

Mental Health and Wellbeing services in Newcastle – March 2020

Adults or Children & Young People	Name	Telephone / Contact details	Website	How they can support
BEREAVEMENT				
Adults	Age UK	For practical information and advice, call Age UK Advice: 0800 169 65 65	Bereavement advice: https://www.ageuk.org.uk/information-advice/health-wellbeing/relationships-family/bereavement/ Arranging a funeral: https://www.ageuk.org.uk/information-advice/coronavirus/arranging-a-funeral--coronavirus-advice/	Also offers - Advice and support for older people who are self isolating/ being shielded - focused on COVID-19. Vulnerable people who feel isolated but no face to face provision. For a cheerful chat, day or night, call Silver Line: 0800 470 80 90

Adults	Bereavement Advice Centre	0800 634 9494	bereavementadvice.org	<p>Bereavement Advice Centre is a free helpline and web-based information service. They give practical information and advice and signposting on the many issues and procedures that face us after the death of someone close.</p> <p>They welcome calls from bereaved people and the professionals and volunteers who support them. Bereavement Advice Centre helps many people every day and aims to give straightforward, useful advice when you need it.</p>
Adults	Cruse Bereavement Care	<p>08444 779400</p> <p>For local services the contact details are: 0191 276 5533 Email: tyneside@cruse.org.uk</p>	<p>www.cruse.org.uk</p> <p>For local services the link is https://www.cruse.org.uk/get-help/local-services/north-east/tyneside or the contact details are Tel: 0191 276 5533, Email: tyneside@cruse.org.uk</p>	<p>Cruse Bereavement Care promotes the well-being of bereaved people and enables anyone bereaved by death to understand their grief and cope with their loss. As well providing free care to all bereaved people, the charity also offers information, support and training services to those who are looking after them.</p> <p>For local services the link is https://www.cruse.org.uk/get-help/local-services/north-east/tyneside or the contact details are Tel: 0191 276 5533, Email: tyneside@cruse.org.uk</p>

Adults	Health Assured Employee Assistance Programme	0800 0305182	www.healthassuredeap.co.uk Login: Newcastle. Password: Council.	The Health Assured telephone helpline is free, independent, confidential and provides counselling and legal and financial information issue 24 hours a day. To use their telephone services call free on 0800 0305182 at any time. There is also an online service www.healthassuredeap.co.uk Login: Newcastle. Password: Council
Adults	Information now – bereavement		www.informationnow.org.uk/article/bereavement/	Provides a range of signposts to other organisations and information on coping with bereavement
Adults	Newcastle City Council	0191 211 6941 Email: bereavementservices@newcastle.gov.uk	https://www.newcastle.gov.uk/services/births-deaths-and-marriages/bereavement-services/contact-bereavement-services	Bereavement Services. Newcastle City Council Arches Reception. Civic Centre. Newcastle upon Tyne. NE1 8QH. Monday to Friday 8.15am to 4:15pm
Adults	NHS website		www.nhs.uk/conditions/stress-anxiety-depression/coping-with-bereavement/	Provides advice and information about coping with bereavement and signposts to additional websites
Adults	The Samaritans	116123	https://www.samaritans.org local website: www.samaritans.org/branches/newcastle	Offers free emotional support and a 24 hour helpline

Support for bereaved parents & Families

Adults & Families	Child Bereavement UK	0800 02 888 40	www.childbereavementuk.org	Child Bereavement UK supports families and educates professionals when a baby or child dies or is dying, or when a child is facing bereavement
Children & Young People and Families	Childhood Bereavement Network	0800 02 888 40	www.childhoodbereavementnetwork.org.uk	The Childhood Bereavement Network (CBN) is the hub for those working with bereaved children, young people and their families across the UK. We signpost families and professionals supporting children who have been bereaved to local and national sources of support and information
Adults	Daddys With Angels		www.daddyswithangels.org	Daddys with Angels provides free online support, advice and friendship to families following the loss of a child of ANY gestation or age and by any cause or reason. We also have a Facebook group for anyone who is experiencing 'anticipatory grief'. We are based in Northampton, UK, but we support families from all over the world. We were voted best UK support organisation in The Butterfly Awards in 2014 and 2016.
Adults	The Compassionate Friends	0345 123 2304	http://www.tcf.org.uk/	The Compassionate Friends is an organisation of bereaved parents offering support, understanding and friendship to others after the loss of a child, of any age, from any cause.

				<p>We are only able to support people aged 18+ We offer a National Telephone Helpline, staffed by bereaved parents only, who are available for support and information 365 days a year. We also offer a website and moderated online forum, local support contacts and groups, weekend gatherings and retreats, information leaflets, bereavement support publications and a postal library. Some specialist sibling support is also available. The best way to begin finding appropriate access to your support needs is via our Helpline and website. Our Helpline also has the most up to date details about the support activities that might be available in your area. Helpline: 0345 123 2304 Hours: daily from 10.00-16.00 and 19.00-22.00 Website: www.tcf.org.uk Email: helpline@tcf.org.uk</p>
C&YP	Winston's Wish – Bereavement Support		https://www.winstonswish.org/coronavirus/	<p>This website has some incredibly useful resources around supporting CYP who have experienced bereavements as a result of COVID-19, including "telling a child someone has died from coronavirus" and "how to say goodbye when a funeral isn't possible"</p>
Adults	Government		COVID-19: guidance for the	Coronavirus information

	guidance		public on mental health and wellbeing available online from: https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing	
A to Z list of services				
Adults	Anxiety UK	Phone: 03444 775 774 (Monday to Friday, 9.30am to 10pm; Saturday to Sunday, 10am to 8pm)	Website: www.anxietyuk.org.uk	Charity providing support if you have been diagnosed with an anxiety condition.
Adults	Anxious minds	From Monday 30th March you can talk to one of a trained Counsellors from 9-5pm Monday to Friday on 0191 262 0305	info@anxiousminds.co.uk	Anxious Minds Supporting the North East Provides intervention and long term support.
Adults	BABCP - COVID-19 Anxiety Blog	Social media	http://letstalkaboutcbt.libsyn.com/coping-with-anxiety-about-coronavirus-Practical	For those experiencing anxiety or have been diagnosed with an anxiety disorder and who want to connect with people who may also suffered from anxiety.

Adults	Bipolar UK		Website: www.bipolaruk.org.uk	charity helping people living with manic depression or bipolar disorder.
Adults	CALM	Phone: 0800 58 58 58 (daily, 5pm to midnight)	Website: www.thecalmzone.net	CALM is the Campaign Against Living Miserably, for men aged 15 to 35.
Adults and Families	Children North East	0191 239 9956	https://www.children-ne.org.uk/mental-health-support	Parent-Infant Relationships support offered by Children North East. NEWPIP is a psychotherapeutic service to help mothers and their babies (up to two years old) develop a healthy relationship
Adults	Connected Voice	0191 232 7445	Email: connect@connectedvoice.org.uk Website: https://www.connectedvoice.org.uk/	Connecting people, supporting action and advocacy
Adults	Crisis Skylight (Newcastle)	0191 222 0622 (please leave a message)	Email : enquiries.newcastle@crisis.org.uk	Working together to end homelessness
Adults	Every Mind Matters	No direct contact number	https://www.nhs.uk/oneyou/every-mind-matters/	Every Mind Matters (NHS) PHE under the One You Banner Online help for adults who dealing with stress and anxiety. Tips and tools and an App to access. Links for people with mood disorders and sleep problems.

Adults	Gateshead Clubhouse	0191 440 033	Email: Gateshead.clubhouse@gmail.com	
Adults	Joseph Cowen Healthcare Centre	0191 228 929	Email: healthcentre@underthebridge.org.uk Website: http://www.underthebridge.org.uk/	Primary health care for people who are homeless, in temporary housing or in housing need and not registered with a GP.
Adults	Launchpad	0191 233 0382	https://launchpadncl.org.uk/	LAUNCHPAD works to redress the balance, and offers the chance for anyone who uses mental health services in Newcastle to have their voice heard by the people who run these services. We endeavour to improve mental health services for all, and to promote the views and opinions of service users, all in a friendly, safe environment.
Adults	Men's Health Forum		Website: www.menshealthforum.org.uk	24/7 stress support for men by text, chat and email.
Adults	Mental Health Foundation		Website: www.mentalhealth.org.uk	Provides information and support for anyone with mental health problems or learning disabilities.
Adults	Mental Health Matters		https://www.mhm.org.uk/	Webchat and helpline available for users of mental health services - offers forum for people to have a voice and contribute to discision making. Has some focus on suicide

				prevention and training.
Adults	MIND - Helplines and Listening services		https://www.mind.org.uk/information-support/guides-to-support-and-services/crisis-services/helplines-listening-services/	online website. Links to community websites across the UK for advice and support.
Adults	MIND	Phone: 0300 123 3393 (Monday to Friday, 9am to 6pm)	Website: www.mind.org.uk	Promotes the views and needs of people with mental health problems
Adults	Moving Forward		<p>NEWCASTLE:</p> <p>Contact for self-referrals: Email: mfn@mentalhealthconcern.org Telephone: 0191 222 0324 Text: 07593 784 781</p> <p>Website: http://www.mentalhealthconcern.org/our-services/community-services/newcastle-moving-forward/</p> <p>GATESHEAD:</p> <p>Contact for self-referrals: Email: mfg@mentalhealthconcern.org Telephone: 0191 222 0324 Text: 07593 784 781</p> <p>Website:</p>	Moving Forward Gateshead and Newcastle helps anyone who is affected by mental ill-health to get back on their feet

			http://www.mentalhealthconcern.org/our-services/community-services/moving-forward-gateshead/	
Adults	Newcastle Talking Therapies Service	0191 282 6600	https://www.talkinghelpsnewcastle.org/	Online self referral form available. 16+ Linked into to all GP Practices across the city.
Adults	No Panic	Phone: 0844 967 4848 (daily, 10am to 10pm). Calls cost 5p per minute plus your phone provider's Access Charge	Website: www.nopanic.org.uk	Voluntary charity offering support for sufferers of panic attacks and obsessive compulsive disorder (OCD). Offers a course to help overcome your phobia or OCD.
Adults	NUFC - Newcastle United Football Club	0844 372 1892 ext.8451	https://nufoundation.org.uk/beagamechanger/	BE A GAME CHANGER – initiative. Focused work with those experiencing mental health problems. Encouraging people in Newcastle to talk openly about mental health and to provide tips on how to improve your physical and mental wellbeing
Adults	OCD Action	Phone: 0845 390 6232 (Monday to Friday, 9.30am to 5pm). Calls cost 5p per minute plus your phone provider's Access Charge	Website: www.ocdaction.org.uk	Support for people with OCD. Includes information on treatment and online resources.

Adults	OCD UK	Phone: 0333 212 7890 (Monday to Friday, 9am to 5pm)	Website: www.ocduk.org	A charity run by people with OCD, for people with OCD. Includes facts, news and treatments.
Adults	Older Peoples radio Wavelength	01708 621 101	https://wavelength.org.uk/radiohero/	Wavelength, along with Argos, Currys PC World, John Lewis & Partners, Pure and Roberts Radio, are coming together with BBC Local Radio's Make a Difference initiative, to provide radios to the most vulnerable over 70s. Radio has a unique role providing local news, sharing information in the community, providing entertainment and most of all being a companion to listeners.
Adults	Recovery College Collective (Recoco)	0191 261 0948	Email: info@recoverycoco.com Website: https://www.recoverycoco.com/about-us	Providing a peer led, peer delivered education and support service where people can learn from each other's insights, skills and lived experience.
Adults	Rethink Mental Illness	0300 5000 927 (Monday to Friday, 9.30am to 4pm)	Website: www.rethink.org	Support and advice for people living with mental illness.
Adults	Samaritans	116 123 (free 24-hour helpline)	Website: www.samaritans.org.uk	Confidential support for people experiencing feelings of distress or despair.
Adults	SANE	SANEline: 0300 304 7000 (daily, 4.30pm to 10.30pm)	Peer support forum: www.sane.org.uk/support	Emotional support, information and guidance for people affected by

		Textcare: comfort and care via text message, sent when the person needs it most: www.sane.org.uk/textcare	orum Website: www.sane.org.uk/support	mental illness, their families and carers.
Adults	Together in a Crisis (TiaC)	Online only	Website: http://www.mentalhealthconcern.org/our-services/community-services/together-in-a-crisis/	The service is designed to provide support for people who identify as being in crisis, but who do not meet the threshold for the local NHS mental health crisis service
Adults	Tyneside Women's health	0191 477 7898	Email: ies@tynesidewomenshealth.org.uk https://www.tynesidewomenshealth.org.uk/	To preserve, protect and improve the mental health and wellbeing of women and girls living in the North of England.
Adults	Your Voice Counts	0191 478 6472 (10am-4pm)	E-mail: yvc.uk@nhs.net Twitter: @YVC_Advocacy Facebook: https://www.facebook.com/YourVoiceCountsCommunity/ Website: https://www.yvc.org.uk/	Helping vulnerable people find a voice and gain control over their lives. Helping people to become better connected to their local communities and raise awareness of the issues that vulnerable people face.
Learning Disabilities support				
Adults	Skills for people	0191 281 8737	information@skillsforpeople.org.uk Website: http://skillsforpeople.org.uk/about/	Working to make sure disabled people and their families are well supported, to have good lives, to be in control of their own lives, and to

				be included in the communities of their choice. Supporting people across North East England.
Adults	Disability North	0191 284 0480	Email: reception@disabilitynorth.org.uk Website: http://www.disabilitynorth.org.uk/	Provide a range of information, advice and support services relating to all aspects of disability.
COUNSELLING SERVICES (Adults and Children & Young People)				
C&YP	Children North East – Youth Council	0191 273 3996	weyes.counselling@children-ne.org.uk	One to One Counselling service (9 to 25 years of age). Variety of therapies utilised for depression, anxiety, bullying, self-harming, loss and bereavement.
Adults	North East Counselling Services	0191 4661314 Mobile 07756150831	Website: http://www.necounselling.org.uk/	Providing free counselling support to children and young people living in Gateshead and Newcastle through the mental health trust, also including Gateshead carers and war veterans.
Adults	Talking helps Newcastle	0191 2826600	https://www.talkinghelpsnewcastle.org/	The service offers a range of talking therapies, advice, information and support. Talking therapies can help you to understand and work through your difficult feelings and develop strategies for coping better.

C&YP	If u care share	0191 387 5661 Office hours are Monday to Friday 9am-5pm	Website: https://www.ifucareshare.co.uk/	To listen and support emotional wellbeing in young people and those affected by suicide.
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ALZHEIMERS

Adults	Alzheimer's Society	Phone: 0333 150 3456 (Monday to Friday, 9am to 5pm and 10am to 4pm on weekends)	Website: www.alzheimers.org.uk	Provides information on dementia, including factsheets and helplines.
Adults	Dementia Matters	0191 323 3342	Website: https://www.dementiamatters.net/	Advice centre available for those living in Tyneside
	Search	0191 2737443		General advice for older people
	Community Challenging Behaviour Team (Gateshead)	0191 477 0450 For referrals and advice on who can refer you- Email: ccb@mentalhealthconcern.org	Website: http://www.mentalhealthconcern.org/our-services/older-peoples-services/gateshead-community-challenging-behaviour-service/	The service works with two groups of people Families who are caring for a relative at home and nursing home staff caring for people with dementia whose behaviour they find challenging

ADDICTION (DRUGS, ALCOHOL, GAMBLING)

Adults	Alcoholics Anonymous	0800 917 7650 (24-hour helpline)	Website: www.alcoholics-anonymous.org.uk	
Adults	National Gambling Helpline	0808 8020 133 (daily, 8am to midnight)	Website: www.begambleaware.org	
Adults	Narcotics Anonymous	0300 999 1212 (daily, 10am to midnight)	Website: www.ukna.org	
Adults	NTaR (Newcastle Treatment and Recovery Service) CNTW	0191 206 1117	NTARreferrals@cntw.nhs.uk	NTaR covers all of drug and alcohol services within Newcastle and is an ageless service. Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust are the lead provider in partnership with Humankind and Changing Lives under the name of NtaR.
Adults	Gamcare		Website: https://www.gamcare.org.uk/news-and-blog/blog/update-on-covid-19-coronavirus/	Providing a helpline, webchat, forum, chatroom and 1-2-1 support via the phone or video call.
CRIME VICTIMS				
Adults	Rape Crisis Tyneside and Northumberland	0800 035 2794 Monday - Thursday (6pm - 8.30pm), Friday (11am - 2pm)	https://rctn.org.uk/get-help/	Providing free, safe, professional support and information for women and girls over 13 who have experienced any form of sexual violence at any time in their lives

Adults	Victim Support	0808 168 9111 (24-hour helpline)	Website: www.victimsupport.org	
EATING DISORDERS				
	Beat	0808 801 0677 (adults) or 0808 801 0711 (for under-18s)	Website: www.b-eat.co.uk	
	NIWE Eating Distress Service	0191 221 0233 Email: enquiries@niwe.org.uk	Website: https://www.niwe.org.uk/	Provides support to those in the North East affected by eating distress
PARENTING				
Adults and Families	Children North East	0191 2727824	https://www.children-ne.org.uk/	Focused upon families in Crisis, in particular covers mental health, domestic abuse and drug and alcohol misuse.
Adults and Families	Family Lives	0808 800 2222 (Monday to Friday, 9am to 9pm and Saturday to Sunday, 10am to 3pm)	Website: www.familylives.org.uk	Advice on all aspects of parenting, including dealing with bullying.
RELATIONSHIPS				
Adults	Relate		Website: www.relate.org.uk	The UK's largest provider of relationship support.
CITIZEN'S ADVICE				
Adults	Citizens Advice	If you live in Gateshead ring	Website	

	Gateshead	the local advice line on 0300 3309 035 Or email advice@citizensadvicegateshead.org.uk	https://citizensadvicegateshead.org.uk/	
Adults	Citizens Advice Newcastle	Advice line Service 9.00am-5.00pm Monday-Friday. 0300 3309055 E-mail: citycab@newcastlecab.org.uk	Webchat: https://www.citizensadvice.org.uk/ Website: http://www.citizensadvice-newcastle.org.uk/	

SERVICE AND WEBSITE INFORMATION FOR CHILDREN AND YOUNG PEOPLE (A to Z)

Mental Health Support CYP

Mental health: CYP with mental health problems can still be referred to the Single Point of Access via the referral form or by contacting 03031231147 (or for crisis situations 01912466913). Appointments are then provided over the phone or online, with no face to face appointments currently being offered (unless the situation necessitates it). There are a wide range of digital resources available (see the attached paper 5. COVID-19 - Helping Parents and Carers meet the needs of Children and Young People), including online support and 1:1 counselling service for 11-18 year olds (up to 25 for LAC) at www.kooth.com

C&YP	Anna Freud		https://www.annafreud.org/coronavirus/	Self-care resources, support for schools and colleges, top tips on how families can work together during the crisis
C&YP	Autism		https://www.autism.org.uk/service/s/nas-schools/vanguard/news/2020/march/coronavirus-(covid-19)-advice.aspx	National Autistic Society – guidance and helpline for parents’, young people and staff

C&YP	Barnados	0191 212 0237	https://www.barnardos.org.uk/	helps children through the trauma of sexual abuse and exploitation. Also provides support for young people in care. Specialist workers support families through domestic abuse, mental health problems, prison sentences, asylum seeking.
C&YP	BBC - Newsround		https://www.bbc.co.uk/newsround/51861089	Children and young people's questions answered by twin brothers, Dr Chris and Dr Xand
C&YP	Carers UK		https://www.carersuk.org/help-and-advice/health/looking-after-your-health/coronavirus-covid-19	Guidance for carers
C&YP	Child Bereavement UK		https://www.childbereavementuk.org/get-support	App that has been created by a group of bereaved young people working directly with Child Bereavement UK. It has been developed for 11-25-year-olds who have been bereaved of someone important to them. It can also be used by friends, teachers, parents, and professionals who would like to know how to support bereaved young people.
C&YP	ChildLine – website helpline	0800 1111	https://www.time-to-change.org.uk/mental-health-and-stigma/help-and-support	Links to a number of other websites and information: Sammaritans, MindinfoLine, Rethink Mental Illness Advice Line, Saneline, 'TheMix'and Elefriends (Elefriends is a supportive online community).

C&YP	Children North East	0191 256 2444	https://www.children-ne.org.uk/mental-health-support	One-to-One Counselling
C&YP	Children North East - Schools	0191 256 2449	https://www.children-ne.org.uk/mental-health-support-for-schools	Telephone helpline. Mental health issues amongst students have been on the rise, with one in 10 children in the UK now suffering with mental health issues every year. affiliated with the British Association for Counselling and Psychotherapy (BACP) and work within the framework of Children and Young people on the Improving Access to Psychological Therapies (IAPT) programme.
C&YP	Children's Society		https://www.childrenssociety.org.uk/coronavirus-information-and-support	General information for young people on emotional and mental wellbeing
C&YP	Elsa-support		https://www.elsa-support.co.uk/coronavirus-story-for-children/	Coronavirus story for children
C&YP	Government information		https://www.gov.uk/government/publications/covid-19-guidance-on-supporting-children-and-young-peoples-mental-health-and-wellbeing/guidance-for-parents-and-carers-on-supporting-children-and-young-peoples-mental-health-and-wellbeing-during-the-coronavirus-covid-19-outbreak	Public Health England guidance for parents and carers on supporting children and young people' mental health and wellbeing during the coronavirus outbreak

C&YP	Healios		https://www.healios.org.uk/services/thinkninja1	Self-help knowledge and skills to children and young people (10-18 years old) who maybe experiencing increased anxiety and stress during the crisis.
C&YP	Kooth		https://www.kooth.com/	Free, safe and anonymous online support for young people
C&YP	Mindheart		https://www.mindheart.co/descargables	Short online book to support and reassure our children, under the age of 7, regarding the COVID-19. This book is an invitation for families to discuss the full range of emotions arising from the current situation.
C&YP	PAPYRUS	Phone: HOPELINEUK 0800 068 4141 (Monday to Friday, 10am to 10pm, and 2pm to 10pm on weekends and bank holidays)	Website: www.papyrus-uk.org	Young suicide prevention society
C&YP	Place2be		https://www.place2be.org.uk/about-us/news-and-blogs/2020/march/coronavirus-information-for-children/	Guide to helping parents answer questions from their children and to support family wellbeing
C&YP	Public Health England		https://www.gov.uk/government/publications/covid-19-guidance-on-supporting-children-and-young-peoples-mental-health-and-wellbeing/guidance-for-parents-and-carers-on-supporting-children-and-young-peoples-mental-health-and-wellbeing-during-the-coronavirus-covid-19-outbreak	Public Health England guidance for parents and carers on supporting children and young people' mental health and wellbeing during the coronavirus outbreak
C&YP	Recovery College		https://lms.recoverycollegeonline.	This course has been written for

	online		co.uk/course/view.php?id=375	children aged 7-12 as a way of learning about the global COVID-19 pandemic. They will learn helpful information about what the new virus is, how to stay healthy and do their best not to pass it on, how they might feel about it, things to do at home and how they can help yourselves. The course is free to access for everyone
C&YP	Streetwise Young People's Project	0191 230 5400	https://www.streetwisenorth.org.uk/	supportds 11-18 years. access to self-help materials and articles, moderated online forums and peer-to-peer support 365 days a year.
C&YP	Young Minds		https://youngminds.org.uk/blog/	If the current news on coronavirus (COVID-19) is making you feel anxious, concerned or stressed, here are some suggestions of things you can do