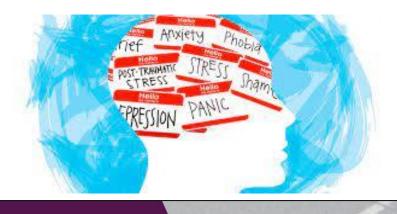


Mental Health and wellbeing External Services Directory



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General advice, information and support for Teachers and education staff

• Education Support – 08000 562 561 https://www.educationsupport.org.uk/ Free, confidential emotional support for teachers and education staff

Call to discuss all kinds of concerns including:

- Managing difficult feelings or situations
- · Advice on boundary setting and self-care
- Getting the best out of your work relationships
- Planning for or processing difficult conversations
- Any challenging personal matter
- financial concerns where there is access to a financial grants service
- if you simply need to vent!

General advice, information and support in Cheshire West and Chester

- Live well Cheshire West- https://www.livewell.cheshirewestandchester.gov.uk/ Provides information of local services in the borough.
- Cheshire West Citizens Advice- 03445766111-www.citizensadvicecw.org.uk Free, confidential, and impartial advice on services, housing, finances etc.
- Cheshire West and Chester Council- www.cheshirewestandchester.gov.uk

National

• Gov.uk: www.gov.uk

First point of contact for info on all government services, including money, tax, benefits, disability, employment and carers' rights.

Self-harm and suicide

Self-harm

- Harmless: info@harmless.org.uk / www.harmless.org.uk
 Organisation that provides a range of services about self-harm, including support, information, training and consultancy.
- Self injury support: 08088008088 / www.selfinjurysyupport.org.uk / National organisation that supports girls and women affected by self-injury or self-harm.

Suicide Prevention

Samaritans of Chester and District- Tel: 116123/ (national helpline)

Email: jo@samiratans.org

www.samaritans.org/branches/chester

Support for emotional distress and suicide prevention.

Papyrus UK- 08000684141 www.papyrus-uk.org
 Suicide Prevention

Suicide Practical support

Amparo: Tel: 0330 088 9255; email: amparo.service@listening-ear.co.uk; web: listening-ear.co.uk

Can offer immediate pre-inquest support following a possible suicide; One to One individual support; Help with any media enquiries; Practical support dealing with

Police and Coroners; Help overcoming the isolation experienced; Contacting and signposting to local services.

Mental Health Services

Local

Cheshire and Wirral Partnership (CWP)- 0300 303 3972 www.cwp.nhs.uk provide health and care services for local people, including mental health, learning disability, community physical health and all-age disability care CWP Mental Health Crisis Line – 24/7: 0800 145 6485/ www.cwp.nhs.uk/contact/need-urgent-help

General mental health services

- Mind: 0300 123 3393 / info@mind.org.uk / Text: 86463 www.mind.org.uk
 Provides support and advice on mental health, caring for someone with mental health, top tips for managing your mental health and drugs and alcohol.
 Mind Infoline: 03001233393 (9am-6pm)
- Mental Health Foundation https://www.mentalhealth.org.uk/
- MHFA (England) https://mhfaengland.org/
- **Place2be**: 02079235500 9-5pm enquiries@place2be.org.uk (children's mental health support service)
- **SaneLine:** 03003047000 (6-11pm, 7 days a week)/ Sane.org.uk/what_we_do/support/helpline.
- Together for mental wellbeing: 02077807300 / contact-us@together-uk.org / www.together-uk.org
- Rethink Advice and Information service: 03005000927 (9.30am-4m)
 Provides practical help and information on issues such as the mental health act, community care, benefits, debt, criminal justice and carers' rights.
- Healthlines Partnership: provides listings of organisations in the UK that provide helplines: www.helplines.org

Depression

- Association for postnatal illness: 02073860868/ info@apni.org/ www.apni.org
- **Depression UK:** info@depressionuk.org/ www.depressionuk.org
- PANDAS Foundation: 08432898401/ info@pandasfoundation.org.uk/ www.pandasfoundation.org.uk

Anxietv

- Anxiety UK: 08444775774/ Text: 07537416905/ www.anxietyuk.org.uk
 Anxiety UK is a national charity run by people with lived experiences of anxiety,
 aiming to support everyone affected by anxiety through info and support. This
 includes talking therapies and self-help groups.
- No Panic: 08449674848/ youth helpline: 01753840393 (4-6pm Mon-Fri)/ admin@nopanic.org.uk/ www.nopanic.org.uk
- **SHOUT**: Text 85258 www.giveusashout.org 24/7 text service for support in crisis- For anyone suffering with anxiety, stress or worry.

OCD

• OCD Action: 0845 390 6232/ support@ocdaction.org.uk/ www.ocdaction.org.uk

National charity focusing on OCD. Provides support and info to those affected by OCD and works to increase the awareness of it. Runs a variety of self-help groups across the country as well as online support groups and advocacy services.

Phobia

Triumph over Phobia: 01225571740/ info@topuk.org / www.topuk.org
 Triumph over phobia is a UK charity with aims to help sufferers of phobias, OCD and other related anxiety to overcome their fears.

Bipolar

• Bipolar UK: 0333 323 3880/ info@bipolaruk.org/ www.bipolaruk.org

PTSD

- PTSD resolution (mon-Fri 9-5)- 03003020551
- Combat stress- veterans helpline (24hrs)- 08001381619

Personality disorder

• Emergence: admin@emergenceplus.org.uk / www.emergenceplus.org.uk Emergence is a service user led organisation with the overarching aim of supporting all people affected by personality disorders, including service users, carers, family and friends and professionals.

Psychosis

- Action on postpartum psychosis: 02033229900 / app@app-network.org / www.app-network.org
- Hearing Voices Network: 01142718210 / nhvn@hotmail.co.uk / www.hearing-voices.org

A network committed to helping people who hear voices, see visions and experiences tactical sensations and those that support them.

Eating disorders

- **BEAT-** Support with eating disorders: 08088010677 (email support / online group support also available)
- ABC (Anorexia and Bulimia Care): 03000111213/ support@anorexiabulimiacare.org.uk/ www.anorexiabulimiacare.org.uk
- MGEDT (Men Get Eating Disorders Too!): sam@mengetedstoo.co.uk / www.mengetedstoo.co.uk

Substance abuse services

Local

- WDP- free and confidential support for individuals affected by drug and alcohol
 problems. also offer services to your family and loved ones so that they can receive
 help and advice on how best to support you during your recovery. www.wdp.org.uk
 - Northwich-0300 303 4548
 - Ellesmere Port-0300 303 4550
 - Chester- 0300 303 4549

North-west / North Wales

CAIS as part of ADFERIAD recovery - CAIS is a registered charity and leading voluntary sector provider of personal support services in Wales.

Helping people who are having problems with addictions, mental health, personal development and employment – as well as offering assistance and information to their families and friends. The wide range of services includes residential treatment and rehabilitation, counselling, peer mentoring, supporting people in their homes, assisting people back into work or education, group work and other motivational interventions. https://www.cais.co.uk/ 0345 061 2112

Drug

- Cocaine anonymous: 08006120225/ email: wtf@cauk.org.uk/ www.caukorg.uk
 Organisation running self-help groups for those with substance use issues relating to cocaine, based on 12 step model of recovery.
- Marijuana Anonymous UK: 03001240373/ helpline@marijuana-anonymous.org.uk/ www.marijuana-anonymous.org.uk

Organisation running self-help groups across the UK for those with substance use issues relating to marijuana, based on 12 step model of recovery.

- Narcotics Anonymous UK: 03009991212/ meetings@ukna.org/ www.ukna.org
 Runs self-help groups across the UK for anyone affected by drug use who wants to changes, based on the 12 step model.
- Talk to frank: 03001236600/ text: 82111/ frank@talktofrank.com/ www.talktofrank.com

National drug education service established in 2003. It provides information on legal and illegal drugs for teenagers and adolescents, including a confidential information line and live chat services on its website.

Alcohol

- NHS Change4Life: www.nhs.uk/Change4Life/Pages/drink-less-alcohol.aspx
- Alcohol Learning Centre: www.alcohollearningcentre.org.uk
- Drink Aware: 02077669900/ email: contact@drinkaware.co.uk/ website: www.drinkaware.co.uk

Independent charity working to reduce alcohol misuse and harm in the UK. The website has free drink tracker and tools to assess your own drinking levels.

- Alcoholics Anonymous: 08009177650/ email: help@alcoholics-anonymous.org.uk/ website: www.alcoholics-anonymous.org.uk
- Alcohol Concern: 02075669800/ contact@alcoholconcern.org.uk/ email: contact@alcoholconcern.org.uk
 - Charity working to help people understand the dangers of drinking too much and to advocate for better treatment for those affected by alcohol use issues.
- Al-Anon Family Groups UK and Eire: 02074030888 (10am-10pm), email: enquiriess@al-anonuk.org.uk/ website: www.al-anonuk.org.uk
 Support to anyone who's life has been affected by someone else's drinking, regardless of whether that person is still drinking or not. Run a wide range of self-help groups for relatives and friends of alcoholics.
- **Drinkline:** 03001231110 Confidential national helpline for people concerned about their own or others' drinking.
- Rehab4alcoholism- 08001114108 www.rehab4alcoholism.com Alcohol rehabilitation support

Drug and alcohol

- Action Rehab- 01512686992 www.action-rehab.com
 Drug and Alcohol rehabilitation support
- Addaction: 02072515860/ email: info@addaction.org.uk/ web: www.addaction.org.uk

- Helps supports adults, children, young adult and older people to make positive changes around alcohol, drugs, mental health and wellbeing.
- Adfam: 02075537640/ admin@adfam.org.uk/ website: www.adfam.org.uk
 Provides information and support for families affected by drugs and alcohol. Website lists of helplines and local support groups available across England.
- UK Smart Recovery: www.smartrecovery.org.uk
 Provides training to help people manage their recovery from any type of addictive behaviour, including alcohol and substance use as well as gambling, sex, eating, shopping etc. through a range of self-help meetings.
- Dual recovery anonymous UK and Ireland: 07702 510110/ www.ddauk.org Info@ddauk.org

Organisation running self-help groups for those with dual diagnosis (substance use issue alongside diagnosed mental health issue) based on 12 step model of recovery.

Domestic Violence

- Women's Aid: 0808 2000 247 www.womensaid.org.uk
 Support women and families experiencing domestic violence and helps them to seek refuge.
- Respect- men's domestic abuse advice line (mon-fri 9-5): 08088010327
- **Survivors:** 02035983898/ info@survivorsuk.org/ web: www.survivorsuk.org Provides help and support for men who have experienced sexual violence or abuse. This includes counselling and online and SMS chat support.
- National domestic abuse helpline (24 hrs): 08082000247
- Victim support (24 hrs): 08081689111
- Rape crisis: 0808802999/ website: www.rapecrisis.org.uk
- **Refuge**: 08082000247/ email: helpline@refuge.org.uk/ website: www.refuge.org.uk Provides information about domestic violence, in partnership with women's aid. Run's safe houses for women and children escaping domestic violence.

Abuse

- CSASS Chester Sexual Abuse Support Service: Freephone 08082840484.
 Make an enquiry email info@csass.org.uk web: https://csass.org.uk/contact-us/
- NAPAC (the National Association for People Abused in Childhood):
 Tel: 08088010331/ Email: support@napac.org.uk/ web: www.napac.org.uk
 Provides support for people affected by sexual abuse in childhood through a
 dedicated support line, free online resources and training.
- One in Four: Tel: 02086972112/ email: admin@oneinfour.org.uk/ web: www.oneinfour.org.uk

Charity that supports people who have experienced child sexual abuse through long-term low cost therapy (one to one and in groups), advocacy and through education and workshops.

Crime victims

- Victims' information service: 0808168923/ www.victimsinformationservice.org.uk
- Victim support: 08081689111/ www.victimsupport.org.uk

Bereavement Services

- Cruse- bereavement service (mon-fri 9-5)- 08008081677
- Hospice of the Good Shepherd Living well service 01244 851091
- Bereavement advice centre: 0800 6349494/ bereavementadvice.org

- Child bereavement UK: 08000288840/ support@childbereavement.org / www.childbereavementuk.org
- The Compassionate Friends: 0345 123 2304/ helpline@tcf.org.uk/ www.tcf.org.uk
- Dying matters: 08000214466/ www.dyingmatters.org
- Survivors of bereavement by suicide: 03001115065/ sobs.support@hotmail.com
- Winston's Wish: 08452 030405/ info@winstonswih.org.uk/www.winstonswish.org.uk

Finding a therapist

The following organisations have national lists of therapists:

• British Association for counselling and psychotherapy register: Tel: 01455 883300/ Email: bacp@bapc.co.uk/ web: www.itsgoodtotalk.org.uk

• Counselling directory:

Tel: 08448030240/ web: www.counselling-directory.org.uk

• IAPT (Improving Access to Psychological Therapies):

Web: www.iapt.nhs.uk

NHS programme which supports rolling out talking therapies to people experiencing depression and anxiety, including high and low intensity therapies.

leso digital health:

Web: www.iesohealth.com

Online based one-to-one CBT on behalf of the NHS and for private companies. Some areas allow self-referral.

Gambling

• Gamblers anonymous UK: www.gambleranonymous.org.uk
Runs self help groups across the UK for anyone affected by addictive gambling
behaviours who wants to change, based on a 12 step model.

Debt

- Money advice service: 08001387777/ www.moneyadviceservice.org.uk
- National Debt line: 08088084000/ www.nationaldebtline.org
- Stepchange: 0800138111/ www.stepchange.org
- Avenue Services: 0300 123 1747 email avenue.services@sanctuary-housing.co.uk
- Pennysmart CIC social enterprise set up to combat poverty and promote financial wellbeing amongst those most at risk of financial crisis in disadvantaged communities. Budgeting, benefits and regulated debt advice and casework services across Cheshire and N Wales. Self-referral; free helpline Mon-Fri 9am to 5pm 03003651210 or email advice@pennysmart.org.uk or 01244 651210

Back to work

Local

• Cheshire Individual Placement and Support (IPS)/Cheshire and Wirral Partnership:

Any service user that wants to achieve paid employment aged 18 plus (16 plus from Early Intervention only) and currently receiving mental health support from the following Resource Centres in both Cheshire West and East are eligible: CMHT at Upton Lea Resource Centre, Cherrybank Resource Centre, Jocelyn Solly Resource Centre, Delamere House Resource Centre; AMH Vale House Resource Centre; Early Intervention East, West & Central.

Contact details for Cheshire West:

- Jo Wilczek, Tel: 07768 271269; joanna.wilczek@nhs.net
- Laurie Knight, Tel: 07912 293653, laurie.knight@nhs.net
- Richmond Fellowship: 02076973300 / www.richmondfellowship.org.uk
- Shaw Trust: 01225 716 300 / www.shaw-trust.org.uk

Homelessness

- Save the family- 01244409100 www.savethefamily.org
 Support for homeless families and those at risk
- Forfutures- 03001232442

Healthy eating

- NHS Livewell: www.nhs.uk/Livewell/healthy-eating/Pages/Healthyeating.aspx
- Food for the brain: 03003650130 / info@foodforthebrain.org / www.foodforthebrain.org
- COCH Weight Management for people with BMI 40+, self-refer by email hle@nhs.net. Looks at healthy eating. Free 12 week course

Physical activity

• NHS Change4Life: www.nhs.uk/Change4Life/Pages/be-more-active.aspx

Sexual Health Services

 Virgin Care- https://www.thesexualhealthhub.co.uk/services-near-you/cheshire-westand-chester/ Tel: 0300 247 0020
 STI information and support, contraceptive information and emergency contraceptive information.

LGBT Community Services

- LGBT+ switchboard (10-10)- 03003300630 / chris@switchboard.lgbt / www.switchboard.lgbt
- Stonewall: 08000502020 / info@stonewall.org.uk / www.stonewall.org.uk
- **Mermaids**: Support for transgender, nonbinary and gener diverse young people . https://mermaidsuk.org.uk/

Family

- Family Action: 02072546251/ info@family-action.org.uk/ www.family-action.org.uk Provides emotional, practical, and financial support to those experiencing poverty, disadvantage, and social isolation across England.
- Family lives: 08088002222/ www.familylives.org.uk
 Family lives is a national family support charity providing help and support in all aspects of family life. They run a dedicated confidential helpline.
- Relate: 03001001234/ www.relate.org.uk
 National charity offering a range of services to help with couple and family relationships (counselling and therapy).

Early Years Services

• Starting Well- www.startingwell.org.uk/ Online chat line for support via website.

Provides information and guidance on breastfeeding, puberty, young carers, staying healthy etc.

Child Services

- NSPCC (24 hrs)-08088005000
- Childline (24 hrs)- 0800111

Older Peoples Services

- **Hospice of the Good Shepherd-** 0244851091www.hospiceofthegoodshepherd Care facilities for elderly and bereavement support.
- Age UK-01606 881 660 www.ageuk.org.uk /08006781602
 Information and advice on services available to them. Support and guidance within the household, enabling residents to live independently for longer.
- Action on elder abuse (mon-fri 9-5)- 08088088141
- Vivo Care- 03001235059- Older peoples services
- Alzheimer's Society: 03002221122 / enquiries@alzheimers.org.uk / www.alzheimers.or.guk
- **Dementia UK:** 08008886678 / direct@dementiauk.org / www.dementiauk.org

Health Condition Services

- Neuro Therapy Centre- Tel: 01244678619 www.neurotherapycentre.org/ Provides practical support and therapies to help manage the symptoms of a wide range of long-term neurological conditions including MS, Parkinson's, MND and ME. Provides support to carers and guidance to clients who have been newly diagnosed.
- Diabetes UK- 0345123 2399 www.diabetesuk.org.uk
- Diabetes Essentials

Provide FREE group education sessions specially designed for people with Type 2 Diabetes. Sessions are delivered by a Diabetic Dietitian and topics include Diet, treatment, foot and dental care, management of condition.

Chester, Ellesmere Port, Frodsham area Address:

Therapy Services, Countess of Chester Hospital, Countess of Countess Health Park, Liverpool Road, Chester, CH2 1UL

Telephone: 01244 365234 Email: Diabetes.essentials@nhs.net

Northwich, Winsford, Mid Cheshire area

Telephone: 01270 273411 (Tuesday-Thursday) 8am-4pm

- Fibromyalgia Fibromyalgia action http://www.fmauk.org/ 0300 999 3333/ https://ukfibromyalgia.com/index.html
- NHS choices: www.nhs.uk

Provides accessible information on all health-related issues, including symptoms, conditions, treatments and local NHS services available.

Arthritis Action:

Exercise Videos: https://www.arthritisaction.org.uk/living-with-arthritis/resource-centre/exercises/

Exercise and Activity Directory: https://www.arthritisaction.org.uk/living-with-arthritis/resource-centre/exercise-and-activity-directory/

Mental Health Directory: https://www.arthritisaction.org.uk/mental-health-directory/

- Versus Arthritis: www.versusarthritis.org Phone: 0300-790-0400 Email: enquiries@versusarthritis.org
- Macmillan Cancer Support <a href="https://www.macmillan.org.uk/in-your-area/local-dashboard/detail/Information%20and%20support%20centres/7810/Macmillan-dashboard/detail/Information%20and%20support%20centres/7810/Macmillan-dashboard/detail/Information%20and%20support%20centres/7810/Macmillan-dashboard/detail/Information%20and%20support%20centres/7810/Macmillan-dashboard/detail/Information%20and%20support%20centres/7810/Macmillan-dashboard/detail/Information%20and%20support%20centres/7810/Macmillan-dashboard/detail/Information%20and%20support%20centres/7810/Macmillan-dashboard/detail/Information%20and%20support%20centres/7810/Macmillan-dashboard/detail/Information%20and%20support%20centres/7810/Macmillan-dashboard/detail/Information%20and%20support%20centres/7810/Macmillan-dashboard/detail/Information%20and%20support%20centres/7810/Macmillan-dashboard/detail/Information%20and%20support%20centres/7810/Macmillan-dashboard/detail/Information%20and%20support%20centres/7810/Macmillan-dashboard/detail/Information%20and%20support%20centres/7810/Macmillan-dashboard/detail/Information%20and%20support%20centres/7810/Macmillan-dashboard/detail/Information%20and%20support%20and%20

<u>Cancer-Information-and-Support-Service-at-the-Countess-of-Chester?proximity=1.41%20miles%20from%20you</u>

 Cancer Support - Look Good Feel Better, helps boost the physical and emotional wellbeing of people living with cancer through free online and face to face Workshops, printed materials and tutorials - https://lookgoodfeelbetter.co.uk/about-us/

Learning Disability Support Services

- The Bren Project- www.brenproject.org.uk/
 Is a charitable organisation based in Chester offering people with learning disabilities
 and autism the opportunity to experience supportive work placements throughout
 Cheshire.
- Vivo Care- 03001235059- Services for adults with learning disabilities.
- Mencap: 08088081111 / help@mencap.org.uk / www.mencap.org.uk
 Mencap works in partnership with people with a learning disability, their families and carers to provide a range od support services.
- Generate: 02088796333 / www.generate-uk.org
 A charity which aims to support the lives of people with a learning difficulty.

Carers

- Carers trust:
 - ✓ Cheshire West Carer Support: 03001020008 / advice@cheshireandwarringtoncarers.org/ www.cheshirewestcarersupport.co.uk
- ✓ National helpline: 08448004361/ <a href="mailto:support@carers.org/www.carers.
- Carers UK: 080088087777/ www.carersuk.org

Online smoking support

- https://smokefreeaction.org.uk/quitforcovid/
- https://smokefreeaction.org.uk/quitforcovid-pregnancy/
- www.nhs.uk/oneyou- One You
- www.ash.org.uk

.Food / Clothing Banks

- West Cheshire Food Bank 0151 355 7730
- Kids Bank Chester (baby items, school uniforms etc) www.kidsbankchester.com

