

# 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

### 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

Belfast Addiction Service provides treatment for people who misuse alcohol or drugs. Within the service, there are different teams:

- **Community Addictions Team (CAT)**
- **Addiction Day Treatment Services (ADTS)**
- **Substitute Prescribing Team (SPT)**
- **Drug Outreach Team (DOT)**
- **Drug Arrest Referral Team (DART)**
- **Prescribed Medication Misuse Team**

This team provides assessment and treatment for people aged 18 years or over who are experiencing problems with alcohol, drugs and other substances.

### 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

### Opportunity Youth

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, drugs and smoking

### Alcoholics Anonymous

www.alcoholics-anonymous.org.uk

028 9043 4848

### National Drugs Helpline (FRANK)

24/7 drugs helpline.

0800 77 66 00

### Drinkline

Mon–Fri, 9am–8pm; Sat–Sun, 11am–4pm.

0800 917 8282

### Al Anon / Alateen

Help and support for families and friends of problem drinkers.

www.al-anonuk.org.uk

028 9068 2368

### ASCERT

Drug and alcohol training and education.

028 9260 4422

### Dunlewey Substance Advice Centre

Counselling, support and mentoring services (for 17 year olds and under).

028 9061 1162



Public Health Agency, 12–22 Linenhall Street, Belfast BT2 8BS.  
Tel: 028 9032 1313. www.publichealth.hscni.net

### Falls Community Council

028 9020 2030

### 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

### Addiction NI

028 9066 4434

### Narcotics Anonymous

078 1017 2991

### Smokers Helpline

0808 812 8008

## Abuse

### Rape crisis and sexual abuse helpline

Counselling, advice and advocacy services for survivors of sexual violence and abuse, and for those who support them.

028 9032 9002

### Nexus

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

- Out of hours 0845 303 0900

www.nexusinstitute.org

028 9032 6803

### PSNI Domestic Violence Officer

0845 600 8000

### 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

### 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.

Confidential helpline **028 9024 9268**

www.thehivsupportcentre.org.uk

**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**

### Opportunity Youth

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

**028 9080 5850**

Freephone

**0800 088 6042**

www.pipscharity.com

### 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.

Belfast **028 9536 7300**

Coleraine **028 7012 4105**

Jordanstown **028 9036 6336**

Magee **028 7167 5218**

www.studentsupport.ac.uk

### 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**

### Rape Crisis Centre

**028 9032 9002**

### 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.

Helpline **0845 603 0291**

www.cause.org.uk

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

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

**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

**028 9031 3183**

### MACS Supporting Young People

Supports 16–25 year olds experiencing mental health difficulties, homelessness, substance misuse, self-harm and suicidal thoughts.

www.macsni.org

**028 9031 3163**

## Cultural/ethnic

### NI Council for Ethnic Minorities (NICEM)

NICEM puts people in touch with groups who offer support to minority ethnic groups and can also help with racial discrimination and limited migrant advice.

www.nicem.org.uk

**028 9023 8645**

### Equality Commission NI