

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

Northern area

2018

**HSC** Health and Social Care

## Urgent help and support

### Emergency services

999 or 112

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

077 1123 3802

Community Rescue Service, Coleraine.

### GP out of hours services, Dalriada

Urgent care 028 2566 3500

### 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.

### Social services out of hours arrangements

028 9446 8833

### Action on Hearing Loss

0808 808 0123

0808 808 9000 (Textphone)

Support for deaf people.

## 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 Project (SHIP)

Community based psychological intervention and support service for people who self-harm. NHSCT and GP referral only service.

Service provided by Zest: [www.zestni.org](http://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)

are 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

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.

## Mental health including eating distress and anxiety support

### Action Mental Health New Horizons

028 9442 8081

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

### Aware

Belfast 028 9035 7820

Derry 028 7126 0602

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

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

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

### Beat eating disorders

• Adult line 0808 801 0677 (freephone)

• Youth line 0808 801 0711 (freephone)

[www.b-eat.co.uk/](http://www.b-eat.co.uk/)

### Inspire (formerly NIAMH)

028 9032 8474

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

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

### MindWise

028 9446 0873

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

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

### NHSCT eating disorder service

028 9441 3307

This service also has a voluntary support group called Stamp ED. Both services are available 9am – 5pm Monday to Friday.

### PRAXIS Care

028 9023 4555

Praxis provides care to adults and children with learning disabilities, mental health issues and dementia.

### SANELINE

0300 304 7000

For anyone coping with mental illness. Helpline from 6pm – 11pm.

### Threshold (supported housing)

028 9087 1313

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

[www.threshold-services.co.uk](http://www.threshold-services.co.uk)

### For information on more services and support:

[www.mindingyourhead.info](http://www.mindingyourhead.info)

[www.familysupportni.gov.uk](http://www.familysupportni.gov.uk)

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

## Alcohol, drugs and smoking

### 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.

### Start 360

028 9043 5810

Information, guidance and advice for young people.

[www.start360.org](http://www.start360.org)

### ASCERT/Start360

0800 2545 123

Community based services for young people who are identified as having substance misuse difficulties.

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

### Extern

028 2565 4012

Crisis helpline 0800 085 4808

Harm reduction services for people who are misusing substances (low threshold services).

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

### Threshold

028 9087 1313

Drug outreach services.

[www.threshold-services.co.uk](http://www.threshold-services.co.uk)

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

### Addiction NI

028 9066 4434

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

### Gamblers Anonymous

028 9024 9185

[www.belfastga.co.uk](http://www.belfastga.co.uk)

### Northlands Centre, Derry

028 7131 3232

### Websites for further information

[www.want2stop.info](http://www.want2stop.info)

[www.knowyourlimits.info](http://www.knowyourlimits.info)

[www.drugsandalcoholni.info](http://www.drugsandalcoholni.info)

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

## 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. The helpline is managed by the Women's Aid Federation NI.

[24hrsupport@dvhelpline.org](mailto:24hrsupport@dvhelpline.org)

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

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

0808 801 0331

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

### Nexus NI

028 7126 0566

Northern area 028 9032 6803

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

### PSNI non-emergency reporting number

101 (24/7 service)

### Victim Support NI

028 9024 3133

Emotional support for victims of crime.

[www.victimsupportni.co.uk](http://www.victimsupportni.co.uk)

### Women's Aid Federation NI

Helpline 0808 802 1414 (24/7 service)

• Causeway Coast and Glens 028 7035 6573

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

• Mid Ulster 028 8676 9300

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

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

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

028 9024 1929

Support for male victims of domestic abuse.

[www.mapni.co.uk](http://www.mapni.co.uk)

## Bereavement

### Cruse Bereavement Care

• Cruse Northern Area 028 2766 6686

• Cruse helpline 0808 808 1677

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

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

Young people: [www.hopeagain.org.uk](http://www.hopeagain.org.uk)

### Barnardo's child bereavement service

Advice line 028 9066 8333

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

Northern Area number 077 9614 8549

### Child Death helpline

0800 282 986

0808 800 6019 (free for mobiles)

### Miscarriage Association

019 2420 0799

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

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

077 4099 3450

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

### NHSCT bereaved by suicide service

028 9441 3544

### 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.

## 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](http://www.positivelifeni.com)

### Brook

• Brook Coleraine 028 7034 2178

• Brook Belfast 028 9032 8866

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

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

### Contact

028 9074 4499

Provides counselling to all age groups.

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

### Family Planning Association

0345 122 8687

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

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

### Genito Urinary Medicine (GUM) Clinics

• Causeway Hospital 028 7034 6028

• Royal Victoria Hospital Belfast 028 9063 4050  
028 9063 4054

### Relationship Resource Centre,

### Carrickfergus

028 9332 9997

Our services include: free pregnancy testing; crisis pregnancy counselling; post abortion support; miscarriage support; mentoring for girls and boys; sexual health advice (contraception, STIs).

[www.thepregnancyresourcecentre.co.uk](http://www.thepregnancyresourcecentre.co.uk)

## Sexual orientation and gender identity

### LGBT Switchboard

0808 8000 390

### LGBT Northern Ireland

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

### Transgender support services

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

### Cara-Friend

028 9089 0202

Provides information and support to the lesbian, gay, bisexual and transsexual community.

[www.cara-friend.org.uk](http://www.cara-friend.org.uk)

### Cara-Friend LGBTQ+ Youth

028 9089 0202

### HERE NI

028 9024 9452

Support for lesbian and bisexual women in Northern Ireland.

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

### The Rainbow Project

028 9031 9030

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

### SAIL

General enquiries/professionals 028 9532 0023

Support for trans people 028 9532 0321

Support for families 028 3057 0075

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

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

## Children/youth support

**Barnardo’s**

**028 9066 8333**

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**

www.childline.org.uk

**CLIC**

**028 9072 5780** **0300 330 0803**

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

www.clicksargent.org.uk

**Contact**

**028 9074 4499**

Provides counselling to young people.

www.contactni.com

**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**

Deaf and hard of hearing – Textphone users can call Lifeline on **18001 0808 808 8000**

24 hour support for those in distress or despair.

**Northern Young Men’s Support Project**

• Ballymoney/Coleraine/Moyle/Ballymena North **077 2071 7275**

• Newtownabbey/Carrick/Larne/Ballymena South **077 3997 9443**

• Magherafelt/Cookstown/Antrim **078 0316 9696**

Supporting young men between 15-25 in the Northern area through mental health issues and suicide ideation. Programmes are based on youth work principles and are focused on support through resilience, confidence and emotional wellbeing programmes. Group work and individual work available.

Centre phone **028 2564 1966**

Office phone **028 2563 0064**

The young men’s support project team are based in Ballymena. Referral forms are available on request.

**NSPCC**

**0808 800 5000**

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

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

• Ballymena branch **028 2563 2641**

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

www.voypic.org

## 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.

Further contact details at:

www.studentsupport.ulster.ac.uk

## Family and relationships

**ACCORD**

**028 9023 3002**

Marriage counselling.

www.accord-ni.co.uk

**Autism NI**

**028 9040 1729**

**Causeway Family Resource Centre**

**028 7032 5456**

Information and advice.

**Contact a Family Northern Ireland**

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.cafamily.org.uk

**Family Ties Project**

**028 9031 9030**

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

www.familytiesproject.org.uk

**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**

Offers services to support parents and carers including a freephone helpline, counselling, parenting programmes and the opportunity to have a say on the issues affecting parents and carers. Appointment services based throughout Northern Ireland, including Ballymena, Coleraine and Magherafelt.

www.parentingni.org

**Relate**

**028 9032 3454**

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

www.relateni.org

**St Vincent de Paul**

**028 9035 1561**

Offers direct, confidential assistance based on the need of the individual or family.

www.svp-ni.co.uk

**Sure Start**

• Coleraine **028 7032 1032**

• Dalriada (including Bushmills and Ballycastle) **028 2073 0444**

• ABBEY (Newtownabbey) **028 8676 9994**

• Ballymena **028 2564 3555**

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

• Horizon (Carrickfergus) **028 9335 9734**

• Larne **028 2827 6044**

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

**Citizens 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.

**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.

## Trauma

**The Family Trauma Centre**

**028 9504 2828**

**Victim Support**

**028 9024 3133**

Emotional support for victims of crime.

www.victimsupportni.co.uk/

**WAVE Trauma Centre**

**028 2766 9900**

Befriending and counselling for people who are victims of violence or bereaved due to the Troubles.

www.wavetraumacentre.org.uk/

## Carers

**Carers NI**

**028 9043 9843**

Benefits and carers’ rights.

**Cause**

**028 9065 0650**

Helpline **0845 603 0291**

A local charity providing peer-led emotional and practical support to carers and families of people with mental illness.

www.cause.org.uk

**Headway Ballymena – The brain injury association**

**028 2565 1521** (24/7 service)

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

www.headway.org.uk

## Rural support

**Rural Support Helpline**

**0845 606 7607**

www.ruralsupport.org.uk

## Other health-related support

**MS Helpline**

**0808 800 8000**

www.mssociety.org.uk

**Macmillan Cancer Helpline**

**0808 808 0000**

www.macmillan.org.uk

## Housing/homelessness/ supported living

**Lighthouse Hostel (Ballymena)**

**028 2564 7654** (24/7 service)

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.musthostel.co.uk

**Northern Ireland Housing Executive (NIHE)**

**03448 920 900**

**028 9504 9999** (after hours)

www.nihe.gov.uk

**Simon Community**

**0800 171 2222** (Central access point) 24/7 service

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 and supported living).

info@vineyardcompassion.co.uk

## Cultural/ethnic

**Bryson Intercultural/Migrant Help**

**028 9031 5744**

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

www.brysonintercultural.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 9427**

• 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’.