

Mental health resources

Self-help and sources of information and support



Crisis management

Existing service users and referrers are advised to continue using the contact details you have been provided with between 9am – 5pm. If you have an urgent need outside of these hours please contact the Mental Health Central Access Point.

Your GP

Between 9am – 5pm, Monday – Friday, if you are in crisis and need support with your mental health, your first point of contact will be your GP.

111

Outside of normal surgery hours you can call NHS 111 if you need immediate support. NHS 111 is a 24 hour service. It can provide medical advice and details of the best local service that can provide care.

Mental Health Central Access Point (MHCAP)

Alternatively, you can contact the Mental Health Central Access Point on 0808 800 3302. This is also a 24 hour service which takes self-referrals as well as referrals from family/friends and other professionals. The team will assess your mental health needs by phone and offer advice, support, signposting and referrals to appropriate mental health services.

Please note the Mental Health Central Access Point team is not an emergency service, where someone has immediate/emergency mental health or physical health need, they should call 111, 999, or attend accident and emergency (A&E).

If you are deaf and have urgent mental health needs, you can use the NHS 111 British Sign Language service available here:

<https://interpreternow.co.uk/nhs111>

Mental health helplines

If you feel that you need to talk to a professional about your mental health needs, you can contact the MHCAP team who can provide you with support and advice: 0808 800 3302. There are other various mental health helplines available in Leicestershire and across the UK.

Campaign Against Living Miserably (CALM)

If you identify as male, you can call the Campaign Against Living Miserably (CALM) on 0800 58 58 58 (5pm–midnight every day) or use their webchat service.

Mind Infoline

Mind provides information on a range of topics including types of mental health problem, where to get help and medication and alternative treatments. You can call Mind Infoline on 0300 123 3393 or text on 86463 (Monday-Friday 9am-6pm).

The Mix

If you're under 25, you can call The Mix on 0808 808 4994 (Sunday-Friday 2pm–11pm), or use their crisis text messenger service online.

Samaritans

To talk about anything that is upsetting you, you can contact the Samaritans 24 hours a day, 365 days a year.

Tel: 116 123 (free from any phone) Email: jo@samaritans.org

SANeline

If you're experiencing a mental health problem or supporting someone else, you can call SANeline on 0300 304 7000 (4.30pm–10.30pm every day).

Shout (text helpline)

To use the mental health support text service that Shout offer, text 85258, this is a 24 hour service and is free to text. **The Mix**

If you're under 25, you can call The Mix on 0808 808 4994 (Sunday-Friday 2pm–11pm), or use their crisis text messenger service online.

Switchboard

If you identify as gay, LGBTQIA+, you can call Switchboard on 0300 330 0630 (10am–10pm every day), email: chris@switchboard.lgbt or use their webchat service.

Counselling/talking therapies

There are various different talking therapy services available in Leicestershire depending on individual needs.

Leicester LGBT+ Centre

Offer an affordable counselling service in the heart of Leicester City. The service provides a safe space where you can explore your emotions and feelings, without judgement, in tough times. It might not always be your gender or sexuality that needs to be talked about. Life happens and it can be challenging.

<https://leicesterlgbtcentre.org/>

The Leicester Counselling Centre

Counselling service offering long-term counselling for up to 2 years to adults in Leicestershire. They offer support for a variety of issues including feeling low, depressed, stressed or anxious about something, struggling with a relationship breakdown, past or present abuse, bereavement, family problems, money worries or work-related problems.

www.leicestercounsellingcentre.co.uk/

Relate Leicestershire

An independent charitable company which provides relationship counselling services to adults, children and families at their time of need. Relate counselling services include: relationship counselling (for couples and individuals), children and young people's counselling, family counselling, and sex therapy. This service is funded by clients.

www.relateleicestershire.org.uk/

VitaMinds

Provides help for people with anxiety, depression and other similar difficulties across Leicestershire. You can request that your GP refers you to the service, or you can refer yourself directly online where you can also find further information about the service.

www.vitahealthgroup.co.uk/nhs-services/nhs-mental-health/leicester-leicestershire-rutland/

Community services

There are various different community services available in Leicestershire depending on individual needs and where you live.

The Centre Project

is a local charity that supports vulnerable people in the community. The project aims to reach those who are most excluded from our society to reduce isolation and promote wellbeing. The Centre Project is a place where those who are alone and socially isolated can find acceptance, a sense of belonging and renewed purpose.

www.centreproject.org/

Leicestershire Recovery College

an NHS college offering a range of recovery-focused educational courses and resources for people aged 18 and over who have lived mental health experience, along with their friends and family. The college offers a range of courses designed to contribute to wellbeing and recovery.

www.leicspart.nhs.uk/service/leicestershire-recovery-college/

Life Links

provides a number of different support networks offering you the flexibility to choose how you receive support dependent on your own personal needs. Services from Life Links are available to people over the age of 18 and living in the following areas: Blaby District, Leicester City, Oadby and Wigston.

www.rflifelinks.co.uk/

Mental Health Matters

is a service open to residents of Charnwood, North-West Leicestershire, Hinckley and Bosworth, Melton, and Rutland aged 18+. The service helps anyone aged 18+ who is experiencing emotional and mental health problems, as well as their carers, by providing advice, information and support.

www.mhm.org.uk/leicestershire-and-rutland-mental-health-wellbeing-and-recovery-service

Phone apps

There are many different phone apps available to download for free which can provide support and advice on various issues.

Calm

This is a leading app for meditation and sleep. Join the millions experiencing lower stress, less anxiety, and more restful sleep with guided meditations, sleep stories, breathing programs, masterclasses, and relaxing music. Calm is the perfect mindfulness app for beginners, but also includes hundreds of programs for intermediate and advanced users.

Calm Harm

An app developed for teenagers using the basic principles of an evidence-based therapy called Dialectical Behavioural Therapy (DBT). Calm Harm provides tasks to help you resist or manage the urge to self-harm. You can make it private by setting a password, and personalise the app if you so wish. You will be able to track your progress and notice change.

MindDoc

An app to help if you are struggling with emotional problems or simply want to be more aware of your mood and wellbeing. As a personalized mental health companion, MindDoc checks on you three times a day with questions that “learn” from your responses. These questions generate Insights and other resources most relevant to your emotional health.

Stay Alive

This app is a pocket suicide prevention resource for the UK, packed full of useful information to help you stay safe. You can use it if you are having thoughts of suicide or if you are concerned about someone else who may be considering suicide.

In addition to the resources, the app includes a safety plan, customisable reasons for living, and a life box where you can store photos that are important to you.

Specialist services

There are many specialist services available in Leicestershire depending on individual needs, please ask your GP for more information if you feel you need support with a specific issue.

CRUSE

Provides bereavement support.

www.cruse.org.uk/

First Step

Provides support for men who have experienced sexual abuse.

<https://firststepleicester.org.uk/>

Jakin Centre

Provides support for those who are struggling after pregnancy loss.

<https://jakin-counselling.co.uk/>

Jasmine House

Provides support for women who have experienced sexual violence.

www.jasminehouse.org.uk/

Laura Centre

Provides support for bereaved children and support following the death of a child.

<https://thelauracentre.org.uk/>

New Futures

Provides support for those involved in sexual exploitation.

<http://new-futures.org.uk/>

PohWer

Provides advocacy, information and advice.

www.pohwer.net/

Quetzal Project

Provides support for women who have experience childhood sexual abuse.

<https://quetzal.org.uk/>

SOBS

Provides support for those bereaved by suicide.

<https://uksobs.org/>

UAVA

Provides support for anyone who is a victim of domestic violence.

www.uava.org.uk/

Financial support

There are many specialist services available in Leicestershire depending on individual needs, please ask your GP for more information if you feel you need support with a specific issue.

Citizens Advice Leicestershire

Offers practical, up-to-date information and advice on a wide range of topics including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.

<https://citizensadviceleicestershire.org/>

Community Advice and Law Service

An independent and confidential advice service offering free legal advice for areas of law which include debt, welfare benefits and housing.

<https://cals.uk.net/>

Open Hands

Provides emergency support and care for those most vulnerable. They provide supplies of emergency food, toiletries and clothes and offer various other services to help empower individuals to move forward in their lives/ They provide practical help, advice, skills training and mentoring opportunities.

www.openhandsleicester.org.uk/

Coping strategies

There are various simple coping strategies that can be used in challenging situations visit www.getselfhelp.co.uk/ for further information and free downloads.

The 5-4-3-2-1 anxiety management technique

This five-step exercise can be very helpful during periods of anxiety or panic. It helps to ground you in the present when your mind is bouncing around between various anxious thoughts.

Before starting this exercise, pay attention to your breathing. Slow, deep, long breaths can help you maintain a sense of calm or help you return to a calmer state. Once you find your breath, go through the following steps to help ground yourself:

1. Acknowledge **five** things you see around you. It could be a pen, a spot on the ceiling, anything in your surroundings.
2. Acknowledge **four** things you can touch around you. It could be your hair, a pillow, or the ground under your feet.
3. Acknowledge **three** things you hear. This could be any external sound. If you can hear your belly rumbling that counts! Focus on things you can hear outside of your body.
4. Acknowledge **two** things you can smell. Maybe you are in your office and smell pencil, or maybe you are in your bedroom and smell a pillow. If you need to take a brief walk to find a scent you could smell soap in your bathroom, or nature outside.
5. Acknowledge **one** thing you can taste. What does the inside of your mouth taste like - gum, coffee, or the sandwich from lunch.

Coping strategies continued

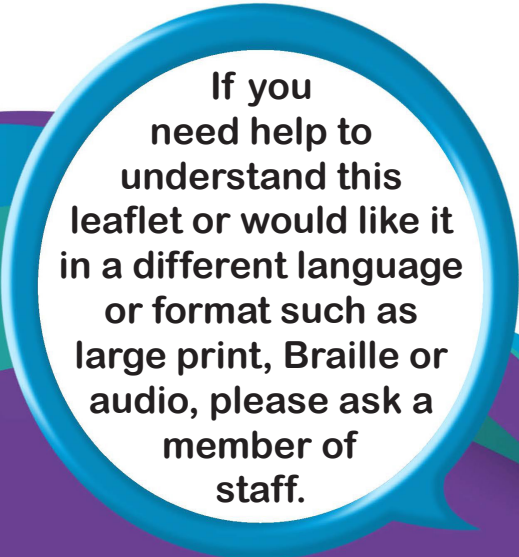
STOPP technique

This technique can be used when feeling overwhelmed or struggling with impulsive thoughts.

- S Stop** and step back. Don't act immediately. Pause.
- T Take** a breath. Notice your breath as you breathe in and out.
- O Observe.** What am I thinking and feeling? What are the words that my mind is saying? Is this fact or opinion? Descriptions or evaluations? Accurate or inaccurate? Helpful or unhelpful? What unhelpful thinking habit am I using (e.g. mind-reading, negative filter, thinking the worst)? Where is my focus of attention? What metaphor could I use (mountain, tunnel, playground bully, thought train, beach ball, passengers on the bus)?
- P Pullback.** Put in some Perspective. See the situation as an outside observer. What would a fly on the wall see? Is there another way of looking at it? What would someone else see and make of it? What advice would I give to someone else? What's 'the helicopter view'? What meaning am I giving this event for me to react in this way? How important is it right now, and will it be in 6 months? Is my reaction in proportion to the actual event?
- P Practise** what works. Do what works, what is most helpful. Play to your principles and values. Will it be effective and appropriate? Is it in proportion to the event? Is it in keeping with my values and principles? What will be the consequences of my action? What is best for me and most helpful for this situation?

Strategies/useful contacts

Use this space to make a note of useful contacts and any coping strategies that work for you.



**If you
need help to
understand this
leaflet or would like it
in a different language
or format such as
large print, Braille or
audio, please ask a
member of
staff.**

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