



# County Durham Resilience



Listening



Supporting



Connecting

## How to access the service

County Durham Resilience Service is managed by Pioneering Care Partnership (PCP) and Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV).



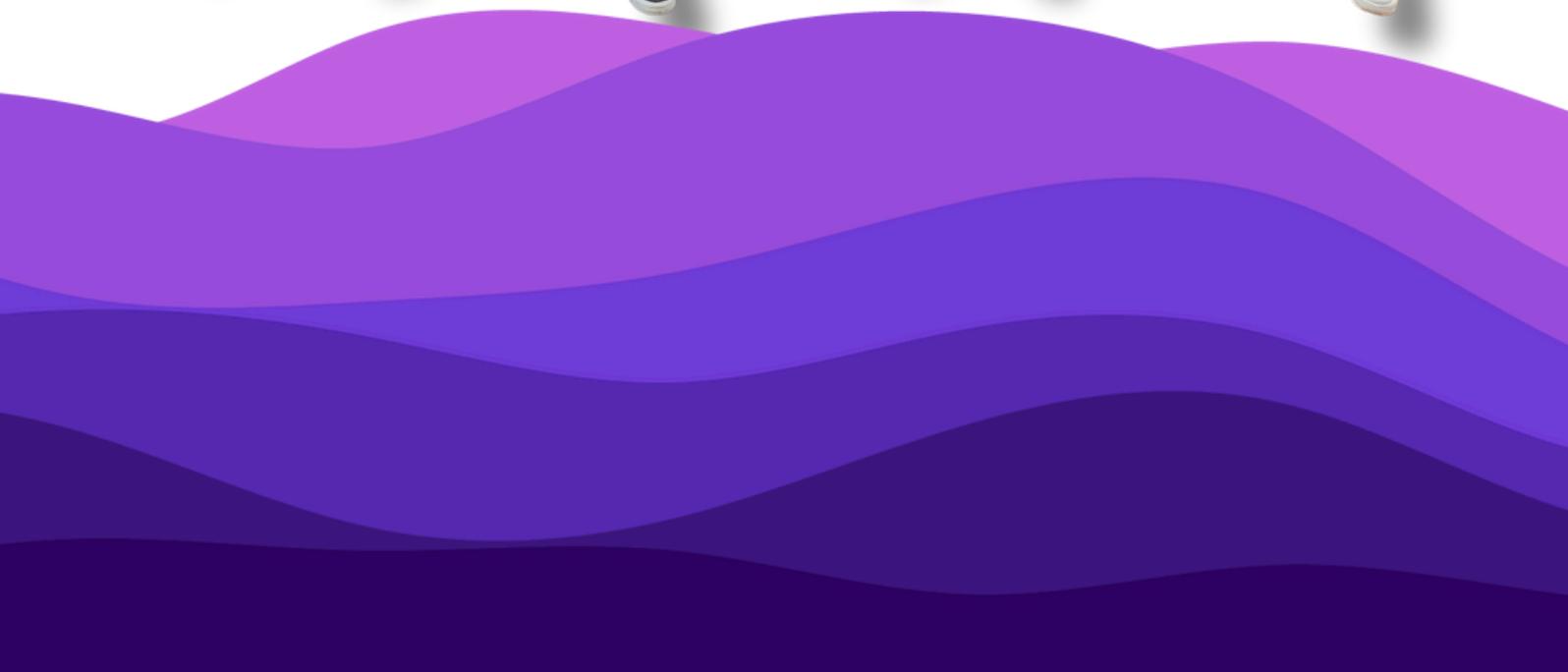
The Queen's Award for Voluntary Service

**PCP** 

Health, wellbeing  
and learning for all

**NHS**

**Tees, Esk and Wear Valleys**  
NHS Foundation Trust





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# Overview

The County Durham Resilience service is a community support service for adults (18 years and over).

We aim to build resilience within communities in County Durham. This includes; where people feel lonely and isolated, and have experienced mental health difficulties, which includes those impacted by COVID.

The service is based upon a recovery framework, and building resilience is at the centre of everything we do. We are here to help people, bridging the gap between services, and helping to improve social wellbeing and mental health.

# How will we do this?

The County Durham Resilience service has a person-centred approach and offers 1:1 in-person, telephone, virtual, or group-based support. We will help build strategies to develop resilience over up to 12 sessions, by listening, supporting and connecting people to local services.

People will work with a skilled Resilience Worker to help navigate services, access support and develop approaches to self-help.

The service is designed to help people with low-level mental health worries and stresses by improving confidence and building resilience. We will listen to clients and encourage them to set and achieve non-clinical goals that will improve their every day lives. Examples of this include, developing coping strategies to deal with stressful situations, increasing activity to manage low mood and connecting to community activities to combat social isolation.

# Who may not be suitable for the County Durham Resilience service?

The service is not suitable for everyone. The service does not cover:

- Darlington, we are only able to provide support to those who either live or work in County Durham.
- Those who are not ready or committed to, or engaged in positive behaviour change.
- People who are in crisis or have actively self-harmed within three months.

# Judgement

We ask you to use your judgement and the details provided to indicate suitability for support from the service

Referrals can come from:

- Healthcare Professionals
- Voluntary and Community organisations
- Self referrals
- Family, friends and carers

Professional or personal judgement will help us provide the best possible support for each individual person.

County Durham Resilience is managed by Pioneering Care Partnership Project Lead Donna Sheavills and Tees, Esk & Wear Valley NHS Foundation Trust Highly Specialist Applied Psychologist Sarah Talbot-Landon.

# Accessing the Service

An access diagram has been developed (see over) to highlight how a person will be supported when using the service.

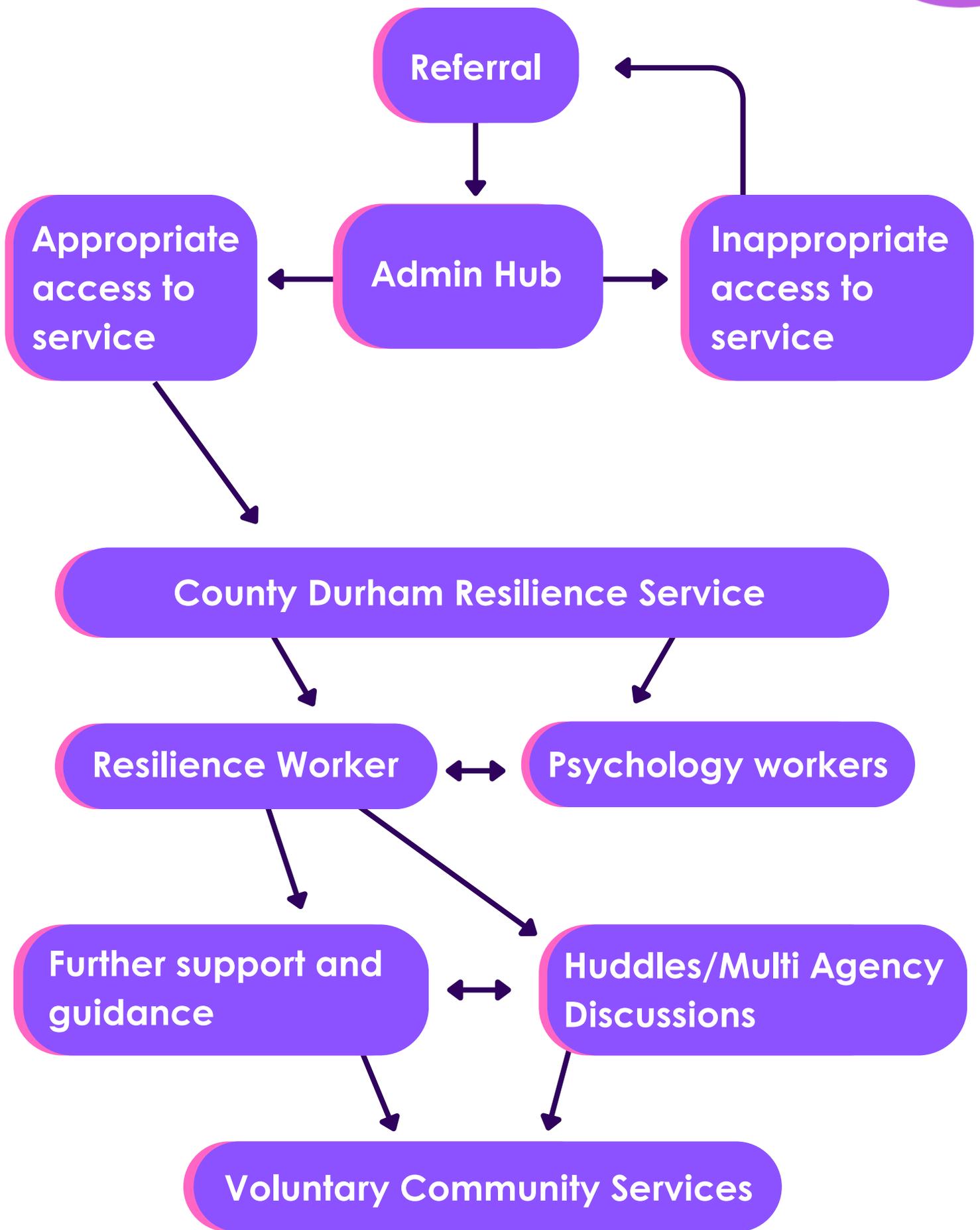
A County Durham Resilience Worker will provide personalised support over approximately 12 sessions, with additional signposting to appropriate community activities/services to meet their needs.

Should support beyond 12 sessions be needed, this will be discussed and next steps agreed. Follow-up appointments may also be planned, as required.

If you require any further information, please contact:

Email: [resilience@pcp.uk.net](mailto:resilience@pcp.uk.net)

Telephone: 07568 429771 or via PCP reception 01325 321234.







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## Find us

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Pioneering Care Centre  
Carer's Way  
Newton Aycliffe  
DL5 4SF

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Via PCP reception: 01325 321234

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## Our social media



County Durham Resilience



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