**Mental Health Crisis Services**

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| **Lifeline – Freephone 0808 808 8000**  24hr support for those in distress or despair  Deaf or hard of hearing Textphone users can call Lifeline on  **18001 0808 808 8000** |
| **Samaritans – Freephone 116 123**  24hr listening ear for those in distress |

**Domestic or Sexual Abuse**

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| **24hr Domestic and Sexual Violence Helpline**  **0808 802 1414**  This helpline is a freephone service managed by Nexus and can be accessed at any time day or night. **OR**  **Text** “support” to 07797805839  **Email:** [**help@dsahelpline.org**](mailto:help@dsahelpline.org)  **Live chat** via website [**www.dsahelpline.org**](http://www.dsahelpline.org)  Please see ‘Safety Planning’ document for further information to support women and children who are self-isolating. This safety plan can also be found on Women’s Aid Facebook and Twitter pages. |
| **Women’s Aid**  **Newry, Mourne & Down area – 028 3025 8704**  **Armagh, Banbridge & Craigavon area – 028 3839 7974**  Any women experiencing domestic abuse and in need of support and information can contact their local Women’s Aid Mon – Fri 9am – 5pm.  Women’s Aid also continues to provide essential services to women and children living in refuge.  **PSNI non-emergency number 101**  **In an emergency always call 999**  Please see the ‘Silent Solution Guide’ for additional information when contacting emergency services and safety plan for self isolation |
| **Men’s Advisory Project**  [**www.mapni.co.uk**](http://www.mapni.co.uk)  MAP provides counselling services for men experiencing domestic abuse. Support and counselling services are also available to men who have previously left a violent or abusive relationship and who are still experiencing the effects.  MAP can be contacted Mon – Fri, 9am – 5pm by telephone at **028 9024 1929** or you may request further information via email: [**info@mapni.co.uk**](mailto:info@mapni.co.uk) |

**Counselling Services & Support Groups**

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| **Protect Life Coordinator – Orla Murtagh**  **Tel: 028 37 564461**  **Mob: 07825627133**  The SHSCT Protect Life Coordinator works in partnership across agencies to co-ordinate suicide prevention initiatives and community response to suicide in the southern area. The Protect Life Coordinator provides information and advice to those bereaved by suicide in relation support services and other resources, for adults and children.  See Bereaved by Suicide leaflet for further information    For links to useful resources go to:  [**http://www.southerntrust.hscni.net/livewell/MentalHealth.htm**](http://www.southerntrust.hscni.net/livewell/MentalHealth.htm) |
| **PIPS – 028 3026 6195**  **Email:** [**info@pipshopeandsupport.orh**](mailto:info@pipshopeandsupport.orh)  Providing support to anyone experiencing suicidal thoughts, high levels of anxiety, poor mental health or bereaved through suicide.  The current forms of counselling are:   * Online Video Counselling Zoom * Telephone Counselling |
| **Cruse Bereavement Care Helpline - 0808 808 1677**  **Email:** [**helpline@cruse.org.uk**](mailto:helpline@cruse.org.uk)  The helpline is open Mon – Fri 9.30am – 5pm with extended hours on Tuesday, Wednesday and Thursday evenings when it is available until to 8pm.  The local Newry and Mourne Branch is currently providing support services via telephone or email. Office opening hours are Tuesday – Wednesday 9.30am – 6.30pm and Thursday 9.30am – 4.30pm.  **Tel:** **028 3025 2322**  **Email:** [**newryandmournebranch@cruse.org.uk**](mailto:newryandmournebranch@cruse.org.uk)  A range of information leaflets can be viewed online or downloaded at the link below:  [**https://www.cruse.org.uk/about-cruse/publications/free-booklets**](https://www.cruse.org.uk/about-cruse/publications/free-booklets) |
| **Compassionate Friends**  Supporting bereaved parents and their families. The helplines are provided by volunteers who are all bereaved parents.  *Calls to the Helpline are charged at the same rate as when calling a landline 01 or 02 number, whether making the call from a landline or a mobile*  **UK National Helpline 0345 123 2304**  Available every day of the year 10am – 4pm and 7pm – 10pm  **Email:** [**helpline@tfc.org.uk**](mailto:helpline@tfc.org.uk)  **Northern Ireland Helpline 028 8778 8016**  Available every day of the year 10am – 4pm and 7pm – 9.30pm  Information about online support can be accessed at the following link  [**www.tcf.org.uk/content/online-support/**](http://www.tcf.org.uk/content/online-support/) |
| **AWARE**  [**www.aware-ni.org/**](http://www.aware-ni.org/)  Aware is the depression charity for Northern Ireland. The website provides a range of information on depression and how to look after your mental health. There are factsheets that can be accessed online, including some written in Chinese, Lithuanian and Polish languages.  Aware are also providing a range of support services during Covid19:  **Weekly online support groups.**  To register your interest **Email:** [**info@aware-ni.org**](mailto:info@aware-ni.org)  **Support Email Service.** Provides support and information  **Email:** [**info@aware-ni.org**](mailto:info@aware-ni.org)  **Telephone Support Line.** Available Mon – Fri 11am – 3pm.  **Please contact:** **07548 530931 or 07340 488254**  **Dedicated Coronavirus Webpage.** Providing a range of information and support  Please go to [**www.aware-ni.org/covid-19-support**](http://www.aware-ni.org/covid-19-support)  See guides ‘Looking after your Mental Health in Challenging Times’ and ‘A Guide to looking after the Mental Health of You and your Baby’. |
| **Eating Disorders Association NI**  **Helpline 028 9023 5959**  Helpline available 24/7 365 days a year  Email and online support via the website [**www.eatingdisordersni.co.uk**](http://www.eatingdisordersni.co.uk)  Individuals can register to join these on the website. |
| **CAWT Innovation Recovery Project**  **Free Online Wellness Courses**  Please see Prospectus for courses scheduled over the next few weeks. To register please call the telephone number beside your choice of course on the attached prospectus. Courses are available to anyone over the age of 16years. |
| **Southern Trust Recovery & Wellness College**  The Recovery & Wellness College is continuing to provide support in these stressful times. Visit the Facebook page at the link below to access links to short videos (one per day) with tips for managing stress and anxiety.  [**https://www.facebook.com/Recovery-Wellness-College-Southern-Area-213593275863205/**](https://www.facebook.com/Recovery-Wellness-College-Southern-Area-213593275863205/)  The college is also emailing useful links to provide points of contact, for individuals in need of any support with their mental wellbeing. If you would like to be added to the mailing list for the daily emails or you would like any more information please do not hesitate to **Email:** [**recovery.college@southerntrust.hscni.net**](mailto:recovery.college@southerntrust.hscni.net) |
| **Victims and Survivors Service – 028 90 279100**  [**https://victimsservice.org/**](https://victimsservice.org/)  The service supports victims of the Troubles/Conflict in NI. Providing counselling service over the phone, physiotherapy over skype and online education and training. Groups are supporting individuals to navigate and access crisis supports during COVID-19 including linking with food, utilities and pharmacy services in the community.  Calls will be answered Mon – Fri, 9am – 3pm. You may receive a call back outside of these hours. **Or Email:** [**enquiries@vssni.org**](mailto:enquiries@vssni.org)  You should expect to receive a response within 1 working day. |
| **Rural Support Helpline - 0800 1381678**  Helpline available Mon to Fri 9am to 9pm  Providing advice around benefits, farm business worries and signposting to relevant organisations.  See website for further information [**www.ruralsupport.org.uk**](http://www.ruralsupport.org.uk) |
| **Age NI Check in and Chat Telephone Service**  **0808 808 7575**  Age NI, with the support of the Commissioner for Older People for Northern Ireland, is offering a ‘Check in and chat’ telephone service for everyone who is over 60 in Northern Ireland, who may feel isolated or lonely during this time.  The service will provide a friendly voice to reassure older people, answer basic queries and link them into local services and support during the coronavirus outbreak. Anyone over 60 in Northern Ireland can avail of this service free of charge. To receive a regular telephone contact Age NI Advice by telephone or **Email:** [**info@ageni.org**](mailto:info@ageni.org)  Please ensure you provide the following information in your email   * Name & Address * Telephone Number * Please confirm you are over 60 & Who to contact in an emergency |
| **Confederation of Community Groups, Newry & District**  **Good Morning/Good Neighbour Service**  **&**  **Good Day/Good Carer Service**  **028 30261022**  Providing a confidential telephone service for older people who are feeling isolated, vulnerable and lonely. The service offers a daily or weekly telephone call from a volunteer for a friendly chat and advice on other support services.  And provides a confidential telephone support service for older carers offering information and advice on respite breaks, benefit entitlement, aids and adaptations, housing matters and health & wellbeing.  For further information about either service telephone or email Conor Keenan or Pat Quinn:  [**pquinn@ccgnewrycommunity.org**](mailto:pquinn@ccgnewrycommunity.org)  [**ckeenan@ccgnewrycommunity.org**](mailto:ckeenan@ccgnewrycommunity.org) |
| **Alzeimer’s Society Helpline – 0300 222 1122**  Alzheimer’s Society Helpline is open 7 days per week  Please visit the website [**www.alzheimers.org.uk**](https://mail.lcvs.org.uk/owa/redir.aspx?C=v8Zoi0y3ryuWT-CZM14CJj96WYHnagRRCZV6sj3BLY_lv_l5DMzXCA..&URL=https%3a%2f%2feur01.safelinks.protection.outlook.com%2f%3furl%3dhttps%253A%252F%252Fprotect-eu.mimecast.com%252Fs%252Fro_9C59y8TMywN5uwilKC%26data%3d01%257C01%257Cfiona.brown%2540alzheimers.org.uk%257Cbe9b4f5ff4d44acbe6ba08d7cc07d5a3%257C8028081de881430fa45166faa9b76c8e%257C0%26sdata%3d1skaDXb8BWvIFs5rsia%252F%252FZZJu1S0uojAXK8rovsYr1M%253D%26reserved%3d0) for further information, including about the online forum for carers called Talking Point  Please go to the below link for further information about caring for someone with dementia during the pandemic  [**https://www.alzeimers.org.uk/coronavirus-covid-19**](https://www.alzeimers.org.uk/coronavirus-covid-19) |
| **Cause – 028 9065 0650**  Information for Carers who care for Service Users with Mental Illness |
| **Carers Trust Support Service**  Covid19 is causing distress for many informal carers at this time; those with any concerns about their role as a carer can contact the Carers Trust Support Service at:  Newry & Mourne (Lorraine Murphy) **07702 819 109**  Craigavon & Banbridge (Michelle Moult) **07702 819 111**  Armagh & Dungannon (Ruth Allen) **07702 819 112**  Concerned about the person you care for please contact their key worker directly. |
| **Carers Coordinators – 028 3756 6284**  **Email:** [**carers.coordinator@southerntrust.hscni.net**](mailto:carers.coordinator@southerntrust.hscni.net)  For all other queries please contact the Carers Coordinators  Patricia McCrink or Clare Forsythe |

**Addiction Supports**

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| **Dunlewey Addiction Services – 028 90 392547**  **NI Helpline 08000 886 725**  Dunlewey Addiction Service provides emotional support, advice and information to those who are experiencing problems because of their own or someone else’s substance misuse and/or problem gambling.  The helpline is available 7 days a week 9am – 11pm |
| **Alcoholics Anonymous**  [**www.alcoholicsanonymous.ie**](http://www.alcoholicsanonymous.ie)  Website provides details for Zoom online support groups and how to register. |
| **Voice of Recovery**  **Contact Sheila Smyth**  **Email:** [**therightkey@outlook.com**](mailto:therightkey@outlook.com)  Dedicated helpline to those in recovery from addiction  Counselling including bereavement  Emotional and mental health support via phone and Microsoft Teams  Volunteers for practical support |
| **ASCERT**  [**www.ascert.biz/**](http://www.ascert.biz/)  ASCERT is a charity providing services across Northern Ireland to reduce alcohol and drug related harm. The website provides a range drug and alcohol related resources and information, including harm reduction advice. |

**Children, Young People & Families**

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| **Child Protection Services**  Child Protection Services continue to be provided during COVID-19 pandemic.  If you are concerned about a child at risk of harm or abuse please call the Southern Trust Children & Young People’s Gateway Service  **Tel:** **0800 7837745** Mon – Fri ,9am – 5pm  **OR** in the out of hours period contact theRegional Emergency Social Work Service **028 95049999**  Available Mon – Fri, 5pm – 9am **and** 24hrs Sat, Sun /bank/public holidays |
| **Family Support NI**  [**www.familysupportni.gov.uk/**](http://www.familysupportni.gov.uk/)  Information on a wide range of family support services is available on the website above. The Family Support Hubs in the Southern Area continue to operate providing support through telephone contact and some online services.  Contact details for the Newry & Mourne Hub is:  **Tel: 028 30835764**  **Email:** [**familysupporthub@space-ni.com**](mailto:familysupporthub@space-ni.com) |
| **Staying Connected Helpline** – **028 3756 7150**  A helpline for Children, Young People & Families in the Southern Area who may need practical advice and could be socially isolated during the Covid19 pandemic. Service is provided by SHSCT and is available Mon – Fri 9am – 5pm. Trained Social Care staff will answer the call, offering   * A listening Ear * Support & Guidance * Links to practical support & follow up services |
| **Barnardo’s Child Bereavement Service**  **Advice Line Number - 07867 372711**  **Email:** [**cbsreferrals@barnardos.org.uk**](mailto:cbsreferrals@barnardos.org.uk)  Currently available Monday, Tuesday & Friday 10am – 1pm  See document ‘Grieving during Covid19’ for further information and links to useful resources |
| **Youth Online Stay Connected Service**  [**http://www.youthonline.org.uk/stay-connected/**](http://www.youthonline.org.uk/stay-connected/)  Youth Workers will provide telephone and online support for any young person aged 9-25, so you can stay home & stay safe. For further information and details on how to access the service please go to the website. |
| **Parent Line NI Freephone 0808 8020 400**  For advice, Support and Guidance 6 days a week:  Mon – Thurs 9am – 9pm  Fri 9am – 5pm  Sat 9am – 1pm  **Chat online** [**www.ci-ni.org.uk**](http://www.ci-ni.org.uk)  **Email:** [**parentline@ci-ni.org.uk**](mailto:parentline@ci-ni.org.uk) |
| **Southern Trust Child & Adolescent Mental Health Services**  [**www.younghealthymindsni.co.uk**](http://www.younghealthymindsni.co.uk)  Information about Southern Trust CAMHS services is available on the website above. |

**Self-help Resources**

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| **Southern Trust Self-help Guides**  [**http://www.selfhelpguides.ntw.nhs.uk/southerntrust/**](http://www.selfhelpguides.ntw.nhs.uk/southerntrust/)  The SHSCT self-help guides are available to download or to listen to on audio file.  Information available on Abuse, Anxiety, Bereavement, Controlling Anger, Depression, Domestic Violence, Eating Disorders, Hearing Voices, Obsessions and Compulsions, Panic, Post Traumatic Stress, Postnatal Depression, Social Anxiety and Sleeping Problems. |
| **Mental Health Services Z cards**  [**https://www.publichealth.hscni.net/publications/directory-services-help-improve-mental-health-and-emotional-wellbeing**](https://www.publichealth.hscni.net/publications/directory-services-help-improve-mental-health-and-emotional-wellbeing)  Directory of services to help improve mental health and emotional wellbeing. Provides details of organisations that offer services to help improve mental health and emotional wellbeing. |
| **Minding Your Head (PHA)**  [**https://www.mindingyourhead.info/**](https://www.mindingyourhead.info/)  Support Services and downloadable resources including leaflets and fact sheets |
| [**https://www.calm.com/**](https://www.calm.com/)  This free App provides techniques to aid relaxation and promote sleep |
| **An early intervention approach to ADHD – Free App**  [**https://changinglivesinitiative.com/portal-capture/**](https://changinglivesinitiative.com/portal-capture/)  The Changing Lives Initiative have developed an Innovative App on ADHD to support families  The App provides clear information about Attention Deficit Hyperactivity Disorder  It gives users proven strategies to try at home with their children  These strategies are based on over 30 years of research and are effective in helping to manage inattentive, hyperactive and impulsive behaviours |
| [**https://apps4dementia.orcha.co.uk/**](https://apps4dementia.orcha.co.uk/)  These have been specifically researched and designed for people with dementia. There are also apps for carers in the L Apps4dementia library |
| [**https://www.nhs.uk/apps-library/**](https://www.nhs.uk/apps-library/)  Find Apps and online tools to help self-management of a range of physical and mental health conditions and promote health & wellbeing.  Many of the Apps are free to download |
| **Choice and Medication Website**  [**www.choiceandmedication.org/hscni/**](http://www.choiceandmedication.org/hscni/)  The Choice and Medication website offers patient information about mental health conditions and the treatments available to help structure and enhance discussions about their care and treatment and to make informed decisions. Use the website to answer questions about common mental health conditions and medicines  Information on this site is freely accessible and provides printable patient information leaflets that are available in a range of languages and easy read versions. |
| **Coronavirus Act – Temporary Changes to the Mental Health Order**  [**https://www.mindwisenv.org/info-support/covid-19/coronavirus-act-temporary-changes-to-the-mental-health-order/**](https://www.mindwisenv.org/info-support/covid-19/coronavirus-act-temporary-changes-to-the-mental-health-order/) |
| **NI Libraries**  Free access to eBook, audiobook and eMagazine service. Available to download to your tablet or mobile device at [**https://bit.ly/LNIebooks-emags**](https://bit.ly/LNIebooks-emags)  Self-help and condition specific books available. Or read for pleasure and relaxation. |
| **MindEd e-learning to support healthy minds**  [**www.minded.org.uk/**](http://www.minded.org.uk/) is a free online educational resource on children and young people’s mental health for all adults, which can support parents and carers through these exceptional circumstances.  MindEd e-learning is also suitable for HSC professionals to complete |
| **Coronavirus A Book for Children**  **(Illustrated by Gruffalo illustrator Alex Scheffler)**  [**https://nosycrowcoronavirus.s3-eu-west-1.amazonsaws.com/Coronavirus-AbookForChildren.pdf**](https://nosycrowcoronavirus.s3-eu-west-1.amazonsaws.com/Coronavirus-AbookForChildren.pdf) |

**Coronavirus Information & Supports**

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| **COVID-19 Community Helpline**  **Tel: 0808 802 0020** Mon – Sun, 9am – 5pm (freephone)  **Text:** Action 81025  **Email:** [**covid19@adviceni.net**](mailto:covid19@adviceni.net)  Providing information, advice and guidance in relation to covid19 for vulnerable groups in NI. Including information for those who have received shielding letters from their GP and those requiring assistance in accessing medicines. |
| **Helpline NI**  [**https://helplinesni.com/**](https://helplinesni.com/)  Helplines NI is a membership–led organisation consisting of over 30 different helplines operating across Northern Ireland. The helplines provide a variety of support services and offer immediate support to those with a wide-range of health and wellbeing needs.  A number of new helplines have been established in response to the Coronavirus (COVID-19) global pandemic and are providing topic specific information and advice in relation to COVID-19 |
| **Council COVID-19 Services**  Local councils are monitoring the evolving situation with COVID-19 and are offering ongoing updates & advice via their corresponding webpages, as follows  **Armagh City, Banbridge & Craigavon Borough Council**  Home Section:[**http://www.armaghbanbridgecraigavon.gov.uk/coronavirus/**](http://www.armaghbanbridgecraigavon.gov.uk/coronavirus/)  Local Support Directory:[**https://www.armaghbanbridgecraigavon.gov.uk/community-engagement/**](https://www.armaghbanbridgecraigavon.gov.uk/community-engagement/)  **Newry, Mourne & Down District Council**  Homepage:[**https://www.newrymournedown.org/coronavirus**](https://www.newrymournedown.org/coronavirus)  Community Support:[**https://www.newrymournedown.org/media/uploads/update\_01042020\_launch\_of\_community\_support\_hub\_helpline.pdf**](https://www.newrymournedown.org/media/uploads/update_01042020_launch_of_community_support_hub_helpline.pdf) |

**Resources for Staff**

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| **Southern Trust Supporting U to Live & Work Well**  [**www.u-matter.org.uk/**](http://www.u-matter.org.uk/)  Access to the Trust’s **Umatter Staff health and wellbeing website** with links to a wide range of associated resources is currently accessible to all for a period of time. The site provides information on promoting health and wellbeing and the importance of self-care and compassion. |
| **NHS Wellbeing Support Line**  **#Our NHS People**  **Tel: 0300 131 7000** Mon – Sun, 7am – 11pm  **TEXT:** FRONTLINE to 85258 24/7  Emotional support. Confidential listening from trained professionals and specialist advice - including coaching, bereavement care, mental health and financial help.  Available to all NHS/HSCNI staff |
| **Towards Zero Suicide E-Learning**  Towards Zero Suicide 20minute E-Learning training. This suicide prevention training aims to give you the life-saving skills and confidence to help someone who may be considering suicide.  Anyone who has access to the HSC Learning Centre please log on [**www.hsclearning.com/**](http://www.hsclearning.com/) and Towards Zero Suicide training will appear in the list of available courses.  Anyone who is not a member of the HSC Learning Centre can access the training labelled as (Advanced) directly at [**www.zerosuicidealliance.com/training/**](http://www.zerosuicidealliance.com/training/) |
| **Psychological First Aid E-Learning module**  Psychological first aid 35 minute E-Learning module has been adapted specifically for the current COVID-19 situation with the aim that it will support staff/volunteers who are helping others.  Anyone who has access or is a member of the HSC Learning Centre can log on to [**www.hsclearning.com/**](http://www.hsclearning.com/) and Psychological First Aid will appear in the list of available courses.  Anyone who is not a member of the HSC Learning Centre can use a guest log in at: [**www.hsclearning.com/course/view.php?id=1042**](http://www.hsclearning.com/course/view.php?id=1042) |
| **Kings College London**  **Integrating Care: Depression, Anxiety and Physical Illness**  Understand the connection between physical and mental health and improve your ability to identify symptoms and sources of help. It starts from 15th June 2020  [**https://www.futurelearn.com/courses/integrating-mental-and-physical-health-depression-and-anxiety/4**](https://www.futurelearn.com/courses/integrating-mental-and-physical-health-depression-and-anxiety/4) |
| **QUB Digital Dementia Awareness**  The School of Nursing at QUB have shared their free digital dementia awareness game (co-designed with people living with dementia from Dementia NI).  It can be found at: [**https://www.dementiagame.com/**](https://www.dementiagame.com/) |
| **Cruse Bereavement Care – Information for Professionals**  [**https://www.cruse.org.uk/get-help/for-professionals**](https://www.cruse.org.uk/get-help/for-professionals) |
| **ASCERT**  [**www.ascert.biz/**](http://www.ascert.biz/)  ASCERT is a charity providing services across Northern Ireland to reduce alcohol and drug related harm. The website provides a range drug and alcohol related resources and information and includes a specific professional area.  You can also register with this site and be able to access training and professional development opportunities when they are up and running again. Most courses are free for healthcare professionals. |