



Support Matters Cornwall

Support Matters is an out-of-hours helpline operating 5pm – 9am on weekdays (24 hours a day on weekends and bank holidays).

The service is open to all patients (aged 16+) under the care of Cornwall Partnership NHS Foundation Trust's mental health services.

Support can be delivered over the telephone, via text, email or web chat. Callers will receive emotional and practical support in line with their individual care plans, as well as signposting and navigation support to appropriate local services.

Support Matters is staffed by a team of highly trained and experienced workers who use counselling and recovery skills to provide people with emotional guidance and practical information.

Contacting the Helpline can offer a feeling of relief, wellbeing and peace of mind. Callers will be welcomed into our service, which is confidential unless we consider that there is a risk to the caller or others around them.

Please note that Support Matters will not:

- Act as a care manager
- Provide a clinical or treatment-based service.
- Advise on treatments or medication
- Deliver talking-based treatment therapies
- Make clinical judgements



We are a Helplines Partnership accredited provider, giving you assurance of our quality and professionalism.

You can call Support Matters free on

0800 001 4330

between the hours of 5pm and 9am on weekdays, and 24 hours on weekends and bank holidays.