

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 listening ear to those in distress	08457 90 90 90 (Helpline)
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 listening ear to those in distress across Northern Ireland	08457 90 90 90 (Helpline)
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
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 (support available in Northern Board areas)	028 7126 0566
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	028 2565 8462 (for advice on referral)
Dunlewy 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, Belfast – 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.drugsalcoholinfo
 Health Promotion Agency (information on alcohol)
www.knowyourlimits.info

BEREAVEMENT

Cruse A national charity which exists to promote the well-being of bereaved people. 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.rd4uf.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	
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] www.niamh.co.uk	028 90 328474
Rethink – Support for people recovering from severe mental illness	
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 transsexual 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	
Helpline – Counselling helpline for people of all ages.	0808 808 8000

CHILDREN/YOUTH SUPPORT

Contact Youth – provides counselling to young people.	
www.contactyouth.org	
Helpline – Counselling helpline for people of all ages.	0808 808 8000
Childline	0800 11 11
www.childline.org.uk	
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 Website:	
www.cafamily.org.uk	0808 808 3555
Gingerbread NI – Support for single parent families. Freephone Advice Helpline. Website:	
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 – is 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 Helpline: 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.mrcr-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.