Directory of services to help improve mental health and emotional wellbeing

2020

0808 808 9000

Northern area

HSC Health and Social Care

Urgent help and support

Emergency services

999 or 112

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

077 1123 3802

Community Rescue Service.

GP out of hours services, Dalriada
Urgent care 028 2566 3500

Urgent car Lifeline

Freephone

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.

Samaritans helpline

Listening ear to those in distress.

Social services out of hours arrangements
028 9504 9999

Action on Hearing Loss

0808 808 0123

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 Programme (SHIP)

Community based psychological intervention and support service for people who self-harm. NHSCT 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.

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.

| • Belfast | 028 9035 7820 |
|--|--------------------------|
| • Derry | 028 7126 0602 |
| NI charity providing support a affected by depression. | nd information for those |

www.aware-ni.org Support Mail Service: help@aware-ni.org

Beat eating disorders

| - | |
|------------------------------------|---------------------------|
| Adult helpline | 0808 801 0677 (freephone) |
| Studentline | 0808 801 0811 (freephone) |
| Youthline | 0808 801 0711 (freephone) |
| | |

www.beateatingdisorders.org.uk

Inspire 028 9032 8474

Aware

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

www.inspirewellbeing.org

MindWise

028 9446 0873 Currently offers a wide range of support services from locations throughout Northern Ireland. www.mindwisenv.org

NHSCT 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.

PRAXIS Care

028 9023 4555

Praxis provides care to adults and children with learning disabilities, mental health issues and dementia.

SANELINE

0300 304 7000 For anyone coping with mental illness. Helpline from 6pm – 11pm.

Threshold (supported housing)

028 9087 1313 Offers residential therapeutic communities and other services to people in Northern Ireland. www.threshold-services.co.uk

HSC information on mental health conditions, treatments and medications

www.choiceandmedication.org/hscni

For information on more services and support:

www.mindingyourhead.info www.familysupportni.gov.uk www.llttf.com (Living Life to the Full)

Alcohol, drugs, smoking and gambling

Addiction services (Adult)

028 2531 7160

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

For advice and support for injecting drug use.

Ballymena Youth Engagement Service (YES)

Extern

028 2565 4012

Step 2 service: therapeutic work for individuals 18+ who are misusing drugs and alcohol, and a support service for their family members.

Low threshold: harm reduction services for people who are chaotically misusing substances. asmreferrals@extern.org

intelerrais@extern.org

Al-Anon

To help and support families and friends of problem drinkers.

Alcoholics Anonymous

028 9035 1222

Carlisle House (residential services)
028 9032 8308

Substance misuse treatment centre.

www.carlislehouse.org

Addiction NI

028 9066 4434

Drug and alcohol intervention and support services for adults and family members - specific support available for offenders and those aged 55+. www.addictionni.com

Gamblers Anonymous

028 9024 9185 www.belfastga.co.uk

Northlands Centre, Derry

Websites for further information

www.stopsmokingni.info www.drugsandalcoholni.info www.talktofrank.com

Abuse

24 Hour Domestic & Sexual Abuse Helpline

Open to anyone affected by domestic or sexual abuse.

help@dsahelpline.org

www.dsahelpline.org

National Association for People Abused in Childhood (NAPAC)

0808 801 0331 www.napac.org.uk

Nexus NI

Referral Centre

www.therowan.net

Victim Support NI

www.victimsupportni.com

Northern and

Belfast, South Eastern and

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

The Rowan - Regional Sexual Assault

Support and services for anyone who has been

PSNI non-emergency reporting number

sexually abused, assaulted or raped.

Emotional support for victims of crime.

Women's Aid Federation NI

028 7126 0566

028 9032 6803

0800 389 4424

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.

28 2568 9356

Offering a youth friendly, holistic health and wellbeing service where young people, aged 11-25, have opportunities to socialise and to get advice and support on a range of issues. Run by Start360.

Carrickfergus Youth Engagement Service (YES) 028 9335 5890

Providing a youth friendly, holistic health and wellbeing service where young people, aged 11-25, have opportunities to socialise and to get advice and support on a range of issues. Run by Carrickfergus YMCA.

ASCERT/Start360

0800 2545 123

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

www.ascert.biz

| Larne and Newtownabbey | 028 | 2563 | 2 |
|------------------------|-----|------|---|
| • Mid Ulster | 028 | 8676 | 9 |

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

Causeway Coast and Glens
 028 7035 6573

www.womensaidni.org

The Men's Advisory Project (MAP)

028 9024 1929 or 028 7116 0001

Specialised support for any man who has been a victim of domestic abuse.

www.mapni.co.uk

028 9332 9997

Offers support and education with family life, sexual health and crisis pregnancy. Our services include: sexual health information appointments; online and telephone support; educational lessons and programmes; specialised children's counselling; young people's counselling; adult counselling.

Relationship Resource Centre, Carrickfergus

Helping someone who is thinking about suicide

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

Let them explain their feelings. Tell them you have to

Tell them you will support them to find help. Get professional

Cruse offers information, support and advice to anyone

0808 808 1677

028 9066 8333

0808 800 6019

028 7034 2178

028 9032 8866

help straight away. Call 999 in a crisis. Remove potential

1 - Approach the person and ask

means of suicide and don't leave them alone.

Young people: www.hopeagain.org.uk

Barnardo's child bereavement service

Barnardo's Northern Area children and young

people bereaved by suicide support project

2 – Listen, give support

take any threats seriously.

Bereavement

Cruse helpline

affected by death.

www.cruse.org.uk

www.barnardos.org.uk

Northern Area number

Child Death helpline

Miscarriage Association

info@miscarriageassociation.org.uk

www.miscarriageassociation.org.uk

NI Stillbirth and Neonatal Death Society

NHSCT bereaved by suicide service

Providing support services, advice and signposting to

Free confidential advice on sex and contraception for

Informing Choices NI (formerly fpaNI)

Confidential information, advice and support on

Genito Urinary Medicine (GUM) Clinics

aspects of sexual health and family planning.

people living with and affected by HIV.

young people aged under 25 years.

hello@commonyouth.com

www.commonyouth.com

www.informingchoicesni.org

Causeway Hospital

www.sexualhealthni.info

• Royal Victoria Hospital

0345 122 8687

Free for mobiles

019 2420 0799

077 4099 3450

www.sandsni.org

028 9441 3544

Positive Life

028 9024 9268

www.positivelifeni.com

Common Youth

Belfast

Sexual health

(SANDS)

Advice line

Cruse Bereavement Care

3 - Get help

www.therelationshipresourcecentre.co.uk

Sexual orientation and gender identity LGBT Switchboard 0808 8000 390 LGBT Northern Ireland www.lgbtni.org Transgender NI

www.transgenderni.org.uk

Cara-Friend

028 9089 0202

Provides information and support to the lesbian, gay, bisexual and transsexual community.

www.cara-friend.org.uk

Cara-Friend LGBTQ+ Youth

028 9089 0202

HERE NI

028 9024 9452

Support for lesbian and bisexual women in Northern Ireland. www.hereni.org

The Rainbow Project

028 9031 903

Supporting health and wellbeing for the LGBT+ community and their families. Co-cultural counselling for individuals and couples; health and wellbeing sessions; befriending support; personal development (regional); sexual health testing and support/advice; regional LGBT peer and support groups; advocacy support; OUT North West (youth support in North West); relationships and sex education for young people; same sex family support; family support.

info@rainbow-project.org

www.rainbow-project.org

SAIL 028 9532 0023

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

(9.30am-12.30pm Mon-Fri)

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

077 9614 8549

Childline

Education)

077 2071 7275

flare@eani.org.uk

028 9504 9999

0808 808 8000

Gateway

Helpline (24/7 service) 0800 1111
www.childline.org.uk

CLIC

028 9072 5780 0300 330 0803

028 2563 0064 077 3997 9443

0300 123 4333 (Mon-Fri 9am-5pm)

welfare of a child or young person.

Emergency Social Work Service.

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

FLARE (Facilitating Life and Resilience

Support service for young people (11-25 years old)

experiencing mental health issues or impacted by suicide,

delivered through youth work practice and interventions.

The NHSCT children's social work service is a first

Outside office hours, you can contact the Regional

point of contact for anyone concerned about the

Parentline NI

0808 8020 400 parentline@ci-ni.org.uk

www.parentingni.org

Student support

Main telephone number

24 hr counselling helpline

Further contact details at:

www.ulster.ac.uk/wellbeing

campuses

ACCORD 028 9023 3002

Autism NI

Marriage counselling

www.accord-ni.co.uk

028 9040 1729

The Children's Centre

individuals referred to the centre.

support through times of need.

bisexual and transgender people.

www.familytiesproject.org.uk

one child under 5 years old.

Home-Start Antrim

Parenting NI

www.cafamily.org.uk

Family Ties Project

Ulster University student support

Choose option for Coleraine, Jordanstown, Magee or Belfast when prompted.

Provides a professional counselling service on all

Family and relationships

Providing support for families, enhancing parenting

skills and promoting the emotional wellbeing of all

Signposting and help with disabilities. In the NHSCT

area, family workers offer parents one-to-one help and

Provides practical advice, guidance, advocacy

support, counselling and befriending to parents, guardians and family members of lesbian, gay,

One-to-one family support for parents with at least

Offers services to support parents and carers including

a freephone helpline, face-to-face support, counselling,

Ireland, including Ballymena, Coleraine and Magherafelt.

parenting programmes and the opportunity to have

a say on the issues affecting parents and carers.

Appointment services based throughout Northern

Contact a Family Northern Ireland

028 9536 7000

0800 028 5510

028 9262 7552

0808 808 3555

Relate

028 9032 3454

Services include relationship counselling for individuals and couples, and counselling for children and young people. office@relateni.org

www.relateni.org

St Vincent de Paul

028 9035 1561

Offers direct, confidential assistance based on the need of the indivdual or family. www.svp-ni.co.uk

Sure Start

| Coleraine | 028 7032 1032 |
|--|---------------|
| Dalriada (including Bushmills and Ballycastle) | 028 2073 0444 |

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.

Step Change

0800 138 1111 Free confidential debt advice.

www.stepchange.org

Advice 4 Health

| Newtownabbey, Carrickfergus, Larne | 028 9086 7100 |
|--|---------------|
| Coleraine, Ballymoney, Moyle | 028 7034 4817 |
| Antrim & Newtownabbey | 028 9590 6505 |
| 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

Victim Support

028 9024 3133

Emotional support for victims of crime. www.victimsupportni.com

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

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

0800 103 2833

028 2565 1521

www.cause.org.uk

Headway Ballymena – The brain injury association

24/7 service

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

www.headway.org.uk

Rural support

Rural Support Helpline

0800 138 1678 www.ruralsupport.org.uk

Other health-related support

MS Helpline

0808 800 8000

Housing/homelessness/ supported living

Lighthouse Hostel (Ballymena)

24/7 service028 2564 7654A residential homeless facility for men aged 18–65years, 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)

| 0344 892 0900 | |
|-----------------|---------------|
| After hours | 028 9504 9999 |
| www.nibe.gov.uk | |

Simon Community

| Due vision a second station and survey set | | | h - |
|--|------|-----|------|
| accommodation 24/7 helpline | 0800 | 171 | 2222 |
| Central access point and emergence | y | | |

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

Triangle Housing Association Limited

Vineyard Compassion

028 7022 0005

Coleraine-based practical and emotional support at points of need (including foodbank support, social supermarket, Job Club, debt management, clothing bank and supported living).

www.vineyardcompassion.co.uk

info@vineyardcompassion.co.uk

Cultural/ethnic

Bryson Intercultural/Migrant Help 028 9031 5744

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

bilingualsupportworker@migrantcentreni.org

Age NI (Advice and Information)

www.ageuk.org.uk/northern-ireland

Charity combining Age Concern NI and Help the

028 7141 4848

028 9446 4619

028 2076 8309

028 2564 0720

028 9332 6000

028 9086 7686

www.brysonintercultural.org

Migrant Centre NI Immigration advice (EU settlement schem

Hate crime support

euss@migrantcentreni.org

www.migrantcentreni.org

Older people

Aged in Northern Ireland.

Good Morning Projects

0808 808 7575

Antrim

Ballycastle

Ballymena

Causeway

Mid-Ulster

Newtownabb

• Larne

Carrickfergus

Deaf and hard of hearing – Textphone users can call Lifeline on 18001 0808 8

24 hour support for those in distress or despair.

NSPCC

Lifeline

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

| ABBEY (Newtownabbey) | 028 9086 0938 |
|---|-----------------------|
| • Ballymena | 028 2564 3555 |
| G-old (including Cookstown, Ard Dunamore and Pomeroy) | boe, 028 8676 9994 |
| Horizon (Carrickfergus) | 028 9335 9734 |
| • Larne | 028 2827 6044 |

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.

www.mssociety.org.uk

Macmillan Cancer Helpline

0808 808 0000

www.macmillan.org.uk

info@goodmorningcarrickfergus.com

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'.

Disclaimer:

The information in this directory is believed to be correct at time of going to print. Where any specific organisation or service is mentioned by name or otherwise this does not necessarily constitute or imply any endorsement or recommendation by PHA of that organisation or service.

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 Agency Northern Area Health and Social Wellbeing Improvement Team on: 028 9536 2913.