

Directory of services to help improve mental health and emotional wellbeing

South Eastern area **2020**

HSC Health and Social Care

Urgent help and support

Emergency services

999 or 112

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

Gateway Children’s Social Work Services

0300 100 0300

Out of hours 028 9504 9999

Gateway assists people who are concerned about the welfare of a child or young person.

GP out of hours services

- Down and Lisburn 028 9260 2204
- North Down and Ards 028 9182 2344

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.

jo@samaritans.org

www.samaritans.org

GP referral only services

Speak to your GP about accessing the following services:

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.

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 throughout the South Eastern Health and Social Care Trust. In emergency situations, a crisis response service will link with out of hours GPs or the emergency department (ED).

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 teams (CATs)

provide treatment and support for adults with drug and alcohol problems.

Suicide prevention/ self-harm/self help

New Life Counselling (Colin)

028 9060 4347

For people aged 16 years and over.

New Life Counselling

028 9039 1630

Niamh Louise Foundation

028 8775 3327

Complementary therapies, mentoring for people aged under 18 years, befriending for people aged 18 years and over, bereavement support, youth forum.

www.niamhlouisefoundation.com

North Down YMCA Men’s Health Worker

028 9145 4290 option 3

One to one support and group activities for men aged 18+ within North Down.

Samaritans helpline

Freephone 116 123

Listening ear to those in distress.

www.samaritans.org

jo@samaritans.org

SEHSCT training

028 9151 0282

Free for anyone aged over 16 years, including:

- Applied Suicide Intervention Skills Training (ASIST)
- Safe Talk – suicide awareness
- Understanding self-harm

MYMY (Mind Your Mate and Yourself)

028 4372 7549

Mental health including eating distress and anxiety support

Action Mental Health

- North Down and Ards New Horizons 028 9182 2410
- Downpatrick New Horizons 028 4461 3791
- Lisburn (New Horizons Derriaghy) 028 9062 9759

Training and support for people with mental health needs or a learning disability.

www.amh.org.uk

Aware

028 9035 7820

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

www.aware-ni.org

info@aware-ni.org

The Hub Community Counselling Centre, Ballynahinch

028 9756 1100

Eating Disorder Association

028 9023 5959

Kairos Enterprises Ltd

028 4321 8118

Support for adults using a community gardens approach. Men’s Shed Project.

Lisburn Downtown Centre

028 9267 2052

Support for people with mental health problems.

Mindwise

028 4461 7964

Support for people recovering from mental illness.

www.mindwisenv.org

Inspire

028 9032 8474

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

ww.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.

Threshold

028 9087 1313

Residential and supported housing / floating support.

HSC information on mental health conditions, treatments and medications

www.choiceandmedication.org/hscni

Alcohol, drugs, smoking and gambling

Alcoholics Anonymous

028 9035 1222

www.alcoholicsanonymous.ie

Alcohol and You

www.alcoholandyouni.com

Narcotics Anonymous

Helpline 078 1017 2991

www.nanorthernireland.com

Al Anon / Alateen

028 9068 2368

Help and support for families and friends of problem drinkers.

www.al-anonuk.org.uk

ASCERT

028 9260 4422 0800 2545 123

Drug and alcohol services including treatment and support, education and training for professionals.

Drug and Alcohol Intervention Service for Youth (DAISY)/Start360/ASCERT

028 9043 5815

Carlisle House

028 9032 8308

Substance misuse rehabilitation treatment centre.

Dunlewey Addiction Services

028 9039 2547

Problem Gambling Helpline 0800 0886 725

Drug and alcohol treatment service for adults.

Gamblers Anonymous and Gam-Anon

028 9024 9185

Help and support for compulsive gamblers. Gam-Anon is for partners, relatives and close friends of compulsive gamblers.

The Link MARC Project

028 9182 1124

Support for people with addiction problems. Showers, clean clothes and hot food provided.

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+.

Barnardo’s Pharos Project

028 9146 6186

Barnardo’s project providing support services for families where there is parental substance misuse.

Simon Community

Central access point 24/7 0800 171 2222

Support and advice for people with drug and alcohol problems.

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.

help@dsahelpline.org

www.dsahelpline.org

Domestic Violence Outreach Scheme

028 9127 3196

North Down and Ards.

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

National Association for People Abused in Childhood (NAPAC)

0808 801 0331

Nexus

028 9032 6803

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

www.nexusinstitute.org

PSNI non-emergency reporting number

101

Victim Support NI

028 9024 3133

Emotional support for victims of crime.

www.victimsupportni.com

Women’s Aid

028 9024 9041

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

Bereavement

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.

Bereavement support midwife

028 9056 4717

Child death helpline

Freephone 0800 282 986

Free for mobiles 0808 800 6019

The Compassionate Friends

NI helpline 028 8778 8016

Support and care for bereaved parents, siblings and grandparents who have suffered the death of a child.

Lisburn Downtown Centre

028 9267 2052

Support for bereaved parents.

Miscarriage Association

019 2420 0799

info@miscarriageassociation.org.uk

www.miscarriageassociation.org.uk

NI Stillbirth and Neonatal Death Society (SANDS)

077 4099 3450

www.sandsni.org

Sexual health

Common Youth

028 9032 8866

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

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.

Informing Choices NI (formerly fpaNI)

0345 122 8687

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

www.informingchoicesni.org

SEHSCT family planning clinics

028 9181 6666 028 9260 1992

Genito Urinary Medicine (GUM) clinic

028 9615 2111

Situated at the Royal Victoria Hospital.

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

Youth health advice service (SEHSCT)

077 5331 0352

Free, confidential nurse-led service, including relationship and sexual health advice.

Sexual orientation and gender identity

LGBT Switchboard

0808 800 0390

LGBT Northern Ireland

028 9031 9030

www.lgbtni.org

Transgender NI

0300 302 3202

www.transgenderni.org.uk

Cara-Friend

028 9089 0202

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

www.cara-friend.org.uk

Equality Commission enquiry line

028 9050 0600

HERE NI

028 9024 9452

Support for lesbian and bisexual women in Northern Ireland.

www.hereni.org

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

SAIL - Transgender support

028 9532 0023

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

www.sailni.com

Children/youth support

ASCERT

028 9260 4422

Drug and alcohol services including treatment and support, education and training for professionals.

www.ascert.biz

Drug and Alcohol Intervention Service for Youth (DAISY)/Start360/ASCERT

028 9043 5815 0800 254 5123

Barnardo’s

028 9067 2366

Direct services for children, young people and their families.

www.barnardos.org.uk

Belfast Central Mission (BCM)

- Parent support project 028 9182 7783
- Therapeutic counselling service 028 9182 7783

SEHSCT carers development officer

028 9756 5456

Contact point providing information for family carers.

NSPCC

0808 800 5000

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

Childline

0800 1111

Counselling for children and young people.

www.childline.org.uk

Children’s Law Centre

028 9024 5704

Extern

074 3680 8425

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

FLARE (Facilitating Life and Resilience Education)

028 9060 0271 | 075 4816 2185

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

Gateway

0300 100 0300

The SEHSCT children’s social work service is a first point of contact for anyone concerned about the welfare of a child or young person.

The Link Newtownards

028 9182 1124

Safe and welcoming drop-in centre facility for young people.

MACS Supporting Children and Young People

028 9031 3163

Services for people aged 16–25 years, including housing, mentoring and floating support.

Start360

028 9043 5810

Information, guidance and advice for young people.

Relate Teen

028 9032 3454

Counselling for young people.

SET Connects

028 9266 7990

Therapeutic support for cared for and adopted children. Referral via social worker.

The Edge Ballynahinch

028 9756 5985

Voice of Young People in Care (VOYPIC)

028 9024 4888

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

www.voypic.org

YMCA

• Lisburn 028 9267 0918

• North Down 028 9145 4290

Support and preventative and educational programmes for young people.

Young Minds

Parents' helpline 0808 802 5544

Information and advice for anyone with concerns about the mental health of a child or young person.

www.youngminds.org.uk

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

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/

Family and relationships

ACCORD

028 9023 3002

Marriage and relationships counselling.

www.accord-ni.co.uk

Family Mediation NI

028 9024 3265

Mediator assistance for parents or (former) couples to jointly negotiate a settlement to their issues.

Familyworks (Newtownards)

028 9182 1721

Counselling and training for families.

Informing Choices NI (formerly fpaNI)

0345 122 8687

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

Hollywood Family Trust

028 9042 7842

Child care, after-school club, youth provision, adult counselling and community development for people in North Down and Ards.

Home-Start

Supports parents as they learn to cope, develop confidence and build better lives for their children.

www.home-start.org.uk

Men’s Advisory Project

028 9024 1929

Counselling for male victims of domestic abuse, and support with relationship difficulties and anger management.

Parentline NI

0808 8020 400

parentline@ci-ni.org.uk

Relate

028 9032 3454

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

www.relateni.org

Women’s Aid

028 9024 9041

24 hour helpline 0808 802 1414

Challenging domestic violence in Northern Ireland.

info@womensaidni.org

YMCA

• Lisburn 028 9267 0918

• North Down 028 9145 4290

Support and preventative and educational programmes for young people.

St Vincent de Paul

028 9035 1561

www.svp-ni.co.uk

Sure Start

• Colin Sure Start 028 9060 1417

• Kircubbin Sure Start 028 4273 9322

• Newtownards Sure Start 028 9181 9722

• Down Sure Start 028 4461 3630

• Bangor Sure Start 028 9145 7248

• Lisburn Sure Start 028 9267 2292

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

Age NI advice service

0808 808 7575

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

www.ageuk.org.uk/northern-ireland

Benefit Enquiry Line NI

0800 220 674

Advice and information on attendance allowance, disability living allowance, carer’s allowance and carer’s credit.

Citizens Advice Bureau

• Community Advice Lisburn & Castlereagh 028 9266 2251

• Community Advice Newry, Mourne & Down 028 3026 2934 0300 303 0306

• Ards & North Down 0300 123 9287

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

www.citizensadvice.org.uk

Step Change

0800 138 1111

Free confidential debt advice.

www.stepchange.org

Advice NI

028 9064 5919

www.adviceni.net

Trauma

Victim Support

028 9024 3133

Emotional support for victims of crime.

www.victimsupportni.com

WAVE Trauma Centre

028 9077 9922

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

www.wavetraumacentre.org.uk

The Wider Circle

028 7965 0875

Programmes for people affected by post-traumatic stress because of the Troubles.

Carers

SEHSCT carers development officer

028 9756 5456

Contact point providing information for family carers.

Carers NI

028 9043 9843

Benefits and carers’ rights.

Cause

Helpline 0800 103 2833

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

www.cause.org.uk

Mindwise

028 4461 7964

Support services for carers of people with mental health problems.

Rural support

Ards Community Network

028 9181 4625

Support, advice and training for local communities.

County Down Rural Community Network

028 4461 2311

Community activities for people living in Down District.

North Down Community Network

028 9146 1386

Support, advice and training for local communities.

Rural Support helpline

0800 138 1678

www.ruralsupport.org.uk

TADA Rural Network

028 3839 8888

Tailored support to meet the needs of local rural communities.

Other health-related support

Age NI Advice Line

0808 808 7575

Footprints Women’s Centre

028 9092 3444

Services in the Colin area, including crèche, training and children’s services.

Kilcooley Community Forum

028 9147 9424

Contact information for all constituted groups that are active within the Kilcooley community.

Kilcooley Women’s Centre

028 9147 8292

Non-emergency police service (PSNI)

101

Macmillan Cancer Support

0808 808 0000

www.macmillan.org.uk

Peninsula Healthy Living Partnership

028 4273 9021

Services and programmes to improve health.

Volunteer Now

028 9023 2020

Volunteering opportunities and development.

Housing/homelessness/ supported living

Belfast Central Mission (BCM)

028 9182 7783

Housing support for young people.

Simon Community Floating Support Team

028 9147 0666

For those receiving housing benefits.

MACS Supporting Children and Young People

028 9031 3163

Floating support for vulnerable young people aged 16–25 years.

Northern Ireland Housing Executive

0344 892 0900

North Down YMCA Tenant Support Service

028 9145 4290 option 4

Housing support to 18–64 year olds within Ards and North Down – independent living skills and homelessness prevention.

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.

The Link (Newtownards)

028 9182 1124

Floating support.

Cultural/ethnic

Bryson An Munia Tober

028 9043 8265

Services for the Traveller community.

Bryson Intercultural

028 9031 5744

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

www.brysonintercultural.org

Chinese Welfare Association

028 9028 8277

Working to secure the future of the Chinese community in Northern Ireland.

Equality Commission NI

028 9050 0600

Migrant Centre NI

Immigration advice (EU settlement scheme) 028 7141 4848

euss@migrantcentreni.org

Hate crime support

bilingualsupportworker@migrantcentreni.org

www.migrantcentreni.org

North Down YMCA Harbour Ward Project

028 9145 4290 (option 6)

Working with people from ethnic minority backgrounds and local residents.

Older people

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+.

Age NI

0808 808 7575

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

www.ageuk.org.uk/northern-ireland

AGE north down & ards (AGEnda)

028 9127 1968

Mon–Fri 10am–2pm (24 hour answering machine)

Practical support and information for older people in North Down and Ards.

Alzheimer’s Society

National Dementia Helpline 0300 222 11 22

Support for people affected by dementia.

Belfast Central Mission (BCM)

028 9182 7783

Parent support/preventing homelessness.

Good Morning Down Telephone Service

• Colin 028 9062 7863

• Down 028 4461 3434

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’.

Lisburn Downtown Centre