Directory of services to help improve mental health and emotional wellbeing

Western area 2023

HSC Health and Social Care

Urgent help and support

Emergency services
999 or 112
Police, ambulance service, fire and rescue service, coastguard.

GP out of hours services
028 7186 5195

Foyle Search and Rescue
028 7131 3800
Preservation of life in and around the River Foyle.
www.foylesearchandrescue.com

GP referral only services

Speak to your GP about accessing the following services.

The Child and Adolescent Mental Health Service (CAMHS)
Provides specialist multi-professional support in the community for children and young people aged up to 17 years experiencing mental health problems.

Community Mental Health Teams (CMHTs)
These are multi-professional teams that provide assessment, treatment and support services to people experiencing mental health problems. There are teams working throughout the Western Health and Social Care Trust. In emergency situations, a crisis response service will link with out of hours GPs or the emergency department (ED).

Older People's Mental Health Teams
Provide assessment, treatment and support services to people experiencing mental health problems who are over the age of 65 years.

Community Addiction Teams (CATs)
Provide treatment and support for adults with drug and alcohol problems.

Psychosexual Service
Provides treatment for sexual difficulties arising from a variety of causes.

Suicide prevention/ self-harm/self-help

Lifeline
0808 808 8000
Textphone users contact Lifeline on 18001 0808 808 8000
24 hour support for those in distress or despair.
www.lifelinehelpline.info

Samaritans helpline
Freephone 116 123
Listening ear to those in distress.
www.samaritans.org

Zest
028 7126 6999
Tackling the problems that lead to suicidal behaviour and direct and/or indirect self-harm in young people and adults.
www.zestni.org

North West counselling
028 7181 3587

Youthlife
028 7137 7227 079 1250 7388
Helping children and young people who have experienced bereavement and loss.
www.youthlife.org

Aisling Centre Enniskillen
028 6632 5811
Counsellors at the Aisling Centre are experienced in dealing with a range of issues, including trauma, anxiety, childhood abuse, suicidal thoughts, stress, bereavement/loss, alienation, low self-esteem and relationship/family issues.
www.theaislingcentre.com

Koram Centre Strabane
028 7188 6181
Counselling, psychotherapy and psychosocial support.
www.koramcentre.com

Clare House (residential/respite)
028 6632 6361

Aurora Counselling
028 7135 0407
www.auroracounselling.org

PAPYRUS
HOPELINE UK 0800 068 4141
Support for young people under the age of 35 struggling with thoughts of suicide.
www.papyrus-uk.org

Mental health including eating disorders and anxiety support

AWARE
Derry/Londonderry office 028 7126 0602
NI charity providing support and information for those affected by depression.
www.aware-ni.org

Cunamh
028 7128 8868
Community-led mental health project.
www.cunamh.org

Derry Well Woman
028 7136 0777
www.derrywellwoman.org

Praxis Care
- Derry/Londonderry 028 7130 8020
- Lisnaskea 028 6772 2778

Provides services for adults and children with a learning disability, mental ill health or acquired brain injury, and for older people, including people with dementia.
www.praxiscare.org

Beat eating disorders
Helpline 0808 801 0434
www.beateatingdisorders.org.uk (Webchat available)

Eating Disorders Association helpline
028 9023 5959
www.eatingdisordersni.co.uk

Western eating disorders service
028 7132 0165

Men's Action Network
028 7137 7777
Provides a safe space for men to find support for life issues.
www.man-ni.org

Relate
028 9032 3454
Relationship and family services.
www.relateni.org

CLEAR Project
028 7138 3386
www.dhcni.com/clear-project

Inspire Community Wellbeing Service
028 7126 9677
www.inspirewellbeing.org
foyle.cws@inspirewellbeing.org

Mind Yourself & Foyle Advocates
028 7126 3461 028 7126 3318

Inspire
028 9032 8474
Local support, including housing schemes, home support, advocacy services, information services and education.
www.inspirewellbeing.org

CAMHS
028 7186 5238 028 6634 4115 028 8283 5990
Youth treatment, counselling and support.

HSC information on mental health conditions, treatments and medications
www.choiceandmedication.org/hscni

Website for further information
www.mindingyourhead.info

Substance misuse and gambling

Alcoholics Anonymous
028 9035 1222
www.alcoholicsanonymous.ie

Start360 Daisy West
028 7137 1162
Drugs and alcohol intervention service for 11-25 year olds.
www.start360.org

Alcohol and drug services
028 7186 5239 028 7186 5240 028 6638 2073
028 8283 5453

Asha Centre
028 8283 5453 028 8283 5445

Community Alcohol and Drug Therapists
028 8283 5453

Inspire Addiction Services
028 9066 4434
www.inspirewellbeing.org

Gamblers Anonymous
028 9024 9185
www.gamblersanonymous.org.uk

Narcotics Anonymous
0300 365 1010
na-northernireland.org

Northlands Centre
028 7131 3232
Treatment centre for alcohol problems.
www.northlands.org.uk

Foyle Haven
028 7136 5259
A safe space where street drinkers can access practical assistance and support.
ie.depaulcharity.org/foyle-haven-day-centre

SOLACE
028 6862 8741
Reducing the harm caused by the misuse of alcohol.

HURT (Have Your Tomorrows)
028 7136 9696
Offering support on issues around alcohol and drug addiction.
www.hurtni.org

Aisling Centre
028 6632 5811
Support group for people who live with, or have lived with, a loved one's addiction.
www.theaislingcentre.com

Start360
079 2312 9559
Treatment, counselling and support services for young people and families affected by substance misuse.
www.start360.org

CAMHS
028 7186 5238 028 6634 4115 028 8283 5990
Youth treatment, counselling and support.

WHSCT Stop Smoking Service
0800 917 9388

Websites for further information
www.stopsmokingni.info
www.drugsandalcoholni.info
www.talktofrank.com

Victims of abuse

24 Hour Domestic & Sexual Abuse Helpline
0808 802 1414
Open to anyone affected by domestic or sexual abuse.
www.dsahelpline.org

PSNI Child Abuse and Rape Enquiry Unit
101

Cunamh
028 7128 8868
Community-led mental health project.

PSNI non-emergency reporting number
101

Victim Support
Foyle office 028 7137 0086
Emotional support for victims of crime.
www.victimsupportni.com
foyle@victimsupportni.org.uk

NSPCC helpline
0808 800 5000
For under 18s 0800 1111
www.nspcc.org.uk

Nexus
028 9032 6803
Nexus Institute offers counselling to survivors of childhood sexual abuse and victims of sexual violence, including those who have experienced rape and sexual assault.
www.nexusni.org

Aisling Centre
028 6632 5811
Counselling and psychotherapy for victims and survivors of sexual abuse.
www.theaislingcentre.com

Women's Aid, Fermanagh
028 6632 8898

The Rowan – Regional Sexual Assault Referral Centre
24 hour Freephone Helpline 0800 389 4424
Support and services for anyone who has been sexually abused, assaulted or raped.
www.therowan.net

Men's Advisory Project
028 9024 1929
Support for men experiencing domestic abuse.
www.mapni.co.uk

Bereavement

Barnardo's Child Bereavement Service
Advice line 028 9066 8333

Cruse Bereavement Support
Helpline 0808 808 1677
Cruse offers information, support and advice to anyone affected by death.
www.cruse.org.uk
Young people: www.hopeagain.org.uk

Miscarriage Association helpline
Helpline (9am-4pm) 019 2420 0799
www.miscarriageassociation.org.uk

NI Stillbirth and Neonatal Death Society (SANDS)
NI Helpline 077 4099 3450
northernireland.sands.org.uk

Helping someone who is thinking about suicide

1 – Approach the person and ask
Show you care, ask clearly and directly if they are thinking about suicide.

2 – Listen, give support
Let them explain their feelings. Tell them you have to take any thoughts seriously.

3 – Get help
Tell them you will support them to find help. **Get professional help straight away.** Call **999** in a crisis. Remove potential means of suicide and don't leave them alone.

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The Compassionate Friends
028 8778 8016 0345 123 2304
www.tcf.org.uk

North West Counselling
028 7181 3587
www.northwestcounselling.co.uk

WAVE Trauma Centre
028 3751 1599
Offers care and support to anyone bereaved, injured or traumatised through the Troubles.
adminhq@wavetrauma.org

Youthlife
028 7137 7227
Helping children and young people who have experienced bereavement and loss.
www.youthlife.org

Suicide Liaison Officers / Bereaved by Suicide Support
- Limavady / Londonderry / Strabane 028 7132 0138 073 8541 4442
- Omagh / Fermanagh 028 6638 2112 078 4156 9000

Bereaved by Suicide Support Group
028 7188 6181
Koram Centre, Strabane.

North West Bereaved By Suicide Group
028 7131 3800
1st and 3rd Monday each month.

Fermanagh Bereaved By Suicide Group
028 6632 5811 078 4156 9000

Roe Valley Bereaved By Suicide Support Group
079 4991 4100

PATHS Omagh
078 7941 4385
Support to families and individuals bereaved by suicide.

Sexual health

Informing Choices NI
028 9031 6100
Confidential information, advice and support on sexual and reproductive health.
www.informingchoicesni.org

Positive Life
028 9024 9268
Confidential helpline 0800 137 437
Providing support services, advice and signposting to people living with and affected by HIV.
www.positivelifeni.com

Brae Clinic
028 7132 1758
Family planning and young people's clinic.

Family planning clinic
028 8283 5536 028 6638 2693

Family Nurse Partnership
028 7186 5115

CASH clinic
0845 603 1881 (Wed 12.30-3.30pm)
Contraception and sexual health (Enniskillen).

Teenscene (Omagh)
028 8283 5536 (Mon 2-6pm)

Genito Urinary Medicine (GUM) Clinic
028 7161 1269

Sexual orientation and gender identity

Cara-Friend
028 9089 0202
Provides information, support and training to the LGBTQI+ community.
www.cara-friend.org.uk

LGBTQI+ Switchboard NI
0808 800 0390

HERe NI
028 9024 9452
Support for lesbian and bisexual women in Northern Ireland.
www.hereni.org

The Rainbow Project
028 9031 9030
Promoting the health and wellbeing of the LGBTQI+ community.
www.rainbow-project.org

Mermaids NI
0808 801 0400
Support group for families of transgender, non-binary and gender diverse people.
www.mermaidsuk.org.uk

Transgender NI
0300 302 3202
Advocacy and support for transgender people.
www.transgenderni.org.uk

Children and young people

Barnardo's
028 9067 2366
www.barnardos.org.uk

Childline
0800 1111
A free, private and confidential counselling service for children and young people.
www.childline.org.uk

Young Lives vs Cancer (formerly CLIC)
0300 330 0803 | 028 9072 5780
Support for children suffering from cancer and leukaemia, and signposting for parents or anyone else affected.
www.younglivesvscancer.org.uk

Zest
028 7126 6999
Tackling the problems that lead to suicidal behaviour and direct and/or indirect self-harm in young people and adults.
www.zestni.org

WHSCT Gateway Team (24 hour)
028 7131 4090
First point of contact for anyone concerned about the welfare of a child or young person.

Youth Action Right Here NI Fermanagh & Omagh
028 6632 8534
Works with young people to support them as active and equal citizens whose voices are heard, respected and valued.
www.youthaction.org
lee@youthaction.org

Action For Children
028 6632 4181
Supports and speaks out for the most vulnerable and neglected children and young people locally.
www.actionforchildren.org.uk/northernireland

Family Nurse Partnership
028 7186 5115

Young People Sexual Health Nurse
028 7132 1758

Youthlife
028 7137 7227

Relate Teens
028 9032 3454
www.relateni.org

Voice of Young People in Care (VOYPIC)
028 7137 8980
www.voypic.org

NSPCC
Helpline (24 Hour) 0800 800 5000
www.nspcc.org.uk

YES (Youth Engagement Service)
FIND Centre, Enniskillen 028 6632 5559
Our Space, Derry 028 7137 2456 028 7126 9327
claremaguireytp@gmail.com
Education, prevention and referral on a range of issues.

Start360
079 2312 9559 (Mon - Fri 9am - 5pm)
Treatment, counselling and support services for young people and families affected by substance misuse.
www.start360.org

Student support

Ulster University student support
Main telephone number 028 9536 7000
Press option for Coleraine, Jordanstown, Magee or Belfast when prompted.
24 hr counselling helpline 0800 028 5510
Provides a professional counselling service on all campuses.
www.ulster.ac.uk/wellbeing

Queen's University Belfast One Elmwood Student Centre
During office hours 028 9097 2727
24 hr counselling helpline 0808 800 0016
A first stop for information, advice and guidance. Also provides a professional counselling service.
www.qub.ac.uk/sites/Students/one-elmwood

Family and relationships

Children's Autism Spectrum Disorder Service
- Londonderry 028 7130 8313
- Omagh 028 8283 5983

Contact for Families with Disabled Children
0808 808 3555
Freephone helpline – signposting and help with disabilities.
www.contact.org.uk

Family Mediation NI
028 9024 3365
Provides a positive approach to conflict management within families.
www.familymediationni.org.uk

Family Support NI
0845 600 6483
www.familysupportni.gov.uk

Parentline NI
0808 8020 400
Northern Ireland's free and confidential helpline for parents and carers. Providing support, advice and a listening ear. Webchat and referral : ci-ni.org.uk/parentline
parentline@ci-ni.org.uk

Parenting NI
0808 801 0722
Support and services to meet parents' needs, including freephone support line, parenting programmes, workshops, and family support services.
www.parentingni.org

Sure Start
- Ballymagroarty / Hazelbank 028 7126 7524
- Carnhill 028 7135 6110
- Dungiven 028 7774 2904
- Edenballymore 028 7137 1670
- Shantallow 028 7135 2522
- Strabane 028 7138 2658
- Waterside 028 7134 7186
- Irvinestown 028 6862 1970
- Castlederg 028 8167 9483
- Strathroy/Fintona 028 8225 2936

Range of services for young children aged 0–4 years and their families, aimed at improving health, children's social and emotional development, and their ability to learn.

Strengthening Families Programme – Developing Healthy Communities
028 7161 1384
www.dhcni.com

ACCORD NICMCS
- Northern Ireland regional office 028 9023 3002

Marriage and relationships counselling.
www.accordni.com

Relate NI
028 9032 3454
Services include relationship counselling for individuals, children and young people, couples, families; relationship MOTs and more.
www.relateni.org

Derry Well Woman
028 7136 0777
www.derrywellwoman.org

Women's Aid
- Foyle 028 7141 6800
- Fermanagh 028 6632 8898
- Omagh 028 8224 1414

www.womensaidni.org

Waterside Women's Centre
028 7134 1579
info@watersidewomen.net

The Women's Centre
028 7126 7672
www.thewomenscentre.co.uk

Strathfoyle Women's Activity Group
028 7186 0733

Men's Action Network
028 7137 7777
www.man-ni.org

Healthy Living Centres
- The Old Library Trust 028 7137 3870

www.olt.ie
- The Oak Project 028 6772 3843

www.oakhealthylivingcentre.com
- The Arc HL Project 028 6862 8741

www.archlc.com
- Derg Valley HL Project 028 8167 0764
- Bogside and Brandywell HF 028 7136 5330

www.bbhealthforum.org

Fertility Network
Support line 0121 323 5025
fertilitynetworkuk.org

Benefits/financial advice

Advice Agencies
Advice North West 0300 303 3650
Free, confidential, impartial advice; representation at tribunals; debt counselling services.
www.adviceni.net

Disability Action
028 7136 0811
www.disabilityaction.org

Personal Independence Payment (PIP)
For new claims freephone 0800 0121 573

Benefit enquiry line
0800 578 0912
For advice on disability and carers' benefits.

Omagh Independent Advice Services
028 8224 3252
Advice on social security benefits, disability benefits, employment, debt/financial matters.

StepChange Debt Charity
0800 138 1111
Free confidential debt advice.
www.stepchange.org

Employment training

AMH Foyle New Horizons
028 7137 3502
Helps people overcome the effects of mental ill health and in many cases return to work.
www.amh.org.uk/amh-near-you/new-horizons

AMH Fermanagh New Horizons
028 6632 3630
www.amh.org.uk/amh-near-you/new-horizons

CLEAR Project Training
028 7138 3386

Condition Management Programme (CMP)
028 7137 6911 | 028 6632 4950 | 075 2589 8336
The Condition Management Programme is a multidisciplinary team of healthcare professionals providing work-focused rehabilitation to overcome physical and mental health barriers to work.
www.westerntrust.hscni.net/services

WHSCT Health Improvement Team
028 7186 5127
health.improvement@westerntrust.hscni.net

Prospects Mental Health Day Care Centre
028 8167 0600

Rural support

Rural Support Helpline
0800 138 1678
www.ruralsupport.org.uk

Omagh Forum for Rural Associations
028 8225 1559
www.omaghforum.org

Carers

Carers UK
0808 808 7777
Benefits and carers' rights.
www.carersuk.org

CAUSE
028 9065 0650
Helpline 0800 103 2833
A local charity providing peer-led emotional and practical support to carers and families of people with mental illness.
www.cause.org.uk

The Escapists
077 6295 6789

Headway – The brain injury association
078 2690 9110
Dedicated to supporting people with a brain injury, as well as their families and carers.
melanie.bowden@headway.org.uk

WHSCT Carers Coordinator
028 7135 5023

Long-term conditions

Alzheimer's Society
028 9066 4100
National Dementia Helpline 0333 150 3456
alzheimers.org.uk

MS Helpline
0808 800 8000
www.mssociety.org.uk

Macmillan Cancer Helpline
0808 808 0000
www.macmillan.org.uk

MENCAP
Learning Disability Helpline (10am - 4pm) 0808 808 1111

Huntington's Disease Association NI
077 3393 5893
www.hdani.org.uk

Asthma + Lung UK
0300 222 5800
www.asthmaandlung.org.uk

Housing and supported living

First Housing Aid and Support Services
077 0282 2037
www.first-housing.com

House in the Wells
028 7126 7957

Methodist City Mission for Homeless Men
028 7130 9388
www.nwmm.co.uk

Simon Community
028 7131 1461
Central access point and emergency accommodation 24/7 helpline 0800 171 2222
www.simoncommunity.org

Shelter NI (SLATE Project)
028 8226 7010
www.shelterni.org

Depaul Ireland
Day Centre 028 7136 5259
Floating Support 028 7126 0839
For floating support and housing.
www.depaulireland.org

Northern Ireland Housing Executive (NIHE)
0344 8920 900
Out of hours emergency repairs 0344 892 0901
Out of hours homelessness help 0344 892 0908
www.nihe.gov.uk

Cultural/ethnic

Chinese Welfare Association
028 9028 8277
office@cwa-ni.org

Omagh Ethnic Community Support Group
028 8224 9750

Strabane Ethnic Group
028 7188 6419

Migrant Centre NI
Immigration advice 028 7141 4848
euss@migrantcentreni.org
Hate crime support
bilingualsupportworker@migrantcentreni.org

Counselling All Nations
079 8936 3113
https://counsellingallnations.org/

Older people

Age NI
0808 808 7575
Age Concern NI and Help the Aged in Northern Ireland.
www.ageuk.org.uk/northern-ireland/

U3A Foyle
028 7186 0123

Limavady & Foreglen – Be Safe Be Well Men's Sheds
028 7776 9829

LCDI Volunteer Bureau
028 7776 5438

North West Volunteer Centre
028 7127 1017
www.nwvc.co.uk

Dennett Interchange
028 7139 7990

South West Age Partnership
028 8225 1824

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