

## Patient information factsheet

# Mental health and wellbeing support

**Your GP and/or mental health practitioner (if you have access to mental health services) should be your first point of contact to help you with any problems you may be experiencing with your mental health and wellbeing.**

There's also a wide range of other services, websites and helplines available to help you. We have listed some of these local and national organisations below. For condition-specific helplines and websites see page 4.

## Support for people who are not under the care of mainstream mental health services

### **Southampton Steps to Wellbeing**

This is a free, confidential NHS service for people aged 18+ who live in Southampton City (Postcodes SO14-SO19). They offer a range of treatment for people experiencing problems such as:

- depression and low mood
- problems with anxiety (including social anxiety and generalised anxiety)
- obsessive compulsive disorder (OCD)
- post-traumatic stress disorder (PTSD)
- specific phobia
- panic disorder
- stress

It's a self-referral service which means you can contact them directly to access their services. They also accept referrals from GPs and other healthcare professionals.

Call: **0800 612 7000** (self-referral) or **023 8027 2000**

Email: [sstw@dhuft.nhs.uk](mailto:sstw@dhuft.nhs.uk)

Web: [www.steps2wellbeing.co.uk](http://www.steps2wellbeing.co.uk)

### **Hampshire italk – Improving Access to Psychological Therapies (IAPT) service**

This service is open to anyone aged 16 or over who is registered with a GP in Eastleigh, Fareham, Gosport, Havant, New Forest, Test Valley and Winchester and is experiencing mild to moderate depression and/or anxiety. Currently accepts both GP referrals and self-referrals. Call **023 8038 3920** or complete a self-referral form online.

Web: [www.italk.org.uk](http://www.italk.org.uk)

## Confidential emotional support

**Samaritans** – helpline: 08457 90 90 90 (UK)

Confidential emotional support for anyone, 24 hours a day, seven days a week.

Email: [jo@samaritans.org](mailto:jo@samaritans.org)

Web: [www.samaritans.org](http://www.samaritans.org)

**SupportLine** – helpline: 01708 765200

Confidential emotional support for children, young adults and adults by telephone, email and online.

They work with callers to develop healthy, positive coping strategies.

Email: [info@supportline.org.uk](mailto:info@supportline.org.uk)

Web: [www.supportline.org.uk](http://www.supportline.org.uk)

## Information about mental health

**MIND** – infoline: 0845 766 0163

Information and advice on all issues relating to mental health and Mind associations in your area.

Open 9.15am to 5.15pm.

Email: [info@mind.org.uk](mailto:info@mind.org.uk)

Web: [www.mind.org.uk](http://www.mind.org.uk)

**SANE** – Saneline: 0845 767 8000

Offers practical care and support to anybody affected by mental health problems. Open 12-noon to 11pm Monday to Friday, 12-noon to 6pm Saturday and Sunday.

Email: [info@sane.org.uk](mailto:info@sane.org.uk)

Web: [www.sane.org.uk](http://www.sane.org.uk)

**NHS Choices Moodzone**

Offers practical information, interactive tools and videos about boosting your mood, coping with stress, anxiety or depression or improving your overall emotional wellbeing.

Web: [www.nhs.uk/Conditions/stress-anxiety-depression/Pages/low-mood-stress-anxiety.aspx](http://www.nhs.uk/Conditions/stress-anxiety-depression/Pages/low-mood-stress-anxiety.aspx)

## Information about severe mental illness

**Rethink** – National advice service: 020 8974 6814

Rethink offers advice and runs support groups and services for people with severe mental illness and their carers. Advice line open from 10am to 3pm, Monday to Friday.

Email: [advice@rethink.org](mailto:advice@rethink.org)

Web: [www.rethink.org](http://www.rethink.org)

## Web-based information about mental health

### **The Mental Health Foundation**

Provides information and support for anyone with mental health problems or learning disabilities.  
Web: [www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)

### **Royal College of Psychiatrists**

Website featuring a health advice section containing readable, user-friendly and evidence-based information on various mental health problems, treatments and other topics, regularly updated by psychiatric experts.

Web: [www.rcpsych.ac.uk](http://www.rcpsych.ac.uk)

## Support for young people (all other listed services also available)

### **No Limits** – helpline: 023 8022 4224

A charity which offers free and confidential information, advice, counselling, support and advocacy for children and young people under 26 who live in Southampton and Hampshire.

Email: [enquiries@nolimitshelp.org.uk](mailto:enquiries@nolimitshelp.org.uk)

Web: [www.nolimitshelp.org.uk](http://www.nolimitshelp.org.uk)

### **PAPYRUS / Hopeline UK: 0870 170 4000**

Hopeline provides support for anyone concerned about a young person thinking of suicide. The website offers information and support for people thinking of suicide and those concerned about them.

Email: [admin@papyrus-uk.org](mailto:admin@papyrus-uk.org)

Web: [www.papyrus-uk.org](http://www.papyrus-uk.org)

## Support for women

### **Bristol Crisis Service For Women (BCSW)** – helpline: 0117 925 1119

National helpline for women in distress, especially women who self-harm. Open Friday and Saturday evenings 9pm to 12.30am and Sundays 6pm to 9pm.

Web: [www.selfinjurysupport.org.uk](http://www.selfinjurysupport.org.uk)

### **TESS**

Text and Email Support Service for girls and young women up to 25 who self-injure. Monday to Friday, 7pm to 9pm.

Text via: 0780 047 2908 or access website to use email service.

Web: [www.selfinjurysupport.org.uk](http://www.selfinjurysupport.org.uk)

## Support for men aged 15-35

### **CALM**

The Campaign Against Living Miserably, for men aged 15-35.

Helpline: 0800 58 58 58 open 7 days a week, 5pm to midnight

Web: [www.thecalmzone.net](http://www.thecalmzone.net)

## Support for university students

### Nightline (for university students)

National organisation of Nightline student helplines in universities across the UK. Visit the website to find out if your university has one.

Web: [www.nightline.ac.uk](http://www.nightline.ac.uk)

## Support for military veterans

### Combat Stress – helpline: 0800 138 1619 / general enquiries: 01372 587 000

Combat Stress works with veterans of the British armed forces, and members of the reserve forces, providing support for mental health problems including depression, phobias, anxiety, relationship problems and post-traumatic stress disorder (PTSD).

Email: [contactus@combatstress.org.uk](mailto:contactus@combatstress.org.uk)

Web: [www.combatstress.org.uk](http://www.combatstress.org.uk)

### SSAFA Forcesline: 0800 731 4880

SSAFA provide practical support and assistance to servicemen and women, veterans, and their families.

## Condition specific helplines and websites

### Alcohol issues

Misuse of alcohol can cause mental health problems, including depression, anxiety and anger management problems. If you're concerned about your alcohol use and would like some support you can contact the services below:

#### Southampton residents (post codes SO14-SO19)

CRI: 023 8052 8376 / 07880 359534

#### Hampshire residents

Hampshire Drug and Alcohol Recovery Service on 023 9268 3371 (24 hours)

Parent Support Link: 023 8039 9764 (for family members of people with alcohol problems)

Drinkline: 0800 917 8282 (24 hours)

Alcoholics Anonymous: 0845 769 7555

AI Anon confidential helpline: 020 7403 0888 (for families and friends of alcoholics)

### Anxiety

#### Anxiety UK – helpline: 08444 775 774

Support for those living with anxiety disorders, providing information, support and understanding via an extensive range of services, including one-to-one therapy.

Email: [Access website to use email service](#)

Web: [www.anxietyuk.org.uk](http://www.anxietyuk.org.uk)

## Bereavement

**Cruse Bereavement care** – national helpline: **0844 477 9400**

CRUSE provides telephone help, email support and one-to-one, face-to-face bereavement support.

Website: [www.cruse.org.uk](http://www.cruse.org.uk)

Email: [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk)

## Carer support

**Carers Together** – helpline: **01794 519495**

A carer-led organisation that offers practical support for carers living anywhere in Hampshire including Southampton and Portsmouth. They support relatives, friends or neighbours who are looking after or are concerned about another person.

[www.carerstogether.org.uk](http://www.carerstogether.org.uk)

[www.southamptoncarers.org.uk](http://www.southamptoncarers.org.uk)

## Dementia

**Alzheimer's Society** – helpline: **0300 222 11 22** for dementia information and support.

Alzheimer's Society is an organisation that works to improve the quality of life of people affected by dementia in England, Wales and Northern Ireland.

Web: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

**Dementia UK** – helpline: **0845 257 9406** (Monday to Friday 9.15am to 4.45pm)

Admiral Nursing DIRECT is a national helpline and email service, provided by experienced Admiral nurses and is for family and professional carers, people with dementia and those worried about their memory. It gives practical advice and emotional support to anyone affected by dementia.

Email: [direct@dementiauk.org](mailto:direct@dementiauk.org)

Web: [www.dementiauk.org](http://www.dementiauk.org)

## Depression

**Depression Alliance** tel: **0845 123 23 20**

Information, support and understanding for people who suffer with depression and for relatives who want to help. Self-help groups, information, and awareness-raising for depression.

Email: [information@depressionalliance.org](mailto:information@depressionalliance.org)

Web: [www.depressionalliance.org](http://www.depressionalliance.org)

## Domestic abuse / honour abuse / sexual abuse

**24-hour National Domestic Violence freephone helpline: 0808 2000 247**

Run in partnership between Women's Aid and Refuge, this is a national service for women experiencing domestic violence; their family, friends, colleagues and others calling on their behalf. All calls are completely confidential. Translation facilities for callers whose first language is not English and a service for callers who are deaf or hard of hearing is available.

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**Men's Advice Line** - call freephone: **0808 801 0327** (Monday-Friday 9am to 5pm)

A confidential helpline for men experiencing domestic violence and abuse from a partner (or ex-partner). Offers support to concerned friends and family and frontline workers.

Email: [info@mensadviceline.org.uk](mailto:info@mensadviceline.org.uk) (they aim to reply within two working days).

Web: [www.mensadviceline.org.uk](http://www.mensadviceline.org.uk)

**Karma Nirvana** – helpline: **0800 5999 247**

A dedicated helpline for victims of honour crimes and forced marriage.

Web: [www.karmanirvana.org.uk](http://www.karmanirvana.org.uk)

**Southampton Rape Crisis** – helpline: **023 8063 6313** (Sunday: 7pm to 10pm, Tuesday: 10am to 1pm, Thursday: 1pm to 4pm)

Rape Crisis works with young people (12+), men, women and families as well as providing information, advice and support to agencies who are working with affected individuals. They provide a range of specialist services to those who are at risk, or of who have been affected by, an unwanted sexual experience. This may include anything from rape, childhood sexual abuse and sexual assault to harassment or coercion (when you are forced to do something against your will).

Web: [www.rapecrisis.org.uk](http://www.rapecrisis.org.uk)

## Drug issues

Use of drugs can cause short term mental health problems such as anxiety, panic, paranoia, hallucinations, confusion or delusions. Drug use may also trigger long-term mental health problems, including psychosis, schizophrenia and depression. The organisations below are available for you to talk to if you're worried about any of these issues.

**Southampton residents: The Bridge / SHARP** 023 8088 1400 / 07939 089998

**Hampshire residents: Hampshire Drug and Alcohol Recovery Service** on 023 9268 3371 (24 hours)

**Parent Support Link:** (for family members of people with drug problems) 023 8039 9764

**FRANK Helpline:** 0300 123 6600 (24 hours)

Email: [frank@talktofrank.com](mailto:frank@talktofrank.com)

Web: [www.talktofrank.com](http://www.talktofrank.com)

## Eating disorders

**BEAT adult helpline:** 0845 634 1414

Open to anyone over 18 who needs support and information relating to an eating disorder, including sufferers, carers and professionals.

Email: [help@b-eat.co.uk](mailto:help@b-eat.co.uk)

Web: [www.b-eat.co.uk](http://www.b-eat.co.uk)

A helpline is available for people under 25 - Beat Youthline **0845 634 7650**

Email: [fyp@b-eat.co.uk](mailto:fyp@b-eat.co.uk)

**Overeaters Anonymous** – helpline: **07000 784 985**, phone for details of opening times.

Email: [general@oagb.org.uk](mailto:general@oagb.org.uk)

Web: [www.oagb.org.uk](http://www.oagb.org.uk)

## Financial difficulty

**Citizens Advice Bureau** offer free, confidential, impartial advice to help people resolve their problems with debt, benefits, employment, housing, discrimination, and many more issues. It is available to everyone. Advice may be given face-to-face or by phone. Most bureaux can arrange home visits and some also provide email advice.

Web: [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

## Obsessive compulsive disorder

**OCD Action** – helpline: **0845 390 6232**

(Helpline open Tuesday and Wednesday 9.30am to 5pm, Thursday 11am to 5pm). Also offer a free information pack, details of local support groups and online discussion forum.

Email: [support@ocdaction.org.uk](mailto:support@ocdaction.org.uk)

Web: [www.ocdaction.org.uk](http://www.ocdaction.org.uk)

**OCD UK** – helpline: **0845 120 3778**

A charity dedicated to improving the mental health and wellbeing of almost one million people in the UK whose lives are affected by obsessive compulsive disorder. (The advice line is usually open Monday to Friday from 9am to 5pm, subject to volunteer availability).

Email: [support@ocduk.org](mailto:support@ocduk.org)

Web: [www.ocduk.org](http://www.ocduk.org)

## Panic attacks

**No Panic** – helpline: **0808 808 0545**

Support for people who experience panic attacks and those with phobias, obsessive compulsive disorder, general anxiety disorder and who are withdrawing from tranquillisers. (10am to 10pm every day).

Email: [ceo@nopanic.org.uk](mailto:ceo@nopanic.org.uk) or [admin@nopanic.org.uk](mailto:admin@nopanic.org.uk)

Web: [www.nopanic.org.uk](http://www.nopanic.org.uk)

## Personality disorder

**Emergence** is a service user-led organisation with the aim of supporting all people affected by personality disorder including service users, carers, family and friends and professionals.

Web: [www.emergenceplus.org.uk](http://www.emergenceplus.org.uk)

## Self-harm: internet support forums

### **www.lifesigns.org.uk**

Lifesigns is a user-led voluntary organisation creating understanding about self-injury.

### **www.selfharm.co.uk**

A project dedicated to supporting young people affected by self-harm, providing a safe space to talk, ask any questions and be honest about what's going on in their life.

### **www.harmless.org.uk**

A user-led organisation that provides a range of services about self-harm including support, information, training and consultancy to people who self harm, their friends and families and professionals.

### **www.recoveryourlife.com**

RecoverYourLife: One of the biggest self-harm support communities on the internet. They also welcome and support people with other issues such as eating disorders, mental health problems, those dealing with abuse, and many more.

### **www.nshn.co.uk**

The National Self Harm Network (NHSN) aims to provide the following:

- support for individuals who self-harm to reduce emotional distress and to improve their quality of life
- support and information for family and carers of individuals who self-harm
- empowerment to enable individuals who self harm to seek further support and alternatives to self-harm

**If you need a translation of this document, an interpreter or a version in large print, Braille or audio tape, please call 023 8120 4688.**