

## Community Resources Directory

Covid-19, the resulting health and economic worries for many of us, concerns for loved ones and the impact of isolation are likely to have a significant impact on peoples' mental health and well-being.

The following organisations can potentially provide telephone support for people struggling with their mental health and well-being and many also have helpful resources on their websites.

There is likely to be an increase in the numbers of people seeking help, and CALL has had an increase in its capacity to support an effective response to this increase in demand, so CALL may be a good place to start.

If you are a member of staff, you may want to consider how you connect people up with another organisation. You may want to check in with them after they have made the phone call to see how it went and follow up with them to see how they are getting on. Stable relationships and attachments can help people cope in times of uncertainty, so don't under-estimate how big an impact holding people in mind might have, even if it is in small ways.

### **C.A.L.L. helplines 0800 132 737**

Offers emotional support and information/literature on Mental Health and related matters to the people of Wales. Anyone concerned about their own mental health or that of a relative or friend can access the service. **C.A.L.L. Helpline** offers a confidential listening and support service.

**C.A.L.L.** - Tel: 0800 132 737: Offers emotional support and information/literature on Mental Health and related matters to the people of Wales. <http://www.callhelpline.org.uk/>

**C.A.L.L. Helpline** has launched a Mental Health [text messaging service](#) allowing people to access support and information via a text message from their mobile phone **Text 81066**

### **Additional resources (in alphabetical order)**

Whether you're concerned about yourself or a loved one, these helplines and support groups can offer advice and support. Not all organisations will have been able to expand capacity to meet additional needs generated by Covid-19, so this is worth bearing in mind if you are struggling to make contact and perhaps trying elsewhere.

**Age Cymru**

## **Community Resources Directory**

Age Cymru offer a 'check-in-and-chat' telephone service for the over 70s. Anyone over 70 in Wales can register with Age Cymru, free of charge, to receive a regular telephone call from the charity in either English or Welsh.

Phone: 08000 223 444

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

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

### **Alzheimer's Society**

Provides information on dementia, including factsheets and helplines.

Phone: 0300 150 3456 (Monday to Friday, 9am to 5pm and 10am to 4pm on weekends)

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

### **Anxiety UK**

Charity providing support if you have been diagnosed with an anxiety condition.

Phone: 03444 775 774 (Monday to Friday, 9.30am to 5.30pm) Text Service: 07537 416 905

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

Dedicated Coronavirus resources <https://www.anxietyuk.org.uk/coronanxiety-support-resources/>

### **Beat Eating disorders**

Phone: 0808 801 0677 (adults) or 0808 801 0711 (for under-18s)

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

Email: [help@beateatingdisorders.org.uk](mailto:help@beateatingdisorders.org.uk) (adults)

Email: [fyp@beateatingdisorders.org.uk](mailto:fyp@beateatingdisorders.org.uk) (under 18's)

### **CALM**

CALM is the Campaign Against Living Miserably, for men aged 15 to 35.

Phone: 0800 58 58 58 (daily, 5pm to midnight)

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

## Community Resources Directory

### **Ffrind I Mi / Friend of Mine**

Aneurin Bevan University Health Board befriending service. Age inclusive.

Website: <https://www.ffrindimi.co.uk/>

Phone: 01495 241257

Email: [Ffrindimi.abb@wales.nhs.uk](mailto:Ffrindimi.abb@wales.nhs.uk)

### **Hafal**

Helps people in Wales with serious mental illness and their families to work towards recovery. Services include employment training, general support, information, advice and groups.

Phone: Tel: 01792 816 600/832 400

Email: [hafal@hafal.org](mailto:hafal@hafal.org)

Website: <http://www.hafal.org/>

### **Mind**

Promotes the views and needs of people with mental health problems.

Phone: 0300 123 3393 (Monday to Friday, 9am to 6pm)

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

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

Text: [86463](tel:86463)

**MIND Cymru** - <https://www.mind.org.uk/about-us/mind-cymru/>

### **No Panic**

Voluntary charity offering support for sufferers of panic attacks and obsessive compulsive disorder (OCD). Offers a course to help overcome your phobia or OCD.

Phone: 0844 967 4848 (daily, 10am to 10pm). Calls cost 5p per minute plus your phone provider's Access Charge

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

### **OCD Action**

Support for people with OCD. Includes information on treatment and online resources.

Phone: 0845 390 6232 (Monday to Friday, 9.30am to 5pm). Calls cost 5p per minute plus your phone provider's Access Charge

## **Community Resources Directory**

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

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

### **OCD UK**

A charity run by people with OCD, for people with OCD. Includes facts, news and treatments.

Phone: 0333 212 7890 (Monday to Friday, 9am to 5pm)

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

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

### **PAPYRUS**

Young suicide prevention society.

Phone: HOPELINEUK 0800 068 4141 (Monday to Friday, 10am to 10pm, and 2pm to 10pm on weekends and bank holidays)

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

### **Rethink Mental Illness**

Support and advice for people living with mental illness.

Phone: 0300 5000 927 (Monday to Friday, 9.30am to 4pm)

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

### **Samaritans**

Confidential support for people experiencing feelings of distress or despair.

Phone: 116 123 (free 24-hour helpline)

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

Newport and Gwent Phone: 01633 259000

### **SANE**

Emotional support, information and guidance for people affected by mental illness, their families and carers.

SANEline: 0300 304 7000 (daily, 4.30pm to 10.30pm)

## **Community Resources Directory**

Textcare: comfort and care via text message, sent when the person needs it most:

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

Peer support forum: [www.sane.org.uk/supportforum](http://www.sane.org.uk/supportforum)

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

**The Silver Line** – 24hr free helpline for older people. 0800 470 8090

<https://www.thesilverline.org.uk/>

Dedicated Coronavirus resources

### **YoungMinds**

Information on child and adolescent mental health. Services for parents and professionals.

Phone: Parents' helpline 0808 802 5544 (Monday to Friday, 9.30am to 4pm)

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

### **Learning Disabilities**

#### **Mencap**

Charity working with people with a learning disability, their families and carers.

Phone: 0808 808 1111 (Monday to Friday, 9am to 5pm)

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

### **Parenting**

#### **Family Lives**

Advice on all aspects of parenting, including dealing with bullying.

Phone: 0808 800 2222 (Monday to Friday, 9am to 9pm and Saturday to Sunday, 10am to 3pm)

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

### **NSPCC**

Protecting and supporting children from abuse.

If you're worried about a child: 0808 800 5000

If you're under 18: 0800 1111

## **Community Resources Directory**

### **Relationships**

#### **Relate for children and young people**

iRelate is a confidential space for young people to express their thoughts, feelings and emotions. It provides a live chat service to connect to a trained counsellor. Relate also provides counselling for children and young people face-to-face, by phone, and online.

Phone: 0300 100 1234

Website: <https://www.relate.org.uk/relationship-help/help-children-and-young-people/children-and-young-peoples-counselling>

#### **Young Minds**

Provides a telephone helpline service for parents concerned about their child's emotional and mental health. The website has a range of useful information and resources for both parents and young people.

Phone: 0808 802 5544

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

### **Services that Support Victims of Abuse (child, sexual, domestic violence)**

#### **NSPCC**

Children's charity dedicated to ending child abuse and child cruelty.

Phone: 0800 1111 for Childline for children (24-hour helpline)

0808 800 5000 for adults concerned about a child (24-hour helpline)

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

#### **New Pathways**

Rape and sexual abuse counselling service

Phone: 01685 379310

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

#### **Rape Crisis**

To find your local services phone: 0808 802 9999 (daily, 12pm to 2.30pm and 7pm to 9.30pm)

## **Community Resources Directory**

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

### **Refuge**

Advice on dealing with domestic violence.

Phone: 0808 2000 247 (24-hour helpline)

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

## **Services that Support Individuals with Addiction Problems (drugs, alcohol, gambling)**

### **Alcoholics Anonymous**

Phone: 0800 917 7650 (24-hour helpline)

Website: [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

### **National Gambling Helpline**

Phone: 0808 8020 133 (daily, 8am to midnight)

Website: [www.begambleaware.org](http://www.begambleaware.org)

### **Narcotics Anonymous**

Phone: 0300 999 1212 (daily, 10am to midnight)

Website: [www.ukna.org](http://www.ukna.org)

## **Support for Victims of Crime**

### **Victim Support**

Phone: 0808 168 9111 (24-hour helpline)

Website: [www.victimsupport.org](http://www.victimsupport.org)

## **Online Resources**

### **Bipolar UK**

A charity helping people living with manic depression or bipolar disorder.

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

Dedicated Coronavirus resources available on the homepage

### **Blue Light Programme**

## **Community Resources Directory**

Mind Charity mental health support for those who work and volunteer in emergency services.

Phone: 0300 303 5999

Website: [bluelightinfo@mind.org.uk](mailto:bluelightinfo@mind.org.uk)

Text: 84999

### **Carers Trust**

Support for young carers in school.

Phone: 01495 769996

Website: [www.ctsew.org.uk](http://www.ctsew.org.uk) [info@ctsew.org.uk](mailto:info@ctsew.org.uk)

### **Digital Communities Wales**

Digital Communities Wales - Digital Confidence, Health and Well-being helps organisations that are working with people who could benefit from having basic digital skills. Digital inclusion and providing advice via telephone or through video conferencing. A Welsh Government project which is delivered by the Wales Co-operative Centre.

Dedicated supporting people to use technology during the Covid-19 pandemic

Phone: 0300 111 5050

Email: [digitalcommunities@wales.coop](mailto:digitalcommunities@wales.coop)

Website: [www.digitalcommunities.gov.wales](http://www.digitalcommunities.gov.wales)

### **Charlie Waller**

Self-help guides, and face to face training on recognising symptoms of mental health, and looking after wellbeing.

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

### **Gingerbread**

Leading national charity working with single parent families. Since 1918, we have been at the forefront of shaping policy and services that support single parents.

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



## **Community Resources Directory**

### **Heads above the Waves**

Not-for-profit organisation that raises awareness of depression and self-harm in young people. Information for everyone, offering support / help / groups / info for children 7-11 about self-harm.

Website: <https://hatw.co.uk>

### **Men's Health Forum**

24/7 stress support for men by text, chat and email.

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

### **Mental Health Foundation**

Provides information and support for anyone with mental health problems or learning disabilities.

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

### **MindEd / MindEd for Families**

Free education resource on CYP mental health.

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

Website: <https://mindedforfamilies.org.uk/>

### **Relate**

The UK's largest provider of relationship support.

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

Live Chat Information: <https://www.relate.org.uk/relationship-help/talk-someone>

Dedicated Coronavirus resources.

### **The Amber Project**

Cardiff and Surrounding areas. Supporting people 14-25 who have experience of self-harm.

Phone: 029 2034 4776

## **Community Resources Directory**

Website: [www.amberproject.org](http://www.amberproject.org)

### **Zero Suicide Alliance**

20 min training video in suicide prevention.

Website: [www.zerosuicidealliance.com](http://www.zerosuicidealliance.com)