

# **Talk to us! Conwy Mind expands telephone support service.**

Talk to us! That's the message from Conwy Mind. The North Wales-based charity has expanded its telephone support services in response to a huge increase in calls from local people facing emotional and mental health challenges.

Social distancing restrictions forced Conwy Mind to suspend all face-to-face services including groups, courses and one-to-one appointments two months ago.

However the charity has been able to step up its telephone support services, helped by a grant of more than £7000 from the Steve Morgan Foundation Covid-19 Emergency Fund.

From workers with financial worries to carers struggling without support, Conwy Mind has responded to an unprecedented range of issues in recent weeks. And their message is: 'You're not alone. We're always here to listen and signpost'

"We've seen an increase in general anxiety. People are feeling lonely and isolated, trying to deal with events beyond their control" said Denise Roberts, Chief Executive Officer of Conwy Mind.

Thanks to the additional funding, the charity has been able to enhance its' support strategy with telephone counselling. Callers can access one-to-one sessions with qualified counsellors, following an initial assessment. And up to six sessions are available free of charge.

Since the beginning of lockdown in late March, more than 25 million people in the UK have reported high levels of anxiety. A newly released report by the Office of National Statistics reveals that the number of over-16's experiencing 'deep levels of stress' has more than doubled since late 2019.

"As the leading mental health charity in Conwy, we are very much still here and available for anybody who needs us. Expanding our telephone support in Mental Health Awareness Week is very timely, said Denise Roberts.

Although we can't currently be there for people, face to face, we are making sure that we can support them effectively in other ways."

The Steve Morgan Foundation has already helped more than a million people in North Wales, Cheshire and Merseyside since launching its Covid-19 Emergency Fund in March to help vulnerable people impacted by Covid-19.

Steve Morgan, founder of The Steve Morgan Foundation, added: "Mental health is a growing problem made worse by feelings of isolation, loneliness and financial stress."

Contact Conwy Mind on 01492 879907 or email [info@conwymind.org.uk](mailto:info@conwymind.org.uk) or visit the website <https://conwymind.org.uk/>

**\*Picture shows Natasha Williams, a member of Conwy Mind's telephone support team.**

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