

Gloucestershire's
Little
RED
Book

Where to go for help on mental health and emotional wellbeing

Where to go for help if you need someone to talk to

Every effort has been made to keep this information booklet up to date and accurate. However, we cannot guarantee that inaccuracies will not occur. Gloucestershire County Council, its employees and/or partner agencies will not be held responsible for any loss, damage or inconvenience caused as a result of reliance on such information.

Links to external sites

Our website contains links to other related sites that may be of use. However, this privacy statement only applies to information collected on this website. We are not responsible for the content or privacy policies of third party websites that may be linked to or from our pages.



Gloucestershire
Healthy
Living and Learning

First published by Gloucestershire Healthy Schools Partnership. March 2005

We are pleased to be able to provide the 6th edition April 2012. Little Red Book of Emotional Wellbeing. Please let us know if you notice any mistakes or omissions.

A downloadable version is available at **www.gloucestershire.gov.uk/healthyschools**.

For further copies ring Health Promotion Resources on **08454 226082** based at the Library, Redwood Education Centre on the site of Gloucestershire Royal Hospital; or email **Healthpromotion.resources@glos.nhs.uk**.

Also available: Gloucestershire's Little Yellow Book for help and advice on Sexual Health.

You can call NHS Direct for any medical question – it doesn't have to be an emergency.

NHS CALL 24 HOURS A DAY ON
Direct **0845 4647**

Your GP can help with most emotional or mental health needs. Once you are 16 you can choose your own doctor.

Any approach to your doctor will be treated in confidence even if you are under 16, but if you are worried about this, check it out first.

Most secondary schools have a weekly school nurse drop-in where you can talk in confidence about any health issues. Ask at the office when your school drop-in runs.

If you want to talk to someone else, this book has the names, addresses, telephone numbers and websites of other agencies who can help.

Some of the helplines are free and this is made clear. Otherwise, you will pay the appropriate rate depending on time of day and distance.

You may find the phone is only answered at certain times, or you may get an answerphone.

Don't be put off – ring again.

MENTAL HEALTH

Young Minds – Support in a crisis, youth site for anyone worried about their own or someone else's mental health.

www.youngminds.org.uk

Get connected help line: **0808 802 5544**
9.30am–4pm, email: help@getconnected.org

Teens in Crisis (Tic+) – Advice, help, information and counselling for young people aged 11-21 years.

Helpline: **01594 546117**
email: admin@teensincrisis.org.uk
www.teensincrisis.org.uk
www.mydaddysgoingaway.com

Independence Trust – We support individuals, families, and communities with concerns about mental health alcohol and drugs.

0845 863 8323

Gloucestershire Primary Mental Health Development Team – advice and signposting for professionals and public

www.talk2gether.nhs.uk **08000 732 200**

Children's Young People Service

– Advice from Primary mental health workers,
helpline for professionals working with young
people

01452 549586

CALM –

0800 585858

A helpline for 15-24 year old men at the onset of depression. Gives advice and support. Free and confidential. (Sat–Tues 5.00 pm till midnight)

www.thecalmzone.net interactive site

Mental Health Foundation –

Provides information and research on mental health issues – see their comprehensive 'A bright future for all: promoting mental health in education' -manual and handouts – downloadable at

www.mentalhealth.org.uk

SANELINE – Telephone help line offering practical information, crisis care and emotional support to anybody affected by mental health problems. **www.sane.org.uk**

6.00pm–11.00pm every day

08457 678000

Rethink Gloucestershire Self Harm Helpline Service

– Free helpline offering support for people who self-harm, their families and friends. Provides support, information and promotes coping strategies and self-management and can put you in touch with other organisations. Confidential except in exceptional circumstances. Tel: **02078403188** (free from landlines and most mobiles) Monday and Friday 10.00am–1.00pm, advice@rethink.org

Royal College of Psychiatrists

– Produce user-friendly materials for general public on common mental health problems and treatments taking companies and individuals from distress to de-stress

www.rcpsych.ac.uk
www.stress.org.uk

020 7235 2351

Gloucestershire Recovery in Psychosis Team (GRIP)

– For people who feel strange things are happening or that reality is slipping through their fingers, call us for advice. Help is offered to people aged between 14–35 and their families, who are or may be experiencing psychosis for the first time.

Telephone
www.2gether.nhs.uk/grip

01452 364700

Bi-polar Organisation – Works to enable people affected by bipolar disorder/manic depression to take control of their lives.

www.mdf.org.uk

08456 340540

Anxiety UK –

www.phobics-society.org.uk

08444 775774

www.anxietyuk.org.uk

DELIBERATE SELF-HARM

Gloucestershire Children & Young People's Directorate –

Guidelines for schools on deliberate self harm

www.gloucestershire.gov.uk/schoolsnet/index.cfm?articleid=21013

Gloucestershire Eating Disorders Service –

Information and advice about eating disorders.

Mon–Fri 10.00am–6.30pm

01242 634 242

www.2gether.nhs.uk/eatingdisorders

BEAT – Beat Eating Disorders.

For young people aged 18 and under.

Youth Help line:

08456 347650

Beat Youthline:

08456 341414

www.help@b-eat.co.uk

Cirencester Eating Disorders

Self-Help Group - Monthly support meetings

Contact Pat Ayres

01285 770385

Papyrus – Prevention of suicides giving support and practical advice when a young person is suicidal. Call HOPELineUK **0800 068 4141**

www.papyrus-uk.org

email **admin@papyrus.uk.org**

National Self Harm Network

www.nshn.co.uk

GENERAL HEALTH

Guide & Pals –

(Patient Advisory Liaison Service) – General health, social care and disability information for

Gloucestershire:

08000 151548

Out of Gloucestershire:

08454 583885

www.guide-information.org.uk

Winston's Wish – Guidance and information for families of bereaved children.

Helpline:

08452 030405

Monday-Friday 9.00am–5.00pm

www.winstonswish.org.uk

www.rd4u.org.uk

Child Bereavement Charity

www.childbereavement.org.uk

Muslim Youth Helpline – Free confidential counselling service

Monday-Friday 6.00pm–12.00 midnight,

Sat/Sun 12.00pm–12.00am

(free):

0808 808 2008

www.myh.org.uk

Citizen's Advice Bureau –

Cheltenham & Tewkesbury: **01242 522491**

Gloucester: **01452 527202**

Cirencester: **01285 652908**

Forest of Dean: **08444 111 444**

Stroud: **08444 111 444**

www.citizensadvice.org.uk

Victim Support – a listening ear for all victims of crime

www.victimsupport.org.uk

Helpline

0845 30 30 900

www.thesite.org/healthandwellbeing - website for young people offering advice on a variety of topics.

www.kidshealth.org/kid/feeling – emotional wellbeing advice

Gloucestershire Boys and Young Mens Network – Lots of useful information and links.

www.gbymn-fig.blogspot.com

Young People's Information & Counselling Services

Gloucester Family Mediation

Children in need of Counselling help. A support and listening service for young people whose parents are separating or already living apart.

01452 411843

www.gloucestermediation.co.uk

Gloucestershire Connexions –

Connexions is a free information and advice service for all 13-19 year-olds offering help and support with a wide range of issues including education, careers, health, housing, personal issues and life choices.

www.connexionsglos.org.uk **01452 426900**

SAMARITANS – Listening service staffed
24 hours a day, 365 days a year for those who are
troubled, despairing or suicidal.

National Tel no: **08457 909090**
Auto transfer to nearest available listener.

You can also phone or drop in

Gloucester: **01452 306333**
between 9.00am–10.00pm

Cheltenham: **01242 515777**
between 9.00am–10.00pm

(closed Tues and Wed mornings)

www.samaritans.org.uk

The Door –

Drop in centre for young people in Stroud

www.thedooryouthproject.org.uk

01453 756745

Gloucestershire Counselling Services - The Family Project –

A counselling service for families and young people who are experiencing difficulties e.g. changes in family life, separation, divorce, step family issues, bullying, loss and bereavement.

www.gloscounselling.org.uk 01453 766310

www.divorceaid.co.uk/child

Action for Children – A national childrens charity which has a website to support and inform children and young people whose parents are splitting up.

www.itsnotyourfault.org

SEXUAL HEALTH

www.sexhelpglos.nhs.uk provides information about sexual health services in Gloucestershire. The services that are provided across the county include:

- Confidential advice and information
- Free Contraception
- Emergency Contraception
- Pregnancy testing and advice on unplanned pregnancy
- Free Condoms
- Free testing and treatment for sexually transmitted infections, including HIV

If you need help, contact them by phone for a friendly chat - or pop in to see them! The contact details for the services you may wish to talk to are provided on the webpages for each service.

For confidential advice and information about the clinics and services nearest to you telephone either: **08454 226201** or **08454 222374**.

You can also contact NHS Direct on **0845 4647** for advice and information.

SEXUAL HEALTH

Contraception Clinics are available at the following places for young people to attend, please check www.sexhelpglos.nhs.uk for clinic times or call the clinic direct.

Cheltenham General Hospital,
St. Pauls Wing **08454 222374**

Gloucester Hope House **08454 226201**

Coleford Health Centre **01594 598050**

Cinderford Health Centre **01594 598000**

Lydney Hospital **01594 841200**

Dursley Sandpits Clinic **01453 562050**

Stonehouse Health Centre **01453 562120**

Stroud Health Centre **01453 766331**

Cirencester Hospital **01285 884628**

Tewkesbury Hospital **01684 293303**

Other Sexual Health Services specifically for young people include:

Healthwise Clinics –

For young people, under 25.

Coleford, at the Health Centre

Friday 4.00pm–6.00pm **01594 598050**

INDIGO Drop-in Clinics –

For young people under 25yrs irrespective of where they are registered or live

Phoenix Surgery, 9, Chesterton Lane –

Thursday 3.45–5.00pm **01285 652056**

Chlamydia – is serious, invisible and easily spread. You must test yourself each time you or your partners have new sexual relationships.

www.best2test-glos.nhs.uk

Where to get tested – At any Contraception Clinic. Ring **08454 226202** to get one sent to you.

Log onto to **www.sexhelpglos.nhs.uk** to find out other places to pick up kits or request online. Kits also available from **www.freetest.me.uk**

www.brook.org.uk

www.kidshealth.org/kid

www.likeitis.org.uk

www.ruthinking.co.uk

www.teenadvice.about.com

SEXUALITY

Gay GLOS – Supporting Lesbian, Gay, Bisexual and Transgendered people, their families and friends. Free confidential services for people in Gloucestershire and beyond.

Helpline: **01452 306800**

Monday-Friday 7.30–10.00pm

email: help@gay-glos.org

www.gay-glos.org

Or contact at: PO Box 171, Gloucester GL1 4YE

Bristol Lesbian & Gay Switchboard (Blags) – For anyone unsure about their

sexuality or who is sure but needs support, advice or information. Tel: **0117 9221328**

8.00pm–10.00pm Monday-Friday.

email@bristolblags.org.uk

www.bristolblags.org.uk

Education Action Challenging Homophobia

www.eachaction.org.uk

Action Line Number **0808 1000 143**

Open Monday-Friday 10.00am–4.00pm

ABUSE AND BULLYING

RAPE CRISIS –

A confidential counselling, information and support service for women and children who have been raped or sexually assaulted at any time in their lives. Support and information also available to people supporting a survivor of sexual violence. Service provided by volunteer women counsellors.

01452 526770

Mon, Tues, Wed and Fri 7.30–8.30pm

Thurs 11.30am–12.30pm

24 hr answerphone service – response within 24 hours or write to: Gloucestershire Rape Crisis (Gloucester),

PO Box 16, Gloucester GL4 0RU

email: **glosrapecrisis@hotmail.co.uk**

ABUSE AND BULLYING

AMSOSA – Adult Male Survivors of Sexual Abuse.

08454 309371

Helpline open Monday-Friday 10.00–4.00pm
except Wednesday 7.00pm–9.00pm

www.amsosa.com

Anti Bullying Alliance – Interactive website offering advice and support on bullying.

www.gethelpwithbullying.org.uk

Kidscape – For anyone concerned about bullying – teaches about personal safety.

Helpline:

08451 205204

www.kidscape.org.uk

ABUSE AND BULLYING

Men's Advice Line – Helpline for male victims of domestic abuse Monday, Tuesday and Wednesday 10.00am–1.00pm and 2.00–5.00pm

0808 801 0327

www.mensadvice.org.uk

Gloucestershire Domestic Violence Support and Advocacy Project –

Helpline:
24 hours a day, 7 days a week

01452 500115

www.gdvsap.org.uk

Bullying and Abuse – User friendly sites for young people who are living with bullying and abuse.

www.thehideout.org.uk

www.antibullying.net/youngpeople

www.bullying.co.uk

www.textsomeone.com

www.supportline.org.uk

Karma Nirvana – Asian male and female
project Honour Network

Helpline

0800 5999 247

e-mail kinfo@btconnect.com

www.karmanirvana.org.uk

The Forced Marriage Unit

02070081500

Ask for the foreign office response centre

email fmufco.gov.uk

Hope House SARC

A service for men, women and children who have
been raped or sexually assaulted either recently or
historically.

01452 754390

Gloucestershire Royal Hospital, Great Western
Road Gloucester GL1 3NN

Open Monday-Friday 9:00am –5.00pm

DRUGS & ALCOHOL

The Independence Trust -

- (for over 18s) A free, confidential information,
advice and counselling service. Needle/syringe
exchange on a countywide basis.

0845 863 8323

Gloucestershire Young Peoples' Substance Misuse Service

– Free specialist service for children and young people under 18 years throughout Gloucestershire

01452 551271

www.gypsms.com

NATIONAL DRUGS HELPLINE –

Tel: **0800 776600** (SAME AS TALK TO FRANK)

Service available in several ethnic languages

www.talktofrank.com

RELEASE – Information, counselling and advice on all drugs, including legal issues, school issues.

Advice line, Telephone

0845 4500215

Open 11.00am–1.00pm & 2.00pm–4.00pm

Monday–Friday

email: **ask@release.org.uk**

www.release.org.uk

If your drinking or drug use or someone else's is causing you concern, help is available.

DRINKLINE – Free & confidential advice about sensible drinking. Telephone **0800 917 82 82**
(English & Welsh)

Mon-Fri 7.00am–11.00pm 24 hours at weekends
www.patient.co.uk

InfoBuzz - If you are aged 11-17 and have concerns about your own or someone else's drug or alcohol use, you can receive free and confidential advice support and guidance. You can contact us yourself or ask your school, youth club or other support worker to contact us on your behalf.

Contact us directly: anytime through our confidential email: **t2@infobuzz.co.uk** or call us **01452 381770** between 9.00–4.00pm, Mon-Fri.

You can also use our website:

www.infobuzz.co.uk

www.talktofrank.com

Drug advice for young people

www.drinksense.org

Alcohol advice for young people under 25 years.

Family Focus – A service offering support for parents, grandparent and young people around issues of substance misuse.

01452 397692

Additional Agencies for Young People

NSPCC – 0808 800 5000

Child Protection helpline. 24 hour service which provides counselling, information and advice to anyone concerned about a child at risk of abuse.
www.nspcc.org.uk

Young Carers Gloucestershire –

For children and young people under 25 whose lives are affected by caring for a family member who is ill or disabled.

01452 733060

www.glosyoungcarers.org.uk

Childline – Provides help and advice 24 hrs a day for children and young people whatever the problem. Free and confidential. Free national helpline (24hrs):

0800 1111

www.childline.org.uk

www.there4me.com

Developed by the NSPCC for 12-16 year olds having any kind of difficulties.

Voice – For young people living away from home. It will provide advice and put young people in contact with local advocates.

0808 800 5792

www.voiceyp.org

Relate – A confidential counselling service provided by professionally trained counsellors for couples or individuals experiencing relationship problems. Ring for an appointment

0300 100 1234

www.relate.org.uk

Relate Outposts in Gloucester, Cheltenham, Stroud and Lydney.

Astra Project – Alternative solutions to Running Away.

0800 3894992

www.astraproject.org.uk

Missing People text 80234 –

National freephone for children and young people (under 18 yrs) who have run away or been forced to leave home or care.

www.missingpeople.org.uk **0500 700700**

Assist – Assistance Support and Self Help in surviving Trauma. Provides counselling, support, friendship and information for anyone of any age, gender or culture who is affected by Post Traumatic Stress and the needs of their families and carers.

01788 560800

www.assisttraumacare.org.uk

10 Basic Skills for Looking After Yourself:

- 1 Be good to yourself – Consider how you would like to be treated.
- 2 Believe in yourself – You don't have to have everyone else's approval.
- 3 Learn to relax – Time spent unwinding is time very well spent.
- 4 Eat a balanced diet – Remember what you eat will affect how you feel.
- 5 Try to do some physical exercise everyday – This will release endorphins, the bodies natural "feel good" factor.
- 6 Learn to say NO and not feel guilty – You are not an endless resource for others and need to think about your own reserves.
- 7 You do not have to be perfect, just good enough – It is ok to make mistakes.
- 8 Set yourself achievable goals – Including managing your time effectively to allow time for yourself.
- 9 Identify, face and solve your problems – Whilst accepting you cannot change some things, develop the courage to change the things you can.
- 10 Learn to express your feelings and needs – Whilst recognising they might differ from others.

Everyone is different – So celebrate it

NHS



Gloucestershire
COUNTY COUNCIL

Updated April 2012