

Well Minds

Packed with information, advice and useful contacts helping you, your family, friends and community manage good mental health and wellbeing in Suffolk.

This booklet has been amended and reproduced by the Public Health and Communities Team at Suffolk County Council in Partnership with the Suffolk Voluntary and Statutory Partnership (VASP) with kind permission by the Communities and Leisure Team at East Suffolk Council and the East Suffolk Community Partnership Board.

We have used material from publications and websites produced by a wide range of partners from the public and voluntary, community, faith, and social enterprise sectors (VCFSE).

All information is current at time of publication (September 2025) but if you do find a link or number isn't working, please contact publicmentalhealth@suffolk.gov.uk

This booklet can be downloaded at www.healthysuffolk.org.uk where an accessible version is also available.

We are able to produce this booklet in different languages and in digital or easy read formats, upon request.

Section 1: Five ways to wellbeing

All sorts of things can affect how we feel so it can be helpful to think about being well as something we do rather than something we are. The Five Ways to Wellbeing campaign suggests five activities we can do that help us be well.

For more information visit www.wellbeingnandso.co.uk/suffolk/self-help/five-ways-to-wellbeing

Connect

Talking to other people can help us feel good, less lonely, and more connected. You can talk to family, friends, people at work or school, or even neighbours. Here are some ways to connect:

- Ask someone how their weekend was. Listen to what they say and say something back like, “Sounds like you had fun at the park!”
- Take five minutes to find out how a friend or co-worker is doing
- If you need help meeting people, visit infolink.suffolk.gov.uk or call GP surgery, to find local groups.

Be Active

Being active can help us stay mentally well. You don’t have to run or play sports. Do something else you enjoy – like dancing, gentle yoga, or even stretching exercises while sitting down. Ideas for being more active include:

- Take the stairs rather than the lift, get off the bus one stop earlier or park your car further away.
- Dance whilst you are doing the cleaning or making dinner
- Go for a walk. Feel Good Suffolk, in partnership with Ramblers UK, are offering free, organised group walks across Suffolk. Visit www.feelgoodsuffolk.co.uk/be-active/wellbeing-walks

Take Notice

When you enjoy small moments, like walking barefoot on the grass, or eating a lovely meal, you can feel happier. Paying attention or taking notice of that moment can help you see what matters. Some easy ways to enjoy the moment include:

- Spend some time in nature – the local park or woods. Notice the sights, sounds, and smells around you.
- Listen to music – let yourself get lost in the rhythm or lyrics.
- Watch the sky – spend a few moments looking at the clouds, stars, or sunset.

Learn

Feeling like you are learning and developing can improve how you feel about yourself. Learning new things will make you more confident, as well as being fun. Ideas about how to learn new things include:

Sign up for a course – something you have always wanted to do.

Read a book, do a puzzle, and visit a museum. Follow a new recipe or get your kids to teach you something they are good at. There are lots of great things to do in Suffolk! Visit Suffolk

InfoLink directory to discover new clubs or hobbies if you are stuck for ideas [Suffolk InfoLink](#)

Give

Giving is about thinking of others as well as yourself and doing something kind. For example, doing something nice for a friend or a stranger. It helps you feel part of your community and can lead to new friendships. Ideas about how to give include:

- Help out – volunteer or join a local group. There are lots of places to volunteer and for ideas visit [Get Involved - Volunteer Suffolk](#)
- Be kind – make a cup of tea for someone, like a neighbour
- Say thanks – a smile and a thank you can brighten someone's day

Section 2: Sleep

Sleep is another important activity that impacts our wellbeing!

There are two main types of sleep: deep sleep and dream sleep:

- Deep sleep helps your body rest, heal, and grow. It happens more in the first half of the night.
- Dream sleep (often called Rapid Eye Movement (REM) sleep because your eyes move rapidly when you are dreaming) helps your mind deal with emotions. It happens more in the second half of the night.

If you go to bed too late, you miss deep sleep and may feel tired. If you wake up too early, you miss your dream sleep and may feel stressed.

Adults need 7-9 hours of good quality sleep each night.

10 Ways to Better Sleep -

Tips for improved sleep quality and quantity

1. Step outside within 30 to 60 minutes of waking up to enjoy the sunlight. Repeat in the late afternoon, just before dusk.

2. Every day, including weekends, try to wake up at the same time and go to bed as soon as you feel tired.
3. Stopping smoking will improve your sleep because nicotine stimulates your brain. Without it, you are more likely to fall asleep longer. Also, caffeine and alcohol affect your sleep so cutting down on those will help.
4. Move more than you do now. Regular activity helps you sleep better. It helps you fall asleep faster and helps you stay asleep through the night.
5. Try not to look at bright screens before bed, like your phone. The bright light can trick your brain into thinking it's still daytime. This makes it harder to fall asleep.
6. Eat more fibre. You can get fibre from vegetables, fruit, whole grains, beans, and lentils. Fibre helps your body to work well. This can help you sleep better.
7. Try listening to white noise to help you fall asleep. White noise is a steady sound, like a fan or soft rain. It can help your brain relax. There are lots of free apps that play white noise.
8. Try relaxation exercises, like deep breathing. Breathe in slowly through your nose, hold for a few seconds, then breathe out through your mouth. Repeat a few times to calm your body.
9. Try to keep stress and anxiety in check (see Five Ways to Wellbeing).
10. Taking a warm shower before bed can help you relax. It tells your body it's time to sleep.

Learn more about your sleep by joining a short workshop. The Mental Health Toolkit: Sleep Well www.thementalhealthtoolkit.co.uk

Suffolk Mind has lots of different sleep resources on their website, too. www.suffolkmind.org.uk/sleep

Section 3: Suffolk Mind

Emotional Needs and Resources

Suffolk Mind uses an 'organising idea' to help you stay well. We all have physical and emotional needs and a set of skills and resources that we're born with to meet those needs. We call this the Emotional Needs and Resources approach. We have 12 physical and emotional needs, which are:

- Food and Drink
- Sleep
- Movement
- Security
- Control
- Attention
- Status
- Community
- Privacy
- Emotional Connection
- Achievement
- Meaning and Purpose

For example, someone might use their skills with computers to show a neighbour how to set up an email account. This could meet their need for meaning and purpose, because they feel useful and able to help someone else.

When our needs are met through everyday actions and relationships, we're more likely to feel content and able to cope with challenges.

This approach forms the basis of all Suffolk Mind resources and services as well as their 'Mental Health Toolkit'.

Are you meeting each of your needs? Find out how well you are meeting each of your needs by doing a quick survey by visiting www.suffolkmind.org.uk/emotional-needs-survey/

To learn more about the Emotional Needs and Resources approach visit Suffolk Mind's website www.suffolkmind.org.uk/who-we-help/mental-health-support/emotional-needs-resources/

Section 4: If you or someone you know is struggling with their mental health.

Remember in the UK over 8 million people experience anxiety every day. There are lots of things happening locally and globally that could impact your mental wellbeing. It's OK not to be OK and seek support and advice.

If you are experiencing a mental health crisis

Call NHS 111 option 2. This is a 24-hour helpline for people who need urgent mental health support. If you call, you'll speak to a professional in your local NHS mental health service. They can discuss your current mental health needs and provide access to further support if needed. Calls are free.

You can talk to Samaritans on 116 123 about anything that is upsetting you 24/7, 365 days a year.

Text 'SHOUT' to 85258, free from all major UK mobile networks.

If someone is in imminent danger, phone 999.

Local Support and Advice

There are now Mental Health Practitioners (for moderate mental health needs – age 16+) and Enhanced Recovery Workers (for mild mental health needs – age 14+) in most GP practices. Patients can access this support by contacting their GP practice.

Information about a range of information and support and local groups and activities is also available from the following organisations:

Wellbeing Suffolk provides a range of free support for people with common mental health and emotional issues. www.wellbeingnads.co.uk

Norfolk and Waveney Talking Therapies provide a range of support for people with common mental health and emotional issues, such as low mood, depression, or stress. www.nandwtalkingtherapies.org.uk 0300123 1503

Norfolk and Waveney Mind services include the Young People in Mind Service for age 14 – 25-year-olds. www.norfolkandwaveneymind.org.uk

Suffolk Voluntary and Statutory Partnership for mental health and wellbeing (VASP) provides a weekly roundup of information on services and groups. www.suffolkvasp.co.uk

Suffolk Infolink is an online directory that provides web links to services, information and support in Suffolk for anyone worried about emotional wellbeing.

www.infolink.suffolk.gov.uk

Suffolk User Forum is a user-led mental health charity which supports people with their mental health. They make sure people's voices are heard to influence how services are provided. They also have a useful A-Z directory for support services.

www.suffolkuserforum.co.uk

Suffolk Community Libraries Wellbeing Information and Suffolk Advice Guidance Emotional Support (SAGES) partnership dedicated to supporting mental wellbeing in Suffolk. Includes details of groups, events and resources as well as links to useful websites.

www.suffolkcommunity/libraries.co.uk/wellbeing/

The Recovery College is a free, welcoming service for anyone aged 16 and over living in Norfolk and Suffolk who wants to improve their mental health and wellbeing – including carers, supporters, and other professionals. Courses are both in-person and virtual and designed to help you build skills and strategies. www.nsft.nhs.uk/recovery-college/

National Support and Advice

Mind's 4 helplines provide a voice at the end of the phone when there's nowhere else to turn. Each line meets a different mental health or wellbeing need – from information and service finding to understanding mental health law.

Infoline 0300 123 3393 www.mind.org.uk/information-support/helplines/

Qwell provides free, digital mental health support, including peer-to-peer networks and personal development tools. www.qwell.io

Rethink Mental Health Advice and Information Service provides factsheets and advice on issues such as treatment, medication, therapy, debt and money.

www.rethink.org 0808 801 0525

SANEline – if you are experiencing a mental health problem or supporting someone else who is, you can call SANEline an out of hours helpline on 0300 304 7000 (4.30 pm – 10.30 pm every day). www.sane.org.uk

Section 5: Support for Children, Young People, & Young Adults

Local Support and Advice

Just One Norfolk covers the north (Waveney) part of East Suffolk. Their website includes an emotional health section for all the family which covers a wide range of topics including managing feelings, low mood, and self-harm. www.justonenorfolk.nhs.uk

The Source – for information on mental health services and support available to help young people in Suffolk. www.thesource.me.uk/wellbeing

Norfolk and Waveney Mind run the Youth in Mind Service for ages 14-25. 0300 330 5488
www.map.uk.net/here-you/activities-groups/youth-mind

4YP offer counselling providing young people with a safe, supportive, non-judgemental space to explore their feelings, their thinking and behaviours. They also offer drop-ins and youth clubs, providing safe places to be and positive things to do. 4yp.org.uk/

Particip8 is a group with an interest in mental health for young people and a passion for improving services. 07342066589. www.suffolklocaloffer.org.uk/health-and-wellbeing/mental-health-and-wellbeing/particip8

The Suffolk School Nursing Team provides a range of services to support the health and wellbeing of school-aged children. 0345 607 8866. Childrenhealth@suffolk.gov.uk
www.suffolk.gov.uk/children-families-and-learning/childrens-health/school-nursing-service

Suffolk Mind provides a range of courses and support for children and young people.
www.suffolkmind.org.uk/who-we-help/under-18s

Suffolk Infolink is an online directory that provides web links to services, information and support in Suffolk for children and young people who may be worried about their emotional wellbeing. The directory also contains details of youth clubs and support services across the county. www.infolink.suffolk.gov.uk

National Support and Advice

Young Minds provide a 24/7 confidential mental health text support service.
Youngminds.org.uk Text YM to 85258

The Mix provides a range of information and support for under 25s, including content, community, counselling and crisis support. www.themix.org.uk/

Kooth is a chat support service for children and young people: www.kooth.com

Childline offers a range of support. Log-in for a 1-2-1 counsellor chat or send an email via a Childline account www.childline.org Call them for free on 0800 1111

Section 6:

Tailored Mental Health Support

The details provided below are just some of the many services available. For a full list, including bereavement, specific mental health issues, gambling support, sexual violence, support for people with physical and learning disabilities, stopping smoking, menopause, pet related support, and more visit Suffolk Infolink at www.infolink.suffolk.gov.uk

Suffolk Family Carers has a team dedicated to supporting people who are helping or caring for someone with mental ill health.

www.suffolkfamilycarers.org/emotional-support/mental-health

LGBTQ+ switchboard is a helpline for LGBTQ+ people. It is a safe space to discuss anything, including sexuality, gender identity, sexual health, and emotional well-being. Call on 0800 0119 100 (10 am – 10 pm every day). Phone operators are LGBTQ+.

hello@switchboard.lgbt

The Suffolk Domestic Abuse Helpline and Webchat Service is for anyone of any gender identity. It is a FREE, 24/7, and will connect you straight to a domestic abuse professional. You are not alone. Call if you are a survivor of domestic abuse and need action. Call if you're concerned about a friend/family member or colleague and need advice. Call if you're a professional and need guidance. Helpline 0800 977 5690. Webchat

www.suffolkdahelpline.org.uk/

Support for Older People

The Mindful Life Group is the UK's only non-profit organisation dedicated to older adult mental health. They offer free clinician designed programs and are based in Suffolk.

www.the-mindful-life.com

The Silver Line Helpline run by Age UK is a free, confidential telephone service for older people. They provide friendship, conversation, and support 24 hours a day, 7 days a week.

www.thesilverline.org.uk

Citizens Advice can help with a range of issues – including benefits, employment and debt, and help people access funds or vouchers for food or fuel or household items. They can also help challenge or query a bill from an energy supplier. There are Citizens Advice offices in every district in Suffolk.

Babergh – Sudbury and South Suffolk Citizens Advice

Contact number 01787 321400. Monday to Thursday 10 – 3.

Office is in Sudbury. www.sudburycab.org.uk

East Suffolk

Advice Line 0808 278 7866. Monday to Friday 10 – 2.

Offices are in Beccles, Felixstowe, Leiston, Lowestoft and Woodbridge
www.citizensadviceeastsuffolk.org.uk

Ipswich

Advice Line 0808 278 7868. Monday to Friday 9 – 5.

Office is in Ipswich. www.citizensadviceipswich.org.uk

Mid Suffolk

Contact number 01449 676060. Monday to Thursday 9.30 - 3.30. Friday 9.30 - 12.30.

Office is in Stowmarket. www.midsuffolkcab.org.uk/contact-us

West Suffolk

Contact number 0808 278 7868. Monday to Friday 9.30 - 3.30

Offices are in Bury St Edmunds, Brandon, Haverhill, Newmarket and Mildenhall.
www.suffolkwestcab.org.uk

Debt and Money Worries

People with mental health problems are more likely to be in problem debt. Money and Mental Health are a charity committed to breaking the link between financial difficulty and mental health problems.

Download Martin Lewis's free mental health and debt guide at
www.moneyandmentalhealth.org

Mental Health UK run the Mental Health and Money Advice Service to help people to understand, manage and improve their mental health and money issues
www.mentalhealthandmoneyadvice.org

Refugees

Suffolk Refugee Support provides an advice service covering an extensive range of issues. They are open Monday, Tuesday, and Friday. Call 01473 400785. Email office@suffolkrefugee.org.uk . Visit www.suffolkrefugee.org.uk

Rural Work

YANA (You Are Not Alone) is a helpline for those living and working in rural areas. Call 0300 323 0400. Email helpline@yanahelp.org. Visit www.yanahelp.org

Survivors in Transition is for anyone in Suffolk over the age of 18 who has experienced sexual abuse in their childhood. Call on 07765052282 or 01473 232499. Email support@survivorsintransition.co.uk. Visit www.survivorsintransition.co.uk

Veterans

Combat Stress provide support and advice to ex-service men and women. Call 0800 138 1619. Visit www.combatstress.org.uk

NHS Op Courage. The Veterans Mental Health and Wellbeing Service. Specialist care and support for service leavers, reservists, veterans and their families. Email mevs@mhms.org.uk, call 0300 0349991 or visit www.nhs.uk/nhs-services/armed-forces-community/mental-health/veterans-reservists/

Norfolk and Suffolk Foundation Trust (NSFT) Veterans Integrated Service delivers wellbeing support services. Visit www.nsft.nhs.uk/service-details/service/veterans-integrated-service-139

Section 7: Suicide Prevention

Suicide can affect anyone. The impact of suicide is devastating and wide-reaching. For those living with suicidal thoughts, feeling inner turmoil and pain, or feeling trapped can mean that taking their own life becomes an option.

Losing a loved one to suicide is hugely traumatic with common feelings being stigma, shame and 'could I have done something to change the outcome'?

It may feel hard to ask someone directly if they are thinking of taking their own life but enabling that person to talk about how they are feeling may make all the difference.

The National Suicide Prevention Helpline UK offers a supportive listening service to anyone with thoughts of suicide. Call the National Suicide Prevention Helpline UK on 0800 689 5652 (6pm to midnight every day).

www.spuk.org.uk/national-suicide-prevention-helpline-uk

StayAlive is an app packed full of useful information and tools to help you stay safe in crisis. You can use it if you are having thoughts of suicide or if you are concerned about someone else who may be considering suicide. The app includes a safety plan, customisable reasons for living, and a life box where you can store photos that are important to you.

www.stayalive.app

CALM (Campaign Against Living Miserably) is a suicide prevention charity for men and boys who need to talk to someone. Call 0800 58 58 58 or you could try the Webchat service www.thecalmzone.net/get-support

Bereaved by Suicide Support Service. Losing someone to suicide can feel overwhelming. For anyone living in Suffolk impacted by the loss of someone taking their own life, there is a free and confidential listening service. Call 0300 330 1389.

www.mnessexmind.org/bereavedbysuicide/

The OLLIE Foundation is a suicide prevention and well-being charity dedicated to reducing the stigma surrounding suicide, and promoting prevention and interventions, particularly among young people. theolliefoundation.org/help-and-advice/

More information on suicide prevention can be found on the Healthy Suffolk Website.

www.healthysuffolk.org.uk/healthy-you/suicide-prevention

Suffolk User Forum has produced a 3-minute animation to support people at risk of suicide. It challenges stigma, encourages open conversations, and provides a step-by-step guide that will help people create an action plan, access timely help when facing a mental health challenge, or connect with others experiencing suicidal thoughts or distress.

www.suffolkuserforum.co.uk/listen-for-suicide-prevention

Section 8: Safeguarding

Children & Adults at risk of Abuse, Harm or Neglect

If an adult or child is in immediate danger of harm, dial 999.

If you believe someone may be at risk of abuse, harm or neglect, then the Suffolk Safeguarding Partnership has a good guide on what to do. www.suffolksp.org.uk

Getting advice

If you would like to talk to someone about whether to make a safeguarding referral for an adult or a child, you can contact Customer First on 0808 800 40045. They'll discuss the best way of helping someone you feel is at risk of abuse, harm, or neglect.

To make a referral:

For a child: please use the Live chat function, which you'll see as a link on the bottom right of the MASH website.

For professionals working with Children or Adults: please call the Professional Consultation line on 0345 6061499. It's available Monday - Thursday: 9:00am to 5:00pm and Friday: 9:00am to 4:25p

www.suffolk.gov.uk/care-and-support-for-adults/protecting-people-at-risk-of-abuse/mash

To make a referral for a child at risk of abuse, harm or neglect – or any other concerns. [Child Safeguarding Concern \(MARF\)](#)

To make a referral for an adult at risk of harm due to self-neglect and hoarding. [Adult Self Neglect and Hoarding](#)

To make a referral for an adult who needs advice, guidance or general help, or to discuss someone's care and support needs. [Request for Support](#)

To make a referral for an adult at risk of abuse, harm, or neglect. [Report abuse of an adult \(safeguarding\) - Suffolk County Council](#)

“Even the darkest night will end, and the sun will risk again” Victor Hugo