

2016/17

Gloucestershire's

Little

RED

Book

Where to go for help on mental
health and emotional wellbeing

Where to go for help if you
need someone to talk to

Five Ways to Well-being

Experts from all over the world have agreed that there are five ways in which we can all look after our emotional well-being.

Connect – with the people around you. Friends, family, teachers, colleagues and neighbours.

Be active – Walk, run, dance, cycle, play. Physical activity releases endorphins in your brain and makes you feel good.

Take notice – Be aware of the world around you, and of what you are feeling. Being creative is also good for your mental health.

Keep learning – Whether you are in education or not, learning something new can be fun and help you feel more confident.

Give – Do something nice for someone else. Voluntary work can be a good way to meet people and improve confidence, as well as help others.

For more information www.neweconomics.org/projects/five-ways-well-being.

Your GP can help with most emotional or mental health needs. Once you are 16 you can choose your own doctor.

Any approach to your doctor will be treated in confidence even if you are under 16, but if you are worried about this, check it out first.

Most secondary schools have a weekly school nurse drop-in where you can talk in confidence about any health issues. Ask at the office when your school drop-in runs.

If you want to talk to someone else, this book has the names, addresses, telephone numbers and websites of other agencies who can help.

Some of the helplines are free and this is made clear. Otherwise, you will pay the appropriate rate depending on time of day and distance.

You may find the phone is only answered at certain times, or you may get an answerphone.

Don't be put off – ring again.

MENTAL HEALTH

If you or someone you know is feeling suicidal, don't keep it to yourself.

Childline – Provides help and advice 24 hrs a day for children and young people whatever the problem. Free and confidential.

Free national helpline (24hrs): **0800 1111**
www.childline.org.uk

SAMARITANS – 24 hour listening service for those who are either feeling suicidal or in emotional distress.

National Telephone no: **116 123**
Auto transfer to nearest available listener. 24 hour
Gloucester: **01452 306333**
Cheltenham: **01242 515777**

You can also drop in between 9.00am–9.00pm,
phone first for address email: **jo@samaritans.org**.
www.samaritans.org.uk

Young Minds

www.youngminds.org.uk – web based advice and information for young people and those who care or work with them. Does not offer a helpline for young people but can help them to access help.

Helpline for parents **0808 802 5544**
9.30am–4pm email:
yomenquiries@youngminds.org.uk

Teens in Crisis (Tic+) – Advice, help, information and counselling for young people aged 9-21 years and their families

Helpline: **01594 546117**

www.teensincrisis.org.uk

Independence Trust – We support individuals, families, and communities with concerns about mental health

Telephone: **0345 863 8323**

Children and Young People's Service (CYPS)

– Advice line for practitioners working with children and young people: **01452 894272**

For information about clinical services for children and families, as well as training and support for professionals see **www.2gether.nhs.uk/cyps**

Listening Post Counselling – **www.listeningpost.org.uk**

We offer low cost counselling to adults throughout Gloucestershire.

Gloucester **01452 383820**

Cheltenham **01242 256060**

Helping young people in Gloucestershire
www.onyourmindglos.nhs.uk

Helping young people in Gloucestershire to cope with life's ups and downs

Mental Health Foundation –

Provides information and research on mental health issues – see their comprehensive ‘A bright future for all: promoting mental health in education’

- manual and handouts – downloadable at
www.mentalhealth.org.uk

SANELINE – Telephone helpline for Adults, affected by mental health problems.

www.sane.org.uk

6.00pm–11.00pm every evening **0300 304 7000**

Gloucestershire Self Harm Helpline Service

– Free helpline offering support for adults who self-harm, their families and friends. Provides support, information and promotes coping strategies and self-management and can put you in touch with other organisations. Confidential except in exceptional circumstances.

Telephone: **0808 801 0606**

Mondays and Fridays 5.00–10.00pm

Saturday and Sunday 5.00–10.00pm

Text support: **075 37410022**

www.rethink.org/glosselfharm. This website links to a web based chat function.

Also email: **advice@rethink.org**

There is a page of information for young people at
www.rethink.org

Royal College of Psychiatrists –

Produce user-friendly materials for general public on common mental health problems and treatments taking companies and individuals from distress to de-stress

www.rcpsych.ac.uk

020 7235 2351

Gloucestershire Recovery in

Psychosis Team (GRIP) – For people who

feel strange things are happening or that reality is slipping through their fingers, call us for advice.

Help is offered to people aged between 14–35 and their families, who are or may be experiencing psychosis for the first time.

Telephone:

01452 894178

This number can be used for initial advice; however in order to see someone you will need to be referred by your GP, other health professional or college counsellor. www.2gether.nhs.uk/grip

Bi-polar Organisation – Works to

enable people affected by bipolar disorder/manic depression to take control of their lives.

www.bipolaruk.org.uk

Anxiety UK –

08444 775774

www.anxietyuk.org.uk

www.phobics-society.org.uk

Time to change campaign:

<http://time-to-change.org.uk>.

Website with information about reducing stigma around mental health.

Gloucestershire Eating

Disorders Service – Self referral for over 18's and information for professionals.

Information and advice about eating disorders.

Mon-Fri 10.00am–6.30pm

01242 634 242

www.2gether.nhs.uk/eatingdisorders

BEAT – Beat Eating Disorders

Help available to under 18's:

Helpline:

0345 634 7650

Text **07786 201820**

email: **fyp@b-eat.co.uk**

Help for adults

Helpline:

0345 634 1414

General website **www.b-eat.co.uk**

Cirencester Eating Disorders

Self-Help Group - Monthly support meetings

Contact Pat Ayres

01285 770385

Papyrus – Prevention of suicides giving support and practical advice when a young person is suicidal. Help for under 35's, available Mon-Fri 10am–10pm, and Sat and Sun 2–10pm.

Telephone:

0800 068 4141

or email: pat@papyrus-uk.org

text **07786 209697**

National Self Harm Network-(Forum)

www.nshn.co.uk

Gloucestershire Healthy Living &

Learning – Gloucestershire Healthy Living and Learning - Support for schools Colleges & early years in promoting Health and well-being.

www.ghll.org.uk email: info@ghll.org.uk

Telephone:

01452 427354

GENERAL HEALTH AND ADVICE

NHS Choices – For information on health conditions local services and healthy lifestyles visit www.nhs.uk

Healthwatch Gloucestershire – is your single point of access for information and advice to help you make informed choices about health and social care needs.

Freephone

telephone number **0800 652 5193**

Local landline number **01452 504989**

Website www.healthwatchgloucestershire.co.uk

email: info@healthwatchgloucestershire.co.uk

Citizen's Advice Bureau –

Cheltenham & Tewkesbury: **01452 527202**

Gloucester: **01452 527202**

Cirencester: **0808 8000510**

Forest of Dean: **01594 823937**

Stroud: **0808 8000510**

www.citizensadvice.org.uk

Webites offering health information:

www.thesite.org/healthandwellbeing for general health, and www.kidshealth.org/kid/feeling for emotional wellbeing advice.

Young People's Information Bereavement Support and Counselling Service

Winston's Wish – Guidance and information
for bereaved children and their families

Helpline: **08452 030405**

Monday-Friday 9.00am–5.00pm

Wednesday 7.00pm–9.30pm

www.winstonswish.org.uk

Cruse Bereavement Care runs a website for young
people: **www.hopeagain.org.uk**

CALM <https://www.thecalmzone.net/>

SOBS <http://uk-sobs.org.uk/>

Child Bereavement Charity –
www.childbereavement.org.uk

They also offer training to professionals, support
and information details on the website.

0800 028 8840

Muslim Youth Helpline – Free confidential
counselling service

Monday-Friday 6.00pm–12.00 midnight,

Sat/Sun 12.00pm–12.00am

(free): **0808 808 2008**

www.myh.org.uk

Victim Support – a listening ear for all victims of crime www.victimsupport.org.uk

Helpline: **0808 2810112**

Action for Children – A national childrens charity which has a website detailing a range of services including family support, support for children experiencing parental break-up, volunteering opportunities.

www.itsnotyourfault.org.uk

Telephone **0300 123 2112**

The Door – A wide range of services for young people and families in the Stroud district, including drop in, family support, mentoring and training

www.thedooryouthproject.org.uk

01453 756745

Gloucestershire Counselling

Service – A counselling service for families and young people who are experiencing difficulties e.g. changes in family life, separation, divorce, step family issues, bullying, loss and bereavement.

www.gloscounselling.org.uk

01453 766310

SEXUAL HEALTH

www.hopehouse.nhs.uk provides information about sexual health services in Gloucestershire. The services that are provided across the county include:

- Confidential advice and information
- Free Contraception
- Emergency Contraception
- Pregnancy testing and advice on unplanned pregnancy
- Free Condoms
- Free testing and treatment for sexually transmitted infections, including HIV

If you need help, contact them by phone for a friendly chat - or pop in to see them! The contact details for the services you may wish to talk to are provided on the webpages for each service.

For confidential advice and information about the clinics and services nearest to you telephone

0300 421 6500

You can also contact **NHS Choices** for information on health conditions local services and healthy lifestyles. **www.nhs.uk**

SEXUALITY

Galop

www.galop.org.uk

The UK's only national lesbian, gay, bisexual and trans domestic abuse helpline

0300 999 5428 or 0800 999 5428

e-mail help@galop.org.uk

GAY GLOS & GAY GLOS Youth

(14-18 yrs)

Supporting LGBT people, their families and friends. Free confidential services for people in Gloucestershire and beyond.

Telephone: **07903 472 899**

email: admin@gay-glos.org or email for young people youth@gayglos.org

Or contact us at PO Box 171, Gloucester GL1 4YE

www.gay-glos.org.uk

email: support@gloscats.org.uk

GLOSCATS

Social support for the Transgendered in Gloucestershire. www.gloscats.org.uk

BRISTOL LESBIAN & GAY SWITCHBOARD (BLAGS)

For anyone unsure about their sexuality or who is sure but needs support, advice or information.

Telephone: **0117 922 1328**

10.00am–11.00pm 7 days a week.

365 days a year.

email: email@bristolblags.org.uk

EDDYSTONE TRUST

An independent organisation providing information and support for people affected by HIV in the South West.

The Eddystone Trust provide their services across Gloucestershire, to access testing, support or information and advice contact them on:

01752 254406 email: info@eddystone.org.uk

Other Sexual Health Services specifically for young people include:

Healthwise Clinics – For young people, under 25. **Coleford**, at the Health Centre

Friday 12.00am–6.00pm **0300 421 8850**

INDIGO Drop-in Clinics – Confidential information & advice services for young people aged 13-25 years and open to any young person living in the Cirencester area.

Pre-bookable appointments are available or young people can drop in.

Sexual health screening, contraception, unplanned pregnancy counselling etc

Phoenix Surgery 9, Chesterton Lane – Thursday
3.20pm–4.50pm **01285 652056**

www.facebook.com/indigoyps

Chlamydia – can be serious, invisible and easily spread. You must test yourself each time you or your partners have new sexual relationships.

www.hopehouse.nhs.uk

Where to get tested: It's easy and simple. A full screen at a clinic is always best as you can test for other infections at the same time (Appointments **0300 422 6500**).

You can test just for Chlamydia with a 'home' test kit
www.freetest.me

Test kits can be picked up at Pharmacies, GP's, and Colleges.

NO Talk Testing is quick and simple.

Go to the reception of any of our clinics and ask the receptionist for a Chlamydia no talk testing test kit.

Fill in the form and do the test there and then.

Drop the test in to the container by reception.

Ideal if you do not want do a test at home and haven't the time for an appointment.

[www.respect yourself.info/gloucestershire](http://www.respectyourself.info/gloucestershire)

This website is specifically designed to engage with young people (13 years and over) in

Gloucestershire around issues of relationship and sex, especially the areas which young people have told us is lacking from what they would normally receive in school.

ABUSE AND BULLYING

GRASAC – Gloucestershire Rape and

Support Abuse Centre. For women and girls who have been raped or sexually assaulted at any time in their lives. Via telephone helpline, ongoing telephone support or face to face support. Also for professionals, family and friends. Also offers practical information, support and advocacy.

Telephone helpline: **01452 526770**

Monday & Thursday 12.00pm–2.00pm
Tuesday, Wednesday & Friday 6.30pm–8.30pm
If you call outside these hours and leave a message, with a safe telephone number someone will get back to you within 24hrs.
email: support@glosrasac.org.uk

Hope House SARC –A service for men, women and children who have been raped or sexually assaulted either recently or with-in the last year.

Telephone: **01452 754390**

Gloucestershire Royal Hospital, Great Western Road Gloucester GL1 3NN

Open Monday-Friday 9.00am–5.00pm

Out of Hours: **101**

If it is an emergency call 999 (or 112 from a mobile phone).

Kidscape – For anyone concerned about bullying – and child sexual abuse.
www.kidscape.org.uk

ABUSE AND BULLYING

Men's Advice Line – Helpline for male victims of domestic abuse Monday-Friday
9.00am–5.00pm

Telephone: **0808 801 0327**
www.mensadvice.org.uk

Gloucestershire Domestic Abuse Support Service

www.gdass.org.uk

We are committed to supporting victims of domestic abuse and their children to remain safe within or following an abusive relationship.

Telephone: **08454 602 9035**

Bullying and Abuse – User friendly sites for young people who are living with bullying and abuse.

www.thehideout.org.uk

www.antibullying.net/youngpeople

www.bullying.co.uk

www.textsomeone.com

www.supportline.org.uk

Karma Nirvana – Support for anyone experiencing honour based abuse or forced marriage. Also advice for professionals.

Helpline Monday-Friday 9.30am–5.00pm

Telephone: **0800 5999 247**

e-mail form submit online

www.karmanirvana.org.uk

DRUGS & ALCOHOL

Turning Point – Integrated community drug and alcohol recovery service, offering integrated support to individuals across Gloucestershire.

Telephone: **0300 1231512**

Imperial Chambers, 41/43 Longsmith Street,
Gloucester.

www.turning-point.co.uk

NATIONAL DRUGS HELPLINE – FRANK

Telephone: **0300 123 6600**

(SAME AS TALK TO FRANK)

Service available in several ethnic languages

www.talktofrank.com

RELEASE – Advice on drugs and the law

Advice line, Telephone: **020 7324 2989**

Open 11.00am–1.00pm & 2.00pm–4.00pm

Monday-Friday

email: **ask@release.org.uk**

www.release.org.uk

If your drinking or drug use or someone else's is causing you concern, help is available.

DRINKLINE – Free & confidential advice about sensible drinking. Telephone: **0300 123 1110**

Monday-Friday 9.00am–8.00pm

11.00am–4.00pm weekends

InfoBuzz - If you are aged 11-17 and have concerns about your own or someone else's drug or alcohol use, you can receive free and confidential advice support and guidance. You can contact us yourself or ask your school, youth club or other support worker to contact us on your behalf.

Contact us directly: anytime through our confidential email: **t2@infobuzz.co.uk** or call us **01452 381770** between 9.00–4.00pm, Mon-Friday

You can also use our website:

www.infobuzz.co.uk

www.drinksense.org

Alcohol advice for young people under 25 years. 20

Family Focus – A family therapy service providing interventions for all family members who maybe affected by substance misuse.

Call us on: **01452 397692**
or visit **www.nelsontrust.com** for more information

Additional Agencies for Young People and Professionals

NSPCC – **0808 800 5000**
Child Protection helpline. 24 hour service which provides counselling, information and advice to anyone concerned about a child at risk of abuse.
www.nspcc.org.uk

Young Carers Gloucestershire –
For children and young people under 25 whose lives are affected by caring for a family member with physical or mental health problems
Telephone: **01452 733060**
www.glosyoungcarers.org.uk

CoramVoice – Children's rights advocacy, for children in need and children in care.
Helpline 9.30–6.00pm Mon-Fri **0808 800 5792**
www.coramvoice.org.uk

Relate – A confidential counselling service provided by professionally trained counsellors for couples or individuals experiencing relationship problems. Ring for an appointment

National Number **0300 100 1234**

Appointments for Gloucestershire contact

Telephone: **01242 523215**

www.relate.org.uk

Missing People text 116000–

National freephone for children and young people (under 18 yrs) who have run away or been forced to leave home or care.

www.missingpeople.org.uk **Freefone
116000**

Assist – Assistance Support and Self Help in surviving Trauma. Provides counselling, support, friendship and information for anyone of any age, gender or culture who is affected by Post Traumatic Stress and the needs of their families and carers.

Telephone: **01788 560800**

www.assisttraumacare.org.uk

Community Transport

01594 812613

Available to anyone, of any age, who does not have access to regular forms of other transport.

www.forestroutes.org

Time to Change – This website is England's biggest ever attempt to end the stigma and discrimination that faces people with mental health problems run by Mind & Rethink.

www.time-to-change.org.uk

Gloucestershire Youth Support

Team – We are the Youth Support Team. We speak up for young people in Gloucestershire, advise, and support them.

Our passionate and committed staff members are on the side of young people and their families.

We work with all kinds of young people, no matter what their *background*.

We're there for young people whenever they need us. Young people can drop in at our centres around Gloucestershire. Or we can talk to them in their home or school - Wherever's best for them.

We're realistic. We give young people an idea of what's possible, but we challenge them too: we don't have all the answers.

Telephone:

01452 426900

e-mail info@prospects.co.uk

10 Basic Skills for Looking After Yourself:

- 1 Be good to yourself – Consider how you would like to be treated.
- 2 Believe in yourself – You don't have to have everyone else's approval.
- 3 Learn to relax – Time spent unwinding is time very well spent.
- 4 Eat a balanced diet – Remember what you eat will affect how you feel.
- 5 Try to do some physical exercise everyday – This will release endorphins, the bodies natural "feel good" factor.
- 6 Learn to say NO and not feel guilty – You are not an endless resource for others and need to think about your own reserves.
- 7 You do not have to be perfect, just good enough – It is ok to make mistakes.
- 8 Set yourself achievable goals – Including managing your time effectively to allow time for yourself.
- 9 Identify, face and solve your problems – Whilst accepting you cannot change some things, develop the courage to change the things you can.
- 10 Learn to express your feelings and needs – Whilst recognising they might differ from others.

Everyone is different – So celebrate it

Every effort has been made to keep this information booklet up to date and accurate. However, we cannot guarantee that inaccuracies will not occur. Gloucestershire County Council, its employees and/or partner agencies will not be held responsible for any loss, damage or inconvenience caused as a result of reliance on such information.

Links to external sites

Our website contains links to other related sites that may be of use. However, this privacy statement only applies to information collected on this website. We are not responsible for the content or privacy policies of third party websites that may be linked to or from our pages.

