

Access to Mental Health Support in Nottingham and Nottinghamshire during COVID-19 (updated 1 October 2020)

[Every Mind Matters](#) is an NHS web site that provides a range of information and advice on how to look after your mental health and wellbeing. It is also available as an App.

This document gives details of Nottingham/Nottinghamshire (including Bassetlaw) and national helplines and web support. It is divided into condition specific sections. Services listed below that are highlighted in **yellow** are for **Nottingham City GP** registered patients and those in **blue** are for **Nottinghamshire GP** registered patients. If there is no shading then the service is accessible by any residents in Nottingham or Nottinghamshire.

Local Mental Health Helplines set up to support demand during COVID-19

Name	Description	Service access	Website	Email	Phone number
Nottinghamshire Mental Health Helpline (delivered by Turning Point)	A team of mental health workers provide information and advice to anyone living in Nottinghamshire including directing to other services where needed. The website includes information about a range of common mental health issues. Professionals are also welcome to call the helpline for advice on working with patients with mental health issues.	Website or phone Available every day between 9.00 am and 11.00 pm	www.turning-point.co.uk/nottingham-helpline		0300 555 0730
Wellness in Mind	'One-stop shop' for information, advice and support for residents experiencing issues with their mental wellbeing.	Website or phone	https://www.wellnessinmind.org/		0800 561 0073
Mental Health CRISIS Helpline (Nottinghamshire Foundation Trust)	For people of all ages in mental health crisis support is available 24/7.	Phone support available 24/7	www.nottinghamshirehealthcare.nhs.uk/help-in-a-crisis		0808 196 3779 (FREEPHONE)
Harmless - Tomorrow Project	Suicide Prevention - support for those in suicide	Website or email	http://www.tomorrowproject.org.uk/	crisis@tomorrowproject.org.uk	0115 880 0282
Grief Line	A dedicated service for those who need immediate support following bereavement. There is a 24/7 triage service that will ensure the grieving person will be connected to emotional support. The Grief Line will continue to stay in contact with that person until support has been received and will follow up post-support to assess further need.	Phone line open 8.00 am until 8.00 pm every day. An answerphone is available out of hours.	https://www.nottshospice.org/our-care-services/griefline/	griefline@nottshospice.org	0800 111 4451

Services in **yellow** are for **Nottingham City GP** registered patients and those in **blue** are for **Nottinghamshire GP** registered patients. If there is no shading then the service is accessible by any residents in Nottingham or Nottinghamshire.

This document is divided into the following sections:

- General mental health advice
- Alcohol, drugs and gambling
- Anxiety and depression
- Bereavement
- Domestic and/or sexual abuse
- Loneliness for those aged 55+
- Suicide and self-harm
- Other diagnosed mental health conditions

General Mental Health Advice

Name	Description	Service access	Website	Email	Phone number
AWAAZ	Provides mental health support to individuals from BAME and new emerging communities.	Website or phone	www.awaaznottingham.org.uk/	info@awaaznottingham.org.uk	0115 924 5555 0115 978 3488
Bassetlaw Crisis Resolution and Home Treatment Team	Provide a 24 hour, seven day crisis resolution service that offers assessments to people with significant mental illness who would otherwise be admitted to hospital. This includes short term home treatment in order to minimise the risk of a patient being admitted to hospital and providing support to achieve recovery from crisis at home	Telephone, 24 hour support	https://www.nottinghamshirehealthcare.nhs.uk/crht		0300 123 1804
Carers Hub (Tu Vida)	Free and confidential service for young carers and carers to access information, advice, guidance and support	Website, phone or email	https://www.tuvida.org/	hello@tuvida.org	0115 824 8824
Carers Trust	Email befriending service for carers. Emails can be sent at any time and will be replied to within one working day (Mon-Fri)	Replies sent Mon-Fri 9.00 until 5.00		Dannie@carerstrustem.org	
Every Mind Matters	Every Mind Matters is an online app that helps you to manage and maintain your mental health. Includes Coronavirus advice	Website	www.nhs.uk/oneyou/every-mind-matters/		
Family Lives	Help and support for families that are struggling with their relationships or during periods of change.	Online chat, phone helpline or email	https://www.familylives.org.uk/	askus@familylives.org.uk	0808 800 2222

Services in **yellow** are for **Nottingham City GP** registered patients and those in **blue** are for **Nottinghamshire GP** registered patients. If there is no shading then the service is accessible by any residents in Nottingham or Nottinghamshire.

Name	Description	Service access	Website	Email	Phone number
Mental Health Foundation	Web site for general preventative advice and guidance about mental health	Website	https://mentalhealth.org.uk/coronavirus		
MIND	Advice and support to empower anyone experiencing a mental health problem	Website or phone	https://www.mind.org.uk/information-support/helplines/		0300 123 3393
NHS - How to access mental health services			https://www.nhs.uk/using-the-nhs/nhs-services/mental-health-services/how-to-access-mental-health-services/		
Nottinghamshire Mental Health Helpline (delivered by Turning Point)	A team of mental health workers provide information and advice to anyone living in Nottinghamshire including directing to other services where needed. The website includes information about a range of common mental health issues. Professionals are also welcome to call the helpline for advice on working with patients with mental health issues.	Website or phone Available 9-5pm Monday to Friday	www.turning-point.co.uk/nottingham-helpline		0300 555 0730
Nottinghamshire MIND	Crisis café telephone service	Website or phone	www.nottinghamshiremind.org.uk/		0800 470 0203
Nottinghamshire Victim CARE	Helps victims of crime, scams and anti-social behaviour via a free and confidential service.	Website or phone - Mon - Fri 9 am - 5 pm	https://www.nottsvictimcare.org.uk		0800 304 7575
Notts County Football in the Community	Mental health online chat support for adults.	Email for more information	claire.wilmott@nottscountyfitc.org.uk		07495 321631
SANE	Provides emotional support, guidance and information to anyone affected by mental illness, including families, friends and carers.	Email or leave a message on 07984 967 708 giving first name and a contact number Normal Support Forum and Textcare services are still open.	http://www.sane.org.uk/	support@sane.org.uk	07984 967 708

Services in **yellow** are for **Nottingham City GP** registered patients and those in **blue** are for **Nottinghamshire GP** registered patients. If there is no shading then the service is accessible by any residents in Nottingham or Nottinghamshire.

Alcohol, drugs and gambling

Name	Description	Service access	Website	Email	Phone number
Alcoholics Anonymous	Providing help for a drink problem. Visit the website about services available during COVID-19	24/7 helpline or email	https://www.alcoholics-anonymous.org.uk/	help@aamail.org	0800 9177 650
Change Grow Live (CGL)	Support for people who have a drinking or drug problem	Website, email or phone	www.changegrowlive.org/new-directions-nottinghamshire	notts@cgl.org.uk	0115 8960 798
Gamblers Anonymous	All face to face meetings have ceased, but chat room and online group meetings are available through the website.	Website or phone	https://www.gamblersanonymous.org.uk/	info@gamblersanonymous.org.uk	0330 094 0322
Gambling Helpline	Help for anyone worried about their or someone else's gambling	Live chat or Helpline	https://www.begambleaware.org/		0808 8020 133
Hetty's	Hetty's offers a variety of support methods, and structured psychosocial interventions for carers and relatives whose dependents are misusing substances. Each intervention provides the tools needed for families to reduce isolation, increase confidence, set appropriate boundaries, become more knowledgeable about the cycle of addiction, and work through any feelings of guilt, shame and anger. The service also works closely with 'Change, Grow, Live, the drug and alcohol treatment service for Nottinghamshire, to provide a 'whole family' approach, encouraging substance users to enter and/or maintain treatment and repair family relationships and communication.	Email or phone	www.hettys.org.uk	info@hettys.org.uk	08000 850 941
Narcotics Anonymous	Face to face meetings have now ceased. Online meetings to deal with drug problems are available through the website.	Website or phone - 10 am - midnight	https://www.ukna.org/		0300 900 1212
Nottingham Recovery Network	Single point of free support, advice and treatment to adults experiencing problems with alcohol and drugs.	Website or phone	https://www.nottinghamrecoverynetwork.com/		0800 066 5362

Services in **yellow** are for **Nottingham City GP** registered patients and those in **blue** are for **Nottinghamshire GP** registered patients. If there is no shading then the service is accessible by any residents in Nottingham or Nottinghamshire.

Anxiety and Depression

Name	Description	Service access	Website	Email	Phone number
Anxiety UK	Run by people with experience of living with anxiety, stress or anxiety-based depression, supported by a high-profile medical advisory panel.	Helpline 9.30am-5.30pm Mon-Fri Weekend helpline 10 am-8 pm Online chat	https://www.anxietyuk.org.uk/	support@anxietyuk.org.uk	03444 775774
Family Lives	Help and support for families that are struggling with their relationships or during periods of change.	Online chat, phone helpline or email	https://www.familylives.org.uk/	askus@familylives.org.uk	0808 800 2222
Insight Healthcare	Talking/psychological therapies commissioned service	Website (on-line self referral form)	www.insighthealthcare.org/our-services/talking-therapies/find-a-service/	east.midlands@insighthealthcare.org	0300 555 5582
Let's Talk Wellbeing	Talking/psychological therapies commissioned service	Website on line referral form	https://www.nottinghamshirehealthcare.nhs.uk/nottingham-city-and-county	https://www.nottinghamshirehealthcare.nhs.uk/nottingham-city-and-county	0115 956 0888
MacMillan Information & Support	Helpline is available for those feeling anxious or lonely	Phone helplines			0115 840 2650 0115 970 9933
No Panic	Confidential Helpline and support for people who experience panic attacks, phobias, obsessive compulsive disorders (OCD) and other related anxiety disorders. Also provides support for carers of people living with the above.	Helpline available 10 am to 10 pm. After 10.00 pm - there is a recording of a breathing/relaxation technique	https://nopanic.org.uk/about-us/	info@nopanic.org.uk	0844 967 4848
Nottinghamshire Victim CARE	Helps victims of crime, scams and anti-social behaviour via a free and confidential service.	Website or phone – Mon-Sat 9 am - 5 pm	https://www.nottsvictimcare.org.uk		0800 304 7575
OCD UK	Information and support for people with OCD.	Website	https://www.ocduk.org/		
SANE	Provides emotional support, guidance and information to anyone affected by mental illness, including families, friends and carers.	Email or leave a message on 07984 967 708 giving first name and a contact number Normal Support Forum and Textcare services are still open.	http://www.sane.org.uk/	support@sane.org.uk	07984 967 708
Trent PTS	Talking/psychological therapies commissioned service	Website or on-line referral form	https://www.trentpts.co.uk/self-referral/	enquiries@trentpts.co.uk	0115 896 3160

Services in **yellow** are for **Nottingham City GP** registered patients and those in **blue** are for **Nottinghamshire GP** registered patients. If there is no shading then the service is accessible by any residents in Nottingham or Nottinghamshire.

Name	Description	Service access	Website	Email	Phone number
Victim Support	Provides a 24/7 free, confidential phone service for people affected by crime or a traumatic event.	24/7 helpline or website	https://www.victimsupport.org.uk		0808 304 7575
Wellness in Mind	Information, advice and support for residents experiencing issues with their mental wellbeing.	Website or phone	https://www.wellnessinmind.org/	-	0800 561 0073

Bereavement

Name	Description	Service access	Website	Email	Phone number
Bereavement Advice Centre	Support for people who have been bereaved.	Website or phone Monday to Friday 9.00 am to 5.00 pm	www.bereavementadvice.org/		0800 634 9494
CRUSE Bereavement Care	Bereavement charity offering online and telephone	Phone (between 9.30 - 5.00 Mon-Fri or email for support	www.cruse.org.uk/	helpline@cruse.org.uk	0808 808 1677
CRUSE Nottinghamshire	Local support for bereaved adults and children	Email	Webpage unreliable	nottinghamshire@cruse.org.uk	0115 9244404
Grief Line	Triage bereavement service that connects the grieving person to a relevant agency.	Phone line open 8.00 am until 8.00 pm every day. An answerphone is available out of hours.	https://www.nottshospice.org/our-care-services/griefline/	griefline@nottshospice.org	0800 111 4451
Harmless	Postvention bereavement support for individuals who have been bereaved by suicide	Website, email or phone. Mon-Fri 9-5 - no evenings, weekends or bank holidays. Leave a message and someone will respond within 72 hours.	http://www.harmless.org.uk/	info@harmless.org.uk	0115 880 0282
National Bereavement Partnership - COVID-19 Hub	Practical advice and support (including counselling) for those affected by bereavement.	Freephone helpline number open every day, 7am – 10pm	http://www.nationalbereavementpartnership.org/	helpline@nationalbereavementpartnership.org	0800 448 0800
Samaritans	Emotional support for anyone in distress.	24-hour helpline	https://www.samaritans.org/	jo@samaritans.org	116 123
SANE	Provides emotional support, guidance and information to anyone affected by mental illness, including families, friends and carers.	Email or leave a message on 07984 967 708 giving first	http://www.sane.org.uk/	support@sane.org.uk	07984 967 708

Forward amendments or additions to sharan.jones@nottinghamcity.gov.uk. For an up to date copy of this document go to [Ask LiON](#)

Services in **yellow** are for **Nottingham City GP** registered patients and those in **blue** are for **Nottinghamshire GP** registered patients. If there is no shading then the service is accessible by any residents in Nottingham or Nottinghamshire.

Name	Description	Service access	Website	Email	Phone number
		name and a contact number Normal Support Forum and Textcare services are still open.			
Sue Ryder On Line Community	Online Bereavement Counselling Service provides free, confidential, and professional support over video chat. The service is available for UK residents over the age of 18	Online video chat and chat room	https://community.sueryder.org/		
Wellness in Mind	Information, advice and support for residents experiencing issues with their mental wellbeing.	Website or phone	https://www.wellnessinmind.org/		0800 561 0073

Domestic and/or Sexual Abuse

Name	Description	Service access	Website	Email	Phone number
Equation	Domestic Abuse Service for Men affected by domestic abuse in Nottingham and Nottinghamshire	Website updated weekly during Covid 19	http://www.equation.org.uk/	info@equation.org.uk	0115 960 5556
Family Lives	Help and support for families that are struggling with their relationships or during periods of change.	Online chat, phone helpline or email	https://www.familylives.org.uk/	askus@familylives.org.uk	0808 800 2222
ISAS	Specialist counselling and group therapy for female and male sexual violence victims and survivors aged 16+ in Nottinghamshire county	Open during Covid 19 although group support is not taking place	http://www.isas-notts.org.uk/	http://www.isas-notts.org.uk/contact.cfm	0115 8240314
Juno Women's Aid	Nottinghamshire Domestic and Sexual Abuse Helpline for women. Access to 9 local and other national refuges including specialist BME and complex needs Access to other specialist domestic abuse support in Nottingham City and South Nottinghamshire (Ashfield, Broxtowe, Gedling, Rushcliffe)	Helpline for women Access to 9 local and other national refuges including specialist BME and complex needs Access to other specialist domestic abuse support in Nottingham and Nottinghamshire	https://junowomensaid.org.uk/	helpline@junowomensaid.org.uk	0808 800 0340

Services in **yellow** are for **Nottingham City GP** registered patients and those in **blue** are for **Nottinghamshire GP** registered patients. If there is no shading then the service is accessible by any residents in Nottingham or Nottinghamshire.

Name	Description	Service access	Website	Email	Phone number
Nottingham Independent Domestic Abuse Services	NIDAS operate across Mansfield and Ashfield. Family based approach	Phone Mon–Thu 9.00am-5.00pm Fri 9:00am–4:30pm OR 24 hour helpline 0808 8000340 OR complete online form	http://www.nidas.org.uk/	hello@nidas.org.uk	01623 683250
Nottinghamshire SVS Services (formerly Nottingham Rape Crisis)	Specialist informational, practical and emotional support and BACP registered counselling and therapy for women and men aged 13+.	Open during COVID-19 Helpline: Mon-Tues 4.30pm-7.30pm Thurs-Sat 10am-1pm	www.nottssvss.org.uk	https://nottssvss.org.uk/contact/ or support@nottssvss.org.uk	0115 941 0440
Nottinghamshire Women's Aid	Support for women and children affected by domestic abuse in Bassetlaw, Mansfield, Newark & Sherwood	Open during COVID-19 24 hour helpline 0808 8000340	https://nottswa.org/	enquiries@nottswa.org	01909 533610
Notts Sexual Violence Support Services	Emotional support to anybody aged 13 and over who has experienced rape, sexual violence or childhood sexual abuse, either recently or in the past or for others who may be worried.	Helpline 0115 941 0440 (check times on website) Online self-referral	https://nottssvss.org.uk/	support@nottssvss.org.uk	0115 9410440
Rape Crisis	Supports the work of Rape Crisis Centres across the country for women and girls. A Live Chat Helpline can be accessed via the website for girls aged 16+ and women.	Website or phone - Daily 12 pm - 12.30pm and 7 pm - 9.30 pm	https://www.rapecrisis.org.uk/		08088 029 999
Refuge	National service providing specialist support to women, children and some men escaping domestic violence and other forms of violence	24/7 Freephone National Domestic Abuse helpline and email	https://www.refuge.org.uk	www.nationaldahelpline.org.uk	0808 2000 247
Relate Notts	Offering telephone or webcam counselling for the foreseeable future. First point of contact is via email. Advice and guidance on keeping healthy relationships available on the website.	Email - Mon - Fri, 9 am - 5pm, phone or website.	https://www.relate-nottingham.org.uk/	info@relate.nottingham.org.uk	0115 9584278
Respect	National organisation providing support for male victims of domestic abuse	Open during Covid 19	http://respect.uk.net/		Men's advice line: 080 801 0327
SHE UK	Specialist counselling and group therapy for adult female sexual violence victims and survivors in Nottinghamshire county	Open during Covid 19 although group support is not taking place	http://she-uk.org.uk/	info@she-uk.org.uk	01623 622 916

Services in **yellow** are for **Nottingham City GP** registered patients and those in **blue** are for **Nottinghamshire GP** registered patients. If there is no shading then the service is accessible by any residents in Nottingham or Nottinghamshire.

Name	Description	Service access	Website	Email	Phone number
Topaz Centre	Adult Sexual Assault Referral Centre for Nottingham and Nottinghamshire Crisis support for adults who have been sexually assaulted or raped, including forensic examinations and access to healthcare and follow on support.	Open during Covid 19 24 hour helpline 0800 085 9993	https://www.topazcentre.org/	notts.sarc@nhs.net	0800 085 9993
Women's Aid England	National domestic violence support for women, young people and children.	Live chat open 10am to midday Monday to Friday	https://www.womensaid.org.uk/information-support/ Live chat function: https://chat.womensaid.org.uk/		

Loneliness

Name	Description	Service access	Website	Email	Phone number
Silverline	The Silver Line is a helpline and friendship service for people aged 55 and over	24/7 free support	https://www.thesilverline.org.uk/what-we-do/		0800 4 70 80 90
Age UK Nottinghamshire	Daily support call to help maintain social contact for older people	Office hours	https://www.ageuk.org.uk/notts/about-us/news/articles/2020/how-we-can-help/		0115 844 0011
MacMillan Information & Support	Helpline is available for those feeling anxious or lonely	Phone helplines			0115 840 2650 0115 970 9933

Suicide and Self Harm

Name	Description	Service access	Website	Email	Phone number
Bassetlaw Crisis Resolution and Home Treatment Team	Provide a 24 hour, seven day crisis resolution service that offers assessments to people with significant mental illness who would otherwise be admitted to hospital. This includes short term home treatment in order to minimise the risk of a patient being	Telephone , 24 hour support	https://www.nottinghamshirehealthcare.nhs.uk/crht	0300 123 1804	

Services in **yellow** are for **Nottingham City GP** registered patients and those in **blue** are for **Nottinghamshire GP** registered patients. If there is no shading then the service is accessible by any residents in Nottingham or Nottinghamshire.

Name	Description	Service access	Website	Email	Phone number
	admitted to hospital and providing support to achieve recovery from crisis at home				
CALM	Suicide prevention support particularly for men aged 15 to 35	5.00 pm until midnight	https://www.thecalmzone.net/help/get-help/		0800 58 58 58
Harmless	Self-harm support	Website or email	http://www.harmless.org.uk/	info@harmless.org.uk	0115 880 0282
Harmless - Tomorrow Project	Suicide Prevention - support for those in suicide	Website or email	http://www.tomorrowproject.org.uk/	crisis@tomorrowproject.org.uk	0115 880 0282
HOPEline UK	Suicide prevention for young people up to 35	9am – 10pm weekdays, 2pm – 10pm weekends, 2pm – 10pm bank holidays Text 07860 039967	https://papyrus-uk.org/hopelineuk/	pat@papyrus-uk.org	0800 068 4141
Shout	Text support service for anyone in crisis anytime, anywhere - if you're struggling to cope and you need immediate help	Text Shout to 85258	https://www.giveusashout.org/		
Samaritans	Emotional support for anyone in distress.	24-hour helpline	https://www.samaritans.org/	jo@samaritans.org	116 123
Wellness in Mind	Information, advice and support for residents experiencing issues with their mental wellbeing.	Website or phone	https://www.wellnessinmind.org/		0800 561 0073

Other diagnosed mental health conditions (including secondary care support)

Name	Description	Service access	Website	Email	Phone number
Beat	Support for anyone living with an eating disorder, their family, friends, carers, schools or employers via helplines, chat rooms, one-to-one web chats and email.	Website or phone - Mon - Fri 12 pm - 8 pm weekends 4 pm - 8 pm	https://www.beateatingdisorders.org.uk/contact-us	Adults - help@beateatingdisorders.org.uk Young People - fyp@beateatingdisorders.org.uk	Helpline 0808 801 0677 Studentline 0808 801 0811 Youthline 0808 801 0711
Bipolar UK	Helps people living with manic depression or bipolar disorder	Peer support line 0759 1375544 (can take 3 days to reply) E-community support offered on website	https://www.bipolaruk.org/blog/key-links-to-help-you-during-the-covid-19-pandemic	info@bipolaruk.org	
First Steps ED	Dedicated eating disorders support service available to further education and higher education students. You can self refer directly	Excellent self help guide https://firststepsed.co.uk	https://firststepsed.co.uk/ https://firststepsed.co.uk/ea	info@firststepsed.co.uk	01332 367571

Services in **yellow** are for **Nottingham City GP** registered patients and those in **blue** are for **Nottinghamshire GP** registered patients. If there is no shading then the service is accessible by any residents in Nottingham or Nottinghamshire.

Name	Description	Service access	Website	Email	Phone number
	through the website or via your student support service.	k/wp-content/uploads/2020/03/First-Steps-ED_Self-Care-Guide.pdf	ting-disorders-in-student-services/		
Freed Beeches	Eating disorder service for 14 years and above.	New referrals to be sent through via email, telephone, GP and other professionals	www.freedbeeches.org.uk/welcome-freed-beeches	info@freedbeeches.org.uk	01909 479922
No Panic	Confidential Helpline and support for people who experience panic attacks, phobias, obsessive compulsive disorders (OCD) and other related anxiety disorders. Also provides support for carers of people living with the above.	Helpline available 10 am to 10 pm. After 10.00 pm - there is a recording of a breathing/relaxation technique	https://nopanic.org.uk/about-us/	info@nopanic.org.uk	0844 967 4848 Also youth helpline - 0330 606 1174
OCD Action	Support and information for anybody affected by OCD.	Website, phone or Skype support groups available by calling 0303 040 1112.	https://www.ocdaction.org.uk/	support@ocdaction.org.uk	0845 390 6232
OCD UK	Information and support for people with OCD.	Website	https://www.ocduk.org/		
Rethink Mental Illness	Advice and information for people with existing severe mental health conditions requiring treatment	Website	https://www.rethink.org/		
SANE	Provides emotional support, guidance and information to anyone affected by mental illness, including families, friends and carers.	Email or leave a message on 07984 967 708 giving first name and a contact number Normal Support Forum and Textcare services are still open.	http://www.sane.org.uk/	support@sane.org.uk	07984 967 708
Wellness in Mind	Information, advice and support for residents experiencing issues with their mental wellbeing.	Website or phone	https://www.wellnessinmind.org/		0800 561 0073

Guidance on how to access NHS mental health services - <https://www.nhs.uk/using-the-nhs/nhs-services/mental-health-services/how-to-access-mental-health-services/>

Forward amendments or additions to sharan.jones@nottinghamcity.gov.uk. For an up to date copy of this document go to [Ask LiON](#)

Services in **yellow are for Nottingham City GP** registered patients and those in **blue are for Nottinghamshire GP** registered patients. If there is no shading then the service is accessible by any residents in Nottingham or Nottinghamshire.