

## **Crisis and emotional support helplines for everyone**

The following helplines provide emotional and crisis support for everyone affected by mental ill health:

### Samaritans

Phone: 116 123 (Freephone, 24 hours a day, 7 days a week)

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

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

Provides emotional support for people 24 hours a day, 365 days a year. They allow people to talk about feelings of distress and despair and are confidential and offer non-judgemental support.

### SaneLine

Phone: 0300 304 7000

Website: [http://www.sane.org.uk/what\\_we\\_do/support/helpline/](http://www.sane.org.uk/what_we_do/support/helpline/)

Provides out of hours mental health and emotional support and information to anyone affected by mental ill health, including family, friends and carers.

For other helplines providing emotional and crisis support to specific groups, please see the relevant headings below.

The Helplines Partnership also has a comprehensive listing of organisations in the UK that provide helplines, which is searchable by topic: [www.helplines.org](http://www.helplines.org)

## **Mental health information helplines for everyone**

The following helplines provide advice and information on mental health, but cannot provide emotional or crisis support:

### Mind Infoline

Phone: 0300 123 3393

(Local call rates, 9am-6pm, Mon-Fri)

Text: 86463

Information on types of mental health issues, where to get help, medication and alternative treatments and advocacy.

### Rethink Advice and Information Service

Phone: 0300 5000 927

(Local call rates, 9.30am-4pm)

Practical help and information on issues such as the Mental Health Act, community care, benefits, debt, criminal justice and carers' rights.

## **Abuse (domestic violence, child, sexual abuse)**

### NAPAC

<https://napac.org.uk>

The National Association for People Abused in Childhood provides support for people affected by sexual abuse in childhood, with a dedicated support line, free online resources and training.

### NSPCC

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

Children's charity dedicated to ending child abuse and child cruelty. Runs Childline (0800 1111) and also a dedicated helpline for adults concerned that a child might be at risk of abuse (0808 800 5000).

### Rape Crisis

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

Supports anyone who has experienced rape, child sexual abuse and/or any other kind of sexual violence. Runs local helplines and centres across England and Wales.

### Refuge

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

0808 2000 247 - 24/7 Freephone domestic violence helpline

Help and information about domestic violence: helpline in partnership with Women's Aid, safe houses, etc.

## **Addiction and substance misuse (alcohol, drugs, gambling)**

### Adfam – Families, drugs and alcohol

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

Information and support for families affected by drugs and alcohol. Runs helplines and local support groups across England, as well as training for drug and alcohol professionals.

### Alcoholics Anonymous

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

Runs self-help groups across Great Britain for anyone who wants to change their drinking behaviours, based on 12 step model of recovery. Search online for similar 12 step programmes for particular substance misuse or gambling issues.

### Drinkline

Phone: 0300 123 1110 (Freephone, 9am-8pm Mon-Fri; 11am-4pm Sat-Sun)

Free, confidential national helpline for people who are concerned about their own or someone else's drinking.

### Talk to Frank

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

National drug education service established in 2003. Provides information on legal and illegal drugs for teenagers and adolescents.

## **Anxiety**

### Anxiety UK

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

Aims to support everyone affected by anxiety. Offers talking therapies and self-help groups.

### No Panic

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

Helps people with any kind of anxiety disorder. Specialises in self-help based recovery via their helpline and website resources.

### OCD Action

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

Provides support and information to those affected by OCD. Runs self-help groups across the country as well as online support groups and advocacy services.

### PTSD Resolution

[www.ptsdresolution.org](http://www.ptsdresolution.org)

Helps veterans, TA and reservists with military trauma. Coordinates a network of 200 accredited therapists with a focus on military PTSD.

### Triumph over Phobia

[www.topuk.org](http://www.topuk.org)

Aims to help sufferers of phobias, OCD and other anxiety disorders to overcome their fears.

## **Bereavement**

### Bereavement Advice Centre

[www.bereavementadvice.org](http://www.bereavementadvice.org)

Supports and advises people after a death in England and Wales. Their website and helpline provide help with the wide range of practical issues that need to be managed after a bereavement, as well as signposting to other support.

### Child Bereavement UK

[www.childbereavementuk.org](http://www.childbereavementuk.org)

Supports families and educates professionals about childhood death and bereavement. Runs a helpline and individual, couples and family support sessions and groups across the country.

### The Compassionate Friends

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

Bereaved parents, siblings and grandparents provide peer support for others who are bereaved.

### Cruse Bereavement Care

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

Support, advice and information when someone dies. Helpline, bereavement counselling and facilitated self-help groups across the country.

### Survivors of Bereavement by Suicide

<https://uksobs.org>

Supports those bereaved by suicide through a helpline, email and self-help groups.

## **Carers**

### Carers Trust

[www.carers.org](http://www.carers.org)

Works to support carers through information, respite care services and online peer support, including a dedicated community for young carers under 18.

### Carers UK

[www.carersuk.org](http://www.carersuk.org)

Provides advice on caring related issues, including financial and practical matters, and runs an online peer support community of UK carers.

## **Depression**

### Depression UK

[www.depressionuk.org](http://www.depressionuk.org)

Self-help organisation that offers support to everyone affected by depression.

### PANDAS Foundation

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

Support for everyone affected by perinatal mental health issues (including perinatal depression and psychosis), and their partners. Phone, online communities and in-person support groups.

## **Eating disorders**

### ABC (Anorexia & Bulimia Care)

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

Provides ongoing care, emotional support and practical guidance for anyone affected by eating disorders.

### Beat

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

Supports anyone affected by eating disorders. Helplines for adults and young people, online support and peer support groups across the country.

### MGEDT (Men Get Eating Disorders Too!)

[www.mengetedstoo.co.uk](http://www.mengetedstoo.co.uk)

Raises awareness of eating disorders in men. Peer support services for affected men.

## **Employment and mental health**

### ACAS (Advisory, Conciliation and Arbitration Service)

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

Free and impartial information and advice for employers and employees on all aspects of workplace relations and employment law, including conciliation services.

### BITC (Business in the Community)

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

Business network with members working together to tackle a wide range of issues essential to building a fairer society and more sustainable future. Has helpful toolkit resources and informative case studies helpful for all organisations looking to embed a wellbeing strategy into their organisation. At: <http://wellbeing.bitc.org.uk/all-resources/toolkits/mental-health-employ> (Accessed 21/04/2017)

### The City Mental Health Alliance

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

Coalition of organisations that have come together to create an environment in the City of London where mental health is discussed in the same way as physical health. Championed by senior business leaders, it is closely supported by MHFA England and Mind.

### Fit For Work

[www.fitforwork.org](http://www.fitforwork.org)

Voluntary service offering the wider working population access to occupational health (OH) advice and support. Employers can refer employees who've been off work for four weeks or more, for a free 'fit for work' assessment. Website includes an employer's guide and a stress risk assessment tool.

### MHFA England's Line Managers' Resource

This freely available resource is full of tips on how to manage mental health in the workplace: <https://mhfaengland.org/mhfa-centre/resources/>

### Mindful Employer

[www.mindfulemployer.net](http://www.mindfulemployer.net)

Aims to increase awareness of mental health at work and provides easily accessible information to organisations and supports for staff.

### Richmond Fellowship

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

Provides support for people with mental health issues, through supported housing and employment support services to help people find work or stay in work.

## General advice, information and support

### Citizen's Advice

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

03444 111 444 (National phone service)

Free, independent information and advice for people, about money, legal, consumer, housing and other problems. Website is searchable for local bureaux and has a dedicated web chat service.

### NHS Choices

[www.nhs.uk](http://www.nhs.uk)

Information on all health related issues, including symptoms, conditions, treatments and local NHS services. Dedicated section on mental health (under the 'Live Well' heading, or search for 'moodzone').

## General mental health

### Action for Happiness

[www.actionforhappiness.org](http://www.actionforhappiness.org)

Action for Happiness is not-for-profit creating a movement of people committed to building a happier and more caring society, by helping people to take practical action drawing on the latest scientific research. Their vision is a happier world, with fewer people suffering with mental health problems and more people feeling good, functioning well and helping others. Its website provides many resources and evidence-based ideas for actions we can take to feel happier and help to reduce and prevent mental ill health – personally, in our communities, workplaces and schools.

### Mind

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

Wide range of services related to mental health. The national Mind organisation also acts as an umbrella organisation to many independent local Mind organisations, which provide different services across the country, e.g. therapy services, self-help groups and alternative therapies.

### Rethink Mental Illness

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

Range of support, advice and information services relating to mental illness. Runs over 200 mental health services and 150 support groups across England, including therapy services.

### Sane

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

In addition to running SaneLine (see previous), Sane also aims to improve the lives of anyone affected by mental illness through campaigning work, research and online support services.

## **Lesbian, gay, bisexual and transgender (LGBT)**

### Switchboard – LGBT+ helpline

[www.switchboard.lgbt](http://www.switchboard.lgbt)

Confidential helpline support and referral services for the LGBT+ community, including online chat.

## **Older people**

### Age UK

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

Support for older people and those caring for them. Includes befriending services to combat loneliness in elderly people, which may contribute to mental health issues.

### Alzheimer's Society

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

Support services including a helpline, for anyone affected by dementia.

### Dementia UK

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

Specialist one-to-one support and expert advice for people living with dementia, including nursing support and a helpline.

## **Psychosis**

### Action on Postpartum Psychosis

[www.app-network.org](http://www.app-network.org)

Network of women with lived experience of postnatal psychosis, professionals and academics in the field. Offers peer support to families affected by postnatal psychosis.

### Hearing Voices Network

[www.hearing-voices.org](http://www.hearing-voices.org)

Helps people who hear voices, see visions and experience tactile sensations. Also helps those who support them. Runs self-help groups and delivers training for professionals and the general public.

## **Refugees**

### Refugee Council

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

Works with refugees and asylum seekers. Provides specialist therapeutic services targeted to their needs.



## Research and policy

### Centre for Mental Health

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

The UK's leading authority in mental health research. Using research to change people's lives.

### Mental Health Foundation

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

Improves the lives of those with mental health problems or learning difficulties, through research, policy work and awareness campaigns like Mental Health Awareness Week.

### Royal College of Psychiatrists

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

Professional medical body responsible for oversight of psychiatrists in the UK. Provides training, conducts research and sets standards for the profession, and provides information for the general public.

## Self-harm

### Harmless

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

User-led organisation that provides a range of services about self-harm. Includes resources on alternative coping strategies.

### NSHN (National Self Harm Network)

[www.nshn.co.uk](http://www.nshn.co.uk)

Offers a moderated online support forum for people affected by self-harm.

## Self-help books

### Reading Well

[www.reading-well.org.uk](http://www.reading-well.org.uk)

Reading Well provides quality-assured book lists of information and advice around mental health and wellbeing available through English public libraries.

## Self-help apps and online resources

### Big White Wall

[www.bigwhitewall.com](http://www.bigwhitewall.com)

A safe online community of people who are anxious, down or not coping, who support and help each other by sharing what's troubling them, guided by trained professionals. Also available as an app.

### Down Your Drink

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

Free website allowing people to look more closely at their drinking and examine ways of cutting down. Developed by researchers at University College London and endorsed by Alcohol Concern.

### FearFighter™

<http://fearfighter.cbtprogram.com>

A NICE guideline approved, evidence-based online program for generalised anxiety, panic and phobia. Uses cognitive behavioural therapy (CBT) principles.

### Headspace

[www.headspace.com](http://www.headspace.com)

App based around teaching mindfulness meditation principles to improve wellbeing.

### Moodjuice

[www.moodjuice.scot.nhs.uk/](http://www.moodjuice.scot.nhs.uk/)

[challengingthoughts.asp](http://www.moodjuice.scot.nhs.uk/challengingthoughts.asp)

Self-help website developed by Scottish NHS clinical psychologists. The above link points to great information on thinking distortion. Tips on many more topics are available on [www.moodjuice.scot.nhs.uk](http://www.moodjuice.scot.nhs.uk)

### Stay Alive App

<http://www.prevent-suicide.org.uk/>

(under 'Resources')

Suicide prevention pocket app for the UK, developed by Grassroots Suicide prevention. Allows users to create a list of resources and strategies to stay safe from suicide, and it links into crisis support available.

## **Stigma**

### Time to Change

[www.time-to-change.org.uk](http://www.time-to-change.org.uk)

National anti-stigma campaign, run by leading mental health charities – Mind and Rethink Mental Illness.

## **Suicide prevention**

### CALM (Campaign Against Living Miserably)

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

Works to prevent male suicide in the UK.

Dedicated support line and online webchat for men in emotional distress or crisis. Challenges a culture that prevents men from seeking help.

### Grassroots

[www.prevent-suicide.org.uk](http://www.prevent-suicide.org.uk)

Suicide prevention charity offering training and consultancy, including the #StayAlive app for those at risk of suicide or worried about someone else. Providers of ASIST (Applied Suicide Intervention Skills Training):

<https://www.livingworks.net/programs/asist/>

### Papyrus

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

For the prevention of young suicide. Runs HOPELineUK, a dedicated suicide prevention hotline for anyone up to the age of 35 who may be feeling suicidal, or anyone concerned about a young person.