

Directory of services to help improve mental health and emotional wellbeing

Western area	2020
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HSC Health and Social Care

Urgent help and support

Emergency services

999 or 112

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

GP out of hours services

028 7186 5195

Foyle Search and Rescue

028 7131 3800

Preservation of life in and around the River Foyle.

www.foylesearchandrescue.com

Samaritans helpline

Freephone	116 123
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Listening ear to those in distress.

GP referral only services

Speak to your GP about accessing the following services.

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.

Community Mental Health Teams (CMHTs)

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

Older People’s Mental Health Teams

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

Community Addiction Teams (CATs)

Provide treatment and support for adults with drug and alcohol problems.

Psychosexual Service

Provides treatment for sexual difficulties arising from a variety of causes.

Suicide prevention/self-harm/self help

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.

Zest

028 7126 6999

Tackling the problems that lead to suicidal behaviour and direct and/or indirect self-harm in young people and adults.

www.zestni.org

Samaritans helpline

Freephone 116 123

Listening ear to those in distress.

www.samaritans.org

North West counselling

028 7181 3587

Youthlife

028 7137 7227

Helping children and young people who have experienced bereavement and loss.

www.youthlife.org

Aisling Centre Enniskillen

028 6632 5811

Counsellors at the Aisling Centre are experienced in dealing with a range of issues, including trauma, anxiety, childhood abuse, suicidal thoughts, stress, bereavement/loss, alienation, low self-esteem and relationship/family issues.

info@theaislingcentre.com

www.theaislingcentre.com

Koram Centre Strabane

028 7188 6181

Counselling, psychotherapy and psychosocial support.

www.koramcentre.com

Clare House (residential/respite)

028 6632 6361

Aurora Counselling

028 7135 0407

www.auroracounselling.org

Rethink

0845 456 0455

www.rethink.org

Mental health including eating disorders and anxiety support

AWARE

Londonderry office 028 7126 0602

NI charity providing support and information for those affected by depression.

www.aware-ni.org

Cunamh

028 7128 8868

Community-led mental health project.

www.cunamh.org

Derry Well Woman

028 7136 0777

www.derrywellwoman.org

Praxis Care

• Londonderry	028 7130 8020
• Lisnaskea	028 6772 2778
• Belfast	028 9023 4555

Provides services for adults and children with a learning disability, mental ill health or acquired brain injury, and for older people, including people with dementia.

www.praxiscare.org.uk

Eating Disorders Association helpline

028 9023 5959

www.eatingdisordersni.co.uk

Western eating disorders service

028 7132 0165

Men’s Action Network

028 7137 7777

Provides a safe space for men to find support for life issues.

www.man-ni.org

Relate

028 9032 3454

Relationship and family services.

www.relateni.org

CLEAR Project

028 7138 3386

www.clearproject.co.uk

Inspire Community Wellbeing Service

028 7126 9677

www.inspirewellbeing.org

Mind Yourself & Foyle Advocates

028 7126 3461 028 7126 3318

Inspire

028 9032 8474

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

www.inspirewellbeing.org

CAMHS

028 7186 5238 028 6634 4115 028 8283 5990

Youth treatment, counselling and support.

HSC information on mental health conditions, treatments and medications

www.choiceandmedication.org/hscni

Substance misuse and gambling

Alcoholics Anonymous

028 9035 1222

www.alcoholicsanonymous.ie

Start360 Daisy West

028 7137 1162

Drugs and alcohol intervention service for 11-25 year olds.

www.start360.org

Alcohol and drug services

028 7186 5239 028 7186 5240 028 6638 2073

Asha Treatment Service

028 8283 5453 028 8283 5445

Community drug therapists

028 8283 5453

YES (Youth Engagement Service) / FIND Centre, Enniskillen

028 6632 5559

Education, prevention and referral on a range of issues.

www.thefindcentre.com

Drinkline

0300 123 1110

Gamblers Anonymous

028 9024 9185

www.gamblersanonymous.org.uk

Narcotics Anonymous

078 1017 2991

www.nanorthernireland.com

Northlands Centre

028 7131 3232

Treatment centre for alcohol problems.

www.northlands.org.uk

Foyle Haven

028 7136 5259

A safe space where street drinkers can access practical assistance and support.

ie.depaulcharity.org/foyle-haven-day-centre

SOLACE

028 6862 8741

Reducing the harm caused by the misuse of alcohol.

DIVERT Project

028 7126 9327

Provides support and information to children, young people and parents on alcohol and substance misuse.

HURT (Have Your Tomorrows)

028 7136 9696

Offering support on issues around alcohol and drug addiction.

Aisling Centre

028 6632 5811

Support group for people who live with, or have lived with, a loved one’s addiction.

www.theaislingcentre.com

Start360

028 7137 1162

Treatment, counselling and support services for young people and families affected by substance misuse.

CAMHS

028 7186 5238 028 6634 4115 028 8283 5990

Youth treatment, counselling and support.

Websites for further information

www.stopsmokingni.info

www.drugsandalcoholni.info

www.talktofrank.com

Victims of abuse

24 Hour Domestic & Sexual Abuse Helpline

0808 802 1414

Open to anyone affected by domestic or sexual abuse.

help@dsahelpline.org

www.dsahelpline.org

PSNI Child Abuse and Rape Enquiry Unit

101

Cunamh

028 7128 8868

Community-led mental health project.

PSNI non-emergency reporting number

101

Victim Support

Foyle office 028 7137 0086

Emotional support for victims of crime.

www.victimsupportni.com

foyle@victimsupportni.org.uk

NSPCC helpline

0808 800 5000

For under 18s 0800 1111

Nexus

028 6632 0046

Nexus Institute offers counselling to survivors of childhood sexual abuse and victims of sexual violence, including those who have experienced rape and sexual assault.

www.nexusni.org

WAVE Trauma Centre

• Londonderry / Limavady / Strabane	028 7126 6655
• Omagh / Fermanagh	028 8225 2522

Offers care and support to anyone bereaved or traumatised through violence.

www.wavetraumacentre.org.uk

Aisling Centre

028 6632 5811

Counselling and psychotherapy for victims and survivors of sexual abuse.

www.theaislingcentre.com

Women’s Aid, Fermanagh

028 6632 8898

The Rowan – Regional Sexual Assault Referral Centre

24 hour Freephone Helpline 0800 389 4424

Support and services for anyone who has been sexually abused, assaulted or raped.

www.therowan.net

Bereavement

Barnardo’s Child Bereavement Service

Advice line 028 9066 8333

Cruse Bereavement Care

Helpline	0808 808 1677
• Omagh and Fermanagh	028 8224 4414
• Foyle area	028 7126 2941

Cruse offers information, support and advice to anyone affected by death.

www.cruse.org.uk

Young people: www.hopeagain.org.uk

Miscarriage Association helpline

019 2420 0799

info@miscarriageassociation.org.uk

www.miscarriageassociation.org.uk

NI Stillbirth and Neonatal Death Society (SANDS)

077 4099 3450

www.sandsni.org

The Compassionate Friends

028 8778 8016

www.tcf.org.uk

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.

North West Counselling	
028 7181 3587	
www.northwestcounselling.co.uk	
WAVE Trauma Centre	
• Londonderry / Limavady / Strabane	028 7126 6655
• Omagh / Fermanagh	028 8225 2522

Offers care and support to anyone bereaved or traumatised through violence, irrespective of religious, cultural or political beliefs.
www.wavetraumacentre.org.uk

admin@wavederry.co.uk

admin@waveomagh.co.uk

Youthlife

028 7137 7227

Helping children and young people who have experienced bereavement and loss.

www.youthlife.org

Suicide Liaison Officers / Bereaved by Suicide Support

• Limavady / Londonderry / Strabane 028 7132 0138 078 4156 9000

• Omagh / Fermanagh 028 6638 2112 078 2653 5199

Bereaved by Suicide Support Group

028 7188 6181

Koram Centre, Strabane.

North West Bereaved By Suicide Group

028 7131 3800

1st and 3rd Monday each month.

Fermanagh Bereaved By Suicide Group

028 6632 5811

Roe Valley Bereaved By Suicide Support Group

079 4991 4100

PATHS Omagh

The Rainbow Project

• Derry	028 7128 3030
• Belfast	028 9031 9030

Support and counselling for gay and bisexual men.

www.rainbow-project.org

SAIL - Transgender support

028 9532 0023

Support for the families of transgender and gender variant people.

www.sailni.com

Transgender NI

0300 302 3202

Advocacy and support for transgender people.

www.transgenderni.org.uk

Teenscene (Omagh)

028 8283 5536 (Mon 2-6pm)

Positive Life Helpline

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

CASH clinic

0845 603 1881 (Wed 12.30-3.30pm)

Contraception and sexual health (Enniskillen).

Children and young people

Barnardo’s

028 9067 2366

www.barnardos.org.uk

Childline

0800 1111

www.childline.org.uk

CLIC

0300 330 0803 028 9072 5780

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

www.clicsargent.org.uk

Zest

028 7126 6999

Tackling the problems that lead to suicidal behaviour and direct and/or indirect self-harm in young people and adults.

www.zestni.org

FLARE (Facilitating Life and Resilience Education)

• Derry	028 7131 3444 075 4816 2192
• Omagh	028 8241 1411 079 0270 1073

Support service for young people (11-25 years old) experiencing mental health issues or impacted by suicide, delivered through youth work practice and interventions.

flare@eani.org.uk

WHSCT Gateway Team (24 hour)

028 7131 4090

First point of contact for anyone concerned about the welfare of a child or young person.

Youth Action Right Here Fermanagh Project

028 6632 8534

Works with young people to support them as active and equal citizens whose voices are heard, respected and valued.

www.youthaction.org

roisinmc@youthaction.org

DIVERT Project

028 7126 9327

Provides support and information to children, young people and parents on alcohol and substance misuse.

Action For Children

028 6632 4181

Supports and speaks out for the most vulnerable and neglected children and young people locally.

www.actionforchildren.org.uk

Family Nurse Partnership

028 7186 5115

Young People Sexual Health Nurse

028 7132 1758

Youthlife

028 7137 7227

Relate Teens

028 9032 3454

www.relateni.org

Voice of Young People in Care (VOYPIC)

028 7137 8980

www.voypic.org

School Aged Mothers

028 7127 2300

NSPCC

Helpline (24 Hour) 0800 800 5000

YES (Youth Engagement Service) / FIND Centre, Enniskillen

028 6632 5559

Education, prevention and referral on a range of issues.

YES (Youth Engagement Service) at Our Space, Derry

028 7137 2456 028 7136 6099

Education, prevention and referral on a range of issues.

claremaguireytp@gmail.com

Start360

028 7137 1162

Treatment, counselling and support services for young people and families affected by substance misuse.

CAMHS

028 7186 5238 028 6634 4115 028 8283 5990

Youth treatment, counselling and support.

Student support

Ulster University student support

Main telephone number	028 9536 7000
Press option for Coleraine, Jordanstown, Magee or Belfast when prompted.	
24 hr counselling helpline	0800 028 5510

Provides a professional counselling service on all campuses.

www.studentsupport.ulster.ac.uk

Queen’s University Belfast student guidance centre

During office hours	028 9097 2727
24 hr counselling helpline	0808 800 0016

A first stop for information, advice and guidance. Also provides a professional counselling service.

www.qub.ac.uk/directorates/sgc/

Family and relationships

Children’s Autism Spectrum Disorder Service

- Londonderry 028 7130 8313
- Omagh 028 8283 5983

Contact for Families with Disabled Children

0808 808 3555

Freephone helpline – signposting and help with disabilities.

www.cafamily.org.uk

Family Support NI

0845 600 6483

info@familysupportni.gov.uk

www.familysupportni.gov.uk

NI Newpin

028 7134 4477

Parenting NI

0808 801 0722

Support for parents and carers including a freephone helpline, counselling and parenting programmes.

www.parentingni.org

Sure Start

- Ballymagroarty / Hazelbank 028 7126 7524
- Carnhill 028 7135 6110
- Dungiven 028 7774 2904
- Edenballymore 028 7137 1670
- Shantallow 028 7135 2522
- Strabane 028 7138 2658
- Waterside 028 7134 7186
- Irvinestown 028 6862 1970
- Castlederg 028 8167 9483
- Strathroy/Fintona 028 8225 2936

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.

Strengthening Families Programme – Developing Healthy Communities

028 7161 1384

www.dhcni.com

ACCORD

- Northern Ireland regional office 028 9023 3002
- Londonderry 028 7136 2475
- Enniskillen 028 6632 5696
- Omagh 028 8224 2439

Marriage and relationships counselling.

www.accord-ni.co.uk

Relate

028 9032 3454

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

www.relateni.org

Derry Well Woman

028 7136 0777

www.derrywellwoman.org

Women’s Aid

- Foyle 028 7141 6800
- Fermanagh 028 6632 8898
- Omagh 028 8224 1414

www.womensaidni.org

Waterside Women’s Centre

028 7134 1579

www.watersidewomen.net

Strabane and Lifford Resource and Development Centre

028 7188 6253

The Women’s Centre

028 7126 7672

www.thewomenscentre.co.uk

Galliagh Women’s Group

028 7135 6092

Strathfoyle Women’s Activity Group

028 7186 0733

Men’s Action Network

028 7137 7777

Healthy Living Centres

- The Old Library Trust 028 7137 3870
- The Oak Project 028 6772 3843
- The Arc HL Project 028 6862 8741
- Derg Valley HL Project 028 8167 0764
- Bogside and Brandywell HF 028 7136 5330

Fertility Network

Support line 0121 323 5025

fertilitynetworkuk.org

Oak Healthy Living Centre

028 6772 3843

A drop-in service for heavy drinkers and people who are isolated or suffer mild health issues (Tuesday 10am–1pm)

WHSCT Stop Smoking Service

0800 917 9388

Benefits/financial advice

Omagh support / self-help group

028 8225 9877

Carers NI

028 9043 9843

Citizens Advice North West

- Cityside/Waterside/Strabane 0300 303 3650
- Omagh / Fermanagh 028 6632 4334

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

www.citizensadvice.org.uk

Disability Action

028 7136 0811

www.disabilityaction.org

Personal Independence Payment (PIP)

Freephone 0800 0121 573

Benefit enquiry line

0800 220 674

Omagh Independent Advice Services

028 8224 3252

Advice on social security benefits, disability benefits, employment, debt/financial matters.

Step Change

0800 138 1111

Free confidential debt advice.

www.stepchange.org

Employment training

AMH Foyle New Horizons

028 7137 3502

Helps people overcome the effects of mental ill health and in many cases return to work.

www.amh.org.uk/amh-near-you/new-horizons

AMH Fermanagh New Horizons

028 6632 3630

www.amh.org.uk/amh-near-you/new-horizons

CLEAR Project Training

028 7138 3386

Condition Management Programme (CMP)

028 7137 6911 028 6632 4950 075 2589 8336

The Condition Management Programme is a multidisciplinary team of healthcare professionals providing work-focused rehabilitation to overcome physical and mental health barriers to work.

www.westerntrust.hscni.net/ourservices

condition.management@westerntrust.hscni.net

WHSCT Health Improvement Team

028 7186 5127

Lisnamallard Day Centre

028 8225 2079

Prospects Mental Health Day Care Centre

028 8167 0600

www.beaconwellbeing.org

Rural support

Rural Support Helpline

0800 138 1678

www.ruralsupport.org.uk

Carers

Carers NI

028 9043 9843

Benefits and carers' rights.

Cause

028 9065 0650

Helpline 0800 103 2833

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

www.cause.org.uk

The Escapists

078 3011 7766

Headway – The brain injury association

028 2565 1521

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

Western Health and Social Care Trust Carers Coordinator

028 6634 4000 028 6634 4163

Long-term conditions

MS Helpline

0808 800 8000

www.mssociety.org.uk

Macmillan Cancer Helpline

0808 808 0000

www.macmillan.org.uk

Mencap (Londonderry)

028 7126 2227

Helpline 0808 808 1111

Huntington’s Disease Association NI

info@hdani.org.uk

www.hdani.org.uk

British Lung Foundation

020 7688 5555

www.blf.org.uk

Housing and supported living

First Housing Aid and Support Services

028 7126 6115

www.first-housing.com

House in the Wells

028 7126 7957

Methodist City Mission for Homeless Men

028 7130 9388

Simon Community

028 7131 1461

Central access point and emergency accommodation 24/7 helpline 0800 171 2222

www.simoncommunity.org

Shelter NI (SLATE Project)

028 8226 7010

Depaul Ireland