



We know that moving out of bridging accommodation is likely to be a stressful time and you may be feeling worried or overwhelmed by the change

Moving accommodation can be a stressful event, and it is perfectly normal for you to feel quite upset or nervous as you prepare to move. Home Office Liaison Officers (HOLOs) are here to support you, and this guide is designed to provide practical advice for yourself and your family.

This guide includes information about:

- how to cope with concerns or worries
- what will happen on move out date and what you will need to do
- practical activities to help if you are feeling overwhelmed

These are designed to help you manage any feelings of worry or stress during the move.

Common reactions to a change like moving accommodation

Common responses to stressful events include:

- *Becoming irritable, angry or tearful*
- *Feeling worried, anxious, hopeless or scared*
- *Struggling to make decisions, having racing thoughts or feeling overwhelmed.*

Stress can also cause physical symptoms including:

- *Stomach problems, headaches and other forms of physical pain*
- *Skin reactions like rashes and hives*
- *Feeling dizzy, sick or faint*

Support is available

You may find that any upsetting feelings settle down and you are able to return to a more normal life within a few weeks. If you, or a family member, are experiencing more complex reactions, help from someone with specialist skills may be needed.

If you are often feeling sad or nervous, or it is affecting your daily life, it's important you know you are not alone and that it is okay to get help. Discussing this with a local family doctor (also known as a General Practitioner or "GP") would be a good place to start. Asking for help can feel scary, you may find it easier to write down what you want to say to your doctor, and you can ask for an interpreter to be present.

You will already have been registered with a doctor near your hotel. You may be able to keep using your current doctor once you leave the hotel if you still live nearby. If you move further away, you should register with a doctor near where you live. They will arrange to transfer your records from your old doctor.



When you speak to your doctor, they will probably ask you a few questions about your mood, your sleep and appetite, and any recent life changes you've experienced. Your doctor then might suggest a few options of support including:

Monitoring – your doctor may want to keep track of how you're feeling and may ask you to come back in a few weeks

Lifestyle changes – your doctor may suggest you make small changes to your exercise, eating and sleep habits

Referral – It often helps to talk through what you are feeling with someone outside your social network. Your doctor may refer you to National Health Service (NHS) support such as talking therapies or psychological wellbeing services; these would be free.

Medication – Your doctor might offer to prescribe you certain types of medication. If they do this, they will explain the possible risks and benefits so you are able to make a choice about whether or not you wish to take it. Depending on where you live in the UK, you may be entitled to free medication under the NHS. Please visit <https://www.nhs.uk/nhs-services/prescriptions-and-pharmacies/who-can-get-free-prescriptions/> for more information.

The doctor will keep whatever you tell them as confidential, except in a very small number of cases where they believe you are at risk of seriously harming yourself or someone else. They will let you know if this is the case and explain what will happen.

Often it is helpful to talk through how you are feeling with someone else, your Home Office Liaison Officers (HOLOs) will remain available for support until you move out.

You may also find it helpful to call the Samaritans (on phone number 116 123, which is free to use) who are available 24/7 and provide you with a confidential space to talk without judgement or advice. If you would prefer to write down your thoughts instead you can text SHOUT to 85258. Both services are free and anonymous.

If you are worried about a child's mental wellbeing (aged under 18), you can call Childline for free on 0800 1111. There are also resources available for your children online at www.youngminds.org.uk.

Please be aware that any support offered over the phone is usually only available in English.

If someone's life is at risk, or you do not feel you can keep yourself or someone else safe call 999.

The NHS website also gives details of support organisations and their helplines that you can contact for help and advice. To find support in your local area, you can also visit: www.hubofhope.co.uk. If you would prefer, you can also access some services directly, without going to your doctor first.



What support will be available on moving out day

You will shortly receive information on what will happen on your move out day. There will be support available to you on the day through your HOLO, Local Authority support staff and others on site.

To prepare for moving out, you should dispose of any items you will no longer need. Your HOLO will be able to advise on how to do this. You should give yourself plenty of time to do this and have a good idea of how much luggage you will take with you so you can let your HOLO know, advising of any larger items. Transport will be arranged and you will be notified of your pick-up date and time. Your luggage and belongings should be labelled and ready to go the night before your move.

If you have any questions about moving day, please contact your HOLO, who will be able to help you.

Practical activities to help if you are feeling overwhelmed

<https://thrivedn.co.uk/wp-content/uploads/2022/02/ThriveLDN-Afghan-Support-English-1.pdf>

<https://thrivedn.co.uk/wp-content/uploads/2022/02/ThriveLDN-Afghan-Support-Dari.pdf>

<https://thrivedn.co.uk/wp-content/uploads/2022/02/ThriveLDN-Afghan-Support-Pashto.pdf>

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https://goodthinking-strap.s3.eu-west-2.amazonaws.com/Pashto_trauma_workbook1_6b823b2e0a.pdf

These are also available in printed form so please ask hotel staff for a copy if you haven't already received one.