



# Good Practice Information

March 2020

## Mental Health, and other, Helplines

Whether you're concerned about yourself or a loved one, these helplines and support groups can offer expert advice. This is not an exhaustive list, but we hope it will help should it be needed.

- Mental Health
- Abuse (child, sexual, domestic violence)
- Addiction (drugs, alcohol, gambling)
- Alzheimer's
- Bereavement
- Crime victims
- Eating disorders
- Learning disabilities
- Parenting
- Relationships

### Mental Health

**Anxiety UK** - Charity providing support if you have been diagnosed with an anxiety condition.  
Phone: 03444 775 774 (Monday to Friday, 9.30am to 5.30pm); Website: [www.anxietyuk.org.uk](http://www.anxietyuk.org.uk)

**Bipolar UK** - A charity helping people living with manic depression or bipolar disorder.  
Website: [www.bipolaruk.org.uk](http://www.bipolaruk.org.uk)

**CALM** - Campaign Against Living Miserably, for men aged 15 to 35.  
Phone: 0800 58 58 58 (daily, 5pm to midnight); Website: [www.thecalmzone.net](http://www.thecalmzone.net)

**Men's Health Forum** - 24/7 stress support for men by text, chat and email.  
Website: [www.menshealthforum.org.uk](http://www.menshealthforum.org.uk)

**Mental Health Foundation** - Provides information and support for anyone with mental health problems or learning disabilities.  
Website: [www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)

**Mind** - Promotes the views and needs of people with mental health problems.  
Phone: 0300 123 3393 (Monday to Friday, 9am to 6pm); Website: [www.mind.org.uk](http://www.mind.org.uk)

**No Panic** - Voluntary charity offering support for sufferers of panic attacks and obsessive compulsive disorder (OCD). Offers a course to help overcome your phobia or OCD.  
Phone: 0844 967 4848 (daily, 10am to 10pm); Website: [www.nopanic.org.uk](http://www.nopanic.org.uk)



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**OCD Action** - Support for people with OCD. Includes information on treatment and online resources.  
Phone: 0845 390 6232 (Monday to Friday, 9.30am to 5pm); Website: [www.ocdaction.org.uk](http://www.ocdaction.org.uk)

**OCD UK** - A charity run by people with OCD, for people with OCD. Includes facts, news and treatments.  
Phone: 0845 120 3778 (Monday to Friday, 9am to 5pm); Website: [www.ocduk.org](http://www.ocduk.org)

**PAPYRUS** - Young suicide prevention society.  
Phone: HOPElineUK 0800 068 4141 (Monday to Friday, 10am to 5pm and 7pm to 10pm, and 2pm to 5pm on weekends); Website: [www.papyrus-uk.org](http://www.papyrus-uk.org)

**RETAIL TRUST** - Wellbeing helpline  
Freephone 0808 801 0808; International +44 845 766 0113\*; ROI 1800 091 1810; Text 88010\*;  
[helpline@retailtrust.org.uk](mailto:helpline@retailtrust.org.uk)

**Rethink Mental Illness** - Support and advice for people living with mental illness.  
Phone: 0300 5000 927 (Monday to Friday, 9.30am to 4pm); Website: [www.rethink.org](http://www.rethink.org)

**Samaritans** - Confidential support for people experiencing feelings of distress or despair.  
Phone: 116 123 (free 24-hour helpline); Website: [www.samaritans.org.uk](http://www.samaritans.org.uk)

**SANE** - Emotional support, information and guidance for people affected by mental illness, their families and carers.  
SANEline: 0300 304 7000 (daily, 4.30pm to 10.30pm); Textcare: comfort and care via text message, sent when the person needs it most: [www.sane.org.uk/textcare](http://www.sane.org.uk/textcare)  
Peer support forum: [www.sane.org.uk/supportforum](http://www.sane.org.uk/supportforum); Website: [www.sane.org.uk/support](http://www.sane.org.uk/support)

**YoungMinds** - Information on child and adolescent mental health. Services for parents and professionals.  
Phone: Parents' helpline 0808 802 5544 (Monday to Friday, 9.30am to 4pm);  
Website: [www.youngminds.org.uk](http://www.youngminds.org.uk)

## Abuse (child, sexual, domestic violence)

**NSPCC** - Children's charity dedicated to ending child abuse and child cruelty.  
Phone: 0800 1111 for Childline for children (24-hour helpline); 0808 800 5000 for adults concerned about a child (24-hour helpline); Website: [www.nspcc.org.uk](http://www.nspcc.org.uk)

**Refuge** - Advice on dealing with domestic violence.  
Phone: 0808 2000 247 (24-hour helpline); Website: [www.refuge.org.uk](http://www.refuge.org.uk)



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## Addiction (drugs, alcohol, gambling)

### Alcoholics Anonymous

Phone: 0845 769 7555 (24-hour helpline); Website: [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

### National Gambling Helpline

Phone: 0808 8020 133 (daily, 8am to midnight); Website: [www.begambleaware.org](http://www.begambleaware.org)

### Narcotics Anonymous

Phone: 0300 999 1212 (daily, 10am to midnight); Website: [www.ukna.org](http://www.ukna.org)

## Alzheimer's

**Alzheimer's Society.** Provides information on dementia, including factsheets and helplines.

Phone: 0300 222 1122 (Monday to Friday, 9am to 5pm and 10am to 4pm on weekends)

Website: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

## Bereavement

### Cruse Bereavement Care

Phone: 0844 477 9400 (Monday to Friday, 9am to 5pm); Website: [www.crusebereavementcare.org.uk](http://www.crusebereavementcare.org.uk)

## Crime victims

**Rape Crisis** - To find your local services phone: 0808 802 9999 (daily, 12pm to 2.30pm and 7pm to 9.30pm)

Website: [www.rapecrisis.org.uk](http://www.rapecrisis.org.uk)

### Victim Support

Phone: 0808 168 9111 (24-hour helpline); Website: [www.victimsupport.org](http://www.victimsupport.org)

## Eating disorders

### Beat

Phone: 0808 801 0677 (adults) or 0808 801 0711 (for under-18s); Website: [www.b-eat.co.uk](http://www.b-eat.co.uk)



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## Learning disabilities

**Mencap** - Charity working with people with a learning disability, their families and carers.  
Phone: 0808 808 1111 (Monday to Friday, 9am to 5pm); Website: [www.mencap.org.uk](http://www.mencap.org.uk)

## Parenting

**Family Lives** - Advice on all aspects of parenting, including dealing with bullying.  
Phone: 0808 800 2222 (Monday to Friday, 9am to 9pm and Saturday to Sunday, 10am to 3pm)  
Website: [www.familylives.org.uk](http://www.familylives.org.uk)

## Relationships

**Relate** - The UK's largest provider of relationship support.  
Website: [www.relate.org.uk](http://www.relate.org.uk)