

Mental Health, Counselling and Wellbeing Support for Adults

***If you or someone you know is in immediate danger of serious harm to life call 999.
If someone is experiencing an urgent mental health crisis seek help now.***

Crisis Support - Mental Health

If you need urgent mental health support or are experiencing something that makes you feel unsafe, call the mental health crisis support line in your area now. Calls are free and the service is available 24 hours a day, 7 days a week.

- **Bradford, Airedale, Wharfedale and Craven - First Response**
For people of all ages living in Bradford, Airedale, Wharfedale or Craven
Tel **0800 952 1181** www.bdct.nhs.uk/services/first-response/
- **North Yorkshire (TEWV) - Mental Health Crisis Support**
For adults living in North Yorkshire, York, Durham and Tees Valley
Tel **0800 0516 171** www.tewv.nhs.uk/services/crisis-advice/
- **Leeds - Single Point of Access Crisis Advice**
For adults living in Leeds
Tel **0800 183 1485**
If you're deaf or have hearing loss, text **07983 323867**
www.leedsandyorkpft.nhs.uk/advice-support/help-in-a-crisis/
- **NHS 111**
If you're not sure who to contact NHS111 can advise you. NHS 111 (freephone) is open 24/7 if you have a problem with your physical or mental health.
Tel **111** www.111.nhs.uk
- **GP Surgery**
Phone your GP surgery (including out of hours) for direction to an appropriate service



Mental Health Helplines, Text and Webchat Services - Regional

Guide-Line - Bradford, Airedale, Wharfedale or Craven

Guide-Line is a confidential telephone helpline that provides mental health support and information for anyone of any age, who lives in Bradford, Airedale, Wharfedale or Craven and feels in need of support.

Freephone: **08001 884 884** available 8am to midnight, 7 days a week, 365 days a year

Live chat available 8am to 12 am, 7 days a week, 365 days a year.

Hear To Help, Just B – Harrogate District

Just B offers emotional wellbeing support to people in the Harrogate District, (also Hambleton and Richmondshire) via their Hear to Help Community Support line. The line is manned by trained staff and volunteers and is available seven days a week, 8am-8pm.

Tel: **01423 856 799** (Calls charged at local rates)

Mind in Harrogate District

Offer a telephone support service from 8.30 am until 5 pm each weekday where you can speak to a member of the team if you are struggling with mental health. Regular scheduled calls can also be arranged.

Tel: **01423 503335** (Calls charged at local rates)

NHS Mental Health Helpline - Selby, North Yorkshire

If you live in the Selby or Tadcaster area, (also Easingwold, Helmsley, Kirkbymoorside or Pickering), individuals and carers of people experiencing mental distress can call the confidential and anonymous helpline for emotional support, signposting and referral into other services. Open Monday to Thursday 5pm to 8.30am, Fridays 4.30pm to 8am and 24hours at the weekend and bank holidays.

Tel **0333 0000 309**

NHS Mental Health Helpline - Leeds, West Yorkshire

For adults registered with a GP in Leeds, Calderdale, Kirklees or Wakefield the helpline offers support and advice. Open 24/7 and free to call.

Tel: **0800 183 0558**



Mental Health Helplines, Text and Webchat Services - National

CALM

The campaign against living miserably aims to prevent male suicide in the UK and offers anonymous, confidential listening or webchat, information and signposting (daily 5pm-midnight).

Tel: **0800 58 58 58** To access webchat visit **www.thecalmzone.net/**

MIND Infoline

Mind Infoline offers information and signposting about mental health problems, treatment and support. It is not a listening or crisis helpline but can signpost to appropriate services. Open 9am to 6pm, Monday to Friday (except for bank holidays).

Tel: **0300 123 3393** Email: **info@mind.org.uk**

National Suicide Prevention Helpline UK

Offers a confidential service for anyone who needs someone to talk to about their mental wellbeing or thoughts of suicide. Lines are open every day from 6 pm until midnight

Tel: **0800 689 5652**

Qwell

Qwell is a free, anonymous online mental health and wellbeing community available to all adults in UK. Accessible at all times Qwell provides access to chat sessions with BACP-accredited counsellors and wellbeing practitioners. Chat sessions can be booked from 12pm to 10pm on Monday-Friday, and 6pm-10pm on Saturday-Sunday. Chat sessions are online or via text.

To access the service sign up by going to **www.Qwell.io** and clicking the 'Join Qwell' button.

Samaritans

If you need someone to talk to you can get non judgemental support from the Samaritans at any time of day or night. Calls are free and confidential.

Tel: **116 123**

You can email Samaritans and someone will respond within 24 hours at **jo@samaritans.org**

SANEline

SANEline is a national out-of-hours mental health helpline for adults offering emotional support, guidance and information to anyone affected by mental illness, including family, friends and carers. Open every day from 4pm to 10pm

Tel: **0300 304 7000**

SHOUT 85258

Shout 85258 is a free, confidential, anonymous text support service for anyone in the UK struggling with mental health challenges. Trained volunteers give empathetic support via text.

Text SHOUT to 85258.



Silverline

Silverline is a free, confidential helpline providing information, friendship and advice to older people.

Tel: **0800 470 8090** (Freephone, 24 hour helpline 7 days a week)

Switchboard LGBT+ Helpline

Provides a listening service for LGBT+ people by phone, email and instant messaging
T. **0800 0119100** (freephone 10am to – 10pm every day)

Email: hello@switchboard.lgbt

Mental Health Helplines, Text and Webchat Services

- through employment

Some employers provide membership of employee assistance programmes with access to free counselling or mental health support for their staff. Some benevolent societies or charities provide specialist support to members or former members of particular professions. Check your employer's wellbeing policy or HR services.

Health and Social Care Workers**North Yorkshire Resilience Hub – Health and Social Care**

Resilience Hub supports health and social care staff, students, volunteers and their immediate families living or working in the North Yorkshire, York and Humber region. They offer advice and support for issues such as emotional wellbeing to bereavement, debt, domestic violence and relationship issues

www.hcvresiliencehub.nhs.uk/

Tel: **03300 022 044** (Monday-Friday 9am-5pm)

West Yorkshire Staff Wellbeing Hub – Health and Social Care

The Hub services are free to everyone who works in health, social care and voluntary and community service organisations in West Yorkshire. It offers confidential advice and support with a range of issues such as emotional wellbeing, bereavement, debt, domestic violence and relationship issues.

Tel **0800 183 1488**, 8am to 8pm, every day, including weekends and bank holidays.

Or self refer at wystaffwellbeinghub.co.uk/support-for-me/self-referral



Armed Forces Veterans

Combat Stress

Combat Stress is a charity for veterans' mental health. They help former servicemen and women deal with issues like post-traumatic stress disorder (PTSD), anxiety and depression.

Tel: **0800 138 1619** (Freephone, available 24 hours a day, 365 days a year).
combatstress.org.uk/

Op COURAGE: for Armed Forces Veterans

Op COURAGE is an NHS mental health specialist service offering support for service leavers, reservists, veterans and their families who served in the UK armed forces for at least one day.

North of England Tel: **0300 373 3332**

Email **OpCourageNORTH@cntw.nhs.uk**

Mental Health and Wellbeing Websites

Every Mind Matters

NHS website of resources, support, information and advice on all aspects of mental health and wellbeing.

www.nhs.uk/every-mind-matters/

Healthy Minds, Bradford and Craven

The Healthy Minds website is an easy to use index of mental health and wellbeing services and resources covering a range of topics which are available for everyone in Bradford, Wharfedale, Airedale and Craven. Use the Services Index to find local services by category.

www.healthyminds.services

Recovery College Online

The Recovery College Online provides a range of free online mental health educational courses and resources. The content of the site has been developed by people with experience of mental illness

www.recoverycollegeonline.co.uk/

Rethink Mental Illness

Offers access to a network of local groups and services and a range of practical advice and information on mental health matters.

www.rethink.org/



West Yorkshire Suicide Prevention

The West Yorkshire Suicide Prevention website is a portal for sharing mental health information and resources created by partner organisations.

suicidepreventionwestyorkshire.co.uk/support

Counselling and Talking Therapy Services

Counselling, psychotherapy and other talking therapies can be accessed through NHS, voluntary sector and private organisations. Eligibility, costs and waiting times can vary.

NHS Talking Therapies

Talk to your GP about a referral to talking therapy or refer yourself. Formerly known as IAPT (Improving Access to Psychological Therapies) you can search for services in your area. You must be registered with a GP. Therapy provided through the NHS is free of charge but there can be a long waiting list.

www.nhs.uk/service-search/mental-health/find-a-psychological-therapies-service/

Bradford District and Craven Talking Therapies

(Available to those with a GP in Bradford, Wharfedale, Airedale and Craven aged 16 or over)

A free confidential service offering guidance on low mood, anxiety, sleep problems and stress through information, courses, phone advice or one-to-one 'talking therapies'. You can register online, over the phone or go through your GP.

Tel: **01274 221234** Monday to Friday 9.00am and 5.00pm to speak to Bradford District Talking Therapies Administration team

Email: **talkingtherapiesadmin@bdct.nhs.uk**

www.bdctalkingtherapies.nhs.uk

North Yorkshire Talking Therapies

(Available to those with a GP in North Yorkshire aged 17 or over)

Offers a range of talking therapies for those experiencing low mood or anxiety.

Talk to your GP about a referral to talking therapy or refer yourself via the website.

northyorkshiretalkingtherapies.co.uk/

York and Selby Talking Therapies

(Available to those with a GP in the Vale of York aged 16 or over)

Offers a range of talking therapies for those experiencing common mental health problems such as low mood or anxiety. Talk to your GP about a referral to talking therapy or refer yourself via the website or by phone

Tel: **01904 556840** (Monday to Friday 9am to 5pm)

Email: **tewv.yorkselbytalkingtherapies@nhs.net**

yorkandselbytalkingtherapies.co.uk/



Local Voluntary and Charity Services

- Counselling, Talking Therapies and Peer Support Groups

Some local community organisations offer free, subsidised or low-cost talking therapies, access to counselling and peer support groups. Services, costs and availability vary.

Bradford District

Airedale and Wharfedale Mental Health Connect

Wharfedale, Airedale and Craven Alliance is a network of GP surgeries and community organisations - Keighley Healthy Living, Project 6, Roshni Ghar and Missing Peace offering mental health coaching, support groups and wellbeing activities.

Referral is via a healthcare professional or voluntary/ community organisation.
www.wacalliance.co.uk/our-projects/waca-mental-health-service/mental-health-community-hubs/airedale-and-wharfedale-wellbeing-hubs.html

Bradford Wellbeing Hubs

The wellbeing hubs are a network of six independent hubs across Bradford, Shipley and Keighley offering direct access to a range of specialist support and advice services, including mental health support. Self referral is possible by contacting any of the hubs.

wellbeingnetwork.org.uk/

Trust Therapies, Cellar Trust, Shipley

Offers a range of counselling, therapy and peer support groups to help individuals explore and cope with emotional challenge. A limited number of subsidised counselling spaces may be available.

Tel **01274 586474** or email **mail@thecellartrust.org**
www.thecellartrust.org

Craven District

Craven Mental Health and Wellbeing Hubs

The Craven Mental Health & Wellbeing Hubs are a network of independent community organisations across Craven offering consistent, accessible, and local adult mental health and wellbeing support managed by local arts and wellbeing charity Pioneer Projects, with support from specialist mental health providers in the Voluntary, Community, and Social Enterprise sector, North Yorkshire Council, Bradford District Care trust, and the Modality and WACA Primary care Trusts.

Tel: **015242 62672** or email **office@pioneerprojects.org.uk**
www.wacalliance.co.uk/our-projects/waca-mental-health-service/mental-health-community-hubs/craven-wellbeing-hubs.html



Harrogate District

Mind in Harrogate District

Offers a range of support groups and counselling services at affordable rates. Counselling sessions are subsidised rates for those on low incomes

Tel: **01423 503335**

mindinharrogate.org.uk/

Wellspring Therapy and Training, Harrogate

Offers affordable professional counselling services. Session costs are subsidised according to client affordability

Tel: **01423 881 881**

Email: **office@wellspringtherapy.co.uk**

wellspringtherapy.co.uk/

Selby District

Communi-tea

Offer non clinical mental health support and signposting to services from mental health first responders every evening between 7:00pm and 10:00pm 365 days a year for people living in Selby and District area.

Tel: **01757 642 399**

communithea.org.uk/

The Haven @ 30 Clarence Street, York

Offers out-of-hours mental health support to anyone aged 16 or over living in York and Selby District. This is a walk in service at **30 Clarence Street, York, YO31 7EW** (Opposite the Union Terrace Coach Park, next to York St. John University).

No referral needed, you can come in just for a chat or access one-to-one emotional support from trained mental health professionals. Virtual support via video call and a 24 hour helpline also available for those accessing the service. Opening hours: Monday to Friday 6pm-10pm and Saturday-Sunday 2pm -10pm.

Phone: **07483 141 310**. Email: **haven.mhm@nhs.net**

www.mhm.org.uk/the-haven-30-clarence-street

PeerTalk

PeerTalk provides weekly volunteer facilitated peer support groups for people living with depression, anxiety and other emotional distress. Groups currently run in Skipton, Bradford and Leeds.

Phone or text **07719 562 617** Email **enquiries@peertalk.org.uk**



Private Counselling and Therapies

There is no regulated licensing system for counsellors in the UK and so accreditation, qualifications, experience and cost may vary between counsellors and therapists. Check carefully that your counsellor or therapist has experience and training that is appropriate for your needs. There are a number of professional registers of counsellors and therapists which you can use to search for services.

- Counselling Directory - www.counselling-directory.org.uk/
- British Association for Counselling and Psychotherapy (BACP)
www.bacp.co.uk/search/Therapists
- British Association of Behavioural & Cognitive Psychotherapies (BABCP)
www.babcp.com/CBTRegister/Search#/

If you need further information or would like to discuss any aspect of your caring role, please contact Carers' Resource:

Tel: 0808 501 5939

Harrogate

Unit 3, Grove Park Court, Grove Park Terrace, Harrogate HG1 4DP

Bradford

15 Park View Court, St Paul's Road, Shipley, BD18 3DZ

Skipton

Ronaldsway House, 36 Brook Street, Skipton, BD23 1PP

info@carersresource.org

www.carersresource.org

We can provide this information in another format. Please contact us to discuss your requirements.

Date of information: August 2023; revise by August 2024

