

## **Self-help Resources for Mental Health and Wellbeing (Information/Support)**

**\*\*The resources provided are intended for self-help and are not intended as a substitute for professional services. Please seek help from a crisis service, doctor or Mental Health Service if you are in crisis. In a life threatening situation please call 999 or visit your local A&E department\*\***

### **Counselling**

#### **Kooth**

**Web:** [www.kooth.com](http://www.kooth.com)

Kooth, from XenZone, is an online counselling and emotional well-being platform for children and young people, accessible through mobile, tablet and desktop and free at the point of use.



#### **The Mix**

**Web:** [www.themix.org.uk](http://www.themix.org.uk)

The Mix Counselling service is suitable for you if you are looking for short-term help with your mental health and emotional wellbeing. Our Telephone counselling service is available to young people aged 25 years old and under. Our Webchat service is available to those aged 10-18 years old. Our counsellors aim to support by listening to your problems and helping you find ways to cope in a confidential, safe space



#### **Relate**

**Web:** [www.relate.org.uk/worcestershire](http://www.relate.org.uk/worcestershire)

We provide Relationship Counselling, Sex Therapy, Family Counselling, Children and Young People's Counselling, Training and Education and Telephone Counselling at locations across Worcestershire and Hereford. If you've got stuff going on at home or at school, it can be tough trying to figure it out by yourself. Children and Young People's Counselling can help you talk over any difficult issues and think about what you'd like to do.

If it's bullying, stress over exams, your parents splitting up, arguments with friends, problems with your girlfriend or boyfriend or you're just feeling a bit low, we're here to help. We provide Children and Young People's Counselling for people aged 11-19 (or up 22 if you're in full time education).



***If you're the parent of a Young Person and would like to arrange an appointment call Relate Worcester on 01905 28051. Online Booking:***

[www.relate.org.uk/worcestershire/contact-us](http://www.relate.org.uk/worcestershire/contact-us)

#### **Childline**

**Web:** [www.childline.org.uk/get-support](http://www.childline.org.uk/get-support)

Chat with a counsellor about anything. It's a 1-2-1 session - so it's just you and Childline. Our counsellors are trained staff and volunteers. They're all different ages and come from lots of different backgrounds. But what they all have in common is that they want to help young people.



They're real people who want to support you with any issue you're facing. They're trained but they don't follow a script. They can give you help and support with whatever's worrying you.

## Information & Advice

### Childline

**Web:** [www.childline.org.uk](http://www.childline.org.uk)

Childline is yours – a free, private and confidential service where you can talk about anything. Whatever your worry, whenever you need help, we're here for you online, on the phone (0800 1111), anytime.



### Young Minds

**Web:** [www.youngminds.org.uk](http://www.youngminds.org.uk)

Call the Parents Helpline: 0808 802 5544 (Monday to Friday 9.30am – 4pm, free for mobiles and landlines)



Young Minds is the UK's leading charity committed to improving the emotional wellbeing and mental health of children and young people. We offer free, confidential online and telephone support, including information and advice, to any adult worried about the emotional problems, behaviour or mental health of a child or young person up to the age of 25

### Mental Health Foundation

**Web:** [www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)

Charity improving the lives of those with mental health problems or learning disabilities.



### The Mix

**Web:** [www.themix.org.uk](http://www.themix.org.uk)

If you're under 25 and need help but don't know where to turn, call us for FREE on 0808 808 4994. We'll explore your situation with you and find organisations that may be able to help you further. One to one chat allows you to live message our trained helpline supporters about any issue that is troubling you. Our team is trained to help you explore your situation and find organisations which might be able to help you further. We offer a non-judgemental service so you can speak to us about any issue. We're open 7 days a week from 4pm to 11pm, however chats may not be connected after 10:15pm.



### MindEd

**Web:** [www.minded.org.uk](http://www.minded.org.uk)

At its heart, MindEd provides practical knowledge that gives adults confidence to identify a mental health issue and act swiftly, meaning better outcomes for the child or young person involved. Advice on depression, anxiety, ADHD & self-harm



### Mind

**Web:** [www.mind.org.uk](http://www.mind.org.uk)

Mind offers information and advice to people with mental health problems and lobbies government and local authorities on their behalf.



### PAPYRUS (Prevention of Young Suicide)

**Web:** [www.papyrus-uk.org/](http://www.papyrus-uk.org/)

**Call: 0800 068 4141 Email: pat@papyrus-uk.org**

HopeLineUK is a specialist telephone service staffed by trained professionals who give non-judgmental support, practical advice.



### Opening hours:

**10am – 10pm weekdays 2pm – 10pm weekends 2pm – 10pm bank holidays**

### #Stay Alive (Suicide Prevention) (APP)

Stay Alive is a pocket suicide prevention resource. You can use it if you are having thoughts of suicide or if you are concerned about someone else who may be considering suicide. This App has some helpful features that you can personalise to help you e.g Safety Plan, upload photos to your LifeBox, Fill in your Reasons for Living and much more.

***This App is a self-help tool and is not a substitute for professional services.***



#StayAlive

## Mental Health Strategies & Support

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### MoodJuice

Web: [www.moodjuice.scot.nhs.uk/](http://www.moodjuice.scot.nhs.uk/)

Moodjuice offers information, advice to those experiencing troublesome thoughts, feelings and actions. From the site you are able to print off various self-help guides covering conditions such as depression, anxiety, stress, panic and sleep problems.



### MoodGym

Web: [www.moodgym.com.au](http://www.moodgym.com.au)

Moodgym is an interactive self-help program that provides cognitive behaviour therapy (CBT) training to help users prevent and cope with depression and anxiety.

\*Please note there is now a £23 charge for 1 year's access to MoodGYM.



### Living Life to the Full

Web: <https://littf.com>

Free online courses covering low mood and stress and all of the common linked problems this causes. Work out why you feel as you do, how to tackle problems, build confidence, get going again, feel happier, stay calm, tackle upsetting thinking and more.

Living Life

### Serenity Programme

Web: <https://serene.me.uk/>

The Serenity Programme is an innovative treatment for stress, and anxiety. Based on transdiagnostic cognitive behaviour therapy (CBT) our online CBT programme contains a range of resources to support your recovery and to help increase your resilience and wellbeing.



### No Panic - Helping you break the chains of anxiety disorders

Web: [www.nopanic.org.uk](http://www.nopanic.org.uk)

This site provides valuable information for sufferers and carers of people with Panic, Anxiety, Phobias and Obsessive Compulsive Disorders (OCD).



### FearFighter

**Web:** <http://ccbtmain.cbtprogram.com/products/fearfighter/>

FearFighter is a cognitive behavioural therapy-based online self-help course for treating panic and phobia. It teaches ways to tackle panicky or anxious thoughts and to stop avoiding the things that cause them. FearFighter consists of nine computer-based sessions lasting about an hour each. \*Charges and/or referral may apply\*



## ASD/ADHD Strategies and Support

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### Autism West Midlands

**Web:** [www.autismwestmidlands.org.uk/](http://www.autismwestmidlands.org.uk/)

Enriching the lives of people with **autism** in the **West Midlands**. We use our passion and expertise to enrich the lives of people with **autism** and those who care for them. We offer specialist care and support for people with autism & their families.

*Types: Adult Support, Family Support, Employment Support*



#### **Helpline:**

Our helpline welcomes calls from parents and carers who live anywhere in the West Midlands to discuss concerns they have about autism (before and after diagnosis). Callers will find experienced, understanding staff who offer a listening ear and who can provide information about autism and local support services. Our helpline can also book a face to appointment for a parent/carer at one of our community based advice sessions.

To contact our helpline call **0303 03 00 111** or email [info@autismwestmidlands.org.uk](mailto:info@autismwestmidlands.org.uk).

#### **Opening Times**

Monday: **9.30am-4pm**

Tuesday: **9.30am- 2.30pm**

Wednesday: **9am-4pm**

Thursday: **9.30-4pm**

Friday: **9am-2pm**

Saturday & Sunday: **Closed**

### The National Autistic Society

**Web:** [www.autism.org.uk/Autism\\_Charity/Autism\\_Support](http://www.autism.org.uk/Autism_Charity/Autism_Support)

Whatever you want to do, whether it's go to college, sing in a choir, relax in a cafe, learn to swim or meet new people, we're here to help.



Our teams offer all kinds of support and activities in our specialist hubs or out and about.

Join our groups for adults or children, or try one-to-one support.

For hundreds of autistic people, our support helps to make the difference between isolation or family dependence and the chance to lead a full life. Our services give autistic people the confidence and skills to live well, enjoy the activities that others take for granted, or simply to take a break.

#### **Autism Helpline:**

Our Autism Helpline provides confidential expert advice and support on autism for autistic people, their families and friends.

**Telephone: 0808 800 4104**

**Helpline opening hours: Monday-Thursday 10am-4pm, Friday 9am-3pm  
(excluding Bank holidays)**

## **ADDISS (ADHD)**

**Web:** [www.addiss.co.uk](http://www.addiss.co.uk)

ADDIS has a wide range of resources about all aspects of ADHD and associated conditions, with special sections for parents, children, teenagers and professionals.



## **ADHD Foundation**

**Web:**

The ADHD Foundation works in partnership with individuals, families, doctors, teachers and other agencies to improving emotional well being, educational attainment, behaviour and life chances through better understanding and self management of ADHD, ASD and related learning difficulties such as dyslexia, dyspraxia, Irlen's Syndrome, dyscalculia and Tourette's Syndrome.



## **Sexual and Gender Identity Support**

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### **Mermaids UK**

**Web:** [www.mermaidsuk.org.uk/](http://www.mermaidsuk.org.uk/)

If you are a young person that feels at odds with their birth gender, or you are a parent with a child who feels this way, Mermaids can help.



### **Childline**

**Web:** [www.childline.org.uk/info-advice/your-feelings/sexual-identity/](http://www.childline.org.uk/info-advice/your-feelings/sexual-identity/)

Your sexuality and gender identity are part of who you are. However you're feeling, we're here to support you.



### **GIDS**

**Web:** <http://gids.nhs.uk/parents>

The Gender Identity Development Service (GIDS) is a highly specialised clinic for young people presenting with difficulties with their gender identity. Their website offers advice to both parents and young people.



## **Eating Disorder Support**

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### **Beat**

**Web:** [www.b-eat.co.uk](http://www.b-eat.co.uk)

**Adults over 18** including parents, teachers or concerned adults

**Tel: 0345 634 1414** (Mon-Wed, 1pm-4pm) Support forums (7 days a week)

**Email:** [help@b-eat.co.uk](mailto:help@b-eat.co.uk)

**Under 25s.**

**Tel: 0345 634 7650** - (Mon-Wed, 1pm-4pm)

Support forums (7 days a week)



**Email:** [fyp@b-eat.co.uk](mailto:fyp@b-eat.co.uk)

Beat provides helplines for adults and young people offering support and information about eating disorders and difficulties with food, weight and shape. We also have an email service and an online one to one service.

Echo Peer Coaching is a free telephone support service that matches volunteers who have cared for someone with an eating disorder with other parent carers who are currently supporting someone through recovery.

**Bread**

**Web:** [www.breadeatingdisorders.org.uk/](http://www.breadeatingdisorders.org.uk/)

Eating Disorders support groups, relaxation, anxiety management workshops, training

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**Bereavement**

**Footsteps**

Tel:0845 467 6065

Web:<http://talktofootsteps.co.uk/>

Email:[helen@talktofootsteps.co.uk](mailto:helen@talktofootsteps.co.uk)

Footsteps is a registered charity providing support for bereaved children, young people and their families in Worcestershire following the death of a parent, sibling or other significant person in their life. We guide and support bereaved children and young people, and help them manage their grief.

**Hope Again**

If you are a young person and someone you know has died, why not send a private email to [hopeagain@cruse.org.uk](mailto:hopeagain@cruse.org.uk) to one of our trained volunteers.

If you want to talk to someone directly, call our FREE phone helpline on **0808 808 1677** Monday-Friday, 9:30am - 5:00pm.



Hope Again is the youth website of Cruse Bereavement Care. It is a safe place where you can learn from other young people, how to cope with grief, and feel less alone.

Here you will find information about our services, a listening ear from other young people and advice for any young person dealing with the loss of a loved one.

Hope Again provides somewhere to turn to when someone dies.

**Grief Encounter**

**Web:**

Grief Talk Number: 0808 802 0111

1-2-1 Counsellor Chat – [griefencounter.org.uk](http://griefencounter.org.uk)

Helpline Email: [grieftalk@griefencounter.org.uk](mailto:grieftalk@griefencounter.org.uk)



Our brand new, confidential helpline, staffed by trained professionals, to support bereaved children or families with immediate advice and guidance. Call us, Instant Chat or Email us Monday to Friday, 9am-9pm.

**Noah's Ark Trust**

**Web:** [www.noahsarktrust.co.uk](http://www.noahsarktrust.co.uk)

Free service offering grief support on a 1:1 basis for children, young people and their families affected by the death of someone close to them. Also run a residential family weekend giving children the opportunity to meet others who have been bereaved

**Tel: 01905 745735**

**Winston's Wish**

For children and young people and their families **where anyone has died** we offer our drop ins in Worcester, Upton, Evesham, Gloucester, Cheltenham and 2 in Bristol Helpline by phone or instant message **08088 020 021.**



The work we offer is family based bereavement work. We meet with families approximately 4-6 weekly and focus specifically on bereavement and the feelings, emotions and challenges this presents. We offer a group experience for each family if they wish to take part. We offer a specific under 5's programme and a teenage outward bound group too.

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## Young Offenders

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**ARC**

**If you would like to refer a young adult to ARC or are aged 16 – 24 and want to know if ARC is for you, please email [jessica.whitfield@yss.org.uk](mailto:jessica.whitfield@yss.org.uk) or call 07584 706394.**

Accessing Resources in the Community (ARC) provides one to one support to 16-24 year olds who are in, or at risk of being involved in, the Criminal Justice System across West Mercia. Commissioned by John Campion, West Mercia Police and Crime Commissioner, ARC uses YSS Service Coordinators and Volunteer Mentors to support young people who are referred to the service, helping them to access community based activities.

**DIVERT**

**If you would like to refer a young person to Divert or are aged 13–16 and want to know if Divert is for you, please email [Jessica.Whitfield@yss.org.uk](mailto:Jessica.Whitfield@yss.org.uk) or call 07584 706 394.**

Divert is similar to ARC but caters for 13-16 year olds who are in, or at risk of being involved in, the Criminal Justice System across West Mercia. It is also a diversionary service aimed at young people who are displaying anti-social behaviour, have started to disengage or who are feeling lost and alone. It is particularly important to prevent minor issues becoming major issues further down the line.

## **Additional Support**

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### **Mentor Link**

**Web:** [www.mentorlink.org.uk](http://www.mentorlink.org.uk)

Mentor Link is dedicated to supporting vulnerable and distressed children and young people by providing them with a volunteer mentor. Using Safer Recruiting techniques, fully trained adults will offer listening support and guidance to these young people during difficulties in their lives, which may include self-harm, bullying, traumatic bereavement and family breakdown. The aim of mentoring is to help these young people achieve positive changes and remain engaged with their families, learning and community, and achieve a successful transition to adulthood. The wellbeing of these children and young people forms the focus of our work.

### **Beat Bullying**

**Web:** [www.beatbullying.org](http://www.beatbullying.org)

Bullying UK, part of Family Lives, is a leading charity providing advice and support to anyone affected by bullying. We want to help beat bullying and promote all aspects of mental health and wellness. We provide resources to help educate you on bullying, depression, anxiety and other disorders. We want to help you improve your mental health.

### **The Glade Sexual Assault and Rape Centre (SARC)**

**Web:** [www.theglade.org.uk](http://www.theglade.org.uk)

The Glade Sexual Assault Referral Centre (SARC) is a specialist facility where recent victims of rape and sexual assault can receive immediate help and support. We aim to provide all of our clients with information, support and referrals to assist in their recovery, in a safe and welcoming environment. The Glade is a dedicated service available to women and men living in the West Mercia area including Worcestershire, Herefordshire, Shropshire, Telford, Wrekin and their surrounding areas.

### **Reach4Wellbeing**

**Web:** [www.hacw.nhs.uk/starting-well/](http://www.hacw.nhs.uk/starting-well/)

The Reach4Wellbeing Team is part of the Starting Well Service in Worcestershire. We promote and support emotional wellbeing for children and young people aged 5-19 years old. We are a team of 7 staff, with one case worker for each of the following areas: Wyre Forest, Redditch and Bromsgrove, Worcester and Malvern and Wychavon. We offer short-term group support programmes for those experiencing emotional difficulties, specifically anxiety, low mood and self-harm. These programmes are based on skills which research has discovered helps children and young people with these difficulties. Government recommendations promote group work as the first way to help children and young people with these issues as early as possible.

### **Worcestershire Young Carers**

**Web:** [www.yss.org.uk](http://www.yss.org.uk)   **Tel:** 01905 619 886   **Email:** [youngcarers@yss.org.uk](mailto:youngcarers@yss.org.uk)

In a year YSS works with in excess of 2,000 people, helping them in practical ways to get jobs and to get decent accommodation. We provide emotional support to help people deal with mental health issues, relationship issues and provide advice to support families. We help people to develop new skills and to improve their self-esteem so they can achieve their potential. We signpost people to other services by giving them high quality information and guidance to ensure they can get on-going support.

### Kidscape

**Web:** [www.kidscape.org.uk](http://www.kidscape.org.uk)

We deliver high impact programmes of support for children, parents, carers and professionals to prevent bullying and keep children safe. ZAP-ZAP is a FREE one-day workshop for children and young people aged 9-16 who have experienced bullying, funded by the Big Lottery Fund.



### vInspired

**Web:** [www.vinspired.com](http://www.vinspired.com)

**vInspired** is the UK's leading youth volunteering charity providing 14-25 year olds with volunteering and social action opportunities. Young people become more skilled, confident and employable.

### Worcestershire Well Being Hub/ Healthy Minds

**Web:** [www.hacw.nhs.uk/healthyminds](http://www.hacw.nhs.uk/healthyminds)

Worcestershire Healthy Minds supports people, aged 16 and over, who are experiencing problems such as stress, anxiety, low mood and depression.

We help people improve their mental wellbeing through a range of interventions such as short courses, online therapies, and guided self- help.

#### **You can access the service in three ways:**

You can self-refer to Worcestershire Healthy Minds by downloading the self-assessment form.

1. You can either print and post the form to us or email it to us- [wellbeinghub@nhs.net](mailto:wellbeinghub@nhs.net)
2. You can also self-refer by calling the Wellbeing Hub on **01905 766124**.
3. You can ask your GP to refer you.

### FRANK

**Web:** [www.talktofrank.com](http://www.talktofrank.com)

Friendly and confidential drugs advice

**SMS- 82111 Tel- 0300 123 6600**

### Family Lives

**Web:** [www.familylives.org.uk](http://www.familylives.org.uk)

People contact us about all aspects of family life that include all stages of a child's development, issues with schools and parenting/relationship support. We also respond when life becomes more complicated and provide support around family breakdown, aggression in the home, bullying at school, teenage risky behaviour and mental health concerns of both parents and their children. We provide a 24 hour helpline, advice website, live chat and parenting/relationship support groups.

***Whatever the issue big or small you can call us our helpline service is open 9am – 9pm, Monday to Friday and 10am – 3pm Saturday and Sunday.***

Updated June 2019