

Mental Health and Wellbeing in York



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Helping people find out about mental health services in York

Welcome to the second 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 (pictured below)**, 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. With thanks to Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV), who have provided funding, we have updated the guide and published this second issue.

Feedback to our first issue

“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 unprescribed 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 the above and 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 is out there in the York area.



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.

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 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 page for a quick answer.

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.

➔ **I think I need help. What can I do?**
continues on the next page.

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 will 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 28.**

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!

Tees, Esk and Wear Valleys NHS Foundation Trust York and Selby

@ tewv.communications@nhs.net

TEWV has been contracted to provide mental health and learning disability services in the Vale of York since 1 October 2015. TEWV is a specialist provider of acute inpatient mental health services, community mental health services, learning disability services and CAMHS (Child and Adolescent Mental Health Services).

With over 6,500 staff and an annual operating income of over £300 million we deliver our services by working in partnership with local authorities and clinical commissioning groups, a wide range of other providers including voluntary organisations and the private sector, as well as service users, their carers and the public. It is TEWV's mission to improve people's lives by minimising the impact of mental ill health or a learning disability and 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. For adults your GP will discuss with you if they think services provided by TEWV will help you. They then make a referral to what is known as **The Spa**.

SPA: This is a single point of access to all adult NHS services in the York area.

The Spa is a first stage of assessment designed to ensure that you get access to the most appropriate help. It may be appropriate after your GP has sent a referral in to the SPA that they contact you. They will discuss with you what you need and then you may be placed on a care and treatment plan (often called a pathway).

There are several levels of services that TEWV provide. You may be referred into the Crisis and Access Service which includes:

Crisis Assessment, which helps define if an admission to hospital needs to be considered, or you may be supported on Home Based Treatment, which is seen as an alternative to admission.

Alternatively you may be referred to one of the two Locality Teams which cover South and West York and North and East York. You may be seen by a Community Psychiatric Nurse, Support Worker, Occupational Therapist, Social Worker, Psychologist or a Psychotherapist. In certain cases you may need to be seen by a specialist team which provide specific help and treatment for problems such as Eating Disorders.

It may be suggested that something called IAPTs would help. This is the Improving Access to Psychological Therapies which can help people to overcome stress, anxiety and depression to enjoy and participate in life again. This could take place over the telephone, in groups or face to face.

IAPT Referral line: 01904 294841

The learning disability services in York and Selby include an inpatient facility based at Oak Rise in Acomb, and a community team based at Systems House at Clifton Moor. We work with individuals and their families with the aim of helping people to achieve their potential, contribute to society, and to live healthy and 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 and we work 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 so we work closely with our partners and other colleagues to achieve this.

If you have a learning disability, or know someone with a learning disability and who needs help, support or advice on a health-related issue you can contact us at the Systems

House address below or you can see your social worker, GP or care manager who will make sure your details are passed on to us.

Community LD team which is based at Systems House

01904 294900

Monday - Friday 8.30am - 5.00pm.

The inpatient team address is 4-6 Oak Rise, Acomb, York YO24 4LJ

01904 724844

For children and young people there is a separate service just for you. This is called CAMHS (Child and Adolescent Mental Health Services). Referral for this service is directly from your GP.

If you have used TEWV services previously and you feel that you need further help you can re-enter by calling the Single Point of Access (SPA):

01904 610 700 or talk to your GP.

From 9 March 2016 (National No Smoking Day) all Trust premises, including in-patient gardens and courtyards became totally smoke free, meaning service users, staff and visitors are no longer be able to smoke tobacco on any Trust premises.

The decision comes following the publication of NICE recommendations and guidelines, which require all mental health providers to become smoke free. The recommendations also highlight high smoking rates and lower life expectancy rates amongst those living with mental health problems. We have a duty of care to our service users and by going smoke free we aim to significantly increase the physical and mental health of our service user's as well as their life expectancy.

A number of our staff are trained to provide advice, guidance and support in nicotine management. Should you wish to find out more please speak to your care provider.

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**

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 hours)**
@ **pat@papyrus-uk.org**

Saneline

Specialist mental health helpline

☎ **0300 3047000 6pm - 11pm each evening**
🌐 **www.sane.org.uk**
📱 **Download the Stay Alive app at: 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

📍 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.

If you are in distress and feel desperate please see that section of the guide for advice and contact information for those who can help.

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.

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.

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.

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

Who can I talk to in York?

1-2-1 Counselling

 **Counselling answerphone: 07587 155678**

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

Normally service users will be offered up to 6 sessions, with a possible extension for a further 6.

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.

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➔ **Talking Things Over** continues on the next page.

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 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.

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

☎ **07587 155678**

🌐 **www.121counsellingyork.org**

Spurriergate Centre

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

☎ **07847 181154**

🌐 **www.thespurriergatecentre.com**

🌐 **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: Monday-Saturday 9am-5pm

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**

@ **ywcs1958@aol.com**

🌐 **www.yorkwomenscounselling.org.uk**

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.

Qwell Counselling

In York adults and carers can access counselling online through the Qwell website:

🌐 **www.qwellcounselling.com**

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.yorkcarercarerscentre.co.uk and is also available as a factsheet.

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 Assessment Team: 01904 555111** or the

📞 **Emergency Duty Team 0845 034 9417** if you need to contact them out of hours.

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.

“ 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. ”

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 peer support groups:**
 www.yorkmind.org.uk/what-we-do/self-help
- 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 our 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 i.e.

“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
- Practising mindfulness is a way of treating yourself with kindness. You can learn to live in the moment and accept your thoughts
- Remember positive things that other people have said about you
- You can 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:

- 📄 Action for Happiness - national campaign to improve well-being (including 10 keys to happier living). www.actionforhappiness.org

Five ways to well-being - Connect, Be active, Take notice, Learn, Give

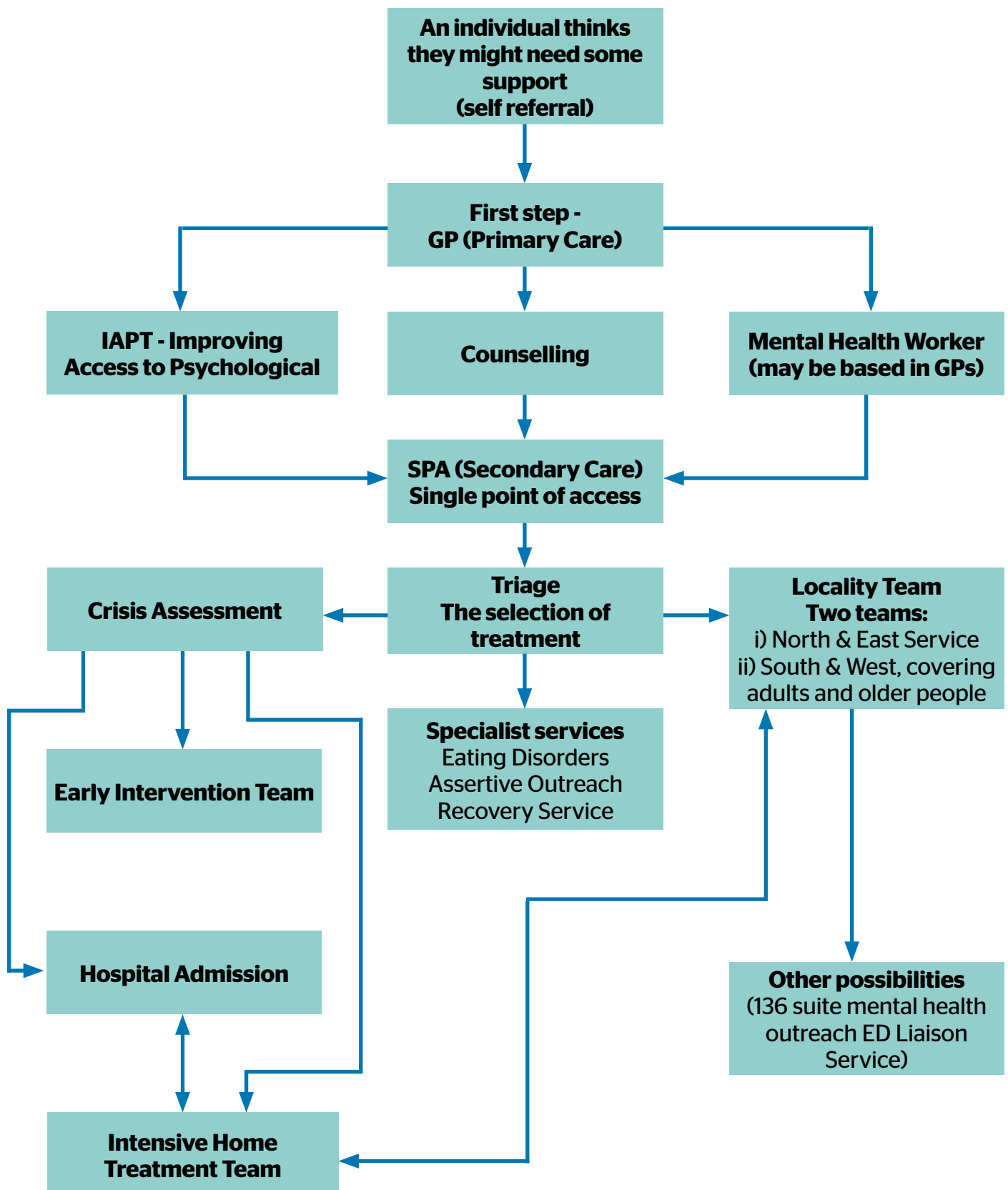
- 📄 www.nhs.uk/livewell/emotionalhealth
- 📄 www.mind.org.uk/for-business/mental-health-at-work/taking-care-of-yourself/five-ways-to-wellbeing

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



The journey to Recovery



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

☎ 07479 982703

🌐 www.avpbritain.org.uk

@ yorkshire@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

@ Survive@survive-northyorks.org.uk

🌐 www.survive-northyorks.org.uk

Offers a range of services:

- Helpline - 1pm-3.30pm every Wednesday
- 1:1 Support with emotional and/or practical issues
- Counselling - from early 2015 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 - from early 2015, 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 is 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@respectphoneline.org.uk

🌐 www.respectphoneline.org.uk

The Respect phoneline 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 phoneline is open 9am-5pm.

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.

Badminton Group

Meets weekly. Approximate Cost £2 per hour session.

➔ **Contact Sycamore House. See page 27.**

Café Nelli

@ Beth: elspethbarracough@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

@ yorkgroup@rethink.org

This is 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 also outings which are chosen by members and led by volunteers.

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

Refreshments are provided.

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

Creative Personalities

@ Julie.bagwash@emergenceplus.org.uk

@ admin@emergenceplus.org.uk

🌐 www.emergenceplus.org.uk

Creative Personalities is part of **Emergence** and runs creative workshops for people who are diagnosed with or identify with Personality Disorder.

They aim to offer a space for like-minded people to come together and engage in positive, safe self-expression.

You don't have to be an artist to join - just contact them and come along to play with a range of different art materials. They currently run both an art workshop and an allotment group in York.

Contact Julie Bagwash to join.

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

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.

The Hut, Clarence Gardens Association

📍 **The Hut, Clarence Gardens, Wiggington Road, York YO31 8HG**

☎ **01904 652991**

@ **info.clarencegardens@gmail.com**

🌐 **www.thehut york.co.uk**

Provides a friendly space for people with mental health issues or learning disabilities. Activities are chosen by members and include arts and crafts, exercise, computing sessions and music. They all provide an opportunity to socialise and develop new skills.

Magnetic Arts

☎ **07541 070785**

@ **info@magnetic-arts.co.uk**

@ **www.magnetic-arts.co.uk**

Provide projects and courses using visual arts including drawing, painting and print making. Groups are run by very experienced artists who provide a safe and friendly environment open to all adults and their carers/ support workers.

MHA Strawberry Fields Cafe

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

📍 **MHA (Methodist Housing Association), Field Court, Hempland Lane, Heworth YO31 1DN**

☎ **01904 430147**

@ **scheme.york@mha.org.uk**

Photography and Computer Club

☎ **Contact The Hut: 01904 652991**

Open to individuals (from beginners to those with some previous experience) who have a learning disability, mental health problem or if you need to get out of the house and do something fun and rewarding.

Combining learning how to use a digital camera, upload images to a computer and edit with software. Go out and about in York photographing a variety of themes.

Price £5 (concessions £2.50). First group is free. No referral needed, just ring for more info.

Poppleton Community Railway Nursery

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

☎ **01904 797623** or **07800 501382**

🌐 **www.poppletonrailwaynursery.co.uk**

@ **pcrn.info@yahoo.co.uk**

Poppleton Community Railway Nursery has a partnership with health agencies in the York area, which has long found horticultural skills training to be therapeutic for adults recovering from mental health crisis.

The 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.

It also helps them to learn about aspects of growing plants, simple DIY skills and could help to enhance their future career prospects.

Seek Solace OCD & Hoarding Support Group

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

☎ **07599 784023**

@ **rachelebailey1990@gmail.com**

🌐 **www.ocdaction.org.uk**

Snooker Group

Meets weekly on a Friday.

➔ **Contact Sycamore House. See page 27.**

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.

The Wanderers

➔ **Contact Sycamore House. See page 27.**

York Health Walks

☎ **01904 553377**

@ **paul.ramskill@york.gov.uk**

🌐 **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

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.

☎ **07814 757048**

🌐 **www.yorkmensshed.co.uk**

Yor-Peer Support

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 YO1 7DN**

@ **yor.peeryork@gmail.com**

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

Converge

Contact Hilary Bailey (Converge Administrator):

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

☎ **01904 876902 (Please leave a message)**

@ **converge@yorks.ac.uk**

🌐 **www.yorks.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.

➔ **Adult Learning (Converge)** continues on the next page.

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

The Discovery Hub

c/o Converge - Discover

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

 **01904 876070**

 **discoveryhub@yorks.ac.uk**

 **www.higheryork.org/discoveryhub**

The Discovery Hub is a partnership project between Tees, Esk and Wear Valleys NHS Foundation Trust and Converge at York St John University. The Hub aims to support people currently accessing community mental health teams in York to make links to learning opportunities and experiences as part of their recovery journey using assistance from peer support and access workers. Signposting and information appointments are also available to anyone who has experienced mental health illness across the community.

WEA

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

WEA runs courses that aim to improve your mental health.

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**

 **http://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.

LifelineYork

 **3 Blossom Street, York, YO24 1AU**

 **01904 464680**

 **york@lifeline.org.uk**

Drug and alcohol services for all young people and adults across York. This includes criminal justice, recovery co-ordination, drug and alcohol treatment and community detoxification. We work with individuals, families and communities both to prevent and reduce harm and to promote recovery.

"Atlas Lifeline" is a Young People's Specialist Substance Misuse Service. Provides specialist treatment for young people up to 18 years who live in the City of York or are under the care of the Local Authority. Available to young people who are affected by their own or significant other's substance misuse. **Lifeline has an open door policy** - you can walk into the service and self-refer. If you are in contact with other agencies they can refer you.

Lifeline York Opening hours:

Monday and Thursday: 11am-7.30pm

Tuesday, Wednesday and Friday: 9am-5pm

Not open Saturday, Sunday or Bank holidays

Alcoholics Anonymous

☎ **0800 9177 650 (24 hours)**

🌐 **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.

Drinkline

☎ **0800 917 8282**

🌐 **www.nhs.uk/livewell/alcohol**

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**

🌐 **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.**

📱 **Need a quick answer? Text 82111 a question and FRANK will text you back.**

Advice for families and carers affected by alcohol and drugs

Adfam

☎ **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.

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.**

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

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 25.

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 Bureau

📍 West Offices, Station Rise, York YO1 6GA

☎ 08444 111 444

🌐 www.yorkcab.org.uk

Drop-in sessions on Monday, Tuesday and Thursday from 9.30am - 12pm.

Provides legal advice on a wide variety of issues; including welfare benefits, money advice, employment, immigration, homelessness, housing, relationships and other legal issues. When you go to the bureau, or ring AdviceLine, you will be given a short (10 to 15 minute) assessment so they can identify the most appropriate way to help you.

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

The 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.

Facing the Future

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.

☎ **0208 939 9560**

🌐 www.facingthefuturegroups.org

The Compassionate Friends

☎ **Helpline 0845 123 2304**

🌐 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.

Their helpline is open daily between 10am-4pm and 7pm-10pm. 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

☎ **0844 477 9400**

@ 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

Campaigns

Mental Health Action York

A campaign to reinstate York's mental health services.

☎ **07840 174954**

@ mentalhealthactionyork@gmail.com

f Facebook: [mentalhealthactionyork](https://www.facebook.com/mentalhealthactionyork)

🐦 Twitter: [@Actionyork#MHAY](https://twitter.com/Actionyork#MHAY)

Caring and Support

Young Carers Revolution

🌐 www.youngcarersrevolution.wordpress.com

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
-

➔ **Caring and Support (York Carers Centre)** continues on the next page.

The Carers' Mental Health Group runs in partnership with carers themselves, York Carers' Centre and Rethink York branch.

Meeting monthly on the 2nd Wednesday of each month, 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.

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

www.moneyadviceservice.org.uk

☎ **0800 138 7777**

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 and online.

National Debtline

☎ **0808 808 4000**

www.nationaldebtline.co.uk

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

Eating Habits

Fighting Eating Disorders

☎ **07515 701734**

@ fightingeds@yahoo.co.uk

🐦 **Twitter: @fightingeds**

📘 **Facebook: FED Fighting Eating Disorders**

Support group for people living with an eating disorder. **Meets the first Monday of every month from 5.30pm to 6.30pm at the Retreat, York.**

B-eat

www.b-eat.co.uk

Help for adults (18 and upwards)

☎ **08456 341414**

@ help@b-eat.co.uk

Help for young (25 and under)

☎ **08456 347650**

@ fyp@b-eat.co.uk

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

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

The Beat's Adult and Youth Helplines are open from:

Monday to Friday 1.30pm to 4.30pm

Monday and Wednesday evenings 5.30pm to 8.30pm.

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

Gambling

Gamblers Anonymous

☎ 0207 384 3040

🌐 www.gamblersanonymous.co.uk

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.

Eng-AGE

☎ 01904 553377

🌐 www.york.gov.uk/eng-AGE

Older People's Physical Activity Officer:

@ paul.ramskill@york.gov.uk

daniel.stanley@york.gov.uk

City of York Council's **Eng-AGE** programme of fun fitness activities for the over 50s can help you keep healthier and happier for longer. Includes: Pilates, Tai Chi, Chair Based Exercise, Zumba Gold, Rusty Badminton and Extend.

Heal

☎ 01904 553377

@ sportandactiveleisure@york.gov.uk

🌐 www.york.gov.uk/heal

HEAL stands for **Health, Exercise, Activity and Lifestyle**. Exercise can help enormously with a wide range of medical conditions including mental health issues such as depression and anxiety. HEAL aims to help people overcome barriers to exercise, making it easier for to get started.

The Healing Clinic

📍 Club Chambers, Museum Street
York YO1 7DN

☎ 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.

Sycamore House Reading Cafe

📍 30 Clarence Street, York YO31 7EW

☎ 01904 553850

Monday to Friday 10am-3pm. Provides a book lending service, information, and a cafe. The book collection contains a range of popular fiction and non-fiction, particularly health & wellbeing books. Books on prescription scheme available.

Having Your Say and Advocacy

Cloverleaf Advocacy

☎ **01904 557644** or

☎ **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:

- ➊ **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).**
- ➋ **A Conditionally discharged restricted patient.**
- ➌ **On a Supervised Community Treatment Order or Guardianship Order.**
- ➍ **An Informal/voluntary patient who is discussing the possibility of serious treatment for a 'mental disorder' or ECT if thson is under 18 years of age).**

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

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:

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

Independent Mental Capacity Advocacy (IMCA)

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

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.

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:

- ➊ **Support the person who lacks capacity and represent their views and interests to the decision maker (e.g. doctor or social worker).**
- ➋ **Obtain and evaluate information about the decision to be made.**

- As far as possible, ascertain the person's feelings, wishes, beliefs and values.
- Ascertain if there are alternative courses of action.
- Obtain a further medical opinion if necessary

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**

🌐 **www.yiln.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 Group

☎ **Contact Heather Simpson: 07826 952263**

@ **heathersimpson1@nhs.net**

As part of Leeds and York Partnership NHS Foundation Trust's (LYPFT) commitment to engage with people and carers who currently use or are interested in their services they have established a new service user group in York.

➔ **Having Your Say and Advocacy (York Service User Group)** continues on the next page.

Service user volunteers have helped to set it up, and the meetings take place on **the last Friday of every month at Sycamore House at 1.30pm**. The aim of this group is not to replicate but complement the work of other voluntary and statutory organisations in the city.

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

Are these experiences normal?

You might be surprised to learn that **10 to 15% of people will hear a voice that someone else doesn't hear at some point in their life and up to 40% of the population worry that people are against them.**

For some people, these experiences are not particularly upsetting but for others these things can become a source of distress and they spend a lot of time worrying about them.

The York & Selby Early Intervention in Psychosis Service

📍 **97 Union Terrace, York YO31 7ES**
☎ **01904 464850**
@ **YorkEIPTeam@commlinks.co.uk**

The Early Intervention Team help young people aged 14-35 and their families who may be experiencing, or at risk of, psychosis for up to 3 years. The team 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 and Tadcaster.

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.**

🌐 **www.aminormal.org**

Hearing voices or feeling paranoid? Worried you're cracking up? Or worried that someone you know might be?

This website has been set up for people who have been or are worried about someone who have had one or a number of the experiences listed below.

- 👉 **Hearing voices or noises that others don't hear.**
- 👉 **Seeing things that others don't.**
- 👉 **Other sensory experiences that cannot be explained.**
- 👉 **Sounds and sights look weird or distorted: they might be louder or brighter etc.**
- 👉 **Feeling paranoid or suspicious that people are out to get you.**
- 👉 **Worries that a microchip or something similar has been implanted in you.**

- Feeling as though your thoughts are being interfered with – taken away or put into your head, or are changing in some way.
- Worries that other people can hear your thoughts.
- Receiving personal messages from the television, radio or magazines.
- Smelling things that other people can't smell.
- Believing you have special powers.
- No longer wanting to mix with other people.
- Problems sleeping.
- Feeling like you can't cope.

Housing

Housing options

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

☎ **01904 554500**

@ housing.options@york.gov.uk

Open Monday to Friday 8.30am-5.30pm.

Gives access to general needs and emergency/ hostel accommodation.

Mental Health Housing Officer

👤 **Karen McGregor**

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 your current home.

For an informal chat about your housing options Karen McGregor (The Mental Health Housing Officer) is available on a **Wednesday afternoon 12.30-2.30 at Sycamore House, 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

Supported Housing

☎ **01904 553844**

@ SAP@york.gov.uk

This 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**

York Housing Association

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

☎ **01904 636061**

@ info@yorkha.org.uk

🌐 www.yorkha.org.uk

Supported Housing for people with mental ill health.

Floating Support available for any York resident with housing related support needs. Via referral to City of York Council's Single Access Point.

Housing Support drop-in sessions. For any York resident with housing related support needs. Held at West Offices & other community venues.

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 - York Unifying Multicultural Initiative

☎ 01904 624742
@ contact@yumiyork.org
🌐 www.yumiyork.org

We are an intercultural network that provide opportunities for people from different cultures to meet with the local community and make friends.

We provide training and support on a range of projects at our beautiful community garden at Fulford Cross Allotments as well as other venues across York.

Whether it's helping out in the YUMI Community Garden, sharing delicious food at our bring and share lunches, learning new skills at our International Craft Group or making new friends at our Conversation Café, YUMI can help you make the most of and increase your skills, and take on roles and responsibilities in the community.

Our projects connect people who are local with people who've come from all over the world and are open to everyone.

LGBT

York LGBT Forum

🌐 www.yorklgbtforum.org.uk
🐦 [Twitter@yorkLGBT](https://twitter.com/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 Sycamore House Reading Café.

Kyra - Women's Project

 **The Workshop, Marygate Lane
York YO30 7BJ**

 **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 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.**

Mainstay

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

 **01904 623801**

 **07823 322993**

 **ljamesmainstay@yahoo.co.uk**

 **www.mainstay-yorks.org.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.

 **Local mental health organisations that provide help and treatment (Mainstay) continues on the next page.**

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 - The York Fellowship

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

 **John Bettridge 07788 557371**
 **yorkgroup@rethink.org**

This group is open to carers and people with mental illness. The York Fellowship offers support, information and a listening ear to all affected by serious mental illnesses such as Schizophrenia and to their families and friends. They provide meetings and guest speakers.

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.

The Mental Health Recovery Team

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

 **01904 553850**

The team of professionals from social care promotes social inclusion and recovery from mental health problems.

They offer:

Accredited courses/educational opportunities, employment, training and volunteering opportunities, life balance and wellbeing, personal skills development and training, leisure opportunities. A referral is required.

The Retreat

 **Heslington Road, York YO10 5BN**

 **01904 412551**

 **info@theretreatyork.org.uk**

 **www.theretreatyork.org.uk**

The Retreat is a charity offering a range of community and inpatient services including: specialist inpatient services for complex mental illness, dementia, alcohol detox, eating disorders and personality disorders.

A Recovery College is open to all residents of the city delivering a variety of educational courses designed to help promote recovery and general wellbeing.

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

- **Befriending** provides social and emotional support to adults experiencing mental health problems through a programme of personal development courses and six months of one-to-one, community based support delivered by trained volunteers.
- **Peer support groups:** led by volunteers and beneficiaries, aimed at giving people the opportunity to share experiences and offer coping strategies.
- **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 29).
- **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.
- **Mentoring:** a bespoke mentoring programme where individuals can work both one to one with their assigned mentor and in small group settings, to identify personal goals and what action is necessary to best achieve these goals. The programme uses the nationally recognised self-assessment tool, the Recovery Star.
- **Young Peoples Project:** This project supports young people aged between 13 and 25 who are experiencing difficulties with their emotional wellbeing. A mentoring service is provided and 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.

📞 **020 7436 5881**

@ 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

B-eat

📞 **0845 634 7650 (Monday to Friday evenings from 4.30pm to 8.30pm and Saturdays 1.00pm - 4.30pm)**

@ fyp@b-eat.co.uk

🌐 www.b-eat.co.uk/

Information, help and support for anyone affected by eating disorders.

CALM (Campaign Against Living Miserably)

📞 **Helpline open 5pm-midnight every day of the year: 0800 58 58 58**

🌐 www.thecalmzone.net

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.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.

Mind Angles

 www.mindangles.co.uk

A blog for those with mental health interests

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.

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 (10am - 2pm, Monday - Friday)

 **0300 5000 927**

 **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 0845 767 8000**

6pm - 11pm 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

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.

Older people (50+)

Age UK York

☎ 01904 627995

@ 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

@ yorkservices@alzheimers.org.uk

🌐 www.alzheimers.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.

Eng-AGE

☎ Older People's Physical Activity Officer: Chris Yates: 01904 553377

@ paul.ramskill@york.gov.uk

@ daniel.stanley@york.gov.uk

🌐 www.york.gov.uk/eng-AGE

City of York Council's Eng-AGE programme of fun fitness activities for the over 50s can help you keep healthier and happier for longer. Includes: Pilates, Tai Chi, Chair Based Exercise, Zumba Gold, Rusty Badminton and Extend.

Older Citizens Advocacy York (OCAY)

📍 52 Townsend Street, York YO31 7QC

☎ 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

📍 Independent Age, 6 Avonmore Road, London W14 8RL

☎ 0207 605 4200

@ charity@independentage.org

🌐 www.independentage.org

Supports people who are over the state retirement age.

☎ Advice Line 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 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

 **Holgate Methodist Church, Acomb, York YO24 4AE**

 **01904 786645**

 **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

 **14 Pavement, York YO1 9UP**

 **01904 625971**

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

Provide counselling services to individuals, couples, children, young people and families. They also provide sex therapy for adults.

York Family Information Service

 **01904 554444**

 **fis@york.gov.uk**

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

Free, impartial and up-to-date information for mums, dads and carers of 0-25 year-olds. Ask them anything on family life! Including childcare and childcare costs, children's centres, returning to work, parenting, activities, disability and additional needs.

They can talk to parents about courses in York including those run by the council such as Strengthening Families, Strengthening Communities.

- ▶ **New strategies for getting your children to do what you want?**
- ▶ **How to get the best possible relationship with your children?**
- ▶ **How our upbringing affects our parenting style?**
- ▶ **How to find support from and feel closer to our communities?**
- ▶ **How children's minds work?**

The course runs once a week for 3 hours for 13 weeks (term times only) Free lunch and free childcare.

▶ **Relationships and Families** continues on the next page.

Meet the Parents

@ theteam@meettheparents.co.uk

🌐 www.meettheparents.co.uk

It can be a real struggle to meet other parents in your local area, particularly people that you have things in common with.

Meet the Parents makes it easy to find other mums and dads living nearby who have similar interests, backgrounds or circumstances to you. It is a free website bringing together like-minded parents for friendship, fun and support.

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](tel:08444775774)

@ 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](tel:01904426043)

@ ny.asdadhd@nhs.net

Bipolar UK

📞 [0207 931 6480](tel:02079316480)

@ 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](tel:03333233880)

@ 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

Depression Alliance

@ info@depressionalliance.org

🌐 www.depressionalliance.org

Aims to bring people together to end the loneliness and isolation that so often comes with depression and for them to learn more about depression, treatment and recovery.

Their support network is a way to share understanding, information and friendship with others through depression and recovery. They can put you in touch with others who understand in your local area, through self-help groups or through their Friends in Need scheme.

The National Autistic Society

📞 [0845 070 4004](tel:08450704004)

🌐 www.autism.org.uk

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



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.

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

The University of York

 www.york.ac.uk/students/support


 www.york.ac.uk/students/support/health/opendoor

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

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

You may prefer to find local NHS services, such as the University Health Centre or The Walk-In Centre, or voluntary sector organisations, for example York Mind. Whether you are concerned about yourself or concerned about someone else, they can help.

 **For initial appointments please visit:
Student Support Services Hub, Market Square**

 **01904 324140 or**

 **student-support@york.ac.uk**

At your initial appointment they will discuss how we can help you best. This may involve:

- Up to 3 sessions short term help for specific issues
- Signposting to other services
- Short term Counselling
- Short term Cognitive Behavioural Therapy (CBT)
- Case management
- Workshops and groups

In addition, the Open Door Team provides self-help guidance and advice on improving well-being.

Other sources of support

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

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 8.30 am to 6.00 pm; between these times there is always someone there to help no matter how big or small your problem.

There may be occasions during your time at College when you experience problems, feel under pressure or just want to talk to someone. Counselling is for anyone who feels they may need it. The service at the College is confidential, free, discreet, relaxed, friendly and honest. The FE students in College have a Pastoral Tutor who are available for students to talk to regarding any issues they have with their programme of study or their general wellbeing.

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**

Nightline

 **01904 323735 or
3735 from a 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 nightmail@yusu.org 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 flat is open every night of the University of York term, from 8pm until 8am.

York College

www.yorkcollege.ac.uk/student-life/222-advice-and-guidance.html

If you need to speak to a member of College staff urgently, please call the InfoZone on:

📞 **InfoZone: 01904 770400** or

📞 **HelpZone: 01904 770405/455**

York College are dedicated to supporting our students with any advice and guidance they may need. We provide information regarding welfare, funding, counselling, travel and transport and more.

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/222-student-services/623-counselling.html

You can also ask for a referral form from 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.

To make an appointment - you can electronically access the referral form via the virtual learning environment - Blackboard, under the counselling section. You can also ask for a referral form from the InfoZone or ask your tutor for one.


Mind Your Head

Promotes 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

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

York St John University

 www.yorks.ac.uk/student-services/student-services/health-and-wellbeing/worried-about-yourself.aspx

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.*

They also have a number of factsheets that you may find helpful: *How to help a student in crisis flowchart, Living with housemates, Counselling at YSJ, Pregnancy*

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 Advice Team Desk in Holgate Student Centre and asking for Wellbeing Drop In.

The Wellbeing Team offers psychological help for students on weekdays all year round.

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.

If you urgently want to talk to someone about your own mental health:

Go to the Student Advice Desk in Holgate Student Centre and ask to speak to the Wellbeing Adviser.

 Alternatively, email The Student Advice Team: studentadviceteam@yorks.ac.uk
 or call 01904 876477

Wellbeing Drop In opening times

	Term time	Non-term
Monday	1pm-2.30pm	1pm-2pm
Tuesday	4pm-5.30pm	4pm-5pm
Wednesday	1pm-2.30pm	1pm-2pm
Thursday	4pm-5.30pm	4pm-5pm
Friday	1pm-2.30pm	1pm-2pm

What if I cannot make the Drop In?

If you cannot make the Drop In you can email:

 wellbeing@yorks.ac.uk

York Student Help

 www.yorkstudenthealth.org.uk

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

Students Against Depression

 www.studentsagainstdepression.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.

Veterans

Military Veterans and Service Leavers Peer Support Group

A peer network of ex-military personnel who can provide information, advice and support. To get further information before attending, contact:

Nick Sinclair at City of York Council:

☎ **01904 555276** or

@ **veterans@york.gov.uk**

Victims of Crime

Bridge House SARC

☎ **0330 223 0362**

🌐 **www.turntobridgehouse.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.

Rape Support Line

☎ **0300 111 0777**

🌐 **www.idas.org.uk/rapesupport**

The new **Rape 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

📍 **15 Priory Street, York YO1 6ET**

☎ **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

Job Centre (ESA advisors/disability advisors)

For Universal Credit enquiries and appointments:

☎ **0345 604 3719**

☎ **Textphone: 0345 608 8551**

Monday to Friday, 8am to 6pm.

Shaw Trust Work Choice

📍 **The Raylor Centre, James Street,
York YO10 3DW**

☎ **0800 9179059**

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

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

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

Are you worried about your mental health and unsure of what to do or who to talk to?

You are not alone and there is help out there. It is important to talk to someone you trust. This could be someone from your family, a friend, someone at school or your GP.

There are also a lot of good Easy-to-Read websites which can help with information, advice and support.

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.

ATLAS

 01904 464680

 york@lifeline.org.uk

York's Young People's Drug and Alcohol Service. **ATLAS** can help anyone under the age of 25 who wants to talk about drugs and alcohol. Can provide 1:1 support anywhere in the community to make sure you get the help and support you need.

B-eat

 **0845 634 7650 (Monday to Friday evenings from 4.30pm to 8.30pm and Saturdays 1.00pm - 4.30pm)**

 fyp@b-eat.co.uk

 www.b-eat.co.uk

Information, help and support for anyone affected by eating disorders.

Childline

 **0800 1111**

 www.childline.org.uk

ChildLine is 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.

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**

 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.**

 **Need a quick answer? Text 82111 a question and FRANK will text you back.**

Young People's Project (York Mind)

 **Highcliffe House Highcliffe Court, York YO30 6BP**

 **01904 643364**

 vicky.blakey@yorkmind.org.uk or

 rab.ferguson@yorkmind.org.uk

 www.yorkmind.org.uk

Providing support for young people between 13 and 25 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. The Arts Award project is available for people who are aged 13 to 16 and 16 to 25. The project will support individuals to explore a range of creative arts activities.

Young People's Survival Guide

 www.yorksurvivalguide.co.uk

The **Young People's Survival Guide to York** is a useful little book full of things you might need to know or make decisions about. It also has places you might need to contact for help and advice. It is written for young people 16-25 in York (though you might find it useful at any age). The guide is produced by the friendly people at Castlegate.

Do you want to talk to someone face to face? There are places you can go to in York especially for you.

 **29 Castlegate, York YO1 9RN**

 **01904 555400**

 mail@29castlegate.org

 www.29castlegate.org


Offers information, support, advice, guidance and counselling to young people aged 16 to 25 who live in York. This includes practical and emotional support, advice on sexual health, benefits, debt, housing options and housing rights and help with employment, training and education.

Appointments: Monday to Friday, 9m to 5pm. Drop in: Monday to Friday, 11am to 4.30pm.

YoungMinds

 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.

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

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.

Young Carers

Young Carers

 **Contact York Carers Centre: 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

 **Contact York Carers Centre: 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.

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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 second 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 November 2016.

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

 www.healthwatchyork.co.uk

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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.

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