

Directory of services to help improve mental health and emotional wellbeing

Western area



Urgent help and support

British Association for Counselling website

Provides local information on counselling organisations and individuals who are accredited.

www.bacp.co.uk/seeking_therapist

Emergency services

999 or 112

Police, ambulance service, fire brigade, coastguard.

GP out of hours services

028 7186 5195

Lifeline

0808 808 8000

24 hour support for those in distress or despair.

Deaf and hard of hearing – Textphone users can call Lifeline on 18001 0808 808 8000

Foyle Search and Rescue

028 7131 3800

Preservation of life in and around the River Foyle.

www.foylesearchandrescue.org

Police (PSNI)

0845 600 8000

will connect you to your local police station.

Samaritans helpline

08457 90 90 90

Listening ear to those in distress.

GP referral only services

Altnagelvin Hospital	028 7134 5171
Gransha Hospital	028 7186 0261
Waterside Hospital	028 7186 0007
South West Area Hospital (Enniskillen)	028 6638 2000
Tyrone County Hospital (Omagh)	028 8283 3100
Tyrone and Fermanagh Hospital	028 8283 3100
Grangewood Hospital	028 7186 0261

Community Mental Health Teams (CMHTs)

are multi-professional teams that provide assessment, treatment and support services to people experiencing mental health problems. There are teams working throughout the Western Health and Social Care Trust. In emergency situations, a crisis response service will link with out of hours GPs or the emergency department (ED).

- Limavady 028 7772 2123
- Shantallow 028 7135 0063
- Strabane 028 7138 2963
- Waterside 028 7131 4200
- Belmore House 028 6632 6604
- Lissan House 028 8225 2202

Primary care liaison service

028 7132 0102

Psychological therapy service

028 7132 0143

Child and adolescent mental health team

028 7186 5238 028 8283 5990

Leaving and aftercare team

028 7131 2044

Eating disorders service

028 7132 0165

Gateway team

028 7131 4090

Older people mental health team

028 6634 4000

028 8283 3490

028 7186 5384

Suicide prevention/ self-harm/self help

Lifeline

00808 808 8000

24 hour support for those in distress or despair.

Deaf and hard of hearing – Textphone users can call Lifeline on 18001 0808 808 8000

Zest

028 7126 6999

Tackling the problems that lead to suicidal behaviour and direct and/or indirect self-harm in young people and adults.

www.zestni.org

Samaritans helpline

08457 90 90 90

Listening ear to those in distress.

www.samaritans.org

NorthWest counselling

028 7181 3587

Youthlife

028 7137 7227

Helping children and young people who have experienced bereavement and loss.

www.youthlife.org

Aisling Centre Enniskillen

028 6632 5811

Counsellors at the Aisling Centre are experienced in dealing with a range of issues, including trauma, anxiety, childhood abuse, suicidal thoughts, stress, bereavement/loss, alienation, low self-esteem and relationship/family issues.

Email: info@theaislingcentre.com

Koram Centre

028 7188 6181

Strabane’s listening ear and counselling association.

www.koramcentre.com

Clare House (residential/respite)

028 6632 6361

Arora Counselling

028 7135 0407

Rethink

0845 456 0455

Mental health including eating disorders and anxiety support

Aware Defeat Depression

0845 120 2961

Helpline

028 7126 0602

Cunamh

028 7128 8868

Community-led mental health project.

Derry Well Woman

028 7136 0777

NI Agoraphobia and Anxiety Society

028 9023 5170

Praxis

Londonderry 028 7130 8020

Lisnaskea 028 6772 2778

Belfast 028 9023 4555

0845 767 8000 (Helpline)

Provides services for adults and children with a learning disability, mental ill health or acquired brain injury, and for older people, including people with dementia.

www.praxisprovides.com

Eating Disorders Association helpline

028 9023 5959 0160 362 1414

Eating disorders service

028 7132 0165

Western Trust eating disorder therapists

028 8225 2202 028 6632 6604

Men’s Action Network

028 7137 7777

Provides a safe space for men to find support for life issues they are experiencing.

www.man-ni.org

Relate

028 9032 3454

Relationship and family services

www.relateni.org

CLEAR Project

028 7138 3386

Beacon Day Support

028 7126 9677

Mind Yourself

028 7126 3461

Northern Ireland Association for Mental Health (NIAMH)

028 9032 8474 028 6632 2995

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

www.niamh.co.uk

Rethink

0845 456 0455 / 028 9040 2323 (Northern Ireland)

www.rethink.org

CAWT Eating Disorders Project

028 8283 5711 077 6695 3475

Substance misuse

Alcoholics Anonymous

028 9043 4848

Opportunity Youth Daisy West

Drugs and alcohol intervention service for 11-25 year olds.

028 7137 1162

www.opportunity-youth.org

Alcohol and drug services

028 7186 5239

028 7186 5240

028 6638 2073

Addiction support

028 7186 0086 028 8225 3950

Addiction treatment service

028 8283 5443 028 8283 5365

Community addiction therapists

028 8283 5203

The FIND Centre Enniskillen

028 6632 5559 028 6632 3722

www.thefindcentre.com

Drinkline

0800 917 8282

Gamblers Anonymous

028 9024 9185

Narcotics Anonymous

078 1017 2991

National Drugs Helpline (FRANK)

0800 77 66 00

24/7 drugs helpline.

Northlands Centre

028 7131 3232

Community-based, independent treatment centre to take the treatment of alcohol problems out of the mental health setting.

www.northlands.org.uk

Smokers Helpline

0808 812 8008

www.want2stop.info

Foyle Haven

028 7136 5259

A safe space where street drinkers can access practical assistance and support to reduce the harm caused by their use of alcohol. It also offers a harm reduction floating support team, which provides support around substance use and tenancy sustainment to people who are unable to attend the day service.

www.depaulireland.org/our-services/on-the-map/northern-ireland/foyle-haven

SOLACE

028 6862 8741

Reducing the harm caused to individuals, families and communities throughout Fermanagh by the misuse of alcohol.

DIVERT Project

028 7126 9327

Provides support and guidance to children and young people aged 4–17 years living in a situation where a parent or family member’s alcohol and/or drug misuse is causing them harm.

www.hiddenharm-divert.com

Breakthru

028 8775 3228

www.breakthru.co.uk

Action For Children

028 7132 9444 028 6632 4181

Supports and speaks out for the most vulnerable and neglected children and young people locally.

www.actionforchildren.org.uk

HURT

028 7136 9696

Victims of abuse

PSNI Child Abuse and Rape Enquiry Unit

0845 600 8000

Centre for Trauma and Transformation

028 8225 1500

Cunamh

028 7128 8868

Community-led mental health project.

PSNI Domestic Violence Officer

0845 600 8000

Victim Support

Emotional support for victims of crime.

- Londonderry / Limavady / Strabane 028 7137 0086
- Omagh / Fermanagh 028 8224 0012
- Out of hours support 0845 30 30 900

www.victimsupportni.co.uk

NSPCC helpline

0808 800 5000

Victim and survivor matters programme

028 6634 4104

Nexus

028 7125 0566 028 6632 0046

Nexus Institute offers counselling to survivors of childhood sexual abuse and victims of sexual violence, including those who have experienced rape and sexual assault.

www.nexusinstitute.org

WAVE Trauma Centre

Offers care and support to anyone bereaved or traumatised through violence, irrespective of religious, cultural or political beliefs.

• Londonderry / Limavady / Strabane 028 7126 6655

• Omagh / Fermanagh 028 8225 2522

www.wavetraumacentre.org.uk

Bereavement

Barnardo’s Child Bereavement Service

028 9066 8333

Cruse Bereavement Care

028 8224 4414

028 7126 2941

National charity that exists to promote the wellbeing of bereaved people – for adults, children and young people.

• National Cruse day-by-day helpline 0844 477 9400

• Cruse young person’s helpline 0808 808 1677

www.cruse.org.uk

Young people: www.rd4u.org.uk/



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

NI Miscarriage Association helpline

028 9336 3384

NI Stillbirth and Neonatal Death Society (SANDS)

077 4099 3450

www.sandsni.org

The Compassionate Friends

028 9265 2550

NorthWest Counselling

028 7181 3587

WAVE Trauma Centre

Offers care and support to anyone bereaved or traumatised through violence, irrespective of religious, cultural or political beliefs.

• Londonderry / Limavady / Strabane 028 7126 6655

• Omagh / Fermanagh 028 8225 2522

www.wavetraumacentre.org.uk

Youthlife

028 7137 7227

Helping children and young people who have experienced bereavement and loss.

www.youthlife.org

Family Suicide Liaison Officers / Bereaved by Suicide

• Limavady / Londonderry / Strabane 028 7132 0138 / 079 4991 4100

• Omagh / Fermanagh 028 6632 6604 / 078 4156 9000

North West Bereaved By Suicide Group

028 7131 3800

Fermanagh Bereaved By Suicide Group

028 6632 5811

Roe Valley Bereaved By Suicide Support Group

079 4991 4100

PATHS Omagh

078 7941 4385 / 077 4557 6886

An inter-denominational voluntary group formed to support families and individuals bereaved by suicide.

Sexual health

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LGBT Strabane and Lifford Group

028 7188 5857

Teenscene

028 8283 5536 028 6638 2693

Positive Life Helpline

0800 137 437

Gay / Lesbian Youth NI

028 9089 0202

SAIL – Transgender support

075 1022 8411

Children and young people

Lifeline

0808 808 8000

24 hour support for those in distress or despair.

Deaf and hard of hearing – Textphone users can call Lifeline on 18001 0808 808 8000

Barnardo’s

028 9067 2366

Childline

0800 1111

www.childline.org.uk

0870 336 2945

CLIC

0800 197 0068

Support for children suffering from cancer and leukaemia, and signposting for parents or anyone else affected.

www.clicsargent.org.uk

Zest

028 7126 6999

Tackling the problems that lead to suicidal behaviour and direct and/or indirect self-harm in young people and adults.

www.zestni.org

Gateway Team (24 hour)

028 7131 4090

The WHSCT children’s social work service is a first point of contact for anyone concerned about the welfare of a child or young person.

Youth Action Right Here Fermanagh Project

028 6632 8534

Works with young people to support them as active and equal citizens whose voices are heard, respected and valued.

www.youthaction.org

Email: barry@youthaction.org

Email: roisinmc@youthaction.org

DIVERT Project

028 7126 9327

Provides support and guidance to children and young people aged 4–17 years living in a situation where a parent or family member’s alcohol and/or drug misuse is causing them harm.

www.hiddenharm-divert.com

Breakthru

028 8775 3228

www.breakthru.co.uk

Action For Children

028 7132 9444 / 028 6632 4181

Supports and speaks out for the most vulnerable and neglected children and young people locally.

www.actionforchildren.org.uk

Teenage pregnancy coordinator

028 6862 8741 / 028 7132 1723

Opportunity Youth

028 7137 1162

www.opportunity-youth.org

Young People Sexual Health Nurse

028 7132 1758

Youthlife

028 7137 7227

Relate Teens

028 9032 3454

www.relateni.org

Voice of Young People in Care (VOYPIC)

0845 074 2942

School Aged Mothers

028 7127 2300

NSPCC Helpline (24 Hour)

0800 800 5000

Student support

University of Ulster student support

Provides a professional counselling service on all campuses.

- Belfast 028 9036 6336
- Coleraine 028 7012 4105
- Jordanstown 028 9536 7300
- 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

Family and relationships

Breakthru

028 8775 3228

www.breakthru.co.uk

Action For Children

028 7132 9444 / 028 6632 4181

Supports and speaks out for the most vulnerable and neglected children and young people locally.

www.actionforchildren.org.uk

Autism Support NI

- Londonderry 028 7130 8313
- Enniskillen 028 6638 2000
- Omagh 028 8283 5983

Childline

0800 1111

www.childline.org.uk

0870 336 2945

Contact a Family

0808 808 3555

Freephone helpline – signposting and help with disabilities.

www.cafamily.org.uk

Family Support NI

0845 600 6483

www.familysupportni.gov.uk

Gingerbread NI

028 7137 7066

Works with lone parents and other organisations to promote the integrity and life choices of single parent families, challenge injustices, advocate for rights and positively respond to social change.

Freephone advice helpline.

0808 808 8090

www.gingerbreadni.org

NI Newpin

028 7134 4477

www.ninewpin.co.uk

Parenting NI

028 7137 2006 0808 801 0722

www.parentsadvicecentre.org

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.

- Ballymagroarty / Hazelbank 028 7126 7524
- Dungiven 028 7774 2904
- Edenballymore 028 7137 1670
- Shantallow 028 7135 2522
- Strabane 028 7138 2658
- Waterside 028 7134 7186
- Irvinestown 028 6862 1970
- Castledearg 028 8167 9438
- Strathroy 028 8225 2936

Strengthening Families Programme – Derry Healthy Cities

028 7161 1384

ACCORD

Marriage and relationships counselling.

- Northern Ireland regional office 028 9023 3002
- Londonderry 028 7136 2475
- Enniskillen 028 6632 5696
- Omagh 028 8224 2439

www.accordni.com

Psychosexual service

028 7186 5294 / 028 8283 5449 / 028 8283 5323

Relate

Divorce/separation/marriage counselling.

- Relate 028 9032 3454 / 028 7137 1502
- Relate Teen (youth support) 028 9032 3454 / 028 7137 1502

Derry Well Woman

028 7136 0777

www.derrywellwoman.org

Women’s Aid

Provides services for women and children who are victims of domestic violence.

- Foyle 028 7128 0060
- Fermanagh 028 6632 8898
- Omagh 028 8224 1414

www.womensaidni.org

Waterside Women’s Centre

028 7134 1579

www.watersidewomen.net

Strabane and Lifford Women’s Centre

028 7188 6253

www.strabaneliffordwomenscentre.com

The Women’s Centre

028 7126 7672

www.thewomenscentre.co.uk

Galliagh Womens Group

028 7135 6092

Greysteel Community Association

028 7181 2136

Strathfoyle Womens Activity Group

028 7186 0733

Mens Action Network

028 7137 7777

Healthy Living Centres

- The Old Library Trust 028 7137 3870
- The Oak Project 028 6775 1913
- The Arc HL Project 028 6862 8741
- Derg Valley HL Project 028 8167 0764
- Bogside and Brandywell HF 028 7136 5330

Infertility Network

- 0800 008 7464 (freephone helpline)
- 014 2473 2361 (from mobile)

www.infertilitynetworkuk.com

More to Life

- 0800 008 7464 (freephone helpline)
- 014 2473 2361 (from mobile)

www.moretolife.co.uk

Benefits/advice/financial worries

Omagh support / self-help group

028 8225 9877

West Tyrone Voice

028 8166 2848

Attendance Allowance

028 9033 6000

Carers NI

028 9043 9843

Benefits and carers’ rights.

Citizens Advice Bureau

Free, confidential, impartial advice; representation at tribunals; debt counselling services.

- Londonderry 028 7134 2536
- Limavady 028 7136 2444
- Strabane 028 7138 2665
- Omagh / Fermanagh 028 6632 4334

www.citizensadvice.co.uk

Step Change Debt Charity

0800 138 1191

Provides confidential, free counselling, and debt and money management assistance to financially distressed families and individuals.

www.debtlineni.org

Disability Action

028 7136 0811

Works to ensure that people with disabilities attain their full rights as citizens by supporting inclusion, influencing government policy and changing attitudes.

www.disabilityaction.org

Disability living allowance

0800 220 674

Benefit enquiry line.

Invalid care allowance

028 9033 6000

Omagh Independent Advice Centre

028 8224 3252

Provides free, confidential, independent advice to the Omagh public on the following: social security benefits, disability benefits, employment, debt/financial matters, housing and consumer affairs.

Mental health employment training

AMH Foyle New Horizons

028 7137 3502

Helps people overcome the effects of mental ill health and in many cases return to work.

www.amh.org.uk/amh-near-you/new-horizons

AMH Fermanagh New Horizons

028 6632 3630

www.amh.org.uk/amh-near-you/new-horizons

CLEAR Project Training

028 7138 3386

WHSCT Health Improvement Team

028 7186 5127

Lisnamallard Industries

028 8225 2079

Prospects Mental Health Day Care Centre

028 8167 0600

www.beaconwellbeing.org

Help on Pension Entitlement (HOPE)

028 9442 8595

Carers

Carers NI

028 9043 9843

Benefits and carers’ rights.

Cause

028 9065 0650

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

Headway – The brain injury association

028 2565 1521

Dedicated to supporting people with a brain injury, as well as their families and carers.

Western Health and Social Care Trust Carers Coordinator

028 6634 4000 / 028 6638 4163

The Escapists

078 3011 7766

Rural support

Rural Support Helpline

0845 606 7607

www.ruralsupport.org.uk

Maximising Access in Rural Areas (MARA)

028 8225 3950

Long-term conditions

MS Helpline

0808 800 8000

www.mssociety.org.uk

Macmillan Cancer Helpline

0808 808 2020

www.macmillan.org.uk

Mencap (Londonderry)

028 7126 2227

Helpline

0808 808 1111

Huntington’s Disease Association NI

028 2177 1812

British Lung Foundation

020 7688 5555

Housing and supported living

First Housing Aid and Support Services

028 7126 6115

www.first-housing.com

House in the Wells