Mental health and wellbeing support

Information about services across Leicester, Leicestershire and Rutland that provide support for your mental health and wellbeing.

Better Mental Health For all

Leicester, Leicestershire and Rutland
Health and Wellbeing Partnership

NHS

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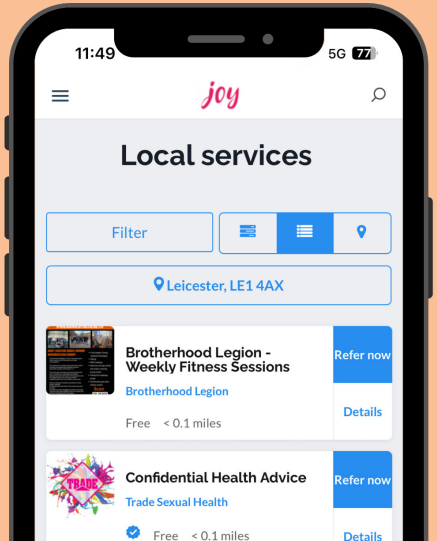
In this booklet you'll find lots of organisations and information to support your mental health and wellbeing. You can find them all on a new website called Joy.

Joy is a new NHS funded website for people living in Leicester, Leicestershire and Rutland. It has been created to link you to groups, services and activities that suit your needs and interests, local to you. Once you add your postcode and search, it will list the services closest to you.

LLRjoy.com

SCAN HERE

joy



1. Filter by postcode

2. Pick your interests

3. Joy lists services available

Quick summary on where to find support for your Mental Health

NHS

Where to find the right support in Leicester, Leicestershire and Rutland for you or someone you care about

Non-Urgent

I need support for my mental health

Contact your GP Practice from 8am-6.30pm, Monday to Friday.

Call **0330 094 5595** for NHS Talking Therapies

Urgent

I need help with my mental health now

24/7 support is available over the phone, **call NHS 111, mental health option**. This number is open 24 hours a day and is totally free and confidential. You can also **text 0748 063 5199** and we will aim to get back to you within four hours.

Visit a Neighbourhood Mental Health Café. Full list of venues on our website: **www.leicspart.nhs.uk/service/neighbourhood-mh-cafes**

Emergency

I have a physical health emergency

Call **999** if there is a threat to life.

Better Mental Health For all

CALL 111

vita health group

NHS Leicester, Leicestershire and Rutland

Urgent mental health support

Need urgent mental health support now?

Call
NHS 111 Select mental health option

If you, or someone you care about, need urgent advice or support for your mental health, help is available over the phone. **Call NHS 111, mental health option.** This number is open **24 hours a day, seven days a week** free of charge and in confidence.

Please note, this service can be busy at certain times and you may have to wait for your call to be answered.

You can also text 0748 063 5199 and we will aim to get back to you within four

In an emergency

If you are concerned about an immediate risk of harm – either to yourself or someone else – phone 999.

You can also call NHS 111 for physical, medical and mental health issues.
www.signvideo.co.uk/nhs111

Neighbourhood Mental Health Cafés

Drop in support for when you're struggling to cope

Feeling overwhelmed? In crisis?
Need someone to talk to about your mental health?

We're here for you.

A safe space to be when you're feeling low.

Drop in or book an appointment - let's talk.

Cafes are open 7 days a week, find out where and when by scanning the QR code below or visiting:

www.bit.ly/LLRNMHCs

Neighbourhood Mental Health Cafés

For times when you're struggling to cope

Getting Help in Neighbourhoods

FIND OUT ABOUT THE FUNDED GHIN PROJECTS

Getting Help in Neighbourhoods (GHIN) is all about making mental health support easier to find right where people live, based on what each community actually needs.

A key part of GHIN is a grant scheme that helps local charities and community groups run mental health projects.

Funded by the NHS and local councils, **over £2 million** has been given to **51 groups** since May 2022.

Counselling / Talking Therapies

There are various talking therapy services available in Leicester, Leicestershire and Rutland, depending on individual needs. Some of the main providers are below.

NHS Talking Therapies (provided by Vita Health Group) provides help for people with anxiety, depression and other similar difficulties across Leicester, Leicestershire and Rutland. You can request that your GP refers you to the service, or you can refer yourself directly by phone or online where you can also find further information about the service. This is funded by the NHS.

Website: www.bit.ly/3E2ieM0
Phone: 0330 094 5595

The Leicester Counselling Centre offers long-term counselling for up to two years to adults in Leicester, Leicestershire and Rutland. 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.
There are costs associated with this service.

Website: www.leicestercounsellingcentre.co.uk
Phone: 0116 255 8801
Email: admin@leicscounselling.co.uk

Counselling / Talking Therapies

LEICESTERSHIRE
LGBTQ+ CENTRE

Leicestershire LGBTQ+ 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.

Website: www.leicestershirelgbtqcentre.org
Phone: 0116 254 7412
Email:info@leicestershirelgbtqcentre.org

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relate
the relationship people

Relate Leicestershire is an independent charitable company which provides relationship counselling services to adults, children and families. Services include: relationship counselling (for couples and individuals), family counselling, and sex therapy.

Support for children and young people includes Emotional wellbeing and therapeutic support service for C&YP aged 5-18yrs living in LLR. They provide small group work sessions, 1:1 counselling, as well as workshop sessions in schools and

Website: www.relateleicestershire.org.uk
Phone: 0116 254 3011
Email: reception@rllr.org.uk

Specialist services

There are many specialist services available in Leicester, Leicestershire and Rutland depending on individual needs. Below are some local organisations that can offer support.

The Centre Project
A local charity that aims to reach those who are most excluded from our society to reduce isolation and promote wellbeing.
Email: info@centreproject.org Phone: 0116 255 4013
www.centreproject.org

British Red Cross
British Red Cross provides practical and emotional support to asylum seekers, refugees and vulnerable migrants in Leicester and Leicestershire. They undertake the casework to lift them out of destitution and signpost them to relevant support agencies.
Email: rsleicester@redcross.org.uk Phone: 0116 479 0900

ADHAR
Providing mental health support for (but not exclusively to) minoritised communities.
Email: admin.box@adharproject.org Phone: 0116 220 0070
www.adharproject.org

Specialist services

First Step
Provides support for men who have experienced sexual abuse.
Email: contact@firststepleicester.org.uk Phone: 0116 254 8535
www.firststepleicester.org.uk

Jakin - Pregnancy Care and Counselling
Provides support for those facing an unplanned pregnancy or struggling after pregnancy loss.
Email: support@jakin-counselling.co.uk Phone: 07599 397 938
www.jakin-counselling.co.uk

Quetzal Project
Provides support for women who have experienced childhood sexual abuse.
Phone: 0333 101 4280
www.quetzal.org.uk

Specialist services

Jasmine House
Provides support for women who have experienced sexual violence.
Email: admin@jasminehouse.org.uk Phone: 0116 255 5962
www.jasminehouse.org.uk

New Futures
Women's therapeutic and recovery centre.
Email: info@new-futures.org.uk Phone: 0116 251 0803
www.new-futures.org.uk

CRUSE
Provides bereavement support.
Email: leicester@cruse.org.uk Phone: 0116 288 4119
www.cruse.org.uk

Specialist services

Laura Centre
Provides support for bereaved children and support following the death of a child.
Email: info@thelauracentre.org.uk Phone: 0116 254 4341
www.thelauracentre.org.uk

SOBS
Provides support for those bereaved by suicide.
Email: email.support@uksobs.org Phone: 0300 111 5065
(Monday and Tuesday, 9am - 5pm)
www.uksobs.org

POhWER
These are the contracted service providers for Independent Mental Health Advocacy (IMHA), Independent Mental Capacity Advocacy (IMCA) and NHS Complaints Advocacy. Their advocates support people to understand their rights, speak up and be heard.
Email: pohwer@pohwer.net Phone: 0300 456 2370
www.pohwer.net/leicestershire

Specialist services

LAMP
Provides independent community mental health advocacy to the people of Leicester, Leicestershire and Rutland, including support to families and carers.
Email: info@lampdirect.org.uk Phone: 0116 255 6286
www.lampadvocacy.co.uk

Harmless
Provides a community self-harm and suicide bereavement service for people who live in Leicester, Leicestershire and Rutland.
Email: leicester@harmless.org.uk Phone: 0115 8800 280
www.harmless.org.uk

Age UK
Services to support the wellbeing of older people and informal / family carers.
Email: enquiries@ageukleics.org.uk Phone: 0116 299 2233

Specialist services

Loughborough Wellbeing Centre
Provides a range of support in a safe, social space for adults (18 plus), as well as the Wellbeing Café and Veteran's Wellbeing Hub in Loughborough and Oakham, Rutland.
Email: admin@loughboroughwellbeing.com
www.thewellbeingcafe.org

GamCare runs the National Gambling Support Hotline, which is open 24/7 and 365 days a year. The treatment is free, flexible, and confidential and always free from judgement and there are no waiting lists to access the service. It provides users with a safe space to speak, enabling them to feel empowered and take control of their life by providing tailored support to users to achieve their goals.
Phone: 0808 8020 133
www.gamcare.org.uk

Shama Women's Centre was established in 1983 helping empower women to become active economically, educationally, socially and improve their health and wellbeing. They do this through qualifications, training, help into work and mental health support.
www.shamawomenscentre.co.uk

Specialist services

Eyres Monsell Club for Young People
Provides a range of services for all ages including the Bounceback Fitness Project, Food Pantry, CV Writing workshops and Neighbourhood Mental Health Cafe
Email: admin@eyresmonsellcyp.co.uk
Phone: 0116 277 9190
www.eyresmonsellcyp.co.uk

Leicester Community Advice and Law Centre
Provides an independent, free and confidential advice service. Offers free legal advice for areas of law which include debt, welfare benefits and housing.
Email: enquiries@cals.uk.net
Phone: 0116 242 1120
www.leicesterlawcentre.org.uk

Leicestershire Recovery College
Offers a range of recovery-focused educational courses and resources for people aged 18 and over who are accessing Leicestershire Partnership NHS Trust Mental Health Services along with their family members, or carers, and Leicestershire Partnership NHS Trust staff.
Email: LPT.Recoverycollege@NHS.net
Phone: 0116 295 1196
www.leicspart.nhs.uk/service/leicestershire-recovery-college

Specialist services

Open Hands provide emergency support and care for those most vulnerable, provide supplies of food, and offer various other services to help empower individuals to move forward in their lives - offering practical help and advice.
Phone: 0116 255 8672
www.openhandsleicester.org.uk

SHARP provide housing advice, help and support for people who have been made homeless or are facing serious housing problems, across Leicestershire.
Email: info@leicestershelter.org.uk
Phone: 0116 254 6064
www.leicestershelter.org.uk

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.
Phone: 0808 2787970 (Leicester City) 0808 2787854 (Leicestershire)
www.citizensadvice.org.uk

Mental health self-help guides

One in six of us will experience mental ill health. At some point in our lives we will know someone who is struggling. That could be us personally or a partner, family member, friend or colleague. Sooner or later, we will all know someone who is struggling.

We have written a series of self help guides covering a wide range of topics such as depression, anxiety and stress which offer users the opportunity to find out more about the causes of mental health issues and provide tools to work through feelings and emotions.

Our self help guides contain verified information and are written by NHS Clinical Psychologists with contributions from service users, healthcare and voluntary sector staff.

They're not intended to replace the advice of a medical professional. If it's not a medical emergency and you're unsure about what to do next, our self help guides can suggest next steps.

www.bit.ly/LLR-self-help-guides

Mental health helplines and online support

If you feel that you need to talk to a professional about your mental health needs, you can call NHS 111, selecting option 2, 24 hours a day.
Below is a list of other providers that can offer support.

SAMARITANS
Call free day or night on
116 123
A registered charity

Samaritans
When life is difficult, Samaritans are here - day or night, 365 days a year. You can call them for free on 116 123 or visit www.samaritans.org to find your nearest branch

SANE

SANEline
If you're experiencing a mental health problem or supporting someone else, you can call SANEline on 0300 304 7000 (4pm - 10pm every day) or email for a response on support@sane.org.uk

COMBAT STRESS
FOR VETERANS' MENTAL HEALTH

Combat Stress
If you have served or are currently serving in the UK Armed Forces, you can call the Combat Stress 24 hour mental health helpline on 0800 138 1619 or text on 07537 173683

SWITCH BOARD

Switchboard
Provides a one-stop listening service for LGBTQIA+ people on the phone, you can call Switchboard on 0300 330 0630 (10am – 10pm every day) or use their webchat service.

Better Health - Every Mind Matters

Better Health - Every Mind Matters helps empower people to look after their mental wellbeing. Their website features lots of NHS approved tips and advice to help you be kind to your mind.

At its heart is the free NHS-approved Mind Plan, available on the website. By answering five short questions people get a personalised mental health action plan, providing practical tips to help them deal with stress and anxiety, boost their mood, sleep better and feel more in control.

www.nhs.uk/every-mind-matters

Better Health every mind matters

NHS

Discover simple steps to help look after your mental wellbeing

Search Every Mind Matters

Phone apps

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

Stay Alive is a suicide prevention app with over 600 resources and tools to help you, or someone you are worried about, keep safe. Created by Grassroots Suicide Prevention Charity with people who have lived experience.

Calm Harm provides tasks to help you resist or manage the urge to self-harm. Calm Harm uses the basic principles of an evidence-based therapy called Dialectical Behavioural Therapy (DBT).

MindDoc helps if you are struggling with emotional problems or simply want to be more aware of your mood and wellbeing. It is a personalized mental health companion that checks on you three times a day.

DistrACT provides trusted information and links to support people who self-harm and may feel suicidal (aged 17+).

The **Tellmi** app provides free digital mental health support, 365 days a year (on Android, iOS and the web) to anyone aged 11+ across Leicester, Leicestershire & Rutland.

Coping strategies

There are various simple coping strategies that can be used in challenging situations. There are two examples below. Visit www.leicspart.nhs.uk/mental-health for further information

The 5-4-3-2-1 anxiety management technique is a five-step exercise. It can be very helpful during periods of anxiety or panic by helping 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:

5. Think of **five** things you see around you. It could be a pen, a spot on the ceiling, anything in your surroundings.
4. Think of **four** things you can touch around you. It could be your hair, a pillow, or the ground under your feet.
3. Think of **three** things you hear. This could be any external sound. If you can hear your stomach rumbling that counts! Focus on things you can hear outside of your body.
2. Think of **two** things you can smell. Maybe you are in your home and smell tea or coffee or maybe you are in a park and smell cut grass. If you need to take a brief walk to find a scent, you could walk around your home, or outdoors.
1. Think of **one** thing you would like to eat or drink.

Coping strategies

STOPP 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 **Pull back.** See the situation as an outside observer. What would a fly on the wall see? Is there another way of looking at it? What advice would I give to someone else? 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?

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?

Support for young people and children

If you are a young person, or the parent or carer of a child or young person, there are various websites and helplines you can use to find support.

The Leicestershire Partnership NHS Trust website offers a range of support for children and young people, including an 'At a Glance' guide, which gives an overview of support based on level of need. Scan the QR code or visit the link:
www.leicspart.nhs.uk/mental-health/resources/conditions/young-people

Health for Under 5s offers a great choice of health related information for parents and carers of 0 to 5 year olds.
www.healthforunder5s.co.uk

Health for Kids enables primary school age children to learn about health in a fun and interactive way.
www.healthforkids.co.uk

Health for Teens allows young people to find out more about health, including feelings, growing up, mental health, lifestyle and sexual health.
www.healthforteens.co.uk

ChatHealth is a confidential text messaging service that enables children and young people (aged 11-19) to contact their local public health nursing team for confidential advice and support.
www.chathealth.nhs.uk

Support for young people and children

Childline is a private and confidential helpline for children and young people under 19. Calls are free on 0800 1111.
www.childline.org.uk

My Self Referral is a website available to C&YP up to the age of 18yrs in LLR who want advice and support for their mental health. It enables C&YP to access a broad range of advice, resources and services. It also enables C&YP, parent/carer to complete a self-referral form for signposting or onward referral to a specialist service without them needing to see their GP.
www.myselfreferral-llr.nhs.uk

Autism Space is a dedicated area on the Leicestershire Partnership NHS Trust website to find advice, information and support around all things relating to autism.
www.leicspart.nhs.uk/autism-space

First Steps ED offer support to C&YP aged 5-25 in LLR with mild to moderate eating disorder symptoms or poor body image
Phone: 0300 102 1685
www.firststepsed.co.uk/make-a-referral

Support from your local councils

Leicester City Council, Leicestershire County Council and Rutland County Council all offer online mental health and wellbeing support and signposting in your local area.

Leicestershire County Council

First Contact Plus is an online tool which helps adults in Leicestershire find information about a range of services all in one place.

www.firstcontactplus.org.uk

Leicester City Council

MyChoice is a directory for care and support services for people living within the Leicester City area.

www.bit.ly/3Oc3TzD

BetterOff is a service for people who live in Leicester. BetterOff will show you the benefits you are entitled to and will help you apply for them online, it also provides information on how to find and apply for jobs.

www.bit.ly/3V04Mhv

Rutland County Council

There are a number of local services across Rutland that you can contact for advice and support on mental health, as well as signposting to support in the community.

www.bit.ly/3gNBOSM

HELP
SUPPORT
ADVICE
GUIDANCE

SCAN ME

Information about services across Leicester, Leicestershire & Rutland that provide support for your mental health and wellbeing.