

Directory of services to help improve mental health and emotional wellbeing

Belfast area



Urgent help and support

Emergency services

Police, ambulance service, fire brigade, coastguard.
999 or 112

Lifeline

24 hour support for those in distress or despair.
0808 808 8000
Deaf and hard of hearing –Textphone users can call Lifeline on 18001 0808 808 8000

Samaritans helpline

Listening ear to those in distress. Face-to-face drop-in at our centre (5 Wellesley Avenue, Belfast) every day from 9am to 10pm.

08457 90 90 90
Text message 077 2590 9090

jo@samaritans.org
www.samaritans.org

Police (PSNI)

This will connect you to your local station.
101

GP out of hours services

- South and East Belfast 028 9079 6220
- North and West Belfast 028 9074 4447

GP referral-only services

'One point of referral' provides one point of entry for all new referrals to mental health services across Belfast. This is intended to offer a clear referral pathway for all new referrals.

During office hours

Primary mental health

Following assessment through 'One point of referral', primary mental health services offer short-term help to people with mild to moderate mental health problems.
028 9073 7547

Belfast Addiction Service

BHSCT – Belfast Addiction Service provides treatment and support services via GP referral for people aged 18 and over misusing alcohol and/or drugs.

BHSCT – Drug and Alcohol Misuse Mental Health Service (DAMMHS) provides treatment and support services via GP referral for young people aged 17 and under misusing alcohol and/or drugs.

Acute mental health inpatient service

There are a number of inpatient units across Belfast that provide a safe environment for assessment, treatment and therapeutic work on a range of severe mental health conditions. These services form part of a planned and integrated approach to care that is delivered in conjunction with the community mental health services and is designed to promote recovery.

Home treatment

Home treatment enables service users with mental illness to be treated in their own home, with intensive support from staff who are available 24 hours a day. As well as preventing the need for hospital admission, the team enables service users who are in hospital to be discharged sooner.

Home Treatment House

The aim of the Home Treatment House is to provide a 24 hour care service for people who have become acutely unwell. The service will provide supported accommodation for clients who require home treatment, but who, for whatever reason, are unable to avail of it in their own residence.

Acute day treatment

Acute day treatment is a 9am–5pm service and offers a treatment choice to individuals experiencing mental ill health. It promotes recovery, skill development and the opportunity for social interaction within a safe, supportive and therapeutic framework. The team can also help with early discharge from hospital.

Community mental health teams (CMHTs)

These are multi-professional teams that provide assessment, treatment and support services to people experiencing mental health problems. The teams within the Belfast Health and Social Care Trust are:

- **North Belfast Recovery Team**
- **South Belfast Recovery Team**
- **East Belfast Recovery Team**
- **West Belfast Recovery Team**
- **Community Forensic Team**
- **Perinatal Services**
- **Early Intervention Team**
- **Huntington's Service**
- **Mental Health and Deafness Team**
- **Clozapine Service**
- **Floating Support Team**

Crisis Assessment and Intervention Team (CAIT) under 18 services.

Child and Adolescent Mental Health Service (CAMHS) Beechcroft, Saintfield Road, Belfast BT8 6HD

Adolescent Mental Health

Young people's centre / Drug and alcohol support
028 9504 0365
Child and family clinic
028 9063 2100

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. There are also specialist teams for family trauma, drug and alcohol misuse, and eating disorders. The Belfast Trust provides the regional inpatient unit for CAMHS – referral to this unit will be through the community CAMHS.

• During office hours 028 9063 8000

Community Mental Health Team For Older People

The Community Mental Health Team For Older People is a multi-disciplinary team. Its purpose is to provide assessment, intervention, education, advice and support to individuals over the age of 65 years who are experiencing a mental illness, and individuals of any age who are experiencing or have concerns about dementia. The team also provides carer education advice and support. It operates an open referral system.

028 9504 0346 (Mon–Fri, 9am–5pm)

Suicide prevention/self-harm/self-help

Lifeline

24 hour support for those in distress or despair.
0808 808 8000
Deaf and hard of hearing –Textphone users can call Lifeline on 18001 0808 808 8000

Samaritans helpline

Listening ear to those in distress.
08457 90 90 90

Forum for Action on Substance Abuse (FASA)

Support group that provides specialised services in relation to substance misuse, suicide and self-harm.
028 9080 3040

New Life Counselling

Counselling support for individuals (aged four years upwards) and families on a range of issues. Training and group work also delivered throughout Belfast.
www.newlifecounselling.net
028 9039 1630 028 9074 6184

The Conservation Volunteers NI

028 9064 5169

Contact NI

028 9074 4499

The Rainbow Project

Promoting the health and wellbeing of lesbian, gay, bisexual and transgender people, and their families, in Northern Ireland.

www.rainbow-project.org
028 9031 9030

LIGHTHOUSE

028 9075 5070

East Belfast Survivors of Suicide

028 9046 0201 077 2402 9766

Start 360

Information, guidance and advice for young people on issues such as drugs and alcohol, employment, offending behaviour, and emotional and mental health.
028 9043 5810

Falls Women's Centre

028 9032 7672

East Belfast Independent Advice Centre

028 9096 3003

H.E.A.R.T. The Maureen Sheehan Centre

028 9031 0346

MACS Supporting Young People

028 9031 3163

PIPS Belfast

028 9080 5850

Bridge of Hope

028 9074 6737 028 9022 1022 028 9543 8707

Suicide Awareness and Support Group

028 9023 9967

Trinity Community Counselling Service

028 9020 0396

Windsor Women's Centre

028 9023 5451

Lenadoon Counselling Project

028 9060 0641

Charter for NI

028 9045 9458

East Belfast Community Development Agency

028 9045 1512

East Belfast Community Counselling

028 9046 0489

Mental health including eating distress and anxiety support

Northern Ireland Association for Mental Health (NIAMH)

Local support, including housing schemes, home support, advocacy services, information services and education.

www.niamh.co.uk

028 9032 8474

Praxis Care Group

Services for adults and children with a learning disability, mental ill health or acquired brain injury, and for older people, including people with dementia.

028 9023 4555

Mindwise

Support for people recovering from mental illness.
www.mindwisenv.org

028 9040 2323

Life After Mental Health Problems (LAMP)

Service User Group

028 9024 2982

Threshold

Residential and supported housing/floating support.
028 9087 1313

Action Mental Health / New Horizons

028 9027 8283

Men's Advisory Project

028 9024 1929

OASIS – IMAGO Project

028 9087 2277 Ext. 203

East Belfast Community Development Agency

028 9045 1512

Eating Disorders Association

028 9023 5959

Aware Defeat Depression

A listening ear helpline. Also support groups throughout Northern Ireland. Courses include 'Living Life to the Full', 'Mental Health First Aid' and 'Mood Matters'.
Helpline (Mon–Fri, 9am–1 pm)
Email: help@aware-ni.org

028 9035 7820 0845 120 2961

Northern Ireland Agoraphobia and Anxiety Society (NIASS)

028 9023 5170

East Belfast Community Counselling

028 9046 0489

Alcohol and drugs

Addiction NI

Drug and alcohol intervention and support services for young people, families and adults.

028 9066 4434

ASCERT

- Brief interventions for alcohol misuse.
 - Free accredited and non-accredited drugs and alcohol training for communities and the workforce.
 - Targeted drug and alcohol education programmes for young people.
- 028 9260 4422

Carlisle House

Residential substance misuse programme for those aged 18–65 years (access via BHSCT Addiction Service or private clients accepted).

028 9032 8308

DAISY

Drug and alcohol intervention and support service for young people.
028 9043 5815

Drug Outreach Team

Information and support for injecting drug users.
028 9504 1433

Dunlewey Addiction Services

Drug and alcohol intervention and support service for adults.
028 9039 2547



Public Health Agency, 12–22 Linenhall Street, Belfast BT2 8BS.
Tel: 0300 555 0114 (local rate). www.publichealth.hscni.net

07/15

Falls Community Council

Drug and alcohol information, advice and support services for young people and families.

028 9020 2030

FASA

• Drug and alcohol information, advice, intervention and support services for young people, families and adults.

• Community support service to assist in responding to local issues relating to drugs and alcohol.

028 9080 3040

Strengthening Families programme

A free 14 week parenting programme where both the parents/carers and children participate and dinner, transport etc. is provided.

028 9260 4422

Websites for further information

www.alcoholicsanonymous.ie
www.alcoholandyouni.com
www.knowyourlimits.info
www.talktofrank.com

Smoking

Stop smoking support services are available at many GP surgeries and pharmacies across Northern Ireland. Ask your doctor or call into your local pharmacy. Alternatively, visit the PHA's stop smoking website: www.want2stop.info

Gambling

Dunlewey Addiction Services

Gambling addiction support service for adults.
028 9039 2547

Abuse

Nexus

Advice, support and counselling for people who have been sexually abused.

www.nexusinstitute.org

• Out of hours 0845 303 0900

028 9032 6803

PSNI Domestic Violence Officer

101

Victim Support

Emotional support for victims of crime.

www.victimsupportni.co.uk

• Out of hours support 0845 303 0900

028 9024 3133 028 9024 4039

Domestic violence helpline

24/7 helpline
0800 917 1414

Bereavement

LIGHTHOUSE

Bereavement support service for children.

028 9075 5070

Lifeline

24 hour support for those in distress or despair.
0808 808 8000

Deaf and hard of hearing –Textphone users can call Lifeline on 18001 0808 808 8000

PIPS Belfast

028 9080 5850

Forum for Action on Substance Abuse (FASA)

Support group that provides specialised services in relation to substance misuse, suicide and self-harm.

028 9080 3040

Suicide awareness and support group

028 9023 9967

East Belfast Survivors of Suicide

028 9046 0201 077 2402 9766

Zest

Family outreach support for self-harm.

www.zestni.org

028 7126 6999

Barnardo's child bereavement service

www.barnardos.org.uk

028 9066 8333

Cruse

National charity that exists to promote the wellbeing of bereaved people – for adults, children and young people.

National Cruse day-by-day helpline
028 9079 2419

Cruse young person’s helpline
0844 477 9400

0808 808 1677

East Belfast Community Counselling

028 9046 0489

Sexual health

Aids helpline

Confidential HIV sexual health helpline.

0800 137 437

Brook

Free confidential advice on sex and contraception for young people aged under 25 years.

0808 802 1234
028 9032 8866

Family Planning Association

Confidential information, advice and support on aspects of sexual health, family planning and information on local clinics in your area. Counselling service for those with an unplanned pregnancy.

www.fpa.org.uk

0845 122 8687

HIV support centre services

For people living with HIV, their partners, families and carers.

www.thehivsupportcentre.org.uk

Confidential helpline
028 9024 9268

0800 137 437

Genito Urinary Medicine (GUM) clinic

Situated at the Royal Victoria Hospital

028 9063 4050

The Rainbow Project

Advice, information and support, including rapid HIV testing and outreach clinics for lesbian, gay, bisexual and transgender people.

www.rainbow-project.org

028 9031 9030

Sexual orientation and gender identity

The Rainbow Project

Promoting the health and wellbeing of lesbian, gay, bisexual and transgender people, and their families, in Northern Ireland.

www.rainbow-project.org

028 9031 9030

Cara-Friend

Provides information, support, friendship, counselling and signposting, and offers a social space service to the lesbian, gay, bisexual and transsexual community.

www.cara-friend.org.uk

028 9089 0202

HERE

Lesbian Advocacy Services Initiative (LASI) is now HERE, a place for lesbian and bisexual women in Northern Ireland.

www.hereni.org

028 9024 9452

Transgender NI

www.transgenderni.com

Child/youth support

Childline

Counselling for children and young people.

Northern Ireland office
0870 336 2945

www.childline.org.uk

0800 1111

Lifeline

24 hour support for those in distress or despair.

0808 808 8000

Deaf and hard of hearing –Textphone users can call Lifeline on 18001 0808 808 8000

NSPCC

Child protection 24/7 helpline – emotional, physical or sexual abuse or neglect.

0808 800 5000

Youth Action NI

028 9024 0551

Forum for Action on Substance Abuse (FASA)

Support group that provides specialised services in relation to substance misuse, suicide and self-harm.

028 9080 3040

New Life Counselling

Counselling support for individuals (aged four years upwards) and families on a range of issues. Training and group work also delivered throughout Belfast.

www.newlifecounselling.net

028 9039 1630

028 9074 6184

Start 360

Information, guidance and advice for young people on issues such as drugs and alcohol, employment, offending behaviour, and emotional and mental health.

028 9043 5810

LIGHTHOUSE

028 9075 5070

MACS Supporting Young People

028 9031 3163

Trinity Community Counselling Service

028 9020 0396

PIPS Belfast

www.pipscharity.com

028 9080 5850

Freephone
0800 088 6042

Children’s Law Centre

028 9024 5704

Contact Youth Counselling

028 9074 4499

Include Youth

028 9031 1007

Voice of Young People in Care (VOYPIC)

Enabling children and young people with experience of care to make life changes.

www.voypic.org

028 9024 4888

Belfast YMCA

028 9068 4660

Action for Children

028 9046 0500

East Belfast Community Counselling

028 9046 0489

Student support

University of Ulster student support

Provides a professional counselling service on all campuses.

www.studentsupport.ac.uk

Belfast	028 9536 7300
Coleraine	028 7012 4105
Jordanstown	028 9036 6336
Magee	028 7167 5218

Queen’s University Belfast student guidance

A first stop for information, advice and guidance. Also provides a professional counselling service.

During office hours
0808 800 0016

Belfast Metropolitan College

028 9026 5000

Family and relationships

New Life Counselling

Family therapy service (Duncairn office).

028 9074 6184

Parenting NI

0808 801 0722

Barnardo’s

Parenting matters.

028 9064 4335

Gingerbread NI

Support for single parent families.

www.gingerbreadni.org

0808 808 8090

Family Trauma Centre

028 9020 4700

St Vincent de Paul regional office

028 9035 1561

Family Mediation NI

028 9024 3265

ACCORD

Marriage and relationships counselling.

www.accordni.com

028 9023 3002

Relate

Divorce/separation/marriage counselling.

028 9032 3454

Forum for Action on Substance Abuse (FASA)

Support group that provides specialised services in relation to substance misuse, suicide and self-harm.

028 9080 3040

Falls Women’s Centre

028 9032 7672

Windsor Women’s Centre

028 9023 5451

Sure Start

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.

East Belfast	028 9096 3399
South Belfast	028 9094 2525
Shankill	028 9087 4000
Clan Mor	028 9032 7755
Smile	028 9075 6654
Glenbrook	028 9071 2266

Benefits/financial advice

Debt Action NI

DETI-funded debt advice services in Northern Ireland.

www.debtaction-ni.net

Advice NI

www.adviceni.net

028 9064 5919

Law Centre NI

Legal support for disadvantaged individuals.

www.lawcentreni.org

028 9024 4401

Step Change Debt Charity

Provides confidential, free counselling, and debt and money management assistance to financially distressed families and individuals.

www.debtlineni.org

0800 138 1111

Citizens Advice Bureau

Free, confidential, impartial advice; representation at tribunals; debt counselling services.

www.citizensadvice.co.uk

028 9023 1120

Age NI advice service

Free benefits check for older people.

0808 808 7575

Volunteer Now

028 9020 0850

East Belfast Independent Advice Centre

028 9073 5690

Gamblers Anonymous

028 9024 9185

Trauma

Domestic Violence Helpline

0800 917 1414

Family Trauma Centre

028 9020 4700

Nexus Institute

028 9032 6803

WAVE Trauma Centre

Befriending and counselling for people who are victims of violence or bereaved due to the Troubles.

www.wavetraumacentre.org.uk

028 9077 9922

Victim Support

Emotional support for victims of crime.

Out of hours support
0845 303 0900

www.victimsupportni.co.uk

028 9024 3133
028 9024 4039

Trauma Resource Centre

028 9051 0511

Carers

Carers NI

Benefits and carers’ rights.

028 9043 9843

Cause

A local charity providing peer-led emotional and practical support to carers and families of people with mental illness.

www.cause.org.uk

www.cause.org.uk/current/PDFs/Helplineleaflet.pdf

www.cause.org.uk/current/PDFs/CarersInformationGuide.pdf

Helpline
0845 603 0291

028 9065 0650

Crossroads Caring for Carers

Charity providing respite for short-term breaks for carers.

028 9181 4455

Belfast Carers’ Centre

028 9073 0173

Rural support

Rural Support 24/7 helpline

www.ruralsupport.org.uk

0845 606 7607

The Conservation Volunteers Northern Ireland

028 9064 5169

Other health-related support

Men’s Advisory Project

www.mapni.co.uk

028 9024 1929

Men to Men

028 9024 7027

Praxis

028 9023 4555

The Conservation Volunteers Northern Ireland

028 9064 5169

Disability Action

028 9029 7880

Down’s Syndrome Association

028 9066 5260

MENCAP

028 9069 1351

Royal National Institute of Blind People (RNIB)

028 9032 9373

Deaf Association for Northern Ireland

028 9043 7480

Northern Ireland Deaf Youth Association

028 9043 8566

Action on Hearing Loss

028 9023 9619

Speech Matters (part of the Stroke Association)

028 9050 8020

Housing/homelessness/ supported living

Emergency accommodation 24/7 helpline

0800 171 2222

Simon Community

028 9023 2882

Morning Star

028 9033 3500

Queen’s Quarter Housing