Learning to Relax

A guide to understanding stress and mastering relaxation.
Acknowledgements

This booklet and accompanying CD were developed and produced by:

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Physiotherapist Superintendant III
(No longer works for the Trust.)

Mrs Elaine O'Doherty
Investing for Health Advocate

Mrs Daphne Wilson
Assistant Officer, Personal Development (Primary)

Voice on CD:
Dr Debbie Mairs Consultant Clinical Psychologist

With special thanks to Staff Nurse Bernie McGurk and the members of the Coronary Support Group who identified the need for this resource.

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Revised and reprinted (CD replacing tape), 2007

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Introduction

This booklet was written by a multi-disciplinary group of health professionals working across the Northern Trust (formerly Homefirst Community Trust, United Hospitals Trust and Causeway Trust).

All have had experience of helping people cope with illness, tension and stress. They work in a variety of settings: Coronary Care, Health Improvement and Community Development Service, Occupational Therapy, Psychology and Physiotherapy.

We consider that this booklet, and the cd on relaxation skills which accompanies it, will help a range of people such as those:

- experiencing physical pain from joints, muscles or other causes;
- recovering from illness and learning how to readjust;
- giving up smoking; or
- any person whose tension and stress is making their condition or situation more difficult to live with.
What is stress?

Stress can be understood by looking at the difference between pressure and stress, as well as understanding that there is no such thing as good stress. We all need a certain amount of pressure to enable us to function well as it helps to motivate us and helps us to work to our potential. Pressure to meet deadlines of all kinds can increase our energy and drive.

When we are faced with challenges, difficulties or demands in life, it is natural to feel under pressure, but if these pressures become too prolonged or intense - this can then result in stress.

What causes stress?

It is not always unpleasant events that cause stress. Pleasant things like going on holiday or getting a meal ready for visitors can bring on stress.

Big events in your life such as a major illness or the loss of a job can lead to stress. However, lots of smaller things all together can cause stress too. Often it is the case of ‘the last straw’ that leads people to feeling stressed, as there has been an accumulation of events over a period of time.

In this sense then, it is not about having one or two bad days.

You may also find that something is causing you stress now which did not do so in the past. Because you and your circumstances change, the things that trigger stress change too.

What happens to me when I experience stress?

Everyone reacts differently to stress. Your emotions and behaviour are affected. You may say that you feel tense, worried, nervous, downcast, uptight. Perhaps you feel you cannot cope. You may behave in a way that is not like yourself.

Your body also reacts to stress. A chemical message is sent from the brain all around the body. Your heart beats faster. Fat and sugar increase and flow into the blood. You breathe more quickly. Adrenalin is produced. Your blood circulation changes, blood pressure increases, your mouth becomes dry and your pupils dilate. And all this is normal! This is how your body is designed to react and is called the fight or flight response.

When this happens occasionally, no harm is caused to your body. If, however, you are experiencing stress often or over a period of time you may begin to feel unwell.
Who is prone to stress?

It may appear that some people never experience any stress at all and others are always stressed. Is this because of the type of people they are or is it due to their circumstances? It is hard to answer this. There is much debate about whether there is a type of person who is more prone to stress than others. What is certain is that how you think and usually react can affect how you handle stress. You can help yourself no matter what your personality is like.

Do I set very high standards for myself and other people?

It is good to have high standards but if these become unrealistic or if events mean that you cannot reach these standards anymore you may become irritable, dissatisfied and frustrated. If other people do not work to the same standard as you set for yourself this may also distress you.

Am I always ‘on the go’?

Some people are always rushing - they talk quickly, walk quickly and do two or three things at the same time! If this is you, then you find it difficult to relax and may even feel guilty relaxing. If you are forced to slow down, for example through illness, you may find it difficult to adjust.

Do I find myself saying things like ‘I just can’t stop worrying’?

People can talk themselves into a panic. ‘This is awful, I just can’t stand it anymore, I feel sick, I’m worried to death!’ and so on. This makes you feel worse. It is better to talk sensibly to yourself, recognise the stress and talk yourself through the situation.

Is it difficult for me to express my feelings?

Keeping your thoughts and feelings bottled up inside makes relaxing and unwinding almost impossible. If you feel angry, sad, worried, disappointed, lonely or frustrated you need to put these feelings into words and tell someone who will listen.

It may also be difficult for you to stand up for yourself and say what you think or want. You need to begin to do this. Talk this over with someone - this will help give you confidence to try.

If you answered ‘yes’ to any of these questions - don’t lose heart. Everyone can change and learn new ways of looking at and doing things.
# Check out your stress

Just how much stress are you experiencing? What is causing your stress? This checklist allows you to see the degree of stress you are experiencing. Look at each event. If you have experienced this in the last two years, then put a circle around the number which best describes how upsetting that was for you. On the scale (1) would be HARDLY UPSETTING AT ALL and (10) would be EXTREMELY UPSETTING.

If you have not experienced a particular event in the last two years, do not circle any number - go on to the next event on the list and so on. When you have looked at all the events and circled those which you have experienced, then add up your score.

## Stress checklist

<table>
<thead>
<tr>
<th>EVENT</th>
<th>SCORE</th>
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<tbody>
<tr>
<td>Bought house</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
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<tr>
<td>Sold house</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
</tr>
<tr>
<td>Moved house</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
</tr>
<tr>
<td>Major house renovation</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
</tr>
<tr>
<td>Separation from loved one</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
</tr>
<tr>
<td>End of relationship</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
</tr>
<tr>
<td>Got engaged</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
</tr>
<tr>
<td>Got married</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
</tr>
<tr>
<td>Marital problem</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
</tr>
<tr>
<td>Awaiting divorce</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
</tr>
<tr>
<td>Divorce</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
</tr>
<tr>
<td>Child started school/nursery</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
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<tr>
<td>Increased nursing responsibilities for elderly or sick person</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
</tr>
<tr>
<td>Difficulties with relatives</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
</tr>
<tr>
<td>Difficulties with friends/neighbours</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
</tr>
<tr>
<td>Problems related to pets</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
</tr>
<tr>
<td>Work-related problems</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
</tr>
<tr>
<td>Change in nature of work</td>
<td>1 2 3 4 5 6 7 8 9 10</td>
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<tr>
<td>EVENT</td>
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<td>-------------------------------------------</td>
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<tr>
<td>Threat of redundancy</td>
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<tr>
<td>Changed job</td>
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<tr>
<td>Made redundant</td>
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<tr>
<td>Unemployed</td>
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<tr>
<td>Retired</td>
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<tr>
<td>Increased or new bank loan/mortgage</td>
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<tr>
<td>Financial problem</td>
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<tr>
<td>Insurance difficulty</td>
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<tr>
<td>Legal problem</td>
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<tr>
<td>Emotional or physical illness</td>
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<tr>
<td>of close family or relative</td>
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<tr>
<td>Death of partner</td>
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<tr>
<td>Death of family member or relative</td>
<td></td>
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<tr>
<td>Death of close friend</td>
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<tr>
<td>Emotional or physical illness</td>
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<tr>
<td>of yourself</td>
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<tr>
<td>Illness requiring your own</td>
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<tr>
<td>hospitalisation</td>
<td></td>
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<tr>
<td>Surgical operation on yourself</td>
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<tr>
<td>Pregnancy</td>
<td></td>
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<tr>
<td>Birth of baby</td>
<td></td>
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<tr>
<td>Birth of grandchild</td>
<td></td>
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<tr>
<td>Family member left home</td>
<td></td>
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<tr>
<td>Difficult relationship with children</td>
<td></td>
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<tr>
<td>Difficult relationship with parents</td>
<td></td>
</tr>
</tbody>
</table>

Plot total score below:

0 10 20 30 40 50 60 70 80 90 100

LOW STRESS  HIGH STRESS

If you think you have a high score, using this booklet and tape will help you cope better with your stress.
Everyday ways of coping with stress

Exercise

If you are alert and active you can cope better with stress. Regular exercise is important. It helps to release tension and makes you feel better about yourself. Regular exercise can be very gentle (eg stretching), moderate (eg walking) or more vigorous (eg swimming). Always follow any advice you have been given about what exercise is best for you.

Diet

If you are suffering stress, your eating habits may be affected. You may lose interest in eating. You may overeat for comfort or because you are bored. Watch out! Eat regularly, don’t miss meals and be careful about too many treats!

Talking

Talking about what’s causing the stress can help to relieve it. Having an unwinding session when someone will listen to what’s been getting you down, is a good safety valve. It helps stop the pressures building up. Try talking to family and friends first. You could go to your GP and ask for counselling or therapy. Your GP can refer you to a Mental Health Resource Team where Social Workers specialising in this field and Community Psychiatric Nurses are based. They can help you talk through your situation and help you to cope better.

Sleep

If your sleep is disrupted due to stress you need to take steps to tackle this. Your aim is to learn a new pattern of sleep. Go to bed at the same time each night but not too early - 7½ hours is enough for most people. In the two hours before bed do not drink tea, coffee or alcohol as they lead to restless sleep. Try to unwind before bedtime by listening to music or the radio, having a milky drink, going for a walk or reading. After this period of unwinding, go to bed and relax - practise some of the relaxation methods on the tape.

Attitude

Being able to cope with change will help you avoid stress. Dwelling on the past will not help. Try to see change as a challenge rather than a threat. Be prepared to change your attitudes and habits to suit your changed circumstances. This is often not easy and may demand much of you. However, it will be worthwhile if you can learn how to change with changing times. If this is difficult for you to do then ask your GP for a referral to a psychologist who can help you.

Balance

If at times you are very busy or under pressure, you should try to balance these times with time to relax. This is important. It will help you to cope better when the pressure is on again.

Support Systems and Time Out

Create or maintain support systems through family, friends, neighbours, or colleagues. Sharing experiences with others can help to keep a balance in our lives. It can equally be as important to take time out alone to think, relax and so on, but the key is keeping a balance between the two.
Relaxation

Relaxation is a skill that can be learned by anyone. It involves no drugs nor is it based on any religion. The exercises are not difficult and it costs nothing. If you learn a relaxation method and use it often, it can have many benefits.

Relaxation can:

- help you to get over to sleep;
- reduce blood pressure;
- reduce tension in muscles;
- help reduce pain, as part of a supervised management programme;
- reduce tiredness;
- make you feel better about yourself;
- help you get along with people because you feel more relaxed;
- help you view your problems from a different perspective; and
- help to reduce anxiety.

Relaxation involves learning how to control your breathing, relax your muscles and mentally unwind.

Pain

Deep relaxation can be successful in lessening the amount of pain - especially for those conditions where you are more or less in constant pain.

Pain can cause your muscles to become tense. You may not even realise that this is happening. This added tension will then increase the pain. Being able to relax deeply will allow your muscles to relax, therefore controlling your pain. Relaxation could give you a feeling of control over your pain.
Keeping a stress diary

Keeping a ‘diary’ can help you find out what is causing you stress and what effect it has on you. You should keep the diary every day for three weeks.

Make a note of:

• things that caused you stress;
• how you reacted or felt; and
• what you did (if anything) to relieve the stress or cope with the situation.

After three weeks ask yourself these questions

The answers will help you understand better your situation.

• What has been causing me stress?
• How do I usually react to stress?
• What are my symptoms?
• Could I learn to recognise stress earlier and perhaps do something about it?

Now find someone who can help you answer these questions

Is the way I usually cope with stress the best way to deal with it?

• What else would be a good way to cope with stress?
• How can I learn better ways of coping?
• Can I get rid of anything that is causing me stress?
Getting ready to use the cd

Positioning for relaxation

The most important thing is for you to be comfortable. You can either lie on a bed or sit in an armchair. At any time during the relaxation you can shift your position if you are not comfortable or if you get cramp.

If you are using an armchair - ensure that your head can be supported and that your arms and hands are resting in your lap. Both feet should be resting on the floor.

You may find it more comfortable to loosen any tight clothing which could interfere with relaxed breathing and to take off your shoes.

The environment

Particularly when beginning to learn the skill of relaxation it would be of benefit to practise in a pleasantly warm room, free of interruptions, ie doorbells and telephone calls. If necessary, unplug your telephone. Absolute silence, however, is not necessary and can be unsettling for some people.

As your skill increases you may be able to adapt the relaxation to various surroundings.

Difficulties

Sometimes people learning relaxation experience problems. Here are some common difficulties which are usually overcome with regular practise or by talking about them with the person who gave you the cd.

- Feeling guilty about ‘sitting doing nothing’.
- Feeling afraid to ‘let go’ during the relaxation.
- Feeling of panic or choking, especially when concentrating on your breathing. Shift your concentration to your muscles instead.
- Eyes blinking or watering or difficulty in keeping eyes closed. Try keeping eyes downcast instead of shut if this is a problem.
- Practising relaxation too soon after a meal can cause indigestion.
- Falling asleep. Choose a time to practise when you are not too tired.
- Limb jerks. These can happen if you were very tense before starting the relaxation.
Finding your way through the cd

The cd that accompanies this booklet has seven relaxation sequences to teach you the basic skills of relaxation and to develop any existing skills you have. It is designed to meet a wide range of needs and personal preferences. Below are some guidelines for use. You should discuss the best way for you to use this cd with the health professional who gave it to you.

Practising

Because relaxation is a skill, you need to practise. Try to practise at least once or twice a day with the cd. The more often you practise, the more quickly you will develop your skill and be able to use relaxation at times when you need to. As you learn, and build up your skill in using the exercises, you will become more aware of YOUR particular tension at an earlier stage in its build up. You can then use these techniques at any time and in any place when anxiety or tension strikes.

Breathing

Most of us in anxiety provoking or stressful situations breathe too quickly. You may notice you breathe up high in the chest, sigh or gasp a great deal. This rapid shallow breathing can lead to all sorts of unpleasant symptoms such as dizziness and tingling. You will need to learn the slow regular “abdominal” or “tummy” breathing taught in Relaxation Method 1 on the cd.
Relaxation Methods 1 & 2

If you are only starting to learn relaxation you should begin with Relaxation Method 1 on the cd. This will help you learn to recognise the tension in your body which you may have become used to, as well as teaching you a good breathing pattern.

*You should not do this sequence if you have any joint pain which may be exacerbated by the tension creation exercises.*

If, while creating tension you experience pain in that particular part of your body, either leave that part of the exercise out and imagine the tension, or move to Relaxation Method 2 or Stretch and Relax.

After mastering Relaxation Method 1 you may wish to move to Relaxation Method 2 or one of the Relaxation and Imagery sequences.

Relaxation and Imagery 1

Relaxation and Imagery 2

Relaxation and Imagery 1 provides you with a specific image to help you relax whereas Imagery 2 allows you to create your own image to relax with. If you have never used imagery before, you may find Imagery 1 easier to start with. Using relaxation and imagery may be particularly useful to help aid sleep. You should select a different sequence to use to promote sleep from the one or more you use for relaxation at other times of the day.

Stretch and Relax

Stretch and Relax is an alternative to Relaxation Method 1 for creating muscle tension and relaxation. Like Method 1 it teaches you to recognise the tension in your body which may have become a part of your everyday life.

Short Relaxation Method

The Short Relaxation technique is perhaps the most useful to help you ease the tension as part of a busy lifestyle. You can complete this exercise while driving, bathing the children, in a meeting, etc. If practised regularly, it can help prevent the build up of muscle tension and stress over the course of a day. It only takes 2 - 3 minutes to do!

Feet Up Relaxation Method 7

This technique is an alternative to methods 1 and 2 and the stretch and relax approach. It teaches you to recognise tension in the body by creating some physical tension first, and is therefore very useful to use if you have any pain condition which may be made worse by the creation of tension.
Keeping a record

It is helpful to keep a record of your practice and the usefulness for you of particular sections of the cd. This will help you see your skill developing and perhaps identify particular times that you become more stressed or anxious. Rate yourself on the scale and record your personal tension level before you use the cd and after using it.

![Scale from 0 to 10]

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<thead>
<tr>
<th>DATE AND TIME</th>
<th>CD SECTION</th>
<th>BEFORE</th>
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<td>Stretch &amp; Relax</td>
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### Useful addresses - Northern area

| Community Addiction Team | Robinson Mental Health Resource Centre  
| 1 Parkmore Avenue        | (Ballymoney and Ballycastle)  
| Ballymena                | 17-19 Newal Road  
| Phone: 028 2565 8462    | Ballymoney  BT53 6HB  
|                          | Phone: 028 2766 0350  

*(help for individuals and families with alcohol or other drug related problems)*

| Coronary Support Group  | Mental Health Resource Centre  
| c/o Coronary Care       | (Magherafelt and Cookstown)  
| Antrim Area Hospital    | Community Care Centre  
| Bush Road               | 52 Orritor Road  
| Antrim                  | Cookstown  
| Phone: 028 9442 4000    | Phone: 028 8672 3847  

*(self-help group for those with cardiac related problems and their relatives)*

| Health Improvement and Community Development Service | Community Mental Health Team  
| Northern HSC Trust | (Ballymena and Antrim)  
| Spruce House      | Holywell House  
| Cushendall Road   | Holywell Hospital  
| Ballymena         | 60 Steeple Road  
| Phone: 028 2563 5575 | Antrim  BT41 2RJ  
|                   | Phone: 028 9441 3650  

*(information on health and lifestyle and local health and community groups)*

| Mental Health Resource Centre | Other useful addresses  
| (Coastal and Coleraine)       |  
| Holywell House                |  
| Lower Ground Floor            |  
| Health Centre                 |  
| Castlerock Road               |  
| Coleraine                     |  
| Phone: 028 7034 2721          |  

| Patient and Client Information Service  |  
| Northern Health & Social Services Board |  
| County Hall |  
| 182 Galgorm Road | Ballymena  
| Phone: 08457 626 428 |  
| Textphone: 028 2531 1000 |  
| (general information on the full range of Northern Health and Social Services Board services)*

| Arthritis Care NI Unit |  
| 4 First Floor McCune Building |  
| 1-7 Shore Road | Belfast  
| BT15 3PG | Phone: 028 9078 2940  
| (information, aid and support for arthritis sufferers)  

| Asthma UK Advice Line |  
| Summit House | 70 Wilson Street | London EC2A 2DB | Phone: 08457 010 203  
| www.asthma.org.uk |  
| (information on local support groups and asthma generally)  

| Aware Defeat Depression |  
| 10 Clarendon Street | Londonderry BT48 7ET | Phone: 028 7126 0602  
| (information on depression, self-help groups and a telephone helpline)
Community Mental Health Team
(Larne and Carrickfergus)
1 St Nicholas Court
West Street
Carrickfergus  BT38 7FD
Phone: 028 9335 6400

Abbey House
(Whiteabbey)
Whiteabbey Hospital site
Doagh Road
Newtownabbey
Phone: 028 9055 2648

(Arthritis Care NI
Unit 4
First Floor
McCune Building
1-7 Shore Road
Belfast  BT15 3PG
Phone: 028 9078 2940
(information, aid and support for arthritis sufferers)

Patient and Client Information Service
Northern Health & Social Services Board
County Hall
182 Galgorm Road
Ballymena
Phone: 08457 626 428
Textphone: 028 2531 1000

(Asthma UK Advice Line
Summit House
70 Wilson Street
London  EC2A 2DB
Phone: 08457 010 203
www.asthma.org.uk
(information on local support groups and asthma generally)

Aware Defeat Depression
10 Clarendon Street
Londonderry  BT48 7ET
Phone: 028 7126 0602
(information on depression, self-help groups and a telephone helpline)

Other useful addresses
British Heart Foundation
14 Fitzhardinge Street
London W1H 6DH
Phone: 028 7935 0185
www.bhf.org.uk

(information on preventing and coping with heart disease)

British Society of Clinical and Academic Hypnosis
(Local contact)
David Houghton
Ballygan House
45 Macfin Road
Ballymoney BT53 6QY
Phone: 028 2766 3289
www.bscah.com

British Society of Medical and Dental Hypnosis
www.bsmdh.com

(information about hypnosis and its use by professionals in psychology, medicine and dentistry)

Carers NI
58 Howard Street
Belfast BT1 6PJ
Phone: 028 9043 9843
info@carersni.demon.co.uk

(information and support for carers)

Chest, Heart and Stroke Association NI
21 Dublin Road
Belfast BT2 7HB
Phone: 028 9032 0184
www.nichsa.com

(research, education, rehabilitation and counselling)

Disability Action
189 Airport Road West
Belfast
Phone: 028 9029 7880
Textphone: 028 9029 7882
www.hq@disability.action.org

(Disability Action works to ensure that people with disabilities attain their full rights as citizens)

Myalgic Encephalomyelitis (ME)
ME Association
28 Bedford Street
Belfast BT2 7FE
Phone: 028 9043 9831
Helpline: 0870 444 1835
www.meassociation.org.uk

(information and advice for sufferers and their carers)
National Eczema Society
Hill House
Highgate Hill
London N19 5NA
Phone: 020 7281 3553
Helpline: 0870 241 3604
www.eczema.org

Northern Ireland Association for Mental Health
Central Office
80 University Street
Belfast BT7 1HE
Phone: 028 9032 8474

(information about mental health and services for those with mental illnesses)

Psoriasis Association
Dick Coles House
2 Queensbridge
Northampton NN4 7BF
Phone: 016 0425 1620
www.psoriasis-association.org.uk

(information and advice)

Rethink
Wyndhurst
Knockbracken Healthcare Park
Saintfield Road
Belfast
Phone: 028 9040 2323
028 9040 1616
www.rethink.org

(organisation that works to help those affected by severe mental illness to recover a better quality of life)

Samaritans
Phone: 08457 909090
Suicide Prevention 24hr helpline - Lifeline
Phone: 0808 800 8000
Coleraine - 028 7032 0000
Ballymena - 028 2565 0000

(provides emotional support to those who are in crisis and / or in danger of taking their own lives)

Ulster Cancer Foundation
40-42 Eglantine Avenue
Belfast BT9 6DX
Phone: 028 9066 3281
uscinfo@ulstercancer.org

(information and counselling)
WAVE Trauma Centre
5 Chichester Park South
Antrim Road
Belfast BT15 5DW
Phone: 028 9077 9922
www.wavebelfast.co.uk

(information, advice, counselling, training and support for those bereaved/traumatised by The Troubles in Northern Ireland)

Leisure Centres within the NHSCT area

Antrim Forum
Lough Road
Antrim BT41 4DG
Phone: 028 9446 4131

Seven Towers Leisure Centre
Trostan Avenue
Ballymena BT43 7BL
Phone: 028 2564 1427

Joey Dunlop Leisure Centre
33 Garryduff Road
Ballymoney BT53 7DB
Phone: 028 2766 5792

Carrickfergus Leisure Centre
Prince William Way
Carrickfergus BT38 7HP
Phone: 028 9335 1711

Cookstown Leisure Centre
Fountain Road
Cookstown BT80 8PQ
Phone: 028 8676 3853

Coleraine Leisure Centre
Railway Road
Coleraine BT52 1PE
Phone: 028 7035 6432
Larne Leisure Centre
28-30 Tower Road
Larne BT40 1AB
Phone: 028 2826 0478

Maghera Leisure Centre
Coleraine Road
Maghera BT46 5BN
Phone: 028 7954 7400

Greenvale Leisure Centre
Greenvale Park
Magherafelt BT45 6DR
Phone: 028 7963 2796

Valley Leisure Centre
40 Church Road
Newtownabbey BT36 7LJ
Phone: 028 9086 1211

Ballyearl Arts and Leisure Centre
585 Doagh Road
Newtownabbey BT36 5RZ
Phone: 028 9084 8287

Sixmile Leisure Centre
Ballynure Road
Ballyclare BT39 9YU
Phone: 028 9334 1818

Sheskburn Recreation Centre
Sheskburn House
7 Mary Street
Ballycastle BT54 6QH
Phone: 028 2076 3300

For details of local walking groups in your area, contact your local borough council or alternatively contact:
Physical Activity Co-ordinator
Health Improvement and Community Development Service
Northern HSC Trust
Spruce House
Cushendall Road
Ballymena
Phone: 028 2563 5575