

Directory of services to help improve mental health and emotional wellbeing

Western area2023



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

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

Textphone users contact Lifeline on 18001 0808 808 8000

24 hour support for those in distress or despair.

www.lifelinehelpline.info

Samaritans helpline

Freephone116 123

Listening ear to those in distress.

www.samaritans.org

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

North West counselling

028 7181 3587

Youthlife

028 7137 7227079 1250 7388

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.

www.theaislingcentre.com

Koram Centre Strabane

028 7188 6181

Counselling, psychotherapy and psychosocial support.

www.koramcentre.com

Clare House (residential/respite)

028 6632 6361

Aurora Counselling

028 7135 0407

www.auroracounselling.org

PAPYRUS

HOPELINE UK0800 068 4141

Support for young people under the age of 35 struggling with thoughts of suicide.

www.papyrus-uk.org

Mental health including eating disorders and anxiety support

AWARE

Derry/Londonderry office028 7126 0602

NI charity providing support and information for those affected by depression.

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 Care

• Derry/Londonderry028 7130 8020

• Lisnaskea028 6772 2778

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

Beat eating disorders

Helpline0808 801 0434

www.beateatingdisorders.org.uk (Webchat available)

Eating Disorders Association helpline

028 9023 5959

www.eatingdisordersni.co.uk

Western eating disorders service

028 7132 0165

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

Relationship and family services.

www.relateni.org

CLEAR Project

028 7138 3386

www.dhcnl.com/clear-project

Inspire Community Wellbeing Service

028 7126 9677

www.inspirewellbeing.org

foyle.cws@inspirewellbeing.org

Mind Yourself & Foyle Advocates

028 7126 3461028 7126 3318

Inspire

028 9032 8474

Local support, including housing schemes, home support, advocacy services, information services and education.

www.inspirewellbeing.org

CAMHS

028 7186 5238028 6634 4115028 8283 5990

Youth treatment, counselling and support.

HSC information on mental health conditions, treatments and medications

www.choiceandmedication.org/hscni

Website for further information

www.mindingyourhead.info

Substance misuse and gambling

Alcoholics Anonymous

028 9035 1222

www.alcoholicsanonymous.ie

Start360 Daisy West

028 7137 1162

Drugs and alcohol intervention service for 11-25 year olds.

www.start360.org

Alcohol and drug services

028 7186 5239028 7186 5240028 6638 2073

028 8283 5453

Asha Centre

028 8283 5453028 8283 5445

Community Alcohol and Drug Therapists

028 8283 5453

Inspire Addiction Services

028 9066 4434

www.inspirewellbeing.org

Gamblers Anonymous

028 9024 9185

www.gamblersanonymous.org.uk

Narcotics Anonymous

0300 365 1010

na-northernireland.org

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.

ie.depaulcharity.org/foyle-haven-day-centre

SOLACE

028 6862 8741

Reducing the harm caused by the misuse of alcohol.

HURT (Have Your Tomorrows)

028 7136 9696

Offering support on issues around alcohol and drug addiction.

www.hurtni.org

Aisling Centre

028 6632 5811

Support group for people who live with, or have lived with, a loved one’s addiction.

www.theaislingcentre.com

Start360

079 2312 9559

Treatment, counselling and support services for young people and families affected by substance misuse.

www.start360.org

CAMHS

028 7186 5238028 6634 4115028 8283 5990

Youth treatment, counselling and support.

WHSCOT Stop Smoking Service

0800 917 9388

Websites for further information

www.stopsmokingni.info

www.drugsandalcoholni.info

www.talktofrank.com

Victims of abuse

24 Hour Domestic & Sexual Abuse Helpline

0808 802 1414

Open to anyone affected by domestic or sexual abuse.

www.dsahelpline.org

PSNI Child Abuse and Rape Enquiry Unit

101

Cunamh

028 7128 8868

Community-led mental health project.

PSNI non-emergency reporting number

101

Victim Support

Foyle office028 7137 0086

Emotional support for victims of crime.

www.victimsupportni.com

foyle@victimsupportni.org.uk

NSPCC helpline

0808 800 5000

For under 18s0800 1111

www.nspcc.org.uk

Nexus

028 9032 6803

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

Aisling Centre

028 6632 5811

Counselling and psychotherapy for victims and survivors of sexual abuse.

www.theaislingcentre.com

Women’s Aid, Fermanagh

028 6632 8898

The Rowan – Regional Sexual Assault Referral Centre

24 hour Freephone Helpline0800 389 4424

Support and services for anyone who has been sexually abused, assaulted or raped.

www.therowan.net

Men’s Advisory Project

028 9024 1929

Support for men experiencing domestic abuse.

www.mapni.co.uk

Bereavement

Barnardo’s Child Bereavement Service

Advice line028 9066 8333

Cruse Bereavement Support

Helpline0808 808 1677

Cruse offers information, support and advice to anyone affected by death.

www.cruse.org.uk

Young people: www.hopeagain.org.uk

Miscarriage Association helpline

Helpline (9am–4pm)019 2420 0799

www.miscarriageassociation.org.uk

NI Stillbirth and Neonatal Death Society (SANDS)

NI Helpline077 4099 3450

northernireland.sands.org.uk

Helping someone who is thinking about suicide

1 – Approach the person and ask

Show you care, ask clearly and directly if they are thinking about suicide.

2 – Listen, give support

Let them explain their feelings. Tell them you have to take any thoughts 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.

The Compassionate Friends

028 8778 80160345 123 2304

www.tcf.org.uk

North West Counselling

028 7181 3587

www.northwestcounselling.co.uk

WAVE Trauma Centre

028 3751 1599

Offers care and support to anyone bereaved, injured or traumatised through the Troubles.

adminhq@wavetrauma.org

Youthlife

028 7137 7227

Helping children and young people who have experienced bereavement and loss.

www.youthlife.org

Suicide Liaison Officers / Bereaved by Suicide Support

• Limavady / Londonderry / Strabane028 7132 0138073 8541 4442

• Omagh / Fermanagh028 6638 2112078 4156 9000

Bereaved by Suicide Support Group

028 7188 6181

Koram Centre, Strabane.

North West Bereaved By Suicide Group

028 7131 3800

1st and 3rd Monday each month.

Fermanagh Bereaved By Suicide Group

028 6632 5811078 4156 9000

Roe Valley Bereaved By Suicide Support Group

079 4991 4100

PATHS Omagh

078 7941 4385

Support to families and individuals bereaved by suicide.

Sexual health

Informing Choices NI

028 9031 6100

Confidential information, advice and support on sexual and reproductive health.

www.informingchoicesni.org

Positive Life

028 9024 9268

Confidential helpline0800 137 437

Providing support services, advice and signposting to people living with and affected by HIV.

www.positivelifeni.com

Brae Clinic

028 7132 1758

Family planning and young people’s clinic.

Family planning clinic

028 8283 5536028 6638 2693

Family Nurse Partnership

028 7186 5115

CASH clinic

0845 603 1881 (Wed 12.30-3.30pm)

Contraception and sexual health (Enniskillen).

Teenscene (Omagh)

028 8283 5536 (Mon 2–6pm)

Genito Urinary Medicine (GUM) Clinic

028 7161 1269

Mermaids NI

0808 801 0400

Support group for families of transgender, non-binary and gender diverse people.

www.mermaidsuk.org.uk

Transgender NI

0300 302 3202

Advocacy and support for transgender people.

www.transgenderni.org.uk

Children and young people

Barnardo’s

028 9067 2366

www.barnardos.org.uk

Childline

0800 1111

A free, private and confidential counselling service for children and young people.

www.childline.org.uk

Young Lives vs Cancer (formerly CLIC)

0300 330 0803

028 9072 5780

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

www.younglivesvs cancer.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

WH SCT Gateway Team (24 hour)

028 7131 4090

First point of contact for anyone concerned about the welfare of a child or young person.

Youth Action Right Here NI Fermanagh & Omagh

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

lee@youthaction.org

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/northernireland

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

NSPCC

Helpline (24 Hour)

0800 800 5000

www.nspcc.org.uk

YES (Youth Engagement Service)

FIND Centre, Enniskillen

028 6632 5559

Our Space, Derry

028 7137 2456

028 7126 9327

claremaguireytp@gmail.com

Education, prevention and referral on a range of issues.

Start360

079 2312 9559 (Mon - Fri 9am - 5pm)

Treatment, counselling and support services for young people and families affected by substance misuse.

www.start360.org

Student support

Ulster University student support

Main telephone number

028 9536 7000

Press option for Coleraine, Jordanstown, Magee or Belfast when prompted.

24 hr counselling helpline

0800 028 5510

Provides a professional counselling service on all campuses.

www.ulster.ac.uk/wellbeing

Queen’s University Belfast One Elmwood Student 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/sites/Students/one-elmwood

Family and relationships

Children’s Autism Spectrum Disorder Service

• Londonderry

028 7130 8313

• Omagh

028 8283 5983

Contact for Families with Disabled Children

0808 808 3555

Freephone helpline – signposting and help with disabilities.

www.contact.org.uk

Family Mediation NI

028 9024 3365

Provides a positive approach to conflict management within families.

www.familymediationni.org.uk

Family Support NI

0845 600 6483

www.familysupportni.gov.uk

Parentline NI

0808 8020 400

Northern Ireland’s free and confidential helpline for parents and carers. Providing support, advice and a listening ear. Webchat and referral : ci-ni.org.uk/parentline

parentline@ci-ni.org.uk

Parenting NI

0808 801 0722

Support and services to meet parents’ needs, including freephone support line, parenting programmes, workshops, and family support services.

www.parentingni.org

Sure Start

• Ballymagroarty / Hazelbank

028 7126 7524

• Carnhill

028 7135 6110

• 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 9483

• Strathroy/Fintona

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 – Developing Healthy Communities

028 7161 1384

www.dhcni.com

ACCORD NICMCS

• Northern Ireland regional office

028 9023 3002

Marriage and relationships counselling.

www.accordni.com

Relate NI

028 9032 3454

Services include relationship counselling for individuals, children and young people, couples, families; relationship MOTs and more.

www.relateni.org

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

info@watersidewomen.net

The Women’s Centre

028 7126 7672

www.thewomenscentre.co.uk

Strathfoyle Women’s Activity Group

028 7186 0733

Men’s Action Network

028 7137 7777

www.man-ni.org

Healthy Living Centres

• The Old Library Trust

028 7137 3870

www.olt.ie

The Oak Project

028 6772 3843

www.oakhealthylivingcentre.com

The Arc HL Project

028 6862 8741

www.archlc.com

Derg Valley HL Project

028 8167 0764

Bogside and Brandywell HF

028 7136 5330

www.bbhealthforum.org

Fertility Network

Support line

0121 323 5025

fertilitynetworkuk.org

Benefits/financial advice

Advice Agencies

Advice North West

0300 303 3650

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

www.adviceni.net

Disability Action

028 7136 0811

www.disabilityaction.org

Personal Independence Payment (PIP)

For new claims freephone

0800 0121 573

Benefit enquiry line

0800 578 0912

For advice on disability and carers’ benefits.

Omagh Independent Advice Services

028 8224 3252

Advice on social security benefits, disability benefits, employment, debt/financial matters.

StepChange Debt Charity

0800 138 1111

Free confidential debt advice.

www.stepchange.org

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

Condition Management Programme (CMP)

028 7137 6911

028 6632 4950

075 2589 8336

The Condition Management Programme is a multidisciplinary team of healthcare professionals providing work-focused rehabilitation to overcome physical and mental health barriers to work.

www.westerntrust.hscni.net/services

WH SCT Health Improvement Team

028 7186 5127

health.improvement@westerntrust.hscni.net

Prospects Mental Health Day Care Centre

028 8167 0600

Rural support

Rural Support Helpline

0800 138 1678

www.ruralsupport.org.uk

Omagh Forum for Rural Associations

028 8225 1559

www.omaghforum.org

Carers

Carers UK

0808 808 7777

Benefits and carers’ rights.

www.carersuk.org

CAUSE

028 9065 0650

Helpline

0800 103 2833

A local charity providing peer-led emotional and practical support to carers and families of people with mental illness.

www.cause.org.uk

The Escapists

077 6295 6789

Headway – The brain injury association

078 2690 9110

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

melanie.bowden@headway.org.uk

WH SCT Carers Coordinator

028 7135 5023

Long-term conditions

Alzheimer’s Society

028 9066 4100

National Dementia Helpline

0333 150 3456

alzheimers.org.uk

MS Helpline

0808 800 8000

www.mssociety.org.uk

Macmillan Cancer Helpline

0808 808 0000

www.macmillan.org.uk

MENCAP

Learning Disability Helpline (10am - 4pm)

0808 808 1111

Huntington’s Disease Association NI

077 3393 5893

www.hdani.org.uk

Asthma + Lung UK

0300 222 5800

www.asthmaandlung.org.uk

Housing and supported living

First Housing Aid and Support Services

077 0282 2037

www.first-housing.com

House in the Wells

028 7126 7957

Methodist City Mission for Homeless Men

028 7130 9388

www.nwmm.co.uk

Simon Community

028 7131 1461

Central access point and emergency accommodation 24/7 helpline

0800 171 2222

www.simoncommunity.org

Shelter NI (SLATE Project)

028 8226 7010

www.shelterni.org

Depaul Ireland

Day Centre

028 7136 5259

Floating Support

028 7126 0839

For floating support and housing.

www.depaulireland.org

Northern Ireland Housing Executive (NIHE)

0344 8920 900

Out of hours emergency repairs

0344 892 0901

Out of hours homelessness help

0344 892 0908

www.nihe.gov.uk

Cultural/ethnic

Chinese Welfare Association

028 9028 8277

office@cwa-ni.org

Omagh Ethnic Community Support Group

028 8224 9750

Strabane Ethnic Group

028 7188 6419

Migrant Centre NI

Immigration advice

028 7141 4848

euss@migrantcentreni.org

Hate crime support

bilingualsupportworker@migrantcentreni.org

Counselling All Nations

079 8936 3113

https://counsellingallnations.org/

Older people

Age NI

0808 808 7575

Age Concern NI and Help the Aged in Northern Ireland.

www.ageuk.org.uk/northern-ireland/

U3A Foyle

028 7186 0123

Limavady & Foreglen – Be Safe Be Well Men’s Sheds

028 7776 9829

LCDI Volunteer Bureau

028 7776 5438

North West Volunteer Centre

028 7127 1017

www.nwvc.co.uk

Dennett Interchange

028 7139 7990

South West Age Partnership

028 8225 1824

Disclaimer:

The information in this directory is believed to be correct at time of going to print. Where any specific organisation or service is mentioned by name or otherwise this does not necessarily constitute or imply any endorsement or recommendation by PHA of that organisation or service.

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