

Directory of services to help improve mental health and emotional wellbeing

Northern area

2017



Urgent help and support

Emergency services

999 or 112

Police, ambulance service, fire and rescue service, coastguard.

077 1123 3802

Community Rescue Service, Coleraine.

GP out of hours services, Dalriada

Urgent care 028 2566 3500

Lifeline

0808 808 8000

Deaf and hard of hearing – Textphone users can call Lifeline on 18001 0808 808 8000

24 hour support for those in distress or despair.

Police (PSNI)

101

This will connect you to your local police station.

Samaritans helpline

Freephone 116 123

Listening ear to those in distress.

Social services out of hours arrangements

028 9446 8833

Action on Hearing Loss

0808 808 0123

0808 808 9000 (Textphone)

Support for deaf people.

GP referral only services

Access to these services is through consultation with a GP who can make a referral if it is felt to be appropriate and with your permission (in some instances a social worker, mental health practitioner or other professional such as a teacher or health visitor can make a referral):

Self-Harm Intervention Project

Community based psychological intervention and support service for people who self-harm. NHSC and GP referral only service.

Service provided by Zest: www.zestni.org

Community addiction service

provides assessment and treatment for people aged 18 years or over who are experiencing problems with alcohol, drugs and other substances.

Community mental health teams (CMHTs)

are multi-professional teams that provide assessment, treatment and support services to people experiencing mental health problems. There are teams working in each council area within the Northern Health and Social Care Trust. In emergency situations, a crisis response service will link with out of hours GPs or the emergency department (ED).

Community outreach

provides a service for people with severe and enduring mental health problems who require intensive support in the community.

The Child and Adolescent Mental Health Service (CAMHS)

provides specialist multi-professional support in the community for children and young people aged up to 17 years experiencing mental health problems.

The dementia service

provides assessment, support and treatment for people in a range of settings who have dementia. The service also links with a number of voluntary and community organisations that provide support and respite in the community for the patient and their carers.

Hospital services

Inpatient and outpatient treatment is provided for those who have severe mental health problems requiring intensive treatment that cannot be provided in the community setting.

Older people's mental health teams

provide assessment, treatment and support services to people experiencing mental health problems and who are over the age of 65 years.

Rehabilitation programmes

are linked to a range of mental health services, supporting people who are coping with, and recovering from, mental health problems to develop personal, social and employment skills and opportunities.

Mental health including eating distress and anxiety support

Action Mental Health New Horizons

028 9442 8081

Support, training and employment opportunities for people coping with mental illness.

Aware

Helpline (9am-1pm, Mon-Fri) 0845 120 2961

For those affected by depression.

www.aware-ni.org

Email: info@aware-ni.org

Beat eating disorders

• Adult line 0345 6341 414

• Youth line 0345 6347 650

www.b-eat.co.uk/

Mindwise

028 9446 0873

Currently offers a wide range of support services from locations throughout Northern Ireland.

www.mindwisenv.org

NI Agoraphobia and Anxiety Society

028 9023 5170

NHSC eating disorder service

028 9441 3307

This service also has a voluntary support group called Stamp ED. Both services are available 9am – 5pm Monday to Friday.

Inspire (formerly NIAMH)

028 9032 8474

Local support, including housing schemes, home support, advocacy services, information services and education.

www.inspirewellbeing.org

SANELINE

0300 304 7000

For anyone coping with mental illness. Helpline from 6pm – 11pm.

Threshold

028 9087 1313

Offers residential therapeutic communities and other services to people in Northern Ireland.

For information on more services and support:

www.mindingyourhead.info

www.familysupportni.gov.uk

www.livinglifetothefull.com

www.praxiscare.org.uk

Alcohol, drugs and smoking

Addiction services (Adult)

028 2565 8462

• For advice and support for alcohol and non-injecting drug use.

028 2563 1970

• For advice and support for injecting drug use.

Start 360

028 9043 5810

Therapeutic services for children, young people and families affected by parental substance misuse.

ASCERT/Start360

0800 2545 123

Community based services for young people who are identified as having substance misuse difficulties.

Extern

028 2565 4012

Crisis helpline 0800 085 4808

Harm reduction services for people who are misusing substances (low threshold services).

Living Rivers Beach House

028 2565 4700

Supported accommodation for those who are homeless and recovering from addiction.

Threshold

028 9087 1313

Drug outreach services.

AI-Anon

028 9068 2368

To help and support families and friends of problem drinkers.

Alcoholics Anonymous

028 9035 1222

Carlisle House

028 9032 8308

Substance misuse treatment centre.

Drinkline

0300 123 1110

Gamblers Anonymous

028 9024 9185

National Drugs Helpline (FRANK)

0300 123 6600

Text 82111

24/7 drugs helpline.

Northern Ireland Community Addiction Service, Belfast

028 9066 4434

Northlands Centre, Derry

028 7131 3232

Websites for further information

www.want2stop.info

www.knowyourlimits.info

www.drugsandalcoholni.info

Abuse

24 Hour Domestic & Sexual Violence Helpline

0808 802 1414

Text support to 07797 805 839

Open to all women and men affected by domestic or sexual violence.

24hrsupport@dvhelpline.org

National Association for People Abused in Childhood (NAPAC)

0808 801 0331

www.napac.org.uk

Nexus

028 7126 0566

Advice and confidential support and counselling for those who have been sexually abused.

028 9032 6803

Support available in Northern areas.

PSNI domestic violence officer

101

Victim Support

028 9024 3133

Emotional support for victims of crime.

www.victimsupportni.co.uk

Women's Aid

• Causeway 028 7035 6573

• Antrim, Ballymena, Carrickfergus 028 2563 2136

• Cookstown 028 8676 9300

Support and advice for women who have suffered or are suffering from domestic abuse.

The Men's Advisory Project (MAP)

028 9024 1929

Support for male victims of domestic abuse.

www.mapni.co.uk

Bereavement

Cruse

• Cruse Northern Area 028 2766 6686

• Cruse helpline 0808 808 1677

National charity that exists to promote the wellbeing of bereaved people – for adults, children and young people.

www.cruse.org.uk

Young people: www.hopeagain.org.uk

Barnardo's child bereavement service

Advice line (9.30am-12.30pm Mon-Fri) 028 9066 8333

Barnardo's Northern Area children and young people bereaved by suicide support project

Northern Area number 077 9614 8549

Child Death helpline

0800 282 986

0808 800 6019 (free for mobiles)

Miscarriage Association

019 2420 0799

(9am–4pm)

NI Stillbirth and Neonatal Death Society (SANDS)

077 4099 3450

www.sandsni.org

NHSC bereaved by suicide service

028 9441 3544

Helping someone who is thinking about suicide

1 – Approach the person and ask

Show you care, ask if they are thinking about suicide.

2 – Listen, give support

Let them explain their feelings. Tell them you have to take any threats seriously.

3 – Get help

Tell them you will support them to find help. **Get professional help straight away.** Call **999** in a crisis. Remove potential means of suicide and don't leave them alone.

Sexual health

Positive Life

028 9024 9268

Confidential helpline (10am-4pm Mon-Fri) 0800 137 437

Providing support services, advice and signposting to people living with and affected by HIV.

www.positivelifeni.com

Brook

• Brook Coleraine 028 7034 2178

• Brook Belfast 028 9032 8866

Free confidential advice on sex and contraception for young people aged under 25 years.

www.brook.org.uk

Contact

028 9074 4499

Provides counselling to all age groups.

www.contactni.com

Family Planning Association

0345 122 8687

Confidential information, advice and support on aspects of sexual health, family planning and information on local clinics in your area. Counselling service for those with an unplanned pregnancy.

www.fpa.org.uk/

Genito Urinary Medicine (GUM) Clinics

• Causeway Hospital 028 7034 6028

• Royal Victoria Hospital Belfast 028 9063 4050 028 9063 4054

The Pregnancy Resource Centre, Carrickfergus

028 9332 9997

Our services include: free pregnancy testing; crisis pregnancy counselling; post abortion support; miscarriage support; mentoring for girls and boys; sexual health advice (contraception, STIs).

www.thepregnancyresourcecentre.co.uk

Sexual orientation and gender identity

LGBT Switchboard

0808 8000 390 (1-4pm Mon-Fri, 6-9pm Wed only)

LGBT Northern Ireland

www.lgbtni.org

Transgender support services

www.transgenderni.com

Cara-Friend

028 9089 0202

Provides information, support, friendship, counselling and signposting, and offers a social space service to the lesbian, gay, bisexual and transsexual community.

www.cara-friend.org.uk

Gay and Lesbian Youth Northern Ireland (GLYNI)

028 9089 0202

HERE NI

028 9024 9452

Lesbian Advocacy Services Initiative (LASI) is now HERE, a place for lesbian and bisexual women in Northern Ireland.

www.hereni.org

The Rainbow Project

028 9031 9030

www.rainbow-project.org

SAIL

General enquiries/professionals 028 9532 0023

Support for trans people 028 9532 0321

Support for families 028 3057 0075

A support group for families of gender variant or transgender individuals of any age.

www.sailni.com

Children/youth support

Barnardo’s

028 9067 2366

Main Northern Ireland contact number.

www.barnardos.org.uk

Barnardo’s child bereavement service

Advice line **028 9066 8333**
(9.30am-12.30pm Mon-Fri)

Barnardo’s Northern Area children and young people bereaved by suicide support project

077 9614 8549

Childline

0800 1111

www.childline.org.uk

CLIC

028 9072 5780 **0300 330 0803**

Support for children suffering from cancer and leukaemia, and signposting for parents or anyone else affected.

www.clicsargent.org.uk

Contact

028 9074 4499

Provides counselling to young people.

www.contactni.com

Gateway

0300 123 4333

The NHSCT children's social work service is a first point of contact for anyone concerned about the welfare of a child or young person.

Lifeline

0808 808 8000

Deaf and hard of hearing – Textphone users can call Lifeline on **18001 0808 808 8000**

24 hour support for those in distress or despair.

EANI North Eastern Region Support Project for young men aged 16-25 years

• Antrim, Ballymena, Carrickfergus, Newtownabbey, Larne and parts of Moyle. **028 2564 1966** or **075 9876 3662**

• Coleraine, Cookstown, Magherafelt, Ballymoney and parts of Moyle. **028 7035 1599** or **077 0691 1720**

Targeted outreach project for young men at risk, which uses group work programmes. Focus is on building resilience and coping skills in a supportive setting.

NSPCC

0808 800 5000

Child protection 24/7 helpline – emotional, physical or sexual abuse or neglect.

Voice of Young People in Care (VOYPIC)

• Ballymena branch **028 2563 2641**

Enabling children and young people with experience of care to make life changes.

www.voypic.org

Student support

Ulster University student support

• Belfast **028 9536 7300**

• Coleraine **028 7012 4105**

• Jordanstown **028 9036 6336**

• Magee **028 7167 5218**

Provides a professional counselling service on all campuses.

Further contact details at:

www.studentsupport.ulster.ac.uk

Family and relationships

ACCORD

028 9023 3002

Marriage counselling.

www.accord-ni.co.uk

Autism NI advice line

028 9040 1729

Causeway Family Resource Centre

028 7032 5456

Information and advice.

Contact a Family Northern Ireland

Main number **028 9262 7552**

Freephone helpline **0808 808 3555**

Signposting and help with disabilities. In the NHSCT area, family workers offer parents one-to-one help and support through times of need.

www.cafamily.org.uk

Family Ties Project

028 9031 9030

Provides practical advice, guidance, support and befriending to parents, guardians and family members of lesbian, gay, bisexual and transgender people.

www.familytiesproject.org.uk

Home-Start

028 9442 8090

One-to-one family support for parents with at least one child under 5 years old.

Parenting NI

0808 801 0722

Offers services to support parents and carers including a freephone helpline, counselling, parenting programmes and the opportunity to have a say on the issues affecting parents and carers. Appointment services based throughout Northern Ireland, including Ballymena, Coleraine and Magherafelt.

www.parentingni.org

Relate

028 9032 3454

Services include relationship counselling for individuals and couples, and counselling for children and young people.

www.relateni.org

St Vincent de Paul

028 9035 1561

Offers direct, confidential assistance based on the need of the individual or family.

www.svp-ni.co.uk

Sure Start

• Coleraine **028 7032 1032**

• Dalriada (including Bushmills and Ballycastle) **028 2073 0444**

• ABBEY (Newtownabbey) **028 8676 9994**

• Ballymena **028 2564 3555**

• G-old (including Cookstown, Ardboe, Dunamore and Pomeroy) **028 8676 6126**

• Horizon (including Carrickfergus and Larne) **028 9335 9734**

Range of services for young children aged 0–4 years and their families, aimed at improving health, children’s social and emotional development, and their ability to learn.

Benefits/financial advice

Citizens Advice

• Antrim & Newtownabbey **028 9085 2271**

• Causeway **028 7034 4817**

• Mid & East Antrim **028 9600 1333**

• Mid Ulster **028 8676 6126**

Free confidential, impartial advice; representation at tribunals; debt counselling services.

Advice 4 Health

• Newtownabbey, Carrickfergus, Larne **028 9086 7100**

• Coleraine, Ballymoney, Moyle **028 7034 4817**

• Antrim & Ballymena **028 9442 8176**

• Cookstown, Magherafelt **028 8676 6126**

Advice 4 Health takes client referrals from health professionals and through health based outreach sessions.

Trauma

The Family Trauma Centre

028 9504 2828

Victim Support

028 9024 3133

Emotional support for victims of crime.

www.victimsupportni.co.uk/

WAVE Trauma Centre

028 2766 9900

Befriending and counselling for people who are victims of violence or bereaved due to the Troubles. www.wavetraumacentre.org.uk/

Carers

Carers NI

028 9043 9843

Benefits and carers’ rights.

Cause

028 9065 0650

Helpline **0845 603 0291**
Available 10am-4pm Mon/Wed/Fri, 12-8pm Tues/Thurs

A local charity providing peer-led emotional and practical support to carers and families of people with mental illness.

www.cause.org.uk

Headway – The brain injury association

028 2565 1521

Dedicated to supporting people with a brain injury, as well as their families and carers.

www.headway.org.uk

Rural support

Rural Support Helpline

0845 606 7607

www.ruralsupport.org.uk

Other health-related support

MS Helpline

0808 800 8000

www.mssociety.org.uk

Macmillan Cancer Helpline

0808 808 0000

www.macmillan.org.uk

Housing/homelessness/ supported living

Lighthouse Hostel (Ballymena)

028 2564 7654

A residential homeless facility for men aged 18–65 years, which provides full board and supported living.

www.lighthousehostel.org

MUST Hostel (Cookstown)

028 8676 2065

Hostel primarily for single homeless people with support needs (direct access service).

www.musthostel.co.uk

Northern Ireland Housing Executive (NIHE)

03448 920 900

028 9504 9999 (after hours)

www.nihe.gov.uk

Simon Community

0800 171 2222 (Central access point)

Provides accommodation and support to people who are currently homeless or at risk of homelessness.

Triangle Housing Association Limited

028 2766 6880

Vineyard Compassion

028 7022 0005

Coleraine-based practical and emotional support at points of need (including foodbank support and supported living).

info@vineyardcompassion.co.uk

Cultural/ethnic

Bryson Intercultural

028 9031 5744

Support for black and minority ethnic (BME) communities and individuals throughout Northern Ireland.

www.brysonintercultural.org

Older people

Age NI (Advice and Information)

0808 808 7575

Charity combining Age Concern NI and Help the Aged in Northern Ireland.

www.ageuk.org.uk/northern-ireland

Good Morning Projects

• Antrim **028 9446 4619**

• Ballycastle **028 2076 8309**

• Ballymena **028 2564 0720**

• Carrickfergus **028 9332 9427**

• Causeway **028 7055 8005**

• Larne **028 2827 3362**

• Mid-Ulster **028 7963 2170**

• Newtownabbey **028 9086 7686**

The primary aim is to support members of the community by means of regular, friendly, telephone conversations – making time for people, listening effectively and becoming a ‘friend on the phone’.

Public Health Agency, 12–22 Linenhall Street, Belfast BT2 8BS. Tel: 0300 555 0114 (local rate). www.publichealth.hscni.net

Northern area

This information resource was developed through the Public Health Agency’s Northern Area Suicide Prevention Action Plan. The resource will be updated as required. For further information, contact the Public Health Agency Northern Area Health and Social Wellbeing Improvement Team on: 028 9536 2913.