

COVID-19 UPDATE

We are still accepting referrals. Client facing services are available online and/or by phone and now is a good time to seek support. Due to the current situation, training will now be delivered online. If this would be of interest to your organisation, please contact the Leeds team on **0113 3886466** for any enquiries or information.

BATTLING THE BARRIERS Q&A

Q: My son found out about my gambling addiction and has since been putting pressure on me to seek support, even though I don't feel ready. What advice do you have for me?

A: Accessing support is a big step and is understandably difficult for some people. Before you make a referral, you may want to find out more information via our website or you may even want to call us to discuss your situation before progressing. You should not feel obliged to accept a referral if you do not feel ready but we will be here to support you when you are.

Q: I want to access support, but I don't have a safe space to make a phone call as I don't want my family to find out. Are there any other options for me?

A: Yes, you can speak to our advisors online via live chat which is available 24 hours a day, 7 days a week on **0808 8020133**. You can also access the GamCare online forum or group chatroom, at www.gamcare.org.uk, to speak to other people in a similar situation.

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REFERRALS—HOW DO THEY WORK?

Going through a referral process can sometimes seem daunting, so here at LCGS we try do to as much as we can to relieve some of that pressure. In this newsletter, we have covered an in depth look at referrals and barriers, so people thinking about starting treatment with us know exactly what to expect.

1 Self-referrals

Self-referrals can be made via our website at www.gamcare.org.uk/leeds

2 Leeds Community Gambling Service

Call **0113 388 6466** between 9-5 Monday-Friday to speak to our team about any gambling related concerns.

3 National Gambling Helpline

For 24/7 support, information, and treatment, please call the National Gambling Helpline on **0808 8020 133**. If you're unable to call for whatever reason, the online live chat facility is also available.



RELUCTANT TO REFER? OUR CLIENTS STORY:

Before I came into LCGS, I had accessed support previously and it hadn't worked. I didn't want to come in, but I knew I had to due to pressure from family. I was so low, I wanted to escape and felt suicidal. My finances were a mess, but I still wanted to continue gambling. I didn't think seeing the practitioner would help. I dreaded when my practitioner rung but I was surprised at how quick it was. The practitioner rang and then I had an appointment the next week. When I went to the first appointment, I felt like I was going to the dentist to have my teeth pulled. I felt fearful, sceptical, and not ready. The most helpful thing was how hands-on my practitioner was in those first couple of sessions. They didn't do it for me, but supported me to do things I would have found too difficult or over whelming at the time, such going on the laptop together, signing up to self-exclusion and blocking software or sitting with me whilst I made a phone call. Seeing LCGS was the best thing that happened. It was a non-judgemental space and it helped me put things in perspective. It broke down so many barriers for me in other areas of my life. I used to think I would have nothing to talk about before the session but each time we ended up working through so much and I understood more. I felt able to talk openly and honestly and began to look forward to coming. At the beginning I couldn't think about anything else other than gambling, even though it had taken me to such a negative place, now I barely even think about it. Before, I wasn't in the right place to stop gambling but I think even if it hasn't worked previously, not to let that stop you from accessing support again.

GET IN TOUCH...

- Self-referrals can be made via our website at www.gamcare.org.uk/leeds
- Call 0113 388 6466 to speak to our team about gambling related concerns.
- Email us at leedscommunitygamblingservice@gamcare.org.uk
- OR contact the 24 hour National Gambling HelpLine on 0808 8020 133 to speak to an adviser.

If you have any engagement, training or drop in enquiries, please contact the engagement team directly on: **07425 330403**