

Directory of services to help improve mental health and emotional wellbeing

Western area	2017
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HSC 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.com

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

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

Helpline	0845 120 2961	(9am-1pm Mon-Fri)
Londonderry office	028 7126 0602	

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

Regional helpline	0300 100 1234
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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 (7-10pm)

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 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

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 Domestic Violence Officer

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, irrespective of religious, cultural or political beliefs.

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 (9.30am-12.30pm Mon-Fri)

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

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.

NI Stillbirth and Neonatal Death Society (SANDS)
077 4099 3450
www.sandsni.org

The Compassionate Friends

028 8778 8016

www.tcf.org.uk

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

028 7137 7227

Helping children and young people who have experienced bereavement and loss. www.youthlife.org

Family Suicide Liaison Officers / Bereaved by Suicide

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

• Omagh / Fermanagh 028 6638

Sexual orientation and gender identity

Cara-Friend

028 9089 0202

Support for the LGBT community.

www.cara-friend.org.uk

LGBT Switchboard

0808 8000 390 (1-4pm Mon-Fri, 6-9pm Wed only)

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

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

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 Available 10am-4pm Mon/Wed/Fri, 12-8pm Tues/Thurs 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