



Factsheet **Mental Health Provision** **for Adults** **Available in Norfolk**

Please distribute to Councillors: Factsheets are meant to be kept on file for reference when needed

Whether you're concerned about yourself or a loved one, these mental health charities, organisations and support groups can offer expert advice

Norfolk and Suffolk NHS Foundation Trust



Crisis Resolution and Home Treatment Team (CRHT)
Central Norfolk covering North Norfolk, South Norfolk and the city of Norwich.

The CRHT is a team of experienced mental health staff which includes nursing, psychology, social care, pharmacy, and psychiatric staff.

CRHT provide assessment and short-term, intensive community support for those who are experiencing a mental health crisis. The team works with people who, without this support, would need to be admitted to hospital, or who cannot be discharged from hospital without intensive support.

The Crisis Resolution and Home Treatment Team act as a gatekeeper to other mental health services, such as acute inpatient care, and will ensure that all potential alternatives to hospital admission have been explored before admission is considered.

CRHT work with people who are experiencing mental illness and / or mental distress and feel that they are in a crisis situation and pose a risk to themselves or other people's safety.

Telephone number (general): **01603 421239** Open 24 hours a day, 7 days a week.

To see how Referrals are accepted click on [this link](#)

Download or view CRHT service information leaflet [here](#) [Information leaflet with care plan .pdf](#)

The NHS Wellbeing Service



The Wellbeing Service is an NHS service which offers a range of psychological therapies to help and support people to manage stress, low mood and anxiety, whatever the cause, they aim to reduce the onset of these difficulties, prevent deterioration and promote

recovery by offering a range of flexible services tailored to meet specific needs.

The Wellbeing Service offers a range of courses, talking therapies such as cognitive behavioural therapy, counselling for depression, interpersonal therapy and couples counselling, access to online social events to help us feel connected, employment support and peer support. Social events are based around the '5 ways to wellbeing' and range from quiz nights to gardening. They also have a variety of regular online webinars which focus on ways to look after your mental health during the Coronavirus pandemic.

This service offers support by telephone, video call, instant messaging and webinar. Should you wish to talk to one of the team directly, you can self-refer for a telephone assessment.

The Wellbeing service provides support to anyone age 16 or over. For more information please visit the website www.wellbeingands.co.uk or call: **0300 123 1503**



FirstResponse

This is a 24/7 service for people of all ages in Norfolk and Suffolk requiring mental health care and support, the helpline offers immediate advice, support and signposting.

If you are experiencing something that makes you

feel unsafe, distressed or worried about your mental health you can now call the helpline on **0808 196 3494**.

Help is available 24 hours a day, 7 days a week. You can talk to a mental health professional who can provide advice and support.

Telephone number (general): **01603 421239**

Telephone number (urgent): If you are a service user, you are in crisis and need support urgently, you can contact the service 24/7 on **01603 421239** or via the Hellesdon Hospital main switchboard on **01603 421421**

If there is an emergency and people are in immediate danger, call 999 for an ambulance.

For more information, see [Help in a Crisis](#).

NSFT First Response Line- **08081963494**

Home Start



Home-Start is a local community network of trained volunteers and expert support helping families with young children through their challenging times.

Families struggling with post-natal depression, isolation, physical health problems, bereavement and many other issues receive the support of a volunteer who will spend around two hours a week in a family's home supporting them in the ways they need.

You can contact Norfolk Home Start on admin@homestartnorfolk.org or call **01603 977040**

West Norfolk Mind



This is an independent local charity who promote positive mental health and social inclusion within the community and provide a variety of resources for people with a mental health issue, their families and friends.

[West Norfolk Mind](#) aim to support people to build a meaningful life for themselves and inspire hope for recovery, with or without the continuing presence of mental health problems.

“Whether you’re stressed, depressed or in crisis. We’ll listen, give you support and advice, and fight your corner. And we’ll push for a better deal and respect for everyone experiencing a mental health problem” Contact **01553 776966**

Norfolk and Waveney Mind



Mind have put together mental health **information on coronavirus (Covid-19)**, Please follow link [coronavirus and mental health information hub](#). Here you'll find resources for staying well in isolation,

coping if you're a key worker, tips for young people and more.

Mind provide [advice and support](#) to empower anyone experiencing a mental health problem. They [campaign](#) to improve services, raise awareness and promote understanding. Click [here](#) to get more information on drugs and treatment, helping someone else, legal rights and guides to support services.

Kings Lynn Great Yarmouth and Norwich offices – please contact 0300 330 5488

Wellbeing (in Norfolk & Waveney a partnership between MIND, NSFT and Relate) – **0300 123 1503**

enquiries@norfolkandwaveneymind.org.uk

Better Together



As a service designed to deal with loneliness and social isolation Better

Together is well placed to support our existing clients, as well as taking on additional referrals from people who find themselves

unexpectedly isolated.

Freephone Better Together Helpline remains open from Monday – Friday 9 a.m.- 5 p.m. so if you would like information, advice, support or just a friendly chat, please call them on **0300 303 3920**. St Clements House, 2-16 Colegate, Norwich, NR3 1BQ



All to Play for

An integrated approach to tackling poor mental health in men by using football to improve awareness and uptake of support services.

The project provides free football sessions across Norwich for any men

(18+) suffering with mental health problems. Support services are integrated at sessions to connect men with additional support which they can request. Additional support services include wellbeing, employment, addiction, financial. All sessions provide mental health expertise and have a coach to facilitate content of sessions. All To Play For uses a strong 'shoulder to shoulder' approach and facilitates peer support amongst groups.

Contact: Sam Watts **01603 731564**



Norwich Samaritans

Norwich Samaritans supports anyone in emotional distress. Callers referred to the service can talk to someone at any time they wish, in their own way, about whatever is getting to them.

Contact them free - day or night, 365 days a year.

Visit in person – **19 St. Stephen's Square, Norwich, NR1 3SS** (8 a.m. – 9 p.m.)

Contact: **01603 116 123**



Lily – West Norfolk and Swaffham

Lily provides a comprehensive range of support in West Norfolk and Swaffham to combat loneliness and social isolation in adults of all ages. The project is linked to the 'No Lonely Day' initiative, and encourages residents to develop friendships and engage in their local communities. Home visits Trained Lily Advisors are available to visit you if required. They have mobile IT equipment and can help you

search the Lily directory.

Contact: **01553 616200**



MAP have youth mental health workers who can help with mental health, self-harm, sexuality, or gender issues, eating disorders, drug or alcohol addiction they are also there if you need help making important life decisions

If you are 18-25, you can contact one of MAP's centres in Norwich or Great Yarmouth

For under 18, MAP is a part of Point 1, the NHS service for children and young people 0-17 with problems that are negatively affecting their mental health. MAP deliver the part of the service for young people aged 11-17.

Over 14's can refer themselves for counselling via the Point 1 Single Point of Contact: [Here](#)

Or you can call them on: **0800 977 4077**

Parents or carers can make a Point 1 referral for Children between 11-13: – Or this can be done via your GP or school, in which case parents/carers need to be aware of this and give their permission.

To find out more information about Point 1 please click [Here](#) or call Point 1 on 0800 977 4077.



Menscraft



Based in Norwich, Menscraft aims to provide 'activity, identity and meaning' via a range of different programmes for men and boys within Norfolk and surrounding areas.

They offer Positive Activities and programmes that support their personal development Support/advise other organisations and services to strengthen their work with men/boys.

Contact: **07514 254200**

Norfolk County Council



Adult Mental Health Service is a specialised mental health social care service which aims to maximise independence and choice for people with mental health difficulties through a streamlined health and social care service. Anyone can make a referral as long as they

have the consent of the person they are referring to the service. This can be done by calling the Customer Service Centre **0344 800 8020**

The **Reading Well Books on Prescription** scheme at Norfolk libraries offers self-help books that are recommended by healthcare professionals and mood-boosting books

For NCC Mental health resources please click on [the link](#)

NCC have put together a [Safety Diary Plan](#) and [Keeping Safe Leaflet](#) which can be useful for anyone having suicidal thoughts

St Stephens Street Medical Practice



The Norwich Centre

The Norwich Centre offers professional confidential counselling and will not turn anyone away for financial reasons. Please note that they are not a crisis service.

Telephone: **01603 617709**

Website: www.norwichcentre.org

Email: info@norwichcentre.org

Norfolk LGBT



To relieve the mental and emotional suffering of people in Norfolk and Waveney who are lesbian, gay, bisexual or transgender (LGBT+) or in doubt of their sexuality or gender identity by the provision of advice, peer-support and information.

Contact: **01603 219299**

NATIONAL HELP AVAILABLE

Rethink



The Rethink Mental Illness advice and information service offers practical help on a wide range of topics such as The Mental Health Act, community care, welfare benefits, and carers rights. They also offer general information on living with mental illness, medication and care.

Over the phone, Rethink directly advised 7,200 people on mental health issues, including living with a mental illness and medication.

Rethink online mental health information has had over 3 million views and was downloaded over 800,000 times for resources follow this [link](#)

Rethink can provide housing services to people for a therapeutic and recovery-focused home environment, crisis and recovery.

Rethink help provide crisis, recovery or nursing care for people facing a mental health crisis or leaving hospital and have supported people living with mental illness before, during and after they spent time in prison.

You can contact them on advice@rethink.org or call **0300 5000 927**

The Charity for Civil Servants



"We're here for you campaign"

Designed to reduce barriers around talking about mental health and wellbeing by providing interactive and personalised self-help tools and resources to enable and empower civil servants to access support on

their terms. 3 in 5 employees experience symptoms of poor mental health related to work but 1 in 2 don't feel comfortable talking about mental health at work

The Charity for Civil Servants launched two new services, the [Wellbeing Hub](#) containing most frequently requested resources and tools, and an [interactive chatbot](#) which provides routed conversations that guide and signpost people to help and support as well as offering wellbeing exercises.



Samaritans

Samaritans offer confidential support whenever you need someone to talk to. They're available 24 hours a day, 365 days a

year. Call **116 123**

There is also a website for most of these numbers so that you can contact via email if you are unable to or are uncomfortable with calling.

Samaritans – **116123**

Mental Health Telephone Support Line

The Mental Health Telephone Support Line provides a listening ear, emotional support, coping strategies, signposting and practical advice. This includes help with developing plans to tackle and limit crisis situations. They work with and complement the Crisis Resolution Home Team (CRHT), Community Mental Health Teams (CMHT), Emergency Services and others to help keep people safe.

Opening times: weekdays 4 p.m. – midnight, weekends 10 a.m. – midnight.

Telephone number: **08088 02 02 88**



Rehab4Addiction The Rehab for addiction website serves as a global resource to help people affected by substance abuse. It's a sad fact that millions of people will have drunk far too much alcohol during the lockdown, and also suffered mental health consequences.

The content team at Rehab for Addiction has compiled a resource to help people who are struggling with mental health and alcohol abuse during the lockdown. The objective of this resource is to offer people advice about stopping drinking and improving mental health.

You can find this resource here <https://www.rehab4addiction.co.uk/alcohol-withdrawal-symptoms>

To find out more on alcohol withdrawal please click here [resource and discussion for reducing drinking](#) during the COVID-19 pandemic

Telephone: **08001404690**

Email: info@rehab4addiction.co.uk



CALM

Campaign against living miserably (CALM) (aims to prevent suicide) Calm run a [free and confidential helpline and webchat](#) – 7 hours a day, 7 days a week for anyone who needs to talk about life's problems. They support those bereaved by suicide, through the [Support After Suicide Partnership \(SASP\)](#). Every week 125 people in the UK take their own lives. 75% of all UK suicides are male.

Contact: **0800 58 58 58**

The Silver Line (helpline for older people)



The Silver Line is a free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year.

Contact: **0800 4 70 80 90**

The Farming Community Network



Whether the issue is personal or business-related, FCN looks to support in a number of ways. The Farming Community Network run a confidential, national helpline and e-helpline which is open every day of the year from 7 a.m. to 11 p.m. where volunteers provide free, confidential, pastoral, and practical support to anyone who seeks help.

Contact **03000 111 999**

Maytree Suicide Respite Centre



Maytree's House is open 365 days a year for people when they're feeling suicidal. Maytree provide a unique residential service for people in suicidal crisis so they can talk about their suicidal thoughts and behaviour. They offer a free 4-night, 5-day, one-off stay to adults over the age of 18 from across the UK

Contact **02072 637070**



NHS have approved digital tools

Please click on this link for [approved digital tools](#) designed by the NHS to help with mental health

Grassroots

Preventing suicide together



Build your own **LifeBox** with the reasons to stay alive including support information to national and local resources on the [Stay Alive app](#). The Stay Alive app is a suicide prevention resource for the UK, packed full of useful information and tools to help people stay safe in crisis.

The Royal Agricultural Benevolent Institution (R.A.B.I)



R.A.B.I is farming's oldest and largest charity and have been serving the farming community since 1860.

R.A.B.I offers financial support, practical care and guidance to farming people of all ages, including farmers, farmworkers and dependants.

Contact: **0808 281 9490**



You Are Not Alone (YANA, Farming)

Help for those in farming who may be affected by stress and depression

Contact: **0300 323 0400**



Shout! free crisis text line 85258

Shout is a 24/7 UK crisis text service available for times when people feel they need immediate support. By texting 'SHOUT' to '85258' a Texter will be put in touch with a trained Crisis Volunteer (CV) who will chat to them using trained techniques via text. The service is designed to help individuals to think more clearly and to take their next steps to feeling better.

BEN



BEN offers free and confidential support in regards to depression, money worries or physical health, you can access self-help tools, advice and information on their site, via online chat or call free their confidential helpline.

Helpline : Open Monday to Friday 8 a.m. – 8 p.m. **08081 311 333**

supportservices@ben.org.uk



NHS 111

(NHS support for non-life threatening situations): 111

Combat Stress



Combat Stress is the UK's leading charity for veterans' mental health. For a century, they've helped former servicemen and women with mental health problems such as anxiety, depression, and post-traumatic stress disorder (PTSD).

Telephone: **0800 138 1619** / SMS: **07537**

404719

Website: www.combatstress.org.uk

Email: helpline@combatstress.org.uk

Learning disability and mental health

People with a learning disability can be more likely to experience poor mental health. Skills for Care have developed free resources to help adult social care staff talk to people about their everyday mental health, and enable them to get the support they need. It includes a number of useful resources:

Top tips for talking about our feelings - these tips will help you to talk to people with a learning disability about their everyday mental health Please click on [link for resources](#)

NHS: Every Mind Matters



Every Mind Matters gives you simple and practical advice to get a healthier mind and get more out of life – from how to deal with stress and anxiety, to boosting our mood or sleeping better. It will help you spot the signs of common mental health conditions, get personalised practical self-care tips and information on further support. You'll also learn about what you can do to help others.

Together for Mental Health



Together for Mental Health offer a wide variety of support to help people deal with the personal and practical impacts of mental health issues. The services they provide range from one-to-one support in the community to supported accommodation and making sure people understand and are able to express their needs in their dealings with official

bodies.

Together for Mental Health now work with nearly 5000 adults every month at 80 projects throughout England. [You can find your nearest service using our service finder.](#)

Contact: **020 7780 7300**

Email: contact-us@together-uk.org

Sane



SANE is a leading UK mental health charity. They work to improve the quality of life for anyone affected by mental illness.

Telephone: **020 3805 1790**

Website: www.sane.org.uk

Email: info@sane.org.uk

MindEd



MindEd supports parents and those caring for children and young people in their family when they are concerned about a young person's mental health or well-being. The second phase, funded by NHSE, provides support for older people and their families

when they are concerned about mental health and well-being, either their own or other family members.

Contact: If you would like to learn more about the MindEd programme, make suggestions or provide feedback, please contact the team at minded@rcpsych.ac.uk.

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