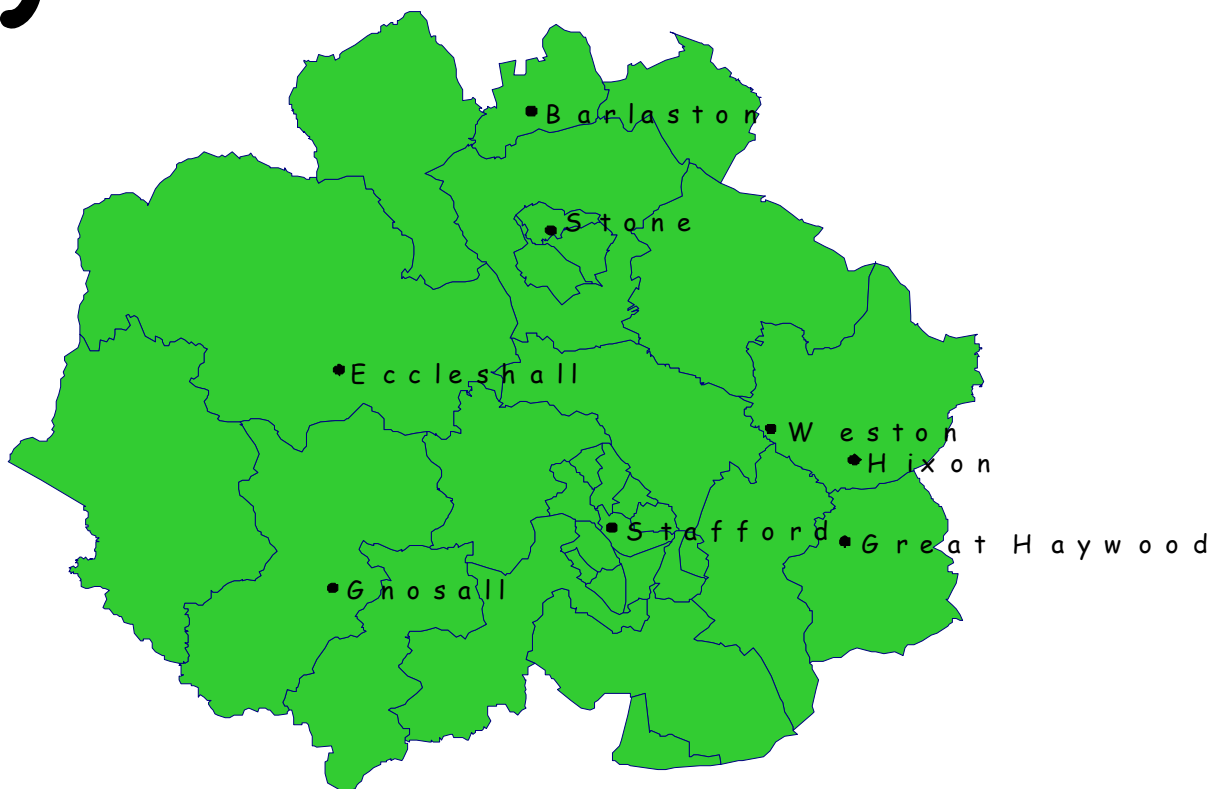


Stafford & District



Mental Health Directory

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- Self Harm
- Self Help
- Other Useful Websites

Introduction

This directory is written for people who are in emotional distress or have a mental illness, and the people who care for them. It is relevant to all ages including older people, children and young people. It is also intended to be a useful reference point for health professionals and others who work in mental health.

The directory provides information about:

- Mental illness and mental distress
- Where to get help if you are feeling unwell
- What to do in an emergency or a crisis
- Addresses and telephone numbers of mental health services and support organisations, as well as a description of each one
- National Service Framework

What is mental illness or mental distress?

Like the term physical health problem there are many different types of mental health problems and they vary in their severity.

Mental illness/distress includes such things as:

- Anxiety - Fear, tension and panic attacks can be described as anxiety states. A persistent fear of something, that can result in avoiding it, can be described as a phobia. Common phobias include fear of heights or open spaces.
- Depression - This can vary in severity, and symptoms can be low mood, sadness or despair, and sometimes lack of motivation and sleep disturbances.
- Eating disorders - Obsessive, restrictive eating, often to the point of starvation, can be described as "Anorexia Nervosa". Compulsive eating, sometimes followed by purging, is known as "Bulimia Nervosa".
- Bi-polar disorder/Manic-depression - This can cause dramatic mood swings from overly high and elated feeling to feeling sad and hopeless, known as mania and depression.
- Psychosis - This is when someone is unable to distinguish clearly between what is real and what is imaginary, or what is external or internal to their own thought processes.
- Schizophrenia - This involves mental processes of experiencing and thinking becoming distorted. When severe, this can lead to intense panic, anger, depression, elation or over-activity, sometimes with periods of withdrawal.
- Dementia - A term used to describe various brain disorders that have in common a loss of brain function that is usually progressive. Symptoms include loss of memory, confusion and problems with speech and understanding.

What kind of things can affect mental health?

- Homelessness
- Loss, such as unemployment, divorce, bereavement, etc.
- Alcohol and substance misuse
- Dysfunctional families and violent domestic relationships
- Abuse
- Physical illness
- Parenting
- Stress
- Being a carer

Mental illness is very common. One in four people are likely to have a period of mental ill health during their lifetime.

People who care for someone with a mental health problem may access services at times for support and advice to help them look after the person they are caring for. They may also need help looking after their own mental health.

What are the signs of mental illness or mental distress?

Everyone will experience mental illness and mental distress differently. The following symptoms may be present in different mental health problems:

- Feeling low and sad for 2 weeks or more
- Feelings of elation followed by periods of low mood
- Intense levels of anxiety and panic attacks
- Repetitive actions such as constant hand washing or endless tidying of the house
- Starving, bingeing or purging
- Self harming
- Constant feelings of persecution or confusion
- Delusions where someone believes something is happening which no one else can understand
- Hearing voices

What can you do if you feel mentally or emotionally unwell?

You may wish to discuss your feelings with your GP. Your GP will listen, give advice and information and can prescribe medication. In addition, or alternatively, your GP may refer you to:

- A Primary Care Mental Health Worker, who can offer information, advice and brief therapy to people with mild to moderate mental health problems

- Another agency such as MIND or Relate
- Or
- A Community Mental Health Team consisting of:
 - A Community Mental Health Nurse
 - A Consultant Psychiatrist
 - A Clinical Psychologist
 - A Social Worker
 - An Occupational Therapist

Alternatively you could call the **Staffordshire Mental Health Telephone Helpline** to talk things over on - **0808 8002234** Mon - Fri 7pm - 2am; Sat - Sun 2pm - 2am or email Telephone.helpline@virign.net

What can you or your carer do in an emergency or crisis?

If you have never been treated for a mental illness before, either in hospital or in the community:

- Contact your GP. If out of hours, the surgery will provide telephone numbers on their answer machine. The GP will assess you and decide with you the most appropriate help that is available. He/she may prescribe medication or provide non-medical treatment, or refer you to a Community Mental Health Team. A Crisis service is also available out of hours.
- On a few occasions, if these and other measures are inadequate for a person's safety and well being or the safety of others, he/she may arrange for a hospital admission. **Note:** Unless you are already being treated, or have recently been treated for mental illness, the consent of your GP is required before you can be admitted to hospital.

If you are already being treated for a mental illness, in a hospital or the community (having support or treatment other than medication prescribed by your GP), you or your carer can contact the following people:

- Your allocated Community Mental Health Team.
- Your Care Co-ordinator.
- The Crisis Resolution Team directly.

What can you do to prevent an emergency or a crisis?

- If you know you are feeling unwell don't ignore it, talk to someone.
- It is sometimes helpful to have an idea about the things that may trigger your mental and emotional distress, so you are prepared and can take action early.

- Find someone to talk to, friends, relatives or one of the helplines listed in this directory.
- Contact your GP or your Community Mental Health Team, to discuss your feelings.
- If you are already using mental health services and you or your carer feel a crisis could soon occur, you may contact the Crisis Response Team based at St George's Hospital. Your Care Co-ordinator can provide you with their phone number.
- Alternatively you can call the mental health telephone helpline on page (6).

Included at the back of this directory is a contact card, which you may wish to carry in your purse or wallet so that people know who to contact in an emergency.

Recovery from Mental Distress is Possible

Despite the rumours, people can recover!

This does not necessarily mean being symptom free, or no longer being in touch with mental health services although for many it does, but about leading a fulfilling life not dominated by illness or treatment. Recovery is an increasing ability to deal with ones "symptoms" and reclaim a satisfying life - things others sometimes take for granted.

Recovery is a very personal journey that seems to include certain factors: -

Hope

That recovery is possible and You can do it. Did you know 60 - 70 % of people have been shown by research to recover from serious mental distress?

Personal Responsibility

Recovery is not done to people, there is no specific "recipe", people need to find their own unique path. You need to be in charge of the process.

Information

Having information about your illness/distress, treatment options, all the different ways people use to cope, how to access various services, support groups, developing leisure interests, access to employment etc.

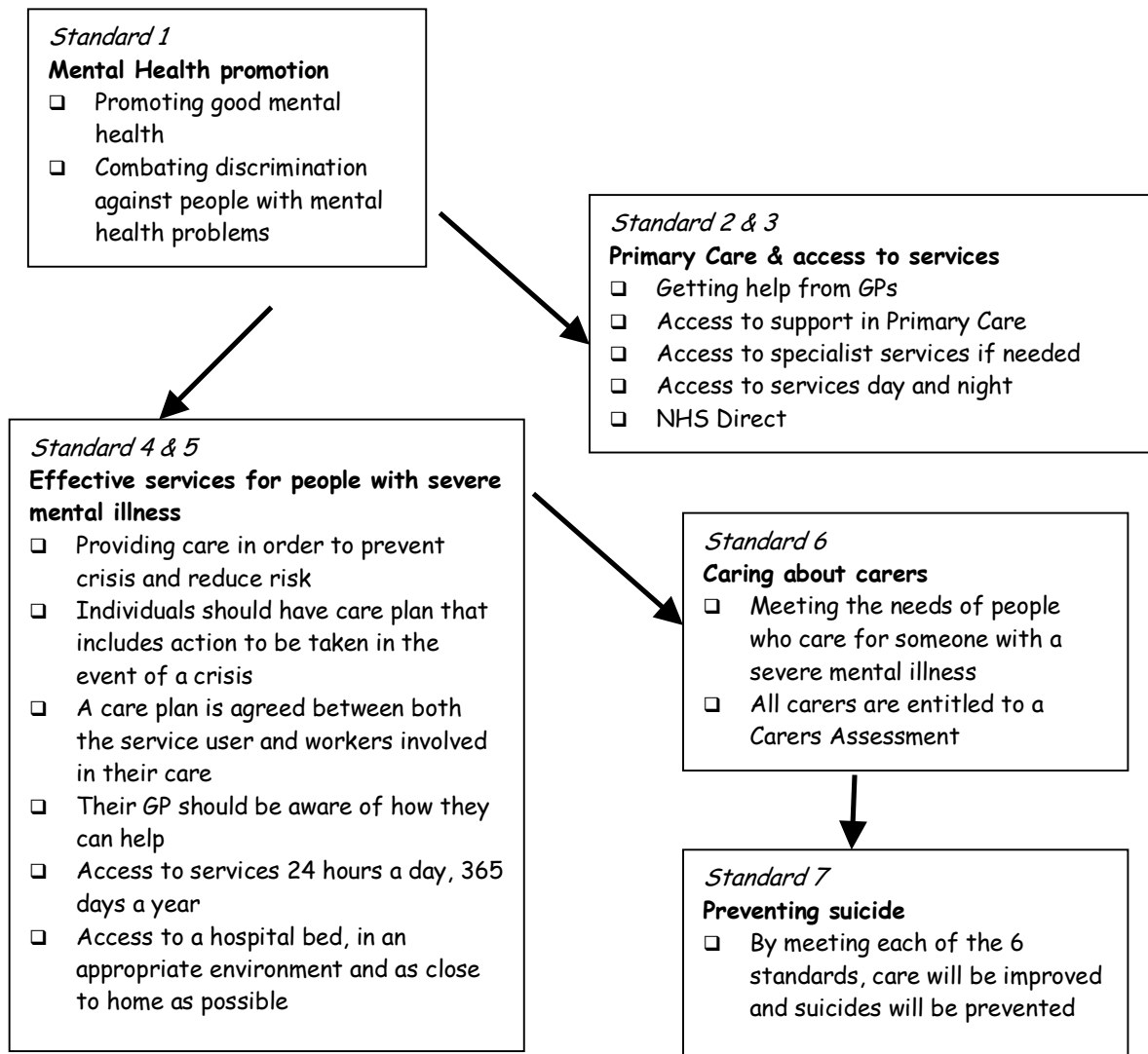
Self-Advocacy

The ability to identify and get your needs heard.












Developing and maintaining a support system.

Recovery is difficult alone. We all need a good support system, working in partnership with people we think can help us to develop other support networks and friendships.

The National Service Framework for Mental Health



KEY

- ?** Advice
-  Befriending
-  Counselling
- E** Drop in
-  Email Address
-  Helpline
-  Information
-  Newsletter
-  Opening Hours
-  Self Referral
-  Support
-  Support Group
- T** Training
-  Website

STATUTORY AGENCIES

GP SURGERIES

Stafford Surgeries

Beaconside Health Centre, Weston Road, ST18 0BF	01785 353570
Browning Street Surgery, 10 Browning Street, ST16 3AT	01785 258249
Castlefields Surgery, Castle Way, Newport Road, ST16 1BS	01785 223012
Cross Street Surgery, Cross Street, ST16 3DB	01785 253453
Eastgate Street Surgery, 42 Eastgate Street, ST16 2LY	01785 251557
Holmcroft Surgery, Holmcroft Road, ST16 1JG	01785 242172
Mill Bank Surgery, Water Street, ST16 2AG	01785 258348
Rising Brook Health Centre, Merrey Road, ST17 9LY	01785 251134
The Surgery, 14 John Amery Drive, ST17 9LZ	01785 252244
Wildwood Surgery, Wildwood Gate, ST17 4RA	01785 662808
Weeping Cross Health Centre, Bodmin Avenue, ST17 0EG	01785 665125
Wolverhampton Road Surgery, Wolverhampton Road, ST17 4BP	01785 258161

Barlaston Surgeries

Barlaston Health Centre, Old Road, ST12 9EP	01782 372416
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Eccleshall Surgeries

The Crown Surgery, 23 High Street, ST21 6BW	01785 850226
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Gnosall Surgeries

The Surgery, Wharf Road, ST20 0DB	01785 822220
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Great Haywood Surgeries

The Surgery, Hazeldene House, ST18 0SU	01889 881206
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Penkridge Surgeries

Penkridge Health Centre, St Michael's Road, ST19 9ES	01785 712300
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Stone Surgeries

Cumberland House, 8 High Street, ST15 8AP	01785 813538
(Satellite Surgery - Barlaston Health Centre, Old Road, ST12 9EP)	01782 372416)
Mansion House Surgery, Abbey Road, ST15 8YE	01785 815555
(Satellite Surgery - Stoneygate House, Eccleshall Road, ST15 0HN)	01785 815533)

HOSPITALS

St George's Hospital, Corporation Street, Stafford, ST16 3AG	01785 257888
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A mental health inpatient unit with facilities for adult acute admissions and assessment, care for the elderly, intensive care and forensic services.

Staffordshire General Hospital, Weston Road, Stafford, ST16 3SA 01785 257731
Email: www.midstaffs.nhs.uk

South Western Staffordshire Primary Care Trust

Mellor House, Corporation Street, Stafford, ST16 3SR 01785 220004
Website: www.sws-pct.nhs.uk

South Staffordshire Healthcare NHS Trust Services

South Staffordshire Healthcare NHS Trust 01785 257888
St George's Hospital, Corporation Street, Stafford, ST16 3AG
Email: enquiries@ssh.tr.nhs.uk
Website: www.southstaffshealthcare.nhs.uk
Provide specialist mental health services in South Staffordshire.

To use the following services, individuals must be referred by a health professional.

Assertive Outreach Service 01785 257888
Support people with severe and enduring mental health problems.

Child and Adolescent Mental Health Service 01785 222708
Support children, young people and their families.

Clinical Psychologists (Some of which are based in the Community Mental Health Teams)
Provide therapeutic support. 01785 221429

Community Mental Health Team for Older People 01785 257888
Provide assessment and care packages for older people with mental health problems.

Consultant Psychiatrist (Either based in the Community Mental Health Teams or at Saint Georges) 01785 257888
Mental health specialists - diagnose and prescribe treatments.

Eating Disorders Service 01785 221331
Provide support and advice for people with eating disorders.

Integrated Drug and Alcohol Service 01785 251820

Support people with drug and alcohol problems.

PALS (Patient Advice and Liaison Service) 01785 221469

St George's Hospital, Corporation Street, Stafford, ST16 3AG

Email: pals@ssh-tr.nhs.uk

Offer advice, support and information or receive your suggestions for service improvement. The service is confidential.

Individuals may self refer or be referred by a Probation Officer to use the following services: -

South Staffs Mentally Disordered Offenders Team 01785 257888

Conduct mental health assessments for people in trouble with the police.

Stafford Integrated Community Mental Health Team

Haywood lodge

01785 221546

Staffordshire House

01785 272568

Provide assessments and care packages for people with mental health problems.

Stafford Rural and Stone Integrated Community Mental Health Team 01785 818967

Provide assessments and care packages for people with mental health problems.

Social Services Specialist Mental Health Services

To use the following services, individuals must contact the Duty Officer on the telephone number below, between Mon - Fri, 8.30am - 5pm whereby an open referral system operates. Out of hours please contact the emergency duty service on the telephone number below.

Stafford Mental Health Team 01785 356738

The Lodge, Marston Drive, Stafford, ST16 3BU

Assess and care manage people's mental health needs and undertake statutory duties required by the Mental Health Act.

Emergency Duty Services (Outside office hours) 01785 354030

Quest Day Opportunities 01785 356782

Marston Drive, Stafford, ST16 3BU

⊕ Hours vary. Ring for details

Email: quest@marstondrive.fsnet.co.uk

Day opportunities in Stafford. Activities include - craft workshops, pottery, gardening, complementary therapy, exercise, graphic design service, relaxation, computing and health and beauty treatments.

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LOCAL & NATIONAL VOLUNTARY & SUPPORT AGENCIES

ISSUE	PAGE NUMBER
ABUSE	
ADVOCACY	
ALCOHOL & SUBSTANCE MISUSE	
BEREAVEMENT	
CARERS	
CHILDREN & YOUNG PEOPLE	
DROP INS	
EATING DISORDERS	
ELDERLY	
EMPLOYMENT	
CRIME & VIOLENCE	
FAMILIES	
HOUSING	
MISCELLEANOUS	
RACE ISSUES	
RURAL SUPPORT	
SELF HARM	
SELF HELP	
OTHER USEFUL WEBSITES	

LIST OF ORGANISATIONS ACCORDING TO SUBJECT AREA

ABUSE

Stafford Women's Aid
Emerge
Refuge

ADVOCACY

ASIST
South Staffordshire Network for
Mental Health
United Kingdom Advocacy Network
(UKAN)

ALCOHOL & SUBSTANCE

Alanon
Alcohol & Drug Support Services in
Staffordshire (ADSIIS)
Alcohol Support Group (Mid Staffs
Mind)
Re-Solv
Alcoholics Anonymous
Talk to Frank

BEREAVEMENT

Bereavement & Loss Support Services
National Association of Widows
SANDS (Still Birth & Neonatal Death
Society)
Compassionate Friends
CRUSE Bereavement Care

CARERS

Carers Association Southern
Staffordshire
Rethink Stafford and District Carers
Support Group
Staffordshire Crossroads
Carers Support Group
Staffordshire Mental Health Helpline

Carers UK

CHILDREN & YOUNG PEOPLE

Childtalk
Connexions
CHATS
Pro Mentoring East & West Midlands
Staffordshire Mental Health Helpline
Young Minds
Childline

CRIME & VIOLENCE

Eccleshall Police Station
Stafford Police Station
Staffordshire Police
Staffordshire Police Head Quarters
Stone Police Station
Hate Crime Officer
Victim Support
Crimestoppers
Victim Support (National)

DROP INS

Mid Staffs Mind
Echo Group
CHATS

EATING DISORDERS

Abacus
Eating Disorders Association Support
Group
Echo Group
Overeaters Anonymous
Eating Disorders Association

ELDERLY

Age Concern Stone & District
Age Concern Stafford & District

Staffordshire Association of Senior Citizens
Age Concern England
Counsel and Care

EMPLOYMENT

Making Spaces
Connexions
Signpost to Success
Worktrain
Jobcentre

FAMILIES

Childtalk
Homestart
Relate
North Staffs Family Mediation
National Childbirth Trust (Stafford and District Branch)
Play Away
Parentline Plus
Family Rights Group

HOUSING

The Bethany Trust
Rethink Supported Housing
Furniture Exchange
Stafford Borough Council
Stafford Hospital and Community Friends
National Housing Federation

LEARNING DISABILITIES

Mid Staffs Mencap
Sibs
Mencap (National)

MISCELLEANOUS

Stafford Samaritans
Stafford Citizens Advice Bureau
Stone Citizens Advice Bureau

Community Mediation Service
Stafford District Voluntary Services
National Citizens Advice
National Samaritans

RACE ISSUES

North Staffordshire Racial Equality Council
Ethnic Minority Foundation

RURAL SUPPORT

Rural Emotional Support Team
Rural Stress Support Network
RuralMinds
Farm Crisis Network

SELF HARM

Echo Group
National Self Harm Network
Self-Injury and Related Issues

SELF HELP

Stafford Depression Self Help Group
Safe Watch
Patient UK
Mind

WOMEN

Stafford Women's Aid
Emerge
Uttoxeter Mind Women in Action
Refuge

OTHER USEFUL WEBSITES

Anxiety Care
Manic Depression Fellowship
Borderline UK
British Association of Cognitive Behavioural Therapists
The Alzheimer's Society
Depression Alliance

BBC Mental Health
The Mental Health Foundation
Mind
Sainsburys Centre for Mental Health
Staffordshire Mental Health
Norfolk Mental Health Care NHS
Trust Pharmacy site
Mentality
Expert Consensus Treatment
Guidelines for Obsessive-Compulsive

Disorder: A Guide for Patients and
Families
National Library of Medicine (NLM)
Medline Plus
National Phobics Society
The UK Trauma Group
Rethink
Schizophrenia.com
Shuteye.com

ABUSE

Local Organisations

Stafford Women's Aid 01785 608151
The Refuge / Office Hours Helpline 01785 608151
24 Hour Helpline (Samaritans) 01785 243333
The Outreach Project 01785 607828
Email: aathertonswa@aol.com
Young Person's Adviser 01785 600647
Resettlement and Floating Support Project 01785 607828
Run by women for women, aiming to provide information, advice, support, refuge and help with resettlement for women and their children experiencing or escaping domestic violence.
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Emerge 01785 225991
St Chad's, St George's Hospital, Corporation Street, Stafford, ST16 3AG
🕒 Mon, Wed, Thur, 10am - 1pm & 7.30pm - 10pm
Volunteers and professionals offering help to men and women over 16 years who have been sexually abused in childhood.
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National Organisations

Refuge
24 Hour Helpline 0808 8004444
Email: info@refuge.org.uk
Website: www.refuge.org.uk

ADVOCACY

Local Organisations

ASIST

01785 221535

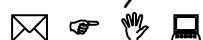
Room 26 Michael Flanagan, St George's Hospital, Corporation Street, Stafford,
ST16 3AG

🕒 24 Hour Answer Machine, Office Hours, Mon - Fri, 9am - 5pm

Email: stafford@asist.co.uk

Website: www.asist.co.uk

Independent agency that supports individuals in having their opinions & concerns heard by others.



South Staffordshire Network for Mental Health

01543 301139

Mansell House, 22 Bore Street, Lichfield, WS13 6LL

🕒 Mon - Fri, 9am - 5pm

Email: admin@ssnetwork.oceandial.net

Website: www.southstaffsnetwork.co.uk

Act as a voice to press for improvements in local mental health services and promote the interests and the rights of mental health services users in Southern Staffs.



National Organisations

United Kingdom Advocacy Network (UKAN)

Infoline (Mon - Fri, 10am - 4pm)

0114 2728171

Email: office@u-kan.co.uk

ALCOHOL & SUBSTANCE MISUSE

Local Organisations

Alanon

(Day) 01785 715391

St Chad's, St George's Hospital, Corporation Street, ST16 3AG(Night)01785 222254

🕒 Tue, 7.30pm - 9.30pm (8pm for newcomers)

Email: alanonuk@aol.com

Website: www.al-anonuk.org.uk

Support group for relatives and friends of alcoholics.



Alcohol & Drug Support Services in Staffordshire (ADSIS)

01785 224771

18 Martin Street, Stafford, ST16 2LG

🕒 Mon - Thur, 9.30am - 4.30pm, Fri, 9.30am - 4pm

Email: reception@adsis.org.uk

Offer free & confidential information & support to anyone affected by their own or someone else's drinking or substance misuse.



Alcohol Support Group (Mid Staffs Mind)

01785 257888

The Elms, Saint George's Hospital, Corporation Street, Stafford, ST16 3AG

🕒 Tue, 6pm - 7.30pm

A support group for people with, or who are affected by alcohol problems.



Re-Solv

01785 817885

30a High Street, Stone, ST15 8AW

Helpline 0808 8002345

🕒 Mon - Fri, 9am - 5pm

Email: info@re-solv.org

Website: www.re-solv.org

Help to prevent volatile substance abuse ('sniffing') and offers a confidential freephone national helpline. Puts parents, professionals and solvent misusers in touch with trained operators offering help and information.



National Organisations

Alcoholics Anonymous

24 Hour Helpline

0845 7967555

Website: www.alcoholics-anonymous.co.uk

Talk to Frank

24 Hour Helpline

Email: frank@talktofrank.com

Website: www.talktofrank.com

0800 776600

BEREAVEMENT

Local Organisations

Bereavement & Loss Support Services

01785 211734

Stafford & District Voluntary Services, 131 - 141 North Walls, Stafford, ST16 3AD

⌚ Mon - Fri, 10am - 12pm

Email: admin@blstafford.fsnet.co.uk

Skilled in listening and providing emotional support through a time of bereavement and loss, as well as practical help and information.



(Children under 13 to be referred by professionals)

National Association of Widows

01785 663262

Trinity Church, Mount Street, Stafford, ST16 2BZ

⌚ 1st Sat of every month, 2pm - 4pm

Email: office@nawidows.org.uk

Website: www.nawidows.org.uk

Offer a friendly helping hand to all widows and their families. Provide regular meetings, companionship of other widows and support to all members especially in times of difficulty or distress.



National Organisations

SANDS (Still Birth & Neonatal Death Society)

Helpline (Mon - Fri, 10am - 5pm)

0207 4365881

Email: support@uk-sands.org

Website: www.uk-sands.org

Compassionate Friends

Helpline (Mon - Fri, 10am - 4pm & 6.30pm - 10.30pm)

0845 123230

Email: info@tcf.org.uk

Website: www.tcf.org.uk

Cruse Bereavement Care

Helpline (Mon - Fri, 9am - 5pm)

0870 1671677

Helpline (Evenings, 5pm - 9pm, Sat, 3pm - 5pm, Sun, 3pm - 7pm)

0845 7585565

Email: info@crusebereavementcare.org.uk

Website: www.crusebereavementcare.org.uk

CARERS

Local Organisations

Carers Association Southern Staffordshire

01785 222518

The Carers Centre, Austin Friars, Stafford, ST17 4AP

🕒 Mon - Fri, 9am - 5pm

Email: carers@gn.apc.org

Website: www.carersinformation.org.uk

Advice, information and emotional support for carers. Provide respite care.



Rethink Stafford & District Carers Support Group

01785 814214

Quest, Marston Drive, Stafford, ST16 3BU

🕒 Office Hours after 4pm & weekends. Meetings, 3rd Thur of every month, 7.30pm - 9pm

Website: www.rethinkcarers.org

A group where carers meet and support one another.



Staffordshire Crossroads

01782 683141

The Dudson Centre, Unit 23, Hope Street, Hanley, ST1 5DD

🕒 Mon - Fri, 9.30am - 4pm

Email: staffordcrossroads@care4free.net

Home based respite for carers.



Carers Support Group

01785 813882

Stone Day Centre, Berkeley Street, Stone, ST15 8LS

🕒 1st Fri of every month, 2pm - 3.45pm

Support group for people with physical, mental health or social problems.



Staffordshire Mental Health Helpline

Tel 0808 800 2234

Freepost NAT 2244, S-O-T, ST1 5BR

🕒 Mon - Fri, 7pm - 12am, Weekends, 2pm - 12am

Email: staffordshire.helpline@virgin.net

Website: www.staffordshirehelpline.co.uk

Provide confidential support, understanding, information and advice to everyone

.Offer carers ring out service for people aged 16 plus.



National Organisations

Carers UK

Helpline (Mon & Thur, 10am - 12pm & 2pm - 4pm)

Email: info@ukcarers.org

Website: www.carersonline.org.uk

0207 4908818

CHILDREN & YOUNG PEOPLE

Local Organisations

Childtalk

01782 416666

Winton House, Stoke Road, Shelton, S-O-T, ST4 2RW

⌚ Mon - Fri, 10am - 2pm, 24 Hour Answer Machine

Email: adm@mas-northstaffs.co.uk

Offer counselling support for children in Staffordshire, aged 8 - 18 when there is a family breakdown, and to arrange appropriate consultations for the family with the child's agreement.



Connexions

01785 356656

5 Hunters Row, Goalgate Place, Stafford, ST16 2AD

⌚ Mon, Wed, Thur, 9am - 5pm, Tue, 9am - 12.30pm, Fri, 9am - 4.30pm, Sat, 10am - 1pm

Email: info@cxstaffs.co.uk

Website: www.cxstaffs.co.uk

Help young people, aged 13-19 with learning, work, leisure and other important issues.



CHATS

Connexions, 5 Hunters Row, Goalgate Place, Stafford, ST16 2AD

⌚ Mon, 3.30pm - 5pm, Sat, 10am - 12pm

Stafford Central Clinic, North Walls, Stafford, ST16 3AD

01785 223099

⌚ Mon, Tue, 5.30pm - 7.00pm, Thur, 5.30pm - 7pm, Fri, 12pm - 1.30pm

Trentside Clinic, Stafford Road, Stone, ST15 0TT

01785 811471

⌚ Mon, 6pm - 7.30pm

Provides confidential help and advice for teenagers.



Pro Mentoring East & West Midlands
MH YOI Swinfen Hall, Lichfield, WS14 9QS

01543 483601

🕒 Mon - Fri, 9am - 5pm
Email: aperry@sova24.fsnet.co.uk
Website: www.sova.org.uk

Aim to reduce re-offending. Support & empower young offenders and increase participation in the Princes Trust Volunteers Programme. Recruit and train volunteer mentors for young people who have offended and are interested in taking part in the PTVP.

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Staffordshire Mental Health Helpline

Freepost NAT 2244, S-O-T, ST1 5BR

Call/text 0808 800 2234

🕒 Mon - Fri, 7pm - 2am, Sat - Sun, 2pm - 2am, 24 Hour Answer Machine

Email: staffordshire.helpline@virgin.net

Website: www.staffordshirehelpline.co.uk

Provide confidential support, understanding, information and advice to everyone. Offer carers ring out service for people aged 16 plus.

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National Organisations

Young Minds

Parents infoline (Mon & Fri, 10am - 1pm, Tue - Thur, 1pm - 4pm)

0800 0182138

Email: enquiries@youngminds.org.uk

Website: www.youngminds.org.uk

Childline

24 Hour Helpline

0800 1111

Email: info@childline.org.uk

Website: www.childline.org.uk

CRIME & VIOLENCE

Local Organisations

For your local police station please call:

08453 302010

Eccleshall Police Station

45 High Street, Eccleshall, Staffordshire, ST21 6BW

⌚ Hours vary

Stafford Police Station, Eastgate Street, Stafford, ST16 2DQ

⌚ 24 hours

Staffordshire Police

Stafford Road, Gnosall, Staffordshire, ST20 0DA

⌚ Hours vary

Staffordshire Police Head Quarters

Cannock Road, Stafford, ST17 0QG

⌚ Hours vary

Stone Police Station

Radford Street, Stone, ST15 8DB

⌚ Mon & Sat, 9.30am - 12.30pm, 1.15pm - 4.30pm, Tues - Fri, 8.30am - 7.30pm

Hate Crime Officer

01785 235986

Stone Police Station, Radford Street, Stone, ST15 8DB

⌚ Mon - Fri, 8am - 4pm

Deal with any issues of hate crime including mental health.

Website: www.staffordshire.police.uk

Mid Staffs Victim Support (Covering the district council areas of South Staffs,
Stafford Borough and Cannock Chase)

01785 715666

Room 30, Haling Dene Centre, Cannock Road, Penkridge, ST19 5DT

⌚ Mon - Fri, 9am - 5pm, Volunteers also operate outside of office hours.

Email: tony.molloy@vsstaffs.org

Website: www.vsstaffs.org

Offer practical help and emotional support to all victims of crime and their families.

Also provide support for families who have experienced bereavement through road

traffic accidents and industrial accidents. Support is provided to both males and females irrespective of age.



National Organisations

Crimestoppers

0800 555111

Website: www.crimestoppers-uk.org

Victim Support

Helpline (Mon - Fri, 9am - 9pm, Weekends, 9am - 7pm)

0845 303090

Email: supportline@victimsupport.org.uk

Website: www.victimsupport.org.uk

DROP INS

Local Organisations

Mid Staffs Mind

01785 257888

The Elms, St George's Hospital, Corporation Street, Stafford, ST16 3AG

🕒 Tue, Wed, Fri, 10.30am - 3.00 pm, Sat, Trinity Church, Stafford, 10.30 am - 1.00pm.

A mental health drop in centre where people can come to receive support, information and advice on anything in relation to mental health issues, and to socialise and partake in activities such as relaxation, yoga and artwork.

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Echo Group

07876 161356

The American Clubhouse, 144 - 148 Waterloo Road, Burslem, Stoke-on-Trent, ST6 3HB

🕒 8-week course looking at the feelings behind self harm - Mon, 1pm - 4pm, Drop-in Wed, 10am - 1pm, Helpline - Everyday, 8am - 8pm

Offer courses, drop ins, a helpline and information to individuals affected by self-harm and eating disorders. Available to individuals aged 18 and over. Younger individuals can receive telephone support and information, with parental permission. Offer training to professionals.

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CHATS

Connexions, 5 Hunters Row, Goalgate Place, Stafford, ST16 2AD

🕒 Mon, 3.30pm - 5pm, Sat, 10am - 12pm

Stafford Central Clinic, North Walls, Stafford, ST16 3AD

01785 223099

🕒 Mon, Tue, 5.30pm - 7.00pm, Thur, 5.30pm - 7pm, Fri, 12pm - 1.30pm

Trentside Clinic, Stafford Road, Stone, ST15 0TT

01785 811471

🕒 Mon, 6pm - 7.30pm

Provides confidential help and advice for teenagers.

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EATING DISORDERS

Local Organisations

Abacus (The Staffordshire Eating Disorders Network) 01889 568440

Uttoxeter Mind, 44 Carter Street, Uttoxeter, ST14 8EU

⌚ Mon - Fri, 9am - 4pm, Weekend, 10.30am - 3.30pm

Information, support and counselling for people with eating disorders.

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Eating Disorders Association Support Group 01782 425929

The Dudson Centre, Hope Street, Hanley, S-O-T, ST1 5DD

⌚ Wed, 6.30pm - 8.30pm

Support group for individuals with eating disorders, or who are close to people suffering from an eating disorder.

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Echo Group 07876 161356

The American Clubhouse, 144 - 148 Waterloo Road, Burslem, S-O-T, ST6 3HB

⌚ 8-week course looking at the feelings behind self harm - Mon, 1pm - 4pm, Drop in Wed, 10am - 1pm, Helpline - Everyday, 8am - 8pm

Offer courses, drop ins, a helpline and information to individuals affected by self-harm and eating disorders. Available to individuals aged 18 and over. Younger individuals can receive telephone support and information, with parental permission. Offer training to professionals.

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Overeaters Anonymous 01782 658379

Longton Hall, Longton Lane, Ednesor, Longton, S-O-T, ST4 3NJ

⌚ Meet Mon, 7.45pm

Offer meetings where overeaters can meet for support and to share personal experiences.

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National Organisations

Eating Disorders Association

Adult Helpline (Mon - Fri, 8.30am - 8.30pm, Sat, 1pm - 4.30pm) 0845 6341414

Youth Helpline (Mon - Fri, 4pm - 6.30pm, Sat, 1pm - 4.30pm) 0845 6347650

Email: helpmail@edauk.com (for adults), talkback@edauk.com (aged under 18)

Website: www.edauk.com

ELDERLY

Local Organisations

Age Concern Stone & District

01785 817906

15 Station Road, Stone, ST15 8JR

🕒 Office Hours, Mon - Fri, 10am - 1pm, Tea & Coffee at St Dominic's Social Centre, Station Road, Tue, Thur, Fri, 9.45am - 11.45am, Luncheon Club at St Dominic's Social Centre, Tue & Thur, 11.45am - 12.45pm

Email: ageconcernstone@freetname.co.uk

Aim for the social inclusion of elderly people. Offer advice and information. Provide a trolley service at some local homes and arrange theatre outings and trips. All are welcome.

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Age Concern Stafford & District

01785 607060

Bradbury House, Weston Road, Stafford, ST16 3RS

🕒 Office Hours, Mon - Fri, 8.30am - 4.30pm

Email: kt@ageconcernstafford.co.uk

Offer friendship, support, practical help and information to elderly people. Provide opportunities for people aged over 55 to make social contact, make friends, try new things and go on outings. Offer a garden maintenance service, handyman service, home care, volunteering and Christmas parties.

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Staffordshire Association of Senior Citizens

01785 760967

28 The Furlong, Yarnfield, Stone, ST15 0PE

🕒 Hours vary. 24 Hour Answer Machine

Email: sascsecretary@aol.com

Provide a range of activities and services to encourage older people to take an active part within their community in an atmosphere of friendship and caring. Activities include: - retired senior citizens course, an exercise and mobility project, association meetings, a newsletter, and membership.

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National Organisations

Age Concern England

Helpline (Everyday, 7am - 7pm)

Email: ace@ace.org.uk

Website: www.ageconcern.org.uk

0800 009966

Counsel and Care

Advice Line (Mon - Fri, 10am - 1pm)

Email: advice@counselandcare.org.uk

Website: www.counselandcare.org.uk

0845 3007585

EMPLOYMENT

Local Organisations

Making Space

01785 228622

Schott Building, Drummond Road, Astonfields Industrial Estate, Stafford, ST16 3EL

🕒 Mon - Fri, 9am - 5pm

E-mail: staffordoptions@btconnect.com

Website: www.makingspace.co.uk

Support and advice on accessing employment, education, training, volunteering and leisure opportunities.



Connexions

01785 356656

5 Hunters Row, Goalgate Place, Stafford, ST16 2AD

🕒 Mon, Wed, Thur, 9am - 5pm, Tue, 9am - 12.30pm, Fri, 9am - 4.30pm, Sat, 10am - 1pm

Email: info@cxstaffs.co.uk

Website: www.cxstaffs.co.uk

Help young people, aged 13-19 with learning, work, leisure and other important issues.



Signpost to Success

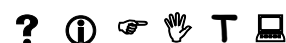
Helpline 0800 2980234

St Bernard's House, 23 Broad Street, Stafford, ST16 2DE

🕒 Mon - Fri, 9am - 5pm

Website: www.staffssiag.com

Offer diagnostic services, information & advice on local learning & training provision, help and advice on funding issues, local childcare provision and disclosure issues facing ex-offenders. Also offer advice on building C.Vs, completing application forms, interview techniques, finding jobs and information and advice on voluntary opportunities.



National Organisations

Worktrain

Email: worktrain-team@dwp.qsi.gov.uk

Website: www.worktrain.gov.uk

Jobcentre

Infoline

Website: www.jobcentreonline.com

0800 353530

FAMILIES

Local Organisations

Childtalk

01782 416666

Winton House, Stoke Road, Shelton, S-O-T, ST4 2RW

🕒 Office Hours, Mon - Fri, 10am - 2pm, 24 Hour Answer Machine

Email: adm@mas-northstaffs.co.uk

Offer counselling support for children in Staffordshire, aged 8 - 18 when there is a family breakdown, and to arrange appropriate consultations for the family with the child's agreement.



Homestart

01785 244550

SDVS Centre, 131 - 141, North Walls, Stafford, ST16 3AD

🕒 Mon - Fri, 9am - 5pm

E-mail: ralph@home-startstafford.co.uk

Website: www.home-startstafford.co.uk

Emotional and practical support for families who have a child under 5 years old.



Relate

01785 242779

SDVS Centre, 131 - 141 North Walls, Stafford, ST16 3AD

🕒 Office Hours, Mon - Fri, 9.30am - 12.30pm

🕒 Counselling Hours, Mon - Thur, 9.30am - 9pm, Fri, 9.30am - 4pm

Trained counsellors help people with relationship problems.



North Staffs Family Mediation

Client line 0845 6020301

Winton House, Stoke Road, S-O-T, ST4 2RW

Admin 01782 416111

🕒 Office Hours, Mon - Fri, 9am - 5pm

🕒 Mediation Hours, Mon - Fri, 9.30am - 5pm

Email: admin@mas-northstaffs.co.uk

Offer services to individuals in family disputes. They may have concerns about their children's future, their finances or property.



National Childbirth Trust (Stafford & District Branch)

01785 606670

SDVS, 131 - 141 North Walls, Stafford, ST16 3AD

🕒 Mon - Fri, 9am - 4.30pm

Offer information and support to couples and individuals, enabling them to have an experience of pregnancy, birth and early parenting that enriches their lives and provides a sound foundation for parenthood.



Play Away

01785 259410

The Community Council of Staffordshire, Friars Mill, Friars Terrace, ST17 4DX

🕒 Mon, Wed, Fri, 9.30am - 12.30pm, Tue, Thur, 1.30pm - 4.30pm, last Sat of every month, 10am - 2pm

Email: karen@staffs.org.uk

Website: www.play-away.org.uk

Provide a scrap store offering arts and crafts for children. Offer a toy hiring system and an arts and crafts shop. Also offer a free home delivery service.

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National Organisations

Parentline Plus

24 Hour Helpline

0808 8002222

Website: www.parentlineplus.org.uk

Family Rights Group

Advice Line (Mon - Fri, 10am - 12pm & 1.30pm - 3.30pm)

0800 7311696

Email: office@frg.org.uk

Website: www.frg.org.uk

HOUSING

Local Organisations

The Bethany Trust

01785 610710

14a Newport Road, Stafford, ST16 2EX

⌚ Office Hours, Mon - Fri, 9am - 5pm

Email: cadams@bethanytrust.org.uk

Provide emergency and temporary accommodation and food for homeless single people. Also provide Lifeskills training.

☞ (Direct access hostel) ☞ T ☒

Rethink Supported Housing

01785 610555

125 Marston Road, Stafford, ST16 3BT

Provide intensive supported housing for individuals with severe and enduring mental health problems. Also offer floating support to individuals living in their own accommodation.



Furniture Exchange

01785 606674

1 Sash Street, Stafford, ST16 2PS

⌚ Mon - Fri, 9am - 5pm

Email: furnex@btconnect.com

Supply donated furniture to those who need it. Provide a delivery service.

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Stafford Borough Council

01785 619000

Civic Centre, Riverside, Stafford, ST16 3AQ

⌚ Mon - Thur, 8.30am - 5pm, Fri, 8.30am - 4.30pm

Website: www.staffordbc.gov.uk

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Stafford Hospital & Community Friends

01785 257888

The Elms, St George's Hospital, Corporation Street, ST16 3AG

⌚ Mon - Fri, 9am - 4pm

Email: sheilalugg@ssh-tr.nhs.uk

Provide supported housing for people with severe and enduring mental health needs.

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National Organisations

National Housing Federation

Infoline

Email: info@housing.org

Website: www.housing.org.uk

0207 0671010

LEARNING DISABILITIES

Local Organisations

Mid Staffs Mencap

01785 244270

SDVS, 131 - 141 North Walls, Stafford, ST16 3AD

⌚ Mon - Fri, 9am - 5pm

Email: mencap@midstaffs.freeseerve.co.uk

Provide advice, support and advocacy for people with learning disabilities, their families and carers. Run summer activity schemes, a siblings group and support groups. Information can be supplied on a variety of learning disability issues.



National Organisations

Sibs

Sibs Infoline (Thur & Fri, 10am - 4pm)

01904 550029

Email: info@sibs.org.uk

Website: www.sibs.org.uk

Mencap

24 Hour Infoline

0808 8081111

Email: help@mencap.org.uk

Website: www.mencap.org.uk

MISCELLEANOUS

Local Organisation

Stafford Samaritans

01785 243333

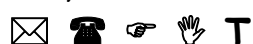
Garden Street, Stafford, ST17 4DD

🕒 10.30am - 10pm, however, if calling out of these hours, calls will be answered by another branch 24 hours a day.

Email: jo@samaritans.org

Website: www.samaritans.org

Samaritans is available 24 hours a day to provide confidential emotional support for people who are experiencing feelings of distress or despair, including those which may lead to suicide. Facilities for visitors with disabilities: Wheelchair accessible. Adapted toilet.



Stafford Citizens Advice

01785 258673

SDVS, 131 - 141 North Walls, Stafford, ST16 3AD

🕒 Mon, Tue, Fri, 10am - 2pm

Offer a variety of information on issues including benefits claims, child support agencies, consumer rights, debt, divorce, employment legislation, housing and homelessness, law and legal rights, pensions, personal injury claims, redundancy and dismissal, unemployment and wills and many more.



Stone Citizens Advice Bureau

01785 814806

St Mary's Chambers, 19 Station Road, Stone, ST15 8JP

🕒 Mon, Tue, Thur, 10am - 2pm

As above.



Community Mediation Service

08456 020301

Winton House, Stoke Road, ST4 2RW

🕒 Mon - Fri, 9am - 5pm

Email: admin@mas-northstaffs.co.uk

Help members of the community settle disputes over noise, parking and other issues.



Stafford District Voluntary Services

01785 606670

131 - 141 North Walls, Stafford, ST16 3AD

🕒 Mon - Fri, 8.30am - 5pm

Website: www.sdvs.org.uk

Support, promote and develop local voluntary and community action. Provide information, training, consultancy and practical help to local voluntary organisations.



National Organisations

National Citizens Advice

Infoline

02890 231120

Email: info@citizensadvice.co.uk

Website: www.citizensadvice.co.uk

National Samaritans

Helpline

08457 909090

Email: jo@samaritans.org

Website: www.samaritans.org

RACE ISSUES

Local Organisations

North Staffordshire Racial Equality Council

01785 246471

(Stafford & District Division)

⌚ Mon - Fri, 9am - 5pm

Website: www.nsrec.co.uk

Assist victims of racial discrimination and racial harassment by providing support, advice and information. Also raise public awareness of the effects of racism and discrimination, and participate in community development and assist organisations with racial equality policy development.

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National Organisations

Ethnic Minority Foundation

Infoline

0800 6520390

Email: enquiries@emf-cemvo.co.uk

Website: www.ethnicminorityfund.org.uk

RURAL SUPPORT

Local Organisations

Rural Emotional Support Team

01785 255305

The Grandstand, Staffordshire County Showground, Weston Road, Stafford,
ST18 0BD

🕒 Mon - Fri, 9am - 5pm (Out of hours by prior arrangement)

E-mail: rest@ruralnet.org.uk

Website: www.ruralnet.org.uk/~rest

Emotional and practical support for people in the farming and agricultural community.



Rural Stress Support Network

08707 074445

Harper Adams University College, N P I Drive, Newport, TF10 8JD

🕒 Mon - Fri, 9am - 5pm & 24 Hour Answer Machine

E-mail: info@ruralstresswestmids.org.uk

Website: www.ruralstresswestmids.org.uk

Emotional and practical support for people in rural areas.



National Organisations

RuralMinds

Helpline (Mon - Fri, 9.15am - 5.15pm)

0845 766163

Email: contact@mind.org.uk

Website: www.mind.org.uk

Farm Crisis Network

Helpline (Everyday, 7am - 11pm)

07002 326326

Email: mail@fcn.org.uk

Website: www.farmcrisisnetwork.org.uk

SELF HARM

Local Organisations

Echo Group

07876 161356

The American Clubhouse, 144 - 148 Waterloo Road, Burslem, Stoke-on-Trent, ST6 3HB

🕒 8-week course looking at the feelings behind self harm - Mon, 1pm - 4pm, Drop in - Wed, 10am - 1pm, Helpline - Everyday, 8am - 8pm

Offer courses, drop ins, a helpline and information to individuals affected by self harm and eating disorders. For adults aged 18 and over. Younger individuals can receive telephone support and information, with parental permission. Offer training to professionals.

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National Organisations

National Self Harm Network

Email: info@nshn.co.uk

Website: www.nshn.co.uk

Self-Injury and Related Issues

Website: www.siari.co.uk

SELF HELP

Local Organisations

Safe Watch (Uttoxeter Mind)

01889 568440

44 Carter Street, Uttoxeter, ST14 8EU

⌚ Mon - Fri, 9am - 4pm, Weekends, 10am - 3.30pm

Email: management@uttoxetermind.co.uk

Website: Safe Watch packs can be downloaded from www.uttoxetermind.co.uk

The Safe Watch Scheme was designed by people who have experienced long-term mental illness and helps to: - promote recovery and an improved quality of life; identify the things that keeps us well; identify the conditions that give us stress; understand the way stress affects us; identify our early signs of increasing stress; develop better strategies for coping with stress; build support networks with people we trust, and; manage the resources around us to avoid a crisis.



Triumph Over Phobia

P O Box 3760, Bath, BA2 3WY

0845 6009601

⌚ Tuesday evenings

Email: info@triumphoverphobia.org.uk.

Website: www.triumphoverphobia.com

Self help group run for people suffering from phobias, Obsessive Compulsive Disorders and associated panics. Email or ring for details.



Echo Group

07876 161356

The American Clubhouse, 144 - 148 Waterloo Road, Burslem, Stoke-on-Trent, ST6 3HB

⌚ 8-week course looking at the feelings behind self harm - Mon, 1pm - 4pm, Drop in - Wed, 10am - 1pm, Helpline - Everyday, 8am - 8pm

Offer courses, drop ins, a helpline and information to individuals affected by self harm and eating disorders. For adults aged 18 and over. Younger individuals can receive telephone support and information, with parental permission. Offer training to professionals.



National Organisations

Patient UK

Website: www.patient.co.uk

Mind

Helpline (Mon - Fri, 9.15am - 5.15pm)

Email: contact@mind.org.uk

Website: www.mind.org.uk

0845 7660163

WOMEN

Local Organisations

Stafford Women's Aid

PO Box 104, Stafford, ST17 4UH

The Refuge / Office Hours Helpline

01785 608151

24 Hour Helpline (Samaritans)

01785 243333

The Outreach Project

01785 607828

Email: aathertonswa@aol.com

Young Person's Adviser

01785 600647

Resettlement and Floating Support Project

01785 607828

Run by women for women, they aim to provide information, advice, support, refuge and help with resettlement for women and their children experiencing or escaping domestic violence.



Emerge

01785 225991

St Chad's, St George's, Corporation Street, Stafford, ST16 3AG

⌚ Mon, Wed, Thur, 10am - 1pm & 7.30pm - 10pm

Volunteers and professionals offering help to men and women over 16 years who have been sexually abused in childhood.



Uttoxeter Mind Women in Action

01889 568440

Uttoxeter Mind, 44 Carter Street, Uttoxeter, ST14 8EU

⌚ Thur, 6.45pm - 8.30pm

Email: management@uttoxetermind.co.uk

Website: www.uttoxetermind.co.uk

A relaxed group of women who meet regularly to discuss their feelings and problems, and to participate in a wide range of activities. Children, spouses and family in general, work, illness and debt affects us all in different ways and the support of an understanding group of friends can help turn difficulties into opportunities.



National Organisations

Refuge

24 Hour Helpline

0808 8004444

Email: info@refuge.org.uk

Website: www.refuge.org.uk

OTHER USEFUL WEBSITES.....

ANXIETY

Anxiety Care

www.anxietycare.org.uk

BIPOLAR DISORDER

Manic Depression Fellowship

www.mdf.org.uk

BORDERLINE PERSONALITY DISORDER

Borderline UK

www.borderlineuk.co.uk

COGNITIVE BEHAVIOURAL THERAPY

British Association of Cognitive Behavioural Therapists

www.babcp.org.uk

DEMENTIA

The Alzheimer's Society

www.alzheimers.org.uk

DEPRESSION

Depression Alliance

www.depressionalliance.org

GENERAL MENTAL HEALTH

BBC Mental Health

www.bbc.co.uk/health/mental/

The Mental Health Foundation

www.mentalhealth.org.uk

Mind

www.mind.org.uk

Sainsburys Centre for Mental Health

www.scmh.org.uk

Staffordshire Mental Health

www.staffordshirementalhealth.info

MEDICATION

Norfolk Mental Health Care NHS Trust Pharmacy site

www.nmhct.nhs.uk/pharmacy

MENTAL HEALTH PROMOTION

Mentality

www.mentality.org.uk

OBSESSIVE COMPULSIVE DISORDER

Expert Consensus Treatment Guidelines for Obsessive-Compulsive Disorder: A Guide for Patients and Families

www.psychguides.com/oche.php

National Library of Medicine (NLM) MedlinePlus

www.nlm.nih.gov/medlineplus/obsessivecompulsivedisorder.html

PHOBIAS

National Phobics Society

www.phobics-society.org.uk

POST TRAUMATIC STRESS

The UK Trauma Group

www.uktrauma.org.uk

SCHIZOPHRENIA

Rethink

Schizophrenia.com

www.rethink.org

www.schizophrenia.com

SLEEP PROBLEMS

Shuteye.com

www.shuteye.com