

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

Northern area

2023

 Health and Social Care

## Urgent help and support

### Emergency services

999 or 112

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

### GP out of hours services, Dalriada

Urgent care 028 2566 3500

### Lifeline

0808 808 8000

Textphone users contact Lifeline on 18001 0808 808 8000

24 hour support for those in distress or despair.

www.lifelinehelpline.info

### Samaritans helpline

Freephone 116 123

Listening ear to those in distress.

www.samaritans.org

### Social services out of hours arrangements

028 9504 9999

## GP 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, mental health practitioner or other professional such as a teacher or health visitor can make a referral):

### Self-Harm Intervention Programme (SHIP)

Community based psychological intervention and support service for people who self-harm.

Service provided by Zest: www.zestni.org

### Community addiction service

Provides assessment and treatment for people aged 18 years or over who are experiencing problems with alcohol, drugs and other substances.

### Community mental health teams (CMHTs)

Multi-professional teams that 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 the emergency department (ED).

### Community outreach

Provides a service for people with severe and enduring mental health problems who require intensive support in the community.

### 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.

### 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 that provide support and respite in the community for the patient and their carers.

### 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.

### 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.

### Rehabilitation programmes

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.

## Mental health including eating disorders and anxiety support

### Action Mental Health New Horizons

028 9442 8081

Support, training and employment opportunities for people coping with mental illness.

### A Safe Space to be Me

028 9620 8284

NI charity providing local community support including counselling, benefit advice, advocacy services, food support and a range of other services.

www.asafespacetobeme.co.uk

### AWARE

• Belfast 028 9035 7820

• Derry 028 7126 0602

NI charity providing support and information for those affected by depression.

www.aware-ni.org

### Beat eating disorders

• NI Helpline 0808 801 0434 (freephone)

• Studentline 0808 801 0811 (freephone)

• Youthline 0808 801 0711 (freephone)

www.beateatingdisorders.org.uk (Webchat available)

### Inspire

028 9032 8474

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

www.inspirewellbeing.org

### MindWise

028 9040 2323

Currently offers a wide range of support services from locations throughout Northern Ireland.

www.mindwisenv.org

### SANELINE

0300 304 7000 (4-10pm)

For anyone coping with mental illness.

www.sane.org.uk

### Threshold (supported housing)

028 9087 1313

Offers residential therapeutic communities and other services to people in Northern Ireland.

www.threshold-services.co.uk

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

www.choiceandmedication.org/hscni

### For information on more services and support:

www.mindingyourhead.info

www.familysupportni.gov.uk

## Alcohol, drugs, smoking and gambling

### Addiction services (Adult)

028 2531 7160

• For advice and support for alcohol and non-injecting drug use.

028 2531 7162

• For advice and support for injecting drug use.

### Start360

028 3832 2714 079 2312 9559

Delivers a range of person-centred services to young people, adults, families and communities.

### Extern

028 9084 0555

Provides services to a range of vulnerable and marginalised people including children, young people, adults and families.

www.extern.org

### Al-Anon

028 9068 2368

To help and support families and friends of problem drinkers.

### Alcoholics Anonymous

028 9035 1222

### Carlisle House (residential services)

028 9032 8308

Substance misuse treatment centre.

www.carlislehouse.org

### Inspire Addiction Services

028 9066 4434

Drug and alcohol intervention and support services for adults and family members - specific support available for offenders and those aged 55+.

www.inspirewellbeing.org

### Gamblers Anonymous

028 9024 9185

www.belfastga.co.uk

### Narcotics Anonymous

0300 365 1010

na-northernireland.org

### Northlands Centre, Derry

028 7131 3232

www.northlands.org.uk

### Websites for further information

www.stopsmokingni.info

www.drugsandalcoholni.info

www.talktofrank.com

## Abuse

### 24 Hour Domestic & Sexual Abuse Helpline

0808 802 1414

Open to anyone affected by domestic or sexual abuse.

www.dsahelpline.org

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

0808 801 0331

www.napac.org.uk

### Nexus NI

028 9032 6803

Advice and confidential support and counselling for those who have been sexually abused.

www.nexusni.org

### The Rowan - Regional Sexual Assault Referral Centre

24 hour freephone helpline 0800 389 4424

Support and services for anyone who has been sexually abused, assaulted or raped.

www.therowan.net

### PSNI non-emergency reporting number

24/7 service 101

### Victim Support NI

028 9024 3133

Emotional support for victims of crime.

www.victimsupportni.com

### Women's Aid Federation NI

Helpline (24/7 service) 0808 802 1414

• Causeway & Mid Ulster 0300 373 1055

• Antrim, Ballymena, Carrickfergus, Larne and Newtownabbey 028 2563 2136

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

www.womensaidni.org

### The Men's Advisory Project (MAP)

028 9024 1929 028 7116 0001

Specialised support for any man who has been a victim of domestic abuse. We offer one-to-one counselling.

www.mapni.co.uk

## Bereavement

### Cruse Bereavement Support

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

### Barnardo's child bereavement service

Advice line 028 9066 8333

www.barnardos.org.uk

### Barnardo's Northern Area children and young people bereaved by suicide support project

Northern Area number 077 9614 8549

Advice Line (Mon/Tue/Fri 10am-12.30pm) 078 6737 2711

### Child Death helpline

Freephone 0800 282 986

Free for mobiles 0808 800 6019

The service is open 365 days a year for anybody affected by the death of a child of any age from pregnancy loss to adulthood, no matter how a child died and no matter how recently or long ago.

### Helping someone who is thinking about suicide

#### 1 – Approach the person and ask

Show you care, ask clearly and directly if they are thinking about suicide.

#### 2 – Listen, give support

Let them explain their feelings. Tell them you have to take any thoughts 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.

### Miscarriage Association

Helpline (9am-4pm) 019 2420 0799

www.miscarriageassociation.org.uk

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

NI Helpline 077 4099 3450

northernireland.sands.org.uk

### NHSCT bereaved by suicide service

028 9441 3544

## 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.

www.commonyouth.com

### Informing Choices NI

028 9031 6100

Confidential information, advice and support on sexual and reproductive health.

www.informingchoicesni.org

### Genito Urinary Medicine (GUM) Clinics

Causeway Hospital 028 7034 6028

www.sexualhealthni.info

## Sexual orientation and gender identity

### LGBTQI+ Switchboard NI

0808 800 0390

www.cara-friend.org.uk

### Transgender NI

0300 302 3202

www.transgenderni.org.uk

### Cara-Friend

028 9089 0202

Helpline 0808 800 0390

Provides information, support and training to the LGBTQI+ community.

www.cara-friend.org.uk

### Cara-Friend LGBTQI+ Youth

028 9089 0202

www.cara-friend.org.uk/lgbtq-youth

### HERE NI

028 9024 9452

Support for lesbian and bisexual women in Northern Ireland.

www.hereni.org

### The Rainbow Project

028 9031 9030

Supporting the health and wellbeing of the LGBTQI+ community.

www.rainbow-project.org

### Mermaids NI

0808 801 0400

Support group for families of transgender, non-binary and gender diverse people.

www.mermaidsuk.org.uk

## Children/youth support

### Action for Children

Actionforchildren.org.uk/northernireland

## Barnardo's

028 9067 2366

Main Northern Ireland contact number.

www.barnardos.org.uk

### Barnardo's child bereavement service

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

### Barnardo's Northern Area children and young people bereaved by suicide support project

077 9614 8549

### Childline

Helpline (24/7 service) 0800 1111

A free, private and confidential counselling service for children and young people.

www.childline.org.uk

### Young Lives vs Cancer (formerly CLIC)

028 9072 5780 0300 330 0803

Support for children suffering from cancer and leukaemia, and signposting for parents or anyone else affected.

www.younglivesvscancer.org.uk

### Gateway

0300 123 4333 (Mon-Fri 9am-5pm)

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.

Outside office hours, you can contact the Regional Emergency Social Work Service.

028 9504 9999

### Lifeline

0808 808 8000

Textphone users contact Lifeline on 18001 0808 808 8000

24 hour support for those in distress or despair.

www.lifelinehelpline.info

### NSPCC

0808 800 5000

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

www.nspcc.org.uk

### PAPYRUS

HOPELINE UK 0800 068 4141

Support for young people under the age of 35 struggling with thoughts of suicide.

www.papyrus-uk.org

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

Northern Area 028 2563 2641

VOYPIC is the charity for children and young people with a lived experience of care in Northern Ireland. You can count on us to help you speak up and be heard.

www.voypic.org

### Youth Engagement Service (YES)

Ballymena 079 2312 9559

Run by Start360.

Carrickfergus 028 9335 5890

Run by Carrickfergus YMCA.

Offering a youth friendly, holistic health and wellbeing service where young people, aged 11-25, have opportunities to socialise and to get advice and support on a range of issues.

## Student support

### Ulster University 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

## Family and relationships

### ACCORD NICMCS

028 9023 3002

Marriage and relationship counselling.

www.accordni.com

### Autism NI

028 9040 1729

### Contact for Families with Disabled Children

Main number 028 9262 7552

Freephone helpline 0808 808 3555

Signposting and help with disabilities. In the NHSCT area, family workers offer parents one-to-one help and support through times of need.

www.contact.org.uk

### Family Mediation NI

028 9024 3265

www.familymediationni.org.uk

### Family Ties Project

028 9031 9030

Provides practical advice, guidance, advocacy support, counselling and befriending to parents, guardians and family members of lesbian, gay, bisexual, transgender and queer people.

www.rainbow-project.org

### Home-Start Antrim

028 9442 8090

One-to-one family support for parents with at least one child under 5 years old.

### Parenting NI

0808 801 0722

Support and services to meet parents’ needs, including freephone support line, parenting programmes, workshops, and family support services.

www.parentingni.org

### Parentline NI

0808 8020 400

Northern Ireland’s free and confidential helpline for parents and carers. Parentline NI provide support, advice and a listening ear.

Webchat and referral: ci-ni.org.uk/parentline

parentline@ci-ni.org.uk

### Relate NI

028 9032 3454

Services include relationship counselling for individuals, children and young people, couples, families and counselling for children and young people; relationship MOTs and more.

www.relateni.org

### St Vincent de Paul

028 9035 1561

www.svp-ni.co.uk

### Sure Start

• Coleraine 028 7032 1032

• Dalriada (including Bushmills and Ballycastle) 028 2073 0444

• ABBEY (Newtownabbey) 028 9086 0938

• Ballymena 028 2564 3555

• G-old (including Cookstown, Ardboe, Dunamore, Pomeroy, Maghera and Magherafelt) 028 8676 9994

• Horizon (Carrickfergus) 028 9335 9734

• Larne 028 9335 9734

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

### Community Advice

• Antrim & Newtownabbey 028 9085 2271

• Causeway 028 7034 4817

• Mid & East Antrim 028 9600 1333

• Mid Ulster 028 8676 6126

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

### StepChange Debt Charity

0800 138 1111

Free confidential debt advice.

www.stepchange.org

### Advice 4 Health

• Newtownabbey, Carrickfergus, Larne 028 9086 7100

• Coleraine, Ballymoney, Moyle 028 7034 4817

• Antrim & Newtownabbey 028 9590 6505

• Cookstown, Magherafelt 028 8676 6126

Advice 4 Health takes client referrals from health professionals and through health based outreach sessions.

### Benefits Enquiry Line

0800 578 0912

For advice on disability and carers’ benefits.

## Trauma

### The Family Trauma Centre

028 9504 2828

### Victim Support NI

028 7137 0086

Emotional support for victims of crime.

www.victimsupportni.com

### WAVE Trauma Centre

028 3751 1599

Offers care and support to anyone bereaved, injured or traumatised through The Troubles.

adminhq@wavetrauma.org

## Carers

### Carers UK

0808 808 7777

www.carersuk.org

### CAUSE

028 9065 0650

Helpline 0800 103 2833

Peer-led emotional and practical support to families, friends and unpaid carers of people with serious and severe mental illness.

www.cause.org.uk

### Headway Ballymena – The brain injury association

24/7 service 028 2565 1521

Dedicated to supporting people with a brain injury, as well as their families and carers.

www.headway.org.uk

## Rural support

### Rural Support Helpline

0800 138 1678

www.ruralsupport.org.uk

## Other health-related support

### Action on Hearing Loss

028 9023 9619

Textphone 028 9024 9462

Support for deaf people.

### MS Helpline

0808 800 8000

www.mssociety.org.uk

### Macmillan Cancer Helpline

0808 808 0000

www.macmillan.org.uk

### Alzheimer’s Society

028 9066 4100

National Dementia Helpline 0333 150 3456

alzheimers.org.uk

## Housing/homelessness/ supported living

### Lighthouse Hostel (Ballymena)

24/7 service 028 2564 7654

Referral Line 0344 892 0900

A residential homeless facility for men aged 18–65 years, which provides full board and supported living.

www.lighthousehostel.org

### MUST Hostel (Cookstown)

028 8676 2065

Hostel primarily for single homeless people with support needs (direct access service).

www.extern.org

mustreception@extern.org

### Northern Ireland Housing Executive (NIHE)

0344 892 0900

Out of hours emergency repairs 0344 892 0901

Out of hours homelessness help 0344 892 0908

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.

### Triangle Housing Association Limited

028 2766 6880

### Vineyard Compassion

028 7022 0005

Coleraine-based practical and emotional support at points of need (including foodbank support, social supermarket, Job Club, debt management, clothing bank and supported living).

www.vineyardcompassion.co.uk

## Cultural/ethnic

### Bryson Intercultural/Migrant Help

Support for black and minority ethnic (BME) communities and individuals.

www.brysonintercultural.org

### Counselling All Nations

079 8936 3113

https://counsellingallnations.org/

### Migrant Centre NI

Immigration advice 028 7141 4848

euss@migrantcentreni.org

Hate crime support

bilingualsupportworker@migrantcentreni.org

www.migrantcentreni.org

## Older people

### Age NI (Advice and Information)

0808 808 7575

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

www.ageuk.org.uk/northern-ireland

### Good Morning Projects

• Antrim 028 9446 4619

• Ballycastle 028 2076 8309

• Ballymena 028 2564 0720

• Carrickfergus 028 9332 6000

• Causeway 028 7055 8005

• Larne 028 2827 3362

• Mid-Ulster 028 7963 2170

• Newtownabbey 028 9086 7686

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’.

### Disclaimer:

The information in this directory is believed to be correct at time of going to print. Where any specific organisation or service is mentioned by name or otherwise this does not necessarily constitute or imply any endorsement or recommendation by PHA of that organisation or service.

**Public Health Agency, 12–22 Linenhall Street, Belfast BT2 8BS. Tel: 0300 555 0114 (local rate). www.publichealth.hscni.net**

# Northern area

This information resource was developed through the Public Health Agency’s Northern Area Suicide Prevention Action Plan. The resource will be updated as required. For further information, contact the Public Health Agency Northern Area Health and Social Wellbeing Improvement Team on: 028 9536 2913.