

## Directory of services to help improve mental health and emotional wellbeing

**Belfast area** **2016**

*(last updated 14/08/2016)*

 Health and Social Care

## Urgent help and support

**Emergency services**

999 or 112

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

**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.

**Samaritans helpline**

Freephone 116 123

Listening ear to those in distress.

jo@samaritans.org

www.samaritans.org

**Police (PSNI)**

101

This will connect you to your local station.

**GP out of hours services**

- |                          |               |
|--------------------------|---------------|
| • South and East Belfast | 028 9079 6220 |
| • North and West Belfast | 028 9074 4447 |

## GP referral-only services

**‘One Point of Referral’**

028 9504 2920

Provides one point of entry for all new referrals to mental health services across Belfast. Services available through One Point of Referral include:

**Primary Mental Health Services**

Short-term help for people with mild to moderate mental health problems.

**Unscheduled Care**

Provides mental health assessments to patients presenting to emergency departments or who are referred by their GP for an emergency mental health assessment.

**Acute Mental Health Inpatient Service**

**Home Treatment Service**

**Home Treatment House (supported accommodation)**

**Acute Day Treatment Service**

**Community Mental Health Teams (CMHTs)**

**Crisis Assessment and Intervention Team (CAIT)**

For those aged under 18.

**Belfast Addiction Service (BHSCT)**

Treatment and support for people aged 18 and over misusing alcohol and/or drugs. Addiction Services also include:

• **Substitute Prescribing Team (SPT)**

• **Substance Misuse Liaison Nurses Service (SMLN)**

**Child and Adolescent Mental Health Service (CAMHS) and Drug and Alcohol Misuse Mental Health Service (DAMMHS)**

Adolescent Team	028 9504 0365
Children’s Team	028 9063 2100

Provides specialist multi-professional support in the community for children and young people aged up to 17 years experiencing mental health problems. There are also specialist teams for family trauma, drug and alcohol misuse, eating disorders and intensive support and assessment in emergency departments/GP surgeries.

• **Drug and Alcohol Misuse Mental Health Service (DAMMHS)**

Treatment and support for young people aged 17 and under misusing alcohol and/or drugs.

Belfast Trust also provides:

• **CAMHS Regional Inpatient Unit** – referral to the Beechcroft Unit will be through the community CAMHS.

**During office hours 028 9063 8000**

**Community Mental Health Team for Older People**

The Community Mental Health Team for Older People is a multi-disciplinary team. Its purpose is to provide assessment, intervention, education, advice and support to individuals over the age of 65 years who are experiencing a mental illness, and individuals of any age who are experiencing or have concerns about dementia. The team also provides carer education, advice and support. It operates an open referral system.

**028 9504 0346 (Mon–Fri, 9am–5pm)**

## 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.

**Samaritans helpline**

Freephone 116 123

Listening ear to those in distress.

**Forum for Action on Substance Abuse (FASA)**

028 9080 3040

Specialised services in substance misuse, suicide and self-harm.

**New Life Counselling**

028 9039 1630 028 9074 6184

Counselling support for individuals (aged four years upwards) and families on a range of issues.

**Contact NI**

028 9074 4499

Confidential counselling on a wide range of issues.

**The Rainbow Project**

028 9031 9030

Promoting the health and wellbeing of lesbian, gay, bisexual and transgender people, and their families.

**LIGHTHOUSE**

028 9075 5070

Offers support and help for people affected by suicide or self-harm, and supports bereaved families.

**East Belfast Survivors of Suicide**

028 9046 0201

Provides peer support to those who have been affected by suicide.

**Start 360**

028 9043 5810

Information, guidance and advice for young people on issues such as drugs and alcohol, employment, offending behaviour, and emotional and mental health.

**Falls Women’s Centre**

028 9032 7672

Supports women and their families through services including counselling.

**East Belfast Independent Advice Centre**

028 9073 5690

Provides free, independent and confidential advice, including specialist debt advice, advocacy and representation at tribunals.

**MACS Supporting Young People**

028 9031 3163

Works with children and young people aged 11-25 who are care leavers, vulnerable or generally at risk, experiencing issues including homelessness, substance abuse, self harm/suicide.

**PIPS Belfast**

028 9080 5850

Support to individuals and families who have been affected by suicide.

**Bridge of Hope**

028 9074 6737 028 9022 1022 028 9543 8707

Provides services to victims and survivors of the conflict.

**Suicide Awareness and Support Group**

028 9023 9967

Offers support and help for people affected by suicide or self-harm and supports bereaved families.

**Trinity Community Counselling Service**

028 9020 0396

Mental health and wellbeing counselling services.

**Windsor Women’s Centre**

028 9023 5451

Provides a range of services to women and their families, including mental health support.

**Lenadoon Counselling Project**

028 9060 0641

One to one therapeutic counselling for individuals experiencing emotional distress, and training in suicide intervention.

**Charter for NI**

028 9045 9458

**East Belfast Community Development Agency**

028 9045 1512

Provides resources, support and capacity building programmes for community groups.

**East Belfast Community Counselling**

028 9046 0489

Provides accessible, confidential counselling in East Belfast.

**Zest - Healing the Hurt**

028 7126 6999

Family outreach support for self-harm.

www.zestni.org

**H.E.A.R.T. The Maureen Sheehan Centre**

028 9031 0346

## Mental health including eating distress and anxiety support

**Northern Ireland Association for Mental Health (NIAMH)**

028 9032 8474

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

www.niamhwellbeing.org

**Praxis Care Group**

028 9023 4555

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

**Mindwise**

028 9040 2323

Support for people recovering from mental illness.

www.mindwisenv.org

**Life After Mental Health Problems (LAMP) Service User Group**

028 9024 2982

**Threshold**

028 9087 1313

Residential and supported housing/floating support.

**Action Mental Health / New Horizons**

028 9027 8283

**Men’s Advisory Project**

028 9024 1929

**OASIS – IMAGO Project**

028 9087 2277 ext 203

**East Belfast Community Development Agency**

028 9045 1512

**H.E.A.R.T. The Maureen Sheehan Centre**

028 9031 0346

**Eating Disorders Association**

028 9023 5959

**Aware**

028 9035 7820

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

A listening ear helpline and support groups.

Email: help@aware-ni.org

**East Belfast Community Counselling**

028 9046 0489

**The Conservation Volunteers NI**

028 9064 5169

Green Gym project.

## Alcohol/drugs/gambling

**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+.

**ASCERT**

028 9260 4422

0800 254 5123

Brief intervention service for those misusing alcohol (drinking hazardously or harmfully) and/or their family members.

**Barnardos – PHAROS service**

028 9066 3470

Therapeutic support for children and families affected by parental substance misuse (access via BHSCT Addiction Services or Social Services).

**Carlisle House**

028 9032 8308

Residential substance misuse programme for those aged 18–65 years (access via BHSCT Addiction Service or private clients accepted).

**DAISY**

028 9043 5815

Drug and Alcohol Intervention and Support service for Young people (up to age 25) and/or their family members.

**DAMMHS (BHSCT)**

028 9063 8000

Drug and Alcohol Misuse Mental Health Service for those aged under-18 based within BHSCT’s Child and Adolescent Mental Health Service (CAMHS).

**Drug Outreach Team (BHSCT)**

028 9504 1433

Information, support and outreach service working primarily with injecting drug users.

**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.

*(last updated 14/08/2016)*

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**Dunlewey Addiction Services**

028 9039 2547

Intervention and support service for adults for drug and alcohol/gambling addictions.

**Extern**

028 9033 0433

Alcohol Housing Support Service for those at risk of losing their tenancy and Drugs Accommodation Support Service linking in with hostels in housing and supporting injecting drug users.

**Falls Community Council**

028 9020 2030

Drug and alcohol information, advice and support services for young people and families.

**FASA**

028 9080 3040

Drug and alcohol information, advice, intervention and support services for young people, families and adults.

**Lisburn YMCA**

028 9267 0918

Targeted prevention programmes for young people based on a life skills and harm reduction approach.

**BDACT Connections Service**

Undertakes work in communities on behalf of Belfast Drug and Alcohol Coordination Team to address issues of concern around drugs and alcohol.

Email: connections@bdact.info

**Alcoholics Anonymous**

028 9043 4848

www.alcoholicsanonymous.ie

**Narcotics Anonymous**

Helpline: 0300 999 1212

www.nanorthernireland.com

**Websites for further information**

www.alcoholandyouni.com
www.drinkworkandme.com
www.knowyourlimits.info
www.talktofrank.com
www.drugsandalcoholni.info

### Smoking

Stop smoking support services are available at many GP surgeries and pharmacies across Northern Ireland. Ask your doctor or call into your local pharmacy. Alternatively, visit the PHA’s stop smoking website: www.want2stop.info

## Abuse/trauma

**Nexus**

028 9032 6803

Advice, support and counselling for people who have been sexually abused.

www.nexusinstitute.org

**PSNI Domestic Violence Officer**

101

**Victim Support NI**

028 9024 3133

Emotional support for victims of crime.

www.victimsupportni.co.uk

**Domestic violence helpline**

0808 802 1414

24/7 helpline.

**The Rowan – Regional Sexual Assault Referral Centre**

**24 hour Freephone Helpline 0800 389 4424 (free from landlines only, mobiles may cost)**

Support and services for children, young people, women and men who have been sexually abused, assaulted or raped, whether this happened in the past or more recently.

www.therowan.net

**Family Trauma Centre – Belfast Health and Social Care Trust**

028 9504 2828

**WAVE Trauma Centre**

028 9077 9922

Befriending and counselling for people who are victims of violence or bereaved due to the Troubles.

www.wavetraumacentre.org.uk

## Bereavement

**Bereavement Support (BHSCT)**

028 9504 7623

**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.

**PIPS Belfast**

028 9080 5850

**Suicide Awareness and Support Group**

028 9023 9967

**East Belfast Survivors of Suicide**

028 9046 0201

**Barnardo's Child Bereavement Service**

028 9066 8333

www.barnardos.org.uk

**Cruse**

National Cruse day-by-day helpline 0844 477 9400

Cruse Belfast Office 028 9043 4600

Cruse young person's helpline 0808 808 1677

Promote the wellbeing of bereaved adults, children and young people.

**East Belfast Community Counselling**

028 9046 0489

## Sexual health

**Positive Life**

028 9024 9268

Confidential helpline 0800 137 437

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

www.positivelifeni.com

**Brook**

028 9032 8866

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

**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) clinic**

028 9063 4050

Situated at the Royal Victoria Hospital.

**The Rainbow Project**

028 9031 9030

Advice, information and support, including rapid HIV testing and outreach clinics for lesbian, gay, bisexual and transgender people.

www.rainbow-project.org

## Sexual orientation and gender identity

**The Rainbow Project**

028 9031 9030

Promoting the health and wellbeing of lesbian, gay, bisexual and transgender people, and their families.

www.rainbow-project.org

**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

**LGBT Switchboard**

0808 8000 390  Tues-Thurs, 6-9pm

**HERE**

028 9024 9452

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

www.hereni.org

**Transgender NI**

www.transgendemi.com

## Child/youth support

**Childline**

0800 1111

Counselling for children and young people.

www.childline.org.uk

**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.

**NSPCC**

0808 800 5000

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

**Youth Action NI**

028 9024 0551

**Forum for Action on Substance Abuse (FASA)**

028 9080 3040

**New Life Counselling**

028 9039 1630   028 9074 6184

**Start 360**

028 9043 5810

**MACS Supporting Young People**

028 9031 3163

**Children's Law Centre**

028 9024 5704

**Contact Youth Counselling**

028 9074 4499

**Include Youth**

028 9031 1007

**Voice of Young People in Care (VOYPIC)**

028 9024 4888

**Belfast YMCA**

028 9068 4660

**Action for Children NI**

028 9046 0500

## 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. 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/

**Belfast Metropolitan College**

028 9026 5003

## Family and relationships

**New Life Counselling**

028 9074 6184

Family therapy service (Duncairn office).

**Parenting NI**

0808 801 0722

**Barnardo's**

028 9064 4335

**Gingerbread**

Freephone advice line 0808 808 8090

Support for single parent families.

**Family Trauma Centre - BHSCT**

028 9504 2828

**St Vincent de Paul regional office**

028 9035 1561

**Family Mediation NI**

028 9024 3265

**ACCORD**

028 9023 3002

Marriage and relationships counselling.

www.accord-ni.co.uk

**Relate**

0300 100 1234

Divorce/separation/marriage counselling.

**Falls Women's Centre**

028 9032 7672

**Windsor Women's Centre**

028 9023 5451

**Sure Start**

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. To find your local Sure Start, go to www.nidirect.gov.uk/sure-start-services

**Family Support NI**

0845 600 6483

www.familysupportni.gov.uk

## Benefits/financial advice

**Debt Action NI**

0800 917 4607

www.debtaction-ni.net

**Advice NI**

028 9064 5919

www.adviceni.net

**Law Centre NI**

028 9024 4401

www.lawcentreni.org

**Cancer Lifeline**

028 9035 1999

Support services for individuals and their families affected by cancer, including benefits and financial advice.

www.cancerlifeline.info

**Citizens Advice Bureau**

028 9023 6522

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

www.citizensadvice.co.uk

**Age NI advice service**

0808 808 7575

Free benefits check for older people.

**East Belfast Independent Advice Centre**

028 9073 5690

**Gamblers Anonymous**

028 9024 9185

## Carers

**Carers NI**

028 9043 9843

Benefits and carers’ rights.

**Cause**

Helpline 0845 603 0291

028 9065 0650

Peer-led support to carers and families of people with mental illness.

www.cause.org.uk

**Crossroads Caring for Carers**

028 9181 4455

Respite/short-term breaks for carers.

**Belfast Carers’ Centre**

028 9073 0173

## Other health-related support

**Men to Men**

028 9024 7027

**Disability Action**

028 9029 7880

**Down's Syndrome Association**

028 9066 5260

**MENCAP**

028 9069 1351

NI Learning Disability Helpline 0808 808 1111

**Royal National Institute of Blind People (RNIB)**

028 9032 9373

**British Deaf Association Northern Ireland**

028 9043 7480

**Northern Ireland Deaf Youth Association**

028 9043 8566

**Action on Hearing Loss**

028 9023 9619

Textphone 028 9024 9462

**The Stroke Association**

028 9050 8020

National Helpline 0303 3033 100

## Housing/homelessness/ supported living

**Emergency accommodation 24/7 helpline**

0800 171 2222

**Northern Ireland Housing Executive**

0344 892 0900

**Simon Community**

028 9504 9999

**Extern**

028 9033 0433

**Queen’s Quarter Housing**

028 9031 3183

**MACS Supporting Young People**

028 9031 3163

**Welcome Organisation**

028 9024 0424

Outreach Team 078 9493 1047

## Cultural/ethnic

**NI Council for Ethnic Minorities (NICEM)**

028 9023 8645

**The Migrant Centre NI**

028 9043 8962

**Equality Commission NI**

028 9050 0600

## Refugees/asylum seekers

**Northern Ireland New Entrant Service (NINES)**

028 9504 2830   028 9056 5909

Regional nurse-led service for new immigrants, asylum seekers and refugees entering Northern Ireland.

## Older people

**Age NI**

028 9024 5729

Advice line 0808 808 7575

**Engage with Age**

028 9073 5696