LOOK AFTER YOURSELF AND OTHERS

Northern Area Useful Contacts for Practical Support and Services to help Improve Mental Health and Emotional Well-being.

URGENT HELP AND SUPPORT

LIFELINE 24hr – 24 hour support for those in distress or despair **0808 808 8000**
Samaritans Helpline – Listening ear to those in distress **08457 90 90 90**
GP Out of Hours Services Dalriada Urgent Care **0870 532 9024**
Emergency Services – Police, Ambulance, Fire Brigade **999 or 112**
Community Rescue Service, Coleraine **07769 724440**
Police (PSNI) will connect you to your local Police Station **0845 600 8000**
R.N.I.D. – For Deaf People **028 9023 9619**
Social Services out of hours arrangements **028 9446 8833**
British Association for Counselling website
Provides local information on counselling organisations & individuals who are accredited
www.bacp.co.uk/seeking_therapist

G.P. 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 or other mental health practitioner can make a referral):

Community Mental Health Teams (CMHTs) are multi-professional teams who 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 A & E.
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 Service provides assessment and treatment for people aged 18 yrs or over, who are experiencing problems with alcohol, drugs and other substances.
The Child and Adolescent Mental Health Service (CAMHS) provide specialist multi-professional support in the community for children and young people aged up to 17 yrs 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 who provide support and respite in the community for the patient and their carers.
The Eating Disorders Service offers specialist support and treatment for people who have eating disorders in the community.
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.
Community Outreach provides a service for people with severe and enduring mental health problems who require intensive support in the community.
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.

SUICIDE PREVENTION/ SELF-HARM/SELF HELP

LIFELINE 24hr – 24 hour support for those in distress or despair **0808 808 8000**
Samaritans Helpline – Listening ear to those in distress across Northern Ireland **08457 90 90 90**
Samaritans Coleraine **028 7032 0000**
Samaritans Ballymena **028 2565 0000**
www.samaritans.org.uk **email:jo@samaritans.org**
ZEST Passion for Life – Healing the Hurt of Self Harm & Suicide **www.zestni.org** **028 7126 6999**
Niamh Louise Foundation – Support, prevention, intervention and postvention and for those bereaved or affected by suicide/self-harm – Cookstown **028 8772 6217**
www.niamhlouisefoundation.com **0771 787 6037**
PIPS-Public Initiative for the Prevention of Suicide and Self-harm – For local support groups near you call the Belfast Office
www.pipsproject.com **028 9075 5070**
PAPYRUS help prevent suicide for anyone who is concerned about themselves or others.
www.papyrus-uk.org
Hopeline UK **0800 068 4141**

ABUSE

Rape Crisis & Sexual Abuse Helpline **028 9032 9002**
www.rapecrisisni.com **028 9032 9001**
24/7 Domestic Violence Helpline (open to anyone who is affected by domestic abuse – men & women) **0800 917 1414**
Women's Aid – Support and advice for women who have suffered or are suffering from domestic abuse
Causeway Women's Aid **028 7035 6573**
Ballymena **028 2563 2136**
Cookstown **028 8676 9300**
Nexus (Sexual abuse) – Advice and confidential support and counselling for those who have been sexually abused **028 7126 0566**
(support available in Northern Board areas) **028 9032 6803**
Victims Support – Emotional support for victims of crime **028 9024 4039**
Out of hours support **0845 30 30 900**
NAPAC – National Association for People Abused in Childhood **www.napac.org.uk** **0800 085 3330**
Preventing Violence in Relationships – For men who wish to change controlling/violent behaviours **028 9032 3454**
PSNI Domestic Violence Officer **0845 600 8000**

ALCOHOL, DRUGS & SMOKING

SMOKING
Smokers Helpline **0800 85 85 85**
Help to stop smoking – **www.want2stop.info**
Northern Tobacco Control Group – **www.nhssbtcg.co.uk**

ALCOHOL & DRUGS
Local Support
Addiction Services (Adult), NHSCT (for advice on referral) **028 2565 8462**
Dunlewey Substance Advice Centre – Counselling, Support & Mentoring Services (for 17 year olds & under) **028 2565 2105**
The Hope Centre – Family & Community Support Services **028 2563 2726**
Living Rivers Beach House – Supported accommodation for those who are homeless & recovering from addiction **028 2565 4700**
Threshold – Drug Outreach Services **028 9087 1313**

Regional Support
Al-Anon – To help & support families & friends of problem drinkers **028 9068 2368**
Alcoholics Anonymous **028 9043 4848**
Carlisle House – Substance Misuse Treatment Centre **028 9032 8308**
Drinkline 24/7 Helpline **0800 9178 282**
Gamblers Anonymous **028 9024 9185**
Narcotics Anonymous **07810 172 991**
National Drugs Helpline (Talk to Frank) **0800 7766 00**
Northern Ireland Community Addiction Service, Belfast **028 9066 4434**
Northlands Centre, Derry **028 7131 3232**

Useful Websites
NHSSB / Northern Drugs and Alcohol Co-ordination Team – Includes access to NDACT's Directory of Substance Misuse Services in the Northern Board area
www.nhssb.n-i.nhs.uk/partnerships/ndact.php
Health Promotion Agency (information on alcohol & drugs)
www.drugsalcohol.info
Health Promotion Agency (information on alcohol)
www.knowyourlimits.info

BEREAVEMENT

Cruse – A national charity which exists to promote the well-being of bereaved people, for adults, children and young people.
National Cruse Day-by-Day Helpline **0844 477 9400**
Cruse Bannside Branch **028 2563 0900**
Cruse Causeway Branch **028 2766 6686**
Cruse Young Person's Helpline **0808 808 1677**
Online information: **www.cruse.org.uk**
Youth: **www.rd4u@org.uk**
PIPS – Public Initiative for the Prevention of Suicide and Self-harm – For local support groups near you call the Belfast Office
www.pipsproject.com **028 9075 5070**
Niamh Louise Foundation – Support, prevention, intervention and postvention and for those bereaved or affected by suicide/self-harm – who also work across **028 8772 6217**
Cookstown **www.niamhlouisefoundation.com** **0771 787 6037**
The Compassionate Friends N.I – Support & Friendship for bereaved parents
Local Helpline **028 9265 2550**
National Helpline **0117 953 9639**
Barnardos Child Bereavement Service **028 9069 4000**
Advice Line **028 9064 5899**
Child Death Helpline **0800 282986**
NI Miscarriage Association Helpline – 9am-10pm **028 9336 3384**
NI Still Birth & Neo Natal Death Society Helpline (SANDS) **www.sandsni.org** **0774 099 3450**

MENTAL HEALTH INCLUDING EATING DISTRESS & ANXIETY SUPPORT

Aware Defeat Depression Helpline – For those affected by depression
www.aware-ni.org
(Monday - Friday 10 am - 4 pm)
e-mail help@aware-ni.org **0845 120 2961**
NI Association for Mental Health (NIAMH) **028 9032 8474**
www.niamh.co.uk
Rethink – Support for people recovering from severe mental illness **0845 456 0455**
Eating Disorder Association (NI) **028 9023 5959**
Beat eating disorders
Adult line **0845 6341 414**
Youth line **0845 6347 650**
www.b-eat.co.uk
NI Agoraphobia & Anxiety Society **028 9023 5170**
Threshold offers residential therapeutic communities and other services to people in Northern Ireland. **028 9037 0391**
SANELINE for anyone coping with mental illness. Helpline from 6 pm-11 pm. **0845 767 80 00**
For information on more services & support – web links:
www.mindingyourhead.info
www.help4kids.co.uk
www.livinglifetothefull.com
www.praxiscare.org.uk

SEXUAL HEALTH AND SEXUAL ORIENTATION

Aids Helpline – Confidential HIV & sexual health helpline **0800 137 437**
HIV Support Centre Services for people living with HIV, their partners, families & carers. **028 9024 9268**
www.thehivsupportcentre.org.uk
Brook – Free confidential advice on sex and contraception for young people under 25 years.
Brook Coleraine **028 7034 2178**
Brook Belfast **028 9032 8866**
www.brook.org
Family Planning Association – Confidential information, advice & support on aspects of sexual health, family planning & information on local clinics in your area. Counselling service for those with an unplanned pregnancy.
www.fpa.org.uk **0845 1228 687**
Family Planning Clinics – Northern Health and Social Care Trust area. List of clinics, help and information in the NHSCT area. **028 2563 5575**
GUM (Genito-Urinary Medicine) – Clinic
Causeway Hospital **028 7034 6028**
Royal Victoria Hospital Belfast **028 9063 4050**
Cara-Friend – Providing information, support, friendship, counselling and signposting and offering social space service to the lesbian, gay, bisexual and transexual community
www.cara-friend.org.uk **028 9089 0202**
Rainbow Project – Support and counselling for needs of gay & bisexual men
www.rainbow-project.org **028 9031 9030**
Contact Youth – Provides counselling to young people.
www.contactyouth.org
Lifeline – Counselling helpline for people of all ages. **0808 808 8000**

CHILDREN/YOUTH SUPPORT

Contact Youth – Provides counselling to young people.
www.contactyouth.org
Lifeline – Counselling helpline for people of all ages. **0808 808 8000**
Childline
www.childline.org.uk **0800 11 11**
NSPCC – Child Protection 24/7 Helpline – Emotional, physical, sexual abuse or neglect. **0808 800 5000**
Youth Com/Youth line – Confidential free information, support and resource service for 11-20 year olds.
www.youthcom.org.uk **0800 096 1425**
Young Minds – Provides information and advice for anyone with concerns about the mental health of a child or young person.
www.youngminds.org.uk **0800 018 2138**
CLIC – Support for children suffering from and signposting for parents or anyone affected by cancer & leukaemia.
www.clicsargent.org.uk **0800 197 0068**
VOYPIC (Voice of Young People in Care) – Seeks to enable children and young people with experience of care to make life changes.
Advocacy Line **0845 074 2942**
Ballymena Branch **028 2563 2641**
www.voypic.org
Barnardos
Main NI Contact Number **028 9067 2366**
Gateway – 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. **0300 123 4333**

RELATIONSHIPS & FAMILY

ACCORD – Marriage Counselling
www.accordni.com **028 9023 3002**
Men to Men – General counselling service & support for men's health
For appointments, call: **028 9085 1622**
Relate – Divorce/separation/marriage counselling.
Out of hours receptionist **0870 242 6091**
Relate Teen (youth support) **028 9026 0871**
Preventing violence in relationships for men who wish to change controlling/violent behaviours **0870 242 6091**
The Men's Project – Increasing awareness of the issues facing men and boys. Information and signposting to appropriate services.
www.mensproject.org **028 9031 0891**
Contact a Family Freephone Helpline – Signposting and help with disabilities
www.cafamily.org.uk **0808 808 3555**
Gingerbread NI – Support for single parent families. Freephone Advice Helpline.
www.gingerbreadni.org **0808 808 8090**
Parents Advice Centre – Practical information & advice to parents **0808 8010 722**
Ballymena **028 2565 0099**
St Vincent de Paul www.svp-ni.org **028 9035 1561**
Surestart – Range of services for young children 0-4 yrs and their families, aimed at improving health, children's social and emotional development and their ability to learn.
Coleraine **028 7032 1032**
Bushmills **028 2073 0444**
Rathcoole **028 9086 0938**
Ballymena **028 2564 3555**
Cookstown **028 8676 9994**
Carrickfergus **028 9335 9734**
Autism NI (PAPA) – Helpline **0845 055 9010**
Causeway Family Resource Centre – Information and advice **028 7032 5456**

BENEFITS/ADVICE/FINANCIAL WORRIES

Citizen's Advice Bureau – Free confidential, impartial advice, representation at tribunals, debt counselling services:
Causeway **028 7034 4817**
Antrim **028 9442 8176**
Ballymena **028 2564 4398**
Carrickfergus **028 9335 1808**
Cookstown **028 8676 6126**
Larne **028 9226 2251**
Newtownabbey **028 9086 7100**
Magherafelt District Advice Service **028 7930 0444**
Debtline NI – Provides confidential, free counselling, debt and money management assistance to financially distressed families and individuals. **0800 027 4990**

TRAUMA

The Family Trauma Centre **028 9020 4700**
Victims Support – Emotional support for victims of crime **028 9024 4039**
Out of hours support **0845 30 30 900**
WAVE Trauma Centre Support – Befriending and counselling for people who are victims of violence or bereaved due to the Troubles **028 9077 9900** **028 2766 9900**

CARERS

Carers NI – Benefits & Carers Rights **028 9043 9843**
Cause – A local charity providing peer led emotional and practical support to carers and families of people with mental illness **028 9023 8284**
www.cause.org.uk
Helpline **0845 603 0291**
www.cause.org.uk/PDFs/Helplineleaflet.pdf
www.cause.org.uk/PDFs/CarersInformationGuide.pdf
Headway – Brain Injury Association – A charity which is dedicated to supporting people with a brain injury, as well as their families & carers **028 2565 1521**

RURAL SUPPORT

Rural Support Helpline
www.ruralsupport.org.uk **0845 606 7607**

OTHER HEALTH RELATED SUPPORT

MS Helpine: www.mssociety.org.uk **0808 800 8000**
Macmillan Cancer Helpline: **0808 808 2020**
www.macmillan.org.uk

HOUSING/HOMELESSNESS/ SUPPORTED LIVING

N.I. Housing Executive (NIHE)
www.nihe.gov.uk **0844 892 0900**
Simon Community – Provides accommodation and support to people who are currently homeless or at risk of homelessness.
Central Office **028 9023 2882**
Emergency Accommodation 24/7 Helpline **028 9049 3488**
Triangle Housing Association Limited **028 2766 6880**
Rethink Supported Housing **028 9446 0873**
Living Rivers Trust (Beach House) – Supported and direct access accommodation services within the NHSSB area.
www.livingrivers.com **028 2565 4700**
MUST Hostel (Cookstown) – Hostel primarily for the single homeless with support needs (Direct access service). **028 8676 2065**
www.musthostel.co.uk

CULTURAL/ETHNIC

Multi Cultural Resource Centre – www.mcrc-ni.org
Support for Black and Ethnic Minority communities and individuals throughout NI **028 9024 4639**
NI Council for Ethnic Minorities – NICEM Can put you in touch with groups who offer support to people from minority ethnic groups and can also help with racial discrimination and limited migrant advice. **028 9023 8645**

OLDER PEOPLE

Age Concern **028 9024 5729**
Advice Line **028 9032 5055**
www.ageconcernni.org
Help The Aged in NI Senior line – Free advice & information for senior citizens
Careline **0808 808 7575**
www.helptheaged.org.uk **0845 053 2306**
Hope – Help on Pensioners Entitlement **028 9442 8595**
Good Morning Projects – The primary aim is to support members of the community by means of regular, friendly, telephone conversations. Making time for people and listening effectively and becoming a 'friend on the phone'.
Ballycastle **028 2076 8309**
Magherafelt **028 7963 2170**
Ballymena **028 2563 1144**
Antrim **028 9446 4619**
Monkstown **028 9086 6385**
Carrickfergus **028 9332 6000**
Larne **028 2827 3362**

This information resource has been developed through the Northern Investing for Health Partnership/Northern Health & Social Services Board Suicide Prevention Action Plan. The resource will be updated as required – for further information contact the Co-ordinator for Suicide Prevention within the Northern area – Tel: 028 2531 1172.