

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

**South Eastern area** **2017**

**HSC** Health and Social Care

## Urgent help and support

### Emergency services

999 or 112

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

### Gateway Children’s Social Work Services

0300 100 0300

028 9504 9999 (out of hours)

Gateway assists people who are concerned about the welfare of a child or young person.

### GP out of hours services

• Down and Lisburn 028 9260 2204

• North Down and Ards 028 9182 2344

### 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

Will connect you to your local police station.

### Samaritans helpline

Freephone 116 123

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)

are multi-professional teams that provide assessment, treatment and support services to people experiencing mental health problems. There are teams working throughout the South Eastern 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 and who are over the age of 65 years.

### Community addiction teams (CATs)

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

## Suicide prevention/ self-harm/self help

### Colin Community Counselling

028 9060 4347

For people aged 16 years and over.

### New Life Counselling

028 9039 1630

### Niamh Louise Foundation

028 8775 3327

Complementary therapies, mentoring for people aged under 18 years, befriending for people aged 18 years and over, bereavement support, youth forum.

www.niamhlouisefoundation.com

### North Down YMCA Men’s Health Worker

028 9145 4290 option 3

One to one support and group activities for men aged 18+ within North Down.

### Samaritans helpline

Freephone 116 123

Listening ear to those in distress.

www.samaritans.org.uk

Email: jo@samaritans.org

### SEHSCT training

028 9151 0275

Free for anyone aged over 16 years, including:

- Applied Suicide Intervention Skills Training (ASIST)
- Safe Talk – suicide awareness
- Understanding self-harm

### MYMY (Mind Your Mate and Yourself)

028 4372 7549

## Mental health including eating distress and anxiety support

### Action Mental Health

• Ards (New Horizons) 028 9182 2410

• Bangor (New Horizons) 028 9127 5953

• Downpatrick (New Horizons) 028 4461 3791

• Lisburn (New Horizons Derriaghy) 028 9062 9759

Training and support for people with mental health needs or a learning disability.

### Aware

028 9035 7820

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

Email: info@aware-ni.org

### The Hub Community Counselling Centre, Ballynahinch

028 9756 1100

### Eating Disorder Association

028 9023 5959

### Kairos Enterprises Ltd

028 4321 8118

Support for adults using a community gardens approach. Men’s Shed Project.

### Lisburn Downtown Centre

028 9267 2052

Support for people with mental health problems.

### Men to Men

028 9024 7027

Counselling service and support for men’s health.

### Mindwise

028 4461 7964

Support for people recovering from mental illness. www.mindwisenv.org

### Inspire (formerly NIAMH)

028 9032 8474

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

ww.inspirewellbeing.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.

### Threshold

028 9087 1313

Residential and supported housing / floating support.

## Alcohol, drugs and smoking

### Alcoholics Anonymous

028 9043 4848

www.alcoholicsanonymous.ie

### Alcohol and You

0800 254 5123

Online and face-to-face services to reduce alcohol-related harm and provide support for families.

www.alcoholandyouni.com

### Narcotics Anonymous

078 1017 2991 (7-10pm daily)

### National Drugs Helpline (FRANK)

0300 123 6600

Text 82111

24/7 drugs helpline.

### Al Anon / Alateen

028 9068 2368

Help and support for families and friends of problem drinkers.

www.al-anonuk.org.uk

### ASCERT

028 9260 4422

Drug and alcohol services including treatment and support, education and training for professionals.

### Drug and Alcohol Intervention Service for Youth (DAISY)/Start 360/ASCERT

028 9043 5815

### Carlisle House

028 9032 8308

Substance misuse rehabilitation treatment centre.

### Dunlewey Addiction Services

028 9039 2547 0800 0886 725

Drug and alcohol treatment service for adults.

### Gamblers Anonymous and Gam-Anon

028 9024 9185

Help and support for compulsive gamblers. Gam-Anon is for partners, relatives and close friends of compulsive gamblers.

### The Link MARC Project

028 9182 1124

Support for people with addiction problems. Showers, clean clothes and hot food provided.

### Addictions NI

028 9066 4434 028 9073 1602 028 9033 0499

Treatment for people with drug or alcohol problems, delivered in community settings.

### Pharos Project

028 9146 6186

Barnardo’s project providing support services for families where there is parental substance misuse.

### Simon Community low threshold harm reduction service

028 9023 2882

Support and advice for people with drug and alcohol problems.

### 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

### Domestic Violence Outreach Scheme

028 9127 3196

North Down and Ards.

### National Association for People Abused in Childhood (NAPAC)

0808 801 0331

### 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

028 9024 3133

Emotional support for victims of crime.

www.victimsupportni.co.uk

### Women’s Aid

028 9024 9041

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

## Bereavement

### Barnardo’s child bereavement service

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

www.barnardos.org.uk

### Cruse

• Cruse helpline 0808 808 1677

• Cruse Belfast 028 9043 4600

• Cruse North Down and Ards 028 9127 2444

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

### Bereavement support midwife

028 9056 4717

### Child death helpline

0800 282 986

0808 800 6019 (free for mobiles)

### The Compassionate Friends

NI helpline 028 8778 8016

Support and care for bereaved parents, siblings and grandparents who have suffered the death of a child.

### Lisburn Downtown Centre

028 9267 2052

Support for bereaved parents.

### Miscarriage Association helpline

019 2420 0799 (9am-4pm Mon-Fri)

9am–4pm

### NI Stillbirth and Neonatal Death Society (SANDS)

NI helpline 077 4099 3450

National helpline 020 7436 5881

www.sandsni.org

## Sexual health

### 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

### 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.

### SEHSCT family planning clinics

028 9181 6666 028 9260 1992 028 4461 3311

### Genito Urinary Medicine (GUM) clinic

028 9063 4050

Situated at the Royal Victoria Hospital.

### Positive Life

028 9024 9268

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

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

www.positivelifeni.com

### Youth health advice service (SEHSCT)

077 5331 0352

Free, confidential nurse-led service, including relationship and sexual health advice.

## Sexual orientation and gender identity

### LGBT Switchboard

0808 800 0390 1-4pm Mon-Fri, 6-9pm Wed only.

### LGBT Northern Ireland

028 9031 9030

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

### Equality Commission enquiry line

028 9050 0600

### 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

### The Rainbow Project

028 9031 9030

www.rainbow-project.org

### SAIL - Transgender support

Family support 028 3057 0075

Support for trans people 028 9532 0321

General enquiries/professionals 028 9532 0023

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

www.sailni.com

## Children/youth support

### ASCERT

028 9260 4422 0800 254 5123

Drug and alcohol services including treatment and support, education and training for professionals.

www.ascert.biz

### Drug and Alcohol Intervention Service for Youth (DAISY)/Start 360/ASCERT

028 9043 5815 0800 254 5123

### Barnardo’s

028 9067 2366

Direct services for children, young people and their families.

www.barnardos.org.uk

### Belfast Central Mission (BCM)

• Parent support project 028 9182 7783

• Therapeutic counselling service 028 9182 7783

### SEHSCT carers development officer

028 9756 5456

Contact point providing information for family carers.

### NSPCC

0808 800 5000

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

### Childline

0800 1111

Counselling for children and young people.

www.childline.org.uk

### Children’s Law Centre

028 9024 5704

Working to make a reality of children’s rights.

#### Contact

028 9074 4499

Counselling for young people.

#### Extern

074 8342 8546

Advice, support and information on substance misuse, suicide, self-harm, mental health, wellbeing, sexual health, relationships, schools and employment.

#### Gateway

0300 100 0300

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

#### The Link Newtownards

028 9182 1124

Safe and welcoming drop-in centre facility for young people.

#### MACS NI

028 9031 3163 028 4461 5155

Services for people aged 16–25 years, including housing, mentoring and floating support.

#### 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.

#### Relate Teen

028 9032 3454

Counselling for young people.

#### SET Connects

028 9266 7990

Therapeutic support for cared for and adopted children. Referral via social worker.

#### The Edge Ballynahinch

028 9756 5985

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

028 9024 4888

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

www.voypic.org

#### YMCA

• Lisburn 028 9267 0918

• North Down 028 9145 4290

Support and preventative and educational programmes for young people.

#### Young Minds

Parents helpline 0808 802 5544

Information and advice for anyone with concerns about the mental health of a child or young person.

www.youngminds.org.uk

## 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/

## Family and relationships

#### ACCORD

028 9023 3002

Marriage and relationships counselling.

www.accord-ni.co.uk

#### Family Mediation NI

028 9024 3265

Mediator assistance for parents or (former) couples to jointly negotiate a settlement to their issues.

#### Familyworks (Newtownards)

028 9182 0341

Counselling and training for families.

#### Family Planning Association

0345 122 8687

Confidential information, advice and support on sexual health and family planning.

### Hollywood Family Trust

028 9042 7842

Child care, after-school club, youth provision, adult counselling, adult befriending and community development for people in North Down and Ards.

#### Home-Start

028 9046 0772

Supports parents as they learn to cope, develop confidence and build better lives for their children.

#### Men’s Advisory Project

028 9024 1929

Counselling for male victims of domestic abuse, and support with relationship difficulties and anger management.

#### Relate

028 9032 3454

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

#### Women’s Aid

028 9024 9041

24 hour helpline 0808 802 1414

Challenging domestic violence in Northern Ireland.

Email: info@womensaidni.org

#### YMCA

• Lisburn 028 9267 0918

• North Down 028 9145 4290

Support and preventative and educational programmes for young people.

#### St Vincent de Paul

028 9035 1561

After-school clubs, drop-in, holiday home for the elderly, home management courses, breakfast clubs, youth provision and crèches.

#### Sure Start

• Colin Neighbourhood 028 9060 1417

• Newtownards 028 4273 9322

• Downpatrick 028 4461 3630

• Bangor 028 9145 7248

• Lisburn 028 9267 2292

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

#### Age NI advice service

0808 808 7575

Free benefits check for older people.

#### Benefit Enquiry Line NI

0800 220 674

Advice and information on attendance allowance, disability living allowance, carer’s allowance and carer’s credit.

#### Citizens Advice Bureau

• Lisburn 028 9266 2251

• Downpatrick 028 4461 4110

• Newtownards 028 9181 9257

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

www.citizensadvice.co.uk

#### Step Change

0800 138 1111

Free confidential debt advice.

www.stepchange.org

#### Advice NI

028 9064 5919

www.adviceni.net

## Trauma

#### Victim Support

028 9024 3133

Emotional support for victims of crime.

www.victimsupportni.co.uk

#### WAVE Trauma Centre

028 9077 9922

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

www.wavetraumacentre.org.uk

#### The Wider Circle

028 9069 3430

Programmes for people affected by post-traumatic stress because of the Troubles.

## Carers

#### SEHSCT carers development officer

028 9756 5456

Contact point providing information for family carers.

### Carers NI

028 9043 9843

Benefits and carers’ rights.

#### Cause Lisburn and North Down/Ards

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

#### Mindwise

028 4461 7964

Support services for carers of people with mental health problems.

## Rural support

#### Ards Community Network

028 9181 4625

Support, advice and training for local communities.

#### County Down Rural Community Network

028 4461 2311

Community activities for people living in Down District.

#### North Down Community Network

028 9146 1386

Support, advice and training for local communities.

#### Rural Support helpline

0845 606 7607

Listening, guiding and connecting for farming and rural families.

#### TADA Rural Network

028 3839 8888

Tailored support to meet the needs of local rural communities.

## Other health-related support

#### Age NI Advice Line

0808 808 7575

#### Footprints Women’s Centre

028 9092 3444

Services in the Colin area, including crèche, training and children’s services.

#### Kilcooley Community Forum

028 9147 9424

Contact information for all constituted groups that are active within the Kilcooley community.

#### Kilcooley Women’s Centre

028 9147 8292

#### Non-emergency police service (PSNI)

101

#### Macmillan Cancer Support

0808 808 0000

Offers practical, medical, emotional and financial help to people affected by cancer.

#### Peninsula Healthy Living Partnership

028 4273 9021

Services and programmes to improve health.

#### Volunteer Now

028 9023 2020

Volunteering opportunities and development.

## Housing/homelessness/ supported living

#### Belfast Central Mission (BCM)

028 9182 7783

Housing support for young people and older people.

#### Kilcooley Tenant Support

028 9147 0666

For those receiving housing benefits.

#### MACS NI

028 9031 3163 028 4461 5155

Floating support for vulnerable young people aged 16–25 years.

#### Northern Ireland Housing Executive

03448 920 900

#### North Down YMCA Tenant Support Service

028 9145 4290 option 4

Housing support to 18-64 year olds within Ards and North Down - independent living skills and homelessness prevention.

#### Simon Community

0800 171 2222

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

#### The Link (Newtownards)

028 9182 1124

Floating support.

## Cultural/ethnic

#### An Munia Tober

028 9043 8265

Services for the Traveller community.

#### Bryson Intercultural

028 9031 5744

Support and advice for asylum seekers.

#### Chinese Welfare Association

028 9028 8277

Working to secure the future of the Chinese community in Northern Ireland.

#### Equality Commission enquiry line

028 9050 0600

#### North Down YMCA Harbour Ward Project

028 9145 4290 (option 6)

Working with people from ethnic minority backgrounds and local residents.

## Older people

#### Addiction NI

028 9066 4434

Drug and alcohol support and counselling service for people aged over 55 years and their carers.

#### Age NI

0808 808 7575

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

www.ageuk.org.uk/northern-ireland

#### AGE north down & ards (AGEnda)

028 9127 1968

Mon–Fri 10am–2pm (24 hour answering machine)

Practical support and information for older people in North Down and Ards.

#### Alzheimer’s Society

National Dementia Helpline 0300 222 11 22

Support for people affected by dementia.

#### Belfast Central Mission (BCM)

028 9182 7783

Housing support, befriending, tea dances, Wednesday lunch club, short breaks and volunteering.

#### Good Morning Projects

• Colin 028 9062 7863

• Down 028 4461 3434

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’.

#### Lisburn Downtown Centre

028 9267 2052

Support for older people.

#### SEHSCT Safe and Well/Caring Communities

028 9756 6934

Signposting and referral to a range of social support services for people aged 65 years and over living in the South Eastern Trust area.