

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

Belfast area

2020



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 808 800**

24 hour support for those in distress or despair.

### Samaritans helpline

Freephone **116 123**

Listening ear to those in distress.

[jo@samaritans.org](mailto:jo@samaritans.org)

[www.samaritans.org](http://www.samaritans.org)

### GP out of hours services

• South and East Belfast **028 9079 6220**

• North and West Belfast **028 9074 4447**

## GP referral only services

Access to the following services is through consultation with a GP (or another HSC mental health professional)

### Referral Management – Adult Mental Health

Previously known as 'One point of referral'. Provides a single point of contact for all new referrals from GPs to Adult Mental Health services across Belfast which include:

- **Mental Health Assessment Centre**  
Facilitates first mental health consultation appointments for adults (18-64yrs) not currently known to a Step 3 adult mental health service (Regional Mental Health Care Pathway Stepped Care Model).
- **Community Mental Health Teams**  
Provides recovery focused interventions for adults (18-64yrs) who present with moderate to severe mental ill-health that significantly affects their ability to function and or adversely impacts the daily quality of personal/family/occupational life.

### Acute Mental Health Services

- **Mental Health Unscheduled Care:**  
Facilitates mental health assessments for service users (18-64yrs) presenting to emergency departments or referred by their GP for an emergency mental health assessment.
- **Acute Mental Health Community**  
Comprised of Home Treatment, Acute Day Treatment and Home Treatment House (treatment unit for service users under care of Mental Health Acute Community). Provides mental health interventions for adults 18 years and above in their own homes, who are experiencing an acute episode of mental ill health.
- **Acute Mental Health Inpatient Centre**

### 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 Services

- **Crisis Assessment and Intervention Team (CAIT)**  
For those aged under 18.
- **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. There are specialist teams for family trauma, drug and alcohol, eating disorders and intensive support and assessment in emergency departments/GP surgeries.

Adolescent Team	<b>028 9504 0365</b>
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Children's Team	<b>028 9063 2100</b>
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- **Drug and Alcohol Misuse Mental Health Service (DAMMHS)**  
Treatment and support for young people aged 18 and under misusing alcohol and/or drugs.

Belfast Trust also provides:

- **Beechcroft CAMHS Regional Inpatient Unit**  
Referral via the community CAMHS.

During office hours	<b>028 9063 8000</b>
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### 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.

<b>028 9504 0346</b> (Mon–Fri, 9am–5pm)
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## 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.

### Extern

028 9033 0433

Crisis Helpline (freephone) **0800 085 4808**

Family support, suicide prevention service and crisis response.

### New Life Counselling

028 9039 1630

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

### Rainbow Project

028 9031 9030

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

[www.rainbow-project.org](http://www.rainbow-project.org)

### 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.

### Start360

028 9043 5810

Information, guidance and advice for young people.

### 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 debt advice, advocacy and representation at tribunals.

### MACS Supporting Children and Young People

028 9031 3163

Works with children and young people (aged 11-25) who haven't had a fair deal. They may be experiencing homelessness, substance abuse, self-harm, mental health issues, leaving care or they are generally at risk. Core services are supported housing, floating support, wellbeing support and participation.

### PIPS Belfast

028 9080 5850

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

### Bridge of Hope, a department of Ashton Community Trust

028 9022 1022

Mental health and wellbeing services.

[www.thebridgeofhope.org](http://www.thebridgeofhope.org)

### Suicide Awareness and Support Group

028 9023 9967

Offers support and help for people affected by suicide or self-harm, supports bereaved families and provides suicide prevention training ASIST and Safetalk.

### 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 Community Counselling Service

028 9060 0641

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

### Charter for NI

028 9045 9458

Striving to enable, equip and empower our community.

### 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](http://www.zestni.org)

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

028 9031 0346

## Mental health including eating distress and anxiety support

### Inspire

028 9032 8474

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

[www.inspirewellbeing.org](http://www.inspirewellbeing.org)

### Praxis Care

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](http://www.mindwisenv.org)

### Threshold

028 9087 1313

Residential and supported housing/floating support.

### Action Mental Health / New Horizons

028 9027 8283

[www.amh.org.uk](http://www.amh.org.uk)

### Men's Advisory Project

028 9024 1929

### OASIS – IMAGO Project

028 9087 2277 ext 203/204

### 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

NI charity that provides information and support to those affected by depression.

[www.aware-ni.org](http://www.aware-ni.org)

[info@aware-ni.org](mailto:info@aware-ni.org)

### East Belfast Community Counselling

028 9046 0489

### The Conservation Volunteers NI

028 9064 5169

Green Gym project.

### HSC information on mental health conditions, treatments and medications

[www.choiceandmedication.org/hscni](http://www.choiceandmedication.org/hscni)

## 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

0800 254 5123

- DAISY: support for 11-25 year olds in relation to their alcohol or drug use.
- Belfast Alcohol Service: support for adults and family members affected by their own or another person's drinking.
- Steps to Cope: face to face and web-based support for 11-18 year olds living with parental alcohol misuse.
- Training Services: a range of substance use and mental health training programmes for workers in the statutory, voluntary and community sectors.

[www.ascert.biz](http://www.ascert.biz)

### 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 (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.

### 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.

### 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 Class A injecting drug users.

### Dunlewey Addiction Services

028 9039 2547

Problem gambling helpline **0800 0886 725**

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 to support injecting drug users.

### Falls Community Council

028 9020 2030

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

### Lisburn YMCA

028 9267 0918

Targeted prevention programmes for young people based on a life skills and harm reduction approach, including the School Health Harm Reduction Programme and Talking About Tough Issues (TATI) across the Belfast area.

[www.lisburnymca.com](http://www.lisburnymca.com)

### BDACT Connections Service

028 9590 1845

Provides drug and/or alcohol-related information, advice, signposting and awareness-raising to a range of community and stakeholder partners.

[connections@bdact.info](mailto:connections@bdact.info)

### Alcoholics Anonymous

028 9035 1222

[www.alcoholicsanonymous.ie](http://www.alcoholicsanonymous.ie)

### Narcotics Anonymous

Helpline **078 1017 2991**

[www.nanorthernireland.com](http://www.nanorthernireland.com)

### Websites for further information

[www.alcoholandyouni.com](http://www.alcoholandyouni.com)  
[www.drinkworkandme.com](http://www.drinkworkandme.com)  
[www.talktofrank.com](http://www.talktofrank.com)  
[www.drugsandalcoholni.info](http://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.stopsmokingni.info](http://www.stopsmokingni.info)

## Abuse/trauma

### Nexus

028 9032 6803

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

[www.nexusinstitute.org](http://www.nexusinstitute.org)

### PSNI non-emergency reporting number

**101**

### Victim Support NI

028 9024 3133

Emotional support for victims of crime.

[www.victimsupportni.com](http://www.victimsupportni.com)

### 24 Hour Domestic & Sexual Abuse Helpline

0808 802 1414

Open to anyone affected by domestic or sexual abuse.

[help@dsaahelpline.org](mailto:help@dsaahelpline.org)

[www.dsaahelpline.org](http://www.dsaahelpline.org)

### The Rowan – Regional Sexual Assault Referral Centre NI

24 hour Freephone Helpline **0800 389 4424**

Support and services for anyone who has been sexually abused, assaulted or raped.  
[www.therowan.net](http://www.therowan.net)

## Family Trauma Centre (BHSCT)

028 9504 2828

### WAVE Trauma Centre

028 9077 9922

Offers care and support to anyone bereaved or traumatised through violence.

www.wavetraumacentre.org.uk

### Bridge of Hope, a department of Ashton Community Trust

028 9022 1022

Mental health and wellbeing services.

www.thebridgeofhope.org

# 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

Advice line 028 9066 8333

www.barnardos.org.uk

### Cruse Bereavement Care

Cruse Belfast Office 028 9043 4600

Cruse helpline 0808 808 1677

Cruse offers information, support and advice to anyone affected by death.

www.cruse.org.uk

Young people: www.hopeagain.org.uk

### East Belfast Community Counselling

028 9046 0489

### Child Death helpline

Freephone 0800 282 986

Free for mobiles 0808 800 6019

### Miscarriage Association

019 2420 0799

www.miscarriageassociation.org.uk

info@miscarriageassociation.org.uk

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

077 4099 3450

www.sandsni.org

# 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

### Common Youth

028 9032 8866

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

### Informing Choices NI (formerly fpaNI)

0345 122 8687

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

www.informingchoicesni.org

### Genito Urinary Medicine (GUM) clinic

028 9615 2111

Situated at the Royal Victoria Hospital.

### 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

# 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 and support to the lesbian, gay, bisexual and transexual community.

www.cara-friend.org.uk

### LGBT Switchboard

0808 800 0390

### HERE NI

028 9024 9452

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

### Transgender NI

www.transgenderni.org.uk

### SAIL

028 9532 0023

Support group for families of transgender and gender variant people. www.sailni.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

### Extern

028 9084 0555 028 9032 5786

Confidential health and wellbeing service for young people aged 11-25 years. Supporting mental health, sexual health, education, employment, advice and signposting.

### New Life Counselling

028 9039 1630

### Start360

028 9043 5810

### MACS Supporting Children and Young People

028 9031 3163

### Children's Law Centre

028 9024 5704

### FLARE (Facilitating Life and Resilience Education)

028 9035 2774 075 4816 2190 078 0316 9696

Support service for young people (11-25 years old) experiencing mental health issues or impacted by suicide, delivered through youth work practice and interventions.

flare@eani.org.uk

### 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

Main telephone number	028 9536 7000
Choose option for Coleraine, Jordanstown, Magee or Belfast when prompted.	
24 hr counselling helpline	0800 028 5510
Provides a professional counselling service on all campuses. www.ulster.ac.uk/wellbeing	

### 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

### Parenting NI

0808 801 0722

Support for parents and carers including a freephone helpline, counselling and parenting programmes.

www.parentingni.org

### Parentline NI

0808 8020 400

parentline@ci-ni.org.uk

### Barnardo's

028 9064 4335 028 9067 2366

### Family Trauma Centre - BHSCT

028 9504 2828

### St Vincent de Paul regional office

028 9035 1561

www.svp-ni.co.uk

### Family Mediation NI

028 9024 3265

### ACCORD

028 9023 3002

Marriage and relationships counselling.

www.accord-ni.co.uk

### 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

### 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

info@familysupportrni.gov.uk

www.familysupportrni.gov.uk

# Benefits/financial advice

### Step Change

0800 138 1111

Free confidential debt advice.

www.stepchange.org

### Advice NI

028 9064 5919

www.adviceni.net

### Law Centre NI

028 9024 4401

www.lawcentreni.org

### Citizens Advice Bureau

0300 123 3233

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

www.citizensadvice.org.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

028 9065 0650

Helpline 0800 103 2833

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

www.cause.org.uk

### Crossroads Care NI

028 9181 4455

Respite/short-term breaks for carers.

# Other health-related support

### Cancer Lifeline

028 9035 1999

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

www.cancerlifeline.info

### Disability Action

028 9029 7880

### Down's Syndrome Association

028 9077 4723 028 9077 6176

### 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

### Action Deaf Youth

028 9099 2779

### Action on Hearing Loss

028 9023 9619

Textphone 028 9024 9462

### The Stroke Association

028 9050 8020

National Helpline 0303 3033 100

info@stroke.org.uk

# Housing/homelessness/supported living

### Northern Ireland Housing Executive (NIHE)

0344 892 0900

Out of hours 028 9504 9999

www.nihe.gov.uk

### Simon Community

Central access point and emergency accommodation 24/7 helpline 0800 171 2222

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

### Extern Homeless Support Team

028 9033 0433

### Queen's Quarter Housing

028 9031 3183

### MACS Supporting Children and Young People

028 9031 3163

### Welcome Organisation

028 9024 0424

Outreach Team 078 9493 1047

# Cultural/ethnic

### The Migrant Centre NI

Immigration advice (EU settlement scheme) 028 7141 4848

euss@migrantcentreni.org

Hate crime support

bilingualsupportworker@migrantcentreni.org

www.migrantcentreni.org

### Equality Commission NI

028 9050 0600

# Refugees/asylum seekers

### Northern Ireland New Entrant Service (NINES)

028 9504 2830

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

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

www.ageuk.org/northern-ireland

### Engage with Age