

What if my therapist left?

As a remote service, if your therapist was to leave you could if you wanted to see someone else, however, therapists do not share their notes, so a new therapist would require you to share the work done so far towards your goals and what interventions were offered next.

What do people who use your service say about you?

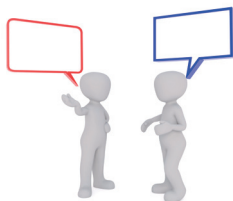
“It has been a great help to have had support and being able to talk with someone about how things have been for me since my Mum died.”

“My sleep patterns have improved vastly, and I am now more confident than ever and ready for my challenges ahead.”

“Even though we are in the midst of a global pandemic, the service that I have received has been phenomenal.”

“Since the first week of engaging I came off the call with a feeling of hope and excitement as I felt so much shifting in my mood and I began to feel I can get my life back together.”

“You do not realise how the sessions have been helping me keep going with everything I’m dealing with – they give me strength and hope to see it through”.



Useful phone numbers

- Alcoholics Anonymous** | T: 0800 9177 650
- Breathing space** | T: 0800 83 85 87
- Citizens advice Scotland** | T 0800 028 1456
- Coronavirus helpline** | T 0800 028 2816
- National domestic abuse helpline** | T: 0808 2000 247
- Gamblers Anonymous Scotland** | T 0370 050 8881
- Gambling Helpline** | T 0808 8020 133
- Glasgow Helps** | Text 07451 289255
- LGBT Helpline** | T 0300 123 2523
- LGBT Youth** | Text 07984 356512
- One Parent Families Scotland Helpline**
T 0808 801 0323
- Parent Line** | T 08000 28 22 33
- Samaritans** | T: 116 123
- Silverline (older people)** | T 0800 4 70 80 90

Useful websites

- www.cope-scotland.org
- www.nhsinform.scot

When is the service available?

The call answering take calls Monday to Friday 9am to 5pm, unless it's a public holiday, on a Friday if you phone, they will offer you an appointment time as the wellness connector does not work Fridays. The wellness connector is available 8.45am - 5.30am Monday to Thursday, the therapists would discuss appointment times with you at your first session with them.



**Cope
the project**

Informal wellbeing
check-ups, how are
you doing, really?

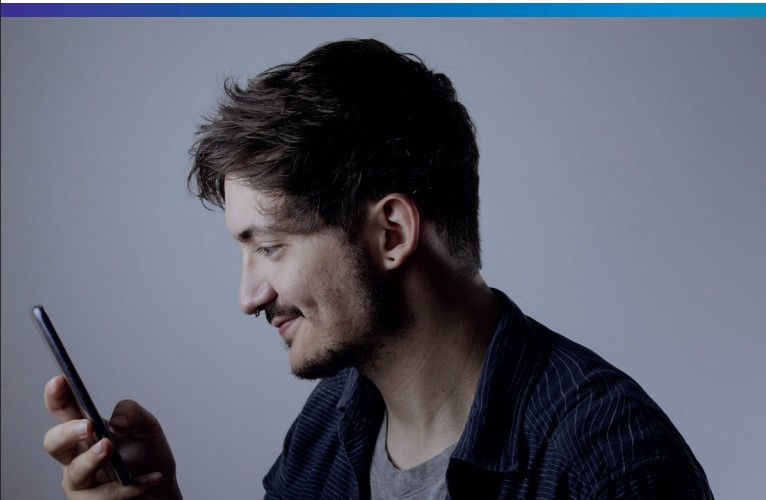
Tools to look after
your mental/emotional
well being and the
impact of COVID-19

Sounding board, as
sometimes we just need
someone to listen

Learning to look
after you, as well
as everyone else

Support to see who
else is out there when
what we offer isn't
enough

COPE the project is a PHONE and ONLINE service. Funded until March 2023. This decision was made in the light of restrictions to reduce the possible impact on appointments as well as offering increased flexibility in when appointments can be offered. We have offered this since March 2020 and people have shared they valued this during the pandemic also the reduced time to travel to appointments and costs for travel people have shared has been really helpful.

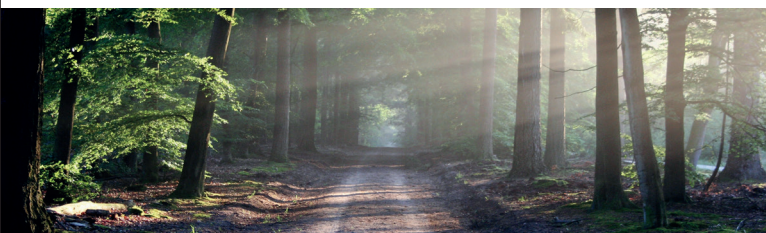


What kind of appointments do you offer?

Appointments are by phone, or for people who prefer, zoom. We can also offer a wellbeing email tips service for people who may find due to other commitments keeping set appointment times a challenge. We also mail out materials for people who are not online. Details of this can be discussed with your therapist to explore what the service can offer and what works best for you.

Who does COPE the project offer support to?

We offer a one-to-one service to people aged 18 and over. At the moment, we are working with partners to try and offer support across the city where possible and for people where they have no other source of support as we know, this pandemic has had an impact on people's mental and emotional wellbeing the phone service has enabled this adaption to where we offer support possible. Our core areas of operation for the one-to-one service are the West of Glasgow.



How do I get a service?

We have enlisted the support of a call answering service to reduce the chances of someone getting an answering machine when they phone to arrange an appointment. If you phone **0141 944 5490** one of the team will take your name and phone number and pass that to Kathleen who manages the diary, and she shall contact you with an appointment. The call answering service will delete your details within 6 weeks of the call. Or you can text Kathleen directly on **07763 743 296** or email 'kathleen Robertson' **kathleen2@gmx.co.uk**. Kathleen will ask for permission for your name and contact details to be shared with the therapist who is going to contact you, your age and how you found out about the service. She will then agree a time with you for one of the therapists to phone. When arranging this time, please think about when it is most likely to work for you, as we realise with childcare and other caring responsibilities or work, there may be some times, which suit better than others.



What kind of service do you offer?

COPE the project is a wellbeing project which aims to offer brief solutions focused interventions sharing tools and tips to reduce the suffering and distress which life events can cause. We also recognise sometimes people are in acute distress and need heard. While we are not a crisis service, nor a counselling service, we recognise the value of having someone to listen and sometimes that's what we need most.

We share many tools online and by email, however, for anyone not online we try wherever possible to post hard copies, which we meet the costs of. The services for COPE the project are free.

Who offer the services?

COPE the project hire therapists with a range of skills which enable them to offer the support people accessing the service may require, and linking to other support where possible, when what we offer is not enough. They are fully qualified professionals with a minimum of 10 years post qualifying experience and follow their professional bodies codes of conduct on confidentiality and data protection.

The wellness connector does not offer a professional intervention; however, we have found since lockdown some people who may be living alone, or have little contact with others, appreciate someone phoning to say hi, enjoy a cup of tea together and have a wee blether.

How long are your waiting lists?

We manage our waiting lists to zero, so when you phone you will be offered an appointment usually within a maximum of 10 days but often sooner, sometimes due to holidays this may be wee bit longer but when you contact us, you will know when your appointment is. We also find sometimes people cancel appointments so if you let us know when you connect with the service, if you can be available at short notice we can perhaps offer an appointment sooner if there is a cancellation.

Why should I get in touch?

Life sometimes can be challenging and the past year with COVID_19 more challenging even than usual. While we may cope against the odds and find we are getting on with it, we can be experiencing real issues of stress which is impacting on our wellbeing and taking the sparkle out of life. You matter, your wellbeing matters, we look after our teeth, our eyes, our bodies, it make sense, we also look after our minds and emotions. This is a confidential service, everyone offering support through COPE the project complies with GDPR (General Data Protection Regulations). Even if you only ever make one wee call and arrange a one off chat, that one wee chat may make a big difference. You are worth it, we do care and you do matter.