

# Directory of services to help improve mental health and emotional wellbeing

Belfast area 2023



## Urgent help and support

### Emergency services

999 or 112

Police, ambulance service, fire and rescue service, coastguard.

### GP out of hours services

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

## GP referral only services

Access to the following services is through consultation with a GP (or another HSC mental health professional)

### Referral Management – Adult Mental Health

Provides a single point of contact for all new referrals from GPs to Adult Mental Health services across Belfast which include:

- Mental Health Assessment Centre**  
Facilitates first mental health consultation appointments for adults (18-64yrs) not currently known to a Step 3 adult mental health service (Regional Mental Health Care Pathway Stepped Care Model).
- Community Mental Health Teams**  
Provides recovery focused interventions for adults (18-64yrs) who present with moderate to severe mental ill-health that significantly affects their ability to function and or adversely impacts the daily quality of personal/family/occupational life.

### Acute Mental Health Services

- Mental Health Unscheduled Care:**  
Facilitates mental health assessments for service users (18-64yrs) presenting to emergency departments or referred by their GP for an emergency mental health assessment.
- Acute Mental Health Community**  
Comprised of Home Treatment, Acute Day Treatment and Home Treatment House (treatment unit for service users under care of Mental Health Acute Community). Provides mental health interventions for adults 18 years and above in their own homes, who are experiencing an acute episode of mental ill health.

- Acute Mental Health Inpatient Centre**

### Belfast Addiction Service (BHSC)

Treatment and support for people aged 18 and over misusing alcohol and/or drugs.

Addiction Services also include:

- Substitute Prescribing Team (SPT)**

028 9504 0120

- Substance Misuse Liaison Nurses Service (SMLN)**

- Malone Place Day Treatment**

028 9504 0338

### Child and Adolescent Mental Health Services

- Crisis Assessment and Intervention Team (CAIT)**  
For those aged under 18.
- 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 specialist teams for family trauma, drugs and alcohol, eating disorders and intensive support and assessment in emergency departments/GP surgeries.
- Drug and Alcohol Misuse Mental Health Service (DAMMHS)**  
Treatment and support for young people aged 18 and under misusing alcohol and/or drugs.

Belfast Trust also provides:

- Beechcroft CAMHS Regional Inpatient Unit**  
Referral via the community CAMHS.

**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

## 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

### Extern

028 9033 0433

Crisis Helpline (freephone) 0800 085 4808

Family support, suicide prevention service and crisis response.

### Action Mental Health New Life Counselling

028 9039 1630

Counselling support for individuals (aged four years upwards) and families on a range of issues.

### Rainbow Project

028 9031 9030

Promoting the health and wellbeing of the LGBTQI+ community.

www.rainbow-project.org

### LIGHTHOUSE

028 9075 5070

Offers support and help for people affected by suicide or self-harm and supports bereaved families.

### East Belfast Survivors of Suicide

028 9046 0201

Provides peer support to those who have been affected by suicide.

### Start360

028 9043 5810

Information, guidance and advice for young people.

### Falls Women’s Centre

028 9032 7672

Supports women and their families through services including counselling.

### MACS Supporting Children and Young People

028 9031 3163

MACS work with children and young people (aged 16-25) who haven’t had a fair deal. They may be experiencing homelessness, substance abuse, self-harm, mental health issues, leaving care or they are generally at risk.

### PIPS Suicide Prevention Ireland

Freephone 0800 088 6042

Family support, suicide prevention service and crisis response.

www.pipscharity.com

### Suicide Awareness and Support Group

028 9023 9967

Offers support and help for people affected by suicide or self-harm, supports bereaved families and provides suicide prevention training ASIST and Safetalk.

### Holy Trinity Counselling Centre

028 9020 0396 028 9020 0557

Mental health and wellbeing counselling services.

### Windsor Women's Centre

028 9023 5451

Provides a range of services to women and their families, including mental health support.

### Lenadoon Community Counselling Service

028 9060 0641

One-to-one therapeutic counselling for individuals experiencing emotional distress, and training in suicide intervention.

### Charter for NI

028 9045 9458

Striving to enable, equip and empower our community.

### East Belfast Community Development Agency

028 9045 1512

Provides resources, support and capacity building programmes for community groups.

### East Belfast Community Counselling

028 9046 0489

Provides accessible, confidential counselling in East Belfast.

### 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 disorder and anxiety support

### Inspire

028 9032 8474

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

www.inspirewellbeing.org

### Beat eating disorders

Helpline 0808 801 0434

www.beateatingdisorders.org.uk (Webchat available)

### Mindwise

028 9040 2323

Support for people recovering from mental illness.

www.mindwisenv.org

### Threshold

028 9087 1313

Residential and supported housing/floating support.

### Action Mental Health / New Horizons

028 9027 8283

www.amh.org.uk

### OASIS – IMAGO Project

028 9087 2277 ext 203/204

### East Belfast Community Development Agency

028 9045 1512

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

028 9031 0346

### Eating Disorders Association

028 9023 5959

www.eatingdisordersni.co.uk

### AWARE

028 9035 7820

NI charity that provides information and support to those affected by depression.

www.aware-ni.org

### East Belfast Community Counselling

028 9046 0489

### The Conservation Volunteers NI

028 9064 5169

Green Gym project.

### HSC information on mental health conditions, treatments and medications

www.choiceandmedication.org/hscni

### Website for further information

www.mindingyourhead.info

## Alcohol/drugs/gambling

### Inspire Addiction Services

028 9066 4434

Drug and alcohol intervention and support services for adults and family members – specific support available for offenders and those aged 55+.

www.inspirewellbeing.org

### ASCERT

0800 254 5123

- DAISY: support for 11-25 year olds in relation to their alcohol or drug use.
- Belfast Alcohol Service: support for adults and family members affected by their own or another person's drinking.
- Steps to Cope: face to face and web-based support for 11-18 year olds living with parental alcohol misuse.
- Training Services: a range of substance use and mental health training programmes for workers in the statutory, voluntary and community sectors.

www.ascert.biz

### DAMMHS (BHSC)

028 9063 8000

Drug and Alcohol Misuse Mental Health Service for those aged under 18 based within BHSC’s Child and Adolescent Mental Health Service (CAMHS).

### Drug Outreach Team (BHSC)

028 9504 1433

Information, support and outreach service working primarily with Class A injecting drug users.

### Dunlewey Addiction Services

028 9039 2547

Problem gambling helpline 0800 0886 725

Support services for adults and families affected by substance misuse and problem gambling.

### Extern

028 9033 0433

Alcohol Housing Support Service for those at risk of losing their tenancy and Drugs Accommodation Support Service linking in with hostels to support injecting drug users.

### 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.

### Falls Community Council

028 9020 2030 028 9020 2033

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

### BDACT Connections Service

028 9590 1845

Provides drug and/or alcohol-related information, advice, signposting and awareness-raising to a range of community and stakeholder partners.

connections@bdact.info

### Alcoholics Anonymous

028 9035 1222

www.alcoholicsanonymous.ie

### Narcotics Anonymous

0300 365 1010

na-northernireland.org

### Websites for further information

www.talktofrank.com

www.drugsandalcoholni.info

## 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.stopsmokingni.info](http://www.stopsmokingni.info)

## Abuse/trauma

### Belfast & Lisburn Women’s Aid

028 9066 6049

belfastwomensaid.org.uk

### Nexus

028 9032 6803

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

www.nexusni.org

### PSNI non-emergency reporting number

101

### Victim Support NI

028 9024 3133

Emotional support for victims of crime.

www.victimsupportni.com

### 24 Hour Domestic & Sexual Abuse Helpline

0808 802 1414

Open to anyone affected by domestic or sexual abuse. [www.dsahelpline.org](http://www.dsahelpline.org)

### The Rowan – Regional Sexual Assault Referral Centre NI

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

### Family Trauma Centre (BHSC)

028 9504 2828

### WAVE Trauma Centre

028 3751 1599

Offers care and support to anyone bereaved, injured or traumatised through the Troubles.

adminhq@wavetrauma.org

### Bridge of Hope, a department of Ashton Community Trust

028 9022 1022

Mental health and wellbeing services.

www.thebridgeofhope.org

# Bereavement

## Bereavement Support (BHSCT)

028 9504 7623

## Suicide Awareness and Support Group

028 9023 9967

## East Belfast Survivors of Suicide

028 9046 0201

## Barnardo's Child Bereavement Service

Advice line 028 9066 8333

www.barnardos.org.uk

## Cruse Bereavement Support

Cruse 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

## East Belfast Community Counselling

028 9046 0489

## Child Death helpline

Freephone 0800 282 986

Free for mobiles 0808 800 6019

The service is open 365 days a year for anybody affected by the death of a child of any age from pregnancy loss to adulthood, no matter how a child died and no matter how recently or long ago.

## Miscarriage Association

Helpline 9am-4pm 019 2420 0799

www.miscarriageassociation.org.uk

## NI Stillbirth and Neonatal Death Society (SANDS)

NI Helpline 077 4099 3450

www.northernireland.sands.org.uk

# Sexual health

## 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

## Common Youth

028 9032 8866

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

www.commonyouth.com

## Informing Choices NI

028 9031 6100

Confidential information, advice and support on sexual and reproductive health.

www.informingchoicesni.org

## Genito Urinary Medicine (GUM) clinic

028 9615 2111

Situated at the Royal Victoria Hospital.

## The Rainbow Project

028 9031 9030

Promoting the health and wellbeing of the LGBTIQ+ community.

www.rainbow-project.org

# Sexual orientation and gender identity

## The Rainbow Project

028 9031 9030

Promoting the health and wellbeing of the LGBTIQ+ community.

www.rainbow-project.org

## Cara-Friend

028 9089 0202

Provides information, support and training to the LGBTIQ+ community.

www.cara-friend.org.uk

## LGBTIQ+ Switchboard NI

0808 800 0390

## HERe NI

028 9024 9452

Support for lesbian and bisexual women in Northern Ireland.

www.hereni.org

## Transgender NI

0300 3023 303

www.transgenderni.org.uk

## Mermaids NI

0808 801 0400

Support for families of transgender, non-binary and gender diverse people.

www.mermaidsuk.org.uk

# Child/youth support

## Childline

0800 1111

A free, private and confidential counselling service for children and young people.

www.childline.org.uk

## 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

## NSPCC

0808 800 5000

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

www.nspcc.org.uk

## Extern

028 9084 0555

Provides services to a range of vulnerable and marginalised people including children, young people, adults and families.

www.extern.org

## Action Mental Health New Life Counselling

028 9039 1630

## Start360

028 3832 2714

Delivers a range of person-centred services to young people, adults, families and communities.

www.start360.org

## MACS Supporting Children and Young People

028 9031 3163

Works with children and young people (aged 16-25) who haven't had a fair deal. They may be experiencing homelessness, substance abuse, self-harm, mental health issues, leaving care or they are generally at risk.

www.macsni.org

## Children's Law Centre

028 9024 5704

## Include Youth

028 9031 1007

## Voice of Young People in Care (VOYPIC)

028 9024 4888

VOYPIC is the charity for children and young people with a lived experience of care in Northern Ireland.

info@voypic.org

## Belfast YMCA

028 9068 4660

## Action for Children NI

028 9046 0500

actionforchildren.org.uk/northernireland

# Student support

## Ulster University student support

Main telephone number 028 9536 7000

Choose 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

## Belfast Metropolitan College

028 9026 5003

# Family and relationships

## Parenting NI

0808 801 0722

Support and services to meet parents' needs including a freephone support line, parenting programmes, workshops and family support services.

www.parentingni.org

## Parentline NI

0808 8020 400

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

## Barnardo's

028 9066 8766

028 9067 2366

## Family Trauma Centre - BHSCT

028 9504 2828

## St Vincent de Paul regional office

028 9035 1561

www.svp-ni.co.uk

## Family Mediation NI

028 9024 3265

Mediation assistance to separated parents and families in dispute. Empowering parents to co-parent post separation.

www.familymediationni.org.uk

## ACCORD NICMCS

028 9023 3002

Marriage and relationships counselling.

www.accordni.com

## Relate NI

028 9032 3454

Services include relationship counselling for individuals and couples, and counselling for children and young people.

www.relateni.org

## 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. To find your local Sure Start, go to

www.nidirect.gov.uk/sure-start-services

## Family Support NI

0845 600 6483

www.familysupportni.gov.uk

# Benefits/financial advice

## StepChange Debt Charity

0800 138 1111

Free confidential debt advice.

www.stepchange.org

## Advice NI

0800 915 4604

www.adviceni.net

## Law Centre NI

028 9024 4401

www.lawcentreni.org

## Advice Space

0300 123 3233

Free, independent, confidential and impartial advice.

www.advicespace.me

## Age NI advice service

0808 808 7575

Free benefits check for older people.

## East Belfast Independent Advice Centre

028 9073 5690

## Gamblers Anonymous

028 9024 9185

www.belfastga.co.uk

# Carers

## Carers UK

0808 808 7777

Benefits and carers' rights.

www.carersuk.org

## CAUSE

028 9065 0650

Helpline 0800 103 2833

Peer-led support to carers and families of people with mental illness.

www.cause.org.uk

## Crossroads Care NI

028 9181 4455

Respite/short-term breaks for carers.

# Other health-related support

## Alzheimer's Society

028 9066 4100

National Dementia Helpline 0333 150 3456

alzheimers.org.uk

## Cancer Lifeline

028 9035 1999

Support services for individuals and their families affected by cancer, including benefits and financial advice.

www.cancerlifeline.info

## Disability Action

028 9029 7880

## Down's Syndrome Association

Helpline (10am-3pm) 0333 1212 300

## MENCAP

NI Learning Disability Helpline 0808 808 1111

## Royal National Institute of Blind People (RNIB)

0303 123 9999

## Action on Hearing Loss

028 9023 9619

Textphone 028 9024 9462

## The Stroke Association

National Helpline 0303 3033 100

info@stroke.org.uk

# Housing/homelessness/supported living

## Northern Ireland Housing Executive (NIHE)

0344 892 0900

Out of hours emergency repairs 0344 8920 901

Out of hours homelessness help 0344 8920 908

www.nihe.gov.uk

## Simon Community

Central access point and emergency accommodation 24/7 helpline 0800 171 2222

Provides accommodation and support to people who are currently homeless or at risk of homelessness.

## Extern Homeless Support Team

028 9033 0433

## Queen's Quarter Housing

028 9031 3183

## MACS Supporting Children and Young People

028 9031 3163

## Welcome Organisation

028 9024 0424

Outreach Team 078 9493 1047

# Cultural/ethnic

## The Migrant Centre NI

Immigration advice 028 7141 4848

euss@migrantcentreni.org

Hate crime support

bilingualsupportworker@migrantcentreni.org

www.migrantcentreni.org

## Equality Commission NI

028 9050 0600

## Counselling All Nations

079 8936 3113

https://counsellingallnations.org/

# Refugees/asylum seekers

## Northern Ireland New Entrant Service (NINES)

028 9504 2830

Regional nurse-led service for new immigrants, asylum seekers and refugees entering Northern Ireland.

BHSCT.NINES@belfasttrust.hscni.net

# Older people

## Age NI

028 9024 5729

Advice line 0808 808 7575

Age NI is the leading charity for older people in Northern Ireland.

www.ageuk.org/northern-ireland

## Engage with Age

028 9073 5696

## Disclaimer:

The information in this directory is believed to be correct at time of going to print. Where any specific organisation or service is mentioned by name or otherwise this does not necessarily constitute or imply any endorsement or recommendation by PHA of that organisation or service.