

# Crisis Signposting

We are always here to listen and help in any way we can. Although we do believe that our services work very well in partnership with professionals and the public, we are not a replacement for those that need the support of a qualified counsellor, psychologist, psychiatrist or GP.

Discova will continue to work and support our community, peer to peer collaboration and partner services, branching out over time with evidence-based workshops, modules and therapies.

**If you need support or are in crisis, we have signposted options below.**

---

For urgent medical advice you can call the NHS 111 (England & Northern Ireland), NHS Direct (Wales) or NHS24 (Scotland). The number for all of these services is 111. If you or someone you know is in danger or harming themselves or others call 999 right away. You may also want to reach out to those listed below.

## **Accessing the NHS:**

To access professional help in the UK, the first step is usually to speak to your GP who will refer you on to NHS or private services. This can take time and for most of us, is extremely frustrating. However, it's important that you get yourself in line for services as soon as possible so that when space is available, you can see a professional straight away.

In the meantime, do not give up hope. There are several ways you can access support while you are waiting for access to a professional. A quick google search should help you to identify local services and charities in your area that can provide talking therapy and peer support groups. There are also helplines available that are open 24 hours a day, 7 days a week that you can call for advice and support.

Most likely, you will be offered some kind of therapy with CBT (Cognitive Behavioural Therapy) being one of the most used options. It's worth while taking the time to familiarise yourself with different therapy types as what works for one person may not work for you. That is completely fine and normal. You have a right to access the type of therapy and treatment that works for you and if you feel you are not getting what you need, bring a family member or friend along that can assist in ensuring that you get the best support for you.

Once you've been able to see a professional or once you have communicated with your GP, medication might be prescribed. Finding the right medication for any illness can be a long and trying process. You won't always get it right the first time and the process can be discouraging. You are not alone. Accessing peer groups or websites like [stuffthatworks.com](http://stuffthatworks.com) can highlight different treatments to you and what has worked best for each individual. Don't give up hope.

Most significantly, keep doing the activities and small things that can help to maintain good mental health. You probably won't feel like doing it and at times you'll really have to force yourself to get up in the morning or go for walk but small actions over a period of time will add up and make a big difference.

And be patient! Things will not change or suddenly get better over night but time is one of the greatest healers of all – constantly moving us forward even when we feel we can't. There will be times when you feel you are just going through the motions. There will be nights that you will cry yourself to sleep and there will be days that make you feel there is no future for you. This will pass.

The kindest thing you can do for yourself is to be gentle to yourself while you are waiting for time to bring about change because you deserve to be happy and you deserve to feel confident again.

## **Access Private Services:**

### **How to access private health care through our GP**

This private care will mean that you will have to pay for access to treatment. However, the benefit of this mean that you will reduce your wait time substantially, are able to see an expert within the field and can choose the professional that treats you.

You can get private treatment from a consultant or specialist without being referred by your GP. But the British Medical Association (BMA) believes it's best practice for patients to be referred for specialist treatment by their GP because they know your medical history and can advise you if a referral is necessary.

A referral is also needed by many private practitioners and private medical insurance policies. If you have private medical insurance, ask your insurer if they need a referral. Talk to your GP about whether you might need a specialist assessment or treatment. If your GP thinks you need to see a specialist and you want to pay for it privately, they can write a letter of referral to a private consultant or specialist explaining your condition and your medical history. You won't be charged for this.

Your GP will only refer you to a specialist if they believe that specialist assessment or treatment is necessary. If they don't think it is, they don't have to refer you – either privately or on the NHS.

If you disagree with your GP's decision, you can ask them to refer you to another healthcare professional for a second opinion (an opinion about your health from a different doctor). In your case, I would just mention that you are already within the NHS system but need to access some sort of support in the meantime.

### **How to access private health care through your work**

Contact your employer and let them know that you would like to access their private health insurance. This will cost a monthly fee most likely but will also have deductions towards the service or care you trying to access. Not all workplaces provide cover for employees but you should never be afraid to ask. Your work should be able to support you and answer any questions you might have.

### **If your work doesn't have private health insurance**

You can still access this if you go to a company and pay for plan/insurance personally.

Check out –

<https://www.bupa.co.uk>

[www.vitality.co.uk](http://www.vitality.co.uk)

[www.aviva.co.uk](http://www.aviva.co.uk)

You can also look at compare the market type websites to access lots of different quotes at once.

## National Support

---

### Abuse Support

**Child Protection: NSPCC** – [nspcc.org.uk](http://nspcc.org.uk)

Helpline: 0808 800 5000 (24 hours, every day)

**Male Rape and Sexual Abuse Support – Survivors UK** – [survivorsuk.org](http://survivorsuk.org)

Helpline: 0203 598 3898 (Mon – Fri 9:30 – 17:00)

**RASAC (Rape and Sexual Abuse Support Centre)** – [rasasc.org.uk](http://rasasc.org.uk)

National Helpline: 0808 802 9999 (12-2.30 & 7-9.30)

### Addiction and Substance Abuse Support

**Crisis Intervention** –

Helpline: **020 7278 8671 (24 hours)**

24hr telephone service UK wide and emergency residential care for drug users in crisis. ***Please note the service is for drug users in crisis only.***

**Talk to Frank** – [www.talktofrank.com](http://www.talktofrank.com)

Helpline: **0300 123 6600**

Helpline for anyone concerned about drug or solvent misuse. Advice and information for drug misusers, their families, friends, carers. *(Formerly known as the National Drugs Helpline).*

**UK Narcotics Anonymous** – [www.ukna.org](http://www.ukna.org)

Helpline: **0300 999 1212**

Helpline and regular self help meetings for addicts who have a desire to stop using and who wish to support each other in remaining drug free.

**Turning Point** – [www.turning-point.co.uk](http://www.turning-point.co.uk)

Helpline: **020 7481 7600**

To enable people with serious problems related to drug and alcohol misuse, mental health and learning disabilities to lead more independent lives by providing high quality community services. Run over 200 projects and schemes nationally ranging from residential rehabilitation centres to drop in counselling services, needle exchanges, phone advice services and individual community workers.

## Anxiety Support

### Anxiety UK

[Anxiety UK](#) offers talking therapies for anxiety. There is a fee but they do offer reduced costs for people on a low income.

**Anxiety Alliance** – [anxietyalliance.org.uk](http://anxietyalliance.org.uk)

Helpline: 0845 296 7877 (10-10 daily)

**No Panic** – [nopanic.org.uk](http://nopanic.org.uk)

Helpline: 0844 967 4848

## Bereavement Care

[Cruse Bereavement Care](#) may offer free counselling services if you have experienced the death of someone close to you.

## Rape Crisis

[Rape Crisis centres](#) offer counselling to survivors of sexual abuse and sometimes to their families.

## Suicide Prevention

### Staying Safe

Staying Safe offers support in suicide prevention by helping to develop safety plans. [www.stayingsafe.net](http://www.stayingsafe.net)

### Grassroots Suicide Prevention

Training in suicide prevention and campaigns. Developed StayAlive App which can be downloaded on google play or app store [www.prevent-suicide.org.uk](http://www.prevent-suicide.org.uk)

## General

### C.A.L.L Mental Health Helpline

[callhelpline.org.uk](http://callhelpline.org.uk) offers emotional support and mental health information.

24 hour free helpline: 0800 132 737

Text: 81066

**CALM (Campaign Against Living Miserably)**

0800 58 58 58 (5pm-midnight)

[thecalmzone.net](http://thecalmzone.net)

Listening services, information and support for men who feel down or are in crisis.

### Mind Charity Services

- **To talk about anything that is upsetting you**, you can contact [Samaritans](#) 24 hours a day, 365 days a year. You can call 116 123 (free from any phone), email [jo@samaritans.org](mailto:jo@samaritans.org) or [visit some branches in person](#). You can also call the Welsh Language Line on 0300 123 3011 (7pm–11pm every day).
- **If you're experiencing a mental health problem or supporting someone else**, you can call [SANEline](#) on 0300 304 7000 (4.30pm–10.30pm every day).
- **If you're under 25**, you can call The Mix on 0808 808 4994 (Sunday-Friday 2pm–11pm), request support by email [using this form on The Mix website](#) or [use their crisis text messenger service](#).
- **If you're under 35 and struggling with suicidal feelings or self-harm**, you can call [Papyrus HOPEline](#) on 0800 068 4141 (weekdays 10am-10pm, weekends 2pm-10pm and bank holidays 2pm–5pm), email [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org) or text 07786 209 697.
- **If you identify as male**, you can call [the Campaign Against Living Miserably \(CALM\)](#) on 0800 58 58 58 (5pm–midnight every day) or use their [webchat service](#).
- **If you're a student**, you can look on the [Nightline website](#) to see if your university or college offers a night-time listening service. Nightline phone operators are all students too.
- **If you identify as gay, lesbian, bisexual or transgender**, you can call [Switchboard](#) on 0300 330 0630 (10am–10pm every day), email [chris@switchboard.lgbt](mailto:chris@switchboard.lgbt) or use their webchat service. Phone operators all identify as LGBT+.
- **If you live in Wales**, you can call [the Community Advice and Listening Line \(C.A.L.L\)](#) on 0800 123 737 (open 24/7) or you can text 'help' followed by a question to 81066.
- **For more options**, visit [the Helplines Partnership](#) website for a directory of UK helplines. [Mind's Infoline](#) can also help you find services that can support you. If you're outside the UK, [org](#) lists emotional support helplines around the world.

## North East, England:

---

### North East England Mental Health Matters Helpline:

- **Newcastle:** 0845 601 2457 (6pm to 6am)
- **North Tyneside:** 0845 601 2458 (6pm to 6am)
- **Gateshead:** 0800 085 1718 (5pm to 9am, 24hrs on weekends)

### North East Counselling Services

[North East Counselling Services](#) have a team of willing and able counsellors who can provide the emotional support you need. If something is affecting your mental health, addressing it early can really help you to move forward in a more positive way.

**Counselling is totally confidential and NE Counselling Services will aim to get your first appointment within a week**

**The counsellors are accredited and offer a wide range of counselling techniques and can work with ages 4+**

**Most importantly, they recognise the importance of being comfortable with your counsellor – you will not just be given the next available counsellor or be stuck with just seeking one person. With over 50 counsellors in the team, you will be matched with the counsellor that can offer the exact expertise to help you through your issues.**

To book a session, you can call their office on 0191 466 1314 or click [here](#)

\*\*\*NE Counselling also sometimes have pots of funding which allows them to provide counselling free of charge to individuals who cannot afford to pay for counselling. If you want to find out more, give them a call or email [info@necounselling.org.uk](mailto:info@necounselling.org.uk)\*\*\*

## North East Urgent Help

If you need **urgent help** with your mental health right now, you can get in touch with us 24 hours a day.

If you live in:

- Cumbria call [0300 123 9015](tel:03001239015) or [0800 652 2865](tel:08006522865)
- Newcastle or Gateshead call [0191 814 8899](tel:01918148899) or [0800 652 2863](tel:08006522863)
- North Tyneside or Northumberland call [0303 123 1146](tel:03031231146) or [0800 652 2861](tel:08006522861)
- South Tyneside or Sunderland call [0303 123 1145](tel:03031231145) or [0800 652 2867](tel:08006522867)

Psychological Wellbeing Services are for adults who are finding it difficult to cope, feel low, anxious or stressed, worried, or are not sleeping properly. You can contact them on the following numbers:

- **Cumbria:** [0300 123 9122](tel:03001239122)
- **Gateshead:** [0191 283 2541](tel:01912832541)
- **Newcastle:** [0191 282 6600](tel:01912826600)
- **Northumberland:** [0300 3030 700](tel:03003030700)
- **North Tyneside:** [0191 295 2775](tel:01912952775)
- **South Tyneside:** [0191 283 2937](tel:01912832937)
- **Sunderland:** [0191 566 5454](tel:01915665454)

## South West England:

---

**Nightlink – 0808 800 0306 \*** - an emotional support helpline and text service for anyone in Cornwall who is experiencing emotional distress. All calls are confidential. Nightlink is available seven days a week from 5.00pm – 12.00am. Text service **07717 989 021**

**SANE – 0845 767 8000 \*** - offers support to anyone coping with mental illness, including concerned relatives or friends. The SANE helpline is available 7 days a week from 6.00pm – 11.00pm.

**Papyrus** are the national UK charity dedicated to the prevention of young suicide and they provide confidential support and advice to young people struggling with thoughts of suicide, and anyone worried about a young person through our helpline, HOPELINEUK

**HOPElineUK – 0800 068 4141** - this is a specialist telephone helpline for children, teenagers and young people up to the age of 35. Call Hopeline if you have concerns about suicide either for yourself or for someone else. Alternatively visit their website at <https://www.papyrus-uk.org>

HOPElineUK is available: Monday to Friday – 10.00am to 5.00pm; Evenings – 7.00pm – 10.00pm; Weekends – 2.00pm – 5.00pm  
Email: [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org) Text: **07786 209 697** \*

**CALM – 0800 58 58 58** - (Campaign Against Living Miserably) Specifically for men, this service is open 7 days a week, from 5.00pm to 12.00am.  
[www.thecalmzone.net](http://www.thecalmzone.net)

Call our First Response number 01752 434922 for advice, support and signposting from one of our mental health professionals. The service is available between 24 hours a day, seven days a week to anyone aged over 18 in Plymouth experiencing a mental health crisis.

## **Bristol, Avon, Somerset & Gloucestershire**

**[Bristol Mental Health](#)** - information about mental health services in Bristol

**[Avon and Wiltshire Mental Health NHS Trust](#)** - manages mental health services across the south west including in Bristol

**[Bristol Mind](#)**

**Bristol Dementia Wellbeing Service**

**[Off the Record](#)** - provide free and confidential counselling for young people aged 11 to 25 years in Bristol.

**[Bristol Active Life Project](#)** - activity sessions for people who have experienced long-term mental health difficulties

**[Bristol, North Somerset and South Gloucestershire NHS Clinical Commissioning Group: Mental health and wellbeing](#)**

**[Alzheimer's Society](#)**

**[Depression Alliance](#)**

**[Lift Psychology in Bristol and South Gloucestershire](#)**

**[Mind](#)** - the mental health charity

**[Rethink](#)** - "helping people with severe mental illness"

**[SANE](#)** - improving the lives of people with mental illness

**[Second Step](#)**

**[Womankind](#)** - Bristol Women's therapy centre

**[Changes Bristol](#)** - support groups for people suffering mental distress

**[No Health Without Mental Health – Government strategy 2011](#)**

**[Dementia friendly swimming](#)**

## Devon

0300

555

5000

If you are experiencing mental health distress or worried about someone else's emotional state - support is available from our [First Response Service](#) via our Single Point of Access number above. It's important to get help quickly. You are not alone.

### CAMHS

For Torbay and Devon Child and Adolescent Mental Health Services (CAMHS) call 03300 245 321 between 8am-5pm and 0300 555 5000 out-of-hours. Self-referrals are accepted from children/young people and their parents/carers. Pre-referral telephone support available for GPs.

### Mental Health Matters Devon

Provides a 24 hour, 365 days a year mental health helpline on **0800 4700317** as well as telephone advice and support at [The Moorings](#).

### Samaritans

[Samaritans](#) are available 24/7. They offer a supportive conversation around a whole range of mental health issues and also offer a call back service and follow up calls.

Call FREE: **116 123**

[jo@samaritans.org](mailto:jo@samaritans.org)

Freepost RSRB-KKBY-CYJK, Chris, PO Box 90 90, Stirling, FK8 2SA

### Mindline

If you live in South Devon and Torbay - call **0300 330 5464**, 8pm-11pm Tuesday, Wednesday, Friday, Saturday and Sunday. If lines are busy, you will be connected to their sister service, Samaritans on **116 123**.

## Cornwall

These services offer confidential advice from trained volunteers. You can talk about anything that's troubling you, no matter how difficult:

- Call [116 123](#) to talk to [Samaritans](#), or email: [jo@samaritans.org](mailto:jo@samaritans.org) for a reply within 24 hours
- Text SHOUT to 85258 to contact the [Shout Crisis Text Line](#), or text YM if you're under 19

If you're under 19, you can also call [0800 1111](#) to talk to [Childline](#). The number will not appear on your phone bill.

The Trust has its own Out of Hours telephone support provided by Support Matters Cornwall. This service operates from 5pm to 9am on weekdays and 24 hours a day at weekends and bank holidays. The service is open to all patients (aged 16+) under the care of the Trust's mental health services. Support can be delivered over the telephone, via text, email or web chat. Call free on **0800 001 4330**. You can download the [Support Matters Cornwall Leaflet](#).

### Home Treatment Teams

**East:** Bodmin Community Hospital, Boundary Road, Bodmin, PL31 2QT

Tel: **01208 256235**



**West:** Longreach House, Camborne & Redruth Community Hospital, Barncoose Terrace, Redruth, TR15 3ER

Tel: **01209 881818**

### Telephone support

Support Matters Cornwall is an out-of-hours helpline operating from 5pm to 9am on weekdays and 24 hours a day on weekends and bank holidays. The service is open to all people aged 16+ under the care of the Trust's mental health services only. Call free on **0800 001 4330**.

## Cornwall Samaritans

Provides confidential, non-judgemental emotional support for people experiencing feelings of distress or despair, including those that could lead to suicide. You can phone, email, write a letter or in most cases talk to someone face to face.

19 Treyew Road Truro TR1 2BY Opening hours: M-S 9am -9pm 01872 77277 (local number) Telephone: 116 123 (24 hours a day, free to call)

## Moodzone NHS

Whatever you need to know about coping with stress, anxiety or depression, or just the normal emotional ups and downs of life. It offers practical advice, interactive tools, videos and audio guides to help you feel mentally and emotionally better.

Visit <https://www.nhs.uk/conditions/stress-anxiety-depression/>

Access videos, audio guides, tips, information and advice on anxiety, depression, stress, panic attacks, anger, breathing techniques and mindfulness information.

## Somerset

The Somerset Mental Health Alliance, working in partnership with Somerset NHS Foundation Trust, Somerset NHS CAMHS and Young Somerset, has launched the first 24-hour mental health telephone support line in Somerset to help people who are experiencing mental distress.

Expanding on the existing successful Somerset Mindline service, the round-the-clock helpline will make it quicker and easier for people in Somerset to get the right advice they need for their mental health. Open 24 hours a day, seven-days a week, it is open to people of all ages who need urgent mental health support.

Partner mental health and emotional well-being organisations in the Somerset Mental Health Alliance have also stepped up additional services that Mindline can direct people to, depending on their needs and circumstances. This will help people in the county to access additional support more easily if they are struggling with their mental health.

### What to do if you need urgent mental health help:

- If you are concerned about how you are feeling, please contact Somerset Mindline – **01823 276 892**
- The helpline is open **24 hours a day, seven days a week** and is open to people of all ages

- The helpline is the **first port of call for mental health help** – it is operated by people in your local area who will know how best to support you.
- Mindline staff will refer you to your local home treatment team if you need their services
- You should still call 999 or go to A&E if you have an **immediate, life-threatening emergency** requiring mental or physical health assistance

### **Urgent Professional Referrals**

[To view further information please click here.](#)

### **Mindline Front Room – Daytime and Evening Crisis Drop-in to prevent a crisis**

[To view further information please click here.](#)

### **Do you need urgent help now?**

Somerset Partnership provides a range of services across the county to support people who are experiencing a mental health crisis.

**Home treatment Teams** – These teams are available to assess your situation quickly and decide where the best place for you to receive support from is.

Home treatment teams also operate as an alternative to a hospital admission and support people in leaving hospital to get home as quickly as possible.

The teams are available in 4 main localities in the county on these numbers below and provide 24 hr, 7 day a week service.

#### **Taunton Deane**

Foundation House  
Wellsprings Road  
Taunton  
TA2 7PQ

**Telephone: 01823 368398**

#### **Somerset Coast**

Glanville House  
Church Street  
Bridgwater  
TA6 5AT

**Telephone: 01278 720292**

#### **South Somerset**

Holly Court  
Summerlands  
Preston Road  
Yeovil  
BA20 2BN

**Telephone: 01935 411605**

#### **Mendip**

The Bridge Priory Health Park  
Glastonbury Road

Wells  
BA5 1TH

Telephone: 01749 836722

## Dorset

If you are struggling to cope or feel yourself nearing a breakdown, Access Mental Health is here to provide help.

Designed in partnership with local people, it offers a range of services which provide support at times and places when people need it the most.

You don't need to be referred by your GP or other health professional, you can just reach out for help when you need it. Mental health professionals and peer support workers will be on hand to help you avoid a crisis and help you find the path to recovery.

People of any age and their families can access our services.

- **[Connection](#)** – a 24/7 helpline open to all ages. Dorset residents or people visiting Dorset can call direct on 0300 123 5440 at local call rate or access via NHS 111 for free
- **[The Retreat](#)** – open to anyone aged 18 or above, providing a safe space to seek face-to-face help and support. It is open every day from 4.30pm-midnight at locations in Bournemouth and Dorchester. CURRENTLY CLOSED
- **[Community Front Rooms](#)** – open to anyone aged 18 or above, providing a welcoming, safe space where you can discuss problems and work towards possible solutions. It is open from 3.15-10.45pm, Thursday-Sunday, at locations in Bridport, Shaftesbury and Wareham.

### Virtual meetings

During the COVID-19 pandemic, we are offering virtual meetings using Attend Anywhere.

This means you can have a virtual face-to-face meeting with one of our team members online. This can be accessed through the links below or, if you prefer a phone call, contact the free 24/7 Connection phone line on 0300 123 5440 where staff will refer you to your local community front room.

[Wareham](#)

[Shaftesbury](#)

[Bridport](#)

### Help, Support and Information

- [Autism Wessex](#): 01202 483360 (Mon-Fri 9.00-17.00)
- [Bi-Polar UK](#): 020 7931 6480
- [Carers UK](#) (Formerly the Carers National Association): 0207 378 4999
- [Child & Adolescent Mental Health Service](#) (CAMHS): 01305 255705
- Crisis Response: 01305 361269 (Mon - Fri, 5pm - 11pm: Sat, Sun & Bank Holidays (9am - 11pm))

- [Cruse Bereavement Care](#): 0844 477 9400 (Mon - Fri, 9.30am - 5pm)  
(Dorset) 01305 260216
- [Depression Alliance](#): 0845 123 2320 (Information pack request line)
- [East Dorset Mental Health Carers' Forum](#): 01202 481730
- [Eating Disorders Association](#) (beat): 0845 634 1414 (Helpline) - 0845 634 7650 (Youthline)
- First Step to Freedom: 01926 851608
- [Hearing Voices Network](#): 0845 122 8642 (Helpline: Tue, 1pm - 4pm) - 0845 122 8641 (Enquiries)
- [MIND](#) Helpline: 0845 766 0163 (Mon - Fri, 9am - 5pm)
- [National Domestic Violence](#): 0808 2000 247 (24hr Free Helpline)
- [OCD-UK](#): 0845 120 3778 (Enquiries)
- [Prisoners' Advice Service](#): 0845 430 8923 (or) 020 7253 3323
- [Relate](#): 0300 100 1234 (To find your nearest Relate)
- [RETHINK](#) (Helpline): 0207 840 3188 (Mon, Wed & Fri, 10am - 3pm: Tue & Thu, 10am - 1pm)
- [Samaritans](#): (National) 08457 90 90 90
- [SANEline](#): 0845 767 8000 (6pm - 11pm)
- [Shelter](#): 0808 800 4444 (Free housing advice helpline)
- [Triumph Over Phobia](#): 0845 600 9601
- [Victim Support](#): 0845 30 30 900
- [Wand Support Line](#): 0808 800 0312 (Mon, Wed, Fri & Sun, 8pm - 11pm)
- [YoungMinds](#): 0207 336 8445 (Enquiries)

#### **Drugs and Alcohol**

- [ADFAM](#): 0207 928 8900 (Confidential support and information for families/friends of drug users)
- [Alcoholics Anonymous](#): 0845 769 7555 (National Helpline) - 01904 644026 (To find local group)
- [Al-Anon Family Groups](#): 0207 403 0888 (10am - 10pm, 365 days a year)
- [Battle Against Tranquilisers](#): 01179 663629
- [Community Alcohol and Drug Advisory Service \(CADAS\)](#): 01202 868268 (CADAS East) 01305 779706 (CADAS West)
- Dorset Drug Intervention Programme: 01305 780087 (24hr Advice and Information)
- [DrinkLine](#): 0800 917 8282
- FRANK: 0800 776600 Text 82111
- National Drugs Helpline: 0800 77 66 00

#### **Advocacy, Mediation and Advice**

- Advocacy ([Dorset Advocacy - For people with Learning Disabilities](#)): 01305 251033  
Includes Independent Mental Capacity Advocacy: 0845 3891762
- Advocacy ([Dorset Mental Health Advocacy](#)): 01305 261483  
Includes [Independent Mental Health Advocacy](#) (IMHA): 01305 261483

- Dorset Family Mediation: 01305 751781
- Mediation Dorset: 01305 259072
- [StepChange Debt Charity](#): 0800 138 1111

#### **Citizen's Advice Bureau**

- [Citizen's Advice Bureau Adviceguide Website](#)
- [Bridport](#) Citizens' Advice Bureau: 0844 245 1291
- [Dorchester](#) Citizens' Advice Bureau: 0844 245 1291
- [Gillingham](#) Citizens' Advice Bureau: 0844 245 1291
- [North Dorset](#) Citizens' Advice Bureau: 0844 245 1291
- [Sherborne](#) Citizens' Advice Bureau: 0844 245 1291
- [Weymouth & Portland](#) Citizens' Advice Bureau: 0844 245 1291

#### **Community Mental Health Teams (CMHTs)**

- Blandford: 01258 451721
- Bridport: 01308 421236
- Christchurch: 01202 858100
- Dorchester: 01305 214500
- Purbeck: 01929 557735
- Shaftesbury: 01747 856711
- Sherborne: 01935 816552
- Weymouth and Portland: 01305 362060
- Wimborne and District: 01202 858300

## South East

---

### **Oxfordshire**

**Call the Oxfordshire and Buckinghamshire Mental Health Helpline** if you need help with a mental health problem. This number replaces 111 for mental health advice in Oxfordshire and Buckinghamshire.

- For adults and older adults call 0800 783 0119.
- For children and young people call 0800 783 0121.

#### **Safe Haven**

If you experience mental health crisis at the evening or weekend, you can get support with your local Safe Haven. Safe Haven is an out-of-hours, non-clinical space offering crisis support, signposting, safety planning and listening support over the weekend.

[Oxford Safe Haven:](#)

Friday, Saturday, Sunday & Monday from 6pm until 10pm. You must call the referral line first which is open from 5pm on the day of the service. Last entry is at 9pm. Referral line: 01865 903 037.

#### **Banbury Safe Haven:**

Friday, Saturday, Sunday & Monday from 6pm until 10pm. You must call the referral line first which is open from 5pm on the day of the service. Last entry is at 9pm. Referral line: 01295 270004 or 07851246546.

#### **Wycombe Safe Haven:**

Thursday, Friday & Saturday from 6.30pm until 12 midnight. You must call the referral line first which is open from 6pm on the day of the service. Last entry is at 11pm. Referral line: 01494 218098.

**Oxfordshire Mind** – Call their Information Line on 01865 247788 if you need access to their support services, Peer Support Groups, or would like to find out more. The first step is to set up an options sessions with one of their Wellbeing Service workers, which you can do so by calling the Information Line number. You can also visit their website for more information here: <https://www.oxfordshiremind.org.uk/>

**Oxford Mindfulness Centre** are offering free weekly online mindfulness sessions, alongside an introductory course to mindfulness as well as podcasts and other brilliant mindfulness resources – click the link to find out how to access these: <https://www.oxfordmindfulness.org/free-online-mindfulness-course-sessions/>

## **Buckinghamshire**

Call the Oxfordshire and **Buckinghamshire** Mental Health Helpline if you need help with a mental health problem. This number replaces 111 for mental health advice in Oxfordshire and **Buckinghamshire**. For adults and older adults call 0800 783 0119. For children and young people call 0800 783 0121.

Some of the free helplines are:

- [Buckinghamshire CAMHS](#) – Mental Health services for those under 21  
Call **01865 901 951**
- [Aylesbury Vale AMHT](#) – Mental Health services for adults  
Call **01865 901 287**
- [Chiltern AMHT](#) – Mental Health services for adults  
Call **01865 901 344**

#### **Buckinghamshire Safe Haven:**

Sunday, Monday, Tuesday & Wednesday from 6.30pm until 12 midnight. You must call the referral line first which is open from 6pm on the day of the service. Last entry is at 11pm. Referral line: 01296 453017.

## **Berkshire**

The Common Point of Entry (CPE) takes new referrals for mental health services and makes an initial screening assessment. People may be offered advice and be signposted to other services and support groups if they are not eligible for secondary mental health services.

To contact the CPE please call - 0300 365 0300.

If appropriate, the Crisis Resolution Home Treatment Team (CRHTT) will respond. This is a specialist team of mental health professionals who provide crisis and home treatment support for adults who would otherwise be admitted to a psychiatric hospital. When needed they also help with admissions to inpatient care and support hospital discharge.

### **Reading and West Berkshire Carers Hub**

Mental Health Carers Support Group 0118 324 7333

email: [ask@berkshirecarershub.org](mailto:ask@berkshirecarershub.org)

### **Pulling Together for Mental Health**

Opportunities for people with mental health issues to engage in volunteering activities

01635 43933 or 07554 736580 email: [vanessa.miles@cfpnewbury.org](mailto:vanessa.miles@cfpnewbury.org)

### **Talking Therapies**

0300 365 2000 or email: [talkingtherapies@berkshire.nhs.uk](mailto:talkingtherapies@berkshire.nhs.uk)

[www.talkingtherapies.berkshire.nhs.uk](http://www.talkingtherapies.berkshire.nhs.uk)

### **Village Agents**

01635 581001

[www.volunteerwestberkshire.org.uk](http://www.volunteerwestberkshire.org.uk)

### **Eight Bells for Mental Health**

07768 707 646 or email: [newbury.eightbells@gmail.com](mailto:newbury.eightbells@gmail.com)

[www.eightbellsnewbury.co.uk/](http://www.eightbellsnewbury.co.uk/)

### **Open for Hope**

0788 768 3457 or

email: [sec.wbiln@gmail.com](mailto:sec.wbiln@gmail.com)

### **Our Mental Health Crisis Team**

If you need **urgent help**, but it's not an emergency, you can call our Mental Health Crisis Team

0300 365 0300 or 0300 365 9999

If you need someone to talk to, you can also contact:

[Sane Line](#)

0300 304 7000

(open 4.30pm - 10.30pm every day)

[Visit Sane Line website](#)

### **Samaritans**

116 123

(24 hours every day)

[Visit Samaritans website](#)

## **Hampshire**

Social Care Mental Health Teams work together with the Health Service's Community Mental Health Teams and deal with people's social care needs alongside their health needs. They help people in the community, whether they have just become ill, have a short-term illness, or need on-going support (for example, if they have a long-term illness, or after they have been discharged from a psychiatric hospital).

If you live in the North East of Hampshire the mental health services are provided alongside [Surrey and Borders Partnership NHS Foundation Trust](#).

For the rest of Hampshire services are provided alongside [Southern Health NHS Foundation Trust](#).

### **The Recovery College**

The Recovery College offers courses to help people manage their mental health problems. It takes an educational approach to equip you with the knowledge and skills to get on with your life, despite mental illness. We offer courses designed to increase your knowledge and skills about recovery and self management of your mental health

Phone: 023 82310262

Email: [recovery.college@southernhealth.nhs.uk](mailto:recovery.college@southernhealth.nhs.uk)

### **Andover Mind**

Andover Mind is a local mental health charity offering: mental health support, information, advice, Wellbeing Centres, one-to-one support and counselling. Andover Mind offers a [Dementia Advice and Carers Support Service](#). You can self-refer or make contact via our Referrals and Enquiries team on 01264 332297 and select Option 3. Alternatively, please email: [enquiries@andovermind.org.uk](mailto:enquiries@andovermind.org.uk).

Phone: 0300 5000 907

Email: [enquiries@andovermind.org.uk](mailto:enquiries@andovermind.org.uk)

### **Sunshine and Showers: Depression and Anxiety Support Groups - Odiham**

Sunshine and Showers groups are local depression support groups designed for people with mild to moderate depression and/ or anxiety.

They run in Odiham and we currently have vacancies for both the day time and evening groups. Do you know anyone who would benefit from talking in a group of like-minded people about what is worrying them and how they are feeling? Are they able to commit to attending a weekly group? Sunshine and Showers offers a non-judgemental place for them to talk things through. Group sizes are no more than 10



people. You get to speak every week. There will be a group facilitator and co-facilitator there to guide conversations. Please note the venue is non-smoking.

Location: Odiham Community Hospital, near Basingstoke

Eligibility criteria: 18+

Self-referral: Yes

Telephone: 01252 815652

email: [megan.r@hartvolaction.org.uk](mailto:megan.r@hartvolaction.org.uk)

[Website](#)

### **The Voice**

Support and workshop groups in and around Basingstoke

Location: Basingstoke and Tadley

Telephone: 07894 220 461

Email: [gina.thevoice@outlook.com](mailto:gina.thevoice@outlook.com)

[Website](#)

### **The Mindspace Foundation**

Counselling services for children, young people and adults.

Location: The Orchard, White Hart Lane, Basingstoke, RG21 4AF

Telephone: 01256 423 892

Email: [contact@mindspacefoundation.co.uk](mailto:contact@mindspacefoundation.co.uk)

[Website](#)

[Open Leaflet](#)

### **YPI Counselling**

The service provides information, advice, support and counselling for young people in Basingstoke and across Hampshire via the Frankie Project.

Location: The Orchard, White Hart Lane, Basingstoke, RG21 4AF

Telephone: 01256 423878

Email: [tcapon@ypicounselling.co.uk](mailto:tcapon@ypicounselling.co.uk)

[Website](#)

### **Basingstoke Rape and Sexual Abuse Centre (BRASACC)**

Basingstoke Rape and Sexual Abuse Crisis Centre (BRASACC) is here to provide Crisis Line support to anyone over the age of 16 years who has been raped, sexually abused or sexually assaulted at any time in their lives.

They can provide practical and emotional support, counselling, information about any medical examinations, and testing for any sexually transmitted diseases.

BRASACC also provide Crisis Line support to parents, partners, families, friends, and workers from other agencies, who are supporting survivors of rape and sexual abuse and sexual assault.

Opening times: The Crisis line 01256 423890 operates on Monday, Tuesday, Wednesday and Thursday evenings between 7pm and 9pm.

Location: North Hampshire

Eligibility criteria: For those who live in the North Hampshire area of England including Basingstoke, Silchester, Bramley, Sherbourne St. John, Oakley, Tadley, Alton, Hook, Fleet and Farnborough.

Self-referral: Yes

Telephone: 01256 423890

Email: [admin@brasacc.com](mailto:admin@brasacc.com)

[Website](#)

### **Bereaved by suicide**

Helpline offering support and information to parents who have been bereaved by suicide through the loss of a son or daughter.

Bereaved by Suicide are not professional advisers or trained counsellors but bereaved parents themselves who wish to support others in the same situation.

Telephone: 01252 695599

Email: [bereavedbysuicide@ntlworld.com](mailto:bereavedbysuicide@ntlworld.com)

[Website](#)

### **Isle of Wight**

Mental Health Crisis Advice (Single Point of Access): 01983 522214 available 24/7.

Community Safe Haven: 01983 520168 or visit 7 High Street, Newport

PO30 1SS during opening hours 5pm-10pm Monday-Friday and 10am-10pm Weekends and bank holidays.

### **IOW Mental Health Crisis Line**

Phone: 522214 (01983)

### **Samaritans: Local Branch**

Details / Helpline [www.IWsamaritans.com](http://www.IWsamaritans.com)

Phone: 521234 (01983)

### **Citizen's Advice Bureau**

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

Phone: 823898 (01983)

### **Frontline Debt Counselling**

[www.frontlinedebtadvice.org.uk](http://www.frontlinedebtadvice.org.uk)

Phone: 291552 (01983)

### **IW Women's Refuge**

24 hour confidential help line for women in threat of verbal or physical abuse

Phone: 825981 (01983)

### **Cruse Bereavement Care**

Offers help to any bereaved person regardless of age, nationality of belief

[www.crusebereavement.org.uk](http://www.crusebereavement.org.uk)

Phone: 523030 (01983)

### **Carers IW Support for Carers**

[www.carersiw.org.uk](http://www.carersiw.org.uk)

Phone: 533173 (01983)

### **Drug and Alcohol Services**

IRIS – Island Recovery Integrated Services

Phone: (01983) 526654

## **Surrey**

### **Safe Havens**

Safe Havens are friendly places to talk to someone for emotional and mental health support if you (or the person you care for) are experiencing a crisis – outside normal working hours. This can enable you to take control of, and improve, your own mental health. The Havens also give people the opportunity to drop in and meet others who may be in a similar situation – doors are open to anyone.

There is more information about the several [Safe Havens](#) around Surrey, including venues and opening hours.

- [Safe Haven, Aldershot](#)
- [Safe Haven, Epsom](#)
- [Safe Haven, Guildford](#)
- [Safe Haven, Redhill](#)
- [Safe Haven, Woking](#)

### **Mental Health Crisis Helpline: 0800 915 4644**

**24 hour support for people in Surrey and North East Hampshire experiencing a mental health crisis**

If you have speech or hearing difficulties, you can contact us through:

- SMS text: 07717 989024

- the Next Generation Text Service by dialling 18001 0800 915 4644 from your text phone or smartphone app. More information at [www.ngts.org.uk](http://www.ngts.org.uk)

### **CYP Havens**

The [CYP Havens](#) are four drop-in services for 10 to 18 year olds who need a safe place to talk about how they are feeling. They are open after school from 4pm - 8pm and on Saturday or Sunday afternoons. Opening days and time vary so please see individual service information.

There are a number of professionals on hand including a mental health nurse, youth worker and peer mentor.

- [CYP Haven - Epsom](#)
- [CYP Haven - Guildford](#)
- [CYP Haven - Redhill](#)
- [CYP Haven - Staines](#)

**Website:** [www.cyphaven.net](http://www.cyphaven.net)

### **Extended Hope**

Extended Hope seeks to care for a young person through a crisis as well as supporting families, carers and young people where and when they need assistance.

The service can be accessed through the Emergency Duty Team on 01483 517898.

For further information about Extended Hope please go to [www.hopeservice.org.uk](http://www.hopeservice.org.uk)

### **CAMHS Community Teams**

CAMHS CT have a duty service which operates from 9am to 5pm Mondays to Fridays for people known to or waiting to hear from CAMHS Community Team.

To contact the service outside office hours, please ring the Trust switchboard on 0300 5555222.

### **Sussex**

Call the **Sussex** Mental Healthline on 0800 0309 500. They offer **crisis** care 24 hours a day, seven days a week to anyone in **Sussex** needing urgent mental health support.

### **Mental Health Rapid Response Service (MHRRS) 0300 304 0078**

MHRRS is available **24 hours a day, seven days a week**. The Mental Health Rapid Response Service [MHRRS] is a rapid assessment service for the people of Brighton & Hove when they feel they are in a mental health crisis and are at immediate risk of harming themselves or others. You can contact the service directly or health professionals and carers can ring for advice.

For more information you can go to [www.sussexpartnership.nhs.uk/MHRRS](http://www.sussexpartnership.nhs.uk/MHRRS)

For more information you can also go to [www.sussexpartnership.nhs.uk/urgent-help-crisis](http://www.sussexpartnership.nhs.uk/urgent-help-crisis)

### **Sussex Mental Healthline 0300 5000 101**

Helpline for anyone in Sussex with a concern related to mental health staffed by trained mental health workers. Available 24 hours a day, seven days a week Website [www.sussexpartnership.nhs.uk/sussex-mental-healthline](http://www.sussexpartnership.nhs.uk/sussex-mental-healthline)

### **Rethink Survivors of Suicide**

One-to-one, group and telephone support for people experiencing suicidal thoughts, have recently attempted suicide, a family member or friend of someone going through this or someone bereaved by suicide. Contact on 01273 70 90 60 or email: [sos.mendos@rethink.org](mailto:sos.mendos@rethink.org)  
More information can be found on their [website](#)

### **The Maytree Sanctuary**

A refuge for people in extreme suicidal distress offering a short stay in residential accommodation. 020 72637070 [www.maytree.org.uk/](http://www.maytree.org.uk/)

## **Kent**

For residents of **Kent** and Medway, call the 24 hour helpline on 0300 222 0123 if you need urgent mental health support, advice and guidance. Call 0800 107 0160 to release the pressure if you're feeling stressed. You can also text "**Kent**" to 85258 for 24 hour mental health **crisis** support via text from trained volunteers.

### **Under 18s**

**Kent** - Call the 24 hour Single Point of Access on **0300 123 4496** (select option one, then option three)

**Medway** - Call the 24 hour Single Point of Access on **0300 300 1981**

### **If you are a KMPT patient and you need urgent help**

Monday to Friday between 9am and 5pm, contact your Community Mental Health Team (CMHT). [Click here for CMHT phone numbers](#)

At other times, contact your local crisis team. [Click here for crisis team phone numbers](#)

No access to a computer? Call **01322 622222** and ask for the team you need. If you cannot remember your team's name call the 24 hour helpline on **0300 222 0123**.

### **Mental Health Matters (MHM) is offering telephone support and advice for all residents over the age of 16 living in Kent and Medway.**

These safe havens are available between 6pm-11pm, 365 days a year.

Anyone who lives in Kent or Medway can use the telephone lines and all telephone lines are available to use – regardless of where you live.

### **Contacting the safe havens**

#### **Canterbury**

- Call 07876 476703 or 07483 163953
- Email [Canterbury.mhm@nhs.net](mailto:Canterbury.mhm@nhs.net)

### **Maidstone**

- Call 07484 061684
- Email [Maidstone.mhm@nhs.net](mailto:Maidstone.mhm@nhs.net)

### **Medway**

- Call 07850 901151 or 07808 795036
- Email [Medway.mhm@nhs.net](mailto:Medway.mhm@nhs.net)

### **Thanet**

- Call 07850 655877
- Email [Thanet.mhm@nhs.net](mailto:Thanet.mhm@nhs.net)

### **Folkestone and Hythe**

Hestia offers an open access walk in service for residents of Folkestone and Hythe who are experiencing a mental health crisis.

They are available from 6pm – 11pm weekdays and 12pm – 11pm weekends and Bank Holidays, 365 days a year.

Contact the Folkestone haven:

- Call 07827 533871
- Email [Folkestone.haven@hestia.org](mailto:Folkestone.haven@hestia.org)
- Facebook message @hestiafolkestonehaven

Text "Kent" to 85258 for 24 hour mental health crisis support via text from trained volunteers.

This service is provided by SHOUT and you can visit their website here <https://www.giveusashout.org/>

## **West England**

---

### **Wiltshire**

[Wiltshire CIL](#)

[Local Area Coordination](#)

[Health Trainers](#)

[Wiltshire IAPT Service](#)

[Local Offer - Services for young people up to age 25 with special educational needs and/or disabilities.](#) -

[Wiltshire Centre for Independent living](#)

[Wiltshire Mind](#)

[Mind - helplines](#)

[Child and Adolescent Mental Health Services \(CAMHS\)](#)

[NFU \(National Farmers Union\) - Find mental health support in your area](#)

[Cruse Bereavement Care](#)

[Wiltshire healthy schools](#) - Emotional health and wellbeing

## Gloucestershire

If you or someone you know needs help in a mental health crisis, call our crisis teams. The teams work with those aged from 11 upwards.

Call [0800 169 0398](tel:08001690398).

And choose one of the following options depending on your location:

- Option 1 for Stroud and Cotswolds
- Option 2 for Gloucester and Forest
- Option 3 for Cheltenham, Tewkesbury and North Cotswolds

Please note: telephone calls may be recorded. If you do not want that to happen, please tell the person who answers your call and they will phone you back on a 'non-recordable' telephone.

The number is available 24 hours a day, 7 days a week.

Occasionally, callers may be asked to leave their name and number on an answerphone. In these circumstances, staff will return the call within one hour.

## Midlands, England:

---

### **Mental Health Matters Helpline:**

0300 323 0139 – Open 24 hours

### **MHM Helpline Stafford:**

0800 0130 626 – Open 24 Hours

### **Rethink Mental Illness Dudley:**

0808 802 2288 – open Monday to Friday 6pm – 1am and Weekends 2pm – 1am

### **The Haven Wolverhampton:**

0800 0194 400 – 24 Hour Domestic Violence Helpline

### **Birmingham Rape & Sexual Violence Project**

0121 643 4136 – 24 Hours

### **MHM Helpline Coventry and Warwickshire**

0800 616 171 – 24 Hours

### **South Staffordshire Access Team**

Telephone: **0808 196 3002**

Email: [access.staffordshire@mpft.nhs.uk](mailto:access.staffordshire@mpft.nhs.uk)

### **Shropshire, Telford & Wrekin Access Team**

Telephone: 0808 196 4501

Email: [access.shropshire@mpft.nhs.uk](mailto:access.shropshire@mpft.nhs.uk)

### **Corby Mind, 18 Argyll Street**

Corby

Northamptonshire

NN17 1RU

Phone: 01536 267280

Email: [corbymind@yahoo.co.uk](mailto:corbymind@yahoo.co.uk)

### **Derbyshire Mind, Derby West Business Centre**

Ashbourne Road

Mackworth

Derby

DE22 4NB

Phone: [01332 623732](tel:01332623732)

Email: [enquiries@derbyshiremind.org.uk](mailto:enquiries@derbyshiremind.org.uk)

## **Herefordshire**

If you are not currently in contact with any Mental Health Services you can phone the mental health helpline for urgent advice

**01905 681 915 (24 hrs a day 365 days a year).**

Please contact the main switchboard if you can't get through who can direct your call – 01905 763333.

The team will offer advice, support and, if required, an assessment to understand how you are feeling. When calling the number, you can expect to speak to Mental Health Advisors and/or trained Mental Health Clinicians who will be able to listen to your concerns and help make appropriate plans with you to support you.

If you are unsure what to do, staff on this number will be able to guide you to the appropriate choice.

#### **Other options:**

- Use the [NHS111 online help service](#) or phone NHS111 if you need urgent help for your mental health, but it's not an emergency
- Visit [www.nowweretalking.nhs.uk](http://www.nowweretalking.nhs.uk) for information on the range of mental health and wellbeing support available across both counties
- [Search for an urgent mental health helpline](#) in your area



## North West, England:

---

If you feel you need urgent mental health support, or someone you care for someone that you feel may be in crisis, please call your local dedicated 24/7 mental health crisis line for free:

- Halton: 0800 051 1508
- Knowsley: 0800 051 1508
- St Helens: 0800 051 1508
- Warrington: 0800 051 1508
- Wigan: 0800 051 3253
- 

If you are experiencing a common mental health disorder such as anxiety, depression and/or stress, then psychological therapies can support you. Find out more about your local services below:

- [Think Wellbeing Halton](#): 0151 292 6954
- [Think Wellbeing Knowsley](#): 0151 430 1707
- [Think Wellbeing St Helens](#): 01744 647 100
- [Think Wellbeing Wigan](#): 01942 264 051
- [Talking Matters – Warrington \(external\)](#): 01942 264 051
- [Access Sefton \(external\)](#): 0300 303 2708

### **Carlisle Eden Mind Helpline:**

0300 561 0000 or Text 81066 – Monday to Friday 12pm to 9pm, Saturday 5pm to 9pm

### **Greater Manchester Domestic Abuse Helpline:**

0161 636 7525 – Monday to Friday 10am to 4pm, excluding Bank Holidays.

[Samaritans](#) operates a free-to-call service 24 hours a day, 365 days a year, if you want to talk to someone in confidence. Call them on 116 123 or email [jo@samaritans.org](mailto:jo@samaritans.org)

[PAPYRUS HOPELine UK](#) for under 35s can be contacted on 0800 068 41 41, 9am to 10pm weekdays and 2pm to 10pm on weekends.

[CALM helpline](#) for men can be contacted on 0800 58 58 58, 5pm to midnight every day.

## Yorkshire and Humber:

---

There is now a 24 hour mental health helpline for anyone registered with a GP in Barnsley, Calderdale, Kirklees and Wakefield. The service supports people who are:

- At risk of developing mental health problems
- Diagnosed with common mental health problems
- Accessing mental health support
- Experiencing mental health distress
- Seeking information, advice and support

You can now access this service on **0800 183 0558**.

### Barnsley

In **Barnsley** 24/7 open access to our mental health services:

Adults (aged 18+) – [01226 645000](tel:01226645000)

Children and young people (CAMHS) – [01226 644829](tel:01226644829)

People with a learning disability- [01226 645237](tel:01226645237)

### Calderdale

In **Calderdale** 24/7 open access to our mental health services:

Adults (aged 18+) – [01924 316830](tel:01924316830)

Children and young people (CAMHS) – [01422 300001](tel:01422300001)

People with a learning disability — [07795 884879](tel:07795884879)

### Kirklees

In **Kirklees** 24/7 open access to our mental health services:

Adults (aged 18-65) – [01924 316830](tel:01924316830)

Older adults – [0300 304 5555](tel:03003045555)

Children and young people (CAMHS) [0300 304 5555](tel:03003045555)

People with a learning disability – [01924 316714](tel:01924316714)

### Wakefield

In **Wakefield** 24/7 open access to our mental health services:

Adults (aged 18+) – [01924 316900](tel:01924316900)

[Children and young people \(CAMHS\) – 01977 735865](tel:01977735865)

People with a learning disability – [01977 465435](tel:01977465435)

### **Leeds Survivor Led Crisis Helpline:**

Emotional support for people in crisis, those who are lonely and carers of people with mental health problems. Provides information on mental health and carers' issues. Signposts to other organisations and holds weekend evening class discussions, social and support groups. A survivor led service, run, managed and staffed by people with their own experience of emotional distress.

0808 800 1212 6pm to 10:30pm

## Greater London:

---

### Talking Helps Helplines

**Enfield:**

020 8342 3012

**Barnet:**

020 8702 5309

**Haringey:**

020 3074 2280

**Harrow:**

020 8515 5015

**Brent:**

020 8206 3924

**Camden:**

020 3317 6670

**Hackney:**

020 7683 4278

**Islington:**

0303 123 1000

**Redbridge:**

0300 300 1554 Option 1

**Havering:**

0300 555 1082

**Barking & Dagenham:**

0300 300 1554 option 3

**Newham:**

020 8475 8080

**Tower Hamlets:**

020 8475 8080

**Greenwich:**

020 3260 1100

**Bexley:**

020 8303 8932

**Bromley:**

0300 003 3000

**Lewisham:**  
020 3228 1350

**Southwark:**  
020 3228 2194

**Croydon:**  
020 3228 4040

**Lambeth:**  
020 3228 6747

**Sutton:**  
0800 032 1411

**Merton:**  
0300 012 0012

**Wandsworth:**  
0203 513 6264

**Kingston:**  
020 3317 7850

**Richmond:**  
0208 548 5550

**Hammersmith and Fulham:**  
0300 123 1156

**Hounslow:**  
0300 123 0739

**Westminster:**  
030 3333 0000

**Ealing:**  
020 3313 5660

**Hillingdon:**  
0189 5206 800

**London Nightline:**

Description of service University. All helpline volunteers are students themselves, who have undergone extensive training and who understand that university life isn't always plain sailing. Support can also be provided via email, instant messaging (via pop up on website) and Skype. Skype Phone: londonnightline  
0207 631 0101 or Text 07717 989 900 6pm to 8am

**Bromley, Lewisham and Greenwich Mind Helpline:**

020 8853 1735 Monday to Friday 10:30am to 4:30pm

**Lambeth and Southwark Mind Helpline:**

0207 501 9203 Option 1 Monday to Thursday 10am to 5pm

## East Anglia:

---

- **Suffolk** (except Great Yarmouth and Waveney) - call **0300 123 1334**
- **Norfolk** (except Great Yarmouth and Waveney) - call **0300 790 0371**
- **Great Yarmouth and Waveney** - call **01493 337958**

**Experiencing low mood, stress or anxiety?**

Self-refer to our Wellbeing services, which are run in partnership with the Mind charity.

Visit [www.wellbeingnands.co.uk](http://www.wellbeingnands.co.uk) or call **0300 123 1503**

If you have more complex problems, visit your GP and discuss how you are feeling. They can refer you into our services, if appropriate.

## Norfolk and Waveney Mind telephone support line

The Telephone Support Line provides a listening ear, emotional support, coping strategies, signposting and practical advice for people living in Norfolk and Waveney. This includes help with developing plans to tackle and limit crisis situations.

Visit the [Norfolk and Waveney Mind helpline](#) website, or call 0300 330 5488, to find out more about accessing this support.

**Not sure who to contact?**

The [Patient Advice and Liaison Service \(PALS\)](#) offers confidential advice, support and information on health-related matters for staff, patients, their families and carers.

PALS is available Monday to Friday, 9am-5pm:

- Email: [pals@nsft.nhs.uk](mailto:pals@nsft.nhs.uk)
- Call **01603 421191** or **0800 279 7257**  
If we are unable to answer, you can leave a voicemail message which we aim to respond to the next working day

## Children and young people

[Kooth](#) is an online counselling and emotional wellbeing service for 11 to 25-year-olds in Norfolk and Suffolk.

As well as online counselling, Kooth offers peer-to-peer support, moderated forums with other young members of the 'Kooth community' and a wide range of self-help materials.

[ChildLine](#) offers a counselling service for children and young people. You can also call the helpline if you are an adult worried about a child. Call 0800 1111

## Wales:

---

### Montgomeryshire

#### Ponhafren

#### Association

A member led mental health charity for people who experience mental health issues, those who are socially isolated or excluded, or those who may just wish to make new friends or gain new skills. The Association offers a person centred approach to recovery. Activities are provided in response to requests from the membership and can vary from taster sessions in Life Skills, such as for example Anger Management, Confidence Building & Communication Skills, to more artistic classes, art classes, pottery, craft & Drypoint Print Making. They also provide access to person centred counselling. Find out more about their services (Newtown, Welshpool and Llanidloes) and activities at [www.ponhafren.org.uk](http://www.ponhafren.org.uk).

- **Newtown:** Ponhafren Centre, Longbridge Street, Newtown, Powys SY16 2DY. e-mail [admin\(at\)ponhafren.org.uk](mailto:admin(at)ponhafren.org.uk) or call them on 01686 621 586
- **Welshpool Outreach Centre address:** 42 Broad Street, Welshpool, Powys SY21 7RR Call them on 01938 552 770 or email [welshpooladmin\(at\)ponhafren.org.uk](mailto:welshpooladmin(at)ponhafren.org.uk)

**Rekindle Small Steps Project** works with younger people aged 16 to 25 to offer early intervention for those at risk of mental health problems or those already suffering mental distress such as depression, anxiety or who are self-harming. [www.rekindle.org.uk](http://www.rekindle.org.uk). Newtown: 11 - 12 Market Street, Newtown, Powys SY16 2PQ. email [help\(at\)rekindle.org.uk](mailto:help(at)rekindle.org.uk) or call them on 01686 722222.

### Mid and North Powys Mind

Mid and North Powys Mind offer a 1:1 Recovery Support Service in Montgomeryshire as well as Radnorshire (see below). Telephone Mid & North Powys Mind on 01597 824 411 or 01597 824 916 or e-mail [info\(at\)midpowysmind.org.uk](mailto:info(at)midpowysmind.org.uk).

### CAMAD Pathways Project (Machynlleth)

is a drop-in service for anyone living with mental health issues - from generalized depressive conditions to anxiety, obsessive compulsive disorders to addictions. Running on Tuesdays and Thursdays between 1.00 pm and 4.00 pm. There is a small comfortable lounge area and communal kitchen where there is freedom to talk openly about the things that matter to you. Soft music plays, there's always tea and biscuits and in

the kitchen informal activities including art and music. A link to their website can be found [here](#) or you can contact them by phone 01654 700071 or email [here](#)

## Radnorshire

### Mid & North Powys Mind

Mid & North Powys Mind is a local charity, running services in Radnorshire and North Brecknock that offers advice and support to those who may have mental distress, their carers and their families. Runs outreach services in Built Wells, Knighton, Rhayader, and Presteigne. Offers counselling, self-help, activities, health and well being services. They also run an Arts Café in the town centre.

You can find out more about the One-to-One Recovery Support Service [here](#).

Telephone Mid & North Powys Mind on 01597 824 411 or 01597 824 916 or e-mail [info@midpowysmind.org.uk](mailto:info@midpowysmind.org.uk). You can find out more about Mid & North Powys Mind at <http://www.midpowysmind.org.uk/>. Crescent Chambers, South Crescent, Llandrindod Wells, LD1 5DH.

## Brecknockshire

Supports people in the community affected by mental illness and distress. We welcome anyone during 'open door' sessions or by appointment. We offer a wide range of healthy activities, courses and workshops designed to support and empower people experiencing mental distress to move towards recovery. Outreach services in Talgarth, Hay-on-Wye, Crickhowell.

<http://www.breconmind.org.uk/>

St David's House, 48 Free Street, Brecon, Powys LD3 7BP.

Tel: 01874 611529

Email: [info@breconmind.org.uk](mailto:info@breconmind.org.uk).

## Ystradgynlais

Ystradgynlais Mind works to improve the life of people affected by mental distress - this includes the people themselves, as well as carers, family, friends and supporters - based on the 'Wellbeing' framework.

[www.minditv.org.uk](http://www.minditv.org.uk)

18 Heol Eglwys, Ystradgynlais, Swansea SA9 1EY

Tel: 01639 841 345

E-mail: [info@minditv.org.uk](mailto:info@minditv.org.uk)

## Powys wide

### Powys Mental Health Information Service

The service is there help you try and find the information you need. For example:

- mental health services in your area
- [events, training and courses](#)
- voluntary sector opportunities and support
- local and national mental health [news](#)
- ... These are just examples, we will try to get you the information you need and if we don't know then we will do our best to find out.



You can find out more about this service [here](#). Or call us on 01686 628 300 or email on [mentalhealth\(at\)pavo.org.uk](mailto:mentalhealth(at)pavo.org.uk)

### **Powys Patients' Council**

Advocates on behalf of patients on psychiatric wards. It does not take up personal advocacy. The council is an open forum for patients to discuss issues that concern them about their stay in hospital and their aftercare.

Call Owen Griffkin on 01597 822191 or email: [owen.griffkin\(at\)pavo.org.uk](mailto:owen.griffkin(at)pavo.org.uk)

### **Powys Independent Mental Health Advocacy Service**

Advocacy in Powys provides a free, confidential and independent advocacy service for people with mental health difficulties. It will help you to make sure that your voice is heard in whatever context is appropriate for you, offering support at informal or formal meetings, hearings, assessments, and reviews. Advocates are also trained as Independent Mental Capacity Advocates (IMCAs) to support people who lack the capacity to make certain decisions, according to the Mental Capacity Act 2005.

#### **North Powys**

Lynda Evans  
Fan Gorau  
Montgomery County Infirmary  
Newtown SY16 LD2  
tel: 07736 120 924

#### **South Powys**

Kirstie Morgan  
Room 36  
Neuadd Brycheiniog  
Cambrian Way  
Brecon  
Powys  
LD3 7HR  
Tel: 01874 615996  
Mobile: 07967 808 145

#### **Independent advocacy for older people - [Age Cymru in Powys](#)**

This is a Powys-wide service for people aged 60+ who need help or assistance. Age Cymru can arrange to visit you in your own home, hospital or care/residential home. It is a free and confidential service.

Tel: 01982 551918

Email: [advocacy\(at\)acpowys.org.uk](mailto:advocacy(at)acpowys.org.uk)

#### **Credu - Connecting Carers (previously Powys Carers)**

Provides services to carers of all ages throughout the County. Provides feedback to health & social services Carers' views and suggestions of the Services Carers need and want to help them to continue to care for their loved ones and as individuals. Outreach support throughout county includes Brecon Mental Health Carers Support Group.

Marlow, South Crescent, Llandrindod Wells, Powys, LD1 5DL

Tel: 01597 823800

Email: [info@credu.cymru](mailto:info@credu.cymru)

## Gwalia Care & Support

Provide advice and support for mental health and housing needs in partnership with Mid Wales Housing Association Ltd. Self referral or by keyworkers at Community Mental Health Teams and other agencies.

Lantfield, Lant Avenue, Llandrindod Wells, LD1 5EL

Tel: 01597 829 373

email: [bethan.collier@gwalia.com](mailto:bethan.collier@gwalia.com)

### Cyfle Cymru Out of Work Service (OoWS)

This Peer Mentoring project, provided by Kaleidoscope alongside Hafal and Remploy Cymru, is funded through the European Social Fund, and sponsored by the Welsh Government with initial funding granted until 2018. Participation on the project is voluntary and referred clients may leave the programme at any time with no sanctions or penalties.

[Download project flyer.](#)

It is an employment focused project aimed at supporting participants who experience either substance misuse or mental health issues, and who are currently either long term unemployed or economically inactive.

### Kaleidoscope Cais

Substance misuse services for adults and young people in Powys.

There are offices in Welshpool, Newtown, Llandrindod Wells and Brecon, more info [here](#).

Tel: 01686 207111, Mon - Fri, 9am - 5pm.

Tel: 0808 808 2234 outside of these hours.

## Scotland:

---

### Breathing Space

Breathing Space is a free and confidential phone line for anybody experiencing low mood or depression. It's part of the Scottish government strategy called Choose Life to provide support for people who feel low and might feel suicidal.

### **Breathing Space**

Helpline: 0800 83 85 87

Website: <http://breathingspace.scot>

### NHS Living Life

NHS Living Life is an appointment-based telephone counselling service based on a Cognitive Behavioural Therapy (CBT) approach. The service is available to anyone over 16 suffering low mood, mild to moderate depression or anxiety. Calls are free and confidential. Callers are asked to provide some details and then an appointment is arranged to discuss the service and how help can be provided.

## NHS Living Life

You might be referred by your GP, or you can phone the service directly on 0800 328 9655. Calls are free and confidential. Find out more about [NHS Living Life](#).

## Shout

w: [giveusashout.org](http://giveusashout.org)

Text: 85258

Shout is volunteer-run and is the UK's first 24/7 crises text service, free on all major mobile networks, for anyone in crisis anytime, anywhere.

## If you need more information

SAMH offers support and information. If you'd like help seeking the correct support for you or to find out more about mental health problems, the SAMH Information Team can help. Please note, this is not a listening or crisis service.

t: 0344 800 0550

e: [info@samh.org.uk](mailto:info@samh.org.uk).

The service is open from 9am to 6pm, Monday to Friday, except on Bank Holidays. Phone calls from UK landlines are charged at local rates. Charges from mobile telephones vary considerably. The charge for your call will depend on your mobile phone provider and the contract that you have with them.

## Northern Ireland:

---

### Lifeline helpline

Lifeline is the Northern Ireland crisis response helpline service for people who are experiencing distress or despair. No matter what your age or where you live in Northern Ireland, if you are or someone you know is in distress or despair, Lifeline is here to help.

People living in Northern Ireland can call Lifeline on **0808 808 8000**. Deaf and hard of hearing Textphone users can call Lifeline on **18001 0808 808 8000**. Calls to Lifeline are **free** to people living in Northern Ireland who are calling from UK landlines and mobiles.

Lifeline counsellors are available 24 hours a day, seven days a week to listen and help, **in confidence**.

- **If you're struggling with suicidal feelings**, email [jo@samaritans.org](mailto:jo@samaritans.org) or [visit some branches in person](#).
- If you're experiencing low mood, **AWARE** run a [support line](#) Mon-Fri 11am-3pm. Please call 07548530931 or 07340488254
- If debt, bills or benefits are affecting your mental health, or you have a mental health issue and need money advice and support, call our **Mental Health and Money Advice Service** on 0808 8010373 and choose Northern Ireland.
- If you're coping with addiction or alcoholism, [Addiction NI](#) offer support on the phone on **028 9066 4434**.

- **If you're struggling with your mental health, or [supporting someone who is](#)**, you can call [SANEline](#) on 0300 304 7000 (4.30pm–10.30pm every day).
- **If you're a parent**, call Parentline NI free on 0808 8020 400
- **If you're in a crisis**, you can use the Shout textline, 24/7. [Text Shout to 85258](#)
- If you are a farmer or from a farming family, [Rural Support NI](#) offers confidential support, and the helpline operates from 9am to 9pm, Monday to Friday (voicemail and support options available at all other times). Call **0800 138 1678** (*Freephone from all UK landlines and mobiles.*)
- **If you're under 25**, you can call The Mix on 0808 808 4994 (Sunday-Friday 2pm–11pm), request support by email [using this form on The Mix website](#) or [use their crisis text messenger service](#).
- **If you identify as male**, you can call the [Campaign Against Living Miserably \(CALM\)](#) on 0800 58 58 58 (5pm–midnight every day) or use their [webchat service](#).
- **Students** can look on the [Nightline website](#) to see if your university or college offers a night-time listening service. Nightline phone operators are all students too.
- **If you are LGBTQ**, you can contact [Cara-Friend](#) LGBT switchboard on 0808 8000 390 **FREE** from landlines and most mobiles. The hours are: Monday-Friday: 1pm – 4pm and Wednesdays: 6pm – 9pm

