



Straen
Trawmatig
Cymru

Traumatic
Stress
Wales



Llywodraeth Cymru
Welsh Government

Mental Health and Wellbeing

Links and Resources for People Supporting Afghan Nationals

(UPDATED) March 2024

The following document is intended to be a set of useful links to webpages and resources that can be used by individuals or families who have recently arrived in Wales from Afghanistan, or for staff working with and supporting this population. Each section of this document highlights whether the resources are for supporting staff, or for the individual, in relation to mental health and wellbeing.

In addition – **Annex A** sets out some of the organisations and projects available locally that are able to offer support. **Annex B** provides links to health board web pages on access to mental health support. **Annex C** provides a link to Welsh Government Guidance for health boards regarding access to health services and mental health support for asylum seekers and refugees.

NHS WALES RESOURCES – AN OVERVIEW OF HEALTH SERVICES AND SUPPORT:

An overview of services – set out in '[Choose Well' Leaflets](#) – has been produced by NHS Wales and translated into multiple languages (**including Pashto and Dari**) which contains contact details and explainers of services. PDFs of the Choose Well Leaflets are available via the Welsh Government [Mental Health and Vulnerable Groups Mailbox](#).

The NHS in Wales has also developed leaflets explaining the effects of being exposed to distressing events which have been translated into multiple languages (**including Pashto and Dari**) and are available at the following link: [Mental health and wellbeing guidance](#). Alternatively, PDFs are available via the Welsh Government [Mental Health and Vulnerable Groups Mailbox](#).

The [Sanctuary Website](#) also has information on health, including specific information for people arriving in Wales from [Afghanistan](#).

CALL MENTAL HEALTH HELPLINE

The **CALL (Community Advice & Listening Line) Mental Health helpline** is available 24 hours a day to listen and provide support. Call 0800 132737 or text 'Help' to 81066.

The Traumatic Stress Wales website includes [PDFs of a poster on the CALL Mental Health Helpline](#), which is available in over 20 different languages (**including Pashto and Dari**). The poster highlights that CALL is available to provide support and information to anyone suffering mental distress, as well as to their friends and family. CALL uses the interpretation service Language Line to support callers who cannot (or prefer not to) speak English or Welsh. Alternatively, they are available via the Welsh Government [Mental Health and Vulnerable Groups Mailbox](#).

A copy of the English / Welsh poster is available below.



2020-10-06 43450
CALL helpline poster \

For urgent mental health support call 111 Press 2

If anyone needs to talk to someone urgently about their mental health, or they are concerned about a family member, they will be able to call [NHS 111 Wales and select option 2](#) to be placed in direct contact with a mental health professional in the area.

The service is available for people of all ages, 24 hours a day, 7 days a week in all areas of Wales to ensure those in need of support can access it quickly when they need it most. The number is free to call from a landline or mobile.

OTHER USEFUL LINKS:

ACE HUB WALES AWARENESS SESSION

Joanne Hopkins in Public Health Wales has recorded a session focussing on adverse childhood experiences and taking a trauma informed approach.

YouTube link – <https://youtu.be/YfFCMtyvGtl>

TRAUMATIC STRESS WALES RESOURCES

[Traumatic Stress Wales](#) does not work directly with people seeking support for their mental health; this is provided by local primary and secondary care services. However, the website for Traumatic Stress Wales refers to a number of links and resources that may be useful, and also has the 'Recite me' function allowing translation into multiple languages.

Traumatic Stress Wales has a specific workstream focussing on refugees and asylum seekers. An overview of the workstream has been provided by Thomas Hoare – which can be accessed [here](#).

Traumatic Stress Wales resources include a [presentation delivered by Professor Jon Bisson](#) Director of Traumatic Stress Wales on “Supporting People Affected by Traumatic Events.” This has been developed for non-specialists who support people affected by traumatic events. It provides an overview of the reactions people might experience, the principles of providing appropriate support, an introduction to psychological first aid and resources available through the [Traumatic Stress Wales website](#).

Resources for the individual (with support):

There is a [toolkit](#) that has been developed by the National Centre for Mental Health (NCMH) that can be used directly by people who have experienced traumatic events. This has been translated into over 20 different languages (**including Pashto and Dari**) and is available on the Traumatic Stress Wales website. The ideal use of this would be for an individual to go through the exercises with a trusted member of staff and then have a copy of the booklet to keep practicing such exercises for times of distress.

A video-explainer of the stabilisation toolkit has also been developed and this can also be accessed via the Traumatic Stress Wales website (at the end of [this page](#)).

The stabilisation toolkit in English is included below:



Supporting people
traumatic events toolk

Resources for staff:

The National Centre for Mental Health (NCMH) has produced a useful [booklet for staff](#) supporting people who have been exposed to traumatic events.

Prescribing – and the Traumatic Stress Wales Algorithm:

People suffering from traumatic stress are often prescribed medications to help with their symptoms.

There is evidence that the selective serotonin reuptake inhibitor antidepressants paroxetine, sertraline and fluoxetine can reduce the severity of traumatic stress symptoms and can be initiated in primary care settings.

The serotonin noradrenaline reuptake inhibitor venlafaxine likewise reduces symptom severity and is initiated by specialists in secondary care settings. The atypical antipsychotic quetiapine can also be used by specialists either as monotherapy or to augment the effect of an antidepressant.

Medications such as benzodiazepines are not recommended for long term use.

Traumatic Stress Wales have developed the evidence-based [Cardiff Post-Traumatic Stress Disorder Prescribing Algorithm](#).

Mental Health Guide – Kings College London:

The [Mental Health Guide](#) is a resource designed to “support mental health professionals to think about mental health conversation starters, how to tailor access to mental health for Afghan sanctuary seekers, improving the quality of care after access, considering a range of culturally appropriate treatment options, and identifying mental health difficulties in the first instance”.

The guide is highlighted on the Traumatic Stress Wales website at the end of this page: [Refugees and Asylum Seekers - All Wales Traumatic Stress Quality Improvement Ini \(nhs.wales\)](#)

Royal College of Psychiatrists Resources

Royal College of Psychiatrists – Resources for Supporting Staff:

The Royal College of Psychiatrists has developed a number of crisis resources, including a psychological first aid webinar; an e-learning module on complex humanitarian emergencies and mental health and psychosocial response; guidelines on mental health and psychosocial support; and resources for those who wish to support children and families who are directly or indirectly affected by war. These resources will help psychiatrists have a better understanding of their role in complex emergencies, in keeping with international guidelines.



Refugee and asylum
seeker mental health

Royal College of Psychiatrists have made the Continuing Professional Development (CPD) module [Complex humanitarian emergencies: mental health and psychosocial response \(rcpsych.ac.uk\)](https://www.rcpsych.ac.uk) freely available to members and non-members.

They have made the following pod cast freely available to members and non-members: [The mental health needs of refugees](#)

They have created [a web page](#) to house useful resources, including the CPD module, and [the free member webinar on PFA](#) (delivered in response to the Delta wave in India).

Other resources include:

Information and guidance aimed at health and social care professionals in the UK: [Asylum seeker and refugee mental health | Royal College of Psychiatrists \(rcpsych.ac.uk\)](https://www.rcpsych.ac.uk)

Resources for the individual:

There is a specific leaflet prepared by the Royal College of Psychiatrists on coping after a traumatic event (which contains information for anyone who has experienced a traumatic event, or who knows someone who has), and also a leaflet on Post Traumatic Stress Disorder.

[Coping after a traumatic event | Royal College of Psychiatrists \(rcpsych.ac.uk\)](https://www.rcpsych.ac.uk)

[Post Traumatic Stress Disorder](#)

Translations of their mental health information can be accessed via the following link:

[Translations of our mental health information | Royal College of Psychiatrists \(rcpsych.ac.uk\)](https://www.rcpsych.ac.uk)

UK Trauma Council Resources

Resources for the individual:

The UK Trauma Council has published a range of resources, with a specific focus on [supporting children and young people](#) in light of the traumatic experiences they may experience. This includes parenting leaflets developed by the UK Trauma Council – which have been published in a number of different languages. The [parenting leaflets](#) are also available on the Traumatic Stress Wales website.



ENG Leaflet
parenting conflict & d

Adverse Childhood Experiences (ACEs) Hub

Resources for the individual:

The [ACE Hub Wales](#) has developed resources and leaflets explaining the effects of being exposed to distressing events, which have been translated into multiple languages.

Resources include:

- a leaflet on [health and wellbeing support for displaced people](#)
- a [navigating the storm animation](#)

Resources for professionals

There are a range of different resources on the ACE Hub website, including:

- [Adverse Childhood Experiences in Child Refugee and Asylum Seeking Populations](#)

Doctors of the World

Resources for the individual:

The 'Doctors of the World' Website has multiple translated resources (**including Pashto and Dari**) regarding health service access: [TRANSLATED HEALTH INFORMATION FOR PATIENTS - Doctors of the World](#)

World Health Organisation

Resources for the individual:

The World Health Organisation have developed a self-help guide, 'Doing What Matters in Times of Stress', specifically developed for communities affected by adversity, and again translated into multiple languages (**including Dari**). *Doing What Matters in Times of Stress: An Illustrated Guide* is a stress management guide for coping with adversity. The guide aims to equip people with practical skills to help cope with stress. A few minutes each day are enough to practice the self-help techniques. The guide can be used alone or with the accompanying audio exercises. Informed by evidence and extensive field testing, the guide is for anyone who experiences stress, wherever they live and whatever their circumstances.

[Doing What Matters in Times of Stress \(who.int\)](#)

Psychology Tools

Resources for professional:

Psychology Tools have a [library of multi-lingual therapy resources](#) – which includes [Free Printable CBT Worksheets For Professionals And Self-Help - Psychology Tools](#)

Bereavement Support

Resources for the individual:

Cruse Bereavement Support has published information in Ukrainian on understanding and dealing with grief: Ways of coping with grief / feelings after someone dies / physical effects of grief / traumatic grief.

The articles are available at [Get support - Cruse Bereavement Support](#) and can also be downloaded or printed. The articles include step-by-step instructions on how to call the Cruse helpline and receive help via an interpreter.

They also have an article on their website about traumatic loss in conflict and war:

<https://www.cruse.org.uk/understanding-grief/grief-experiences/traumatic-loss/bereavement-through-conflict-and-war>

ANNEX A: Support Services for People Seeking Sanctuary in Wales

There are a number of local and national charities that provide front line support services for people seeking sanctuary, and often there is capacity to provide support in multiple community languages.

[Dewis Cymru](#) which is an online database of health and wellbeing services across Wales. You can search this database for community organisations that can offer help to refugees.

<https://www.dewis.wales/home#whatmatterstoyou>

Some of the services available are listed below.

Service	Webpage
CALL Mental Health Helpline	CALL Mental Health Helpline for Wales Confidential Listening and Support Service
Welsh Refugee Council (Wales)	Home - Welsh Refugee Council (wrc.wales)
Oasis (Cardiff)	Oasis Cardiff
Diverse Cymru (Wales)	Diverse Cymru Homepage Diverse Cymru
The Sanctuary (Newport)	The Sanctuary The Gap Wales
Displaced People in Action (Wales)	DPIA - Supporting Refugees & Asylum Seekers in Wales since 2001
EYST (Wales)	EYST - Ethnic Minorities and Youth Support Team Wales - Supporting BME people living in Wales.
British Red Cross (Wales)	Contact your local refugee service (redcross.org.uk)
Trinity Centre (Cardiff)	Welcome to the Trinity Centre Cardiff
Community Care and Wellbeing Service (Cardiff)	CCAWS Counselling Advocacy Befriending Cardiff
Sanctuary Wales	Sanctuary Choose a path (gov.wales)

Local Resources: Melo Cymru Website – developed to support the mental wellbeing of people living and working in these areas; Torfaen, Newport, Monmouthshire, Caerphilly, Blaenau Gwent.

Melo Cymru - Mental Wellbeing Resources, Courses + Advice Gwent Wales

Although services are only available in Gwent – the supporting materials can be used by anyone, anywhere and the Browse Aloud function allows accessibility in multiple languages.

ANNEX B: Health Board Specific Webpages – Mental Health

Health boards across Wales have posted guidance around access to mental health support during the Covid-19 pandemic. These links contain useful information and contact details regarding mental health services available locally.

Health Board	Website Links (English & Welsh)
BCUHB	Mental Health Hub - Betsi Cadwaladr University Health Board (nhs.wales) Hwb Iechyd Meddwl - Bwrdd Iechyd Prifysgol Betsi Cadwaladr (gig.cymru)
ABUHB	https://abuhb.nhs.wales/coronavirus/mental-health-support-in-gwent-during-the-covid-19-pandemic-your-questions-answered/ https://bipab.gig.cymru/coronafeirws/cymorth-iechyd-meddwl-yn-gwent-yn-ystod-y-pandemig-covid-19-atebwyd-eich-cwestiynau1/
Hywel Dda UHB	https://hduhb.nhs.wales/healthcare/covid-19-information/mental-health-support-during-covid-19/ https://biphdd.gig.cymru/gofal-iechyd/gwybodaeth-covid-19/cefnogaeth-iechyd-meddwl-yng-ystod-covid-19/
Powys HB	Mental Health Services - Powys Teaching Health Board (nhs.wales) Gwasanaethau Iechyd Meddwl - Bwrdd Iechyd Addysgu Powys (gig.cymru)
Cardiff & Vale UHB	https://cavuhb.nhs.wales/covid-19/mental-health-support/ https://bipcaf.gig.cymru/covid-19/mental-health-support/
Swansea Bay UHB	https://sbuhb.nhs.wales/go/mental-health-support-during-covid/ https://bipba.gig.cymru/ewch/cymorth-iechyd-meddwl-yn-ystod-covid/
Cwm Taf Morgannwg UHB	Mental Health - Cwm Taf Morgannwg University Health Board (nhs.wales) Iechyd Meddwl - Bwrdd Iechyd Prifysgol Cwm Taf Morgannwg (gig.cymru)

ANNEX C: Welsh Government Guidance

In 2018, the Welsh Government developed guidance for health boards on support for asylum seekers and refugees. This specifically flags the need to look at screening, initial assessment, and mental health needs:

https://gov.wales/sites/default/files/publications/2019-03/health-and-wellbeing-provision-for-refugees-and-asylum-seekers_0.pdf

Further, the Welsh Government in 2017 produced a Welsh Health Circular and Good Practice Guidance on the Provision of Mental Health Support for Asylum Seekers and Refugees. This is currently being updated.

<https://gov.wales/sites/default/files/publications/2019-07/good-practice-guidance-on-the-provision-of-mental-health-support-for-asylum-seekers-and-refugees-dispersed-to-wales.pdf>