

# Check in & Chat Service

Since the onset of the Covid19 lockdown, Wirral Mind has responded by offering welfare telephone calls to those people who feel isolated, lonely, anxious and afraid due to being unable to access our services and others.

Our Check-in and Chat call operatives are on hand to provide practical and emotional support, for anything from accessing emergency food supplies and medicines to alleviating loneliness and isolation. We endeavour to ensure that people are getting the help they need during lockdown periods and beyond; we are especially concerned about reaching those people who may not be in contact with other services or social networks.

We have tried to target services to those struggling because of loss of employment, bereavement and social isolation derived from the pandemic.



Our ultimate aim is to encourage people to access services in person when it is safe to do so, until that can happen we have developed a range of digital workshops, training and peer support groups that will promote and encourage future social networks, reduce feelings of isolation and equip people with the skills and tools that will build resilience.

## To make a referral:

Please contact us on 0151 512 2200 or email [learning@wirralmind.org.uk](mailto:learning@wirralmind.org.uk)

Our phone lines are open Monday to Friday 9am – 5pm

