

Support services in York over festive period 2024

Mental Health Support

Child & Adolescent Mental Health Service (CAMHS)

Who: Up to the age of 18

What: The team provide short term mental health support to young people who are experiencing a crisis with their mental health.

Where: Telephone

When: 24 hours a day, seven days a week

How: Freephone 0800 051 6171

<https://www.tewv.nhs.uk/services/crisis-advice/>

Community mental health services for adults in York

Providing community mental health services for adults in York. Christmas service: for out of hours crisis support, see details of Crisis Team below.

Who: People aged between 18 and 65 years old who are experiencing challenges with their mental health.

What: Community-based individual support for recovery and to help gain skills to live as independently as possible.

Where: YO32 9XW, Huntington House

How: Telephone: 01904 556705

<https://www.tewv.nhs.uk/services/community-mental-health-adults-york-selby/>

Crisis Team

Who: Crisis support for all ages

What: Advice, support, and practical help for people in a mental health emergency.

When: 24hrs a day, 365 days a year

How: Telephone NHS 111 option 2 for mental health support

<https://www.tewv.nhs.uk/services/crisis-advice/>

Samaritans

Who: For anyone in emotional distress.

What: Telephone and email support service.

When: 24 hours a day, 7 days a week

How: 116 123 free from any phone. Or email jo@samaritans.org

www.samaritans.org/branches/york/

The Samaritans offer advice on their website if you are finding things hard over the festive season:

<https://www.samaritans.org/how-we-can-help/if-youre-having-difficult-time/if-youre-finding-things-hard-this-christmas-festive-season/>

York Safe Haven

Who: Anyone aged 16 or over in York and Selby.

What: Out-of-hours mental health support in a non-clinical environment, virtual support via video call and 24/7 helpline.

Where: The Haven @ 30 Clarence Street YO31 7DE

Phone: 07483 141310

When: Walk in:

Christmas Eve – 6pm-10pm

Christmas Day - 6pm-10pm

Boxing Day - 6pm-10pm

New Year's Eve – 6pm-10pm

New Year's Day - 6pm-10pm

www.mhm.org.uk/the-haven-30-clarence-street

BEAT - Eating Disorder support

Who: Those in need of eating disorder support and family and friends.

What: Telephone Helpline available on weekdays from 3-8pm. Website with information and resources, and online support.

When: Helpline services will be open 4pm – Midnight from 24 December to 3 January.

How: Helpline: 0808 801 0677, website link below

<https://www.beateatingdisorders.org.uk>

Campaign Against Living Miserably (CALM)

Who: Anyone affected by suicide or suicidal thoughts

What: Provides a helpline and webchat, as well as information and support

When: Open from 5pm to midnight, every day of the year

How: 0800 58 58 58

<https://www.thecalmzone.net/>

CALM's advice on coping with feeling anxious at Christmas:

<https://www.thecalmzone.net/how-to-get-through-anxious-xmas>

Medical Support

Pharmacy

Pharmacists can provide expert advice about common ailments and infections and can offer over-the-counter medicines for common illnesses. Many pharmacies in York now offer 'Pharmacy First' services providing easy access to prompt advice and treatment, including prescription medicines where appropriate, for seven common conditions, including:

- Sinusitis (12 years and over)
- Sore throat (5 years and over)
- Earache (1-17 years)
- Infected insect bites and stings (1 year and older)
- Impetigo (1 year and older)
- Shingles (18 years and over)
- Uncomplicated urinary tract infections (UTI) in women (16-64 years).

Other eligibility criteria may apply, but if you are outside of the criteria, a pharmacist may still be able to provide advice and care such as an over-the-counter treatment.

Pharmacies across York are open during normal shop opening hours, but may be closed on Christmas Day, Boxing Day and New Year's Day.

ASDA Pharmacy, Monks Cross

Monday to Saturday 9am – 8pm, Sunday 10am - 4pm
Christmas opening:
24th December - 10am-4pm
25th December - Closed
26th December - 10am-4pm
27th-30th December - 9am-8pm (normal hours)
31 December - 10am - 4pm
1st January - 10am - 4pm

Boots the Chemist, Coney Street, YO1 9QR

Monday to Saturday 8.30am – 6pm,
Sunday 11am - 5pm
Christmas opening:
24th December- 8.30am - 4pm
25th December - Closed
26th December - 10am – 5pm
31st December – 8.30am-4pm

Citywide Health Haxby Pharmacy YO32 2ZB

Monday to Saturday 9am - 9pm, Sunday 9am - 7pm
Christmas opening:
25th December - Closed
26th December - Closed
1st January - Closed

Citywide Health, Parkers & Huntington

Pharmacy YO32 9QN
Monday to Friday 8.30am-6.30pm,
Saturday 9am-1pm
24/7 Medication Collection Point
Christmas opening:
24th December – 8.30am-6.30pm
25th December – 1-5pm
26th December – Closed
1st January – Closed

Fulford Pharmacy + Health, 210 Fulford Road,

Fishergate YO10 4DX
Monday to Friday 9am-5.30pm
25th December – closed
26th December – closed
1st January – 10am-12noon

Monkbar Pharmacy 3 Goodramgate, York YO1 7LJ

Monday to Saturday 9.15am - 9pm, Sunday 8:30am – 7pm. Closed between 2.30-3pm each day.
Christmas opening:
24th December: 9.15am – 9pm
25th December - Closed
26th December - Closed
1st January – Closed

Lloyds Pharmacy Monks Cross Shopping Centre,

Jockey Lane, YO32 9LG
Monday to Saturday 8am - 9pm, Sunday 10am – 4pm.
Christmas opening:
24th December: 8am – 9pm
25th December - Closed
26th December - Closed
1st January – 3-5pm

The Priory Pharmacy Cornlands Road, York YO24

3WX Mon to Fri 8am - 9pm, Saturday 10am-9pm,
Sunday 9am – 7pm
Christmas opening:
24th December - 8am - 9pm
25th December – 10am-12noon
26th December - Closed
1st January – Closed

Tesco Instore Pharmacy Clifton Moor

Monday to Saturday 8am – 8pm, Sunday 10am - 4pm
Christmas opening:
24th December - 8am - 7pm
25th December - Closed
26th December – Closed
31st December - 8am - 7pm
1st January – Closed

TESCO Instore Pharmacy Askham Bar

Monday – Friday 6am-midnight, Sunday 10am - 4pm

Christmas opening:

24th December - 9am - 9pm

25th December - Closed

26th December – Closed

27th December 9am-9pm

28th December 9am-9pm

29th December 10am-4pm

30th December 9am-9pm

31st December - 9am - 9pm

1st January - Closed

For more information and to find your local pharmacy, visit the NHS website www.nhs.uk

GP

GP surgeries are usually the first contact if you have a health problem. Most GP surgeries will have reduced hours over Christmas, so check with individual surgeries for details. If they are not available call 111 for advice.

111

For urgent care out of hours, NHS 111 can book patients in to be seen at A&E or an urgent treatment centre, emergency dental services, pharmacy or another more appropriate local service. They can also send an ambulance should the patient's condition be serious or life-threatening.

999

Call 999 in a medical emergency. This is when someone is seriously ill or injured and their life is at risk.

Food

Bell Farm Community Association

Who: Residents of Heworth ward

What: Community association and Foodbank. Christmas activities, see Facebook for details.

Where: Bell Farm Social Hall, Roche Avenue, York, YO31 9BB

When: Weekdays, 12 noon to 5pm and Saturday, 12.00pm to 4.00pm.

How: Drop in

www.facebook.com/groups/bellfarmbcabsh/

Carecent

Who: Open to people aged 18+.

What: Carecent is a breakfast centre for all homeless, unemployed or otherwise socially excluded members of our community six mornings a week. Provision of food, clothing and fellowship. They can work with other agencies in order to move people forward to an improved lifestyle.

Where: Central Methodist Church YO1 8NQ

When: Normal service Monday - Saturday 8:30am to 10:45am

How: Drop in during open hours.

www.carecent.org.uk/our-purpose/

The Collective Sharehouse

Who: Residents of Micklegate ward

What: Offering a 'give as you can, take as you need' community food service.

Where: Clements Hall, Nunthorpe Rd, York YO23 1BW

When: Open as usual over Christmas period: Tuesdays & Fridays: 9:15 to 11:00am (last entrance 10:30am) and Wednesdays 5:00 to 6:00 pm (last entrance 5:30pm), closed on Christmas Day.

How: Drop in during open hours.

<https://www.thecollectivesharehouse.co.uk/>

Door 84 Community Food Project

Who: Door 84 is a youth and community hub in York, for young people, families, parents and carers.

What: Every Friday (2-4pm) drop in social, also offer advice and guidance at weekly signposting drop in. Also weekly food project working on a 'pay as you feel basis', offering a warm meal, hot/ cold drinks and a community food stall for all.

Where: 84 Lowther Street, YO31 7LX

When: Fridays: 2pm to 4pm

How: Drop in during open hours

<https://door84.org.uk/>

Haxby and Wigginton Memorial Hall Foodshare

Who: People in the Haxby and Wigginton area.

Overseen by the Memorial Hall, in partnership with Haxby's Local Area Co-ordinator.

What: Free food bags and other goods. Meet & Eat Cafe

Where: Haxby Memorial Hall, 16 The Village, Haxby, York, YO32 3HT (Via the garden at the back of the Memorial Hall).

When: Normal opening for Foodshare: Wednesdays 11am-1:30pm, Fridays 12noon-2pm. Closed on 25th, 27th December and 1st January, will reopen on Friday 3rd January.

Meet & Eat Community Cafe closes on 13th December and will reopen on 10th January.

How: Drop in. meet & eat, pay whatever you can afford.

www.hwmc.org.uk/post/haxby-food-share-project

Lidgett Grove Church Acomb

Christmas period – Foodbank open as usual on 24th and 27th December

Who: Open to all

What: Community foodbank and activities

Where: Lidgett Methodist Church, Wheatlands Grove, Acomb, York, YO26 5NH

When: Tuesdays and Fridays 8.30-9.30am

How: No booking necessary, just attend. All welcome.

www.lidgettmethodistchurch.org.uk

Luke's Larder

Who: Open to all

What: 'Pay as they feel' in exchange for surplus food

Where: St Luke's Church Hall, Shipton Street, Burton Stone Lane YO30 6DG

When: Wednesdays, 12.30pm to 1.30pm

How: Attend on the day

<https://www.facebook.com/lukslarderyork>

HOPING York Street Kitchen

Who: Anyone in need, including the homeless and those in food poverty

What: Hot home-made meals, a food bank, toiletries and pet food. Food parcels delivered to those in need.

Where: Just outside Kings Manor next to Exhibition Square to the side of the Art Gallery

When: Every Sunday 2:30 – 4pm

How: Drop in

Planet Food: The Real Junk Food Project York

Who: Open to all Inclusive Community Café and shop using 100% surplus food

What: Inclusive Community pay as you can café and hot lunch. Bags of groceries £1-£2, pay as you feel, donations welcome.

Where: Southlands Community Centre, 97 Bishopthorpe Road YO23 1NX

When: Normal hours: Thursdays 10.30am – 3:15pm.

Open Boxing Day: 10.30am-12.30pm.

2nd January – open as normal.

How: Attend on the day

Facebook: @planetfoodyork

YourCafe at Tang Hall Community Centre

Who: Support for anyone who needs it, tackling food waste and supporting the local community.

What: 'Waste food' supermarket and café serving light refreshments and cake, pay as you feel.

Where: Tang Hall Community Centre, Fifth Avenue, York, YO31 OUG

When: Your Café Wednesdays 11am to 12 noon, but closed on Christmas Day and New Year's Day

How: Attend on the day

<https://yourcafeYork.uk/>

York Foodbank

Who: Open to anyone with food voucher

What: Foodbank - providing three days' emergency food and support to local people who are referred to them in crisis.

Where and when:

Monday: Gateway Centre, Front Street, Acomb, YO24 3BZ 11:00am-13:00pm

Tuesday: Vineyard Church, 3 Fawcett St, York YO10 4AH 10am-12 noon

Wednesday: Living Word Church, 189 Huntington Road, YO31 9B 1-3pm

Thursday: St Joseph's Church (Church Hall), Sutton Way, Kingsway North, YO30 6JX 2-4pm

Friday: Cornerstone Methodist Church, 119 Millfield Lane, Tang Hall, YO10 3AP 10.30am-12.30pm

Saturday: The Citadel (old Salvation Army building), Gillygate, York, YO31 7EA 10am-12noon

How: You must have a food voucher. Call Citizens Advice on 0808 208 2138 (open Monday to Friday, 9am-5pm, closed on public holidays).

www.york.foodbank.org.uk/locations

The General Store at SPARK

Who: Open to local community

What: Independent food bank and zero waste supermarket, fuelled by food waste sourced from local supermarkets and express shops.

Where: SPARK York, 17-21 Piccadilly, York YO1 9PB

When: Every Wednesday and Saturday 9-10.30am or until stock is depleted. Closed on Christmas Day but otherwise running as normal.

How: Drop in and fill a bag for £1

www.sparkyork.org

York Travellers Trust Food Stall

Who: Gypsy and Traveller Communities & open to all

What: Open Living Room, Monday Tuesday and Wednesday from 10am-2pm. Community Food Share every Monday.

Where: 20 Falsgrave Crescent, Clifton YO30 7AZ

When: Normally Monday 10.30am - 2.30pm, closed from 21st December -2nd January

How: Drop in.

Contact 01904 630526 or email info@ytt.org.uk for more information.

<https://ytt.org.uk/>

Holiday Activities and Food

York's Holiday Activities and Food programme offers fun activities for keeping active, being creative and trying something new over the winter school holidays.

Children and young people (age 4 to 16 years) in receipt of benefit-related free school meals can receive up to four sessions of free activities and nutritious food during the winter holidays.

For details of holiday activities with food see the Raise York website:

<https://www.raiseyork.co.uk/directories/holiday-activities-food>

Bookings for the winter 2024 to 2025 school holidays are now live. Book your activities using the centralised booking system: <https://www.holidayactivities.com/>

For activities and services see:

<https://www.raiseyork.co.uk/directories>

Substance use treatment and recovery support services

For information about services in York, see the Live Well York website:

<https://www.livewellyork.co.uk/information-and-advice/health-and-wellbeing/help-for-drugs-and-alcohol-use/>

York in Recovery - Recovery Cafés

Who: For people in recovery, looking for support or affected by addiction, open to all

What: A no judgement, peer-support recovery group based in York's City Centre.

Where: 21 Blossom Street: YO24 1AQ & online.

When:

Tuesdays: 4.40-6.30pm at Acomb Garth Community Centre, 2 Oak Rise YO24 4LJ

Thursdays: 1pm - 4pm, St Bede's Pastoral Centre, 21 Blossom Street, YO24 1AQ

Fridays: Women only 1-3pm, contact info@yorkinrecovery.org.uk for venue details

Sundays: 11am - 1pm, 3 Blossom Street, York YO24 1AU. Use the back gate, or ring 0772 4312084

How: Just turn up.

Details on their website:

www.yorkinrecovery.org.uk/recovery-cafe

York Drug and Alcohol Services

Who: Anyone with a dependency to drugs and/or alcohol.

What: A range of support including health screening, signposting to other agencies (including signposting family, children, and carers to services to support them), clinical support, access to peer support groups and mutual aid.

Where: 3 Blossom Street, York YO24 1AU

When: Christmas opening hours:

25th December - Closed

26th December - Closed

27th December - 9am-5pm

1st January - Closed

Open as normal from 2nd Jan

How: To access, refer or for more information phone 01904 464 680 or email yorksms.info@cgl.org.uk

Details on their website:

<https://www.changegrowlive.org/>

Support for Carers

York Carers Centre

Who: Carers in York

What: Advice line, evening advice line and out of hours support

When: Usual hours:

Monday 9.30am-4.30pm

Tuesday 9.30am-4.30pm

Wednesday 9.30am-4pm and evening advice line from 5pm to 8pm

Thursday 9.30am-4.30pm

Friday 9.30am-4pm

How: Telephone 01904 715490.

www.yorkcarerscentre.co.uk

Christmas closing: Closing at 4pm on Friday 20th December and re-opening on Monday 6th January.

If you're a carer who needs urgent help whilst York Carers Centre are closed please contact City of York Council. Adults should contact City of York Council Customer Access and Assessment Team on 01904 555 111 or email adult.socialsupport@york.gov.uk

Children and young people should contact City of York Council Multi Agency Safeguarding Hub on 01904 551900 or mash@york.gov.uk

If these teams are unavailable, please contact CYC Council Emergency Duty Team on 0300 131 2131.

Bereavement

CRUSE Bereavement Care

Christmas Helpline: Christmas Eve – email service only, Christmas & Boxing Day phone and email service open 10am-2pm

Who: Opening to anyone needing bereavement support.

What: Bereavement telephone support

Where: Helpline and email service available through website. Phone or complete an online form to access local services.

When: Normal opening hours: national phone lines open Monday, Wednesday, Friday 10am-2pm.

You can make contact through the webform at any time.

Bereavement volunteers will respond to enquiries:

Monday and Friday: 9am – 5pm

Tuesday, Wednesday, Thursday: 9am – 8:00pm

Saturdays 10am – 2pm

Over the festive period the Helpline phonelines and email service will be open as follows:

Christmas Eve - 24th December – email service only

Christmas Day - 25th December - 10am - 2pm

Boxing Day - 26th December – closed

27th December – 10am – 2pm

28th December – 10am – 2pm

29th December – closed

30th December – 10am – 2pm

New Years Eve – 31st December – email service only

New Years Day – closed

How: Telephone: National support line: [0808 808 1677](tel:08088081677) or local number: 01904 481162

<https://www.cruse.org.uk>

St Leonard's Hospice

Who: Support for local people with life-limiting illnesses, palliative care and bereavement support

What: Telephone Bereavement support. Call to self-refer for ongoing planned bereavement support.

Where: Telephone support

When: Monday to Friday 8am - 4pm

How: Call 01904 777760 and ask for the Bereavement Support Team.

www.stleonardshospice.org.uk/grief

St Leonard's single point of coordination will be operational if anyone has any questions or needs access to clinical services, Monday to Friday 8am-4pm: 01904 777770.

Homelessness

Peasholme Charity

Who: People in York who are experiencing crisis including those who are unable to afford food, utilities or rent, are homeless or at imminent risk of losing their homes.

What: Advice services and signposting

When: Normal office hours 9-5 Monday – Friday, Closed Christmas week from 5pm 23rd December to 9am 2nd January.

How: 01904 466866 or email

info@peasholmecharity.org.uk or ask for one of our Advice Workers at your nearest Foodbank session.

Salvation Army

Who: Rough sleepers or anyone in housing need over the age of 18

What: Early morning street walk welfare checks and drop-in service to offer information, advice and guidance for anyone in housing need. Signposting to further support services.

Anyone requiring emergency accommodation outside of these times should ring City of York Council Housing Options team on 01904 5544500.

Where: 63 Lawrence Street, York, YO10 3BU

When: Advocacy and advice service Mondays, Wednesdays and Fridays 10am-2pm. Services closed from 23rd December until the 2nd January.

How: Drop in. Phone 07712 443163 or email charles.malarkey@salvationarmy.org.uk

www.salvationarmy.org.uk/york-community-work

Support for Gambling

Gamcare

Who: Anyone affected by gambling harm, gamblers and those affected by the gambling behaviour of a family member or friend.

What: A range of free, confidential, flexible services which can be provided face-to-face, online or over the phone.

Where: Face-to-face, online or over the phone

When: Normal hours: Monday to Friday 9am-5pm.

Local call number not available on Christmas Day, Boxing Day or New Year's Day, but national helpline and live chat available 24/7, 365 days of the year.

How: Local call number: 0113 388 6466, email yandh@gamcare.org.uk or complete the online referral form.

<https://www.gamcare.org.uk/get-support/find-local-support/yorkshire-and-humber/>

National Helpline: 0808 80 20 133 or live chat through website 24 hours a day, every day of the year: <https://www.gamcare.org.uk/get-support/talk-to-us-now/>

Addiction Family Support

Who: People impacted by a loved one's harmful use of alcohol, drugs or gambling.

What: Telephone listening support

When: Monday-Thursday 9am –9pm, Friday 9am–5pm, Saturday 9am–1pm, Sunday 5pm–9pm

Available 365 days a year

How: Phone 0300 888 3853

Warm Spaces

A number of organisations, including York Explore Libraries, are offering a warm space for people to spend time through the colder months.

Please see the Live Well York website for further information on individual venues:

<https://www.livewellyork.co.uk>

York Explore Libraries

Who: Open to all

What: Libraries and reading cafes at various venues around York offering a warm space to drop in, stay as long as you like, settle down with a cuppa and make the most of your local library. Also offering a range of services: books to read and borrow for all ages, activities, free to use computers, free Wi-Fi, free newspapers, magazines or audiobooks through the Press Ready and Libby apps. Digital support available through 100% Digital York. More details on the website.

Where: Venues across York, see website to find your local library

When: Over Christmas all libraries are closed on the 24th, 25th and 26th December.

Explore Centres at Acomb, Clifton, Tang Hall and York are open on the 27th, 28th and 30th December.

Closed on the 29th and 31st December, and 1st January. All other libraries are closed from 24th December to 1st January inclusive.

Reading Cafes at Hungate and Rowntree Park: open 24th December until 2pm, closed 25th and 26th December and 1st January. Hungate also closed 29th and 31st December.

All libraries and cafes re-open as normal from 2nd January 2025.

How: Drop in

<https://exploreYork.org.uk>

Other services

Age UK York

Who: Older people, as well as their families, friends, carers and professionals, based in York

What: Wide ranging information, advice and support services.

Where: Information on website, telephone advice line and email.

When: Normal hours Monday to Friday 9.30am-3pm. Closed Christmas Eve afternoon, Christmas Day, Boxing Day and New Years Day. National Helpline available when York office closed, see details below.

How: Phone: 01904 634061, email

firstcall@ageukyork.org.uk.

Website: <https://www.ageuk.org.uk/york/>

Age UK National Helpline

Who: Older people, as well as their families, friends, carers and professionals

What: Wide ranging information including about benefits, hospital stays, care homes.

Where: Telephone advice line

When: 8am-7pm, 365 days a year including all bank holidays

How: Phone 0800 678 1602

Childline

Who: A free, private and confidential support service for children.

What: Telephone and 1-2-1 webchat

Where: Telephone and webchat service during the festive period

When: 24 hours a day, 7 days a week, but they might not be able to talk for as long after midnight.

How: Call 0800 1111 or 1-2-1 webchat:

www.childline.org.uk

IDAS

Who: Support for those experiencing or affected by domestic abuse.

What: North Yorkshire Helpline and national 24-hour helpline, email information

Where: Telephone

When: Local helpline open seven days a week, national helpline open 24/7.

How: Call 03000 110 110 (North Yorkshire and Barnsley) or 0808 200 0247 (National 24 hours helpline). Live chat available through the website 3pm - 6pm daily. Email for information: info@idas.org.uk

www.idas.org.uk

The Silver Line

Who: Free confidential helpline for older people.

What: Offering friendship, support, and information, telephone support service

Where: Telephone only

When: 24hrs a day, 365 days a year

How: Call free 0800 470 8090

www.thesilverline.org.uk

Victim Support

Who: Victims of crime or those affected by crime

What: Independent, confidential support

Where: National Support line and Live Chat, online support tools

When: 24/7 365 days a year

How: Support line: 0808 1689 111, Live Chat:

www.victimsupport.org.uk

www.mysupportspace.org.uk

