/need-urgent-help

We're here for you and your young people when you need us. The Freephone helpline is open 24 hours a day, seven days a week for all those in need of urgent support.

The updated Freephone number **0800 145 6485** connects you to a dedicated team of local mental health professionals to provide help and support when you need it most.

Social media graphics (Adult and older people's Mental Health):

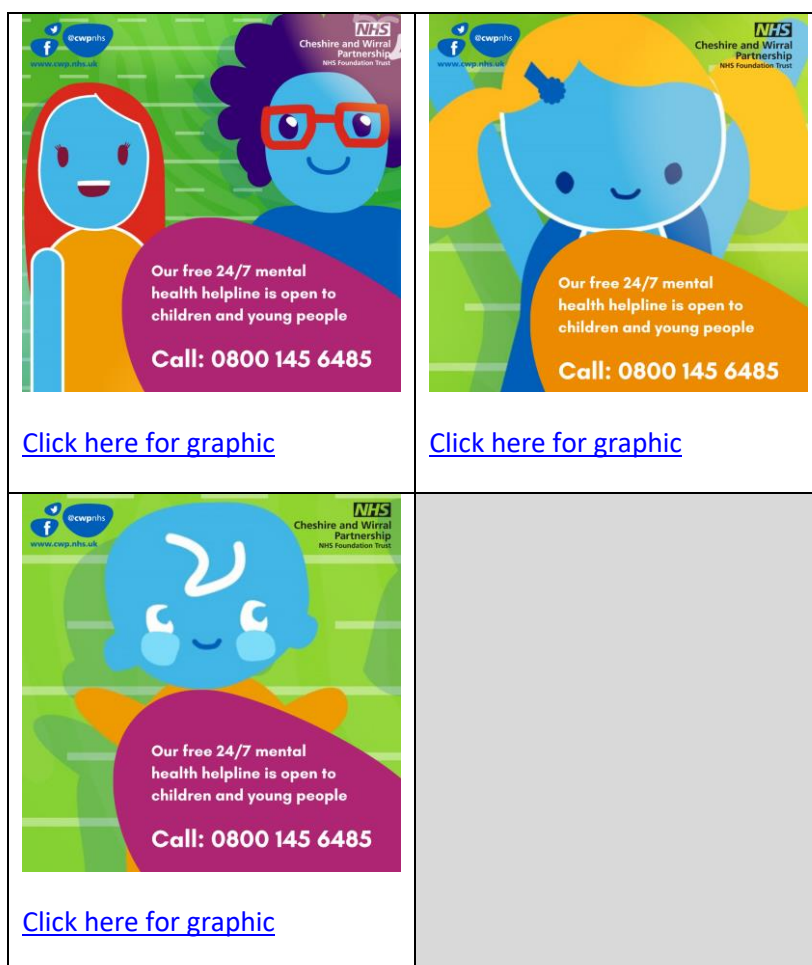


Proposed social media posts (with above graphics being used):

Local NHS Trust, CWP have launched a new freephone number for their 24/7 urgent mental health helpline. Anyone can require urgent mental health support. Please call 0800 145 6485 to access the help you need: <https://bit.ly/3cd87mo>

Anyone can experience mental ill-health. A free 24/7 all age urgent mental health helpline is available to residents of Cheshire West, Cheshire East and Wirral, provided by @cwpmhs. If you require urgent mental health support, please call 0800 145 6485: <https://bit.ly/3cd87mo>

Social media graphics: Children and Young People



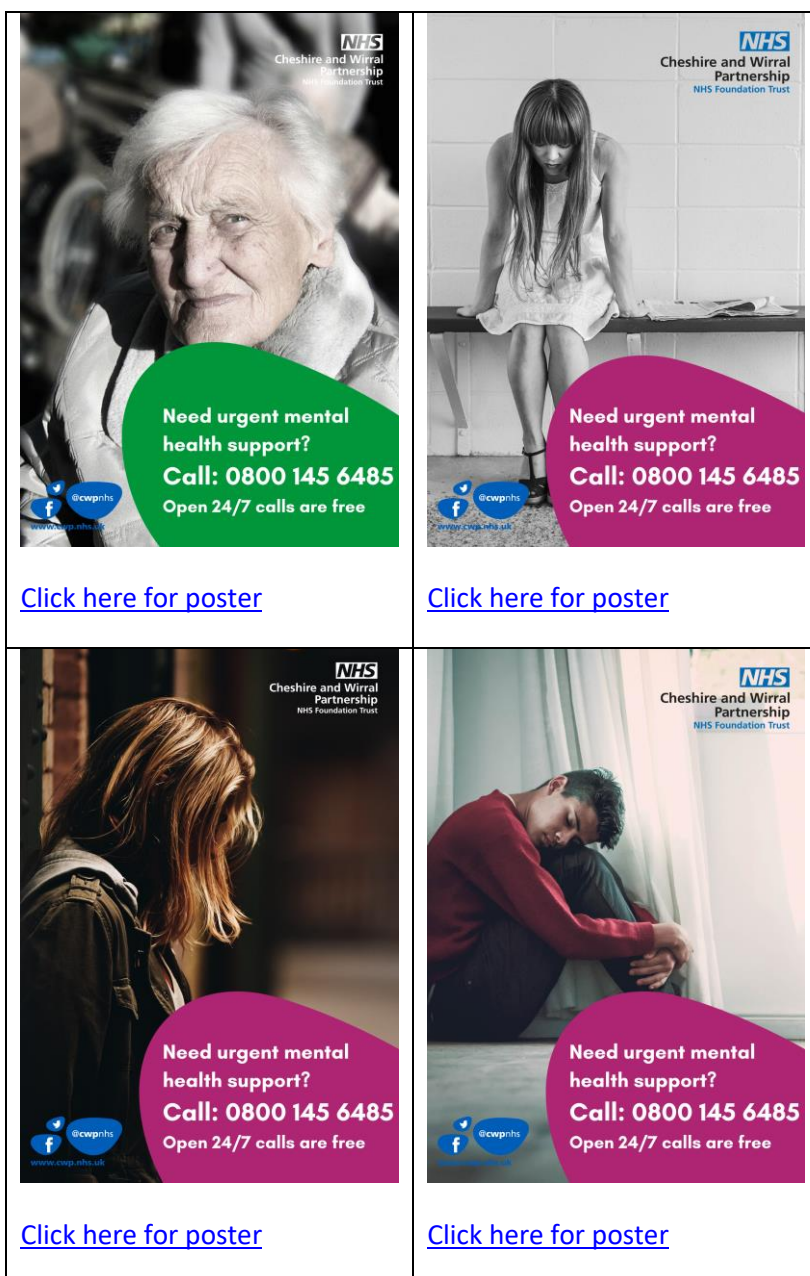
Proposed social media with above material:

A free local helpline for urgent mental health support is available for all ages, including children and young people. If you feel your child needs urgent support, @cwpmhs are there when you need them, please call: 0800 145 6485: <https://bit.ly/3cd87mo>

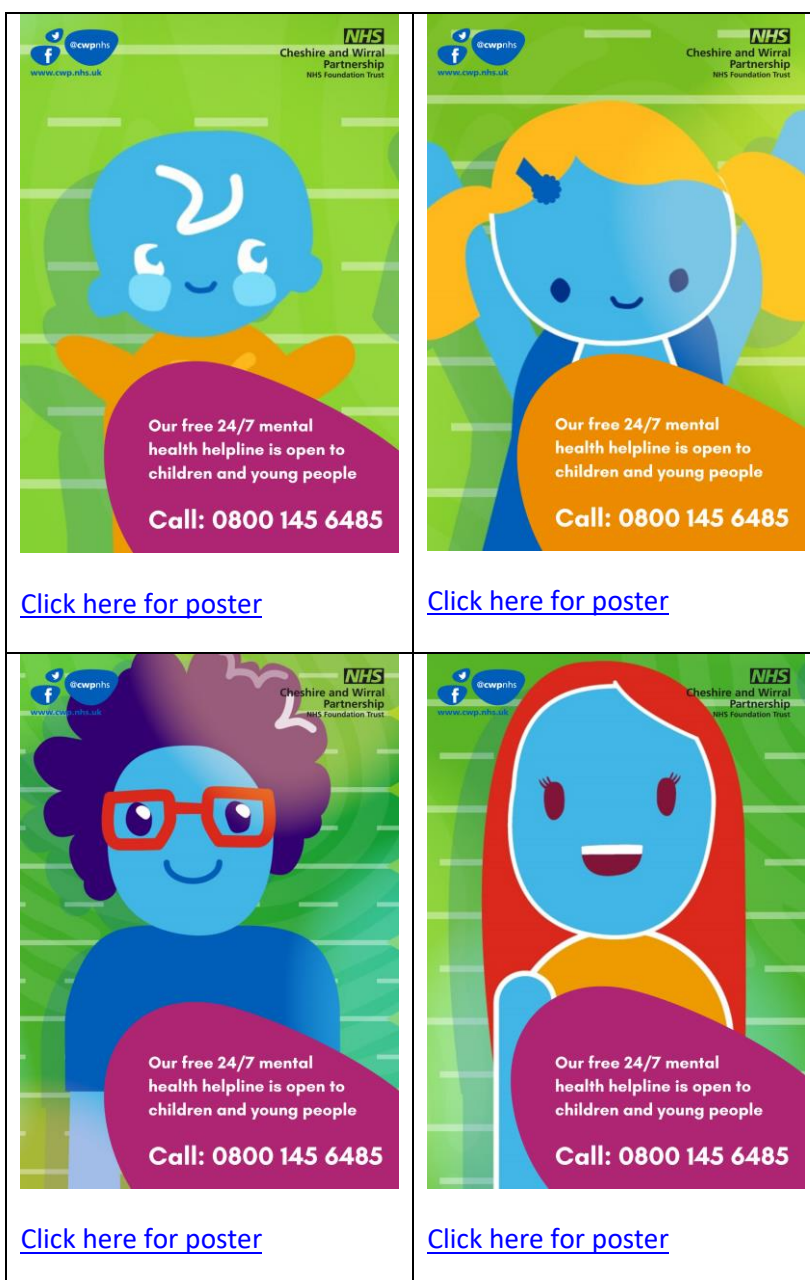
The all-age urgent mental health helpline from @cwpmhs is available to all ages including children and young people. If you feel like you like your child needs urgent support, please call: 0800 145 6485: <https://bit.ly/3cd87mo>

Posters:

Adult mental health:



Children and Young People's Mental Health:



Flyer:

Please find at the below link a flyer for our 24/7 urgent mental health freephone service. We would greatly appreciate you displaying in your clinical settings/waiting rooms/staff areas.

We would also encourage your staff members to please distribute the flyer to appropriate patients/service users as and when they make contact with you.

Link: <http://webstore.cwp.nhs.uk/EP/NCV/FreephoneFlyerssmallformat.pdf>

