



Christmas Information Sheet 2018

Opening times over the **Christmas** and **New Year** holiday period. Please contact the organisations directly if you would like further information.

York Mind Advocacy

York Advocacy, 30 Clarence Street, York, YO31 7EW
Tel: 01904 414357

- Offices closed from 3pm Friday 21st December and re-opening Wednesday 2nd January 2019

However, on call service is provided during office hours for independent mental health, independent mental capacity and care act advocacy:

- Monday 24th December
- Thursday 27th December
- Friday 28th December
- Monday 31st December

This service is available on 01904 414357 for the above dates.

York Mind

Highcliffe House, Highcliffe Court, York, YO30 6BP
Tel: 01904 643364

- Closed from 3pm Friday 21st December and re-opening Wednesday 2nd January 2019.

NHS Crisis Service

If the patient is in need of acute care or admission and needs to be assessed on the day of referral **Tel: 01904 526582**

- A 24/7 service across the whole of York for adults of all ages, this service aims to assess all service users who are in crisis and presenting with significant risks to themselves and/or others and who may require acute mental health care.

City of York Council

West Offices, Station Rise, York, YO1 6GA

- The **Emergency Duty Team** carries out urgent assessments of adults, young people and children and provides advice and guidance over the phone on how to deal with problems over the Christmas period. **Tel: 01609 780780.**
- The **Customer Access and Assessment Team (CAAT)** is the first point of contact for any adult, social care enquiries for new customers, and their carers and or other professionals involved in that customers care. The Customer Access and Assessment Team at West Offices are available as usual over the holiday period (8:30am to 5pm, Monday-Friday) except for Bank holidays including Christmas Day and Boxing Day. **Tel: 01904 555111.**

Samaritans

89 Nunnery Lane, York, YO23 1AH

Tel: 01904 655888 (local call charges apply)

Tel: 116 123 (this number is free to call)

Email: jo@samaritans.org

- Samaritans telephone lines are open 24 hours a day, 365 days a year offering confidential emotional support.
- Contact via phone, email or visiting the branch.
- Usual hours open to receive callers at the door:
Mon-10amto10pm
Tues-10amto10pm
Wed-10amto10pm
Thur-Closed
Fri-10amto10pm
Sat-10amto2pm&6pmtto10pm
Sun 10am to 2pm & 6pm to 10pm
- If you feel you need to talk, Samaritans volunteers will be available to support you.

Childline

Childline helps anyone under 19 in the UK with any issue they're going through. Childline is – a free, private and confidential service where you can be you. Whatever your worry, whenever you need help, however you want to get in touch. Online or on the phone, anytime.

Tel: 0800 1111 (this number is free to call)

Website: www.childline.org.uk

Carecent

Central Methodist Church, St Saviourgate, York, YO1 8NQ

Tel:01904624244

Email: info@carecent.org

- Carecent is a breakfast centre for those 18 years and over who are homeless, unemployed or otherwise socially excluded members of our community.
- Open 8.30am – 10.45am Monday – Saturday.
- Open on Christmas Day at 12pm for a traditional Christmas lunch.
- If you would like to join them for Christmas lunch there is a sign-up sheet at Carecent during December.

Abbeyfield House

12 Beckfield Lane, York, YO26 5RL **and** Abbeyfield House, Regency Mews, Dringhouses, York, North Yorkshire, YO24 1LL

Tel: 01904 704500 and 01904 704121

- Abbeyfield House are providing meals daily over the Christmas period, including Christmas Day and Boxing Day, for over 60's who would like some company during the holidays.
- No transport available
- Please **call in advance** if you would like to attend dinner with them.

York Foodbank

The Gateway Centre, Front Street, York, YO24 3BZ

Tel: 07871610894

Christmas Opening Times:

Christmas Eve - Gateway Centre 11-1

New Year's Eve - Gateway Centre 11-1

4th Jan Cornerstone Tang Hall 10.30-12.30

All other sessions between Christmas & New Year are cancelled

Normal opening from 5th Jan

Foodbank clients bring their voucher (available from care professionals such as doctors, health visitors, social workers, CAB, police and York Mind) to a foodbank centre where it can be redeemed for three days emergency food. Volunteers meet clients over a cup of tea or free hot meal and are able to signpost people to agencies able to solve the longer-term problem.

The Haven @ 30 Clarence Street

The Haven @ 30 Clarence Street, York, YO31 7DE

The Haven opening times are as follows:

Daily 6pm-11pm

(Open 365 days a year, including Bank Holidays)

In distress? A&E isn't always the best place – it can be busy and there isn't always a mental health professionals to talk to. Come to The Haven @ 30 Clarence Street...no need to make an appointment, just turn up.

We can help you with your symptoms and offer information & advice about other relevant services in your area to support your mental health & wellbeing needs.

We can provide recovery and wellbeing support (benefits advice, food bank, employment & training support and building bridges)

Carers and family members are also welcome to get support and advice.

Anyone aged 16 and over will be able to access the service.

Salvation Army

Burton Green, York, YO30 6JE

Tel: 01904 630470 / 690697 / 07905288075

Email: andrew.dunkinson@salvationarmy.org.uk

- The Salvation Army offers a Christmas Day Hospitality Meal for vulnerable older persons and those who might be alone on Christmas Day.
- The event takes place at York Sports Club, Clifton Park, Shipton Road, York, YO30 5RE, from 10:30am until 2:45pm.
- Transport can be arranged
- If you would like to attend or know of someone who might like to attend, please contact the Salvation Army using the above contact details.