

Key Telephone and Text Helplines:

Samaritans 116 123 Whatever problems you are facing Samaritans are there to listen 24/7
SHOUT Text Shout to 85258 Crisis text service for support with any mental health concern 24/7

CALM Campaign Against Living Miserably – 0800 58 58 58 Helpline for men of all ages 5pm – Midnight.
Childline 0800 11 11 Normally 24/7 Support currently available from 9am-Midnight and on line 1-2-1 chat
Lancs and South Cumbria Mental Health Helpline: 0800 915 4640 24/7 NHS Mental Health and wellbeing helpline for Lancashire and South Cumbria
MindLine Cumbria - 0300 561 0000 text Mind to 81066
Information, guidance and support. Midday-11pm Mon-Fri. 5-11pm Weekends.
Papyrus Hopeline 0800 068 4141 Support for young people. 9am-10pm Mon-Fri. 2-10pm Weekends.
Silverline 0800 470 80 90 Information, friendship and advice for older people 24/7
Young Minds Parent Line 0808 802 5544 Advice for parents and carers worried about a young person 9.30-4pm Mon-Fri.
Young Minds Crisis Messenger Text YM to 85258 Crisis text support for under 25s 24/7

Mental Health:

Online resources:

Every Mind Matters : www.nhs.uk/oneyou/every-mind-matters/ NHS Mental Health and Wellbeing advice from how to deal with stress and anxiety to how to sleep better including a list of [NHS recommended Apps](#)
Good Thinking: www.good-thinking.uk Online wellbeing resources and guides produced by London NHS services
MindED: www.minded.org.uk/ NHS E-learning modules on young peoples and older adults mental health
NHS Self Help Guides
www.cntw.nhs.uk/home/accessible-information/easy-read/self-help-guides Self-help guides for a range of mental health issues produced by Cumbria, Northumberland, Tyne and Wear NHS.
Recovery College Online: www.recoverycollegeonline.co.uk Information and online courses on mental health, recovery wellbeing and the current COVID-19 pandemic

Useful Apps:

There are numerous apps to promote wellbeing and recovery check out [NHS recommended Apps](#):
www.nhs.uk/oneyou/apps/. Apps include Calm Harm, Stay Alive, STOPP, SAM anxiety management, Think Ninja, Mindshift, Silvercloud

National Support:

Anxiety UK: www.anxietyuk.org.uk providing support for people with anxiety and anxiety based depression. Infoline 03444 775774 (daily 9:30am- 5:30pm)
B-eat: www.beateatingdisorders.org.uk supporting people affected by eating disorders.
Helpline: 0808 8010677 Youth Line: 0808 8010711 Open Mon-Fri 12-8pm, weekend 4-8pm
Bipolar UK: www.bipolaruk.org online support and supporting local peer support groups around Cumbria.
Peer Support Line: 07591375544 to arrange a call back

Depression UK: <http://depressionuk.org/> National self help organisation helping people cope with their depression

Doc Ready: www.docready.org providing information and support about talking to your GP about your mental health

Mental Health Foundation: www.mentalhealth.org.uk Mental health resources and information

Mind: www.mind.org.uk Mental health information and self help guides

InfoLine: 0300123393 Mon-Fri 9am-6pm Legal Line: 0300 4666463 Mon-Fri 9am-6pm

Elefriends: www.elefriends.org.uk/ safe online forum to talk about your mental health ran by National Mind

No Panic: www.nopanic.org.uk support for anxiety disorders and panic attacks Helpline 0844 967 4848 Daily 10am-10pm

RETHINK: www.rethink.org provides support to those experiencing severe mental illness, their carers and relatives. 0300 5000 927

SANE: www.sane.org.uk provides support and advice to people experiencing mental illness including Saneline 0300 304 7000 (current number during COVID-19 leave a message on 07984 967708)

Supportline: www.supportline.org.uk provide confidential emotional support. Helpline 01708 765200

Time to Change: www.time-to-change.org.uk/ Providing resources to tackle mental health stigma

Finding a counsellor:

Counselling Directory: www.counselling-directory.org.uk/

BACP: British Association for Counselling and Psychotherapy: www.bacp.co.uk/

Self Harm:

Harmless: www.harmless.org.uk/ Self harm and suicide prevention project including the Tomorrow Project

National Self Harm Network: www.nshn.co.uk/ moderated on line forum

Selfharm UK: www.selfharm.co.uk Site dedicated to self harm recovery, insight and support including on line alumni support

Suicide and Crisis Support in addition to those on first page

Staying Safe: <https://stayingssafe.net/> Online resource on safety planning

Hub of Hope: <https://hubofhope.co.uk/> National directory to find local support

James' Place: www.jamesplace.org.uk/ Offering suicidal crisis support for men Text JP to 85258 24/7

Maytree: www.maytree.org.uk providing support in a suicidal crisis with a respite centre in London 0207 263 7070

Local:

NHS Support:

NHS 111 For NHS advice and referral for any health or mental health related issues 24/7

Lancs and South Cumbria Mental Health Helpline: 0800 915 4640

24/7 Mental Health and wellbeing helpline for Lancashire and South Cumbria and text service text HELLO to 07860 022846 Mon-Fri 7pm-11pm, Sat/Sun 12pm-12am

NHS First Step - North and West Cumbria : www.cntw.nhs.uk/services/first-step/

- 0300 123 9122 Currently offering telephone based and online CBT therapy

NHS First Step - South Cumbria: www.lscft.nhs.uk/first-step 0300 555 0345 Currently offering telephone based and online CBT therapy

Single Point of Access Line 24 hour line for referral into mental health services for professionals and clients/ carers who have accessed services in last 3 years 0300 123 9015

North East and North Cumbria Suicide Prevention Network: www.stopsuicidenenc.org/ NHS resources and information for North Cumbria

Lancashire and South Cumbria Suicide Prevention: www.healthierlsc.co.uk/suicide NHS resources and information for South Cumbria

Other:

Every Life Matters: www.every-life-matters.org.uk/ promoting suicide safer communities across Cumbria and delivering training and suicide bereavement support

MindLine Cumbria: <http://www.mindlinecumbria.org/> 0300 561 0000 text Mind to 81066 Information, guidance and support. Midday-11pm Mon-Fri. 5-11pm Weekends.

Carlisle Eden Mind: www.cemind.org 01228 543354 including the Connect Service, the Lighthouse and Your Voice (independent advocacy throughout Cumbria)

Mind in Furness: www.mindinfurness.org.uk 01229 827094 including supported housing, peer support, drop-in services

Ulverston Mind: www.ulverstonmind.org.uk 01229 581578 including Connecting Mums and counselling

Always another Way: www.alwaysanotherway.co.uk aims to build stronger communities through local projects in West Cumbria

Growing Well: www.growingwell.co.uk Farm based mental health support in South Cumbria

Healthy Hopes: www.healthyhopes.co.uk Promoting mental health and wellbeing

The Lighthouse: www.thelighthousecmhh.org Peer led mental health support in South Lakeland

People First: <https://wearepeoplefirst.co.uk/> provide advocacy and representation and Healthwatch across Cumbria 03003 038037

Richmond Fellowship: www.richmondfellowship.org.uk providing mental health support in the community and through housing schemes across Cumbria including Cumbria 24 hour crisis service based in Whitehaven

SAFA: www.safa-selfharm.com Self Harm Awareness for All: Offer counselling and support for individuals aged 11+ who self harm Tel: 01229 832269

Drug, Alcohol and Gambling Support

National:

ADFAM: <https://adfam.org.uk/> Support for families affected by drugs and alcohol

Alcoholics Anonymous: www.alcoholics-anonymous.org.uk/ Details of local self support group for anyone hoping to recover from alcoholism. Helpline 0800 9177 650

GAMCARE: www.gamcare.org.uk provides support & advice to anyone with a gambling problem National Gambling Helpline 0808 8020133 24/7

Frank: www.talktofrank.com Advice, information and support for anyone concerned about drugs and substance misuse. Helpline: 0300 123 6600 24/7 TEXT 82111

Narcotics Anonymous: <https://ukna.org/> Self-support group for anyone hoping to recover from a drug problem. 0300 9991212 Helpline 10.00am – midnight

We are with you: formerly Addaction www.wearewithyou.org.uk/ Confidential advice and support

Local:

Unity: www.gmw.nhs.uk/unity Commissioned Drug and Alcohol Recovery Service across Cumbria including access to Breaking Free online resource

Allerdale 01900 270010

Barrow in Furness 01229 207020

Carlisle & Eden 01228 212060

Copeland 01946 350020

South Lakes 01539 244004

CADAS: www.cadas.co.uk Countywide confidential support and help with drug and alcohol issues from aged 10+ 0300 114002

Health & Wellbeing Officers for young people under the age of 18 who show substance misuse needs including alcohol. North Cumbria 0782 5340514; West Cumbria 0788 7947621; South Cumbria 0790 0060645

The Well: www.thewellcommunities.co.uk/

01229 829832 support to people in South Cumbria recovering from drug and alcohol addiction through therapy, counselling, peer mentoring, employment training and social activities

Bereavement Support

Child Bereavement UK: www.childbereavementuk.org Offering bereavement support to children and young people and if a child dies. National helpline: 0800 0288840

Child Bereavement UK Cumbria: 01539 628 311 cumbriasupport@childbereavementuk.org

Coroners Court Support Service: <https://coronerscourtssupportservice.org.uk/> Provide practical and emotional support to the family at a coroners' courts Helpline 0300 1112141 Mon-Fri 9am-7pm

Cruse: <https://www.cruse.org.uk/> Bereavement support National Helpline 0808 8081677

Cruse Cumbria: www.crusecumbria.org.uk Local Help Line: 0300 6003434

BEAD: www.beadproject.org.uk/ Bereaved by alcohol or Drugs Project ran by CRUSE and ADFAM

Winston's Wish www.winstonswish.org.uk Providing support and guidance to bereaved children or anyone concerned about a grieving child. 0808 8020021

The Bluebell Foundation: www.bluebell.org.uk/ Support in South Cumbria for people experiencing grief associated to loss during pregnancy, fertility issues, death of a child or support for a young person around bereavement Helpline 0751 6556081

Suicide Bereavement

Support after Suicide: www.supportaftersuicide.org Providing information and support following a suicide including the 'Help is at Hand' and 'Finding the Words'

Every Life Matters: www.every-life-matters.org.uk Providing countywide suicide bereavement support from summer 2020

Suicide Bereavement Service (formerly SOBS Cumbria): www.sbs.org.uk A volunteer-led organisation in Cumbria for those bereaved by the suicide of a close relative or friend offering peer support meetings. Contact John on 0757 297 5721 or Karan on 0789 670 3757

SOBS Survivors of Bereavement by Suicide <https://uksobs.org/> National Helpline 0300 1115065

Health – general, disability, learning disabilities and carers:

General

Support with day to day living due to illness or disability <https://www.nhs.uk/conditions/social-care-and-support-guide/> information of what support and resources are available

Healthwatch: <https://healthwatchcumbria.co.uk/> Feedback and reviews of health and social care in Cumbria 03003038567

NHS: <https://www.nhs.uk/> NHS online resource, health guides, finding your nearest GP, pharmacist etc. For non urgent advice ring 111

Cumbria County Council: Adult Social Care

Allerdale / Copeland 0300 3033589	Barrow / S Lakes 0300 3032704
Carlisle / Eden 0300 3033249	Emergency Duty Team 01228 526690

Health and Wellbeing Coaches referral through ASC

Disability

Disability Associations: Services and support for people with disabilities in Cumbria.

Carlisle /Eden 01228 317070 Welfare Benefits Advice 01228 317010 www.carlisedisability.org.uk

Barrow 01229 870272 Allerdale 01900 61912 www.allerdaledisability.com

Learning Disability

Support in North Cumbria: <https://northcumbriaccg.nhs.uk/your-health/learning-disability-and-autism>

Support in South Cumbria: <https://www.lscft.nhs.uk/learning-disabilities-and-autism-south-cumbria>

People First: <https://wearepeoplefirst.co.uk/> provide advocacy and representation across Cumbria 03003 038037

Carers

Carers UK: www.carersuk.org Help and Advice to make life better for carers

Carers Direct: Confidential information and advice for anyone looking after someone else

0300 1231053 Monday to Friday, 9am to 8pm and weekends, 11am to 4pm

Local Carers Associations: www.carerssupportcumbria.org.uk 08443 843 230 Advice and support and links to local Carers Associations

Children and Young People:

National:

Anna Freud Centre: www.annafreud.org on line resource and support for children, families and schools

Family Lives: www.familylives.org.uk Providing resources for families on a wide range of issues including BullyingUK Helpline 0808 8002222 Mon- Fri 9am-9pm, weekends 10am-3pm

Mentally Healthy Schools: www.mentallyhealthyschools.org.uk resource through Heads Together and Anna Freud Centre

The Mix: www.themix.org.uk Advice and support for under 25s on mental health, physical health, relationships, drugs etc 0808 808 4994 4-11pm

Muslim Youth Helpline: www.myh.org.uk Helpline 0808 808 2008 4-10pm

NSPCC www.nspcc.org.uk Advice and support. Childline: 0800 11 11 Support currently available from 9am-Midnight (normally 24/7) and on line 1-2-1 chat

Papyrus - Prevention Young Suicide www.papyrus-uk.org Support and advice for Young People who may be feeling suicidal. Hopeline – 0800 068 4141 9am-10pm Mon-Fri. 2-10pm Weekends.

Young Minds: www.youngminds.org.uk Information and advice and support on young people's mental health including:

- Young Minds Parent Line 0808 802 5544 9.30-4pm Mon-Fri,
- Young Minds Crisis Messenger Text YM to 85258 Crisis text support for under 25s 24/7
- [Information about medication](#) (previously headmeds website)

Local:

Cumbria Safeguarding Children: www.cumbriasafeguardingchildren.co.uk

Early Help www.cumbriasafeguardingchildren.co.uk/LSCB/earlyhelp.asp

Information on the Early Help service 03003 033896 / early.help@cumbria.gov.uk

Safeguarding Hub 0333 2401727 (including out of hours emergency duty team)

CAMHS – Child and Adolescent Mental Health Services referral to CAMHS and My Time made via CAMHS SPA referral form obtained via local office. No self referral accepted. East (Carlisle & Eden) 01228

608870 camhs.east1@nhs.net West 01900 70603985 camhs.west1@nhs.net

North Cumbria Crisis Assessment and Intervention Service (CAIS): 01228 603964. Telephone assessment and support will be given initially. Mon- Fri 9am-8pm and weekends 9am-1pm (part of adult crisis service)

MyTime Cumbria (Barnados) Primary Care Mental Health Service South Cumbria Referrals can be made directly by contacting MyTime on 01539 742626 MyTimeCumbria@barnados.org.uk

Lancashire and South Cumbria Young Peoples Resource <https://www.healthyyoungmindslsc.co.uk/home> providing a variety of advice, guidance and support related to children and young people's mental health and emotional wellbeing.

Action for Children: www.actionforchildren.org.uk Child and Family support services in South Lakeland

Barnados: www.barnados.org.uk Various services across Cumbria including targeted support, missing from home, My Time (access via CAMHS) also run child and family support in Eden

Brathay: www.brathay.org.uk Support for young people in South Cumbria

Carlisle Youth Zone: www.carlisle-youthzone.org Youth work in Carlisle 01228516280

Cumbria Family Support: www.cumbriafamilysupport.org.uk Providing support to families across North and West Cumbria 01768 593102

Cumbria Youth Alliance: www.cya.org.uk/ Providing support and run projects for young people within the community

Dropzone: www.drop-zone.uk/ Youth work in the Furness area 01229 812888

Family Action: www.family-action.org.uk/ Child and Family support services in Barrow, Copeland, Allerdale and Carlisle

Inspira: www.inspira.org.uk Careers and development service across Cumbria including NCI programme
0345 658 8647

Kooth: www.kooth.com/ Free safe anonymous online support for young people commissioned by Cumbria County Council. Online support Mon- Fri 12-10pm, Sat - Sun 6-10pm

PAC Therapy: <https://pactherapy.org/> Provide therapy to young people in Carlisle

Young Cumbria: www.youngcumbria.org.uk/ Providing support through face to face and project work to young people

Older Adults:

AGE UK: www.ageuk.org.uk/

Advice and Information. Helpline 0800 6781602 8am-7pm Branches throughout Cumbria

Alzheimers Society: www.alzheimers.org.uk/ information and support and links to local branches

Silverline: www.thesilverline.org.uk/ – 0800 470 80 90 Information, friendship and advice for older people
24/7

Womens' Organisations:

Womens Community Matters: www.womenscommunitymatters.org/ Offer a wide range of support for women in the Barrow area

Women out West: <http://womenoutwest.co.uk/> Offer a wide range of support for women in the Copeland area

Gateway 4 Women: <http://gateway4women.com/> Offering a wide range of support for women in the Carlisle area

Victim support, domestic abuse and sexual assault:

Cumbria Together www.cumbriatogether.com/ Directory of support for those affected by crime or anti-social behaviour

Police – non emergency 101

Victim Support: www.victimsupport.org.uk Victim Support in Cumbria. 0300 303 0157. Mon to Fri, 8am-6pm

Domestic Abuse:

National Domestic Abuse Helpline: www.nationaldahelpline.org.uk/ 24 hour free national domestic abuse helpline 0808 2000247

Mens Helpline <https://mensadviceline.org.uk/> Freephone support line for men affected by domestic abuse
0808 8010327 Mon, Wed 9am-8pm, Tues, Thurs, Fri 9am-5pm

Broken Rainbow UK: www.brokenrainbow.org.uk/ LGBT Domestic Violence Charity LGBT Domestic Abuse Helpline 0800 9995428

Sexual Assault:

Independent Domestic and Sexual Violence Advisers IDSVAs in Cumbria:

<https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/north-west/cumbria>
List of independent domestic and sexual violence advisers in Cumbria

The Birchall Trust: www.birchalltrust.org.uk Offers support to those affected by rape and sexual abuse in South Cumbria and North Lancashire. 01229 820828

Bridgeway Sexual Assault Support Service: www.thebridgeway.org.uk Providing support for anyone in Cumbria who have been raped or sexually assaulted 0808 1186432 24/7

The Freedom Project: www.freedom-project-west-cumbria.org.uk/ Providing support in West Cumbria
Helpline 07712 117986

Safety Net: www.safetynetuk.org/ Supporting those affected by rape, exploitation sexual abuse or domestic violence in North & West Cumbria 01228 515859

Springfield: <https://springfieldsupport.org/> Provides domestic abuse in South Lakeland 01539 720313

Equality

Religion Belief and Culture in our Community

www.cumbria.gov.uk/elibrary/Content/Internet/535/612/43503101029.pdf Cumbria supplement to a national resource

Refugee Council: www.refugeecouncil.org.uk/ Providing information for refugees

AWAZ Cumbria: www.awazcumbria.org/ Providing support to Black and Minority Ethnic community in Cumbria

LGBTQ+

LGBThq Cumbria www.LGBThq.org.uk provides support and advice including free counselling to LGBTQ+ also Sticky Bits Café PiNC Youth 01228 267247

MindOut: www.mindout.org.uk LGBTQ+ mental health support

Outreach Cumbria www.outreachcumbria.co.uk Countywide support and advice for LGBTQ+

Stonewall: www.stonewall.org.uk/ Support and advice for LGBTQ+

Veterans

British Legion: www.britishlegion.org.uk/ Providing advice and support on housing, money, mental wellbeing Helpline 0808 802 8080 8am-8pm

Combat Stress: www.combatstress.org.uk Providing mental health support and advice to serving and ex-military. Helplines available 24/7 Veterans and families: 0800 138 1619 Serving personnel and families: 0800 323 4444

SSAFA: www.ssafa.org.uk/ Providing advice and support on housing, money, mental wellbeing Helpline 0800 7314880 Mon-Fri 9am-5.30pm

Veterans Gateway: www.veteransgateway.org.uk/ Providing advice and support on housing, money, mental wellbeing Helpline 24/7 0808 8021212

Farming

Farming Community Network: www.fcn.org.uk Pastoral and practical support for the farming community Helpline 0300 111 999 7am-11pm

RABI: <https://rabi.org.uk/> Providing support to farming families. Helpline 0808 281 9490

Advice

Citizens Advice: www.citizensadvice.org.uk/ Provides free, impartial and confidential advice National Advice Line 03444 111 444

Allerdale 01900 604735

Barrow 0344 4889624

Carlisle/Eden 03300 563037

Copeland 01946 693321

South Lakes 01539 446464

ACAS: www.acas.org.uk/ Online resource on employment rights

Carlisle Key: www.carlislekey.co.uk/ Providing housing support to young people in Carlisle

Christians against Poverty: <https://capuk.org/> 0800 328006 free advice & help to those in debt with debt centres in Cumbria

Cumbria Law Centre: www.cumbrialawcentre.org.uk/ Free legal advice and representation for people living in Cumbria. Tel: 01228 515129

Manna House: www.manna-house.org.uk/ Providing advice and support to the homeless, vulnerably housed and lonely in South Lakeland

Money Advice Service: www.moneyadviceservice.org.uk/ Free debt advice and online resource 0800 138 7777 8am-6pm

National Debtline: www.nationaldebtline.org/ Free confidential debt advice 0808 808 4000 9am-8pm

Shelter: <https://england.shelter.org.uk/> Free housing advice and on line resource Helpline 0808 8004444 Mon-Fri 8am-8pm, Sat-Sun 9am-5pm