



help!

your handy guide to mental health
for people in Manchester 2010



For better
mental health





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inside this guide:

- your questions answered about mental health
- what you can expect from services in Manchester

with thanks!

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This is a general guide and not an authoritative statement of medical fact or the law. Errors and omissions excepted. This guide cannot be assumed to endorse any organisations listed.

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Manchester

help!

your handy guide to sources of support
for people in Manchester 2010

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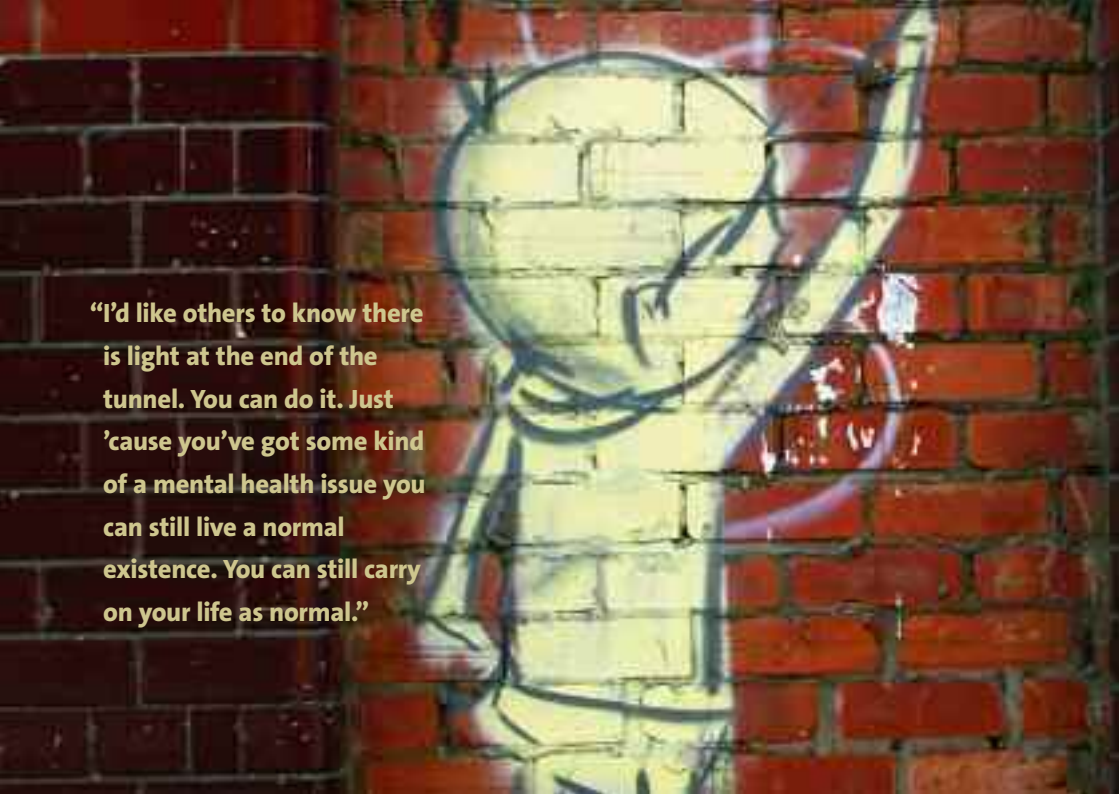
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“I’d like others to know there is light at the end of the tunnel. You can do it. Just ’cause you’ve got some kind of a mental health issue you can still live a normal existence. You can still carry on your life as normal.”

Section 1

Concerned about your mental health?

Mental health problems are very common. Around six million people in Britain have this diagnosis at any one time. They can be caused by physical, mental or social conditions, or any combination of these. A physical or mental illness, past experiences, difficult relationships and stresses such as unemployment and drug or alcohol problems can all play a part.

The early signs of mental distress can include changes in mood (up or down), changes in sleep, unexplained symptoms such as headaches or stomach aches, lowered energy levels through to hearing and seeing things that other people do not.

This section describes common mental health problems and gives contact details of a national organisation that can provide more information on each issue. See the 'Getting Help from Your GP' (on page 37) and 'Getting Help from a Voluntary Organisation' (on page 65) sections for help locally.

Alcohol and drugs

Problem drug use is when a person admits to having a problem with either prescribed (such as painkillers given to you by your doctor) or non prescribed drugs (such as cannabis or heroin). Many people take drugs because they make them feel good for a short time, and sometimes people use drugs to self medicate. Continual use can lead to a dependency. Alcohol is often used to help us relax and feel better, but alcohol is actually a depressant and can make conditions like depression worse.

Sometimes people have a mental health issue at the same time as a drug or alcohol problem. This is often known as having a 'dual diagnosis'. Each problem can affect the other.

Dual Diagnosis clinics have been set up in north, central and south

Manchester for people who have both drug (or alcohol) and mental health problems. Their families and carers can also get help. You can refer yourself or agencies you are working with can refer you.

For referrals, referral advice and appointments phone the Single Point of Access (SPA) on **0161 276 6155**.

Talk To Frank is a confidential 24 hour helpline and website where you can get unbiased information about drugs in over 120 languages.

Talk To Frank
0800 77 66 00
textphone **0800 917 8765**
frank@talktofrank.com
www.talktofrank.com

Anger

Anger is an emotion which helps us deal with challenges in our life. However, how we use our anger is important. Some people tend to become angry easily (a “short fuse”), and some have problems controlling their anger. Suppressed feelings of anger, or anger turned inwards can lead to low mood, lack of assertiveness and self esteem, and self harm. There are techniques you can use to manage anger better. Expressing your angry feelings assertively, not aggressively, is the best way to express anger. To do this, you have to learn how to make clear what your needs are, and how to get them met, without hurting others. ‘Diverting’ it into physical or creative activities can be a way of using anger in a positive way. If you feel unable to control your

anger, then it would be wise to seek help – from your doctor, your community mental health nurse, from friends and family, from self-help groups etc. Talking about where your anger is coming from is also a good way of exploring negative emotions. Cognitive behavioural therapy can also be effective in dealing with anger.

The **Alternatives to Violence Project** is a national organisation with an office in Manchester that provides workshops in managing anger and negotiating peaceful relationships.

Alternatives to Violence Project
0161 832 3660 (Manchester office)

www.avpbritain.org.uk

Anxiety

Anxiety can be experienced by anyone, for example before public speaking or a job interview. An anxiety disorder is when a person experiences the symptoms of anxiety to such an extent that it interferes with their everyday life. These symptoms can include feeling overcome with panic, restlessness, breathlessness, excessive worrying or being unable to control disturbing thoughts. These symptoms can escalate into panic attacks, a sudden bout of intense terror which is not a natural response to real danger.

Anxiety UK offers support to people experiencing anxiety disorders which includes obsessive compulsive disorder (OCD) and post traumatic stress disorder (PTSD)

Anxiety UK
08444 775 774
info@anxietyuk.org.uk
www.anxietyuk.org.uk

Autism and Asperger Syndrome

Autism is a lifelong developmental disability that affects the way a person communicates and relates to people around them. Children and adults with autism have difficulties with everyday social interaction. Their ability to develop friendships is generally limited as is their capacity to understand other people's emotional expression. People with autism can often have accompanying learning disabilities but everyone with the condition shares a difficulty in making sense of the world.

There is also a condition called Asperger Syndrome, which is a form of autism, used to describe people who are usually at the higher functioning end of the autistic spectrum.

The National Autistic Society
0845 070 4004
www.nas.org.uk

Dementia

Dementia is a disorder which affects how the brain works. The term 'dementia' describes a group of symptoms that affect people in many ways. Dementia affects all types of things such as memory, thinking, behaviour and personality, which can be a life changing experience. There are lots of types of dementia which can be difficult to recognise at first, as changes can sometimes be small and gradual. Medication, talking therapies and lifestyle changes can help in managing symptoms and adapting to life changes.

The **Alzheimer's Society** is a membership organisation which runs a helpline and coordinates local support groups.

Alzheimer's Society Helpline
0845 300 0336
enquiries@alzheimers.org.uk
www.alzheimers.org.uk

Depression

Depression can happen to anyone as part of a natural grieving process such as at the end of a relationship. Depression becomes 'clinical' when symptoms such as apathy, loss of energy, suicidal thoughts, sleep or appetite changes persist or go beyond normal mood changes. Symptoms can also include headaches, stomach or general pain even when the person does not complain of feeling depressed. One in twenty persons will suffer serious or clinical depression at some time in their lives.

People who are depressed may be seen by others as lazy or difficult but any attempts to make them 'snap out of it' will fail. Depression responds well to counselling, Cognitive Behavioural Therapy (CBT), self-help or medication.

The **Depression Alliance** offers information by phone, email and through their website, also links to local self-help groups.

National Information Line
0845 123 23 20
information@depressionalliance.org
www.depressionalliance.org

Eating disorders

Eating disorders are serious conditions which can be potentially life threatening. They consist of complex symptoms centred around food, body weight, body shape, and low self-esteem. Eating disorders affect people of all ages but are more common in young women. Women suffer from these disorders 10 times as often as men and they most often start in the teenage years. The most commonly recognised disorders are bulimia and anorexia but people often present with a variety of combinations of symptoms.

beat (Beating Eating Disorders) offers a helpline and access to local self-help and support groups.

beat
0845 634 1414
help@b-eat.co.uk
www.b-eat.co.uk

Manic depression

This is often referred to as 'Bipolar Disorder' and is where a person alternates between a 'high' (manic) and 'low' (depressive) mood. This can be over as little as a week over a longer timescale of up to several years. Manic Depression occurs in phases but it is possible to remain well for long periods.

The **Manic Depression Fellowship (MDF)** can offer information, membership and links to sources of help.

Manic Depression Fellowship
0845 434 9970 for enquiries
mdf@mdf.org.uk
www.mdf.org.uk



Section 1

Concerned about your mental health?

Obsessive Compulsive Disorder

This is a condition where the individual suffers obsessive and persistent thoughts or ritualistic behaviour such as hand washing, hoarding and arranging objects. The person feels unable to control the behaviour and this can be distressing. OCD is common, with one person in thirty suffering at any one time. It responds well to treatment, including Cognitive Behavioural Therapy or medication.

OCD Action is a national charity that provides information and support on Obsessive Compulsive Disorder, Body Dysmorphic Disorder (BDD), Compulsive Skin Picking (CSP), Trichotillomania (TTM) to both adults and children.

OCD Action
Help and information line on
0845 390 6232
support@ocdaction.org.uk
www.ocdaction.org.uk

Personality disorder

Personality disorder refers to when your beliefs and attitudes are different from most other people's who can find this behaviour unusual, unexpected or perhaps offensive. There are many different kinds of personality disorder, including Antisocial Personality Disorder, Paranoid, Schizoid, and Borderline.

BPDWORLD is a national organisation that provides counselling, support and online information on issues around personality disorders, particularly Borderline Personality Disorder.

BPDWORLD
Helpline 0844 357 4567
mail@bpdworld.org
www.bpdworld.org

Post Traumatic Stress Disorder

Post-traumatic stress disorder (PTSD) describes a range of psychological symptoms people may experience following a traumatic event, which is outside the usual human experience. The World Health Organisation has defined it as: 'A delayed or protracted response to a stressful event or situation (either short or long-lasting) of an exceptionally threatening or long-lasting nature, which is likely to cause pervasive distress in almost anyone.'

If you have faced a traumatic experience, you may simply feel emotionally numb to begin with, and feelings of distress may not emerge straight away. But sooner or later, you are likely to develop

emotional and physical reactions, and changes in behaviour, which may include reliving aspects of the trauma, avoiding memories and being easily aroused, including irritability and panic response to anything to do with the trauma.

Help and treatment for post traumatic stress disorder can be offered by your GP.

Combat Stress can offer advice, treatment and rehabilitation to people who have served in the Army or Navy.

Combat Stress

01372 841600

contactus@combatstress.org.uk

www.combatstress.org.uk

Pre and Postnatal Depression

Pre and post-natal depression is a common and treatable condition, and is different from the 'baby blues'. Post-natal Depression (PND) is what happens when you become depressed after having a baby. Sometimes, there may be an obvious reason, often there is none. It can be particularly distressing when you have so looked forward to having your baby through the months of pregnancy. You may feel guilty for feeling like this, or even feel that you can't cope with being a mother. It can last for weeks or several months. Mild PND can be helped by better support from family and friends; more severe PND will need extra help from your GP, health visitor or, in some cases, mental health professionals.

The **Association for Post Natal Illness** provides a telephone helpline, information leaflets for sufferers and healthcare professionals as well as a network of volunteers, (telephone and postal), who have themselves experienced postnatal illness.

Association for Post Natal Illness

020 7386 0868

www.apni.org

Schizophrenia

This is not the 'Jekyll and Hyde' split personality of popular opinion, but a disorder where there is a disturbance in a person's thoughts and feelings, with symptoms including a progressive withdrawal from reality, hallucinations, delusions, apathy and emotional instability. Hearing voices can be a symptom, but many people hear voices but do not otherwise display any symptoms.

Rethink offers advice, information and a range of local services for people affected by schizophrenia or other severe mental illness.

Rethink
National Advice Service
0207 840 3188 advice@rethink.org
www.rethink.org

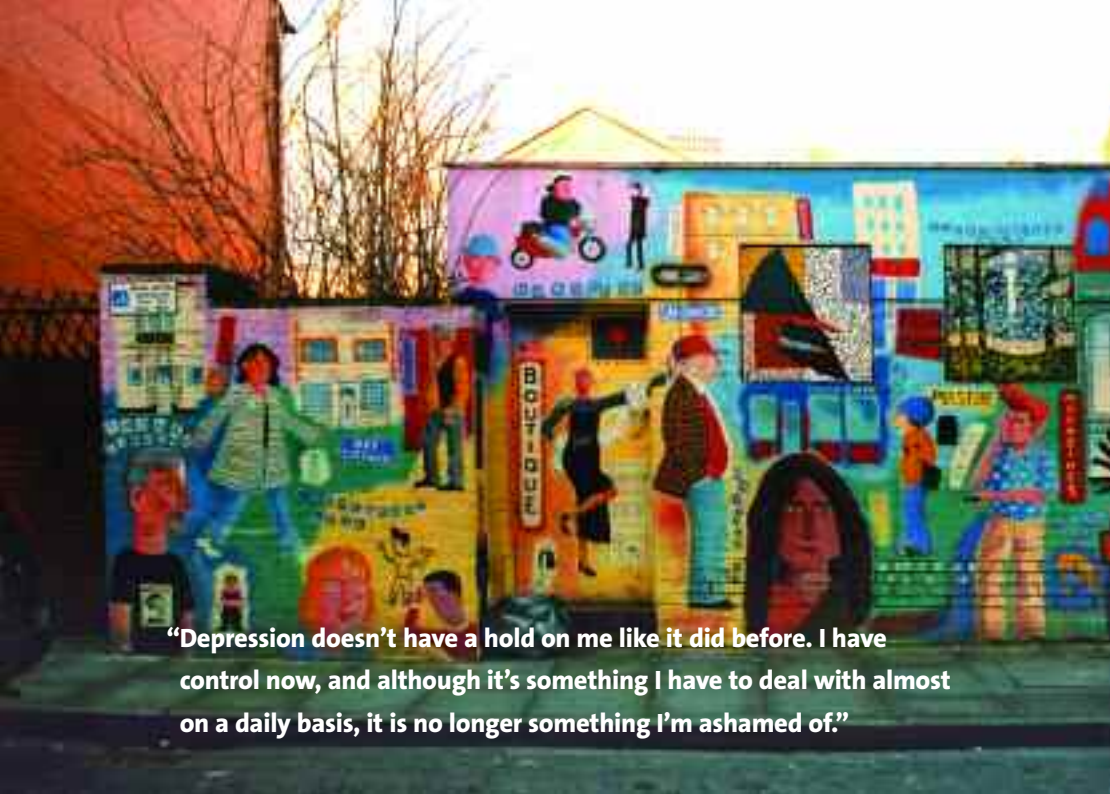
Self harm

Self harm involves self-injury or poisoning. It may be viewed by many professionals as a cry for help or manipulative behaviour but people use self harm as a coping strategy to deal with their feelings and emotions. Self harm can be an addictive-like behaviour and the frequency and severity may increase. Support and help can be given to increase an individual's resilience and self-esteem therefore making life easier to cope with and reducing the need for self-harm.

National Self Harm Network supports survivors and people who self-harm. They are available through the website, by email or in writing to P.O. Box 7264 Nottingham NG1 6WJ

nshncg@hotmail.co.uk
www.nshn.co.uk

“Keep on going”



“Depression doesn’t have a hold on me like it did before. I have control now, and although it’s something I have to deal with almost on a daily basis, it is no longer something I’m ashamed of.”

Section 2

How to look after your mental health

There are plenty of things that you can do to contribute to your mental health and well-being.

“The biggest difference for me between now and then is that now I know these feelings won’t last forever and that nothing is ever really as bad as it seems.”

Understanding mental health

There are plenty of resources available that can help you to understand mental health better.

- All Manchester’s local libraries have a range of books, leaflets, audio tapes and resources about mental health and well-being at the ‘Health Information Point’.
- Bookshops often have a well-being section which can include a range of mental health books that you might find useful.
- The Internet is a valuable source of information about mental health. A range of self help information is available from the Mental Health in Manchester website at www.mhim.org.uk, including leaflets and audio guides in various languages. See the Web links section on page 103 for recommended websites.

Staying Mentally Healthy

Self Help

There are plenty of things that you can do to contribute to your mental health and well-being.

- **Eat well**, what you eat affects how you’re feeling, so eating food which is good for your body will be good for your mind too. Eat a proper, well-balanced diet that includes fresh fruit and vegetables. Bananas, turkey, oily fish such as tuna and mackerel are all good mood food. More polyunsaturated fats, vitamins and minerals have been shown to help with depressive conditions, schizophrenia, dementia and ADHD. It is advisable to consult a doctor or health professional before making any major changes to your diet, especially if you are on any medication.

Staying Mentally Healthy

- **Socialise**, seeing friends and relatives or getting involved in new activities is just as important as eating well. Your local library is a great source of information about activities and groups in your area.
- **Volunteering** is a great way to meet new people and gain new experiences. It can boost one's self esteem and confidence. It also gives people something to focus on other than their problems. See www.do-it.org.uk for lots of information about volunteering.
- **Being creative** can also help you to relax. Art and creativity can help people to find an outlet for their emotions. This could be through painting, drawing, photography, sculpture, carving, needlework and embroidery, creative writing, poetry or crafts.
- **Spiritual beliefs**, many people who have spiritual beliefs find these help them to cope with mental health problems and give purpose to their lives. Such beliefs may be based on a particular religion or on privately held views. If you hold such beliefs, you may find them a source of inner strength.
- **Get out and about**, being active might involve something as simple as taking the dog for a walk or going for a swim. Physical activity of half an hour or more every day, such as going for a walk, swim or to the gym can improve mental well-being as well as physical health. If this is undertaken in a park or countryside, it can also help with spiritual well-being. You can even be referred for 'exercise on prescription' by your GP. See page 46 for more details.

- **Sleep well**. People can become very distressed when they feel they are not getting a good night's sleep, which can make it harder to get off to sleep. Having a regular schedule, not napping during the day and avoiding alcohol or caffeine can all contribute to a better night's sleep.

Self help groups

Self-help groups are available for a range of issues and life situations. See the section 'Getting Help from a Voluntary Organisation' for more details. These groups can help in creating a support network for encouragement, understanding, trust and acceptance, practical help, gentle guidance, respect and empathy and fun.

Reducing Stress

Worries about money, housing or employment can build up and add to your stress. Good advice, when you feel able to cope, may relieve some of your anxiety. If you don't know who to ask, remember that your local Citizens' Advice Bureau (CAB) is a good source of free, independent and confidential advice. CAB workers are used to giving information in a way that can be easily understood, on issues ranging from benefits and debts to legal problems and family and personal matters. See the section 'Services that meet your particular needs' for more details.

Relaxation

Relaxation is particularly important. It enables the body to renew its energy and the mind to feel calm and

Staying Mentally Healthy

refreshed. Although underlying problems will remain, you will probably feel more able to deal with them. However, it is often very hard to relax when you are distressed. In this case, learning a relaxation technique or a therapy such as yoga may help.

The important thing is to find ways that work for you. There may be times when you need support from other people, and it is important to seek help and not feel you have to struggle on alone.

“I just blurted it out one day to my GP and I was really surprised at just how serious he took it and the way I was supported. I guess I was very lucky”

Advance directives

An advance directive is now recognised under the Mental Capacity Act 2005 as a legally enforceable document. An advance directive (also known as an ‘advance statement’, ‘advance refusal’ or ‘living will’) is a way of making a person’s views known if he or she should become mentally incapable of giving consent to treatment, or making informed choices about treatment, at some future time.

An advance directive must be in writing, signed and witnessed, and if it applies to life-sustaining treatment there must be a statement that the decision stands even if life is at risk. An advance decision is only legally enforceable in terms of refusing medical treatment. It can include statements such as the type of

medicine you prefer to be given, but these will simply be a consideration and not legally enforceable.

The Mental Capacity Act aims to protect people who are seen to lack the capacity to make their own decisions about treatment. It makes law the principle that if someone else has to make a decision on your behalf, then that decision must be in your ‘best interests’. All practical steps must have been taken to enable a person to make decisions before deciding that they lack capacity.

Advance directives

You can make an advance decision to refuse treatment, or register a Lasting Power of Attorney with the Office of the Public Guardian. See www.publicguardian.gov.uk for more details. This is a legal document that names another person who can make decisions on your behalf if you lack capacity.

If you do not draw up an LPA, a Court of Protection can appoint a deputy who will make decisions in your best interests.

The Act created the **Independent Mental Capacity Advocate (IMCA) Service**. The service can advocate for those who lack capacity and who need to make major decisions, e.g. moving accommodation, serious medical interventions. IMCA advocates may also attend care reviews and adult protection meetings where appropriate. In Manchester, the IMCA service is provided by Rethink, phone **0161 245 3251**.

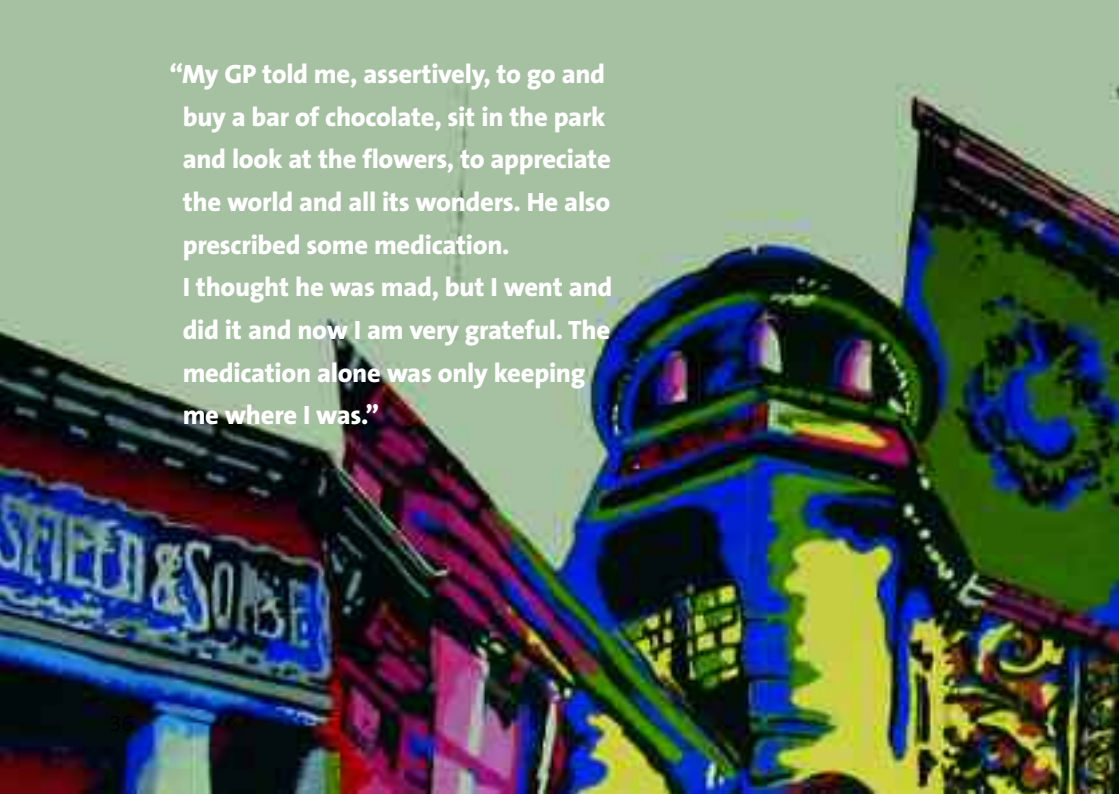
“Recovery is not the easy option. Recovery is a complex, difficult and exhilarating journey involving bad days and hard work. Hope has to live amongst this.”

Advocacy

Advocacy is where a person represents another's interests as if they were their own. An advocate is someone independent of mental health services who can help you to make sure that your voice is heard by professionals. He or she can accompany you to meetings with professionals. They can help you ask the questions you need to, and make sure that you get your message across.

See the section 'Getting Help from a Voluntary Organisation' (on page 65) for details of organisations that provide advocacy in the community.

“My GP told me, assertively, to go and buy a bar of chocolate, sit in the park and look at the flowers, to appreciate the world and all its wonders. He also prescribed some medication. I thought he was mad, but I went and did it and now I am very grateful. The medication alone was only keeping me where I was.”



section 3

Getting help from your GP

If you think you have a problem with your mental well being and would like some help, the first step is usually to talk to your GP. You might think that mental health is not something that GPs are familiar with but in fact 1 in 3 appointments concern patients' emotional well being including mild or moderate depression and anxiety. If you are not registered with a GP simply go to your local surgery with your medical details. See 'Find your local GP or health service' on page 107 or phone NHS Direct on 0845 46 47

Getting help from your GP

To get more out of your appointment with your GP think about the following questions before you go:

- How are you feeling, and what are your symptoms?
- How long have you been feeling like this?
- How is it affecting your life; is it preventing you doing normal activities or something you normally enjoy?
- Are you looking after yourself .e.g. getting enough sleep, taking some exercise, eating properly?

The GP will firstly check if there are any physical causes to your illness, such as a recent bout of flu, diabetes or heart disease and then suggest what you

could do to help you feel better and recover. For mild to moderate depression and anxiety there are a number of things that can help which your GP may recommend:

- Exercise and social activities, such as going for a swim or seeing friends.
- Talking therapies to help you explore your feelings and emotions. Counselling is a process where a person works in partnership with a counsellor on issues that may be causing distress in their lives. Counselling provides an opportunity for a person to talk about their problems and feelings, in an environment which is safe and confidential.

Getting help from your GP

- Cognitive Behavioural Therapy (CBT) involves a therapist helping you understand what triggers your depression by identifying any harmful or unhelpful thoughts which can make you depressed. The aim of CBT is to help you change how you think and what you do in the future so you can break the cycle of depression. Computerised CBT programmes, such as 'Beating the Blues' (that you can work through in your own time at your own pace) are now available from Self Help Services (see their entry in the section 'Getting Help from a Voluntary Organisation' on page 65) and free websites listed in the 'Web Links' section (page 103).
- Referral to a Clinical Psychologist who is trained in psychological treatments. They will talk through problems and find ways of solving them over a number of sessions.

Medication

Medication that may be prescribed by a GP include

- antidepressants
- anti-anxiety drugs (also often prescribed as sleeping tablets), which are often referred to as 'minor tranquillisers'
- lithium, which is prescribed for bipolar disorder (manic depression)
- antipsychotics

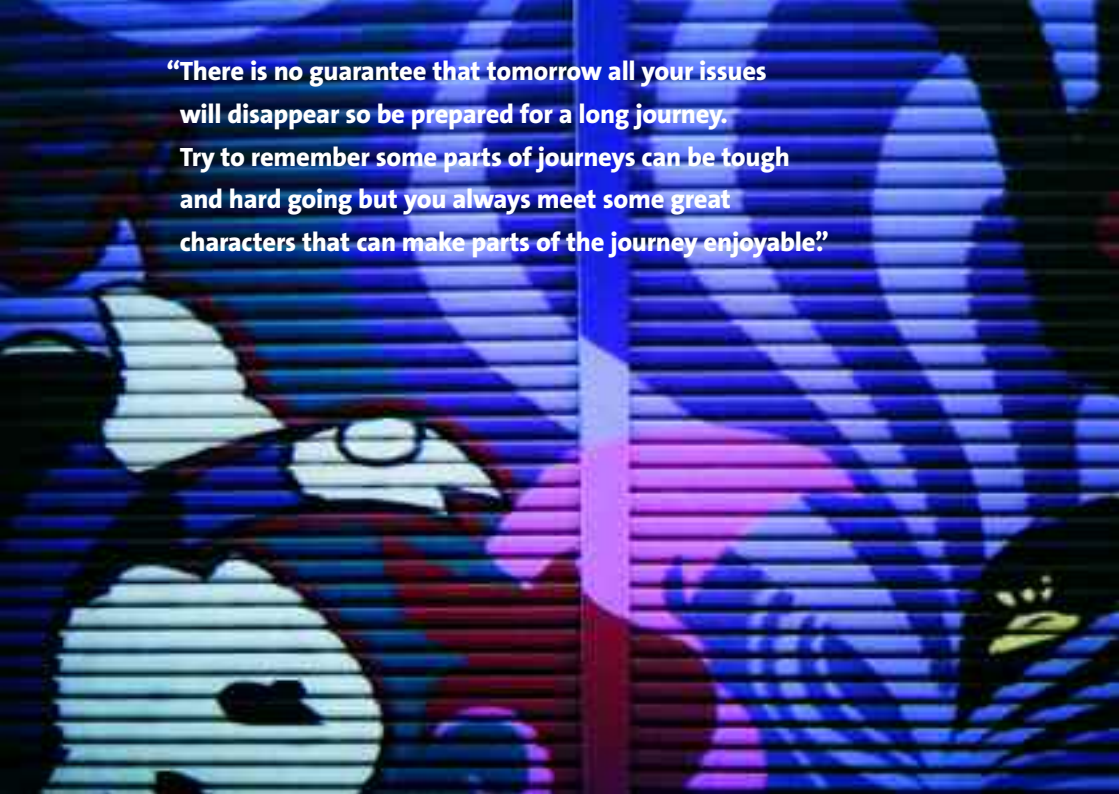
If you are prescribed medication from your GP, you should find with it an information sheet called a patient information leaflet (PIL), in accordance with a European Union directive. This gives more information on the drug and potential side effects. You should also consider talking to your pharmacist. Pharmacists are drug specialists, and may be more knowledgeable about your drugs

than the doctor who prescribes them. They may be more aware of possible side effects, and also possible interactions with other drugs (this is when a drug changes the effect of other drugs you are taking, makes them less effective, or causes additional side effects). Pharmacists are usually very willing to discuss drugs with patients, and some high-street chemists have space set aside where you can talk privately.

Many people would like to have the information about their proposed treatment before they are given the prescription for it, and not after they have got it from the pharmacist and taken it home. The following are issues you might like to discuss with your doctor when she or he gives you a prescription for a drug:

You have the right, by law, to make an informed decision about which treatment to have, and whether or not to accept the treatment a doctor suggests. To consent properly, you need to have enough information to understand what the treatment is, how it will affect you and what risks it holds. You should learn about its chance of success, and if there are any alternatives to it. Generally, you can only receive treatment that you have specifically agreed to.

The **Mind** website www.mind.org.uk has more information on medication with useful factsheets that can be read on-line or ordered through Mind Publications.



“There is no guarantee that tomorrow all your issues will disappear so be prepared for a long journey. Try to remember some parts of journeys can be tough and hard going but you always meet some great characters that can make parts of the journey enjoyable.”

section 4

NHS Primary Care Mental Health Services

Manchester Primary Care Mental Health Services offer short term therapeutic interventions to residents, aged 16 and older, who are registered with a Manchester GP and who have common mental health problems such as depression, anxiety, panic attacks, obsessions, compulsions and stress related problems.

The service provides talking therapies using a range of approaches including counselling, cognitive behavioural therapy, problem solving, and guided self help. (However, please note that currently the Central Districts team does not provide a counselling service). Also, mental health advice and information, and signposting or referring to other services as required.

The aim is to work in partnership with service users who wish to take an active role in making changes to improve and maintain their mental health.

There are three Primary Care Mental Health Teams in Manchester, who can accept referrals from GP's, other professionals, as well as self referrals.

**Primary Care Mental Health Team
(North Districts)**
0161 231 0017

**Primary Care Mental Health Team
(Central Districts)**
0161 861 2343

**Primary Care Mental Health Team
(South Districts)**
0161 946 8260

For more information about services offered by these teams visit the Manchester Primary Care Trust website
www.manchesterpct.nhs.uk

Mental health pages are in the Health Information section. See page 77 for details of the African and Caribbean Primary Care Mental Health Team.

Other NHS services that can support mental health

Community Health Trainers

A free service offering one to one support for a healthier life. A health trainer will offer practical support and guidance, for example in becoming more active, eating healthily, managing stress, sleeping soundly, stopping smoking. Phone **0161 861 2548** and a Health Trainer will contact you.

Expert Patient Programme

The Expert Patient's Programme is a free 6 week course that helps people find ways of managing their health condition more positively. For more information and to find a course near you phone **0161 219 9424**.

Exercise on Referral schemes

Activity and exercise can boost our mood. A moderate amount of exercise has been found to be beneficial in treating mild depression as medication. There are exercise referral schemes (sometimes known as 'exercise on prescription') across Manchester.

If you live in North Manchester contact PACE on **0161 681 0940**, Central Manchester contact ALFA on **0161 833 4434** or South Manchester contact SMILE on **0161 946 9438**.

Condition Management Programme (CMP)

This is a 13 week programme aimed at helping clients to better understand and manage their health condition, to improve their quality of life and regain control. It is available to people who live in Manchester, Salford and Trafford and in receipt of Incapacity Benefit or Employment Support Allowance. Attendance on the programme does not affect benefits in any way. Clients who attend CMP are seen by qualified health professionals from a range of backgrounds and are offered: individual interventions; group work to look at managing anxiety/depression and or pain; along with a computer aided self help programme, Beating the Blues. Further information can be obtained by phoning **0161 219 9424**.

Patient Advice and Liason Service (PALS)

PALS is a confidential service (we don't share information without your permission) that can listen to your concerns and suggestions, provide on the spot information about NHS services, help sort out problems quickly on your behalf, help you contact other organisations and record any feedback or comments. The service can advise and support patients, their families or carers.

To contact **PALS** please phone: **0161 219 9451**



**“you have to keep
going no matter what,
don’t ever give up”**

section 5

NHS Secondary Care Mental Health Services

Secondary Care services help people who are diagnosed with a severe or enduring mental illness under a Care Plan, through the Community Mental Health Teams, Community Living services, hospital or specialist services. Secondary care is provided by Manchester Mental Health and Social Care Trust who can be contacted on 0161 882 1000 or see www.mhsc.nhs.uk.

NHS Secondary Care Mental Health Services

Referrals to services provided by the Trust would, in most cases, be through the Single Point of Access (SPA). Phone **0161 276 6155**
Fax **0161 276 6154**.

Manchester Social Care services can be accessed through the Manchester Contact Service for Social Care on **0161 255 8250**. Outside office hours, the number is staffed by the Emergency Duty Social Work Service. You can refer yourself or someone else. This number can also be used if you are concerned about the mistreatment of a child or a vulnerable adult, or to report a hate crime.

The Trust operates a Patients Advice and Liaison Service which aims to help and advise patients, their families and carers. Phone the PALS Coordinator, Park House, North Manchester General Hospital, Crumpsall, Manchester M8 5RB on **0161 918 4047** or **07815 284660**.

The Care Programme Approach

The Care Programme Approach includes:-

- An assessment of health and social care needs.
- Formation of a Care Plan which identifies the health and social care required from the NHS, voluntary or private organisations or through Direct Payments. The care plan could include medication, risks management and arrangements for physical care also any actions needed for housing, domestic support, income or benefits, occupation, training or employment and cultural or faith needs.
- Appointment of a care co-ordinator, who will normally be a Community Psychiatric Nurse, a Mental Health Social Worker, or an Occupational Therapist.
- Regular care plan review meetings every 3-6 months, which involve the care co-ordinator, psychiatrist and any other workers, carers or family members who are giving care or support.

“I was volunteering full time, that’s when I knew I was ready to go back to work. I am now in full time employment.”

Community Mental Health Teams

Community Mental Health Teams (CMHTs), provide treatment and support under a Care Plan. The teams work closely with primary care, voluntary organisations together with user and carer groups, to provide an assessment service for new patients and provide long term care for patients in the community.

Direct Payments

Direct Payments are made to individuals who have been assessed as needing social care services so that they can make their own arrangements. These payments can be made on a regular, occasional or one-off basis. Contact Direct Payments on **0161 255 8250** (the Contact Service number).

Early Intervention in Psychosis

The Early Intervention in Psychosis Service works with people aged between 14 and 35 who are currently undergoing, or who have undergone, their first psychotic episode. The service works to a person centred, recovery focused social inclusion model. Phone **0161 277 6830** or email **manchestereis@rdash.nhs.uk**.

Community Services

Community Living Services

The Community Living services help people on a Care Plan to learn new skills, regain self-confidence, and to remain independent whilst living in their own homes, helping to reduce readmission to hospital and enabling service users to move on to the future of their choice. Referral to Community Living Services is by GP or Community Mental Health Team worker.

- The 3 Day Centres provide opportunities for people to meet others and engage in activities that can contribute to wellbeing within a supported environment. Phone: Hall Lane **0161 945 7609**, Harpurhey **0161 205 0118** and Victoria Park **0161 224 1308**.

- Benchmark Furniture Design & Build offers opportunities for people with severe and enduring mental health needs to gain skills and experience. Phone **0161 283 5826**.
- Start in Manchester is an Arts and Mental Health Project for Adults, providing art and gardening courses. Phone **0161 257 0675**.
- Mainway Enterprises is a service offering work activity, skills training and confidence building. Phone **0161 720 2330**.



Specialist Services

The Manchester Assertive Outreach

service is a partnership between HARP and Manchester Mental Health and Social Care Trust, aiming to engage with people with severe and enduring mental health needs who are not being reached by mainstream mental health services. The service takes referrals from any source, including self-referrals.

Phone **0845 0068 999** (8am-8pm, 7 days) or email info.mao@harp-project.org.

The Homeless Team will directly help people with severe or enduring mental health needs who are homeless, have a Manchester connection and are not currently seeing a psychiatrist or other mental health service, concentrating on short-term intervention.

Phone **0161 273 6908**.

Emergency Mental Health Services

The PEARL (Psychiatric Emergency, Assessment, and Referral & Liaison) team is a multidisciplinary emergency response team operating 24 hours a day, seven days a week. Referral by mental health professionals only. Phone **0161 901 1477** or **0161 901 1478**.

The SAFE Team

The SAFE Team (Self-Harm, Assessment, Follow-up and Engagement) works with people admitted from Accident and Emergency who have self harmed including follow-up in the community. Phone **0161 276 8865**.

Crisis Resolution Service

The Crisis Resolution Home Treatment service works across the city through three teams working in North, Central and South Manchester covering the needs of the Manchester residents. These services offer an alternative to inpatient care with intensive support in the home environment for up to 6 months. Referral to these teams is your GP, Primary Care worker or any mental health professional. Phone **0161 720 2045** for the North Team, **0161 276 5368** for Central and **0161 882 1140** or **0161 882 1029** for South.

Psychological Services

Psychology and Psychiatry services, including clinical psychology and psychotherapy are provided at Chorlton House, Gaskell House, Macartney House, North Manchester General Hospital and Laureate House (Wythenshawe Hospital). These include psychosexual services at the Rawnsley Building, offering mainly cognitive and behavioural therapies for sexual dysfunctions.

Eating Disorders

Eating Disorders Service, which is a city wide specialist adult assessment and psychotherapy service to patients with eating disorders including: Anorexia nervosa, Bulimia Nervosa, Binge Eating Disorder and other forms of eating disorder.

Specialist Services

PRAMMBS (Psychiatric Referral, Assessment and Management of Mothers and Babies Service) Northwest is a regional service for women with babies who have moderate to severe mental health problems including post-natal depression.

Alcohol & Drugs

Alcohol and Drug Assessment and Care Management Teams assess needs under community care legislation and can arrange support for anyone aged 18 to 64 with alcohol or drug problems. They also undertake carers assessments. The Brian Hore Unit can offer counselling and an intensive 5 week patient detox programme with specialist psychiatry service. There is a Dual Diagnosis Day Centre for clients open 7 days a week. Phone **0161 217 4166**.

Older people

Older Adult inpatient and outpatient hospital services are provided at Manchester Royal Infirmary, North Manchester General Hospital and Wythenshawe Hospital

Hospital Treatment

Many people receive specialist mental health care and treatment in the community. However, some people can experience severe mental health problems that require admission to hospital for assessment and treatment. Inpatient and outpatient hospital services are provided at the three main Trust sites at Manchester Royal Infirmary, North Manchester General Hospital and Wythenshawe Hospital. These include short term services to help people through a crisis. See (page 114) 'What to do in a crisis' for addresses.

Hospital Treatment

The Mental Health Act

Admissions to the acute mental health ward in the hospital can be voluntary, on the advice of a GP or other health professional, or compulsorily under a 'section' of the Mental Health Act. People can only be detained if the strict criteria laid down in the Act are met.

Under the 2007 Mental Health Act, an application for assessment or 'appropriate medical treatment' must be made by an Approved Mental Health Practitioner (AMHP) and be supported in writing by two registered medical practitioners. The recommendation must include a statement about why an assessment and/or treatment is necessary, and why other methods of dealing with the patient are not appropriate. The police may assist in the

process if there are concerns about keeping you and others safe.

Approved Mental Health Practitioners are specially trained in both mental health and the law relating to it. They are appointed by local authorities to interview and assess people and can make an application for admission where they consider that detention is the most appropriate way of providing care and treatment.


The most common civil sections of the Act under which patients are compulsorily admitted to a hospital are:

- **section 2** admission to hospital for up to 28 days for assessment
- **section 3** admission to hospital for up to six months for treatment
- **section 4** admission on an emergency basis for up to 72 hours

The patient can appeal against their detention to the hospital managers or the Mental Health Review Tribunal. Hospital staff have a duty to provide information to the patient in writing of their rights when they are admitted. The Mental Health Review Tribunal has the power to discharge the order or agree to continued detention. The nearest relative, as defined by the act, will also be informed in writing of their right to request discharge of the patient. The nearest relative has a number of rights and powers, including requesting that an AMHP investigate the person's situation if they believe the person needs to be in hospital, the right to be informed of any detention and to request discharge from a 'section'. Patients have the right to make an application to 'displace' their Nearest Relative.

Hospital Advocacy

If you need someone to speak on your behalf in the hospital, patients of Manchester Mental Health and Social Care Trust acute wards and Monet House, can use Rethink Manchester Mental Health Advocacy Service. They can be contacted either on the ward or on **0161 245 3268**.



“I seriously wanted to die, so I rang the Samaritans. A kind lady listened to me for over three hours. That was 10 years ago”

section 6

Getting help from a voluntary organisation

There are many charities and voluntary organisations in Manchester providing mental health services. They can range in size from a few volunteers to large organisations providing a range of services. They have in common the fact that they are governed by volunteers and volunteers generally provide their services supported by paid staff.

Voluntary organisations are independent from the NHS, so if you go for counselling from a voluntary organisation they will not share this information with your doctor. Generally their services work on a 'self referral' basis where you go directly to them to access the service.

Some useful organisations to contact

Ann Lee Centre

0845 120 3711

enquiries@theannleecentre.org.uk

www.theannleecentre.org.uk

12 Hilton St M1 1JF

A membership project that aims to provide and strengthen community connections for people who have experienced severe and enduring mental health issues. Once an individual has been referred to the service and accepted by the current members, they can choose a personal worker who will help them realise their goals in life.

Crisis Point

0161 225 9500

24 Albert Road, Levenshulme M19 2FP

Mental health crisis support centre where people can manage or resolve their crisis and develop strategies to prevent or better manage such crises in the future. The service can work with people with complex needs and anyone can make a referral, including self referrals. Services including accommodation (offering stays of up to 10 nights), advice and information, and non-residential one-to-one sessions for up to 6 sessions for people unable or unwilling to use the accommodation service.

Some useful organisations to contact

Cruse Bereavement Care

(Manchester Branch)

0161 236 8103

helpline@cruse.org.uk

www.crusebereavementcare.org.uk

Central Hall, Oldham Street M1 1JN

Promotes the well-being of bereaved people and enables anyone bereaved by death to understand their grief and cope with their loss. Provides counselling, support, information and advice also education and training services.

Day by Day Helpline

0844 477 9400

Young person's freephone helpline

0808 808 1677

Gaddum Centre Advice and

Information Service

0161 839 0421

info@gaddumcentre.co.uk

www.gaddumcentre.co.uk

Gaddum House, 6 Great Jackson St,
Manchester M15 4AX

Answers questions about social and health care needs, people's rights under Community Care, Disability and Children's legislation with access to a large and complex database. Staff can identify a wide range of resources available which could be practical, advisory, emotional or financial.

HARP

(Health Advocacy Resource Project)

0161 226 9907

info@harp-project.org

www.harp-project.org

Zion Community Resource Centre,
339 Stretford Road, Hulme M15 4ZY

A range of services and projects for people with mental health needs. These include advice, information, advocacy and support, welfare rights and financial issues and housing advice. Supported training takes place in the Harp Cafe and the Zion garden and elsewhere.

Hearing Voices Network

0845 122 8641

(Enquiries and Information)

info@hearing-voices.org

www.hearing-voices.org

79 Lever Street, Manchester M1 1FL

Information, support and understanding to people who hear voices and those who support them. Helpline 0845 122 8642 for voice hearers only Tuesday 1:00 - 4:00pm.

The Network also offers a quarterly newsletter for members, training and conferences for people who hear voices, carers, workers, students and anyone interested in finding out more about hearing voices.

Some useful organisations to contact

St Luke's Drop-in

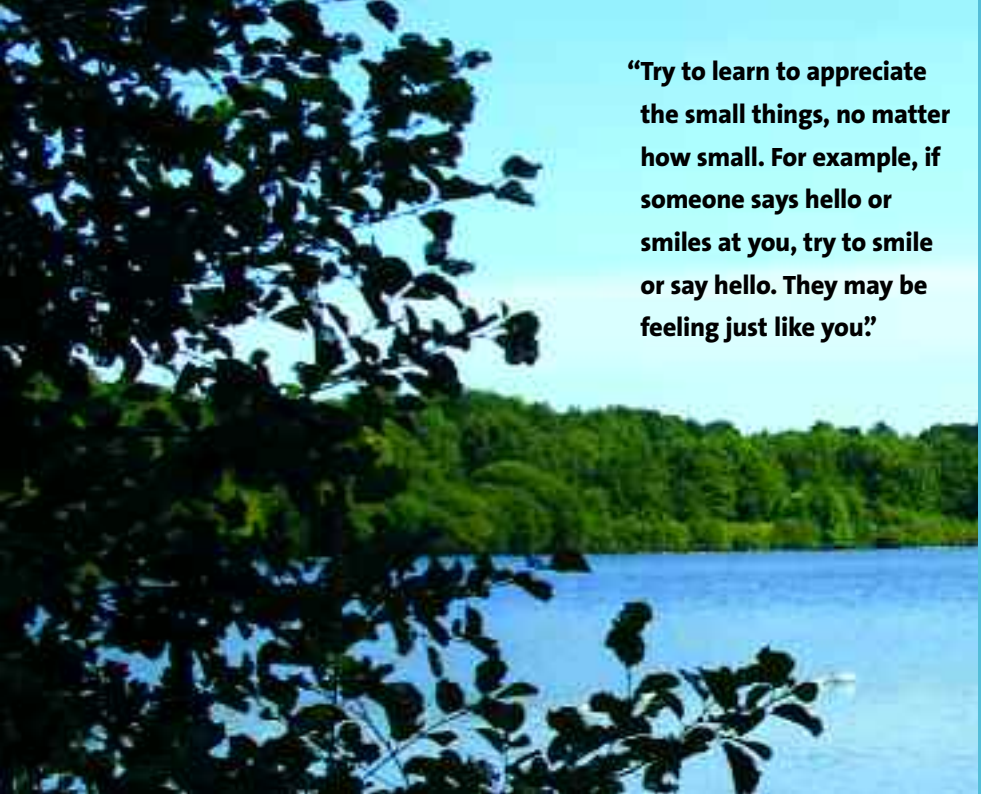
0161 273 1538

stlukeslongsight@googlemail.com

St Lukes Neighbourhood Centre,
Stockport Road, Longsight M13 9AB
(corner of Stockport road and
Devonshire St South)

Mental health drop-ins, including a variety of activities and a woman-friendly atmosphere. Tea, coffee and soft drinks are available. Activities include TV and games. Complementary therapy is available in the Treatment Rooms. Counselling available. Advice sessions on housing related legal advice, welfare rights and benefits, debt and asylum related issues. Women only services available. Please phone for details of all these services.

The Art project has a resident community artist who works with groups and individuals in a well-equipped drop-in arts studio. Phone Alison on 0161 273 1492.



“Try to learn to appreciate the small things, no matter how small. For example, if someone says hello or smiles at you, try to smile or say hello. They may be feeling just like you.”

Some useful organisations to contact

Mood Swings Network

0845 123 6050

mood.swings@virgin.net

23 New Mount Street,
City Centre M4 4DE

Support for people, also their families and friends, who are affected by mood disorders, for example, bi-polar (manic depression), depression, schizophrenia. Young Persons' Support Group meets 3rd Thursday every month, 6-9pm. Services include Drop in Tuesday 1-4pm each week. Carers Support Group and Carers Pamper Day, 2nd Thursday every month, 1-4pm, and treatments by appointment only.

Relate

(Greater Manchester South)

0161 872 0303

enquiries@relategms.co.uk

www.relategms.co.uk

346 Chester Rd, Cornbrook M16 9EZ

Counselling service for adults experiencing problems with their personal relationships. Relate will help you whether you are married or not and whatever your age, race, personal beliefs, sexual orientation or social background. Services for families, young people as well as counselling and skills therapy for adults. Services are charged for on a sliding scale according to income but grants are available.

Self Help Services

0844 477 9971

info@selfhelpservices.org.uk

www.selfhelpservices.org.uk

Zion Community Resource Centre, 339
Stretford Road, Hulme M15 4ZY.

Self Help Services facilitate support groups that provide a free space for people to discuss life experiences and to exchange advice/coping strategies. Essentially the self-help groups help to break isolation and provide people with the opportunity to take control of their own lives and manage their own problems.

Check the website for a full list of groups and new developments. Self Help Services also offer the Computerised Cognitive Behavioural

Therapy programme Beating the Blues by GP or self referral.



section 7

**Services that meet
your particular needs**

“Being out in the countryside,
especially when I am on top of a
hill, clears my head and helps me
put things in perspective”

Black and ethnic minority communities

African and Caribbean Mental Health Services

0161 226 9562

admin@acmhs-
blackmentalhealth.org.uk

Windrush Millennium Centre,
70 Alexandra Road, Moss Side
Manchester M16 7WD

African and Caribbean Mental Health Services (ACMHS) is a local organisation providing support to African and African Caribbean people who are 18-65 years of age suffering from mental ill health.

Services provided include support, casework, advocacy including welfare rights, benefits, attending ward rounds

and tribunals, counselling, employment, education and training advice and support to prisoners in Manchester. Drop-ins and support groups are also provided for service users and carers.

The organisation also has a Primary Care Mental Health Team working with people 16-65 years of age, living in Manchester and who have common mental health problems including stress.

Black and ethnic minority communities

Irish Community Care Manchester

0161 205 9105

headoffice@irishcommunitycare.com
www.irishcommunitycare.com

289 Cheetham Hill Road,
Cheetham, M19 3PZ

Advice, information and support for Irish and wider community in Manchester. Projects for Irish Travellers, young people, elderly. Advice and casework on welfare benefits, housing, ID, health issues, training, and returning to live in Ireland. Men's over 40s group. Over 50s Social and Craft group. Outreach sessions in Levenshulme.

LMCP Carelink

0161 226 4632

lmcp@btconnect.com

95a Princess Road, Moss Side M14 4TH

The project aims to enable older Asian people and their carers to access religiously and culturally sensitive services. It provides information and support for older Asian people and their carers. Services include drop-ins with activities such as aerobics, English classes, craftwork, painting, sewing, yoga, and gym. Languages spoken include Gujarati, Urdu, Punjabi, Hindi and Bengali.

Manchester Advice Linkworker Service

African Caribbeans **0161 245 7055**

Arabic **0161 245 7070**

Bangla/Sylheti **0161 245 7056**

Bosnian **0161 245 7068**

Chinese **0161 245 7058**

Gujarati/Kutchi **0161 245 7065**

Somali **0161 245 7059**

Urdu/Punjabi **0161 234 5601**

Vietnamese **0161 245 7067**

The Linkworker service provides female and male advice workers who speak a range of different languages spoken within minority ethnic communities within Manchester. They can give people advice and information in their first language as well as in English. Advice can be offered on benefits, housing, tax credits, debt, consumer problems, Council services, basic immigration problems (but not asylum), health services, legal services and access to education and training.

Black and ethnic minority communities

Manchester Mental Health Linkwork Scheme

0161 276 5259

linkworkers.mentalhealth@nhs.net

Rawnsley Building, Manchester Royal
Infirmary, Oxford Road M13 9WL

Provides an interpreter service between mental health professionals and service users, carers and families with little or no English. The service is available in 44 languages ranging from Albanian to Yoruba. The Linkwork Scheme can also provide translations of written material and hold cultural awareness sessions.

Pakistani Resource Centre

0161 237 1125

info@pakistani-resource.org.uk
www.pakistani-resource.org.uk

1 Great Marlborough Street M1 5NJ

Counselling, emotional and practical support to Asian individuals experiencing mental ill health, their carers and families. This includes advocacy on behalf of our clients and appear in the courts, tribunals and D.S.S. hearings in order to ensure our clients gain equal access to services, also work with prisoners and their families in conjunction with the National Probation Service in Greater Manchester.

The Roby

0161 257 2653

info@theroby.org.uk
www.theroby.org.uk

307 Dickenson Road,
Longsight, M13 0NG

Drop-ins and other mental health support services and activities, including South Asian mens and womens groups, parent and toddlers group and a counselling service for people living in the Longsight area.

Wai Yin - Kwan Wai Project

0161 237 5908

info@waiyin.org.uk
www.waiyin.org.uk

Woolwich House, 61 Mosley St,
Manchester, M2 3HZ

The Kwan Wai (Mental Health) Project supports clients who have a range of mental health difficulties. We offer one to one support and advice, provide a drop-in on Fridays, assist people to access all levels of mental health care and work closely in partnership with statutory and non-statutory organisations. Wai Yin provides specialist services for the Chinese community, although their services are open to all communities.

Carers

Carers Advocacy Service

0161 214 3933

www.gaddumcentre.co.uk

Gaddum House, 6 Great Jackson Street
M15 4AX

Advice, information and advocacy service for anyone who is concerned about care for their relatives. This is a free and confidential service for anyone who has concerns about the care being provided to people in residential or nursing care. The service will also help you to question the decisions being made in respect of your relative.

Manchester Carer's Centre

0161 835 2995

admin@manchestercarers.org.uk
www.carers.org/local/north-west/manchester

Beswick House, Beswick Row M4 4PR

Provides a range of information, advice, advocacy, emotional support and practical support services for carers in Manchester. These include Carers Breaks Service which supports carers to be able to take a break and enjoy some leisure time and Carers Drop in on Thursday mornings.

Carersline **0161 835 4090** offers telephone advice, information and support.

Children and young people

42nd Street

0161 832 0169

Minicom 0161 831 7616

theteam@fortysecondstreet.org.uk
www.fortysecondstreet.org.uk

2nd Floor, Swan Buildings, 20 Swan Street, Manchester M4 5JW

Supports young people under stress aged 14-25 in a safe environment, including counselling and various groups, including groups for young men and women. Offers activities, e.g. drama, art, relaxation and trips out locally.

Brook Advisory Centre

0161 237 3001

askbrook@brookmanchester.org.uk
www.brook.org.uk

Commonwealth House,
81 Lever Street (near Great Ancoats Street), Manchester, M1 1FL

Free confidential counselling, sex advice, contraception (including emergency contraception), and testing for STIs for young people up to the age of 19. Counselling around any issue, not just sex and relationships.

Children and young people

YASP

0161 221 3054

info.yasp@harp-project.org
www.harp-project.org

832 Stockport Road, Levenshulme
M19 3AW

Information and advice on benefits, welfare rights, housing, law, health issues, education, and drugs/alcohol for people aged 15-25 years with mental health needs. Internet cafe with inexpensive and nutritious hot meals and snacks.

Debt, employment and money advice

Breakthrough UK

0161 273 5412

admin@breakthrough-uk.co.uk
www.breakthrough-uk.com

The Manchester Employment Support Team supports disabled people who - live within the boundaries of the City of Manchester into employment and work-related training. We will work with disabled people and employers to gain and sustain employment, or training for work. The Employment Advocacy service provides independent support to disabled people of working age to enter, or stay in, work or training.

Greater Manchester Pay and Employment Rights Advice Service

0161 839 3888

www.gmlpu.org.uk

4th floor, Swan Buildings, 20 Swan St
M4 5JW

Provides free, confidential Employment Advice, Information and Support to anyone in Greater Manchester who is experiencing problems at work or who wants to know what their rights are.

Debt, employment and money advice

Manchester Advice

0161 234 5678

man-advice@manchester.gov.uk
www.advicekit.info

PO Box 536, Town Hall Extension,
M60 2AF

Manchester Advice is the City Council's advice service covering Benefits and Tax Credits, Debt, Housing and Consumer issues, also council services and basic immigration advice. To get advice you can make an appointment at local advice surgeries at venues across Manchester, dropping-in to the Advice Centre in the Town Hall Extension, by phone on the number above, by email and, if needed, a home visit.

Manchester Citizen's Advice Bureaux

www.manchestercab.org

Citizens Advice Bureaux provide free, confidential and independent advice that helps people resolve their legal, money and other problems. The CAB has a number of locations across Manchester and are also available through the Advicekit online facility at www.advicekit.info.

Drugs and alcohol

Addiction Dependency Solutions

0161 272 8844

info@ADSolutions.org.uk
www.alcoholanddrugservices.org.uk/manchester.htm

29a Ardwick Green North,
Manchester M12 6FZ

The service is free to anyone 19 or over who lives in the Greater Manchester area and has problems with alcohol or drug misuse or is concerned about a family member or friend. Services include information and advice, Structured Drug Day Care Programme, Housing Project, which can find housing for clients, and the Probation Project, which provides a counselling and mentoring service for adult clients with drug problems currently subject to statutory supervision.

Lifeline Project - Manchester

0161 839 2054

drugs.advice@lifeline.org.uk
www.lifeline.org.uk

101-103 Oldham Street,
City Centre M4 1LW

Lifeline is a charity that helps people who use drugs and the families of people who use drugs. Adult Client Services providing information, needle exchange, counselling, drop-ins and healthcare advice. One to one advice and support sessions are available by arrangement. There is also a volunteer training programme.

Eclipse Young Person's Service

0161 273 6686

Helps young people under the age of 19 with drug and alcohol problems.

Drugs and alcohol

Manchester Community Alcohol Team

0161 882 1300

www.manchestercat.org

5th Floor, Mauldeth House, Mauldeth Road West, Manchester M21 7RL

Offers a confidential 1 to 1 service for people aged 16+ who want to cut down or give up drinking, including home detoxification. They also advise people affected by someone else's drinking.

Manchester Drug Service (MDS)

North 0161 708 2110

Central 0161 273 4040

South 0161 490 2251

manchesterdrugservice@gmw.nhs.uk

www.gmw.nhs.uk

MDS is the main specialist NHS drug treatment centre in Manchester, operating on a 'shared care' model, involving GPs and primary care services, that allows people to be treated closer to home. The service offers drug treatment and general health care, counselling, needle exchange and referral to mental health services if appropriate. MDS operates from three bases in the north, south and centre of the city.

Smithfield Services

0161 827 8570

www.turning-point.co.uk

Thompson Street, Ancoats M4 5FY

Smithfield Services include Alcohol and drug detoxification unit registered with the National Care Standards Commission as a Care Home providing nursing and medical support provided by a local GP practice, Day Centre providing on-going support and group work for people with a primary alcohol problem who live in the community and Move-on supported accommodation where service users receive support and assistance with resettlement into the community. Referrals can be made through a GP or drugs worker or you can refer yourself.



Eating disorders

North West Centre for Eating Disorders

0161 480 0882

info@oakwoodhouse.co.uk
www.oakwoodhouse.co.uk

Oakwood House, 251 Wellington Road South, Stockport SK2 6NG

The North West Centre for Eating Disorders, based at Oakwood House Stockport, offers a wide range of services to anyone with eating disorders and to their families/carers. The Self Help and Support Group runs 3 to 4 times a year on a time limited basis. Drop-in Centre on Monday evenings 5pm-7pm. Based in Stockport, but the services are open to anyone in Greater Manchester or beyond.

Gay, lesbian, transgender etc.

Lesbian and Gay Foundation

0845 330 3030 (Helpline)

0161 235 8035 (Admin)

info@lgf.org.uk
www.lgf.org.uk

4th Floor, Princess House,
105 - 107 Princess Street M1 6DD

A wide range of community services to improve the health and welfare of lesbians, gay men, bisexuals, transsexuals and transvestites. They are open for people to pop in informally.

Hearing and visually impaired people

Henshaws Society for Blind People Manchester Patient Support Service

0161 276 5515

(Patient Support Officer at Manchester Royal Eye Hospital)

0161 872 1234

info@henshaws.org.uk
www.henshaws.org.uk

John Derby House, 88-92 Talbot Road,
Old Trafford M16 0GS

Friendly point-of-diagnosis service and offers ongoing support, information and sign posting for people with a visual impairment. Patient Support Officers provide a confidential listening ear at this distressing time and offer practical help regarding all aspects of visual impairment.

Manchester Deaf Centre

0161 273 3415 Text 0161 273 3415

www.manchesterdeafcentre.com

Crawford House Booth St East,
Chorlton on Medlock M13 9GH

Place for deaf, deaf blind, and hard of hearing people to meet and socialise, provide services, advice and support. Communication Support Service (CSS) can arrange a British Sign Language Interpreter to support Deaf people in many situations.

Homelessness

Creative Support

0161 236 0829

enquiries@creativesupport.co.uk
www.creativesupport.co.uk

5th Floor, Dale House, 35 Dale Street
M1 2HF

Supported housing, supported living and community support for people with mental health needs or learning disabilities. Support varies according to need, from being supported in one's own home for a few hours a week to being supported in a 24 hour residential environment. Self referrals can be accepted as well as professional referrals.

Homeless Mental Health Service

0161 273 6908 or 0161 272 6973

Homeless Mental Health Team, Chest Clinic, 352 Oxford Road M13 9NL

Part of Manchester Mental Health and Social Care Trust, the Homeless Mental Health Team first give a mental health assessment for people who are homeless and not currently seeing a psychiatrist or other mental health service. They will directly help people with severe or enduring mental health needs, concentrating on short-term intervention. People with other needs will be signposted to the appropriate service. Staff are generally out of the office but messages can be left and they will return your call.

Shelter – Greater Manchester Housing Aid Centre

0844 515 1640

manchester@shelter.org.uk
www.shelter.org.uk

Victoria House, 5 Samuel Ogden Street,
Manchester M1 7AX

Whatever your housing problem, Shelter can tell you your rights, explain what options you have and help you take action. Shelter helps people in Manchester who are facing housing problems, including rent and mortgage arrears, housing benefit, threatened eviction, homelessness, rehousing, domestic violence and poor housing conditions. Legal help available.

Young People's Support Foundation

City Centre Project
0161 228 7654/5

Signpost (Wythenshawe)
0161 436 5433

www.ypsf.co.uk

52 Oldham Street M4 1LE

City Centre Project and Signpost aim to work alongside young people offering information, resources, advice and support to enable young people to make informed decisions about their lives and together work for change. The projects provide a range of services for people aged 16 to 25 who are primarily disadvantaged by homelessness.

Learning disability

Autistic Society Greater Manchester Area (ASGMA)

0161 866 8483 Information Line

0161 866 8485 Aspirations Project
information@asgma.org.uk

www.asgma.org.uk

1114 Chester Road, Stretford M32 0HL

Provides support for parents & carers of people with an autistic spectrum condition through the Autism Information and Family Support Service (see information line) as well as direct support for people aged 10 and above with Asperger Syndrome/ Higher Functioning Autism through the Aspirations Project. Other services include the provision of a Greater Manchester Parent and Carer Resource Pack to paid up society members.

Manchester Mencap

0161 437 9465

mencapmanchester@btconnect.com

www.manchestermencap.

cswebsites.org/

Crossacres Resource Centre,

1 Peel Hall Road M22 5DG

Support for people with learning difficulties and their families, including advice work, Befriending Project, Citizen Advocacy Scheme and the Sports Project which supports people with learning disabilities to get involved in walks, dance and other physical activities.

Men

Survivors Manchester

info@survivorsmanchester.org.uk

(email to arrange contact by phone)

www.survivorsmanchester.org.uk

PO Box 4325, Manchester, M61 0BG

Survivors Manchester is a voluntary survivor-run organisation that aims to create and facilitate a safe space for male survivors of sexual abuse and rape in Manchester. Whether the abuse is historic or recent we believe that by supporting male survivors to empower themselves, they can make their own positive life choices and begin their own unique journey of healing.

Older people

Age Concern Manchester

0800 027 5787

enquiries@silverservice.org.uk

www.silverservice.org.uk

20 Swan Buildings,

Swan Street M4 5JW

Information, advice, support and counselling to older people with mental health problems, to their families, their carers and to professionals.

Older people

Alzheimer's Society Manchester

0161 203 6434

manchester@alzheimers.org.uk
www.alzheimers.org.uk

Phoenix Mill, 5-6 Piercy Street,
Ancoats M4 7HY

The Alzheimer's Society is the UK's leading care and research charity for people with dementia, their families and carers. The Manchester branch provides advice and runs support groups for carers of people with Alzheimer's.

There is a befriending service for people with dementia and carer's breaks, day trips and an 'At Home' service are available.

Physical injury or illness

Head Forward Centre (Manchester)

0161 434 2150

headforward@tiscali.co.uk
www.headforward.org

Head Forward Centre, Withington
Methodist Church, 439 Wilmslow
Road, Manchester M20 4AN

The purpose of Headforward Centre (Manchester) is to make available an easily accessible Day Centre in the community where those who have become socially isolated because of their brain injury can meet with others and participate in a range of social and recreational activities at their own pace. Affiliated to the National - Headway organisation.
National Helpline **0808 800 2244**.

Refugees and asylum seekers

Medical Foundation for the Victims of Torture North West

0161 236 5744

1st Floor, North Square, 11-13 Spear
Street M1 1JU

www.torturecare.org.uk

The Medical Foundation North West aims to offer medium and long term counselling and therapy to survivors of torture. When there is not the capacity to take on a client, The Foundation can offer between two and five appointments to explore what sort of help is needed and will help the client access appropriate support.

Refugee Action – Manchester

0800 917 2719

www.refugee-
action.org.uk/manchester/

33 Edge St, Manchester M4 1HW

Gives practical support and advice to refugees and promotes their rights in the UK and abroad. Provides practical advice and assistance for newly arrived asylum seekers and long-term commitment to their settlement through community development work.

Women

ANANNA Manchester Bangladeshi Women's Organisation

0161 257 2122

Anannamcr@aol.com

360 Dickenson Road,
Longsight M13 0NG

The project is targeted at Bangladeshi women but all women are welcome. The project has a volunteer scheme with a large number of volunteers. The project provides advice on welfare, health, housing, employment, education and related issues.

Crisis Service for Women Helpline

0117 925 1119

bcsw@btconnect.com

Bristol Crisis Service for Women, PO
Box 654, Bristol BS99 1XH

Bristol Crisis Service for Women is a national voluntary organisation that supports women in emotional distress. We particularly help women who harm themselves (often called self-injury). We have carried out extensive research with women who self-injure. Through our work we have developed a deep understanding of the reasons individuals harm themselves and of the things they may need to help them overcome their self-injury.



section 8

Web links

Useful web links

Advicekit

Access to an advisor on-line through webcam or text link to get advice and help in Manchester.

www.advicekit.info

Depression:

Understand it, treat it, beat it

Includes the Anti-Depression Learning Path - a self-help tool that can help overcome 'learned' depression.

www.clinical-depression.co.uk

Consumer Credit Counselling Service

'Expert advice that could help you get back on your feet and on with your life'.

www.cccs.co.uk

Ethni-City

A portal to Multicultural Manchester.

www.ethni-city.net

Living Life to the Full

Uses the principles of Cognitive Behavioural Therapy to create 'a powerful new life skills resource' that can 'help people develop key life skills to help them tackle common problems'.

www.livinglifetothefull.com

Manchester NHS Services

Includes information about local primary health services, locations of GPs and health centres and how to contact your local NHS services.

www.manchester.nhs.uk

Manchester Mental Health and Social Care Trust

The main provider of secondary care mental health services in Manchester.

www.mhsc.nhs.uk

Mental Health Foundation

Information about and research on mental health issues.

www.mentalhealth.org.uk

Mental Health in Manchester

A website all about mental health in Manchester including information on staying well, problems, getting help and children and young people.

Includes self help guides to download, information in translation and audio information

www.mhim.org.uk

Useful web links continued

Mind

Lots of information about mental health with downloadable factsheets and information on services provided by over 200 independent Local Mind Associations.

www.mind.org.uk

Mind in Manchester Online Directory

Search for mental health services and groups in Manchester.

www.mhdirectory.org.uk

Mood Gym

Free clinically proven self help program to help overcome problem emotions and develop good coping skills for the future.

www.moodgym.anu.edu.au

NHS Direct

On-line link to the NHS.

www.nhsdirect.nhs.uk

Royal College of Psychiatrists

'Improving the lives of people affected by mental illness' with information and factsheets online.

www.rcpsych.ac.uk

Samaritans

Information about their 24 hour services and links to e-mail help.

www.samaritans.org.uk

Self Harm

'Self-injury: You are not the only one'.

www.selfharm.net

Your nearest GP or NHS Service

Find your nearest GP with the search facility.

www.nhs.uk/servicedirectories/Pages/servicesearch.aspx



In crisis?

**helplines and
emergency information**

helplines

42nd Street

0161 832 0170

open 10:30am - 5pm weekdays.
Helpline for young people (14 - 25).

Alcoholics Anonymous

0845 769 7555

open 11am-11pm daily for anyone
with a drinking problem.
The Manchester branch can be
contacted on **0161 236 6569**.

CALM

0800 58 58 58

open Saturday to Tuesday 5pm - 12am.
Calls are free, confidential and
anonymous. Professionals will be
available to talk through problems,
listen, and offer information and
advice. Translation facilities are
available on request.
Minicom number **0800 027 29 82**.

Consumer Credit Counselling Helpline

0800 138 1111

8am to 8pm Monday to Friday.
Advice and information to help
resolve problems with debt.

Domestic Violence Helpline

0161 636 7525

10am to 4pm weekdays or
0808 2000 247 open 24 hours a day. For
anyone affected by domestic violence.

Gingerbread Single Parent Helpline

0808 802 0925

Free helpline providing information
and advice for single parents.

Mind Infoline

0845 766 0163

open Monday to Friday 9:15am to
5:15pm. Help on mental health issues,
referral to other sources of advice and
support.

helplines

National Drugs Helpline

0800 77 66 00

open 24 hours a day. Free and confidential telephone helpline, which gives information about drugs and drug abuse.

NHS Direct

0845 4647

open 24 hours. Nurse led service offering advice about health problems and referral to other services.

St Mary's Hospital Sexual Assault Helpline

0161 276 6515

open 24 hours for anyone in the Greater Manchester area who has been raped or sexually assaulted. Specialist counselling and treatment available in the hospital.

Samaritans

0161 236 8000 or **08457 90 90 90**

open 24 hours. 'For people experiencing feelings of distress or despair, including those which could lead to suicide'.

Saneline

0845 767 8000

6pm to 11pm every day. Support and information during a crisis including 'staying with the caller', referral to other services.

Shelterline

0808 800 4444

8am - 8pm Monday to Friday,
8am - 5pm weekends.
For anyone with a housing problem.

Victim Supportline

0845 30 30 900

open 9am - 9pm Monday to Friday,
9am - 7pm weekends and
9am - 5pm Bank Holidays,
this helpline is for victims of crime.

What to do in a crisis

In an emergency or a crisis such as feeling suicidal or harming yourself you could

- **try one of the helplines**
- **contact your GP**
- **go to the nearest Accident & Emergency hospital and ask for a Mental Health Liaison Practitioner**
- **call 999 and ask for an ambulance**

See the section 'Advance Directives' (page 33) for information about how to make a statement that can ensure that you get the right treatment whatever your state of mind.



Accident and Emergency Hospitals

Manchester Royal Infirmary,
Oxford Road, Manchester M13 9WL
0161 276 1234

North Manchester General Hospital,
Delaunays Road, Manchester M8 5RB
0161 795 4567

Wythenshawe Hospital,
Southmoor Road,
Wythenshawe M23 9LT
0161 998 7070

Information in other languages

Arabic

جميع المعلومات المتعلقة بالصحة العقلية والنفسية متوفرة باللغة العربية. الرجاء الاتصال بمكتب موظفي الارتباط على رقم الهاتف 0161-2765259

Mental health information in Arabic is available from the Mental Health Linkworker Service on 0161 276 5259

Bengali

বাংলা ভাষায় মেন্টাল হেলথ (মানসিক স্বাস্থ্য) সম্বন্ধে যে কোন তথ্য জানতে চাইলে মেন্টাল হেলথ লিংকওয়ার্কার সার্ভিসে ০১৬১ ২৭৬ ৫২৫৯ নম্বরে টেলিফোন করুন।

Mental health information in Bengali is available from the Mental Health Linkworker Service on 0161 276 5259

Chinese

如欲索取中文心理健康資料, 請致電 0161 276 5259 心理健康聯絡員服務部

Mental health information in Chinese is available from the Mental Health Linkworker Service on 0161 276 5259

French

Les informations sur la sante mentale sont valable en français au service de leurs interpretes au numero de telephone suivant: 0161 276 5259

Mental health information in French is available from the Mental Health Linkworker Service on 0161 276 5259

Somali

Warbixino ku saabsan Caafimaadka Dhimirka oo Soomaali, ayaad ka heli kartaa adeega Xiriiriyaasha Caafimaadka Dhimirka, Telefoon 0161 276 5259

Mental health information in Somali is available from the Mental Health Linkworker Service on 0161 276 5259

Urdu

ذہنی صحت سے متعلقہ انفورمیشن، مینٹل ہلتھ لنک ورکر سروس سے مندرجہ ذیل نمبر پر دستیاب ہے۔ 0161 276 5259

Mental health information in Urdu is available from the Mental Health Linkworker Service on 0161 276 5259

“There are people out there that can help and support you. Have the courage to ask. Don't be alone”





For better
mental health

Mind in Manchester
The Progress Centre
Charlton Place
Ardwick Green
Manchester
M12 6HS

Telephone 0161 272 8205

help! your handy guide to mental health 2010