



Mental Health and Emotional Wellbeing Service Delivery During COVID-19

22 April 2020 (Version 1)

Provision of current service delivery in Belfast and online resources
to help improve mental health and emotional wellbeing

This is a live document and will be updated when required

If you would like to include information about your service
please email ben.hanvey@belfasttrust.hscni.net

Services

Organisation	Description of support offered	Locality of support	Contact details
Accord NI	Couples and relationships support line to those who are trying to reduce distress within their personal relationships at this time.	Regional across NI	www.accordni.com email info@accordni.com phone 028 9568 0151/028 9023 3002
Addiction NI	Phone call support for people who are dependent on alcohol or drugs	Regional across NI	028 9066 4434 www.addictionni.com
AMH New Life Counselling	Counselling / Therapy (Step 2) for adults, families, children and young people (currently via telephone / online)	Greater Belfast	https://www.amh.org.uk/new-life-counselling/
AWARE	Mental health weekly online support groups. Support email service. Support phone line available.	Regional across NI	www.aware-ni.org email info@aware-ni.org to register your interest, Cherry 07340488254
Ashton, Bridge of Hope	Delivering telephone counselling, telephone support, online training opportunities and Health & Wellbeing Caseworker support to victims and survivors of the conflict. Delivering telephone counselling to BHSCT GP referrals through the Primary Care Talking Therapies and Wellbeing Hub.	Regional	www.thebridgeofhope.org or email irene@ashtoncentre.com
Ballybeen Women's Centre	Support to all users via telephone and text. 1:1 telephone mentoring support for young people. Weekly meet ups via Zoom for young people involved in the PEP.	Ballybeen / Dundonald	Tel: 02890481632 Email: gillian@ballybeenwomenscentre.org
Barnardo's Child Bereavement Service	Advice-line support to parents/carers of children and young people who have experienced traumatic death.	Regional across NI	Advice line Number: 07867372711. Available Mon, Tue, Fri 10am-1pm (excluding bank holidays) email: cbsreferrals@barnardos.org.uk
BHSCT Carer Support Service	Emotional support via telephone, information and advice provided to Carers	Belfast	Tel: 95042126 or email CarerSuppSvc@belfasttrust.hscni.net
CAUSE NI	Advocacy support for carers caring for someone with serious mental illness - helpline and one to one support via phone	Regional across NI	www.cause.org.uk Helpline 0800 103 2833 Email: cbsreferrals@barnardos.org.uk
Cancer Lifeline	Counselling services for people with a cancer diagnosis currently provided by telephone.	North Belfast	www.cancerlifeline.info info@cancerlifeline.info or bryan@cancerlifeline.info 07949 109091 or 07976 056464

East Belfast Community Counselling	Counselling sessions, online, telephone and email support	Belfast	email info@eastbelfastcounselling.org phone 07901162088
East Belfast Community Development Agency	Providing information and resources to community and voluntary groups in east Belfast on emotional wellbeing.	East Belfast	gillian@ebcda.org
East Belfast Mission Employability	1-to-1 wellbeing mentoring for those interested in progressing towards employment. We support clients to address individual barriers in order to progress towards training and employability support through the Belfast Works programme. (Consortium partners provide support across other areas of Belfast)	East Belfast	East Belfast Employability Team: https://www.ebm.org.uk/employability Phone: 07955528220 Belfast Works: https://www.belfastworks.co.uk
H.E.A.R.T Project - The Maureen Sheehan Centre	Counselling service via telephone. Giving isolation support through telephone check-ins.	Belfast	02890310346, heart.project@btconnect.com Facebook - Heart Project
Inspire Aspen community wellbeing service	Daily support calls. Daily mental health live support groups via video & on line apps	South, West & Greater Belfast	www.inspirewellbeing.org email aspen@inspirewellbeing.org contact Jojo Moran Manager 90611513
Inspire North & East community wellbeing service	Daily support calls. Daily mental health live support groups via video & online apps	North & East Belfast	www.inspirewellbeing.org email aspen@inspirewellbeing.org contact Dee Brannigan 90725478
Lenadoon Community Counselling	Telephone counselling sessions. Weekend Suicide Intervention Service Saturdays/Sundays 12-4pm.	West/South Belfast	admin@lenadooncounselling.org Tel: 02890600641 Weekend Service Tel: 07516187447
Lighthouse	Crisis Intervention Support by phone Support for Families bereaved by Suicide by phone/video Psychological Talking Therapy (Counselling) by phone/video General Mental Health Check ins (Covid-19 and other issues) Support for clergy via Lighthouse Flourish initiative (phone and video)	BT14/15 Greater Belfast Greater Belfast Greater Belfast Regional NI	02890755070/ www.lighthousecharity.com/reception@lighthousecharity.com/ referrals@lighthousecharity.com/ https://www.facebook.com/lighthousesuicideprevention/
Lifeline	Crisis response helpline for people in distress or despair	Regional NI	0808 808 8000 www.lifelinehelpline.info
MACS NI	Mental health and wellbeing support, support phone calls, whatsapp video calls and zoom group meetings with young people. Social media and website advice	Belfast Trust, South Eastern Trust	www.macsni.org or phone 028 90 5199039

OASIS Imago Project	Mental Health support by telephone. Mild to moderate mental ill health 18-65yrs	Belfast	heather.dougherty@oasis-ni.org or phone heather on 07521 517802
PIPS charity	Mental health and suicide and self-harm support open 7 days a week.	Regional NI	www.PIPScharity.org facebook and info@pipscharity.com
Praxis Care	Mental Health Supported Living Services. Support is continuing including 24 hr emergency contact support.	West Belfast	roismccotter@praxiscare.org.uk www.praxiscare.org.uk
QUB Student counselling service 24/7	QUB Student counselling service run in partnership with Inspire is currently being offered by phone	Belfast	0808 800 0016
Samaritans	Listening ear for anyone in crisis 24/7	Regional NI	116 123
Start360	Mentoring support for young people presenting with issues around emotional health and wellbeing Belfast City Wide.		www.start360.org email info@start60.org our main contact number during Covid-19 will be 07923129559
SURVIVORS OF SUICIDE	1-1 support counselling and befriending via phone and video call, whats app, zoom, skype, messenger	South and east Belfast and South Eastern Trust	02890460201/07928291466 OR eastbelfastsos@gmail.com facebook eastbelfast sos
Victims and Survivors Service	Funding of 53 groups across NI to support victims of the Troubles/Conflict in NI. Providing counselling service over the phone, physiotherapy over skype and online education and training. Groups are supporting individuals to navigate and access crisis supports during COVID-19 including linking with food, utilities and pharmacies services in the community.	Regional NI	enquiries@vssni.org https://victimsservice.org/
Windsor Women's Centre	Telephone counselling service and online support via email	Belfast	wellbeing@windsorwomenscentre.com 02890235451 Facebook - Windsor Womens Centre
Referral ONLY Service			
Talking Therapies Hub	Continues to accept referrals from GP's for individuals experiencing mild to moderate symptoms of depression and anxiety. Delivering online or phone sessions instead of face to face.	Belfast	Through local GP
BHSCT Suicide Bereavement Service	Provides support to those bereaved by Suicide in the Belfast area. The Suicide Bereavement Co-Ordinator receives Sudden Form from PSNI and organises bereavement support for NOK if requested.	Belfast - however there are links with other trust	joanne.kidd@belfasttrust.hscni.net please note I am only providing temporary cover to this role

	The SD1 Forms are also monitored and if a cluster of suicides identified a community response may be initiated to identify support needs of the community. The BHSCT work closely with the PHA, PSNI and identified suicide prevention community leads in the Belfast area with regards to this. GP, Unscheduled Care Team, Home Treatment Team or Assessment Centre referral only	areas to support those families who are outside Belfast catchment area	
Student MH Service	Mental Health Service for students attending QUB or UU and have an address in the Belfast area. Currently only urgent referrals are being accepted into the service - service working at reduced staffing capacity due to Covid-19.	Student must be currently residing in Belfast area	joanne.kidd@belfasttrust.hscni.net (Operational Manager)
Multi-Agency Triage Team	Mental Health Service for those who contact 101/999 emergency services in mental health crisis and provides support and de-escalation (with regards to those presenting with suicidal thoughts). Multi Agency Service PSNI, Ambulance, BHSCT MH Practitioner & SEHSCT MH Practitioner. Please note currently stepped down due to Covid-19 but resuming on 01/05/2020 operating a 'lite' service where BHSCT & SEHSCT will offer mental health support by telephone only. Referral by PSNI & NIAS only. Operational on a Friday & Saturday night 7pm-7am	SEHSCT area & BHSCT area	joanne.kidd@belfasttrust.hscni.net (Operational Manager)

SEE RESOURCES BELOW

Online Resources

Organisation / Information	Description	Webpage
Action Mental Health	Mental Health based information / guidance and links to relevant AMH services. Dedicated coronavirus webpage	www.amh.org.uk
AWARE	Range of mental health fact sheets. Dedicated coronavirus webpage	www.aware-ni.org/
Barnardo's Child Bereavement Service	Grieving During COVID 19 - How to explain death to children and young people and help them cope leaflet	To request leaflet please email: cbsreferrals@barnardos.org.uk
Belfast Recovery College	Developing a range of interactive webinars that are going to be shown weekly. The webinars will be delivered by the BHSCT Recovery College team and will cover a range of mental health areas and are open to all to sign up to watch/listen. The webinars will also be recorded so individuals can watch/listen back at a time that suits them if they miss the interactive session.	To register or find out more please email RecoveryCollege@belfasttrust.hscni.net or call 02895043059
Belfast Trust - Carers	Carer Support Information including Carer Assessments, Support for young and Adult Carers	www.belfasttrust.hscni.net/services/CarersServices.htm
Belfast Trust / Self Help Guides	B Well website has a wide range of user friendly tools and resources such as self-help guides within the Mind Ur Mind section. Guides available on Stress, Anxiety, Panic attacks, Depression, Sleep problems, Alcohol, Domestic violence	www.bwellbelfast.hscni.net
Inspire	Developing information, materials and good practice guides to support psychological wellbeing in isolation.	www.inspirewellbeing.org/
Mental Health Services Z cards	Directory of services to help improve mental health and emotional wellbeing. list the names, numbers and web addresses (where applicable) of organisations that offer services to help improve mental health and emotional wellbeing. Where possible, additional information has also been provided, such as email addresses and contact details within each Health and Social Care Trust area.	www.publichealth.hscni.net/publications/directory-services-help-improve-mental-health-and-emotional-wellbeing
Praxis Care	Range of mental health support information in relation to COVID-19.	www.praxis.org.uk
Public Health Agency (PHA)	Health and wellbeing messaging to help deal with the challenges that this current situation is presenting for our communities.	www.pha.site/coronavirus
Minding Your Head (PHA)	Support Services and downloadable resources including leaflets and fact sheets	www.mindingyourhead.info
Staying Calm Calendar	Daily actions to help us look after ourselves and each other	www.actionforhappiness.org/copingcalendar

Stress Control Classes	A new online programme of free stress control classes has been developed to support people during the response to coronavirus (COVID-19), recognising the need to stay at home, while also recognising the impact that the pandemic and changes to our lifestyles is having on mental health.	www.stresscontrol.org
Take 5 Step (staying at home)	Based on the Take 5 steps to wellbeing, this leaflet offers tips on supporting your mental and emotional wellbeing while staying at home during the current coronavirus outbreak.	www.pha.site/STAYATHOME
Drugs and Alcohol		
Addiction NI	Advice and information for managing substance use under social distancing	www.addictionni.com/addiction-and-covid-19
Addressing Drugs and Alcohol Together	Drug and Alcohol support services BDACT	www.drugsandalcoholni.info
Training		
Psychological First Aid module	Psychological first aid 35 minute E-Learning module has been adapted specifically for the current COVID-19 situation with the aim that it will support staff/volunteers who are helping others. Anyone who has access or is a member of the HSC (Health and Social Care) Learning Centre can log on (www.hsclearning.com/) and Psychological First Aid will appear in the list of available courses. Anyone who is not a member of the HSC Learning Centre can use a guest log in via the following; www.hsclearning.com/course/view.php?id=1042	www.hsclearning.com www.hsclearning.com/course/view.php?id=1042
Towards Zero Suicide training	Towards Zero Suicide 20 minute E-Learning training. This suicide prevention training aims to give you the life-saving skills and confidence to help someone who may be considering suicide. Anyone who has access or a member of the HSC (Health and Social Care) Learning Centre please log on and Towards Zero Suicide training will appear in the list of available courses. www.hsclearning.com/ Anyone who is not a member of the HSC Learning Centre can access the training labelled as (Advanced) directly via the following; www.zerosuicidealliance.com/training/	www.zerosuicidealliance.com/training/