

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

Southern area

2023



## Urgent help and support

### Emergency services

999 or 112

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

### Southern Area out of hours GP

028 3839 9201

After 6pm and all day Saturday, Sunday and bank holidays.

### Social services out of hours duty social worker

028 9504 9999

Provides an emergency social work response across Northern Ireland from 5pm – 9am and 24hrs at weekends.

## Suicide prevention/ self-harm/self-help

### 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

### Action Mental Health (MensSana)

028 3839 2314

www.amh.org.uk

### PIPS Hope and Support

Newry 028 3026 6195

Lurgan 028 3831 0151

www.pipshopeandsupport.org

### Niamh Louise Foundation

028 8775 3327

www.niamhlouisefoundation.com

### Protect life coordinator

028 3756 4461 | 078 2562 7133

Information on suicide/self-harm prevention, support and initiatives within the Southern area. Training is also available.

### British Association of Counselling and Psychotherapy

0145 588 3300

Accredited counsellors and therapists.

www.bacp.co.uk

### Yellow Ribbon Suicide Prevention Programme

028 3833 1485

Emotional and psychological support for those suffering from break-ups, depression, panic attacks and issues such as self-harming from alcohol and drugs.

### Links Counselling Service

028 3834 2825

www.links counselling.com

### Chrysalis Women’s Centre

028 3834 1846

Nyama counselling service.

### PAPYRUS

HOPELINE UK 0800 068 4141

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

www.papyrus-uk.org

## Mental health including eating disorder and anxiety support

### Inspire

028 9032 8474

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

www.inspirewellbeing.org

### Action Mental Health (AMH)

028 3839 2314

Incorporating MensSana (tailored activities to support mental health and emotional wellbeing), New Horizons (supports the recovery of adults experiencing mental ill health who are interested in progressing towards further education/training or employment), and AMH EveryBODY (supports those affected by eating disorders).

www.amh.org.uk

### The Mental Health Forum

028 3025 2423

Southern area. Provides advice, information and signposting for service users, carers, professionals and the public about mental health services. It engages locally and regionally in the planning and delivery of mental health services.

www.thementalhealthforum.co.uk

### Beat eating disorders

Helpline 0808 801 0434

www.beateatingdisorders.org.uk (Webchat available)

### MindWise

028 9040 2323

Supporting people with mental illness.

www.mindwisenv.org

### AWARE

028 9035 7820 | 028 7126 0602

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

www.aware-ni.org

### PRAXIS Care

028 9023 4555

PRAXIS Care provides a range of supported living services to people experiencing mental ill health.

www.praxiscare.org

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

www.choiceandmedication.org/hscni

### Website for further information

www.mindingyourhead.info

## Alcohol, drugs, smoking and gambling

### Barnardo’s

028 9066 3470 | 028 4062 3872

For children/young people and families affected by parental substance misuse.

### EXTERN

028 9084 0555 | 028 9033 0433

Addresses homelessness, drug and alcohol abuse and rehabilitating offenders to build safer communities.

www.extern.org

### Dunlewey Addiction Services

028 9039 2547

Problem Gambling helpline 08000 886 725

Supporting people with addictions.

### Community addiction team (CAT)

Accessed through GP.

### Start360

079 2312 9559

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

www.start360.org

### Al Anon

028 9068 2368

www.al-anonuk.org.uk

### Alcoholics Anonymous

028 9035 1222

www.alcoholicsanonymous.ie

### Gamblers Anonymous

028 9024 9185

www.belfastga.co.uk

### 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

### ASCERT

028 7944 0080 | 028 9260 4422

Freephone 0800 2545 123

www.ascert.biz

### Cuan Mhuire

24hr alcohol and gambling helpline 028 3084 9010

Provides support on alcohol and gambling issues.

www.cuanmhuire.ie

### Davina’s Ark

028 3027 9407

www.davinasark.co.uk

### Narcotics Anonymous

0300 365 1010

na-northernireland.org

### 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

### Women’s Aid NI

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

www.womensaidni.org

### Armagh/Down Women’s Aid

028 3025 0765

### Causeway and Mid Ulster Women’s Aid

0300 373 1055

### Nexus NI

028 9032 6803

www.nexusni.org

### Victim Support

028 9024 3133

Emotional support for victims of crime.

www.victimsupportni.com

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

0808 801 0331

### 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

### Men’s Advisory Project

028 9024 1929

Support for men experiencing domestic abuse.

www.mapni.co.uk

## Bereavement

### Cruse Bereavement Support

• Cruse Newry 028 3025 2322

• Cruse Armagh/Dungannon 028 8778 4004

• Cruse 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

### Niamh Louise Foundation

028 8775 3327

www.niamhlouisefoundation.com

### PIPS Hope and Support

Newry 028 3026 6195

Lurgan 028 3831 0151

www.pipshopeandsupport.org

### Child death helpline

Freephone 0800 282 986

Free for mobiles 0808 800 6019

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.

www.childdeathhelpline.org.uk

### The Lullaby Trust

Bereavement support 0808 802 6868

Information and advice 0808 802 6869

www.lullabytrust.org.uk

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

Helpline 0808 164 3332

northernireland.sands.org.uk

### Miscarriage Association

Helpline (9am-4pm) 019 2420 0799

www.miscarriageassociation.org.uk

### 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.

### The Compassionate Friends

Helpline 0345 123 2304

Office 0345 120 3785

www.tcf.org.uk

## 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

### The Rainbow Project

028 9031 9030

Promoting the health and wellbeing of the LGBTQI+ community.

www.rainbow-project.org

### Love for Life

028 3882 0555

www.loveforlife.org.uk

### Common Youth

028 9032 8866

Free confidential sexual health advice and contraception for young people aged 24 years and under.

www.commonyouth.com

### Informing Choices NI

028 9031 6100

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

www.informingchoicesni.org

### Health Hub

077 8743 2845

Drop in contraceptive and sexual health advice clinic for under 25s.

health.hub@southerntrust.hscni.net

### Genito Urinary Medicine (GUM) clinic

028 3756 2080

### C.A.S.H. (Contraception & Sexual Health Service)

028 3756 2200

contraception@southerntrust.hscni.net

## Sexual orientation and gender identity

### LGBTQI+ Switchboard NI

0808 8000 390

### Cara-Friend

028 9089 0202

Provides information and support to the LGBTQI+ community. Also provides LGBTQI+ youth services and the LGBTQI+ Switchboard helpline.

www.cara-friend.org.uk

### Transgender NI

0300 302 3202

www.transgenderni.org.uk

### HEre NI

028 9024 9452

Support for lesbian and bisexual women in Northern Ireland.

www.hereni.org

### The Rainbow Project

028 9031 9030

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

## Child/youth support

### Action for Children

Actionforchildren.org.uk/northernireland

### Young People’s Partnership

• Armagh	028 3756 4728
• Portadown	028 3839 1155

Supporting young people aged 13-18 in need and at risk.

### Barnardo’s Family Resource Centres

• Armagh	028 3752 2380
• Newry	028 3026 0668

Assessment, therapeutic and preventative services to families who are deemed to be at risk.

### Family Support Hubs

• Armagh/Dungannon	028 3752 2380
• Portadown/Craigavon/Banbridge	028 3833 1168
• Newry & Mourne	028 3083 5764

### Child and Adolescent Mental Health Services (CAMHS)

028 3839 2112

Accessed via GP.

### Central Gateway Social Services SHSCT

028 3756 7100

### Childline

0800 1111

24/7 counselling support for children and young people.

### NSPCC

0808 800 5000

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

www.nspcc.org.uk

### Education Authority critical incident/emotional health and wellbeing team

028 3751 2515

### Start360

028 3832 2714

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

www.start360.org

### Young Minds

Parents’ helpline

0808 802 5544

www.youngminds.org.uk

### Education Authority youth service

• Craigavon/Banbridge	028 3833 8556
• Armagh Headquarters	028 3751 2266
• Armagh/Newry & Mourne	028 3025 1515
• Dungannon	028 8772 2167
• Cookstown	028 8675 7168

### Extern

028 9084 0555

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

www.extern.org

### Youth Action NI

• Armagh	028 3751 1624
• Newry	028 3025 6040

www.youthaction.org

### Youth Engagement Services

• Banbridge	028 4062 4511
• Magnet Newry	028 3025 2214

# 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

A professional counselling service is available on all campuses.

www.ulster.ac.uk/wellbeing

### Queen’s University Belfast One Elmwood Student 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/sites/Students/one-elmwood

# Family and relationships

### Family Support NI

0845 600 6483

www.familysupportni.gov.uk

### Parenting NI

0808 801 0722

Support including a freephone helpline, parenting programmes, workshops and family support services.

www.parentingni.org

### Parentline NI

0808 8020 400

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

parentline@ci-ni.org.uk

### Barnardo’s

028 9067 2366

Parenting matters.

### St Vincent de Paul

028 9035 1561

www.svp-ni.co.uk

### Sure Start

• Armagh/Keady	028 3751 8569
• Banbridge	028 4062 2475
• Clogher Valley	028 8554 9898
• Dungannon	028 8772 9695
• Craigavon	028 3831 3360
• Portadown	028 3833 7455
• Kilkeel/Annalong	028 4176 4718
• Newry	028 3083 3780
• South Armagh	028 3083 0022

Range of services from pregnancy through to a child’s 4th birthday, aimed at improving health, children’s social and emotional development, and their ability to learn.

### Family Mediation NI

028 9024 3265

www.familymediationni.org.uk

### Home-Start

• Armagh/Dungannon	028 8778 9489
• Craigavon	028 3834 5357
• Banbridge	028 4062 6234
• Newry/Mourne/Kilkeel	028 3026 6139

Trained local parent volunteers supporting families with young children through challenging times.

### Bolster

028 3083 5764

www.bolstercommunity.org

### Vineyard Church Dungannon

028 8775 2133

www.vineyarddungannon.co.uk

### ACCORD NICMCS

028 9023 3002

Marriage and relationships counselling, face to face and online.

www.accord-ni.com

### Love for Life

028 3882 0555

www.loveforlife.org.uk

### Relate NI

028 9032 3454

Services include relationship counselling for individuals, couples and families; psychosexual therapy; and counselling for children and young people.

www.relateni.org

# Benefits/financial advice

### Advice Agencies

• Community Advice Armagh	028 3752 4041
• Community Advice Craigavon	028 3836 1181
• Community Advice Banbridge	028 4062 2201
• Community Advice Newry, Mourne & Down	0300 3030 306

www.advicenmd.com

www.adviceni.net

### Christians Against Poverty

www.capuk.org

### Law Centre NI

028 9024 4401

Legal support for disadvantaged individuals.

www.lawcentreni.org

### StepChange Debt Charity

0800 138 1111

Free confidential debt advice.

www.stepchange.org

# Trauma

### Family Trauma Centre

028 9504 2828

### Barnardo’s Nova Trauma Support

028 4062 8758

077 7541 2435

### Victim Support NI

028 9024 3133

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

Benefits and carers’ rights.

www.carersuk.org

### CAUSE

028 9065 0650

Helpline

0800 103 2833 (Freephone)

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

www.cause.org.uk

### Memory/dementia service in the Southern area

• Craigavon/Banbridge	028 3833 3332
• Armagh/Dungannon	028 3741 2428
• Newry and Mourne	028 3083 6970

### Action for Children Young Carers Project

• Armagh/Dungannon/Craigavon/Banbridge/Newry/Mourne	028 4062 6516
• Belfast (Head Office)	028 9046 0500

www.actionforchildren.org.uk

NIYoungCarers@actionforchildren.org.uk

# Rural support

### Rural Support

Helpline

0800 138 1678 (Freephone)

www.ruralsupport.org.uk

### COSTA Rural Support Network

028 8555 6880

Dungannon and South Tyrone

www.costaruralsupportnetwork.org

### TADA Rural Support Network

028 3839 8888

Armagh, Down and Antrim

www.tadasupportnetwork.com

### ABC Community Network

028 3839 2777

www.abccommunitynetwork.com

### Local Councils

• Mid Ulster	0300 0132 132
• Armagh City, Banbridge and Craigavon	0300 0300 900
• Newry, Mourne and Down	0300 013 2233

### Promoting Wellbeing Teams

• Armagh	028 3756 4485
• Craigavon	028 3756 3946
• Newry	028 3756 6297

# Other health-related support

### Alzheimer’s Society

028 9066 4100

National Dementia Helpline

0333 150 3456

alzheimers.org.uk

### SHSCT Volunteer Coordinator

• Armagh and Dungannon	028 3756 4498
• Craigavon and Banbridge	028 3756 3950
• Newry and Mourne	028 3756 6295
• Centralised phone number	028 3756 3946

### Praxis Care

028 9023 4555

www.praxiscare.org

### Volunteer Now

028 9023 2020

### Craigavon and Banbridge Volunteer Bureau

028 3834 2741

info@youcanhelp2.org

# Housing/homelessness/ supported living

### Belfast Central Mission

028 9621 1544

Provides emotional and practical support helping those most in need.

www.belfastcentralmission.org

### Northern Ireland Housing Executive (NIHE)

0344 892 0900	
Out of hours emergency repairs	0344 8920 901
Out of hours homelessness help	0344 8920 908

www.nihe.gov.uk

### Depaul Ireland

028 9064 7755

### Simon Community

Central access point and emergency accommodation 24/7 helpline

0800 171 2222

### Housing Rights

Advice line

028 9024 5640

www.housingadviceni.org

www.housingrights.org.uk

### Choice Housing

0300 111 2211

www.choice-housing.org

# Cultural/ethnic

### Northern Ireland New Entrant Service (NINES)

028 9504 2830

Regional nurse-led service for new immigrants, asylum seekers and refugees entering Northern Ireland.

BHSCT.NINES@belfasttrust.hscni.net

### Equality Commission NI

028 9050 0600

### South Tyrone Empowerment Programme (STEP)

028 8775 0211

### WAH HEP

028 3833 5558

Chinese community association

### Community Intercultural Programme

028 3839 3372

### An Tearmann Project (also STEP)

028 8774 1961

### Armagh Roma Traveller Support

028 3753 7595

### Craigavon Traveller Support Committee

028 3834 2089

### Newry Travellers and Ethnic Minorities Support

079 2020 6194

### The Migrant Centre NI

Immigration advice

028 7141 4848

euss@migrantcentreni.org

Hate crime support

bilingualsupportworker@migrantcentreni.org

www.migrantcentreni.org

### Bryson Intercultural

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

www.brysonintercultural.org

### Counselling All Nations

079 8936 3113

https://counsellingallnations.org/

# Older people