

Urgent help and support

Emergency services

Police, ambulance service, fire brigade, coastguard.
999 or 112

Lifeline

24 hour support for those in distress or despair.

0808 808 8000

Deaf and hard of hearing –Textphone users can call Lifeline on 18001 0808 808 8000

Samaritans helpline

Listening ear to those in distress.

08457 90 90 90

GP out of hours services

• South and East Belfast **028 9079 6220**

• North and West Belfast **028 9074 4447**

Mental health emergencies

• During office hours **028 9073 7547**

• Outside office hours **028 9056 5444**

Belfast Health and Social Care Trust HQ
51 Lisburn Road
Belfast
BT9 7AB
Headquarters
www.belfaststrust.hscni.net

028 9504 0100

GP referral-only services

'One point of referral' provides one point of entry for all new referrals to mental health services across Belfast. This is intended to offer a clear referral pathway for all new referrals.

During office hours

Primary mental health

Following assessment through 'One point of referral', primary mental health services offer short-term help to people with mild to moderate mental health problems.

028 9073 7547

Belfast Addiction Service

Belfast Addiction Service provides treatment for people who misuse alcohol or drugs. Within the service, there are different teams:

- **Community Addictions Team (CAT)**
- **Addiction Day Treatment Services (ADTS)**
- **Substitute Prescribing Team (SPT)**
- **Drug Outreach Team (DOT)**
- **Drug Arrest Referral Team (DART)**
- **Prescribed Medication Misuse Team**

This team provides assessment and treatment for people aged 18 years or over who are experiencing problems with alcohol, drugs and other substances.

Acute mental health inpatient service

There are a number of inpatient units across Belfast that provide a safe environment for assessment, treatment and therapeutic work on a range of severe mental health conditions. These services form part of a planned and integrated approach to care that is delivered in conjunction with the community mental health services and is designed to promote recovery.

Community mental health teams (CMHTs) are multi-professional teams that provide assessment, treatment and support services to people experiencing mental health problems. In emergency situations, a crisis response service will link with out of hours GPs or the emergency department (ED).

The teams within the Belfast Health and Social Care Trust are:

- **North Belfast Recovery Team**
- **South Belfast Recovery Team**
- **East Belfast Recovery Team**
- **West Belfast Recovery Team**
- **Community Forensic Team**
- **Perinatal Services**
- **Early Intervention Team**
- **Huntington’s Service**
- **Mental Health and Deafness Team**
- **Clozapine Service**
- **Floating Support Team**

Crisis Assessment and Intervention Team (CAIT) under 18 services.

Child and Adolescent Mental Health Service (CAMHS)
Beechcroft
Saintfield Road
Belfast BT8 6HD

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. There are also specialist teams for family trauma, drug and alcohol misuse, and eating disorders. The Belfast Trust provides the regional inpatient unit for CAMHS – referral to this unit will be through the community CAMHS.

• During office hours **028 9063 8000**

• Out of office hours **028 9056 5656**

Community Mental Health Team For Older People

The Community Mental Health Team For Older People is a multi-disciplinary team. Its purpose is to provide assessment, intervention, education, advice and support to individuals over the age of 65 years who are experiencing a mental illness, and individuals of any age who are experiencing or have concerns about dementia. The team also provides carer education advice and support. It operates an open referral system.

028 9504 0346 (Mon–Fri, 9am–5pm)

Suicide prevention/self-harm/self-help

Lifeline

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Samaritans helpline

Listening ear to those in distress.

08457 90 90 90

Forum for Action on Substance Abuse (FASA)

Support group that provides specialised services in relation to substance misuse, suicide and self-harm.

028 9080 3040

New Life Counselling

028 9039 1630 **028 9074 6184**

The Conservation Volunteers NI

028 9064 5169

Contact NI

028 9074 4499

The Rainbow Project

Support and counselling for gay and bisexual men.
www.rainbow-project.org

028 9031 9030

LIGHTHOUSE

028 9075 5070

East Belfast Survivors of Suicide

028 9046 0201 **077 2402 9766**

Opportunity Youth

Information, guidance and advice for young people on issues such as drugs and alcohol, employment, offending behaviour, and emotional and mental health.

028 9043 5810

Falls Women’s Centre

028 9032 7672

East Belfast Independent Advice Centre

028 9096 3003

H.E.A.R.T. The Maureen Sheehan Centre

028 9031 0346

MACS Supporting Young People

028 9031 3163

PIPS Belfast

028 9080 5850

Bridge of Hope

028 9074 6737 **028 9022 1022**

028 9543 8707

Suicide Awareness and Support Group

028 9023 9967

Trinity Community Counselling Service

028 9020 0396

Windsor Women’s Centre

028 9023 5451

Lenadoon Counselling Project

028 9060 0641

Charter for NI

028 9045 9458

East Belfast Community Development Agency

028 9045 1512

East Belfast Community Counselling

028 9046 0489

Mental health including eating distress and anxiety support

Northern Ireland Association for Mental Health (NIAMH)

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

www.niamh.co.uk

028 9032 8474

Praxis Care Group

Services for adults and children with a learning disability, mental ill health or acquired brain injury, and for older people, including people with dementia.

028 9023 4555

Mindwise

Support for people recovering from mental illness.

www.mindwisenv.org

028 9040 2323

Life After Mental Health Problems (LAMP) Service User Group

028 9024 2982

Threshold

Residential and supported housing/floating support.

028 9087 1313

Action Mental Health / New Horizons

028 9027 8283

Men’s Advisory Project

028 9024 1929

OASIS – IMAGO Project

028 9087 2277

East Belfast Community Development Agency

028 9045 1512

Eating Disorders Association

028 9023 5959

Aware Defeat Depression

Helpline (Mon–Fri, 10am–4pm)

Email: help@aware-ni.org

028 9032 1734 **0845 120 2961**

Northern Ireland Agoraphobia and Anxiety Society (NIASS)

028 9023 5170

Alcohol, drugs and smoking

Alcoholics Anonymous

www.alcoholics-anonymous.org.uk

028 9043 4848

National Drugs Helpline (FRANK)

24/7 drugs helpline.

0800 77 66 00

Drinkline

Mon–Fri, 9am–8pm; Sat–Sun, 11 am–4pm.

0800 917 8282

Al Anon / Alateen

Help and support for families and friends of problem drinkers.

www.al-anonuk.org.uk

028 9068 2368

ASCERT

Drug and alcohol training and education.

028 9260 4422

Dunlewey Substance Advice Centre

Counselling, support and mentoring services (for 17 year olds and under).

028 9061 1162

Falls Community Council

028 9020 2030

Forum for Action on Substance Abuse (FASA)

Support group that provides specialised services in relation to substance misuse, suicide and self-harm.

028 9080 3040

Addiction NI

028 9066 4434

Narcotics Anonymous

078 1017 2991

Smokers Helpline

0808 812 8008

Abuse

Rape crisis and sexual abuse helpline

Counselling, advice and advocacy services for survivors of sexual violence and abuse, and for those who support them.

028 9032 9002

Nexus

Advice, support and counselling for people who have been sexually abused.

• Out of hours **0845 303 0900**

www.nexusinstitute.org

028 9032 6803

PSNI Domestic Violence Officer

0845 600 8000

Victim Support

Emotional support for victims of crime.

• Out of hours support **0845 303 0900**

www.victimsupportni.co.uk

028 9024 3133 / 028 9024 4039

Domestic violence helpline

24/7 helpline

0800 917 1414

Bereavement

Lifeline

24 hour support for those in distress or despair.

0808 808 8000

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PIPS Belfast

028 9080 5850

Forum for Action on Substance Abuse (FASA)

Support group that provides specialised services in relation to substance misuse, suicide and self-harm.

028 9080 3040

Suicide awareness and support group

028 9023 9967

East Belfast Survivors of Suicide

028 9046 0201 **077 2402 9766**

Zest

Family outreach support for self-harm.

www.zestni.org

028 7126 6999

Barnardo’s child bereavement service

www.barnardos.org.uk

028 9066 8333

Cruse

National charity that exists to promote the wellbeing of bereaved people – for adults, children and young people.

National Cruse day-by-day helpline

028 9079 2419

Cruse young person’s helpline

0844 477 9400

0808 808 1677

Sexual health

Aids helpline

Confidential HIV sexual health helpline.

0800 137 437

Brook

Free confidential advice on sex and contraception for young people aged under 25 years.

0808 802 1234 **028 9032 8866**

Family Planning Association

Confidential information, advice and support on aspects of sexual health, family planning and information on local clinics in your area. Counselling service for those with an unplanned pregnancy. www.fpa.org.uk

0845 122 8687

HIV support centre services

For people living with HIV, their partners, families and carers.

Confidential helpline **028 9024 9268**

www.thehivsupportcentre.org.uk

0800 137 437

Genito Urinary Medicine (GUM) clinic

Situated at the Royal Victoria Hospital

028 9063 4050

Sexual orientation and gender identity

The Rainbow Project

Support and counselling for gay and bisexual men. www.rainbow-project.org

028 9031 9030

Cara-Friend

Provides information, support, friendship, counselling and signposting, and offers a social space service to the lesbian, gay, bisexual and transexual community.

www.cara-friend.org.uk

028 9089 0202

HERE

Lesbian Advocacy Services Initiative (LASI) is now HERE, a place for lesbian and bisexual women in Northern Ireland.

www.hereni.org

028 9024 9452

Transgender NI

www.transgenderni.com

Child/youth support

Childline

Counselling for children and young people.

Northern Ireland office **0870 336 2945**

www.childline.org.uk

0800 1111

Lifeline

24 hour support for those in distress or despair.

0808 808 8000

Deaf and hard of hearing –Textphone users can call Lifeline on **18001 0808 808 8000**

NSPCC

Child protection 24/7 helpline – emotional, physical or sexual abuse or neglect.

0808 800 5000

Youth Action NI

028 9024 0551

Forum for Action on Substance Abuse (FASA)

Support group that provides specialised services in relation to substance misuse, suicide and self-harm.

028 9080 3040

New Life Counselling

028 9039 1630 **028 9074 6184**

Opportunity Youth

Information, guidance and advice for young people on issues such as drugs and alcohol, employment, offending behaviour, and emotional and mental health.

028 9043 5810

LIGHTHOUSE

028 9075 5070

MACS Supporting Young People

028 9031 3163

Trinity Community Counselling Service

028 9020 0396

PIPS Belfast

028 9080 5850

Children’s Law Centre

028 9024 5704

Contact Youth Counselling

028 9074 4499

Include Youth

028 9031 1007

Voice of Young People in Care (VOYPIC)

Enabling children and young people with experience of care to make life changes.

www.voypic.org

028 9024 4888

Belfast YMCA

028 9068 4660

Action for Children

028 9046 0500

Student support

University of Ulster student support

Provides a professional counselling service on all campuses.

Belfast **028 9536 7300**

Coleraine **028 7012 4105**

Jordanstown **028 9036 6336**

Magee **028 7167 5218**

www.studentsupport.ac.uk

Queen’s University Belfast student guidance

A first stop for information, advice and guidance. Also provides a professional counselling service.

During office hours **0808 800 0016**

Belfast Metropolitan College

028 9026 5000

Family and relationships

Parenting NI

0808 801 0722

Barnardo’s

Parenting matters.

028 9064 4335

Gingerbread NI

Support for single parent families.

www.gingerbreadni.org

0808 808 8090

Family Trauma Centre

028 9020 4700

St Vincent de Paul regional office

028 9035 1561

Family Mediation NI

028 9024 3265

ACCORD

Marriage and relationships counselling.

www.accordni.com

028 9023 3002

Relate

Divorce/separation/marriage counselling.

028 9032 3454

Forum for Action on Substance Abuse (FASA)

Support group that provides specialised services in relation to substance misuse, suicide and self-harm.

028 9080 3040

Falls Women’s Centre

028 9032 7672

Windsor Women’s Centre

028 9023 5451

Sure Start

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.

East Belfast **028 9096 3399**

South Belfast **028 9094 2525**

Shankill **028 9087 4000**

Clan Mor **028 9032 7755**

Smile **028 9075 6654**

Glenbrook **028 9071 2266**

Benefits/financial advice

Law Centre NI

Legal support for disadvantaged individuals.

www.lawcentreni.org

028 9024 4401

Step Change Debt Charity

Provides confidential, free counselling, and debt and money management assistance to financially distressed families and individuals.

www.debtlineni.org

0800 138 1111

Citizens Advice Bureau

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

www.citizensadvice.co.uk

028 9023 1120

Age NI advice service

Free benefits check for older people.

0808 808 7575

Volunteer Now

028 9020 0850

East Belfast Independent Advice Centre

028 9096 3003

Gamblers Anonymous

028 9024 9185

Trauma

Domestic Violence Helpline

0800 917 1414

Family Trauma Centre

028 9020 4700

Nexus Institute

028 9032 6803

Rape Crisis Centre

028 9032 9002

WAVE Trauma Centre

Befriending and counselling for people who are victims of violence or bereaved due to the Troubles.

www.wavetraumacentre.org.uk

028 9077 9922

Victim Support

Emotional support for victims of crime.

Out of hours support **0845 303 0900**

www.victimsupportni.co.uk

028 9024 3133 **028 9024 4039**

Trauma Resource Centre

028 9051 0511

Carers

Carers NI

Benefits and carers’ rights.

028 9043 9843

Cause

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

Helpline **0845 603 0291**

www.cause.org.uk

www.cause.org.uk/current/PDFs/Helplineleaflet.pdf

www.cause.org.uk/current/PDFs/CarersInformationGuide.pdf

028 9065 0650

Crossroads Caring for Carers

Charity providing respite for short-term breaks for carers.

028 9181 4455

Belfast Carers’ Centre

028 9073 0173

Rural support

Rural Support 24/7 helpline

www.ruralsupport.org.uk

0845 606 7607

The Conservation Volunteers Northern Ireland

028 9064 5169

Other health-related support

Men’s Advisory Project

www.mapni.co.uk

028 9024 1929

Men to Men

028 9024 7027

Praxis

028 9023 4555

The Conservation Volunteers Northern Ireland

028 9064 5169

Disability Action

028 9029 7880

Down’s Syndrome Association

028 9066 5260

MENCAP

028 9069 1351

Royal National Institute of Blind People (RNIB)

028 9032 9373

Deaf Association for Northern Ireland

028 9043 7480

Northern Ireland Deaf Youth Association

028 9043 8566

Action on Hearing Loss

028 9023 9619

Speech Matters (part of the Stroke Association)

028 9050 8020

Housing/homelessness/ supported living

Emergency accommodation 24/7 helpline

0800 171 2222

Simon Community

028 9023 2882

Morning Star

028 9033 3500

Queen’s Quarter Housing

028 9031 3183

Cultural/ethnic

NI Council for Ethnic Minorities (NICEM)

NICEM puts people in touch with groups who offer support to minority ethnic groups and can also help with racial discrimination and limited migrant advice.

www.nicem.org.uk

028 9023 8645

Equality Commission NI

028 9050 0600

Older people

Age NI

Charity combining Age Concern NI and Help the Aged in Northern Ireland.

www.ageuk.org.uk/northern-ireland

028 9024 5729 **0808 808 7575**

Belfast area