



# Mental health and wellbeing support

Information about services across  
Leicester, Leicestershire and Rutland  
that provide support for your mental  
health and wellbeing.



**Leicester, Leicestershire  
and Rutland**  
Health and Wellbeing Partnership



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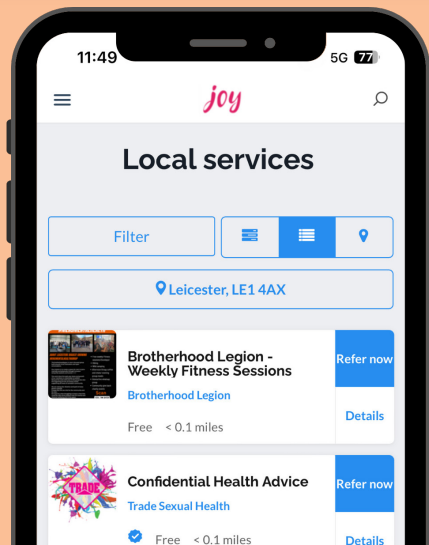
In this booklet you'll find lots of organisations and information to support your mental health and wellbeing. You can find them all on a new website called Joy.

Joy is a new NHS funded website for people living in Leicester, Leicestershire and Rutland. It has been created to link you to groups, services and activities that suit your needs and interests, local to you. Once you add your postcode and search, it will list the services closest to you.

LLRjoy.com



joy



Pick your interests

Filter by postcode

Find services available

# Quick summary on where to find support for your Mental Health

Where to find the right support in Leicester, Leicestershire and Rutland for you or someone you care about

## Non-Urgent

I need support for my mental health

Contact your GP Practice from 8am-6.30pm, Monday to Friday.  
Call **0330 094 5595** for VitaMinds (talking therapy service).

## Urgent

I need help with my mental health now

24/7 support is available over the phone, you can call the Mental Health Central Access Point on **0808 800 3302**

Call NHS 111 for physical, medical and mental health issues (option 2 for mental health)

Visit a Neighbourhood Mental Health Café. Full list of venues on our website: [www.leicspart.nhs.uk/service/neighbourhood-mh-cafes](http://www.leicspart.nhs.uk/service/neighbourhood-mh-cafes)

## Emergency

I have a physical health emergency

Call **999** if there is a threat to life.

# Urgent Mental Health Support

If you, or someone you care about, need urgent advice or support for your mental health, you can call our Mental Health Central Access Point 24 hours a day, seven days a week free of charge and in confidence.

Please note, this service can be busy at certain times and you may have to wait for your call to be answered.

**Central Access Point phone service: 0808 800 3302**

## **In an emergency**

**If you are concerned about an immediate risk of harm – either to yourself or someone else – phone 999.**

**You can also call NHS 111 for physical, medical and mental health issues. [www.signvideo.co.uk/nhs111/](http://www.signvideo.co.uk/nhs111/)**

# Neighbourhood Mental Health Cafés

Drop in support for when you're struggling to cope

There are Neighbourhood Mental Health Cafés spread around Leicester, Leicestershire and Rutland, run by trained and supportive staff, who are there to listen and provide the practical support you may need when you need it most.

Come along and talk to us in confidence, just turn up or book an appointment.

To find your local café, opening times or book an appointment please visit the website below or scan the QR code:

[www.leicspart.nhs.uk/service/neighbourhood-mh-cafes](http://www.leicspart.nhs.uk/service/neighbourhood-mh-cafes)



Neighbourhood  
Mental Health  
Cafés



# The Mental Health Wellbeing and Recovery Support Service (MHWRSS)

This service is open to anyone aged 18+ who is experiencing emotional and mental health problems, as well as their carers. Its goal is to help you to maintain and improve your mental wellbeing, become empowered to achieve your goals, and to live a meaningful life. You don't need a mental health diagnosis to use this service - it is open to people who would benefit from support offered. Please choose the organisation that is local to you.



**Charnwood and Melton** - Nottinghamshire Community Housing Association  
Address: Unit B, The Point, Granite Way, Mountsorrel, Leicestershire, LE12 7TZ  
Email: [charnwoodandmeltonmh@ncha.org.uk](mailto:charnwoodandmeltonmh@ncha.org.uk)  
Referrals: [referralsCMMH@ncha.org.uk](mailto:referralsCMMH@ncha.org.uk)  
Phone: 0800 434 6126  
Website: [www.ncha.org.uk/talk-to-us](http://www.ncha.org.uk/talk-to-us)



**Leicester City and Rutland** - People, Potential, Possibilities  
Email: [leicestermhwrss@p3charity.org](mailto:leicestermhwrss@p3charity.org) / [rutlandmhwrss@p3charity.org](mailto:rutlandmhwrss@p3charity.org)  
Phone: 0808 178 0960  
Website: [www.bit.ly/3C6wHUC](http://www.bit.ly/3C6wHUC) (Rutland)  
[www.bit.ly/3C9W6wy](http://www.bit.ly/3C9W6wy) (Leicester City)

# The Mental Health Wellbeing and Recovery Support Service (MHWRSS)



**North West Leicestershire, Hinckley and Bosworth** - Mental Health Matters

Address: The Crescent, 27 King Street, Leicester, LE1 6RX

Email: [nwleicshbos.mhm@nhs.net](mailto:nwleicshbos.mhm@nhs.net)

Phone: 0300 323 0189

Website: [www.mhm.org.uk/mental-health-wellbeing-recovery-service](http://www.mhm.org.uk/mental-health-wellbeing-recovery-service)



**Blaby, Oadby and Wigston and Harborough** - Leicester Life Links

Address: First Floor, 60 Charles Street, Leicester, LE1 1FB

Email: [leicestershire.lifelinks@richmondfellowship.org.uk](mailto:leicestershire.lifelinks@richmondfellowship.org.uk)

Phone: 0800 0234 575

Website: [www.bit.ly/2FKxDBQ](http://www.bit.ly/2FKxDBQ)



# Counselling / Talking Therapies

There are various talking therapy services available in Leicester, Leicestershire or Rutland, depending on individual needs. Some of the main providers are below.



**VitaMinds** provides help for people with anxiety, depression and other similar difficulties across Leicester, Leicestershire and Rutland. You can request that your GP refers you to the service, or you can refer yourself directly by phone or online where you can also find further information about the service. This is funded by the NHS.

**Website:** [www.bit.ly/3E2ieM0](http://www.bit.ly/3E2ieM0)

**Phone:** 0330 094 5595



**The Leicester  
Counselling Centre**

Supporting the people of Leicester,  
Leicestershire and Rutland since 1981

**The Leicester Counselling Centre** offer a long-term counselling for up to 2 years to adults in Leicester, Leicestershire and Rutland. They offer support for a variety of issues, including feeling low, depressed, stressed or anxious about something, struggling with a relationship breakdown, past or present abuse, bereavement, family problems, money worries or work-related problems. There are costs associated with this service.

**Website:** [www.leicestercounsellingcentre.co.uk](http://www.leicestercounsellingcentre.co.uk)

**Phone:** 0116 255 8801

**Email:** [admin@leicscounselling.co.uk](mailto:admin@leicscounselling.co.uk)

# Counselling / Talking Therapies

**the CENTRE**  
LESBIAN GAY BI & TRANS

**Leicester LGBT+ Centre** offer an affordable counselling service in the heart of Leicester City. The service provides a safe space where you can explore your emotions and feelings, without judgement, in tough times. It might not always be your gender or sexuality that needs to be talked about.

**Website:** [www.leicesterlgbtcentre.org](http://www.leicesterlgbtcentre.org)  
**Phone:** 0116 254 7412  
**Email:** [info@leicesterlgbtcentre.org](mailto:info@leicesterlgbtcentre.org)

**relate**  
the relationship people

**Relate Leicestershire** is an independent charitable company which provides relationship counselling services to adults, children and families. Services include: relationship counselling (for couples and individuals), children and young people's counselling, family counselling, and sex therapy. There can be costs associated with this service.

**Website:** [www.relateleicestershire.org.uk](http://www.relateleicestershire.org.uk)  
**Phone:** 0116 254 3011  
**Email:** [reception@rllr.org.uk](mailto:reception@rllr.org.uk)

# Mental Health Helplines and Online Support

If you feel that you need to talk to a professional about your mental health needs, you can contact the MHCAP (Mental Health Central Access Point), our 24/7 phonenumber free of charge on 0808 800 3302. Below is a list of other providers that can offer support.



## Samaritans

When life is difficult, Samaritans are here - day or night, 365 days a year. You can call them for free on 116 123 or visit [www.samaritans.org](http://www.samaritans.org) to find your nearest branch



## SANEline

If you're experiencing a mental health problem or supporting someone else, you can call SANEline on 0300 304 7000 (4pm - 10pm every day) or email for a response on [support@sane.org.uk](mailto:support@sane.org.uk)



## Combat Stress

If you have served or are currently serving in the UK Armed Forces, you can call the Combat Stress 24 hour mental health helpline on 0800 138 1619 or text on 07537 173683



## Switchboard

Provides a one-stop listening service for LGBTQIA+ people on the phone, you can call Switchboard on 0300 330 0630 (10am – 10pm every day) or use their webchat service.

# Support for Young People and Children

If you are a young person, or the parent or carer of a child or young person, there are various websites and helplines you can use to find support.



**Health for Under 5s** offers a great choice of health related information for parents and carers of 0 to 5 year olds.  
[www.healthforunder5s.co.uk](http://www.healthforunder5s.co.uk)



**Health for Kids** enables primary school age children to learn about health in a fun and interactive way.  
[www.healthforkids.co.uk](http://www.healthforkids.co.uk)



**Health for Teens** allows young people to find out more about health, including feelings, growing up, mental health, lifestyle and sexual health.  
[www.healthforteens.co.uk](http://www.healthforteens.co.uk)

# Support for Young People and Children



**ChatHealth** is a confidential text messaging service that enables children and young people (aged 11-19) to contact their local public health nursing team for confidential advice and support.

[www.chathealth.nhs.uk](http://www.chathealth.nhs.uk)



**Tellmi** is an early digital mental health service for anyone over the age of 11 that is available across Leicester, Leicestershire and Rutland free of charge. You can visit the Tellmi website or download the app from your phone's app store.

[www.tellmi.help](http://www.tellmi.help)

**childline**

ONLINE, ON THE PHONE, ANYTIME  
[childline.org.uk](http://childline.org.uk) | 0800 1111

**Childline** is a private and confidential helpline for children and young people under 19. Calls are free on 0800 1111.

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



**My Self Referral** is for young people under 18 looking for help with their mental health in Leicester, Leicestershire and Rutland.

[www.myselfreferral-llr.nhs.uk](http://www.myselfreferral-llr.nhs.uk)

# Leicestershire Recovery College

**Leicestershire Recovery College is an NHS college offering a range of recovery-focused educational courses and resources for people aged 18 and over who have lived mental health experience, along with their friends, family and Leicestershire Partnership NHS Trust staff.**

The college offers a range of courses designed to contribute to wellbeing and recovery, supporting people to recognise their own resourcefulness and skills in order to become experts in their own self care and achieve the things they want to in life.

The courses cover a range of topics:

- Getting involved
- Understanding / experience of mental health conditions
- Building your life
- Developing skills and knowledge
- Physical health and wellbeing

You can find more information about the Leicestershire Recovery College via:

Phone: 0116 2951196

Email: [LPT.Recoverycollege@nhs.net](mailto:LPT.Recoverycollege@nhs.net)

Website: [www.leicspart.nhs.uk/service/leicestershire-recovery-college/](http://www.leicspart.nhs.uk/service/leicestershire-recovery-college/)



## Better Health - Every Mind Matters

**Better Health - Every Mind Matters** helps empower people to look after their mental wellbeing. Their website features lots of NHS approved tips and advice to help you be kind to your mind.

At its heart is the free NHS-approved Mind Plan, available on the website. By answering five short questions people get a personalised mental health action plan, providing practical tips to help them deal with stress and anxiety, boost their mood, sleep better and feel more in control.

[www.nhs.uk/every-mind-matters](http://www.nhs.uk/every-mind-matters)

# Discover simple steps to help look after your mental wellbeing

Search Every Mind Matters



# Specialist Services

There are many specialist services available in Leicester, Leicestershire and Rutland depending on individual needs. Below are some local organisations that can offer support.



## **The Centre Project**

A local charity that aims to reach those who are most excluded from our society to reduce isolation and promote wellbeing.

Email: [info@centreproject.org](mailto:info@centreproject.org) Phone: 0116 255 4013

[www.centreproject.org](http://www.centreproject.org)



## **British Red Cross**

British Red Cross provides practical and emotional support to asylum seekers, refugees and vulnerable migrants in Leicester and Leicestershire. They undertake the casework to lift them out of destitution and signpost them to relevant support agencies.

Email: [rsleicester@redcross.org.uk](mailto:rsleicester@redcross.org.uk) Phone: 0116 479 0900

## **ADHAR**

Providing mental health support for (but not exclusively to) minoritised communities.

Email: [admin.box@adharproject.org](mailto:admin.box@adharproject.org) Phone: 0116 220 0070

[www.adharproject.org](http://www.adharproject.org)





# Specialist Services



## **First Step**

Provides support for men who have experienced sexual abuse.

Email: [contact@firststepleicester.org.uk](mailto:contact@firststepleicester.org.uk) Phone: 0116 254 8535

[www.firststepleicester.org.uk](http://www.firststepleicester.org.uk)



## **Jakin - Pregnancy Care and Counselling**

Provides support for those facing an unplanned pregnancy or struggling after pregnancy loss.

Email: [support@jakin-counselling.co.uk](mailto:support@jakin-counselling.co.uk) Phone: 07599 397 938

[www.jakin-counselling.co.uk](http://www.jakin-counselling.co.uk)



## **Quetzal Project**

Provides support for women who have experienced childhood sexual abuse.

Phone: 0333 101 4280

[www.quetzal.org.uk](http://www.quetzal.org.uk)

# Specialist Services



## Jasmine House

Provides support for women who have experienced sexual violence.

Email: [admin@jasminehouse.org.uk](mailto:admin@jasminehouse.org.uk) Phone: 0116 255 5962

[www.jasminehouse.org.uk](http://www.jasminehouse.org.uk)



## Laura Centre

Provides support for bereaved children and support following the death of a child.

Email: [info@thelauracentre.org.uk](mailto:info@thelauracentre.org.uk) Phone: 0116 254 4341

[www.thelauracentre.org.uk](http://www.thelauracentre.org.uk)



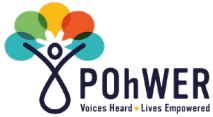
## SOBS

Provides support for those bereaved by suicide.

Email: [email.support@uksobs.org](mailto:email.support@uksobs.org) Phone: 0300 111 5065  
(Monday and Tuesday, 9am - 5pm)

[www.uksobs.org](http://www.uksobs.org)

# Specialist Services



## **POhWER**

These are the contracted service providers for Independent Mental Health Advocacy (IMHA), Independent Mental Capacity Advocacy (IMCA) and NHS Complaints Advocacy. Their advocates support people to understand their rights, speak up and be heard.

Email: [pohwer@pohwer.net](mailto:pohwer@pohwer.net) Phone: 0300 456 2370

**[www.pohwer.net/leicestershire](http://www.pohwer.net/leicestershire)**

## **LAMP**

Provides independent community mental health advocacy to the people of Leicester, Leicestershire and Rutland, including support to families and carers.

Email: [info@lampdirect.org.uk](mailto:info@lampdirect.org.uk) Phone: 0116 255 6286

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



## **Harmless**

Provides a community self-harm and suicide bereavement service for people who live in Leicester, Leicestershire and Rutland.

Email: [leicester@harmless.org.uk](mailto:leicester@harmless.org.uk) Phone: 0115 8800 280

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



# Specialist Services



## **New Futures**

Women's therapeutic and recovery centre.

Email: [info@new-futures.org.uk](mailto:info@new-futures.org.uk) Phone: 0116 251 0803

[\*\*www.new-futures.org.uk\*\*](http://www.new-futures.org.uk)



## **The Carers Centre**

A local charity that provides support to unpaid carers across Leicester, Leicestershire and Rutland.

Email: [enquiries@thecarerscentre.org.uk](mailto:enquiries@thecarerscentre.org.uk) Phone: 0116 251 0999

[\*\*www.claspthecarerscentre.org.uk\*\*](http://www.claspthecarerscentre.org.uk)



## **Age UK**

Services to support the wellbeing of older people and informal / family carers.

Email: [enquiries@ageukleics.org.uk](mailto:enquiries@ageukleics.org.uk) Phone: 0116 299 2233

[\*\*www.ageukleics.org.uk\*\*](http://www.ageukleics.org.uk)

# Specialist Services



## **Loughborough Wellbeing Centre**

Provides a range of support in a safe, social space for adults (18 plus), as well as the Wellbeing Café and Veteran's Wellbeing Hub in Loughborough and Oakham, Rutland.

Email: [admin@loughboroughwellbeing.com](mailto:admin@loughboroughwellbeing.com)

[www.thewellbeingcafe.org](http://www.thewellbeingcafe.org)

## **GamCare**

GamCare runs the National Gambling Support Hotline, which is open 24/7 and 365 days a year. The treatment is free, flexible, and confidential and always free from judgement and there are no waiting lists to access the service. It provides users with a safe space to speak, enabling them to feel empowered and take control of their life by providing tailored support to users to achieve their goals.

Phone: 0808 8020 133

[www.gamcare.org.uk](http://www.gamcare.org.uk)

## **CRUSE**

Provides bereavement support.

Email: [leicester@cruse.org.uk](mailto:leicester@cruse.org.uk) Phone: 0116 288 4119

[www.cruse.org.uk](http://www.cruse.org.uk)

*Cruse* Bereavement  
Support

# Additional Community Support

There are various agencies that offer support in Leicester, Leicestershire and Rutland depending on individual needs.



**Community Advice and Law Service** is an independent, free and confidential advice service. Offers free legal advice for areas of law which include debt, welfare benefits and housing.

Email: [enquiries@cals.uk.net](mailto:enquiries@cals.uk.net)

Phone: 0116 242 1120

[www.cals.uk.net](http://www.cals.uk.net)



**Citizens Advice LeicesterShire** offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.

Phone: 0808 2787970 (Leicester City)

0808 2787854 (Leicestershire)

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

# Additional Community Support



**Open Hands** provide emergency support and care for those most vulnerable, provide supplies of food, and offer various other services to help empower individuals to move forward in their lives - offering practical help and advice.

Phone: 0116 255 8672

[www.openhandsleicester.org.uk](http://www.openhandsleicester.org.uk)



**Shelter Housing Advice & Research Project**

Registered Charity No: 1000515

**SHARP** provide housing advice, help and support for people who have been made homeless or are facing serious housing problems, across Leicestershire.

Email: [info@leicestershelter.org.uk](mailto:info@leicestershelter.org.uk)

Phone: 0116 254 6064

[www.leicestershelter.org.uk](http://www.leicestershelter.org.uk)

# Phone Apps

There are many different phone apps available to download for free, which can provide support and advice on various issues. Below are some suggestions:



**Stay Alive** is a suicide prevention app with over 600 resources and tools to help you, or someone you are worried about, keep safe. Created by Grassroots Suicide Prevention Charity with people who have lived experience.



**Calm Harm** provides tasks to help you resist or manage the urge to self-harm. Calm Harm uses the basic principles of an evidence-based therapy called Dialectical Behavioural Therapy (DBT).



**MindDoc** helps if you are struggling with emotional problems or simply want to be more aware of your mood and wellbeing. It is a personalized mental health companion that checks on you three times a day.



**DistrACT** provides trusted information and links to support people who self-harm and may feel suicidal (aged 17+).



# Coping Strategies

There are various simple coping strategies that can be used in challenging situations. There are two examples below. Visit [www.leicspart.nhs.uk/mental-health](http://www.leicspart.nhs.uk/mental-health) for further information

**The 5-4-3-2-1 anxiety management technique is a five-step exercise.** It can be very helpful during periods of anxiety or panic by helping to ground you in the present, when your mind is bouncing around between various anxious thoughts. Before starting this exercise, pay attention to your breathing. Slow, deep, long breaths can help you maintain a sense of calm or help you return to a calmer state. Once you find your breath, go through the following steps to help: ground yourself:

- 5 Think of **five** things you see around you. It could be a pen, a spot on the ceiling, anything in your surroundings.
- 4 Think of **four** things you can touch around you. It could be your hair, a pillow, or the ground under your feet.
- 3 Think of **three** things you hear. This could be any external sound. If you can hear your stomach rumbling that counts! Focus on things you can hear outside of your body.
- 2 Think of **two** things you can smell. Maybe you are in your home and smell tea or coffee or maybe you are in a park and smell cut grass. If you need to take a brief walk to find a scent, you could walk around your home, or outdoors.
- 1 Think of **one** thing you would like to eat or drink.

# Coping Strategies

**STOPP technique can be used when feeling overwhelmed or struggling with impulsive thoughts.**

**S** **Stop and step back.** Don't act immediately. Pause.

**T** **Take a breath.** Notice your breath as you breathe in and out.

**O** **Observe.** What am I thinking and feeling? What are the words that my mind is saying? Is this fact or opinion? Descriptions or evaluations? Accurate or inaccurate? Helpful or unhelpful? What unhelpful thinking habit am I using (e.g. mind-reading, negative filter, thinking the worst)? Where is my focus of attention? What metaphor could I use (mountain, tunnel, playground bully, thought train, beach ball, passengers on the bus)?

**P** **Pull back.** See the situation as an outside observer. What would a fly on the wall see? Is there another way of looking at it? What advice would I give to someone else? What meaning am I giving this event for me to react in this way? How important is it right now, and will it be in 6 months?

**P** **Practise what works.** Do what works, what is most helpful. Play to your principles and values. Will it be effective and appropriate? Is it in proportion to the event? Is it in keeping with my values and principles? What will be the consequences of my action?

# Support from your local councils

Leicester City Council, Leicestershire County Council and Rutland County Council all offer online mental health and wellbeing support and signposting in your local area.



First Contact Plus is an online tool which helps adults in Leicestershire find information about a range of services all in one place.

[www.firstcontactplus.org.uk](http://www.firstcontactplus.org.uk)



Leicester  
City Council

MyChoice is a directory for care and support services for people living within the Leicester City area.

[www.bit.ly/30c3TzD](http://www.bit.ly/30c3TzD)

BetterOff is a service for people who live in Leicester. BetterOff will show you the benefits you are entitled to and will help you apply for them online, it also provides information on how to find and apply for jobs.

[www.bit.ly/3V04Mhv](http://www.bit.ly/3V04Mhv)



Rutland  
County Council

There are a number of local services across Rutland that you can contact for advice and support on mental health, as well as signposting to support in the community.

[www.bit.ly/3gNBOSM](http://www.bit.ly/3gNBOSM)



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that provide support for your mental health and wellbeing.**