

Directory of services to help improve mental health and emotional wellbeing

Western area

2016



Health and Social Care

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.org

Police (PSNI)

101

Will connect you to your local police station.

Samaritans helpline

Freephone 116 123

Listening ear to those in distress.

GP referral only services

Altnagelvin Hospital	028 7134 5171
Gransha Hospital	028 7186 0261
Waterside Hospital	028 7186 0007
South West Area Hospital (Enniskillen)	028 6638 2000
Tyrone County Hospital (Omagh)	028 8283 3100
Tyrone and Fermanagh Hospital	028 8283 3100
Grangewood Hospital	028 7186 0261

Community Mental Health Teams (CMHTs)

• Limavady	028 7772 2123
• Shantallow	028 7135 0063
• Strabane	028 7138 2963
• Waterside	028 7131 4200
• Belmore House	028 6638 2112
• Lissan House	028 8225 2202

CMHTs 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).

Primary care liaison service

028 7132 0102

Psychological therapy service

028 7132 0143

Child and adolescent mental health team

028 7186 5238 028 8283 5990

16+ Pathway Team

028 7131 2044

Adult Eating Disorder Service

028 7132 0165

Gateway team

028 7131 4090

Older people mental health team

028 6634 4000

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

Helpline 0845 120 2961

028 7126 0602

www.aware-ni.org.uk

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

Regional helpline 0300 100 1234

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

Northern Ireland Association for Mental Health (NIAMH)

028 9032 8474 028 6632 2995

Local support, including housing schemes.

www.niamhwellbeing.org

CAMHS

028 7186 5238 028 6634 4246 028 8283 5900

Youth treatment, counselling and support.

Substance misuse

Alcoholics Anonymous

028 9043 4848

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 support

028 8225 3950

Addiction treatment service

028 8283 5443 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

National Drugs Helpline (FRANK)

0300 123 6600

Text 82111

24/7 drugs helpline.

www.talktofrank.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 5900

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

Victims of abuse

24/7 domestic violence helpline

0808 802 1414

PSNI Child Abuse and Rape Enquiry Unit

101

Cunamh

028 7128 8868

Community-led mental health project.

PSNI Domestic Violence Officer

101

Victim Support

• Londonderry / Limavady / Strabane 028 7137 0086

• Omagh / Fermanagh 028 8224 0012

Emotional support for victims of crime.

www.victimsupportni.co.uk

foyle@victimsupportni.org.uk

NSPCC helpline

0808 800 5000

0800 1111 (for under 18s)

Victim and survivor matters programme

028 6634 4240

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, irrespective of religious, cultural or political beliefs.

www.wavetraumacentre.org.uk

Psychosexual Service

028 8283 5323 028 8283 5449 028 7186 5294

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

Aisling Centre

028 6632 5811

Counselling and psychotherapy for victims and survivors of sexual abuse.

www.theaislingcentre.com

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.

Bereavement

Barnardo's Child Bereavement Service

028 9066 8333

Cruse Bereavement Care

028 8224 4414 028 7126 2941

• National Cruse day-by-day helpline 0844 477 9400

• Cruse young person's 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

www.hopeagain.org.uk

Young people: www.rd4u.org.uk/

Miscarriage Association helpline

019 2420 0799

NI Stillbirth and Neonatal Death Society (SANDS)

077 4099 3450 028 3739 2509

www.sandsni.org

The Compassionate Friends

028 8778 8016

North West Counselling

028 7181 3587

www.northwestcounselling.co.uk

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, irrespective of religious, cultural or political beliefs.

www.wavetraumacentre.org.uk

admin@wavederry.co.uk

admin@waveomagh.co.uk

Youthlife

Sexual orientation and gender identity

Cara-Friend

028 9089 0202

Support for the LGBT&T community.

www.cara-friend.org.uk

HERE

028 9024 9452

Lesbian Advocacy Services Initiative (LASI) is now HERE, a place 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

LGBT Strabane and Lifford Group

028 7188 5857

Teenscene

028 8283 5536 028 6638 2693

Positive Life Helpline

0800 137 437

SAIL – Transgender support

074 4361 1317

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

Teenage pregnancy coordinator

028 6862 1970 028 7132 1723

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 7136 6099 028 7126 9327

Education, prevention and referral on a range of issues.

www.youthtransitionproject.com

info@youthtransitionproject.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 5900

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
• Enniskillen	028 6638 2000
• 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

Gingerbread NI

028 7137 7066

Freephone advice helpline	0808 808 8090
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Works with lone parents to promote the integrity and life choices of single parent families.

www.gingerbreadni.org

NI Newpin

028 7134 4477

Parenting NI

028 7137 2006 0808 801 0722

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

Psychosexual service

028 7186 5294 028 8283 5449 028 8283 5323

Relate

028 9032 3454 0300 100 1234

Divorce/separation/marriage counselling.

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 Health 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.

Advice NI Debt Action project

0800 917 4607

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

WHSCT Health Improvement Team

028 7186 5127

Lisnamallard Industries

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
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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

Maximising Access in Rural Areas (MARA)

028 8555 6883

Long-term conditions