

Mental Health and Wellbeing in York



9

66

Getting started and getting help quickly

What you can do to look after yourself

Where you can get advice, help and support

Welcome!

Looking for something fast? Find where it is from the quick list below!

- 3 [Helping people find out about mental health services in York](#)**
This guide helps people in York find out where they can get information, advice and support with their mental wellbeing.
- 4 [Do I have a mental health difficulty?](#)**
At times we can all struggle and our mental health is not as good as it could be.
- 5 [I think I need help. What can I do?](#)**
One in four of us will have a mental health problem of some kind during our life.
- 6 [Provision provided by Tees, Esk and Weir Valleys NHS Foundation Trust \(TEWV\)](#)**
TEWV provides mental health and learning disability services in the Vale of York.
- 8 [I am desperate! What should I do?](#)**
There are people who can help you. You are only a phone call away from help!
- 9 [Nobody's listening! What can I do?](#)**
Organisations that can help you find a way forward when you are feeling stuck.
- 10 [Talking things over](#)**
A brief explanation of various talking treatments and how they can help.
- 13 [Advice for family and friends](#)**
Many carers struggle to get the right information at the right time and not all professionals they come in contact with know how to help them find support.
- 14 [How can I help myself?](#)**
Some practical advice from York Mind.
- 15 [I am recovering. How do I keep well?](#)**
Useful advice for looking after yourself.
- 16 [Support in the community](#)**
Local area coordination supports people who may feel vulnerable due to age, frailty, disability or mental health needs.

Who can help me and where are they?

- 18 [Abuse](#)**
- 19 [Activity and Social Groups](#)**
- 21 [Adult Learning](#)**
- 22 [Alcohol and Drugs](#)**
- 23 [Advice for families and carers affected by alcohol and drugs](#)**
- 24 [Benefit Advice](#)**
- 24 [Bereavement](#)**
- 25 [Campaigns](#)**
- 26 [Caring and Support](#)**
- 26 [Debt and Finances](#)**
- 27 [Eating Habits](#)**
- 27 [Gambling](#)**
- 28 [General Wellbeing](#)**
- 29 [Having Your Say And Advocacy](#)**
- 31 [Hearing Voices, Visions and Unusual Beliefs](#)**
- 31 [Housing](#)**
- 32 [Intercultural York](#)**
- 32 [LGBT](#)**
- 33 [Local mental health organisations that provide help and treatment](#)**
- 36 [Loss of Pregnancy or infant death](#)**
- 37 [National mental health websites and phone numbers](#)**
- 38 [Older people \(50+\)](#)**
- 39 [Online safety](#)**
- 40 [Relationships and Families](#)**
- 41 [Self Harm](#)**
- 41 [Specific Illnesses and Conditions](#)**
- 42 [Support for students](#)**
- 45 [Veterans](#)**
- 45 [Victims of Crime](#)**
- 45 [Work - Paid and Volunteering](#)**
- 46 [Young People](#)**
- 49 [Young Carers](#)**

Helping people find out about mental health services in York

Welcome to the third issue of Healthwatch York's Guide to Mental Health and Wellbeing in York.

This guide helps people in York find out where they can get information, advice and support with their mental wellbeing.

Healthwatch York helps people share their views and concerns about health and social care services, signposts people to independent complaints advocacy if they need support to complain about a service and provides information about local services so that people know how to find the help they need.

When Healthwatch York asked people about their experiences of local mental health services, most felt that getting help earlier would have resulted in better health outcomes.

One of Healthwatch York's volunteers, **Louise Sangwine**, a former mental health service user agreed: 'I've spoken to so many people who faced the same challenges I did'. Louise felt that a guide to help people look after their mental wellbeing and find advice, information and support was part of the solution. Louise, with fellow volunteer John Brown, researched and compiled the guide to answer the questions people regularly ask.

The guide, which includes a directory of services, is based on a series of questions which people commonly ask themselves such as 'I feel acutely anxious, where can I get some help?'; 'Who can I talk to about how I'm feeling?'; 'How do I keep well when I'm recovering?' People have told us that before the publication of the guide, answers to these questions were often very difficult to find.

The first issue of the guide, published in 2015, was applauded by all the key stakeholders in York and most importantly by people living with mental health issues, their families and carers.

Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV), provided funding for the second issue.

Due to popular demand throughout the City we have made provision together with Ways to Wellbeing for this latest publication: Issue 3.

York Health and Wellbeing Board - Mental Health Strategy

York Health and Wellbeing Board has developed a new Mental Health Strategy for the City.

A newly formed mental health partnership will lead and co-ordinate the delivery of the final strategy which has the vision that 'every single resident enjoys the best possible emotional and mental health and wellbeing throughout the course of their life.'

The main focus of the strategy is to get better at spotting the early signs of mental ill-health and to intervene earlier. We want York to have services that support people in need without delay where there is no stigma and discrimination.

 **For further information see the 'Live Well' website: www.livewellyork.co.uk**

Feedback from previous issues

“The Guide is excellent. I'd like it to be available to staff as well as students”.
- Lead Counsellor, York College

“This is a great resource that I hope will improve access to support and early intervention.” - Staff member, Leeds and York Partnership NHS Foundation Trust

“This was exactly what we needed when my son was having serious mental health problems. We couldn't find any information anywhere and this was exactly what we wanted. Fantastic that someone has done it now”.
- Parent of a 17 year old

Colleagues in Healthwatch East Riding of Yorkshire were so inspired by our guide they have produced their own local version!

Do I have a mental health difficulty?

We all have mental health, like we all have physical health. Both change throughout our lives.

Just like our bodies, our minds can become unwell. At times we can all struggle and our mental health is not as good as it could be.

Some of the problems that you or those around you may notice are:

- Feeling low
- Worried a lot
- Troubling sleep or staying awake
- Frequently angry or irritated
- Hyper
- Problems eating
- Can't concentrate or think clearly
- Avoiding people or situations
- Confused
- Intrusive or upsetting thoughts
- Can't be bothered
- Forgetful
- Can't stop
- Taking un-prescribed drugs
- Drinking alcohol to cope

Are any of these long lasting, showing no sign of improvement or severe?

There are things that you can do to improve your health and wellbeing and you will find information in this booklet about this.

If you, or someone you know, is experiencing one or several of these problems, if this has been going on for some time and not improving or these feelings, thoughts or behaviours are severe, it could be that you or they may need some help to feel better.

Don't panic, there is help out there. This guide covers where you can go and what help and support there is in the York area.

One in four of us will have a mental health problem of some kind during our life.

The first few steps can be very hard, but you don't have to do it on your own...

Realise you are not alone and you can be helped!

There are a whole range of people and organisations that can help you to help yourself.

Talk to someone you trust – it really can help!

This could be your partner, a family member or a good friend. If this is not possible for you there are other people who can give you support and advice.

National organisations' are listed along with local places where you will find a sympathetic ear.

➡ **Turn to the contents on page 2 for a quick answer.**

I think I need help. What can I do?

Should I go and see my GP?

Our mental health is constantly changing in response to everything around us, our ability to respond to stressful situations, our physical health and the support networks we have to help us stay well and balanced.

Most of the time we are able to manage episodes of poor mental health ourselves without help from a doctor but when they last a long time or get worse it may indicate a more serious issue that needs specialist help.

All GPs and medical practices in York have been trained to offer general support to people experiencing mental ill-health.

This can include things like:

- + Medication
- + Counselling
- + Local support
- + Referral to Improving Access for Psychological Therapy (IAPT)
- + Information
- + A member of staff in the GP practice who works specifically with mental health issues
- + Referral to specialist help through a Single Point of Access. Sometimes this is called secondary care

Will I have to be seen by a psychiatrist or go into hospital?

If your GP can't help you immediately or they feel you need some extra help your GP can refer you to see a specialist.

The specialist will be able to assess you and help you think about the best course of action. Sometimes this will be a psychiatrist, sometimes a psychologist, counsellor or other trained professional. In NHS language this is known as 'Secondary Care'.

From 1st April 2014 many people now have a right in law to choose who their Secondary Care provider is. The standard option will usually be the local NHS service but others are available within the private and voluntary sector in York.

What if I don't want the help my doctor suggests. Can I refuse?

For the vast majority of people treatment is optional and like any clinical intervention you have the right to refuse treatment if you do not believe it is in your best interests.

The only time you can be forced to undertake treatment is if you are assessed by a qualified professional as being so unwell that you are a danger to yourself or other people.

In a situation like this you could be 'sectioned' under the Mental Health Act and a named doctor will be able to make decisions about your medication and where you should be cared for. Everybody who is detained under the Mental Health Act has the right to appeal against this decision using the free advocacy support. In York this service is provided by Cloverleaf advocacy. **See page 29.**

When will I begin to feel better?

Everyone is unique, with different problems, personalities, and life experience. Feeling better will vary in lengths of time, depending on circumstances, support and type of help received. Although it doesn't always feel like it, remember you can be helped and you will improve.

If you are receiving help or treatment from your GP or another professional, talk with them about how long these feelings may last.

What do I do if I don't feel better or I feel worse?

If you haven't seen your GP yet go and see them and tell them how you are feeling. If you are seeing your GP already or another professional tell them your concerns.

If the feelings are severe, intense or even suicidal, speak to someone now! Contact the Samaritans, your GP or go to A and E. It is important to seek help!

Provision provided by Tees, Esk and Weir Valleys NHS Foundation Trust (TEWV)

Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV)

@ tewv.communications@nhs.net

TEWV provides mental health and learning disability services in the Vale of York. TEWV is a specialist NHS provider of acute inpatient mental health services, community mental health services, learning disability services and CAMHS (Child and Adolescent Mental Health Services).

It is the trust's vision to be recognised as a centre of excellence with high quality staff providing high quality services that exceed people's expectations. This is underpinned by our values of commitment to quality, respect, involvement, wellbeing and teamwork.

Referrals come from a variety of sources: GP practices, mental health professionals and voluntary mental health organisations. Your GP can discuss your concerns with you. They will help you to decide if a referral to the services provided by TEWV will help you.

Access to Mental Wellbeing Service (AMWS)

 **Huntington House, Jockey Lane, York**

 **01904 526566**

The AMWS is a first stage of assessment designed to ensure access to the most appropriate help. They will discuss with you what you need and then you may be placed on a care and treatment plan (often called a pathway).

You can self-refer into AMWS service if you have been in receipt of TEWV York & Selby Services within a 12 month period.

Huntington House Mental Health Resource Centre

 **Jockey Lane, Huntington, York, YO32 9XW**

 **01904 556700**

The mental health resource centre houses the community Mental Health teams covering the North East area of the City. You may be seen by a Community Psychiatric Nurse, Support

Worker, Occupational Therapist, Social Worker, Psychologist or a Psychotherapist.

Acomb Campus

 **01904 736100 (Adult Mental Health Community Team)**

 **01904 752180 (Older People's Mental Health Community Team)**

Acomb Campus houses the mental health community team covering West of York.

Increased Access to Psychological Therapy Service (IAPT)

 **01904 556820**

 **01904 556840**

IAPT offers a range of treatments for common mental health problems such as anxiety and depression. Our treatments include Cognitive Behaviour Therapy (CBT), counselling for depression and guided self-help which can be delivered in a variety of ways e.g.: groups, telephone online and face to face. If you are feeling worried, stressed, low or anxious please call us.

TEWV Crisis Team

 **Peppermill Court, Ramsay Close, York**

 **01904 526582**

The Crisis Team provide a crisis assessment for those needing an urgent mental health service as well as providing a home intensive treatment service to promote the recovery of a crisis episode within a patients home or community environment.

York & Selby Early Intervention in Psychosis Service

 **01904 464850**

@ tewv.yorkeip@nhs.net

The Early Intervention Team help people aged 14-65 who may be experiencing psychosis for the first time. The team can work with individuals for a period of up to 3 years. The team is made up of different professionals

including psychologists, psychiatrists, nurses, occupational therapists, social workers, support workers and administrators.

Each person referred to the service will be appointed a CPA care coordinator who will be their main point of contact. The team is based in the City of York and covers York, Selby, Easingwold, Tadcaster and Pocklington.

TEWV Learning Disability Services

 **Systems House, Amy Johnson Way, Clifton Moor York, YO30 4XT**

 **01904 528300**

 **Monday - Friday, 8.30am - 5pm**

We work with individuals and their families with the aim of helping people to achieve their potential, contribute to society, and to live healthy, fulfilling lives. The clinical teams consist of a range of professionals including nurses, occupational therapists, physiotherapists, speech and language therapists, clinical support workers, as well as psychological therapy and psychiatry.

We have a strong ethos of involvement, working hard to make all our information accessible and relevant to those who use our services. We believe that every person with a learning disability should have the same choices and opportunities as everyone else.

If you have a learning disability, or know someone with a learning disability who needs help, support, or advice on a health-related issue you can contact us at Systems House, or see your social worker, GP or care manager who will make sure your details are passed on to us.

The learning disability services in York and Selby include an inpatient facility based at:

 **4-6 Oak Rise, Acomb, York YO24 4LJ**

 **01904 724844**

Children and Young People's services (CAMHS)

 **Lime Trees, 31 Shipton Road, York**

 **01904 615300**

For out-patient child and adolescent mental health services.

Crisis Home Resolution Team

 **01904 615348**

The Crisis Home Resolution Team serves young people and families across the York and Selby localities.

The Crisis Home Resolution Team provides a multi-disciplinary service tailored to meet the needs of young people and their families. This involves a range of treatments and interventions as well as working closely with other agencies.

Young people should receive the care and treatment they need in surroundings that best meet their needs. They should not be admitted to hospital unless it is clinically necessary to do so and they should be assessed by practitioners with training and experience of working with child and adolescent mental health issues.

For whom is the Service Intended?

Young people under the age of 18 years who present following an episode of deliberate self-harm, acute and uncontained emotional distress or display high levels of risk taking behaviour requiring immediate attention in the community.

Referrals for Assessment

The team operates an open referral system which is accessed via telephone from **10am-10pm, 7 days a week**. If an interpreter is needed we can also book this.

Worsley Court

 **Doncaster Road, Selby, YO8 9BX,**

 **01757 211564**

The community teams based at Worsley Court cover the Selby area and provide community Mental Health Adult and Older Peoples services.

I am desperate! What should I do?

– Do something not nothing!

If you have these feelings it is better to do something now and stop things getting worse!

– If you are considering suicide get help now!

– It is important to speak to someone!

- + Can you speak to someone you trust such as someone in your family, friend, carer, key worker?
- + If you have felt like this before has there been anything that helps?
- + If you are already getting treatment and support for your mental ill health, what does your care plan say you should do when you feel like this?

There are people who can help you. You are only a phone call away from help! There's no shame in asking for expert support when you need it.

Samaritans

24 hour, confidential emotional support service for anyone in distress or experiencing suicidal thoughts and feelings.

- 📞 **116 123 (free any time day or night)**
- 📞 **01904 655888 (local call charges apply)**
- @ **jo@samaritans.org.uk**

CALM (Campaign Against Living Miserably)

Providing information and emotional support aimed specifically at dealing with suicide and emotional distress in young men (up to age 35)

- 📞 **0800 58 58 58 (free) 5pm until midnight**
- 📄 **www.thecalmzone.net - Webchat available**

CLASP (Counselling Life Advice Suicide Prevention) Charity

📄 **www.claspcharity.com**

A website providing details of mental health and suicide prevention charities plus services offering advice and support

Papyrus

Provides support, practical advice and information to people up to the age of 35 who are worried about themselves, or to anyone who is worried about a young person.

- 📞 **0800 068 41 41 (HOPELine, open 24 hrs)**
- @ **pat@papyrus-uk.org**
- 📄 **Text: 07786 209697**

Saneline

Specialist mental health helpline

- 📞 **0300 3047000**
- 🕒 **4.30pm-10.30pm each evening**
- @ **www.sane.org.uk**

Download the Stay Alive app at:
www.prevent-suicide.org.uk

GP

Contact your GP and ask for an emergency appointment. If the surgery is closed there will be an out of hours service.

NHS 111

For non-emergency advice NHS 111 is available **24 hours a day, 365 days a year**. Calls are free from landlines and mobile phones.

- 📞 **111**
- 📄 **Textphone: 18001 111**

999

If someone is at risk of harming themselves or others the safest response is to dial 999 and ask for an ambulance. Paramedics are trained to deal with crisis situations and can call on other professionals if necessary.

A&E

The Accident and Emergency Department at York Hospital has staff trained to deal with mental health crises and can access specialist support if necessary.

- 📞 **01904 631313**

Nobody's listening! What can I do?

Have you tried talking to friends, family, carers, key workers?

Talking things through with someone who knows you well can help in trying to find a way forward. Sometimes though you may still need advice from an organisation that can help you by providing information and support on what you can do next, based on their expertise.

Organisations that can help

Healthwatch York

📞 01904 621133
@ healthwatch@yorkcvs.org.uk
🌐 www.healthwatchyork.co.uk

York Advocacy

Provides a free, confidential and independent advocacy service across the City of York for individuals with mental ill-health.

📍 4 Devonshire Court, Clifton,
York, YO30 5PQ
📞 01904 414357 or 643364
@ office@yorkadvocacy.org.uk
🌐 www.yorkadvocacy.org.uk

Tees, Esk and Wear Valleys NHS Foundation Trust Patient Advice and Liaison Service

🕒 PALS are available Mon to Fri, 9am-4pm.
📍 PALS team, Flatts Lane Centre, Normanby
Middlesbrough, TS6 0SZ
📞 Freephone: 0800 052 0219
📞 01642 283546
📞 07775 518 086
@ tewv.pals@nhs.net

What can PALS do to help me?

If you have concerns about any of the trust services either you or your relative are receiving, PALS staff will listen and discuss options with you. They can talk to clinical staff on your behalf or you may prefer to have a meeting with clinical staff and support

from PALS staff. The aim overall is to resolve concerns as quickly as possible.

If your concerns are about a relative's care, to ensure patient confidentiality, PALS staff may need to seek permission from your relative before contacting a clinician.

The PALS team aims to:

Advise and support patients, their families and carers signpost, providing information on NHS services and support available from other agencies listen to your compliments, comments, concerns and complaints help sort out problems on your behalf.

PALS act independently when handling patient and family concerns, liaising with staff, managers and, where appropriate, relevant organisations, to negotiate solutions as soon as possible. If necessary, PALS can also refer patients and families to specific local or national-based support agencies.

PALS staff do not provide long term advocacy support, counselling, diagnosis or clinical advice. PALS staff can however speak on your behalf to the people who provide all of these services.

If you are in distress and feel desperate please refer to page 8.

Talking things over

Are you ready to talk to somebody?

Talking therapy is for anyone who's going through a bad time or who has emotional problems they can't sort out on their own.

Talking therapies can help all sorts of people in many different situations. You may be able to get talking therapy on the NHS but there is usually a waiting time. Talking therapy is widely available privately.

Why talking therapy may help

Sometimes it's easier to talk to a stranger than to relatives or friends. During talking therapy, a trained therapist listens to you and helps you find your own answers to problems, without judging you.

The therapist will give you time to talk, cry, shout or just think. It's an opportunity to look at your problems in a different way with someone who'll respect and encourage your opinions and the decisions you make. Usually, you'll talk one-to-one with the therapist. Sometimes, talking treatments are held in groups or in couples, such as relationship counselling.

Talking therapies can help if you have: depression, anxiety, an eating disorder, a phobia, an addiction. They're often used if you've been diagnosed with a serious mental health condition, such as schizophrenia or bipolar disorder.

 www.nhs.uk/Conditions/stress-anxiety-depression/Pages/benefits-of-talking-therapy.aspx

“A trained therapist listens to you and helps you find your own answers to problems, without judging you.”

The types of therapy

Talking therapy is a broad term. It covers all the psychological therapies that involve a person talking to a therapist about their problems.

Although there are many different types of talking therapy, they all have a similar aim: to make you feel better. Some people say that talking therapies don't make their problems go away, but they find it easier to cope with them and feel happier.

For some problems and conditions, one type of talking treatment may be better than another. Different talking treatments also suit different people. A particular one may be best for you and your situation.

To help you decide which one would be most suitable for you, talk to your GP about the types of talking therapy on offer (let them know if you prefer a particular one).

A brief explanation of various talking treatments and how they can help:

Counselling

Probably the best-known talking therapy and the one most readily available at your GP surgery. On the NHS it usually consists of 6 to 12 sessions, each an hour long. You talk in confidence to a counsellor about how you feel about yourself and your situation. They support you and offer practical advice.

Counselling is ideal for people who are basically healthy but need help coping with a current crisis, such as: anger, relationship issues, bereavement, redundancy, infertility, the onset of a serious illness.

Cognitive Behavioural Therapy

CBT helps you think less negatively, so that instead of feeling hopeless and depressed, you cope better with and even start to enjoy the situations you face.

Available on the NHS, you set goals with your therapist and carry out tasks between sessions. A course typically involves around six to 15 sessions, which last about an hour each. There are also self-help books and computer courses which use the concepts of CBT to help you overcome common problems like depression.

Like counselling, CBT deals with current situations more than events in your past or childhood. In particular, CBT can help: depression, anxiety, panic attacks, phobias, obsessive compulsive disorder (OCD), post-traumatic stress disorder, some eating disorders especially bulimia.

Psychotherapy

Unlike counselling and CBT, psychotherapy involves talking more about your past to help you overcome problems you're having in the present. It tends to last longer than CBT and counselling. Sessions are an hour long and can continue for a year or more.

There are different types of psychotherapy, but they all aim to help you understand more about yourself, improve your relationships and get more out of life. It can be especially useful in helping people with long-term or recurring problems to find the cause of their difficulties.

Group therapy

In group therapy, up to around 12 people meet, together with a therapist. It's a useful way for people who share a common problem to get support and advice from each other. It can help you realise you're not alone in your experiences, which is itself beneficial. Some people prefer to be part of a group or find that it suits them better than individual therapy.

Family therapy

This may be offered when the whole family is in difficulty. A therapist (or pair of therapists) meets the whole family and explores the family's views and relationships to understand the problems they are having.

It helps family members communicate better with each other. Sessions are between 45 minutes and an hour-and-a-half long, and usually take place several weeks apart.

Family therapy is useful for any family in which

a child, young person or adult (a parent or a grandparent) has a serious problem that's affecting the rest of the family. Many types of cases are seen by family therapists, including: child and adolescent behavioural problems; mental health conditions, illness and disability in the family; separation, divorce and step-family life; domestic violence; drug or alcohol addiction.

Couples therapy

Can help when a relationship is in crisis (after an affair, for example). Both partners talk in confidence to a counsellor to explore what has gone wrong in the relationship and how to change things for the better. It can help couples learn more about each other's needs and communicate better. Ideally, both partners should attend the weekly hour-long sessions, but they can still help if just one person attends.

Who can I talk to in York?

1-2-1 Counselling

Enquiries should be made via the 1-2-1 Counselling answerphone:

 **07587 155678**

 **www.121counsellingyork.org**

Professional counselling to anyone over the age of 16 in the York area.

Normally service users will be offered up to six sessions, with a possible extension for a further six.

Presenting issues include anxiety and panic attacks; mild to moderate depression; post-bereavement issues; work-related stress; relationship breakdown; managing the long-term effects of childhood abuse, neglect and many other issues.

The service currently operates on **5 weekdays (9am - 4pm)**, together with an early evening provision on Wednesdays.

The main base is in a convenient city centre location in St Saviourgate. Early evening sessions are provided at the Quaker Meeting House. Additionally, female clients are able to

.....
➔ **Talking things over** continues on the next page.

access the service at the Kyra Centre, Central Methodist Church, St Saviourgate.

This service is offered free of charge. A donation towards running costs is requested.

York Mind Counselling Service

 **01904 643364**

 **office@yorkmind.org.uk**

Private and confidential counselling service in a confidential setting on a weekly basis. The service provides up to 16 sessions and it is a chargeable service. York Mind has a team of 20 volunteer counsellors from a variety of backgrounds.

Spurriergate Centre

 **St Michaels Chambers,
Spurriergate, York YO1 9QR**

 **07847 181154**

 **www.thespurriergatecentre.com**

 **www.spurriergatecentre.com/counselling**

 **counselling@thespurriergatecentre.com**

The Spurriergate Centre offers a listening and counselling service to members of the public and is affiliated with the Association of Christian Counsellors - www.acc-uk.org. These services are professionally run by qualified staff in complete confidence.

-  **One-off listening sessions give the opportunity to talk through problems and issues.**
-  **Counselling can assist in crisis situations and also offers a safe place to look deeper into long-term difficulties.**

This service is offered free of charge and is appropriate for clients of any faith or none. A donation towards running costs is requested.

 **Opening Times: Mon - Sat, 9am-5pm**

Survive Counselling Service

 **01904 638813**

 **survive@survive-northyorks.org.uk**

 **www.survive-northyorks.org.uk**

Survive counsellors understand the complexities of surviving sexual violence and abuse. They work with post-traumatic stress disorder, dissociative conditions, complex trauma, depression and anxiety in a safe and confidential setting.

The Tuke Centre

 **28 Green Dykes Lane, York, YO10 3HH**

 **www.thetukecentre.org.uk**

 **01904 430 370**

The Tuke Centre is a counselling and therapy service which offers discreet, confidential support for people through difficult times. You can access their services by contacting them direct, or through referral from your GP or other healthcare professional. Charges may apply.

They have a full range of psychological therapies including counselling, psychotherapy, psychology and psychiatry. Held in a non-clinical, safe, calm environment.

We can help people with a wide variety of personal difficulties: stress, anxiety, depression, relationship problems, coping with divorce/separation, bereavement, self-esteem, phobias, anger management, assertiveness, addictions. We have specialists in trauma (PTSD), specialists in eating disorders and specialists in personality disorders including a full dialectical behavioural therapy (DBT) programme.

York Women's Counselling

 **15 Priory Street, York, YO1 6ET**

 **01904 652706**

 **yorkwomens@outlook.com**

 **www.yorkwomenscounselling.org**

Providing affordable counselling for women in York and surrounding areas. They are women counsellors who accept referrals from any women who wants to refer themselves. Clients are asked for a donation to cover running costs, the amount depends on income.

Advice for family and friends



Many carers struggle to get the right information at the right time. Not all professionals they come into contact with know how to help them find support.

They also find that information is not always up to date and available from one source. Many carers need information and a conversation to help them start to access the support they need.

York Carers Centre and City of York Council have developed a 3 step checklist to help carers, and people who come into contact with carers at work, know where to start.

The 'Start here' checklist is available online at www.yorkcarerscentre.co.uk/start-here-checklist-for-carers and is also available as a factsheet.

“ We all manage our mental health in different ways and we need to be wary of judging others by our own standards when looking at the way they choose to stay well. ”

What if someone I know with mental health problems doesn't want any help?

If you have concerns that somebody is unwell and not getting the help they need there are agencies who can offer advice and practical help.

📞 **NHS 111**

📞 **City of York Council Customer Access & Assessment Team for Adult Social Care: 01904 555111 (Office hours)**

📞 **Emergency Duty Team: 01609 780780 (out of hours and bank holidays)**

We all manage our mental health in different ways and we need to be wary of judging others by our own standards when looking at the way they choose to stay well.





Some people experiencing mental ill-health may not be aware of how poorly they are becoming and need somebody to help them see the difficulties they are facing. This might be a difficult conversation but often hearing the concerns of a trusted friend or family member might be all that is needed to encourage somebody to ask for the help they need to start getting better.

If you feel somebody is at serious risk of harm you should call **999** and report your concerns.

The Accident and Emergency Department has access to 24 hour psychiatric support enabling them to arrange speedy assessments for individuals who are at immediate risk of harm.

How can I help myself?

York Mind recommends:

- + It is important to acknowledge that you have a problem and ask for help
- + Exercise, such as walking, releases chemicals in the brain, which improve our mood
- + A well balanced diet, rich in fruit and vegetables, can help improve a person's mental state
- +  www.nhs.uk/change4life
- + **Books on Prescription** is a scheme which enables GPs and other health professionals to 'prescribe' self-help books that may help with a range of mental health issues
➔ **See page 33.**
- + Relaxation, involving deep breathing and tensing muscles, can be very useful in releasing the tension caused by stress
- + Support/self-help groups can help you make new contacts, share information and learn coping strategies
- + **York Mind run a number of mental health and wellbeing activities:**
 www.yorkmind.org.uk/our-services/mental-health-wellbeing-activities-programme
- + It is important to be active and have a routine. This can help you to manage your stress levels
- + **Sleep is very important to your mental health. There is more information on the following websites:**
 www.mind.org.uk
How to cope with sleep problems
-  www.mentalhealth.org.uk
Sleep Matters: The Impact Of Sleep On Health And Wellbeing
- + Helping others, for example by volunteering, can help to improve your well being
- + Doing something creative can be beneficial. Focusing on specific activities can help to distract you from your worries and improve your mental well-being. Creative activities can include art and craft groups, photography, cooking and creative writing

On days when you are not feeling good it can be hard to think of things which may help you to feel better. It is worth trying to do something which has helped previously but at such times it can be difficult to think what they are.

Having them written down so you can refer back to them can be a good idea. On a better day write down what helps you. This may feel daunting but you could maybe do this with the support of someone you trust such as a family member, friend or a health professional. Try to make a personal plan, e.g.:

.....
**“ When I feel / have felt
doing / talking to / thinking
..... helps etc. ”**
.....

York Mind recommends:

When you are feeling bad it is important to be kind to yourself. One way to look at things is to think 'How would I treat a friend who was in a similar situation?'

You can:

- + Take small, manageable steps. For example, go for a short walk
- + Accept that you have a mental health problem. You deserve to feel better
- + Learn to live in the moment and accept your thoughts. Practising mindfulness is a way of treating yourself with kindness
- + Remember positive things that other people have said about you
- + Try positive self-talk. For example:
“ I am going to have a good day.”
“ This is something that I am good at.”
“ I have achieved a lot today.”
- + Have some 'me time'. This is time spent relaxing and focusing on your own needs. You could find a quiet place, such as a garden or park, to chill out and relax

I am recovering. How do I keep well?

- ✓ **Keep active**
- ✓ **Keep in contact - avoid isolation**
- ✓ **Keep a record - write down what has helped**
- ✓ **Keep up with self help**
- ✓ **Know when to seek help - discuss with family/friends/professionals**
- ✓ **Work unpaid and paid**
- ✓ **Reflecting on what may have caused episode.**

York Mind recommends:

- Develop a support network - people, friends you can contact when you need support
- Use support/peer support/self-help groups - meet and share with others who have had similar experiences
- A healthy lifestyle can help to keep you well. Diet and exercise are particularly important.
- Relaxation, yoga, meditation and mindfulness can all help to maintain well-being.

Websites that have very useful information on well-being:

-  www.actionforhappiness.org
Action for Happiness - national campaign to improve well-being (including 10 keys to happier living)
- Five ways to well-being** - Connect, Be active, Take notice, Learn, Give
-  www.nhs.uk/livewell/emotionalhealth
-  www.mind.org.uk/workplace/mental-health-at-work/taking-care-of-yourself/five-ways-to-wellbeing

Ten Top Tips for Good Mental Health

1. **Don't be perfect**
2. **You can't be all things to all people**
3. **It is OK to leave some things undone**
4. **Don't spread yourself too thinly**
5. **Learn to say 'no'**
6. **Make time for yourself and your support network**
7. **Regularly switch off and do nothing**
8. **Everyone is boring, inelegant and unattractive sometimes**
9. **Don't feel guilty and beat yourself up**
10. **Treat yourself as you would a best friend, don't be your own worst enemy**



Support in the community

Local area coordination - City of York Council

Supporting residents of York to stay strong, safe, well, resilient, independent and connected with their local communities.

What is local area coordination and what does it do?

Local area coordination supports people who may feel vulnerable due to age, frailty, disability or mental health needs.

A local area coordinator will take time to get to know you, your family/carer and community. They will support you to:

- + **Think about your vision for a good life**
Explore, think and plan for the future.
- + **Access relevant information, advice and support**
Support to find information in a variety of ways
- + **Develop relationships using personal local networks**
Meet new people and connect with your local community
- + **Identify and develop personal strengths, skills, talents, goals and abilities**
Supporting you to find opportunities to share these
- + **Get your voice heard**
Be heard, in control and make choices
- + **Feel safe, secure and more confident in the future**
Support with planning practical steps to make changes
- + **Be more involved in your community**
Introduce you to groups, activities and volunteering
- + **Where possible find practical non service solutions**
Find practical ways of doing the things you want or need to do
- + **Get the right help from services**
Access support and services if required

What people say about local area coordination:



- “They don’t judge, assess or tell me what to do. It’s all about me.”
- “It’s really nice to be able to come and talk to the same person face to face.”
- “They support and challenge us to do things for ourselves - this has helped me build confidence, to solve more of my own problems and to need services less.”
- “The LAC has listened to all the issues affecting me, normally people want to pass me on to someone else; the LAC has helped me deal with all of it.”
- “LACs take time to get to know us, our family, our community and our circumstances.”

How to get in touch with a local area coordinator:

As of May 2018 there are three local area coordinators, although the Council plans to expand the programme:

- 📍 **Westfield - 07903 868742**
- 📍 **Tang Hall - 07795 354468**
- 📍 **Huntington and New Earswick - 07500 997556**
- 🌐 **www.york.gov.uk/localareacoordination**

Who can help me and where are they?



If you have specific questions, or need help or advice, you can contact the organisations listed in this directory.

All organisations are listed in the index at the back of the directory.

Abuse

Alternatives to Violence Project

📞 01904 636318
📞 07479 982703
@ yorkshire@avpbritain.org.uk
🌐 www.avpbritain.org.uk

AVP works with people from all backgrounds and situations who want to handle conflict, deal with strong feelings like anger and fear, and build better relationships.

Friendly, low-cost workshops/courses that can really make a difference. Whether you face difficult situations - in the family, on the street, in your workplace or somewhere else.

IDAS - Independent Domestic Abuse Services

📍 39 Blossom Street, York
📞 03000 110110
@ info@idas.org.uk
🌐 www.idas.org.uk

Advice, accommodation, support

📞 03000 110 110

24hr National Helpline

📞 0808 2000 247

Comprehensive support services including advice and accommodation to all those experiencing or affected by domestic abuse. Supporting male victims of abuse as well as women and often children and young people.

IDAS never judge victims of abuse, and their staff take seriously what they are told and work with them to find the best solution to suit individual needs.

They are here if you are worried about your relationship or if you want more information on healthy relationships.

Survive

📍 15 Priory Street, York YO1 6ET
📞 01904 638813
📞 Helpline: 01904 642830
🕒 Every Wednesday
@ Survive@survive-northyorks.org.uk
🌐 www.survive-northyorks.org.uk

Offers a range of services:

- + Helpline - 🕒 Wednesday, 1pm - 3.30pm
- + One-to-one support or advocacy sessions with emotional and/or practical issues
- + Male Support Group - A chance to meet other male survivors
- + Counselling - One-to-one service with either a male or female counsellor for survivors of rape and sexual abuse
- + Supportive/social groups - an opportunity to meet other survivors of sexual abuse or rape. Separate groups are provided for women and men
- + Outreach - Supporting survivors in their homes or local communities for those who find it difficult to travel for support
- + Book loan - Library service - a range of books can be borrowed free of charge for up to 1 month

Men's Advice Line

📞 0808 801 0327
@ info@mensadviceline.org.uk
🌐 www.mensadviceline.org.uk

A confidential helpline providing practical advice, information and emotional support to any man experiencing domestic violence and abuse from a partner (or ex-partner).

Their focus is to help increase the safety and reduce risk. They can help concerned friends and family.

🕒 **Men's Advice Line open Mon-Fri 9am-5pm**
📞 **Call on freephone: 0808 801 0327 (free from landlines and from mobiles using the O2, Orange, T Mobile, Three (3), Virgin, and Vodafone networks).**

Calls will not appear on BT landline phone bills. Voicemails and emails should get a response within two working days.

Respect

☎ 0808 802 4040

@ info@respectphonenumber.org.uk

🌐 www.respectphonenumber.org.uk

The Respect phonenumber is a confidential and anonymous helpline for anyone concerned about their violence and/or abuse towards a partner or ex-partner.

We are a team of skilled professionals offering advice, information and support to domestic violence perpetrators, as well as to their (ex) partners and frontline workers. We are a helpline and email service

🕒 **The Respect phonenumber is open 9am-5pm.**

The Truth Project

☎ 0800 917 1000

@ share@truthproject.org.uk

🌐 www.truthproject.org.uk/i-will-be-heard

The Truth Project is about victims and survivors of child sexual abuse sharing their experiences so we can learn from the past to build a better future.

They will contact everyone to arrange how people want to share their experiences; offering a private session with a facilitator or a written account if preferred. All information is confidential.

🕒 **Open weekdays 8am-8pm, Saturdays 10am-12noon. Calls are free and they don't show on bills.**

Activity and Social Groups

The thought of attending a group can be daunting and make you feel anxious. If you feel this way, you are not alone. Going that first time, especially if you are not used to being around other people can feel difficult. But it does get easier.

If you have any concerns it is worth phoning beforehand and explaining your worries and concerns. Some groups are only very small and can be a good first step to getting out and about again. You can always ask if you can bring a friend for support.

Café Nelli

@ Beth: elspethbarraclough@yahoo.co.uk

🌐 www.nelli.org.uk

🕒 New Earswick Less Loneliness Initiative (NELLI) held **every Wednesday 10am-12 noon at the Folk Hall in New Earswick.**

All are welcome. Enjoy the delicious coffee and cakes, newspapers, knit and natter, play chess, swap a book, or just come and have a chat.

Club 84 (run by Rethink - York Group)

👤 **Co-ordinator: Rob Hyett**

☎ 07788 557371

🌐 www.yorkgroup@rethink.org

A social club which meets monthly to provide help and support for people who have experienced mental illness. We aim to help members overcome problems of isolation, loneliness and exclusion through regular meetings and outings which are chosen by members and led by volunteers.

🕒 **We meet on the first Wednesday of each month at Guppy's Enterprise Club, 17-19 Nunnery Lane, York from 6pm-8pm.**

Members are asked to pay a small entry fee which includes refreshments

The Club is open to people of working age who live within a reasonable distance of York and who have experience of mental illness.

Ecotherapy at St Nick's

👤 **Contact: Kathy Sturgess**

☎ 01904 411821

@ ecotherapy@stnicks.org.uk

🌐 www.stnicks.org.uk

Ecotherapy promotes good mental and physical wellbeing through activities based around the natural environment. At St Nick's, we offer a choice of Ecotherapy activities alongside mentoring support five days per week.

The activities vary and include traditional conservation, creative writing, allotments, gardening and wildlife based activities including nature walks, animal surveys and artwork creation.

➔ **Activity and Social Groups** continues on the next page.

Flower Power York

📞 07899 695749 and 07944 911093

@ hello@flowerpoweryork.co.uk

🌐 www.flowerpoweryork.co.uk

Flower Power York grow beautiful seasonal flowers to bring positive changes to people's lives, improving mental health and wellbeing. We support lonely, isolated or disadvantaged people and those living with health conditions, including dementia, to experience therapeutic benefits of growing and working with flowers through volunteering programmes, workshops and events.

The Hut, York Ltd

📍 Wiggington Road, York, YO31 8HG

📞 01904 652991

@ info@thehutyork.co.uk

🌐 www.thehutyork.co.uk

A small friendly member's led charity, offering a safe space where everyone is welcome.

🕒 **Open Mon-Fri between 10am and 4pm.**

Offers different activities over the week bringing creativity and purpose to lives of adults with enduring mental health conditions and/or learning difficulties, supporting individuals both short and long term.

MHA Strawberry Fields Cafe

📍 MHA (Methodist Housing Association), Field Court, Hempland Lane, Heworth

📞 01904 430147

@ scheme.york@mha.org.uk

A café for people with dementia and their carers. 🕒 **The first Friday of every month between 2pm and 4pm.**

York Mind Mental Health and Wellbeing Activities Programme

📞 01904 643364 (option 5)

@ activities@yorkmind.org.uk

🌐 www.yorkmind.org.uk/our-services/mental-health-wellbeing-activities-programme

York Mind are delivering an exciting programme of activities including: Learning and Development, Discover Courses, Weekend Workshops, Wellbeing Activities and Social Activities. See website for further details.

Poppleton Community Railway Nursery

📍 Poppleton Community Railway Nursery, Station Road, Upper Poppleton, York, YO26 6QA

📞 01904 797623 or

📞 07800 501382

@ pcrn.info@yahoo.co.uk

🌐 www.poppletonrailwaynursery.co.uk

Poppleton Community Railway Nursery is a charity run by volunteers. It has formed partnerships with health agencies in the York area that find horticultural skills training to be therapeutic for adults recovering from mental health issues.

An opportunity to learn about growing and propagating plants and to develop simple DIY skills which could help to enhance future career prospects. A recent addition to the Nursery is a craft group; teaching skills such as rag rug making and felting for pleasure and leisure.

Benefits of working at the nursery include improvements in confidence and self-esteem, social development through working alongside a range of different people and the opportunity to make new friends and build new relationships.

Seek Solace OCD & Hoarding Support Group

📞 07599 784023

@ rachelebailey1990@gmail.com

🌐 www.ocdaction.org.uk

A group in York for people with OCD and others affected by it.

St Nicks - Centre for nature & green living

📍 St Nicks Environment Centre, Rawdon Avenue, York YO10 3ST

📞 01904 411821

@ info@stnicks.org.uk

🌐 www.stnicks.org.uk

St Nick's is York's leading organisation promoting sustainable living, by endorsing the benefits of outdoor activity to physical health and mental well-being.

Opportunities to volunteer are available.

Sunday Coffee Club

☎ 01904 643364 (option 5)

@ activities@yorkmind.org.uk

Based at 30 Clarence Street the Sunday Coffee Club offers a friendly and welcoming space, where you can drop in for refreshments, meet new people and have a chat.

🕒 **Sundays 2pm-5pm. Free to attend (charges are made for refreshments).**

York Health Walks

👥 **York health walks Co-Ordinators:**

☎ **Jenny Nicholson: 07709526254**

Kay Ovenden: 01904 693235

@ **Jenny: jennynich53@gmail.com**

Kay: kayork@btinternet.com

🌐 www.york.gov.uk/healthwalks

Regular guided walks for people from various venues across the city. Walks range from 30 minutes to 2 hours. They are free, and provide a great way to maintain or build up fitness.

York Men's Shed

☎ 07814 757048

🌐 www.yorkmensshed.co.uk

A Community Organisation which aims to help men facing loneliness, illness, unemployment or bereavement find new hobbies, friends and to feel part of the community.

Yor-Peer Support

@ yor.peeryork@gmail.com

A peer-led, mental health support group founded by people with lived experience of mental health difficulties. The self-help group is for adults experiencing mental health problems and/or learning difficulties, family members, carers and support workers.

We understand you might feel anxious about coming to the group so please feel free to bring a support person. Alternatively someone from the group could arrange to meet with you. You never have to attend alone.

🕒 **We meet once a month at Briar House, Club Chambers, Museum, Street, York**

Yortime

🌐 www.yortime.org.uk

This site has been created to help you find a wide variety of events, community groups and learning opportunities in and around York.

Adult Learning

Bagwasharts in mind

☎ 07704 773256

@ Bagwasharts@gmail.com

🌐 www.bagwashartsinmind.org

Mental health and the Arts; specialising in personality disorders, depression, self-harm and anxiety. Delivers bespoke creative workshops for organisations. Also gives talks/workshops to peer support groups, service user settings and in the community using positive, safe self-expression rather than old self-defeating behaviours.

Converge

👥 **Contact: Hilary Bailey (Converge Administrator)**

📍 **Converge Office**

York St John University, Lord Mayor's Walk, York YO31 7EX

☎ **01904 624624 (Please leave a message for Hilary Bailey)**

@ converge@yorksja.ac.uk

🌐 www.yorksja.ac.uk/converge

Offers courses that give you the freedom to create, challenge and inspire yourself and others; discover new abilities, share and develop confidence.

Courses take place at York St John University and are taught by staff, students and people with particular expertise who themselves have experience of mental ill health.

Learn and explore new ideas for self-expression and communication, aid recovery and work towards achieving your goals. Our courses include: music, dance, theatre, creative writing, coaching for your future, song-writing, art, understanding happiness and filming.

We also support Communitas Choir and host Out of Character Theatre Company, a registered charity (number 1161399). To find out more, please visit the website: www.outofcharactertheatre.squarespace.com

➔ **Adult Learning** continues on the next page.

The Discovery Hub

c/o Converge

 **York St John University, Lord Mayor's Walk, York YO31 7EX**

 **01904 876070**

 **discoveryhub@yorks.ac.uk**

 **www.yorks.ac.uk/converge**

The Discovery Hub is an innovative service funded by Tees Esk and Wear Valleys NHS Foundation Trust in partnership with Converge.

Provides information and access support for anyone who has experienced mental health illness and wishes to use learning opportunities as part of their recovery journey. The team of Learning Access Workers support people to gain access to learning opportunities across York and surrounding areas.

Working with Converge at York St John University to connect people to educational and learning opportunities that enhance a recovery journey, enabling a person to rebuild identity, relationships and independence.

Offers free one to one information sessions to help meet learning goals.

WEA

 **0300 303 3464**

 **www.wea.org.uk/yh**

WEA runs courses that aim to improve your mental health.

Explore York Libraries and Archives

 **www.exploreyork.org.uk**

Libraries are a great place to learn. There are many different ways to pick up new knowledge and skills: from sitting with a cuppa reading the paper, to taking an 8 week Adult Education class. You can attend classes organised by York Learning and WEA on everything from lip reading to Pilates.

➔ **Also see Books on Prescription on page 33.**

York Learning

 **West Offices Customer Centre, Station Rise, York**

 **01904 554277**

 **york.learning@york.gov.uk**

 **www.yorklearning.org.uk**

Alcohol and Drugs

Addaction

 **0207 251 5860**

 **info@addaction.org.uk**

 **www.addaction.org.uk**

Addaction support adults, children, young adults and older people to make positive behavioural changes. Whether that's with alcohol, drugs, or mental health and wellbeing, we're here to help people improve their lives in ways they never thought possible.

Changing Lives Addictions and Recovery Service, Oaktrees York

 **Bowes Morrell House**

111 Walmgate, York, YO1 9UA

 **01904 621776**

 **oaktrees.york@changing-lives.org.uk**

 **www.changing-lives.org.uk**

A 12 week abstinence based day treatment centre for men and women who want to be free from drugs and alcohol. You can refer yourself or be referred by an agency.

Change, Grow, Live

www.changegrowlive.org

Provides help and support to adults, children, young people and families. Services cover a wide variety of areas including health and wellbeing, substance use, mental health, criminal justice, domestic abuse and homelessness.

Alcoholics Anonymous

 **0800 9177 650**

 **www.alcoholics-anonymous.org.uk**

Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. Their primary purpose is to stay sober and help other alcoholics to achieve sobriety.

The only requirement for membership is a desire to stop drinking. There are no dues or fees for AA membership; we are self-supporting through our own contributions.

Drink Aware

 www.drinkaware.co.uk

Learn about the effects of alcohol on your life and lifestyle, so that you can make informed decisions when it comes to drinking. Learn what constitutes binge drinking, how you can tell if you are; and where you can go to for help.

Drinkline

 **0300 123 1110**

24 hour helpline.

Narcotics Anonymous Helpline

 **0300 999 1212**

 www.ukna.org

If you have a drug problem they can help - they've been there.

Rehab4addiction

 **0800 140 4690 (24 hours)**

 **0345 222 3508**

 info@rehab4addiction.co.uk

 www.rehab4addiction.co.uk

An advisory and referral service providing valuable advice for people who suffer from alcohol, drug and behavioural addiction.

Rehab4addiction works closely with rehabilitation centres and outpatient clinics throughout the UK and the admissions team match a patient's addiction with an appropriately placed rehabilitation centre. Our advice is free to the public and impartial.

Talk to Frank

 **0300 123 6600**

 **Text: Frank 82111**

 www.talktofrank.com

Friendly, confidential advice on drugs. Chat facility, phone line. Live chat, email, phone and text service. If you want to talk, you can call FRANK, **24 hours a day, 365 days a year.** **Online chat 2pm-6pm any day of the year.**

York Drug and Alcohol Service

 **01904 464680**

The York Drug and Alcohol Service is delivered in partnership with Changing Lives and

Spectrum Community Health CiC who help individuals, families and local communities with issues involving substance misuse. They offer a specialist advice service to young people affected by their own or someone else's substance misuse.

They also provide a needle exchange service to help minimise the risk of infection.

Service opening times

- Mondays and Thursdays: 9am to 7.30pm
- Tuesdays, Wednesdays and Fridays: 9am to 5pm
- Saturdays, Sundays and Bank holidays: Closed

Needle exchange opening times

- Monday: 9.00am to 7.15pm
- Tuesday: 9.00am to 4.45pm
- Wednesday: 9.00am to 4.45pm
- Thursday: 9.00am to 7.15pm
- Friday: 9.00am to 4.45pm

Advice for families and carers affected by alcohol and drugs

Adfam

 **020 3817 9410**

 admin@adfam.org.uk

 www.adfam.org.uk

Adfam have a helpful website for carers. Find information, local support groups and helplines for anyone affected by someone else's substance use. Includes downloadable documents relating to defining, setting and maintaining boundaries and supporting carers/friends and family members affected by substance misuse.

 **Advice for families and carers affected by alcohol and drugs** continues on the next page.

Al-Anon Family Groups

 0207 403 0888

 enquiries@al-anonuk.org.uk

 www.al-anonuk.org.uk

Provides support to anyone whose life is, or has been, affected by someone else's drinking, regardless of whether that person is still drinking or not.

 **Helpline: 10am-10pm, 365 days a year.**

Families Anonymous

 0845 1200 660

 www.famanon.org.uk

Helpline for relatives and friends concerned about drug use. FA has groups, throughout the country which meet regularly. Any concerned person is encouraged to attend the meetings, even if there is only a suspicion of a problem.

FA is a self-help organization with a programme based on the 12 Steps and 12 Traditions first formulated by Alcoholics Anonymous.

National Association for Children of Alcoholics

 0800 358 3456

 helpline@nacoa.org.uk

 www.nacoa.org.uk

Information, advice and support for everyone affected by a parent's drinking. Free confidential helpline, for all ages.

There is no need to give your name and you can say as little or as much as you want. Your call won't show up on a landline bill.

York Carers Centre

 01904 715490

Provides support to carers including those affected by someone else's addiction.

➔ **See page 26.**

Yorkshire & Humberside Victim Care Team/Prosecution Team & Witness Care Unit (Harrassment Order)

 0300 303 1971

Should a carer need to have a drug user/drinker permanently removed from the family home please contact the above.

Benefit Advice

Citizens Advice York

 **West Offices, Station Rise, York, YO1 6GA**

 03444 111 444

 www.citizensadviceyork.org.uk

Provides legal advice on a wide variety of issues; including welfare benefits, money advice, employment, immigration, homelessness, housing, relationships and other legal issues.

Welfare Benefits Advisors

 **West Offices, Station Rise, York, YO1 6GA**

 01904 552233 or 01904 552252

Provide information, advice and support to help residents claim the benefits they may be entitled to.

Bereavement

Bereaved Children Support York

 07593 534555

 Info.bcsy@gmail.com

 www.bcsy.org.uk

A monthly drop-in peer support group for bereaved children, young people and their families and offer a one to one therapeutic support service for those children who need it. There are also organised social trips and activities as well as a group for parents of bereaved children.

Bereavement Trust

 0800 435 455

 info@bereavement-trust.org.uk

 www.bereavement-trust.org.uk/english

 **Open every evening of the year: 6pm - 10pm. Calls are free.**

If you are experiencing bereavement, they can help. The loss of a loved one may cause deep and painful grief. After the funeral, as life continues, the understanding and patience of friends may soon be exhausted. For a bereaved person, the loneliness that follows can be hard to bear.

'Just talking' to one of their trained volunteers - in absolute confidence and with no time pressure - can be a great comfort.

Child Death Helpline

 **0800 282986**
 www.childdeathhelpline.org.uk

The Compassionate Friends

 **Helpline: 0345 123 2304**
 helpline@tcf.org.uk
 www.tcf.org.uk

An organisation of bereaved parents, siblings and grandparents dedicated to the support and care of other bereaved parents, siblings, and grandparents who have suffered the death of a child/children. They recognise that many who have suffered the loss of a child feel a bond with others similarly bereaved and wish to extend the hand of friendship.

 **Helpline open daily between 10am-4pm and 7pm-9.30pm.**

They have a range of leaflets, online forum and a section for bereaved siblings who have lost their sister or brother as a young adult.

CRUSE Bereavement Care

 **0808 808 1677**
 helpline@cruse.org.uk

Cruse Bereavement Care is here to support you after the death of someone close.

If someone you know has died and you need to talk, you can call or send an email. They also offer information, publications, and support for children. The York branch can provide one-to-one counselling, a counselling service for children and adolescents.

They also have the Cruse Onward Support Group, which is for clients who have recently received counselling. The group is a friendly and safe place to meet with others, chat and share concerns and feelings and offer mutual support.

For details in the York area:

 **01904 481162**
 york@cruse.org.uk

Despair after Suicide




 **01773 760662**
 www.supportline.org.uk

Facing the Future

 **0208 939 9560**
 info@facingthefuturegroups.org
 www.facingthefuturegroups.org

Facing the future is a partnership project between Samaritans and Cruse Bereavement Care. It offers support for people bereaved by suicide to help them understand their grief and cope with their loss. There is a free support group, funded by the Department of Health, running in York.

Major Incident Response Team (MIRT)

 **07974 745194**
 **24 hr/7days a week**
 MIRT@northyorks.gov.uk

The MIRT Team is a group of trained volunteers supporting those bereaved by Suicide. A free professional and confidential service to support people trying to cope with their loss.

Rural Stress Helpline

 **0845 094 8286**
 www.ruralstresshelpline.co.uk

Campaigns

Mental Health Action York

 mentalhealthactionyork@gmail.com
 **Facebook:** www.facebook.com/MentalHealthActionYork
 **Twitter:** www.twitter.com/ActionYork

Mental Health Action York is a campaign to reinstate comprehensive mental health services in York.

 **Meets monthly in York.**

Caring and Support

Young Carers Revolution

 www.yorkcarerscentre.co.uk/young-carers/young-carers-revolution/

Young Carers Revolution is the forum for young carers within the City of York.

York Carers Centre

 **17 Priory Street, York, YO1 6ET**

 **01904 715490**

 enquiries@yorkcarerscentre.co.uk

 www.yorkcarerscentre.co.uk

 **Blog:** www.ycryorkuk.wordpress.com

York Carers Centre helps unpaid carers in York find the support they need. They have services for young carers (aged 8-18), young adult carers (18-25) and adult carers.

They support carers regarding their individual situations, and can provide this over the phone, at the office, at home or another suitable place.


Offering carers:

- + A Carers Emergency Card
 - + Discounts at businesses in York
 - + Free, regular newsletters
 - + Social activities for carers
 - + Employment, education & training support
 - + Help filling in forms
 - + The opportunity to have their voice heard by decision makers
 - + A dedicated advice worker
 - + Information and advice service
-

Carers' Mental Health Group

 **01904 715490**

Runs in partnership with carers themselves, York Carers' Centre and Rethink York branch.

 **Meeting 2nd Wednesday of each month 7pm-9pm at The Studio, 30 Clarence Street, York, alternating between a carers informal sharing/peer support session and a discussion group.**

York Carers Forum

 yorkcarersforum@tiscali.co.uk

 www.yorkcarersforum.org

York Carers Forum supports and empowers unpaid carers and former carers (aged over 18) by gathering information for carers and sending it out in a free monthly newsletter and e-newsletter: "York Carers Voice".

Drop-in meetings, speakers and events, provide respite such as mini massages or trips out.

York Mind Carers Peer Support Group

 **Darrin at York Mind: 01904 643364**

 darrin.thomson@yorkmind.org.uk

Meets regularly to promote the well-being of carers for people with mental health issues.

York Mind Carers Counselling

 **01904 643364**

 office@yorkmind.org.uk

Specifically designed for people who care for somebody living with mental, physical or other disability.

Carers are encouraged to talk openly about their feelings, as expressing bottled up emotion can often help reduce the pain caused by emotional distress. The service provides between 6 and 12 weekly sessions.

Debt and Finances

Christians Against Poverty

 **Gateway Church, Front Street, Acomb, York**

 **0800 328 0006**

 www.capuk.org

Provides debt advice. An appointment will be arranged to work out a realistic budget, as well as negotiating affordable payments with creditors.

Money Advice Service

📞 0800 138 7777

🕒 Monday-Friday 8am-8pm
Saturday 9am-1pm

🌐 www.moneyadviceservice.org.uk

Free and impartial money advice, set up by government, including advice and guides to help improve your finances, tools and calculators to help keep track and plan ahead and support in person, over the phone, online and live chat.

National Debtline

📞 0808 808 4000

🌐 www.nationaldebtline.org

Freephone number. A free, confidential, debt advice service to assist people to tackle their debts and manage their money.

Eating Habits

Fighting Eating Disorders

📞 07515 701734

@ fightingsds@yahoo.co.uk

🐦 **Twitter:** @fightingsds

📘 **Facebook:** FED Fighting Eating Disorders

Support group for people living with an eating disorder.

🕒 **Meets the first Monday of every month, 5.30pm to 6.30pm at the Retreat, York.**

Beat Eating Disorders

📞 **Helpline:** 0808 801 0677

@ help@beateatingdisorders.org.uk

🌐 www.beateatingdisorders.org.uk

Advice and support for anyone concerned about any eating disorder, including anorexia nervosa, bulimia nervosa, binge eating disorder and compulsive overeating.

Offers separate adult and youth helpline services including telephone, email and text messaging.

Help for adults: The Beat Adult Helpline is open to anyone over 18. Parents, teachers or any concerned adults should call the adult helpline.

➡ **See Young People section on page 46 for Youth helpline details.**

🕒 **The Beat's Adult and Youth Helplines are open from: 3pm-10pm daily**

The website includes comprehensive support and services via message boards and regular live chats.

Gambling

Gamblers Anonymous

📞 0207 384 3040

🌐 www.gamblersanonymous.org

Gamblers Anonymous is a program that helps problem gamblers to free themselves from the clutches of gambling. Offering a twelve-step-program for those who wish to be cured of compulsive gambling.

GamCare

📞 0808 802 0133

🌐 www.gamcare.org.uk

🕒 **Helpline: 8am-midnight seven days a week**

Information, advice, support and free counselling for the prevention and treatment of problem gambling. Operating a national telephone and online helplines and provides both face to face and online counselling, free to clients.

Our provision of face to face counselling reaches many parts of the UK and we are constantly developing the service to ensure that it is available locally.

We encourage use of all our support services by any family members affected, to help address the impact on their lives.

General Wellbeing

Get Cycling

 **22 Hospital Fields Road, York, YO10 4DZ**
 **01904 636812**
 **admin@getcycling.org.uk**
 **www.getcycling.org.uk**

Promotes cycling for health and happiness.

YorWellbeing Team - City of York Council

 **01904 553377**
 **yorwellbeing@york.gov.uk**
 **www.york.gov.uk**
▶ **Then search for "50+ Activities"**

YorWellbeing aims to help residents of York lead happier, healthier lives. These include lifestyle factors such as healthy eating, exercise, alcohol and smoking.

Working with local communities, YorWellbeing can:

- + Provide advice and support on health issues
- + Encourage positive lifestyle and behaviour changes
- + Improve your health and wellbeing
- + Reduce health inequalities

50+ Activities include a variety of sports and physical activity opportunities for people aged 50+ available across the city including: Walking Football, Aerobics/Circuits, Pilates, Rackets sports, Tai Chi and Zumba.

Flower Power York

 **07899 695749 and 07944 911093**
 **hello@flowerpoweryork.co.uk**
 **www.flowerpoweryork.co.uk**

Flower Power York grow beautiful seasonal flowers to bring positive changes to people's lives, improving mental health and wellbeing.

We support lonely, isolated or disadvantaged people and those living with health conditions, including dementia, to experience therapeutic benefits of growing and working with flowers through volunteering programmes, workshops and events.

YorWellbeing Exercise Referral Programme

 **01904 553377**
 **yorwellbeing@york.gov.uk**
 **www.york.gov.uk/exercisereferral**

Exercise can help enormously with a wide range of medical conditions including mental health issues such as depression and anxiety. The Exercise Referral Programme aims to help people overcome barriers to exercise, making it easier for to get started.

The Healing Clinic

 **14 Merchants Place, Merchantgate, York**
 **01904 679868**
 **enquiries@thehealingclinic.co.uk**
 **www.thehealingclinic.co.uk**

A community interest company. A social enterprise that provides complementary therapies including massage, acupuncture and counselling.

We have a range of prices, from Drop-in Herbal Medicine consultations for £5, and also offer an Outreach Service to bring our mini-treatments to people at work or meetings.

The Northern Centre for Mindfulness and Compassion

 **01904 634710**
 **www.yorkmbsr.co.uk**

Offers a range of courses and events across the region based upon mindfulness meditation. Take an active approach to looking after your mind by learning to meditate in a non-religious setting. Charges apply.

The Parasol Reading Café at 30 Clarence Street

 **30 Clarence Street, York, YO31 7EW**
 **01904 553850**
 **contact@exploreYork.org.uk**
 **www.exploreYork.org.uk**

30 Clarence Street is home to one of our reading cafes. Everyone is welcome to borrow books from a wide array of popular fiction and non-fiction, including a particularly good selection on health and wellbeing.

 **Monday to Friday 10am-3pm**

Time to Change

A growing movement of people changing how we all think and act about mental health. Through the Time to Change York hub based at York CVS, we work alongside people with lived experience of mental health problems to fight the stigma and discrimination associated with mental health problems.

For more information or to get involved:

@ Email the Time to Change coordinator at: timetochange@yorkcvs.org.uk or

📞 Call York CVS and ask about Time to Change: 01904 621133

🌐 www.time-to-change.org.uk

Having Your Say and Advocacy

Cloverleaf Advocacy

📞 01924 454875

🌐 www.cloverleaf-advocacy.co.uk

Provides Independent Mental Health Advocacy and Independent Mental Capacity Advocacy in the City of York. They work with you as an equal partner to express your views, secure your rights, and get the help you need.

Independent Mental Health Advocacy (IMHA)

An IMHA (Independent Mental Health Advocate) is a specialist mental health advocate. The service is free and confidential and independent.

You qualify for an IMHA if you are:

- Detained under the Mental Health Act for assessment and treatment. (This does not include people detained on emergency short term sections, or detained in a place of safety).
- A Conditionally discharged restricted patient.
- On a Supervised Community Treatment Order or Guardianship Order.
- An Informal/voluntary patient who is discussing the possibility of serious treatment (eg: neurosurgery) for a 'mental disorder' (or ECT if over 18 years of age).

🕒 Referrals can be made between Monday and Friday, 9-5pm by calling the number.

IMHA's must respond to requests to visit an eligible person if the request comes from the person themselves, their nearest relative, the responsible clinician or an approved mental health professional, but anyone can request support on behalf of a patient with their agreement.

What can an IMHA do?

An IMHA can work alongside the person and:

- Help you to get and understand information about Mental Health legislation, any conditions and restrictions on you, and your rights.
- Help you to get information about and understand medical treatment (e.g. medication, therapies.)
- Support you to take part in care planning.
- Support for you to apply to, prepare for and attend Hospital Managers Hearings and Mental Health Review Tribunals and to understand the decisions that are made.
- Discuss aftercare and access support and services.
- Raise concerns about your experiences of care and support.

Independent Mental Capacity Advocacy (IMCA)

The IMCA service is a statutory service created under the Mental Health Capacity Act 2005 to provide safeguards for adults who lack capacity to make certain decisions.

An IMCA must be involved if the person is assessed as lacking capacity to make their own decision about the issue to be decided if:

The person has neither family members nor friends whom it is appropriate to consult on their behalf AND the decision to be made is about serious medical treatment provided by the NHS OR it is proposed that the person be moved into residential or nursing care for more than 8 weeks, or hospital for more than 28 days.

.....
➔ **Having Your Say and Advocacy (Cloverleaf Advocacy)** continues on the next page.

An IMCA may also be involved if there are safeguarding issues (regardless of the involvement of friends or family members) or in relation to care reviews.

What would an IMCA do:

- Support the person who lacks capacity and represent their views and interests to the decision maker (e.g. doctor or social worker).
- Get the views of professionals and paid workers supporting the person.
- As far as possible, ascertain the person's feelings, wishes, beliefs and values.
- Check the decision being made is in line with the Mental Capacity Act
- Write and submit a report to the decision maker (which must be taken into account before making the decision).

🕒 **Referrals can be made by a health or social care professional between Monday and Friday, 9am-5pm by phone.**

Healthwatch York

✍️ **FREEPOST RTEG-BLES-RRYJ, Healthwatch York, 15 Priory Street YO1 6ET**

📞 **01904 621133**

📱 **Office mobile (for texts only): 07779 597361**

@ **healthwatch@yorkcvs.org.uk**

🌐 **www.healthwatchyork.co.uk**

🐦 **Twitter: @healthwatchyork**

Healthwatch York can help you and your family get the best out of your local health and social care services. Putting you at the heart of health and social care services in York, you can be involved in shaping these services to best meet local people's needs.

- + Provides information about local services to make sure you know how to access the help you need.
- + Signpost you to independent complaints advocacy if you need support to complain about a service you've received.
- + Listen to your views about local services. They want to know what is working well, and what isn't, and make sure these are taken into account when services are planned and delivered.

York Advocacy

✍️ **4 Devonshire Court, Clifton, York, YO30 5PQ**

📞 **01904 414357 or 643364**

@ **office@yorkadvocacy.org.uk**

🌐 **www.yorkadvocacy.org.uk**

Provides a free, confidential and independent advocacy service across the City of York for individuals with mental ill-health. Supports people to have a strong voice, to speak up about matters that are important to them, have a say in decisions being made about them and promotes independence and choice.

Advocates listen to what you want and act on your behalf at all times. Advocates can support you in many ways including helping you to access advice, information and services, go to meetings and appointments with you, help you to write letters and challenge decisions that you do not agree with.

The services include:

NHS Advocacy: If you have a complaint or concern about the care and treatment you have received from an NHS organisation or service.

General Advocacy: If you are aged 18 and have an advocacy issue you need support with such as housing, complaints or accessing services.

Self-Advocacy: If you or a group of people want to self-advocate and speak up about issues that affect you we can support you to form your own self-advocacy group.

Care Act Advocacy: If your care is funded by the Local Authority, and you have difficulty in being involved in decisions about your care, you may be entitled to support from a Care Act Advocate.

York Independent Living Network

✍️ **15 Priory Street, York, YO1 6ET**

📞 **07752365297: Leave a message with your name and contact details**

🌐 **www.yilin.org.uk**

A disabled people-led organisation, enabling and empowering disabled people to have their voice heard, influence the services they receive, and get the most out of life.

York Service User Network Meeting (SUN)

📞 01904 556920

📱 Mobile: 07826 952263

@ heathersimpson1@nhs.net

TEWV is committed to engage and involve service users and carers to improve and develop services.

🕒 **The SUN group meets on the last Thursday of every month 1.30pm - 3.30pm at York St John Sports Club, Haxby Road, York, YO31 8TA**

NSUN network for mental health

📞 0207 820 8982

@ info@nsun.org.uk

🌐 www.nsun.org.uk

NSUN is a service-user led charity that connects people with experience of mental health issues to give us a stronger voice in shaping policy and service. Membership is free and gives you: regular members' magazine, emailed bulletins and online resources, invites to events and training, the chance to join others in shaping care and offering mutual support.

Hearing Voices, Visions and Unusual Beliefs

York & Selby Early Intervention in Psychosis Service

📍 97 Union Terrace, York, YO31 7ES

📞 01904 464850

@ tewv.yorkeip@nhs.net

The Early Intervention Team help people aged 14-65 who may be experiencing psychosis for the first time. The team can work with individuals for a period of up to 3 years. The team is made up of different professionals including psychologists, psychiatrists, nurses, occupational therapists, social workers, support workers and administrators.

Each person referred to the service will be appointed a CPA care coordinator who will be their main point of contact. The team is based in the City of York and covers York, Selby, Easingwold, Tadcaster and Pocklington.

York Hearing Voices Group

📞 Maggie: 01904 553850

@ mstronach@nhs.net

Do you hear voices, see visions, sense things or have unusual beliefs that other people don't share?

Come to our hearing voices support group for a friendly, confidential, informal and non-judgemental chat about all things related to voice hearing and beyond. The group provides a safe environment for people to share their experiences and provide mutual support. It is not therapy or treatment and there is no assumption of illness.

🕒 **Meets every Tuesday from 1.30-2.30pm, Sycamore House, Clarence Street, York, YO31 7EW**

Housing

Housing options

📍 West Offices, Station Rise, York, YO1 6GA

📞 01904 551550

@ housing.options@york.gov.uk

Open Monday to Friday 8.30am-5.00pm. Gives advice about homelessness and housing options. Can assess for access to general needs and emergency/hostel accommodation.

Mental Health Housing Officer

📍 22 The Avenue, Clifton, York, YO30 6AS

A housing advice drop in service is now available for those who: meet with a mental health worker, are over the age of 18, thinking of moving, not sure about housing process/form filling, unhappy in their current home and wish to discuss housing options.

➔ **Housing (Mental Health Housing Officer)** continues on the next page.

For an informal chat about individual or supported housing you can contact **Karen McGregor (The Mental Health Housing Officer)** who is available on a **Wednesday afternoon 12.30-2.30 at 30 Clarence Street, York YO31 7EW.**

(No appointment is necessary but please let reception staff know when you arrive.)

If you need to contact Karen or need any further information:

📞 **01904 533150**

@ **Karen.mcgregor@york.gov.uk**

The York Single Access Point deals with all referrals for supported accommodation and housing-related support.

Via referral to:

📍 **City of York Council's Single Access Point, West Offices, Station Rise, York, YO1 6GA**

@ **SAP@york.gov.uk**

York Housing Association

📍 **2 Alpha Court, Monks Cross Drive, Huntington, York, YO32 9WN**

📞 **01904 636061**

@ **info@yorkha.org.uk**

🌐 **www.yorkha.org.uk**

Provides Supported Housing for people with mental ill health.

📞 For information on this please contact **Karen McGregor (The Mental Health Housing Officer)** on **01904 553150** or

@ **Karen.mcgregor@york.gov.uk**

Housing Registrations

📞 **01904 554044**

@ **housing.registrations@york.gov.uk**

Dealing with applications to the housing register. Contact them to make an appointment.

For support for a move for people with mental health problems contact Karen McGregor on:

@ **karen.mcgregor@york.gov.uk** or

📞 **01904 533150**

or contact Supported Housing (above).

Intercultural York

York Racial Equality Network (YREN)

📞 **01904 642600**

@ **info@yren.co.uk**

🌐 **www.yren.co.uk**

YREN provides an independent, impartial, information, support and advocacy service for people who are experiencing racial harassment, victimisation, discrimination or social isolation.

YUMI - Intercultural York

📞 **07944 911093**

@ **contact@yumiyork.org**

🌐 **www.interculturalyork.org**

YUMI provides opportunities for people from different cultures to meet the local community and feel a sense of belonging.

Whether it's helping out in our beautiful Community Garden, growing food from around the world, getting creative at an International Craft Group or practicing English and making new friends at our Conversation Café.

LGBT

York LGBT Forum

🌐 **www.yorklgbtforum.org.uk**

🐦 **Twitter: Twitter@yorkLGBT**

📘 **Facebook: York LGBT Forum**

🕒 **Meetings on second Thursday of every month at De Grey Building 124, York St John's University, 7pm - 9pm.**

A registered charity offering support and social groups. Promotes, supports and encourages equality, diversity and social inclusion for LGBT people in all aspects of life. Challenging homophobia, biphobia and transphobia.

Mermaids

 **BM Mermaids, London, WC1N 3XX**
 **0344 334 0550* 8am-10pm**
 **0844 334 0550* 8am-10pm**
 **info@mermaidsuk.org.uk**
 **www.Mermaidsuk.org.uk**

Gives support to young people up to the age of 19 and try where possible to help their families understand and accept their child's gender identity issue. Support is via telephone, email and post.

Helpline calls are charged at local rates; an answerphone is available if no one is free to take your call. Links to other organisations that can provide help and support if you, or your family member with gender issues, is over 19.

*** Calls to 0844 numbers are charged at 7p per minute, plus the charge from your call provider.** The cost of the call goes towards funding the technology for running the helpline.'

Stonewall

 **www.stonewall.org.uk**

Use Stonewall's area database to find local lesbian, gay, and bisexual community groups, other generic services and gay friendly solicitors in the York area.

Local mental health organisations that provide help and treatment

Books on Prescription

Contact your GP or visit your local library

An innovative mental health self-help initiative available from your local library. They offer a set of 30 self-help books approved by health professionals and designed to help people address or manage health problems such as anxiety or depression.

The scheme is completely confidential with records of loans and the borrower's details being handled along strict confidentiality guidelines.

The books can be ordered and borrowed from any library in York, including the mobile libraries and home library service. The full range is on display in Acomb and York Explore, Dunnington, Huntington, Strensall and Tang Hall libraries as well as The Parasol Reading Café at 30 Clarence Street.

Changing Lives

 **111 Walmgate, York, YO1 9UA**
 **01904 621776**
 **www.changing-lives.org.uk**

Changing Lives works with people experiencing homelessness, addiction and a range of other problems by reaching out into our communities. Offers specialist support services for women and families and provides employment opportunities for those seeking support.

The Haven @ 30 Clarence Street

 **07483 141310**
 **Haven.mhm@nhs.net**

A mental health crisis drop-in service, no referrals or appointments required.

 **Open 6pm-11pm every night of the week.**

The Haven offers a welcoming, safe, comfortable non-judgemental and non-clinical environment.

People (from 16 years upwards) can come in off the street whenever they feel in need of crisis support. It provides a safe place for young people to chat, as well as signposting to other services as needed.

Kyra - Women's Project

 **Central Methodist Church,
St Saviourgate, York, YO1 8NQ**
 **01904 632332**
 **contact@kyra.org.uk**
 **www.kyra.org.uk**

Kyra-women's project is run by women for all women and welcomes you, whether you are in crisis or entering a new phase of your

 **Local mental health organisations that provide help and treatment (Kyra - Women's Project)** continues on the next page.

life. Provides non-judgemental support, information and services to empower women to make choices, become stronger and more independent. They help you build your self-confidence and achieve your aims, by enabling you to address and resolve issues in your life.

Formal specialist treatments don't last indefinitely, they may only last for a few months. Aftercare is vital to long-term success. Support groups can be valuable in preventing relapse in behaviour for some.

Kyra provides this support through encouragement, companionship, and giving a sense of belonging. It is important to know that others are experiencing the same thoughts and feelings. To know that someone else is making it through the struggle gives power to others. Kyra encourages people to talk about their feelings and doubts, and together work to overcome them.

Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV)

@ tewv.enquiries@nhs.net

📞 01904 556900

📞 Crisis number: 01904 610700

➔ See page 6-7.

Mainstay

📍 15 Priory Street, York, YO1 6ET

📞 07823 322993

@ ljamesmainstay@yahoo.co.uk

Supports people who live in the community and suffer from mental ill health by offering individual support packages and group support.

Placing the service user at the heart of their recovery journey, they have:

Steps-Mentoring is a community based support service for people who suffer from mental ill health. Enabling the individual to gain confidence and skills to achieve individual goals, hopes and dreams.

Designed around your individual needs it could be that you may want to: access volunteering, a course, develop specific skills, improve self confidence/self-esteem, join a social group, gain confidence to use public transport or learn about healthy eating and nutrition.

People who have done the Mentoring scheme have got into college courses, secured part time employment, started volunteering. You can refer yourself or be referred by a professional.

Steps-Drop in is an informal support group that encourages people to meet and enjoy social activity, reducing isolation.

🕒 **The group meets together on Wednesday afternoons at the Priory Street Centre, York.**

Volunteering with Mainstay can help in your continued recovery and sense of well-being. It provides an opportunity to give back, raises confidence, feel valued, have responsibility, increase stamina and help with getting into work. Several voluntary roles are available, from helping out at the drop in, to IT or even running a Step-Up programme.

The Short Course Programme offer half day courses on topics such as managing stressful days, life writing and art activities. One of the aims of these short courses is to encourage individuals to progress through their recovery journey and to enable access to the York Recovery College Programme, based at The Retreat.

Rethink - York Group

📍 30 Clarence Street York, YO31 7EW

📞 John Bettridge: 07788 557371

@ yorkgroup@rethink.org

We are the local registered group of Rethink Mental Illness. Our group is run by volunteers. We run two programmes: Club 84; a social club for people who have experience of mental illness and a support group for carers which is run in partnership with York Carers Centre.

Working in partnership with other organisations to improve services and care is an important part of our group's work.

Richmond Fellowship

📍 Unit D7 The Raylor Centre,
James Street, York, YO10 3DW

📞 01904 438979

@ York.sls@richmondfellowship.org.uk

Offers a wide range of housing, care, employment and community support services.

Adult Mental Health Recovery Team

 **30 Clarence Street, York, YO31 7EW**
 **01904 553850**





Offer a service for adults who suffer from mental health problems, promoting social inclusion and recovery. They offer a task based training programme in the cafe, reception or library, opportunities for work placements, coaching/mentoring, social activities, support around problem solving, independence and self-worth to develop confidence.

York Pathways Project - Pathways Together Team

 **30 Clarence Street, York, YO31 7EW**
 **07711 987620**
 **york-pathways@together-uk.org**
 **Monday-Saturday**
(By appointment - referrals only)

Offers free personalized, one-to-one support to adults (aged 18-65) experiencing mental distress who may repeatedly make contact with emergency services, or are at risk of entering the Criminal Justice System. This includes working with people who have complex needs, such as substance misuse or a history of offending. A formal clinical diagnosis is not necessary.

The Retreat

 **Heslington Road, York, YO10 5BN**
 **01904 412551**
 **info@theretreatyork.org.uk**
 **www.theretreatyork.org.uk**

The Retreat is a non-for-profit charity offering a range of inpatient services including: specialist inpatient services for complex trauma and dissociative disorders, complex dementia and eating disorders. Referrals from Community Mental Health Teams are required for access to the services.

The Tuke Centre

Community services are provided at The Tuke Centre; it is a counselling, therapy and psychological assessment service, offering confidential therapy and assessment for people wanting to improve their mental well-being. There is no need for a GP referral most of the time.

York Mind

 **Highcliffe House, Highcliffe Court, York, YO30 6BP**
 **01904 643364**
 **office@yorkmind.org.uk**
 **www.yorkmind.org.uk**

An independent local mental health charity which aims to empower individuals experiencing mental ill health to start on the pathway to recovery. They believe that the condition should never define the person and consequently their recovery model encompasses every aspect of your life: personal, social and professional.

York Mind exists in order to promote recovery from mental ill-health, and to support emotional well-being and independent living.

Your Journey through York Mind

Action towards Inclusion: Provides mentoring and support around health, finances and skills to disadvantaged individuals experiencing a range of complex challenges. It aims to offer long term holistic support to people who are unemployed and experiencing health difficulties, social exclusion, poverty and employability skills.

Mental Health and Wellbeing Activities Programme: A range of activities that will run across the year with staggered start dates and will include guided learning such as conflict resolution, dealing with loneliness and isolation, vocational courses, facilitated peer support, green exercise, woodland wellbeing sessions, social events and support groups.

Advocacy: giving vulnerable people the support they need to make and act upon informed choices and decisions about aspects of their lives they wish to change. An advocate can speak on your behalf and help to give you a voice. These include NHS Advocacy, General Advocacy and Self-Advocacy

➔ **see York Advocacy on page 30.**

➔ **Local mental health organisations that provide help and treatment (Your Journey through York Mind)** continues on the next page.

Counselling: supporting people through a period of crisis or distress. As well as those diagnosed with a mental-health condition, we also work with people emotionally affected by situations such as redundancy, bereavement, bullying at work and general anxiety.

Carers' Counselling: this service offers emotional support for all carers in order to help them cope in their caring role.

Young People's Project: This project supports young people aged between 8 and 16 who are experiencing difficulties with their emotional wellbeing. A mentoring service and a Young People's Peer Support Group are provided, as well as an accredited qualification called Arts Award

▶ see page 48 for more details.

Mind

 www.mind.org.uk

Mind believes that no one should have to face a mental health problem alone. Whether you're stressed, depressed or in crisis they are there for you on the end of a phone, online and have a centre in York.

They have: an A-Z on mental health, tips for everyday living, provide information and support on different problems and diagnosis, guides to support and services (including information and leaflets to download).

Elefriends (Mind)

 www.elefriends.org.uk

Elefriends is a supportive online community where you can be yourself. It is a safe place to share and be heard.

Mind phone lines

Mind has two mental health information services, the Mind Infoline and the Legal advice service. 🕒 **Our lines are open 9am to 6pm, Monday to Friday (except for bank holidays).**

1) Mind Infoline

 **0300 123 3393**

 **Text: 86463**

 **info@mind.org.uk**

Confidential information on a range of topics: types of mental health problems; where to get

help; medication and alternative treatments; advocacy. Help to find local support in your area.

2) Legal Advice Line

 **0300 466 6463**

 **legal@mind.org.uk**

Information and advice on all aspects of the law related to mental health.

Loss of Pregnancy or infant death

Bliss

Bliss is a UK charity working to provide care and support for all premature and sick babies and their families.

 **Helpline: 0808 801 0322**

 **www.bliss.org.uk**

SANDS

Sands supports anyone who has been affected by the death of a baby before, during or shortly after birth. They offer emotional support and information for parents, grandparents, siblings, children, families and friends, health professionals and others.

 **0808 164 3332**

 **helpline@uk-sands.org**

 **www.uk-sands.org/support**

Lullaby Trust

The Lullaby Trust provides specialist support for bereaved families and anyone affected by a sudden infant death.

Bereavement Support:

 **0808 802 6868**

 **support@lullabytrust.org.uk**

Information Line:

 **0808 802 6869**

 **info@lullabytrust.org.uk**

 **www.lullabytrust.org.uk**

Miscarriage Association

The Miscarriage Association provides support and information to anyone affected by pregnancy loss

 **Helpline: 01924 200 799**
 **info@miscarriageassociation.org.uk**
 **www.miscarriageassociation.org.uk**

Reflect

Reflect is a free support service based in York and Harrogate that is specifically for people facing an unplanned or crisis pregnancy.

 **The Gateway Centre, Front Street, Acomb, YO24 3BZ**
 **01904 676710**
 **07517 624750**
 **enquiry@reflectyork.co.uk**
 **www.reflectyork.co.uk**

National mental health websites and phone numbers

Beat Eating Disorders

 **Adult Helpline: 0808 801 0677**
 **help@beateatingdisorders.org.uk**
 **Youth helpline: 0808 801 0711**
 **fyp@beateatingdisorders.org.uk**
 **www.beateatingdisorders.org.uk**
 **The Beat's Adult and Youth Helplines are open from: 3pm-10pm daily**

CALM (Campaign Against Living Miserably)

 **Helpline: 0800 58 58 58**
 **Open 5pm-midnight every day of the year**
 **www.thecalmzone.net**
 **+ webchat 5pm-midnight**

By men and for men. Exists to prevent male suicide in the UK by offering support to men in the UK, of any age, who are down or in crisis via a helpline and website.

Their website gives men a comfortable space where they can read stories of other men going


through similar experiences and discover where to find help. They have articles and information which are intended inspire, support and entertain.

The site contains information about everything, from OCD and depression to hair loss and work and hosts a database of agencies so that visitors can directly find out about organisations who can help.

They're on:

 **Twitter: @theCALMzone**
 **Facebook: Facebook.com/theCALMzone**

The helpline is for men who are down or have hit a wall for any reason, who need to talk or find information and support.

 **Open 5pm-midnight, 365 days a year.**
Calls are confidential and anonymous and provide you with support, information and signposting to agencies who can help.

Mental Health Foundation

 **www.mentalhealth.org.uk**

Gives advice and information on: What is Mental Health? What are Mental Health Problems? What is Good Mental Health? How Can We Help Ourselves? Treatment Options.

Includes an A-Z guide to mental health and problems. Has free audio podcasts to help you relax and increase wellbeing.

Military Mental Health Helpline

 **Helpline: 0800 323 4444**

Operated by the charity **Combat Stress**. It runs in conjunction with the charity's veterans' helpline.

MindEd

 **www.minded.org.uk**

MindEd is suitable for all adults working with or caring for infants, children or teenagers; all the information provided is quality assured by experts, useful and easy to understand.

 **National mental health websites and phone numbers (Mind Ed)** continues on the next page.

We aim to give adults who care for or work with young people the knowledge to support their wellbeing, the understanding to identify a child at risk of a mental health condition and the confidence to act on their concern and, if needed, signpost to services that can help.

Mood Juice

 www.Moodjuice.scot.nhs.uk

Self-help resources on issues such as anxiety, depression and bereavement. Also information for parents/carers and professionals.

Anger? Panic? Assertiveness? Anxiety? Stress? Chronic Pain? Bereavement? Phobias? Depression? Post-Traumatic Stress? Obsessions and Compulsions? Sleep Problems? Shyness? Addiction? Carers Support? Feel in Crisis?

Emotional problems often indicate that something needs to be changed in our life. Mood Juice helps you think about emotional problems and work towards solving them.

Rethink Mental Illness

 **Advice Line: 0300 5000 927**
 **9.30am-4pm, Monday - Friday)**
 info@rethink.org
 www.rethink.org

Expert, advice and information for anyone affected by mental health problems. Everything from treatment and care to benefits and employment rights.

SANE

 **SANE Services, 1st Floor, Cityside House, 40 Adler Street, London, E1 1EE**
 **Saneline 0300 304 7000**
 **4.30pm-10.30pm daily**
 sanemail@sane.org.uk
 www.sane.org.uk

Emotional support and information to anyone affected by mental health problems including families, friends and carers. Confidential, non-judgmental emotional support by professional staff and trained volunteers.

Saneline: an out-of-hours telephone helpline offering practical information, crisis care and emotional support to anybody affected by mental health problems.

Textcare and Caller Care: allows you to arrange for messages of support at times that are right for you.

Support Forum: available 24 hours a day to share your experiences with other members and give and receive mutual support

Spark Support

 www.sparksupport.co.uk

A place to spark up conversations between people about mental health. Connecting people together, to support each other through tough times, and celebrate the good.

A Peer Support Group, with over 950 members, where every single person helps everyone else.

Behind Spark are a team of 15 volunteers, making sure that nobody goes unheard.

If you're suffering from depression, anxiety, bipolar disorder, EUPD - Spark is for you.

Young Minds

 www.youngminds.org.uk

Young Minds is the UK's leading charity committed to improving the emotional wellbeing and mental health of children and young people.

 **Parent helpline: 0808 802 5544**

Older people (50+)

Age UK York

 **01904 627995 / 661574**
 ageukyork@ageukyork.org.uk
 www.ageuk.org.uk/york

Gives specialist information for people over 60 on health, housing, support in the community, benefits, finances, clubs, leisure activities, holidays and personal matters.

Benefits and money advice is offered to people over state pension age.

Alzheimer's Society

📍 **Selby & York Office, Suites G.4, G.5 and G.12, IT Centre, Innovation Way, Heslington, York, YO10 5NP**

📞 **01904 567701**

📞 **National helpline: 0300 222 1122**

@ **yorks@alzheimer.org.uk**

🌐 **www.alzheimer.org.uk**

Provides support, information and activities for everyone affected by dementia.

Local services in York include: Dementia Cafés, Singing for the Brain groups, Younger Person's Group, Read and Reminisce, Boccia/Easy Sport, Living Well with Dementia courses, Carer's Education sessions and activity groups.

YorWellbeing Team - City of York Council

📞 **01904 553377**

@ **yorwellbeing@york.gov.uk**

🌐 **www.york.gov.uk**

➡ **Then search for "50+ Activities"**

YorWellbeing aims to help residents of York lead happier, healthier lives. These include lifestyle factors such as healthy eating, exercise, alcohol and smoking.

Working with local communities,

YorWellbeing can:

- + Provide advice and support on health issues
- + Encourage positive lifestyle and behaviour changes
- + Improve your health and wellbeing
- + Reduce health inequalities

50+ Activities include a variety of sports and physical activity opportunities for people aged 50+ available across the city including: Walking Football, Aerobics/Circuits, Pilates, Rackets sports, Tai Chi and Zumba.

Older Citizens Advocacy York (OCAY)

📍 **15 Priory Street, York**

📞 **01904 676200**

@ **info@ocay.org.uk**

🌐 **www.oldercitizensadvocacyyork.org.uk**

Older Citizens Advocacy York (OCAY) is a charity which offers trained and supervised

volunteers who stand by older people, and see them through situations they might find stressful or difficult.

Independent Age

📍 **13 Avonmore Road, London, W14 8RL**

📞 **0207 605 4200**

@ **charity@independentage.org**

🌐 **www.independentage.org**

Supports people who are over the state retirement age.

📞 **Helpline: 0800 319 6789**

- + **Free confidential advice and information service on social care and welfare benefits, including complex issues such as social care funding. 🕒 Lines are open Monday to Friday between 10am and 4pm.**
- + **In-depth guides on the most common issues faced by older people, their families and carers.**
- + **Their Wise Guides provide practical, accessible advice and information for the over-65s on finances, staying independent and getting the most out of later life.**
- + **They have befriending and practical support services, which provide crucial companionship, comfort and security for as long as it's needed - if necessary, for life.**

Online safety

Childnet International

🌐 **www.childnet.com**

Work in partnership with others around the world to help make the internet a great and safe place for children.

Also work directly with children and young people from the ages of 3 to 18 on a weekly basis, as well as parents, carers, teachers and professionals, finding out about their real

➡ **Online safety** continues on the next page.

experiences online and the positive things they are doing as well as sharing safety advice.

Also practical advice and teaching activities to help teaching staff explore e-safety with young people with autistic spectrum disorders in Key Stage 3 and 4. Plus information on staying safe online for parents, young people and teachers.


The Cybersmile Foundation

 www.cybersmile.org

Tackling on-line bullying and hate campaigns. Providing support, help and advice for young people, parents/carers and professionals. Email and twitter service to ask questions plus helpline services.

Childline app Zipit

 www.childline.org.uk/info-advice/bullying-abuse-safety/online-mobile-safety/sexting/zipit-app

An app created by **Childline** ( **see Young People (Childline) on page 47**) to provide young people with advice for sexting and top tips for staying safe whilst texting/chatting online. Includes a function to call Childline.

Relationships and Families

Family Matters York

 **65 Lawrence Street, York, YO10 3BU**

 **01904 421880**

 **info@fmy.org.uk**

 **www.fmy.org.uk**

Working to strengthen relationships and build confidence within families, to withstand and overcome the pressures they face.

Home Start York

 **01904 674764**

 **support@homestartYork.org**

 **www.homestartYork.org.uk**

Free volunteer support, emotional and practical help in the home to families with at least one child under five, when under pressure due to

isolation, multiple birth, health worries and other child related issues.

 **Opening Times: Monday 9am-1pm
Tuesdays-Fridays 9am-12.30pm
Answerphone at other times.**

My Time Support Group

 **MyTimeYork@gmail.com**

Post natal depression support group.

Relate Mid Yorkshire

 **14 Pavement, York, YO1 9UP**

 **01904 625971**

 **enquiries@relatamid-yorkshire.org.uk**

 **www.relatamid-yorkshire.org.uk**

We provide relationship counselling for adults, children, young people and family groups. We support people of all ages to make personal changes that enable them to have better relationships with others to benefit themselves and wider society.

Local Area Team Information Service (Formally York Family Information Service)

 **01904 554444**






 **fis@york.gov.uk**

 **www.yor-ok.org.uk**

A free and impartial information service for children, young people and families of children and young people aged 0-19 (up to 25 years old with a disability or additional need). The team is part of City of York Council.

There may be times when you feel like you need advice and support about any aspect of life, or would like to know about services that can help you. The LAT Information Service can help with a wide range of things.

We often get asked about:

-  **finding and paying for childcare**
-  **free childcare places for 2, 3 and 4 year olds**
-  **family groups and activities**
-  **returning to work**
-  **local parenting support and much more!**

YorSexual Health

 **Monkgate Health Centre, YO31 7WA**
 **01904 721111**
 **www.yorsexualhealth.org.uk**

For information about sexual health and contraception services in York and North Yorkshire. YorSexual Health offers confidential, free and friendly services that are available to everyone. Counselling appointments for sexual health counselling services are now provided in all YorSexualHealth Centres in York, Northallerton, Harrogate, Scarborough and Selby. You can self-refer via the website

Self Harm

National Self Harm Network

 **www.nshn.co.uk**

Supports individuals who self-harm to reduce emotional distress and improve their quality of life. By empowering and enabling those that self-harm to seek alternatives and to get further help where appropriate.

The online support forum provides crisis support, information and resources, advice, discussions and distractions. They also support and provide information for family and carers of individuals who self-harm.

Specific Illnesses and Conditions

Anxiety UK

 **08444 775 774**
 **Text: 07537 416905**
 **support@anxietyuk.org.uk**
 **www.anxietyuk.org.uk**

 **Support line open Mon-Fri: 9.30am - 5.30pm.**

Information, support and understanding if you've been diagnosed with, or suspect you may have an anxiety condition. With a range of services, including 1:1 therapy they aim to help you start to recover your confidence and forget your fear.




They also cover specific phobias such as fear of spiders, blushing, vomiting, being alone, public speaking, heights - in fact, any fear that's stopped you from getting on with your life.

Adult ASD and ADHD Service

Provides diagnostic assessments for autism and ADHD, post-diagnostic sessions and specialised therapies. The service can be accessed both via the NHS and privately and is currently only open to over-18s.

 **01904 426043**
 **ny.asdadhd@nhs.net**

Bipolar UK

 **0207 931 6480**
 **info@bipolaruk.org.uk**
 **www.bipolaruk.org.uk**

Bipolar UK provides a range of services supporting people affected by bipolar.

For information and support:

 **0333 323 3880**
 **info@bipolaruk.org**

The York Bipolar Support Group meets on the fourth Tuesday of the month, 6.15pm to 8.15pm at St Bede's Pastoral Centre, 21 Blossom Street.

Just turn up at a meeting or email:

 **York@bipolarukgroups.org.uk**

The National Autistic Society

 **0808 800 4104**
 **www.autism.org.uk**

Information, advice and advocacy for people with an autism spectrum disorder and their families.



All the higher education institutions in the York area provide help, advice and support for their students.

Support for students

Being at university is often a very exciting, stimulating and enjoyable time. But, like other times in life, it can also be difficult and challenging.

For many students it is their first time living away from home and sometimes this can lead people to struggle.

Signs that you might need help

You may notice that you just do not feel like yourself. More particular warning signals include:

- Noticing that your thoughts seem negative or gloomy
- Feeling low in energy or listless or start to lose interest in your life
- Feeling guilty or find it hard to stop worrying about things
- Starting to behave in an impulsive way, finding that you deliberately do things that you know will hurt you
- Feeling unable to get any work done
- Becoming irritable or short tempered
- Experiencing a change in your interest in sex
- Experiencing a change in your sleep pattern
- Starting to have suicidal thoughts

If you are a student and you feel you are struggling with your mental health, you can go and see your GP. It is helpful to register with a practice in York if you have moved into the area from further afield.

The University of York

 www.york.ac.uk/students/health/help

The University has a great deal of help available of all sorts, so if you find that you need help please ask.

The Open Door Team

 www.york.ac.uk/students/health/help

 +44 (0)1904 322140

 opendoor@york.ac.uk

A multi-professional team, which is part of Student Support Services and available to any registered student experiencing psychological or mental health difficulties.

To access Open Door you will need to complete an online self-referral form which can be found on the website.

Other sources of support

You can also discuss concerns with your college welfare team or academic supervisor.

Family Network

 01904 322718


 familynetwork@yorkgsa.org

Bringing students, postgraduates, undergraduates and staff with children at University of York together.

Askham Bryan College

 www.askham-bryan.ac.uk/students/student-services

Student Support Services are based in the Main Building between the refectory and the common room.

 **They are open Monday to Friday from 8.30am to 6pm;** between these times there is always someone there to help no matter how big or small your problem.

If there is something bothering you at home or at College or you are worried about a fellow student you can contact the Safeguarding Team **24 hours a day on 07773 312617** or alternatively you can email them in confidence:

 bsafe@askham-bryan.ac.uk

Also, an Askham Bryan College Student Services Hand Book can be found on this following link:

 www.askham-bryan.ac.uk/uploads/files/ABC_StudentServices2017_Draft.pdf

Nightline

 **01904 323735** or

 **3735 from a Uni of York campus phone**

Nightline is a confidential listening, information and sexual health supplies service, run by students for students.


 **Nightline is open from 8pm until 8am every night of the University of York term.**

Based at York University it is also open to York St John Students.

Nightline is staffed by two trained volunteer students (one male and one female whenever possible) of the University of York or York St John University, and includes people from all disciplines and years. They are a listening service, not a counselling service, so won't try to tell you what to do.

Although Nightline volunteers do not offer advice, they have a wide range of information, and can point you in the direction of someone who can. If you want to talk something over in a quiet and relaxed environment, or even if you just fancy a cup of tea or coffee and a chat, Nightline is here for you.

If you are calling from within York, Nightline can call you back on a landline number to save you money. However, they cannot call back mobile phones, or numbers outside the York area.

 **Email: listening@york.nightline.ac.uk** and receive a reply to your email within 48 hours. The service is completely confidential. Through anonymisation software Nightline won't even know your email address.

Drop In

The Nightline Lounge is open **every night of the University of York term, from 8pm until 8am.**

The flat is found in New Building on Main Street, Heslington, between the University of York Alumni Building and the Charles XII pub.

York College

 www.yorkcollege.ac.uk/student-life/222-student-services.html

If you need to speak to a member of College staff urgently, please call or visit:

 **InfoZone: 01904 770400** or

 **HelpZone: 01904 770405/455**

There may be occasions during your time at college when you experience problems, feel under pressure and find it hard to cope. It may be something to do with:

- Getting behind with your work
- Stress
- Relationship difficulties
- Bullying
- Not making friends
- Problems at home
- Eating problems
- Self harm
- Lacking confidence/low self-esteem
- Alcohol/drug problems
- Facing a decision
- Anxiety, panic, phobias
- Loss and bereavement
- Abusive experiences
- Any other issues, big or small.

The confidential counselling service offers appointments which you can access by completing the referral form available online at:

 www.yorkcollege.ac.uk/student-life/counselling.html

You can also ask for a referral form at the InfoZone or HelpZone or ask your tutor for one.

A range of self-help leaflets are available on the counselling pages of the intranet.

Mind Your Head

Promotes the understanding of mental health, and ensures students have access to information about finding support and aims to combat the stigma that surrounds mental health difficulties.

 www.mindyourheadyork.org

 info-myh@yorkgsa.org

 **Support for students** continues on the next page.

York St John University

 www.yorksja.ac.uk/student-services

York St John University provide a range of support services for students to access all year round.

Their website has practical strategies you can use to help you cope in different circumstances and have links to other useful sites, covering: *Homesickness, Depression, Anxiety, Transition to University, Sleep, Loss and bereavement, Domestic violence, Perfectionism, Eating Disorders.*

The Wellbeing Drop In

The Wellbeing Team offers a range of support to students, offering psychological help on weekdays all year round through the Wellbeing Drop In. For most issues this is the quickest way to get the support you need. You can access this by going to the Student Information Desk in Holgate Student Centre and asking for Wellbeing Drop in.

For Welfare Advice please arrange an appointment by emailing wellbeing@yorksja.ac.uk, calling **01904 876477** or ask at the Student Information Desk in Holgate

The Wellbeing Drop In gives you the chance to talk to a professional and decide together what might be most helpful for you right now.

There are several options, including: counselling, welfare advice, mental health support, self-help materials and workshops, referral to outside agencies. Sessions do get busy, so please try to be there as near to the start of the session as possible.

Wellbeing Drop In opening times

Monday	1 pm	–	2 pm
Tuesday	4 pm	–	5 pm
Wednesday	1 pm	–	2 pm
Thursday	4 pm	–	5 pm
Friday	1 pm	–	2 pm

If you cannot make the Drop In you can email:

 wellbeing@yorksja.ac.uk


York Student Help

 www.yorkstudenthealth.org.uk

If you are studying at university or college in York, this website has general information to help you understand where to go when you are ill and give advice on looking after your general health.

York St John Counselling and Mental Health Clinic

A clinic based in the School of Psychological and Social Sciences at York St John University. It offers high quality, low cost counselling services to citizens of York and North Yorkshire. This service is available to people external to York St John.

 www.yorksja.ac.uk/schools/psychological-social-sciences/research/counselling-and-mental-health-clinic/

 CMHC@yorksja.ac.uk

 or leave a message on their confidential phone line: **01904 876072**

Students Against Depression

 www.studentsagainstdespression.org

A website offering advice, information, guidance and resources to those affected by low mood, depression and suicidal thinking.

Alongside clinically-validated information and resources it presents the experiences, strategies and advice of students themselves – after all, who are better placed to speak to their peers about how depression can be overcome.

Student Minds

Student Minds is the UK's student mental health charity. Their website contains lots of practical advice and resources to help you manage your own mental health and wellbeing, as well as providing advice for friends and parents of students who might need additional support.

 www.studentminds.org.uk

The Student Minds blog features people's own stories of dealing with difficult circumstances whilst at university, from coping with bereavement to what we might really mean when we say 'we're fine'.

 www.studentmindsorg.blogspot.co.uk

Coping with exams

Exams can be stressful for many reasons, this could be getting a good result, the future, or work overload. Papyrus give support, information and guidance online at

 www.papyrus-uk.org/help-advice/coping-with-exam-stress

Veterans

Military Veterans and Service Leavers Peer Support Group

 **Nick Sinclair at City of York Council:**
 **01904 555276** or
 **veterans@york.gov.uk**

A peer network of ex-military personnel who can provide information, advice and support.

To get further information before attending, contact:

Military Mental Health Helpline

 **Helpline: 0800 323 4444**

Operated by the charity Combat Stress. It runs in conjunction with the charity's veterans' helpline.

Victims of Crime

Bridge House SARC

 **0330 223 0362**
 **www.bridgehousesarc.org**

Bridge House is a Sexual Assault Referral Centre in North Yorkshire and the City of York. Providing a dedicated service for men and women who have been raped or sexually assaulted recently or in the past.

Sexual Violence Support Line

 **03000 110 110**
 **National helpline: 0800 2000 247**
 **www.idas.org.uk/rapesupport**

The new Sexual Violence Support Line is a free, confidential service offering telephone support, advice or just a listening ear to adults who have been raped or sexually assaulted.






 **The line is open on Tuesdays from 5pm-7pm and Thursdays 5pm-9pm.**

The line is run across York and North Yorkshire. They won't try to persuade you to take a particular course of action, but they will listen to what you want. They can also offer you practical advice such as where to get medical help and what to expect if you decide to report an offence to the police.

Supporting Victims

 **Athena House, Kettlestring Lane, York, YO30 4XF**
 **01904 669276**
 **www.supportingvictims.org**

Victim Support

 **01904 550510**
 **National Support Line: 0808 1689111 (Using Next Generation Text: add 18001 before any of our phone numbers)**
 **Support Line: 0845 071 0871**
 **www.victimsupport.org.uk**
 **The support line is open weekdays 8am to 8pm, weekends 9am to 7pm, and bank holidays 9am to 5pm.**



If you've been a victim of any crime or have been affected by a crime committed against someone you know, they can help you find the strength to deal with what you've been through.

Their services are free and available to everyone, whether or not the crime has been reported and regardless of when it happened.

Work - Paid and Volunteering

Jobcentre Plus

For claims for Universal Credit, Jobseeker's Allowance, Incapacity Benefit, Employment and Support Allowance and Income Support, as well as providing help to find a job.

 **www.gov.uk/apply-universal-credit (to claim Universal Credit)**
 **www.gov.uk/contact-jobcentre-plus (to claim JSA, ESA, Income Support)**

 **Work - Paid and Volunteering** continues on the next page.

Shaw Trust Work Choice

 **The Taylor Centre, James Street,
York, YO10 3DW**

 **0800 9179059**

Specialist support for people with disabilities to find and stay in work.

Work Wellness

 **Text Grainne: 07717 205690**

 **grainne.hillery@york.gov.uk**

If you are a patient of Priory Medical Group or York Medical Group you can contact Work Wellness if you are currently employed, but off work and experiencing stress or anxiety.

Volunteering York

 **15 Priory Street, York, YO1 6ET**

 **01904 621133**

 **volunteering@yorkcvs.org.uk**






 **www.volunteeringyork.org.uk**

Volunteering is an activity or activities that you choose to do on an unpaid basis.

It involves spending time doing things that benefit other people or the environment and it is a great way of making a difference.

As a volunteer your contribution is greatly appreciated - many organisations couldn't run without volunteers.

And volunteering can also benefit you. It can help you to:

-  **Gain confidence**
-  **Meet people**
-  **Acquire new skills and experiences**
-  **Expand what you can put on your CV**
-  **Get a reference to help you with getting a job.**

There are hundreds of different volunteering opportunities in York. You could work with children, young people, the elderly, people with disabilities, nature, animals, or IT. You might be on a committee, work in a shop, design a website or co-ordinate an event.

You can use or develop your skills in befriending, finance, DIY, gardening, listening, conservation, arts and crafts and much more.

 **Contact Monday to Friday 9am - 4.30pm.**

Young People

Ambition

 **www.ambitionuk.org**

Ambition is the leading youth charity, reaching half a million young people every year across the UK inspiring and encouraging them to achieve, improving health and wellbeing by developing confidence, life skills and resilience.

Amy Winehouse Foundation

 **www.amywinehousefoundation.org.uk**

The Amy Winehouse Foundation works to prevent the effects of drug and alcohol misuse on young people. We also aim to support, inform and inspire vulnerable and disadvantaged young people to help them reach their full potential.

Change, Grow, Live

 **See page 22.**

Beat Eating Disorders

 **Youth helpline: 0808 801 0711**

 **Student helpline: 0808 801 0811**

 **fyp@beateatingdisorders.org.uk**

 **www.beateatingdisorders.org.uk**

Advice and support for anyone concerned about any eating disorder, including anorexia nervosa, bulimia nervosa, binge eating disorder and compulsive overeating.

 **The Beat's Youth Helpline is open from:
3pm-10pm daily**

The website includes comprehensive support and services via message boards and regular live chats.

Children and Young People's services (CAMHS)

 **Lime Trees, 31 Shipton Road,
York, YO30 5RE**

 **01904 615300**

For out-patient child and adolescent mental health services.

Crisis Home Resolution Team

 **01904 615348**

The Crisis Home Resolution Team serves young people and families across the York and Selby localities.

The Crisis Home Resolution Team provides a multi-disciplinary service tailored to meet the needs of young people and their families. This involves a range of treatments and interventions as well as working closely with other agencies.

Young people should receive the care and treatment they need in surroundings that best meet their needs. They should not be admitted to hospital unless it is clinically necessary to do so and they should be assessed by practitioners with training and experience of working with child and adolescent mental health issues.

For whom is the Service Intended?

Young people under the age of 18 years who present following an episode of deliberate self-harm, acute and uncontained emotional distress or display high levels of risk taking behaviour requiring immediate attention in the community.

Referrals for Assessment

The team operates an open referral system which is accessed via telephone from **10am-10pm, 7 days a week**. If an interpreter is needed we can also book this.

Childline

 **0800 1111**

 **www.childline.org.uk**

A private and confidential service for children and young people up to the age of nineteen.

You can contact a ChildLine counsellor about anything - no problem is too big or too small including advice, information and help on a range of emotional health issues.

 **Call free on 0800 1111, have a 1-2-1 chat online or send an email through the website.**

Childline app Zipit

 **www.childline.org.uk/info-advice/bullying-abuse-safety/online-mobile-safety/sexting/zipit-app**

An app created by Childline to provide young people with advice for sexting and top tips for staying safe whilst texting/chatting online. Includes a function to call Childline.

Childnet International

 **www.childnet.com**

Work in partnership with others around the world to help make the internet a great and safe place for children. Also work directly with children and young people from the ages of 3 to 18 on a weekly basis, as well as parents, carers, teachers and professionals, finding out about their real experiences online and the positive things they are doing as well as sharing safety advice.

Also practical advice and teaching activities to help teaching staff explore e-safety with young people with autistic spectrum disorders in Key Stage 3 and 4. Plus information on staying safe online for parents, young people and teachers.

The Children's Legal Centre

 **www.lawstuff.org.uk**

The Children's Legal Centre is a charity that promotes children's rights and gives legal advice and representation to children and young people.

The Cybersmile Foundation

 **www.cybersmile.org**

Tackling on-line bullying and hate campaigns. Providing support, help and advice for young people, parents/carers and professionals. Email and twitter service to ask questions plus helpline services.

Caremonkeys

 **www.caremonkeys.co.uk**

Web-based app providing information for young people on issues such as sexting and bullying. Links to websites such as Childline for reporting and "safe zone" button to keep searching confidential.

HeadMeds

 **www.headmeds.org.uk**

Straight talk on mental health medication. Look up your medication to find out about side effects and things you might not feel comfortable asking your GP about and listen to other people's experiences.

➔ **Young People** continues on the next page.

MindEd

 www.minded.org.uk

MindEd is suitable for all adults working with or caring for infants, children or teenagers; all the information provided is quality assured by experts, useful and easy to understand.

We aim to give adults who care for or work with young people the knowledge to support their wellbeing, the understanding to identify a child at risk of a mental health condition and the confidence to act on their concern and, if needed, signpost to services that can help

MindFul

 www.mindful.org

MindFul provides 11-17 year olds with tailored support to improve their wellbeing and mental health. By helping them to improve their emotional resilience and develop positive coping mechanisms, MindFul equips young people with the tools and emotional foundations needed to fulfil their potential.

The Mix

 **Freephone: 0808 808 4994**

 www.themix.org.uk

An online guide to life for 16 to 25 year-olds. It provides non-judgmental support and information on everything from sex and exam stress to debt and drugs.

Mood Juice

 www.Moodjuice.scot.nhs.uk

Self-help resources on issues such as anxiety, depression and bereavement. Also information for parents/carers and professionals.

Anger? Panic? Assertiveness? Anxiety? Stress? Chronic Pain? Bereavement? Phobias? Depression? Post-Traumatic Stress? Obsessions and Compulsions? Sleep Problems? Shyness? Addiction? Carers Support? Feel in Crisis?

Emotional problems often indicate that something needs to be changed in our life. Mood Juice helps you think about emotional problems and work towards solving them.

Stem4

 www.stem4.org.uk

A charity aimed at improving teenage mental health by stemming commonly occurring mental

health issues at an early stage. Covering eating disorders, self-harm, depression and anxiety, and addiction. For young people affected by the conditions, their friends, their families and carers, schools – teachers and nurses

Talk to Frank

 **0300 123 6600**

 **Text Frank: 82111**

 www.talktofrank.com

Friendly, confidential advice on drugs.

➔ **See page 23 for details.**

Young People's Project (York Mind)

 **Highcliffe House Highcliffe Court, York**

 **01904 643364**

 vicky.blakey@yorkmind.org.uk or

 rab.ferguson@yorkmind.org.uk

 www.yorkmind.org.uk

Providing support for young people between 8 and 16 who are recovering from mental health issues. The mentoring service provides 1-to-1 support where people, over a 12 week period, build their confidence by setting their own goals.

Young People's Peer Support Group (13-16) is a weekly group for young people who are experiencing issues with their mental health and emotional wellbeing, who are interested in being part of a social and supportive group.

The Arts Award project is available for people who are aged 13 to 16. The project will support individuals to explore a range of creative arts activities.

The Haven @ 30 Clarence Street

 **07483 141310**

 Haven.mhm@nhs.net

A mental health crisis drop-in service, no referrals or appointments required.

 **Open 6pm-11pm every night of the week.**

The Haven offers a welcoming, safe, comfortable non-judgemental and non-clinical environment.



Young people (from 16 years upwards) can come in off the street whenever they feel in need of crisis support. It provides a safe place for young people to chat, as well as signposting to other services as needed.

YoungMinds

 **Write: Suite 11, Baden Place, Crosby Row, London, SE1 1YW**

 www.youngminds.org.uk

The UK's leading charity committed to improving the emotional wellbeing and mental health of children and young people with information and advice for young people, parents, carers and training for professionals.

 **The YoungMinds Parents' Helpline: 0808 802 5544 is free for mobiles and landlines and**
 **open from 9.30 to 4.00pm, Mon- Fri.**

For general enquiries:

 ymentquiries@youngminds.org.uk

We'll try to get back to you within 48 hours.

Young People's Service

 **30 Clarence Street, York, YO31 7EW**

 **01904 555400**





 **Monday - Friday) 10am - 4pm**

 fis@york.gov.uk or

 **Text: 07624 802244.**

Available to young people, their parents/ carers and practitioners. The service provides information and can signpost to other services in the city that may be able to help.


We often get asked about:

-  support for youth homelessness,
-  benefits,
-  young people's groups and activities,
-  young people's support and advice services and much more!

The Young People's Service holds drop in sessions. Young people can speak to an Information Officer. There is also be a Learning and Work Advisor available who can provide specialist information, advice and guidance about education, employment and training and offer appointments which need to be booked in advance.

The Young People's Service also provides counselling. The Counselling Service offers free and confidential appointments with trained counsellors for 16 - 25 year olds who live in York. Counselling can help with lots of different things:

- problems at home or with friends
- feeling depressed, anxious or confused
- thinking about hurting yourself.

 **Alternatively there is the Young People's drop in at 30 Clarence Street on:**
Mondays and Tuesdays, 12:30 - 4:30pm
Fridays, 11am - 3pm

Youth Access

 www.youthaccess.org.uk

A national membership organisation for youth information, advice and counselling agencies. Provides information on youth agencies to children aged 11-25 and their carers but does not provide direct advice.

Youth Wellbeing Directory

 www.youthwellbeing.co.uk

Whether you're a young person looking for help for yourself, or someone you know, or whether you're a teacher trying to help a student find support, the Youth Wellbeing Directory provides a list of local and national organisations for anyone up to the age of 25, along with important information you may find helpful.

Young Carers

Young Carers

 **01904 715490**

 www.yorkcarerscentre.co.uk

Are you aged 8-18? Do you help to look after your mum, dad, brother, sister or relative because they are ill or disabled? Do you sometimes worry about them? Do you feel alone with no-one to talk to? Is there any other information you think might help you? Young Carers meets regularly at York Carers Centre, for laughs, advice, fun, friendship and support!

18-25 Year Olds

 **01904 715490**

 www.yorkcarerscentre.co.uk

One to one support for young adult carers. They also meet regularly as a group for a pub quiz and cinema club.

Index of organisations

1-2-1 Counselling	11	Converge	21
18-25 Year Olds	49	Coping with exams	44
999	8	Crisis Home Resolution Team	7, 47
A & E	8	CRUSE Bereavement Care	25
Access to Mental Wellbeing Service (AMWS) ..	6	Cybersmile Foundation, The	40, 47
Acomb Campus	6	Despair after Suicide	25
Addaction	22	Discovery Hub, The	22
Adfam	23	Drink Aware	23
Adult ASD and ADHD Service	41	Drinkline	23
Adult Mental Health Recovery Team	35	Ecotherapy at St Nick's	19
Age UK York	38	Elefriends (Mind)	36
Al-Anon Family Groups	24	Emergency Duty Team	13
Alcoholics Anonymous	22	Explore York Libraries and Archives	22
Alternatives to Violence Project	18	Facing the Future	25
Alzheimer's Society	39	Families Anonymous	24
Ambition	46	Family Matters York	40
Amy Winehouse Foundation	46	Family Network	42
Anxiety UK	41	Fighting Eating Disorders	27
Askham Bryan College	42	Flower Power York	20, 28
Bagwasharts in mind	21	Gamblers Anonymous	27
Beat Eating Disorders	27, 37, 46	GamCare	27
Bereaved Children Support York	24	Get Cycling	28
Bereavement Trust	24	GP	8
Bipolar UK	41	Haven @ 30 Clarence Street, The	33, 48
Bliss	36	HeadMeds	47
Books on Prescription	33	Healing Clinic	28
Bridge House SARC	45	Healthwatch York	9, 30
Café Nelli	19	Home Start York	40
CALM (Campaign Against Living Miserably)	8, 37	Housing options	31
Caremonkeys	47	Housing Registrations	32
Change, Grow, Live	22, 46	Huntington House Mental Health Resource Centre	6
Changing Lives	33	Hut, York Ltd, The	20
Changing Lives Addictions and Recovery Service, Oaktrees York	22	IDAS - Independent Domestic Abuse Services	18
Child Death Helpline	25	Increased Access to Psychological Therapy Service (IAPT)	6
Childline	47	Independent Age	39
Childline app Zipit	40, 47	Jobcentre Plus	45
Childnet International	39, 47	Kyra - Women's Project	33
Children and Young People's services (CAMHS)	7, 46	Local Area Team Information Service (Formally York Family Information Service) ..	40
Children's Legal Centre, The	47	Lullaby Trust	36
Christians Against Poverty	26	Mainstay	34
Citizens Advice York	24	Major Incident Response Team (MIRT)	25
City of York Council Customer Access & Assessment Team	13	Men's Advice Line	18
CLASP (Counselling Life Advice Suicide Prevention) Charity	8	Mental Health Action York	25
Cloverleaf Advocacy	29	Mental Health Foundation	37
Club 84	19	Mental Health Housing Officer	31
Compassionate Friends, The	25	Mermaids	33
		MHA Strawberry Fields Cafe	20
		Military Mental Health Helpline	37, 45

Military Veterans and Service Leavers Peer Support Group	45	TEWV Learning Disability Services	7
Mind	36	Tees, Esk and Wear Valleys NHS Foundation Trust Patient Advice and Liaison Service	9
Mind phone lines	36	Time to Change	29
Mind Your Head	43	Truth Project, The	19
MindEd	37, 48	Tuke Centre, The	12, 35
MindFul	48	University of York, The	42
Miscarriage Association	37	Victim Support	45
Mix, The	48	Volunteering York	46
Money Advice Service	27	WEA	22
Mood Juice	38, 48	Welfare Benefits Advisors	24
My Time Support Group	40	Work Wellness	46
Narcotics Anonymous Helpline	23	Worsley Court	7
National Assoc. for Children of Alcoholics	24	Yor-Peer Support	21
National Autistic Society, The	41	York & Selby Early Intervention in Psychosis Service	6, 31
National Debtline	27	York Advocacy	9, 30
National Self Harm Network	41	York Carers Centre	24, 26
NHS 111	8	York Carers Forum	26
Nightline	43	York College	43
Northern Centre for Mindfulness and Compassion, The	28	York Drug and Alcohol Service	23
NSUN network for mental health	31	York Health Walks	21
Older Citizens Advocacy York (OCAY)	39	York Hearing Voices Group	31
Papyrus	8	York Housing Association	32
Parasol Reading Café at 30 Clarence Street ..	28	York Independent Living Network	30
Poppleton Community Railway Nursery	20	York Learning	22
Reflect	37	York LGBT Forum	32
Rehab4addiction	23	York Men's Shed	21
Relate Mid Yorkshire	40	York Mind	35
Respect	19	York Mind Carers Counselling	26
Rethink - York Group	34	York Mind Carers Peer Support Group	26
Rethink Mental Illness	38	York Mind Counselling Service	12
Retreat, The	35	York Mind Mental Health and Wellbeing Activities Programme	20
Richmond Fellowship	34	York Pathways Project	35
Rural Stress Helpline	25	York Racial Equality Network (YREN)	32
Samaritans	8	York Service User Network Meeting (SUN)	31
SANDS	36	York St John Counselling and Mental Health Clinic	44
SANE	38	York St John University	44
Saneline	8	York Women's Counselling	12
Seek Solace OCD & Hoarding Support Group ..	20	Yorkshire & Humberside Victim Care Team/ Prosecution Team & Witness Care Unit (Harrassment Order)	24
Sexual Violence Support Line	45	YorSexual Health	41
Shaw Trust Work Choice	46	Yortime	21
Spark Support	38	YorWellbeing Exercise Referral Programme ..	28
Spurriergate Centre	12	YorWellbeing Team - City of York Council ..	28, 39
St Nicks - Centre for nature & green living ..	20	Young Carers	49
Stem4	48	Young Carers Revolution	26
Stonewall	33	Young Minds	38
Student Minds	44	Young People's Project (York Mind)	48
Students Against Depression	44	Young People's Service	49
Sunday Coffee Club	21	YoungMinds	49
Supporting Victims	45	Youth Access	49
Survive	18	Youth Wellbeing Directory	49
Survive Counselling Service	12	YUMI - Intercultural York	32
Talk to Frank	23, 48		
Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV)	6, 34		
TEWV Crisis Team	6		

Acknowledgements

Healthwatch York would like to thank all the organisations who submitted information for this guide.

Our special thanks go to Tees, Esk and Wear Valleys NHS Foundation Trust for giving us funding to produce this third issue of our guide.

Disclaimer

Whilst every care has been taken to ensure that information contained in this guide is accurate at the time of printing, Healthwatch York cannot accept responsibility for any errors or omissions. Wherever possible we have checked information with relevant organisations.

Information is up to date as of May 2018.

This guide is available to download from the Healthwatch York website:

 www.healthwatchyork.co.uk

Paper copies are available from the Healthwatch York office.

If you would like this guide in any other format, please contact the Healthwatch York office.

What's out there for people with dementia, their families and friends in York?

This guide provides information and advice to anyone at any stage of dementia, even before receiving a diagnosis.

Available to download through the Healthwatch York website. You may also request a hard copy by ringing **01904 621133** or emailing healthwatch@yorkcvs.org.uk



Contact us:

 **Freepost RTEG-BLES-RRYJ**
Healthwatch York
15 Priory Street
York YO1 6ET

 **01904 621133**

 **07779 597361** - use this if you would like to leave us a text or voicemail message

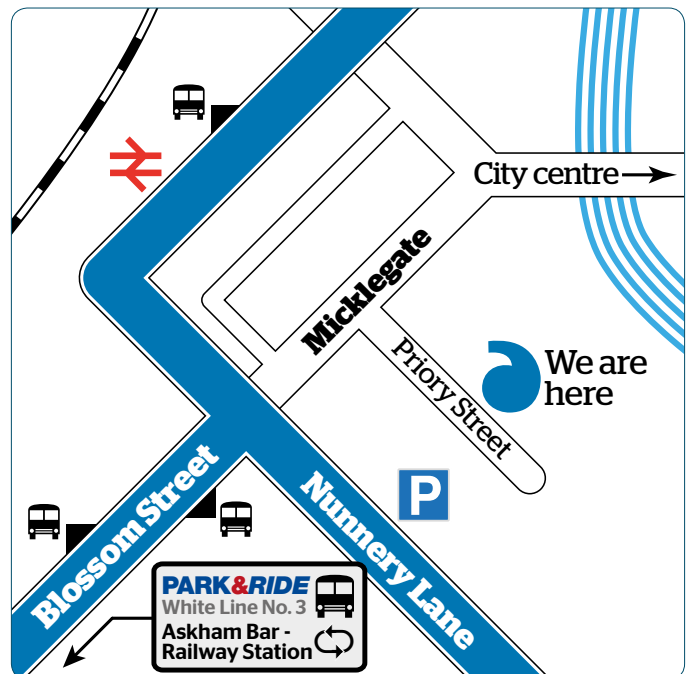
 healthwatch@yorkcvs.org.uk

 **Twitter: @healthwatchyork**

 **Like us on Facebook**

 www.healthwatchyork.co.uk

Visit our website and leave your feedback about local services



York CVS

Healthwatch York is a project at York CVS. York CVS works with voluntary and community groups in York.

York CVS aims to help these groups do their best for their communities, and people who take part in their activities or use their services.

healthwatch
York

proud to be part of **yorkcvs**