

Directory of services to help improve mental health and emotional wellbeing

Northern area



Urgent help and support

British Association for Counselling website

Provides local information on counselling organisations and individuals who are accredited. www.bacp.co.uk/seeking_therapist

Emergency services

999 or 112
Police, ambulance service, fire brigade, coastguard.
077 1123 3802
Community Rescue Service, Coleraine.

GP out of hours services, Dalriada

Urgent care 028 2566 3500

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.

Police (PSNI)

101
This will connect you to your local police station.

RNID

028 9023 9619
Support for deaf people.

Samaritans helpline

08457 90 90 90
Listening ear to those in distress.

Social services out of hours arrangements

028 9446 8833

GP referral only services

Access to these services is through consultation with a GP who can make a referral if it is felt to be appropriate and with your permission (in some instances a social worker, mental health practitioner or other professional such as a teacher or health visitor can make a referral):

Start 360

provides assessment and treatment for people aged 18 years or over who are experiencing problems with alcohol, drugs and other substances.

Community mental health teams (CMHTs)

are multi-professional teams that provide assessment, treatment and support services to people experiencing mental health problems. There are teams working in each council area within the Northern Health and Social Care Trust. In emergency situations, a crisis response service will link with out of hours GPs or the emergency department (ED).

Community outreach

provides a service for people with severe and enduring mental health problems who require intensive support in the community.

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.

The dementia service

provides assessment, support and treatment for people in a range of settings who have dementia. The service also links with a number of voluntary and community organisations that provide support and respite in the community for the patient and their carers.

Hospital services

Inpatient and outpatient treatment is provided for those who have severe mental health problems requiring intensive treatment that cannot be provided in the community setting.

Older people's mental health teams

provide assessment, treatment and support services to people experiencing mental health problems and who are over the age of 65 years.

Rehabilitation programmes

are linked to a range of mental health services, supporting people who are coping with, and recovering from, mental health problems to develop personal, social and employment skills and opportunities.

Suicide prevention/ self-harm/self help

Barnardo's children and young people bereaved by suicide support project

077 9614 8549

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.

NHSCT bereaved by suicide support project

028 2563 6607

Zest

028 7126 6999
Northern area family outreach support for self-harm. www.zestni.org

Samaritans helpline

116 123
• Samaritans Coleraine 028 7032 0000
• Samaritans Ballymena 028 2565 0000

Listening ear to those in distress. www.samaritans.org.uk
Email: jo@samaritans.org

Mental health including eating distress and anxiety support

Action Mental Health New Horizons

028 9442 8081
Support, training and employment opportunities for people coping with mental illness.

Aware Defeat Depression helpline

0845 120 2961
For those affected by depression. www.aware-ni.org
(Monday – Friday, 9am – 1pm)
Email: help@aware-ni.org

Beat eating disorders

• Adult line 0845 6341 414
• Youth line 0845 6347 650
www.b-eat.co.uk/

Mindwise

028 9446 0873
Currently offers a wide range of support services from locations throughout Northern Ireland. www.mindwisenv.org

NI Agoraphobia and Anxiety Society

028 9023 5170

NHSCT eating disorder service

028 9441 3307
This service also has a voluntary support group called Stamp ED. Both services are available 9am – 5pm Monday to Friday.

Northern Ireland Association for Mental Health (NIAMH)

028 9032 8474
Local support, including housing schemes, home support, advocacy services, information services and education. www.niamh.co.uk

SANELINE

0845 767 8000
For anyone coping with mental illness. Helpline from 6pm – 11pm.

Threshold

028 9087 1313
Offers residential therapeutic communities and other services to people in Northern Ireland.

For information on more services and support:

www.mindingyourhead.info
www.familysupportni.gov.uk
www.help4kids.co.uk
www.livinglifetothefull.com
www.praxiscare.org.uk

Alcohol, drugs and smoking

Stop smoking website

www.want2stop.info

Addiction services (Adult)

028 2565 8462
• For advice and support for alcohol and non-injecting drug use.
028 2563 1970
• For advice and support for injecting drug use.

Carrickfergus Community Drug and Alcohol Advisory Group

028 9335 1562
Advice, counselling, support service.

Dunlewey Addiction Services

028 9039 2547
Counselling, support and mentoring services (for 17 year olds and under).

The Hope Centre

028 2563 2726
Family support.

Living Rivers Beach House

028 2565 4700
Supported accommodation for those who are homeless and recovering from addiction.

Threshold

028 9087 1313
Drug outreach services.

Public Health Agency

Information on alcohol. www.knowyourlimits.info

Al-Anon

028 9068 2368
To help and support families and friends of problem drinkers.

Alcoholics Anonymous

028 9043 4848
Carlisle House
028 9032 8308

Substance misuse treatment centre.

Drinkline

0800 917 8282

Gamblers Anonymous

028 9024 9185
National Drugs Helpline (FRANK)
0800 77 66 00

24/7 drugs helpline.

NHSCT drugs and alcohol community support services

028 2563 6600
Northern Ireland Community Addiction Service, Belfast
028 9066 4434

Northlands Centre, Derry

028 7131 3232

Abuse

24/7 domestic violence helpline

0800 917 1414
Open to anyone who is affected by domestic abuse – men and women.

National Association for People Abused in Childhood (NAPAC)

0800 085 3330
www.napac.org.uk

Nexus

028 7126 0566
Advice and confidential support and counselling for those who have been sexually abused.
028 9032 6803

Support available in Northern areas.

Preventing violence in relationships

028 9032 3454
For men who wish to change controlling/violent behaviours.

PSNI domestic violence officer

101
Victim Support
028 9024 4039

Out of hours support 0845 30 30 900

Emotional support for victims of crime. www.victimsupportni.co.uk



Public Health Agency, 12–22 Linenhall Street, Belfast BT2 8BS. Tel: 0300 555 0114 (local rate). www.publichealth.hscni.net

Women's Aid

• Causeway 028 7035 6573
• Antrim, Ballymena, Carrickfergus 028 2563 2136
• Cookstown 028 8676 9300

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

Bereavement

Cruse

• National Cruse day-by-day helpline 0844 477 9400
• Cruse Northern Area 028 2766 6686
• 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
Young people: www.rd4u.org.uk

Barnardo's child bereavement service

028 9066 8333
Advice line 028 9064 5899

Barnardo's Northern Area children and young people bereaved by suicide support project

077 9614 8549

Child Death helpline

0800 282 986
NI Miscarriage Association helpline
028 9336 3384

(9am–10pm)

NI Stillbirth and Neonatal Death Society (SANDS)

077 4099 3450
www.sandsni.org

NHSCT bereaved by suicide support project

028 2563 6607

Sexual health

Positive Life helpline

0800 137 437
Confidential HIV sexual health helpline.

Positive Life NI

028 9024 9268
For people living with HIV, their partners, families and carers. www.thehivsupportcentre.org.uk

Brook

• Brook Coleraine 028 7034 2178
• Brook Belfast 028 9032 8866

Free confidential advice on sex and contraception for young people aged under 25 years. www.brook.org

Contact NI

028 9074 4499
Provides counselling to all age groups. www.contactni.org

Family Planning Association

0845 122 8687
Confidential information, advice and support on aspects of sexual health, family planning and information on local clinics in your area. Counselling service for those with an unplanned pregnancy. www.fpa.org.uk/

Genito Urinary Medicine (GUM) Clinics

• Causeway Hospital 028 7034 6028
• Royal Victoria Hospital Belfast 028 9063 4050/4054

The Pregnancy Resource Centre, Carrickfergus
028 9332 9997

Our services include: free pregnancy testing; crisis pregnancy counselling; post abortion support; miscarriage support; mentoring for girls and boys; sexual health advice (contraception, STIs).

www.thepregnancyresourcecentre.co.uk

Sexual orientation and gender identity

Cara-Friend
028 9089 0202

Provides information, support, friendship, counselling and signposting, and offers a social space service to the lesbian, gay, bisexual and transsexual community.

www.cara-friend.org.uk

HERE
028 9024 9452

A place for lesbian and bisexual women in Northern Ireland.

www.hereni.org

Rainbow Project
028 9031 9030

Providing health and wellbeing support and services to lesbian, gay, bisexual and transgender people and their families.

www.rainbow-project.org

Transgender NI

Help and support information for the transgender community in Northern Ireland.

www.transgenderni.com

Children/youth support

Barnardo’s
028 9067 2366

main Northern Ireland contact number.

www.barnardos.org.uk

Barnardo’s Northern Area children and young people bereaved by suicide support project
077 9614 8549

Childline
0800 1111

www.childline.org.uk

CLIC
028 9072 5780 / 0800 197 0068

Support for children suffering from cancer and leukaemia, and signposting for parents or anyone else affected.

www.clicsargent.org.uk

Contact NI
028 9074 4499

Provides counselling to young people.

www.contactni.org

Gateway
0300 123 4333

The NHSCT children’s social work service is a first point of contact for anyone concerned about the welfare of a child or young person.

New life
028 9074 6184

Children and young people counselling in Northern area schools.

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.

NEELB Northern Area Support Project for young men aged 16-25 years

• Antrim, Ballymena, Carrickfergus, Newtownabbey, Larne and parts of Moyle. 028 2564 1966 or 075 9876 3662

• Coleraine, Cookstown, Magherafelt, Ballymoney and parts of Moyle. 028 7035 1599 or 077 0691 1720

Targeted outreach project for young men at risk, which uses group work programmes. Focus is on building resilience and coping skills in a supportive setting.

NSPCC
0808 800 5000

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

Youthcomm/Youthline
0800 096 1425

Confidential free information, support and resource service for 11–20 year-olds.

www.youthcomm.org.uk

Voice of Young People in Care (VOYPIC)

- Advocacy line 0845 074 2942
- Ballymena branch 028 2563 2641

Enabling children and young people with experience of care to make life changes.

www.voypic.org

Student support

University of Ulster 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.

Further contact details at: www.studentsupport.ac.uk

Family and relationships

ACCORD
028 9023 3002

Marriage counselling.

www.accordni.com

Autism NI helpline
028 9040 1729

Causeway Family Resource Centre
028 7032 5456

Information and advice.

Contact a Family
0808 808 3555

Freephone helpline – signposting and help with disabilities.

www.cafamily.org.uk

Family Ties Project
028 9031 9030

Provides practical advice, guidance, support and befriending to parents, guardians and family members of lesbian, gay, bisexual and transgender people.

www.familytiesproject.org.uk

Gingerbread NI
0808 808 8090

Support for single parent families. Freephone advice helpline.

www.gingerbreadni.org

Parenting NI helpline and appointment service
0808 801 0722

Free confidential support and guidance for dealing with family issues. Freephone helpline or appointment services based throughout Northern Ireland, including Ballymena, Coleraine and Magherafelt.

www.parentingni.org

Relate

- Out of hours receptionist 0870 242 6091
- Relate Teen (youth support) 028 9026 0871

Divorce/separation/marriage counselling.

St Vincent de Paul
028 9035 1561

www.svp-ni.org

Sure Start

- Coleraine 028 7032 1032
- Dalriada (including Bushmills and Ballycastle) 028 2073 0444
- Abbey 028 9086 0938
- Ballymena 028 2564 3555

• Gold (including Cookstown, Ardboe, Dunamore and Pomeroy) 028 8676 6126

• Horizon (including Carrickfergus and Larne) 028 9086 7100

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.

Benefits/financial advice

Citizens Advice Bureau

- Causeway 028 7034 4817
- Antrim 028 9442 8176
- Ballymena 028 2564 4398
- Carrickfergus 028 9335 1808
- Cookstown 028 8676 6126
- Larne 028 9226 2251
- Newtownabbey 028 9086 7100

Free confidential, impartial advice; representation at tribunals; debt counselling services:

www.citizensadvice.co.uk

Christians Against Poverty
0800 328 0006

Provides in-depth counselling and support for people struggling to cope with debt.

Step Change Debt Charity
0800 138 1111

Provides confidential, free counselling, and debt and money management assistance to financially distressed families and individuals.

www.debtlineni.org

Magherafelt District Advice Service
028 7930 0444

Free, confidential, impartial advice; representation at tribunals; debt counselling services.

Trauma

The Family Trauma Centre
028 9020 4700

Victim Support
028 9024 4039

Out of hours support 0845 30 30 900

Emotional support for victims of crime.

www.victimsupportni.co.uk/

WAVE Trauma Centre
028 2766 9900

Befriending and counselling for people who are victims of violence or bereaved due to the Troubles.

www.wavetraumacentre.org.uk/

Carers

Carers NI
028 9043 9843

Benefits and carers’ rights

Cause
028 9065 0650

Helpline 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

www.cause.org.uk/current/PDFs/Helplineleaflet.pdf
www.cause.org.uk/current/PDFs/CarersInformationGuide.pdf

Headway – The brain injury association
028 2565 1521

Dedicated to supporting people with a brain injury, as well as their families and carers.

www.headwayni.org

Rural support

Rural Support Helpline
0845 606 7607

www.ruralsupport.org.uk

Other health-related support

MS Helpline
0808 800 8000

www.mssociety.org.uk

Macmillan Cancer Helpline
0808 808 2020

www.macmillan.org.uk

Cancer Focus NI Helpline
0800 783 3339

Housing/homelessness/ supported living

Lighthouse Hostel (Ballymena)
028 2564 7654

A residential homeless facility for men aged 18–65 years, which provides full board and supported living. www.lighthousehostel.org

Living Rivers Trust (Beach House)
028 2565 4700

Supported and direct access accommodation services within the NHSCT area for those who are homeless and recovering from addiction.

www.livingrivers.com

MUST Hostel (Cookstown)
028 8676 2065

Hostel primarily for single homeless people with support needs (direct access service).

www.musthostel.co.uk

Northern Ireland Housing Executive (NIHE)
03448 920 900

028 9504 9999 (after hours)

www.nihe.gov.uk

Simon Community
0800 171 2222 (Central access point)

Provides accommodation and support to people who are currently homeless or at risk of homelessness.

Emergency accommodation 24/7 helpline
028 9049 3488

Triangle Housing Association Limited
028 2766 6880

Vineyard Compassion
028 7032 6161

Coleraine-based practical and emotional support at points of need (including foodbank support and supported living). info@vineyardcompassion.co.uk

Cultural/ethnic

Multi-Cultural Resource Centre
028 9024 4639

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

www.mcrc-ni.org

NI Council for Ethnic Minorities (NICEM)
028 9023 8645

NICEM puts people in touch with groups who offer support to minority ethnic groups and can also help with racial discrimination and limited migrant advice.

Older people

Age NI
0808 808 7575

Charity combining Age Concern NI and Help the Aged in Northern Ireland.

www.ageuk.org.uk/northern-ireland

Good Morning Projects

- Antrim 028 9446 4619
- Ballycastle 028 2076 8309
- Ballymena 028 2563 1144
- Carrickfergus 028 9332 9427
- Coleraine 028 7055 8005
- Larne 028 2827 3362
- Magherafelt 028 7963 2170
- Newtownabbey 028 9086 7686

The primary aim is to support members of the community by means of regular, friendly, telephone conversations – making time for people, listening effectively and becoming a ‘friend on the phone’.

Help on Pensioners Entitlement (HOPE)
028 9442 8595

Northern area

This information resource was developed through the Public Health Agency’s Northern Area Suicide Prevention Action Plan. The resource will be updated as required. For further information, contact the Public Health Agency Northern Area Health and Social Wellbeing Improvement Team on: 028 9536 2913.