

Mental health support in Northumberland

2024-25



Mental health support for people in Northumberland

This booklet gives details of the mental health services and resources on offer in our area and more widely across the country. From help in a crisis to local groups and activities, this booklet guides you through the services available. There are contact details for each service plus QR codes which you can scan with a smartphone to visit the websites.

Whether you are looking for support for yourself or for someone else, we hope you find the information listed here useful.

If you can't find the information you need please get in touch. All of our details can be found on the back page.



Support in a crisis

If you need help for a mental health crisis or emergency, you should seek immediate expert advice and assessment.

NHS Crisis service

If you need urgent help with your mental health right now, you can get in touch with the crisis team at Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust (CNTW), 24 hours a day.

Call: 0800 652 2861

Text: 07887 625277 (for hearing loss or communication issues)

Visit cntw.nhs.uk/need-help-now for more information.



NHS 111

Call NHS 111 and select **option 2** for mental health crisis support.

NHS 111 will direct you to the right place to get help. You may be able to speak to a trained mental health professional over the phone.

If you are D/deaf or have hearing loss, you can contact NHS 111 using SignVideo or the 18001 111 Relay UK app.



GP Services

A GP can advise you about treatments and also help you access mental health services. You may be able to refer yourself to some services.

Samaritans

If you need to speak to someone now, you can call Samaritans for free any time, on any phone, on 116 123.

If it is easier to write your thoughts down you can email jo@samaritans.org. Please note response time from this service could be a few days.



Safe Haven

Northumberland's Safe Haven supports people aged 18+ who are experiencing mental health crisis or distress. The service is open from 2pm - 10pm, 365 days a year.

Call into The Bothy, 14 Laburnum Terrace, Ashington NE63 0XX visit: everyturn.org/crisis-support/safe-havens or call: 01670 336 139 for more details.



Shout crisis text line

If you live in Newcastle or Northumberland, you can now text EVERYTURN to 85258 to receive free and confidential text-based mental health crisis support - 24/7, 365 days a year.

Coping during a crisis

The mental health charity Mind has information on ways to help yourself cope during a crisis. This includes calming exercises and a tool to get you through the next few hours. Visit mind.org.uk/need-urgent-help.



In an emergency call 999

Local support and services

Onecall

If you are worried about the welfare of a child or adult who lives in Northumberland contact Onecall on 01670 536 400.

NHS Northumberland Talking Therapies

Free psychological treatment, support and recovery service for people over 16 with depression, anxiety, stress and other mental health related problems. Call: 0300 303 0700.



Tyneside and Northumberland Mind

If you are experiencing mental health problems or going through a difficult time in your life, you can get help through informal one to one support, groups and counselling.

Contact the support line seven days a week, 8am to 10pm on 0191 477 4545 or 0330 174 3174.



Safe Haven

Northumberland's Safe Haven supports people aged 18+ who are experiencing a mental health crisis or distress. Details can be found on page 3.



Cygnus Support

Provides mental health and wellbeing services including counselling, psychotherapy, education and training. Based in Ashington, Cygnus now also works from hubs across the county in Hexham, Berwick, Alnwick and Blyth.

Call: 01670 853977. Email: admin@cygnussupport.com



Anxious Minds

A North East mental health charity offering drop-in centres, counselling and veteran support. Call: 01670 946 188.



Northumberland Recovery College

Offers a range of free activities and learning experiences for adults to help with mental health and wellbeing.

Call: 07866 053717. Email: nrc@everyturn.org



Cumbria, Northumberland, Tyne & Wear NHS Trust

CNTW offers free self-help leaflets on issues such as anxiety, bereavement, stress, depression and eating disorders. These are available to download, as audio or BSL video, and in easy read at: selfhelp.cntw.nhs.uk



Choices4Growth

A Berwick-based organisation providing essential support and counselling for better mental health and positive futures for people in North Northumberland.

Call: 01289 385577. Email: help@choices4growth.co.uk



ManHealth

ManHealth provides weekly peer to peer support groups for men across the North East including Briardale House in Blyth which meets every Monday, 6pm-8pm.

There is also an online weekly Zoom group for dads experiencing family breakdown, separation or divorce. Email: admin@manhealth.org.uk or visit manhealth.org.uk.



Qwell

Free digital mental health support for adults in Northumberland. Visit qwell.io.



Contact Mental Health Group

Contact is an independent local charity based in Morpeth and covering the South East of Northumberland, particularly Ashington, Bedlington, Cramlington, and Blyth. Services include counselling and a drop-in centre. Call: 01670 510652 or visit contactmorpeth.org.uk.



Hub of Hope

Provided by national mental health charity Chasing the Stigma, Hub of Hope brings local, national, peer, community, charity, private and NHS mental health support information together in one place. Visit hubofhope.co.uk.



National support and services

Every Mind Matters

There are small things that can help you be kind to your mind. Get expert advice and practical tips to help you look after your mental wellbeing and make them part of your daily routine.



If U Care Share

If U Care Share provides a range of services around prevention, intervention and supporting those bereaved by suicide. Visit ifucareshare.co.uk.



Support for farming communities

Free, confidential wellbeing support and counselling is available to farmers and their families via rabi.org.uk. Email help@rabi.org.uk or call the helpline on 0800 188 4444.



Support for fishermen

If you are a fisherman, or a family member of a fisherman text 'FISH' to 85258, for tailored mental health support 24/7. More information at fishermensmission.org.uk.



Campaign Against Living Miserably (CALM)

Provides services, information and advice to help anyone struggling with life. Visit thecalzone.net. Helpline: 0800 585858.



Further information and guidance

Action for Happiness: actionforhappiness.org

Mental Health Foundation: mentalhealth.org.uk

Men's Health Forum: menshealthforum.org.uk

Heads Together: headstogether.org.uk

NHS UK: nhs.uk/mental-health

Rethink Mental Illness: rethink.org

Sane: sane.org.uk



Children and young people

Children and Young People's Service

For children and young people up to 18 years living in Northumberland who have mental health difficulties. Young people can self-refer to the service, or be referred by family members or professionals working with the young person. Call 01670 502 700 or freephone 0800 652 2862.

Primary Mental Health Work Service

Supports children and young people up to age 18 experiencing a range of emotional wellbeing and mental health problems. Referrals to this service can be made by GPs, school staff and social workers. In Northumberland, you can self-refer by calling 01661 864588.

Growing Healthy 0-19

Provides a range of services for children and young people and their families or carers, including the health visiting service. Visit the website for support with mental health, emotional health and resilience. Call 0300 373 2488.



Be You

Be You is from the NHS in Northumberland, bringing together lots of information for young people, parents and carers. Find information around relationships, looking after yourself, managing thoughts and feelings and what help is available. Visit beyounorthumberland.nhs.uk.



Kooth

Free, safe and anonymous digital mental health support for children and young people. Visit kooth.com.



The Mix

Provides free information and support for under 25s, including mental health support and advice on issues such as sex and relationships, money and housing and drugs and alcohol. Helpline: 0808 808 4994.



Papyrus

Confidential suicide prevention advice for young people or anyone worried about a young person. Call: 0800 068 4141, text: 88247, or visit papyrus-uk.org.



Healthwatch Northumberland is your health and social care champion.

We're part of a network of over 150 local Healthwatch across the country.



We're here to listen to the issues that really matter to people in Northumberland and to hear about your experiences of using local health and social care services. As an independent statutory body, we have the power to make sure NHS leaders and other decision makers listen to local feedback and improve standards of care.

We can also help you to find reliable and trustworthy information and advice through our free Information and Signposting Service.

Did you find this booklet useful?

You can tell us by getting in touch in a way that suits you. Our contact details are below or scan the QR code to leave feedback online.



Get in touch

FREEPOST Healthwatch Northumberland, Adapt (NE),
Burn Lane, Hexham, Northumberland NE46 3HN

Call: 03332 408468, text: 07413 385275

Email: info@healthwatchnorthumberland.co.uk

website: healthwatchnorthumberland.co.uk

social media:

