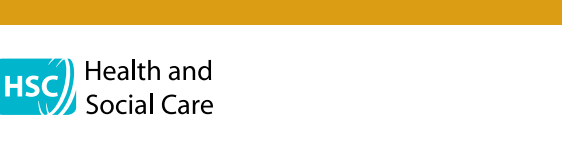


## Directory of services to help improve mental health and emotional wellbeing

**Western area** **2018**



## Urgent help and support

### Emergency services

999 or 112

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

### GP out of hours services

028 7186 5195

### Foyle Search and Rescue

028 7131 3800

Preservation of life in and around the River Foyle.

www.foylesearchandrescue.com

### Samaritans helpline

Freephone 116 123

Listening ear to those in distress.

## 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)

These are multi-professional teams that provide assessment, treatment and support services to people experiencing mental health problems. There are teams working throughout the Western 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 who are over the age of 65 years.

### Community Addiction Teams (CATs)

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

### Psychosexual Service

Provides treatment for sexual difficulties arising from a variety of causes.

## 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.

### Zest

028 7126 6999

Tackling the problems that lead to suicidal behaviour and direct and/or indirect self-harm in young people and adults.

www.zestni.org

### Samaritans helpline

Freephone 116 123

Listening ear to those in distress.

www.samaritans.org

### North West counselling

028 7181 3587

### Youthlife

028 7137 7227

Helping children and young people who have experienced bereavement and loss.

www.youthlife.org

### Aisling Centre Enniskillen

028 6632 5811

Counsellors at the Aisling Centre are experienced in dealing with a range of issues, including trauma, anxiety, childhood abuse, suicidal thoughts, stress, bereavement/loss, alienation, low self-esteem and relationship/family issues.

Email: info@theaislingcentre.com

www.theaislingcentre.com

### Koram Centre

028 7188 6181

Strabane’s listening ear and counselling association.

www.koramcentre.com

### Clare House (residential/respite)

028 6632 6361

### Aurora Counselling

028 7135 0407

www.auroracounselling.org

### Rethink

0845 456 0455

www.rethink.org

## Mental health including eating disorders and anxiety support

### AWARE

Londonderry office 028 7126 0602

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

www.aware-ni.org

### Cunamh

028 7128 8868

Community-led mental health project.

www.cunamh.org

### Derry Well Woman

028 7136 0777

www.derrywellwoman.org

### Praxis

Londonderry 028 7130 8020

Lisnaskea 028 6772 2778

Belfast 028 9023 4555

Provides services for adults and children with a learning disability, mental ill health or acquired brain injury, and for older people, including people with dementia.

www.praxiscare.org.uk

### Eating Disorders Association helpline

028 9023 5959

www.eatingdisordersni.co.uk

### Eating disorders service

028 7132 0165

### Western Trust eating disorder therapists

028 8225 2202 028 6632 6604

### Men’s Action Network

028 7137 7777

Provides a safe space for men to find support for life issues.

www.man-ni.org

### Relate

028 9032 3454

Relationship and family services.

www.relateni.org

### CLEAR Project

028 7138 3386

www.clearproject.co.uk

### Beacon Day Support

028 7126 9677 028 7126 9517

www.beaconwellbeing.org

### Mind Yourself

028 7126 3461 028 7126 3318

### Inspire (formerly NIAMH)

028 9032 8474

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

www.inspirewellbeing.org

### CAMHS

028 7186 5238 028 6634 4246 028 8283 5990

Youth treatment, counselling and support.

## Substance misuse

### Alcoholics Anonymous

028 9035 1222

www.alcoholicsanonymous.ie

### Start 360 Daisy West

028 7137 1162

Drugs and alcohol intervention service for 11-25 year olds.

www.start360.org

### Alcohol and drug services

028 7186 5239 028 7186 5240 028 6638 2073

### Addiction treatment service

028 8283 5453 028 8283 5365

### Community drug therapists

028 8283 5203

### One Stop Shop FUEL / FIND Centre, Enniskillen

028 6632 5559

Education, prevention and referral on a range of issues.

www.thefindcentre.com

### Drinkline

0300 123 1110

### Gamblers Anonymous

028 9024 9185

www.gamblersanonymous.org.uk

### Narcotics Anonymous

078 1017 2991

www.nanorthernireland.com

### Northlands Centre

028 7131 3232

Treatment centre for alcohol problems.

www.northlands.org.uk

### Foyle Haven

028 7136 5259

A safe space where street drinkers can access practical assistance and support.

www.depaulireland.org/our-services/on-the-map/northern-ireland/foyle-haven

### SOLACE

028 6862 8741

Reducing the harm caused by the misuse of alcohol.

### DIVERT Project

028 7126 9327

Provides support and information to children, young people and parents on alcohol and substance misuse.

### Breakthru

028 8775 3228

www.breakthru.co.uk

### Action For Children

028 6632 4181

Supports and speaks out for the most vulnerable and neglected children and young people locally.

www.actionforchildren.org.uk

### HURT (Have Your Tomorrows)

028 7136 9696

Offering support on issues around alcohol and drug addiction.

### Aisling Centre

028 6632 5811

Support group for people who live with, or have lived with, a loved one’s addiction.

www.theaislingcentre.com

### Daisy West

028 7137 1162

Treatment, counselling and support services for young people and families affected by substance misuse.

### CAMHS

028 7186 5238 028 6634 4246 028 8283 5990

Youth treatment, counselling and support.

### Women’s Aid, Fermanagh

028 6632 8898

### Websites for further information

www.want2stop.info

www.knowyourlimits.info

www.drugsandalcoholni.info

www.talktofrank.com

## Victims of 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.

24hrsupport@dvhelpline.org

### PSNI Child Abuse and Rape Enquiry Unit

101

### Cunamh

028 7128 8868

Community-led mental health project.

### PSNI non-emergency reporting number

101

### Victim Support

Foyle office 028 7137 0086

Emotional support for victims of crime.

www.victimsupportni.co.uk

foyle@victimsupportni.org.uk

### NSPCC helpline

0808 800 5000

0800 1111 (for under 18s)

### Nexus

028 6632 0046

Nexus Institute offers counselling to survivors of childhood sexual abuse and victims of sexual violence, including those who have experienced rape and sexual assault.

www.nexusni.org

### WAVE Trauma Centre

• Londonderry / Limavady / Strabane 028 7126 6655

• Omagh / Fermanagh 028 8225 2522

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

www.wavetraumacentre.org.uk

### Aisling Centre

028 6632 5811

Counselling and psychotherapy for victims and survivors of sexual abuse.

www.theaislingcentre.com

## Bereavement

### Barnardo’s Child Bereavement Service

Advice line 028 9066 8333

### Cruse Bereavement Care

Helpline 0808 808 1677

• Omagh and Fermanagh 028 8224 4414

• Foyle area 028 7126 2941

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

www.cruse.org.uk

Young people: www.hopeagain.org.uk

### Miscarriage Association helpline

019 2420 0799

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

077 4099 3450

www.sandsni.org

### 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.

<p><b>The Compassionate Friends</b></p> <p>028 8778 8016</p> <p>www.tcf.org.uk</p> <p><b>North West Counselling</b></p> <p>028 7181 3587</p> <p>www.northwestcounselling.co.uk</p> <p><b>WAVE Trauma Centre</b></p> <ul style="list-style-type: none"><li>Londonderry / Limavady / Strabane 028 7126 6655</li> <li>Omagh / Fermanagh 028 8225 2522</li></ul> <p>Offers care and support to anyone bereaved or traumatised through violence, irrespective of religious, cultural or political beliefs.</p> <p>www.wavetraumacentre.org.uk</p> <p>admin@wavederry.co.uk</p> <p>admin@waveomagh.co.uk</p> <p><b>Youthlife</b></p> <p>028 7137 7227</p> <p>Helping children and young people who have experienced bereavement and loss.</p> <p>www.youthlife.org</p> <p><b>Family Suicide Liaison Officers / Bereaved by Suicide</b></p> <ul style="list-style-type: none"><li>Limavady / Londonderry / Strabane 028 7132 0138 078 4156 9000</li> <li>Omagh / Fermanagh 028 6638 2112 078 4156 9000</li></ul>
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Helping children and young people who have experienced bereavement and loss.

### Family Suicide Liaison Officers / Bereaved by Suicide

• Limavady / Londonderry / Strabane 028 7132 0138 078 4156 9000

• Omagh / Fermanagh 028 6638 2112 078 4156 9000

### North West Bereaved By Suicide Group

028 7131 3800

1st and 3rd Monday each month.

### Fermanagh Bereaved By Suicide Group

028 6632 5811

### Roe Valley Bereaved By Suicide Support Group

079 4991 4100

### PATHS Omagh

078 7941 4385 028 8225 0024

Support to families and individuals bereaved by suicide.

## Sexual health

### Family Planning Association

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# Sexual orientation and gender identity

**Cara-Friend**

028 9089 0202

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

www.cara-friend.org.uk

**LGBT Switchboard**

0808 8000 390

**HERE**

028 9024 9452

Support for lesbian and bisexual women in Northern Ireland.

www.hereni.org

**The Rainbow Project**

028 7128 3030 028 9031 9030

Support and counselling for gay and bisexual men.

www.rainbow-project.org

**SAIL - Transgender support**

Family support	028 3057 0075
Support for trans people	028 9532 0321
General enquiries/professionals	028 9532 0023

**Teenscene**

028 8283 5536 028 6638 2693

**Positive Life Helpline**

0800 137 437 (10am-4pm Mon-Fri)

# Children and young people

**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.

**Barnardo’s**

028 9067 2366

www.barnardos.org.uk

**Childline**

0800 1111

www.childline.org.uk

**CLIC**

0300 330 0803 028 9072 5780

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

www.clicsargent.org.uk

**Zest**

028 7126 6999

Tackling the problems that lead to suicidal behaviour and direct and/or indirect self-harm in young people and adults.

www.zestni.org

**Gateway Team (24 hour)**

028 7131 4090

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

**Youth Action Right Here Fermanagh Project**

028 6632 8534

Works with young people to support them as active and equal citizens whose voices are heard, respected and valued.

www.youthaction.org

Email: roisinmc@youthaction.org

**DIVERT Project**

028 7126 9327

Provides support and information to children, young people and parents on alcohol and substance misuse.

**Breakthru**

028 8775 3228

www.breakthru.co.uk

**Action For Children**

028 6632 4181

Supports and speaks out for the most vulnerable and neglected children and young people locally.

www.actionforchildren.org.uk

**Family Nurse Partnership**

028 7186 5115

**Young People Sexual Health Nurse**

028 7132 1758

**Youthlife**

028 7137 7227

**Relate Teens**

028 9032 3454

www.relateni.org

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

028 7137 8980

www.voypic.org

**School Aged Mothers**

028 7127 2300

**NSPCC Helpline (24 Hour)**

0800 800 5000

**One Stop Shop FUEL / FIND Centre, Enniskillen**

028 6632 5559

Education, prevention and referral on a range of issues.

**One Stop Shop Youth Transition Project, Derry**

028 7137 2456 028 7126 9327

Education, prevention and referral on a range of issues.

www.youthtransitionproject.com

claremaguireytp@gmail.com

**Daisy West**

028 7137 1162

Treatment, counselling and support services for young people and families affected by substance misuse.

**CAMHS**

028 7186 5238 028 6634 4246 028 8283 5990

Youth treatment, counselling and support.

# 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.

www.studentsupport.ulster.ac.uk

**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

**Breakthru**

028 8775 3228

www.breakthru.co.uk

**Autism Support NI**

• Londonderry	028 7130 8313
• Omagh	028 8283 5983

**Childline**

0800 1111

www.childline.org.uk

**Contact a Family**

0808 808 3555

Freephone helpline – signposting and help with disabilities.

www.cafamily.org.uk

**Family Support NI**

0845 600 6483

www.familysupportni.gov.uk

**NI Newpin**

028 7134 4477

**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 across Northern Ireland.

www.parentingni.org

**Sure Start**

• Ballymagroarty / Hazelbank	028 7126 7524
• Dungiven	028 7774 2904
• Edenballymore	028 7137 1670
• Shantallow	028 7135 2522
• Strabane	028 7138 2658
• Waterside	028 7134 7186
• Irvinestown	028 6862 1970
• Castlederg	028 8167 9438
• Strathroy	028 8225 2936

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.

**Strengthening Families Programme – Derry Healthy Cities**

028 7161 1384

www.derryhc.com

**ACCORD**

• Northern Ireland regional office	028 9023 3002
• Londonderry	028 7136 2475
• Enniskillen	028 6632 5696
• Omagh	028 8224 2439

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.

**Derry Well Woman**

028 7136 0777

www.derrywellwoman.org

**Women’s Aid**

• Foyle	028 7141 6800
• Fermanagh	028 6632 8898
• Omagh	028 8224 1414

www.womensaidni.org

**Waterside Women’s Centre**

028 7134 1579

www.watersidewomen.net

**Strabane and Lifford Women’s Centre**

028 7188 6253

www.strabaneliffordwomenscentre.com

**The Women’s Centre**

028 7126 7672

www.thewomenscentre.co.uk

**Galliagh Women’s Group**

028 7135 6092

**Strathfoyle Women’s Activity Group**

028 7186 0733

**Men’s Action Network**

028 7137 7777

**Healthy Living Centres**

• The Old Library Trust	028 7137 3870
• The Oak Project	028 6772 3843
• The Arc HL Project	028 6862 8741
• Derg Valley HL Project	028 8167 0764
• Bogside and Brandywell HF	028 7136 5330

**Infertility Network**

028 9082 5677

www.infertilitynetworkuk.com

**Oak Healthy Living Centre**

028 6772 3843

A drop-in service for heavy drinkers and people who are isolated or suffer mild health issues (Tuesday 10am–1pm)

**WHSCT Stop Smoking Service**

0800 917 9388

# Benefits/financial advice

**Omagh support / self-help group**

028 8225 9877

**West Tyrone Voice**

028 8166 2848

**Carers NI**

028 9043 9843

**Citizens Advice Bureau**

• Londonderry	028 7134 2536
• Strabane	028 7138 2665
• Omagh / Fermanagh	028 6632 4334

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

www.citizensadvice.co.uk

**Disability Action**

028 7136 0811

www.disabilityaction.org

**Disability living allowance**

0345 712 3456

**Benefit enquiry line**

0800 220 674

**Omagh Independent Advice Centre**

028 8224 3252

Advice on social security benefits, disability benefits, employment, debt/financial matters.

**Step Change**

0800 138 1111

Free confidential debt advice.

# Employment training

**AMH Foyle New Horizons**

028 7137 3502

Helps people overcome the effects of mental ill health and in many cases return to work.

www.amh.org.uk/amh-near-you/new-horizons

**AMH Fermanagh New Horizons**

028 6632 3630

www.amh.org.uk/amh-near-you/new-horizons

**CLEAR Project Training**

028 7138 3386

**Condition Management Programme (CMP)**

028 7137 6911 028 6632 4950 075 2589 8336

The Condition Management Programme is a multidisciplinary team of healthcare professionals providing work-focused rehabilitation to overcome physical and mental health barriers to work.

www.westerntrust.hscni.net/ourservices

condition.management@westerntrust.hscni.net

**WHSCT Health Improvement Team**

028 7186 5127

**Lisnamallard Day Centre**

028 8225 2079

**Prospects Mental Health Day Care Centre**

028 8167 0600

www.beaconwellbeing.org

# 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 – The brain injury association**

028 2565 1521

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

**Western Health and Social Care Trust Carers Coordinator**

028 6634 4000 028 6634 4163

**The Escapists**

078 3011 7766

# Rural support

**Rural Support Helpline**

0845 606 7607

www.ruralsupport.org.uk

# Long-term conditions

**MS Helpline**

0808 800 8000

www.mssociety.org.uk

**Macmillan Cancer Helpline**

0808 808 0000

www.macmillan.org.uk

**Mencap (Londonderry)**

028 7126 2227

Helpline 0808 808 1111

**Huntington’s Disease Association NI**

028 2177 1812

www.hdani.org.uk