

# **Online Mental Health Resources Guide**

**(Accurate as of 12/07/20)**

This guide is intended to provide an overview of key mental health resources accessible via the internet or over the telephone. If you require additional information or advice related to a specific resource please contact Healthcare Assistant Adam Boothroyd at the York Crisis Resolution Home Treatment Team on 01904 526582.

**[Anger and Stress Management](#)**

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## Anger and Stress Management



[Mind Information & Support – How to Cope With Anger](#) explains anger, giving practical suggestions for what you can do and where you can go for support. Also includes advice for friends and family.

[Mind Information & Support – How to Manage Stress](#) explains what stress is, what might cause it and how it can affect you. Includes information about ways you can help yourself and how to get support.

[Moodjuice – Stress](#) is a workbook created by NHS Scotland to help people learn more about stress as well as skills to cope with it.

[NHS Inform – Anger](#) is an interactive online resource created by NHS Scotland to help people understand and manage anger; it explains the causes of anger issues and attempts to establish simple, practical ways to address these in order to improve quality of life.

## Ante, Peri and Post-Natal Mental Health



[Action on Postpartum Psychosis](#) is a collaborative project run by women who have experienced postpartum psychosis, specialist health professionals and academic experts from Birmingham and Cardiff

Universities. They provide up-to-date information to women who have experienced postpartum psychosis and their families, facilitate research into all aspects of the condition and advocate for improved services for women and their families; APP also run a range of peer support programmes from online forums to 1:1 support, with full details available via their website.

### [The Association for Postpartum Illness \(APNI\)](#)

works with people affected by any form of postpartum illness, both mothers and their families, with a focus on postnatal depression. Their website

offers a range of information and advice; it is also possible to contact them via telephone (0207 386 0868) or e-mail ([info@apni.org](mailto:info@apni.org)). Women suffering from postnatal depression can access a countrywide network of phone, e-mail and postal volunteers managed by APNI who have had, and recovered from, post-natal illness who will contact them at regular intervals throughout their illness and the recovery period. They also provide a similar service for the partners and families of affected women – full details are available online (<https://apni.org/our-function/>).



**The Birth Trauma Association** is a charity that supports women who suffer birth trauma – a shorthand term for post-traumatic stress disorder (PTSD) – after birth. Their website has a range of information related to birth trauma and related subjects, and affected individuals can access online support via e-mail at [support@birthtraumaassociation.org.uk](mailto:support@birthtraumaassociation.org.uk).

**Maternal OCD** is a charity co-founded by two mothers, Maria Bavetta and Diana Wilson, who have experienced and recovered from extreme perinatal obsessive compulsive disorder (OCD). They offer a variety of help, advice and information regarding maternal OCD via their website.

**Out of the Blue** is a series of short educational films that was designed to address and support parents who may be experiencing a wide range of mental health problems: from generalised low mood and anxiety to severe depression and postpartum psychosis. The films are accessible via a free app – full details are available on the Out of the Blue website.

**PANDAS** support and advise any parent who is experiencing a perinatal mental illness; they also inform and guide family members, carers, friends and employers as to how they can support someone who is suffering. Support is available via their helpline (0843 28 98 401), e-mail ([info@pandasfoundation.org.uk](mailto:info@pandasfoundation.org.uk)) or website.

**The Royal College of Psychiatrists** offers a comprehensive guide to some of the more prevalent questions related to mental health during and after pregnancy.

**Tommy's** are a childbirth support charity with a range of online resources on mental health and pregnancy.

## Anxiety

**Anxiety UK** is a dedicated, friendly and approachable charity that believes that anxiety, stress and anxiety based depression are treatable and manageable. They offer a range of innovative and high quality services delivered by professionals, supported by staff and volunteers with personal experience of anxiety, stress, and anxiety based depression. These include basic information and advice on their website and via their Infoline; self-help groups; and talking therapy in person, over the telephone or via webcam.



*Please note that some of Anxiety UK's services are only available to members, and can have charges associated with them. Full details available via the Anxiety UK website.*

**[Moodjuice – Phobias](#)** is a workbook created by NHS Scotland to help people learn more about phobias and overwhelming fears as well as skills to deal with them.

**[NHS Inform – Anxiety](#)** is an interactive online resource created by NHS Scotland to help people understand and manage symptoms of anxiety; it explains the causes of anxious thoughts/behaviour and attempts to establish simple, practical ways to address these in order to improve quality of life.

**[NHS Inform – Panic](#)** is an interactive online resource created by NHS Scotland to help people understand and manage panic and extreme anxiety; it can be used a standalone guide or in conjunction with other NHS Inform courses on anxiety.

**[NHS Inform – Social Anxiety](#)** is an interactive online resource created by NHS Scotland to help people understand and manage symptoms of social anxiety; it explains the causes of anxious thoughts/behaviour and attempts to establish simple, practical ways to address these in order to improve quality of life.

**[No Panic](#)** is a registered charity which helps people who suffer from panic attacks, phobias, obsessive-compulsive disorders and other related anxiety disorders including those people who are trying to give up tranquillizers. They offer a variety of free resources about all aspects of anxiety disorders on their website, as well as telephone/online support, a befriending group service and access to their Contact Book peer support programme.



*Please note that some of No Panic's services are only available to members, and can have charges associated with them. Full details available via the No Panic website.*

**[Mind Information & Support – Anxiety and Panic Attacks](#)** explains anxiety and panic attacks, including possible causes and how you can access treatment and support. Includes tips for helping yourself, and guidance for friends and family.

### **Apps and Online Tools**

**[Action For Happiness](#)** is a movement of people committed to building a happier and more caring society. Their website offers a range of simple, practical resources to help you increase your meaningful activity, build positive connections with others and generally feel better about yourself.

**[Be Mindful Online](#)** is an online Mindfulness-Based Cognitive Therapy (MBCT) course and is approved by the NHS. The Be Mindful pathway reduces levels of

stress, depression and anxiety, and was designed by experts so you can learn to practise mindfulness at a speed you are comfortable with – the 4-week programme of mindfulness training is completed at your own pace. Leading mindfulness teachers guide you through instructional videos, interactive sessions, and mindfulness assignments supported by motivational e-mails.



*Please note that there is a £30 charge for the Be Mindful Online service. There is a free introduction available via the Be Mindful Online website.*

**[Breathing and Relaxation Exercises for Stress](#)** is a collection of resources put together by NHS Scotland you can do to relieve stress and relax your body and mind. They are designed to be simple and can be done at home, at work or out and about. For some of them it helps to lie down, or sit, but they will still work if you aren't able to do those things; the exercises include playlists you can listen to as well as short films to 'follow along'.

**[DadPad](#)** is an app which provides on-the-go advice to help fathers enjoy their babies, feel more confident and support their mental and emotional wellbeing. It offers fathers with practical tips on things like feeding, sleeping and bonding with your baby as well as information to help dads adjust to their new roles and cope with the physical and emotional strains having a baby can place on individuals and relationships. DadPad is available free to new and expectant fathers in County Durham and Darlington, Teeside, North Yorkshire and York under contract by the Tees, Esk and Wear Valleys NHS Foundation Trust.

**[IESO](#)** offers online cognitive-behavioural therapy delivered by a network of affiliate therapists. It is free to anyone registered with a GP in the East Riding of Yorkshire – please see the IESO website for details on how to register for the service.

**[NHS Inform – Problem-Solving Guide](#)** is an interactive online resource created by NHS Scotland to help people develop the skills and resilience required to identify and constructively engage with challenging issues or situations. The guide is based on Cognitive Behavioural Therapy (CBT) and uses a variety of techniques derived from this approach.

**[NYCLP Mental Health Awareness](#)** a free online course offered by the North Yorkshire Community Learning Partnership that covers various aspects of mental health, from helping your own wellbeing to supporting a friend, family member or colleague that may be struggling. It includes information on spotting the warning signs of stress, anxiety and depression and also tips and self-help solutions.

**[Recovery College Online](#)** is a free online mental health resource designed by Tees, Esk and Wear Valleys NHS Foundation Trust. The



Recovery College provides a range of online educational courses to people with experience of mental illness, from service users to their family to friends and staff.



**Safe Places** is a nationwide scheme intended to provide safe, supportive environments for vulnerable people if they feel scared or at risk while they are out and about in the community. Their free-to-use Safe Places apps show all the Safe Places in districts that have decided to make the apps available. The apps have a function called 'Get me to my nearest Safe Place Now' (panic button) which immediately directs you to the nearest open Safe Place. If no Safe Place is located within a 15-minute walk it will automatically offer to call the non-emergency 101 number to get help over the phone.

**Samaritans Self-Help** is an app designed to provide a type of support that you can use without having to discuss your feelings with someone else. It will help you learn safe, memorable techniques for coping with things that are troubling you, through a range of interactive features. It can also help you make a plan to stay safe in a crisis, and keep track of things you can do away from the app to help yourself feel better.

**Stay Alive** is a suicide prevention resource for the UK provided by the Grassroots suicide prevention charity, packed full of useful information and tools to help you stay safe in crisis. You can use it if you are having thoughts of suicide or if you are concerned about someone else who may be considering suicide.



In addition to the resources, the app includes a safety plan, customisable reasons for living, and a LifeBox. Here you can store photos and memories that are important to you.

**The NHS Apps Library – Mental Health** has a large selection of apps for smartphones, tablets and other compatible devices which have been assessed and approved by the NHS. Details on some of these are provided below, along with links to the relevant section of the Apps Library.

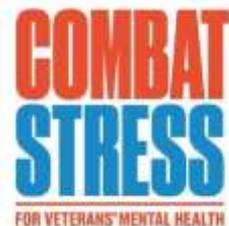
- **Beat Panic:** Beat Panic is designed to guide people through a panic attack or raised anxiety using their phone.
- **Calm Harm:** Calm Harm is an app designed to help people resist or manage the urge to self-harm. It's private and password protected.
- **Catch It:** Learn how to manage feelings like anxiety and depression with Catch It. The app will teach you how to look at problems in a different way, turn negative thoughts into positive ones and improve your mental wellbeing.
- **Cove:** Create music to capture your mood and express how you feel with the Cove app. Instead of words, create music to reflect emotions like joy,

sadness, calm and anger. You can store your music in a personal journal, or send them to someone and let the music do the talking.

- **distrACT:** The distrACT app gives you easy, quick and discreet access to information and advice about self-harm and suicidal thoughts. The content has been created by doctors and experts in self-harming and suicide prevention.
- **My Possible Self:** Take control of your thoughts, feelings and behaviour with the My Possible Self mental health app. Use the simple learning modules to manage fear, anxiety and stress and tackle unhelpful thinking. Record your experiences and track symptoms to better understand your mental health.
- **Stress & Anxiety Companion:** Stress & Anxiety Companion helps you handle stress and anxiety on-the-go. Using breathing exercises, relaxing music and games designed to calm the mind, the app helps you change negative thoughts to help you better cope with life's ups and downs.
- **WorryTree:** The WorryTree app aims to help you take control of worry wherever you are. You can use the app to record things which cause you anxiety; it then uses CBT techniques to help challenge your worries, give you ways to distract yourself and create an action plan to take control of your anxious thoughts and feelings.

### Armed Forces and Veterans' Mental Health

**Combat Stress** is a dedicated mental health charity for veterans which offers support via its helpline (0800 138 1619) as well as text (07537 404719) and e-mail ([helpline@combatstress.org.uk](mailto:helpline@combatstress.org.uk)); these are 24-hour services.



**Help For Heroes** works with veterans to promote physical and psychological wellbeing through a range of dedicated programmes; also has financial and career recovery services, as well as a system of grants for veterans with an illness or injury related to their service.



**The Royal British Legion** offers help, support and advice to serving members of the armed forces, veterans and their families, as well as military support services. In addition, the Legion oversees a variety of independent living, physical/mental wellbeing and financial support programmes; of particular interest may be their Crisis Support service, detailed [here](#). Helpline (0808 802 8080) open from 8am to 8pm Monday to Sunday; they also offer support via e-mail or webchat.

## Benefits and Financial Advice

**C-App** is an interactive website which helps people prepare for ESA and PIP claims or assessments. In addition to information on the benefits themselves, how to complete the various forms and details on the rights of people applying for or in receipt of ESA/PIP, C-App also has a selection of practice questions from each assessment to help claimants prepare appropriately.

**Citizen's Advice Bureau Budgeting Tool** can help establish what people are earning and spending, and where it might be possible to cut costs. It takes around 30 minutes to complete in full, and can provide a printed report if required.

**Mental Health and Money Advice** provides clear, practical advice and support for people experiencing issues with mental health and money. This includes basic information on benefits, how-to guides for completing forms and tools for planning budgets or managing finances.



to 6pm Monday to Friday.

**The Money Advice Service** offers free, impartial guidance on most financial issues, ranging from debt and borrowing to insurance or health-related issues. They offer direct advice via webchat and WhatsApp (see website for further details), as well as through their helpline (0800 138 7777) open 8am

**StepChange** the UK's most comprehensive debt advice service. They provide help and support around all kinds of debt-related issues, as well as helping to set up payment plans, equity release schemes or bankruptcy arrangements. The StepChange website has several calculators dealing with debt consolidation etc., as well as an online debt advice tool; they also offer webchat with dedicated debt advisors 8am to 6pm Monday to Friday and a helpline (0800 138 1111) 9am to 5pm Monday to Friday.



## Bipolar Disorder and Depression



**Blurt** is a social enterprise dedicated to making a difference for anyone affected by depression. They work to increase awareness and understanding of depression, create peer support networks and provide a variety of resources and outreach programmes via their website.

**Bipolar UK** is a national charity focussing on the challenges faced by those affected by bipolar disorder. Their moderated e-community is an online space where people can share experiences and receive support and has around 20,000 registered members; they also provide 1:1 peer support by



telephone/e-mail and facilitate local support groups for people with a bipolar diagnosis as well as friends or family members.

[\*\*Mind Information & Support – Bipolar Disorder\*\*](#) explains what bipolar disorder is, what kinds of treatment are available, and how you can help yourself cope. Also provides guidance on what friends and family can do to help.

[\*\*Mind Information & Support – Depression\*\*](#) explains depression, its symptoms and possible causes, and how you can access treatment and support. Includes tips on caring for yourself, and guidance for friends and family.

[\*\*NHS Inform – Depression\*\*](#) is an interactive online resource created by NHS Scotland to help people understand and manage symptoms of depression; it explains the basic causes and effects of the condition and attempts to establish simple, practical ways to address these in order to improve quality of life.

### **Coronavirus Mental Health Resources**

[\*\*Anxiety UK – Coronavirus Anxiety Management Resources\*\*](#) offers a range of information, resources and support for helping you understand how to deal with your anxiety during these difficult times while the coronavirus is impacting on our lives. The website offers several ‘webinars’ dealing with topics such as tolerating uncertainty, managing OCD and feeling trapped or claustrophobic; Anxiety UK have also extended their helpline (03444 775774) opening hours until 10pm in the evenings and from 10am to 8pm at weekends to provide additional help to those who need it. There are also online support groups arranged at set times/dates – please see website for registration details.

[\*\*BEAT – The Sanctuary\*\*](#) is an online group created specifically in response to the Coronavirus and subsequent social distancing, chiefly with regard to the anxieties this could lead to for people with an eating disorder. It is a safe space for people with an eating disorder to share concerns and advice on how they are coping with the pandemic, and is available all day during BEAT helpline opening hours from 12pm to 8pm Monday to Friday and 4pm to 8pm on Saturday and Sunday.

[\*\*Bipolar UK – Key Links to Help During the Covid-19 Pandemic\*\*](#) contains a variety of links and resources to help people affected by bipolar disorder cope during the coronavirus outbreak.

[\*\*Calm.com – Let’s Face This Moment Together\*\*](#) is a collection of meditations, sleep stories, music and more put together by Calm.com to support your mental and emotional wellness during the coronavirus outbreak. Their resources include guided meditations, calming music and details on mindful practice.

[Carers UK – Coronavirus Guidance](#) provides advice and information about support available to unpaid carers through the lockdown; this includes details on managing nutrition and medication, protecting cared-for individuals and benefits –related issues.

[Coronavirus – Dealing With Bereavement and Grief](#) is a resource created by CRUSE, the leading national bereavement charity. It covers some of the different situations and emotions bereaved people may have to deal with, as well as advice on how to support people who've lost friends or family during the pandemic.

[FACE COVID – How to Respond Effectively to the Corona Crisis](#) is a brief animation by Dr. Russ Harris, author of the international best-seller The Happiness Trap, which illustrates how to use ACT (Acceptance and Commitment Therapy) to deal with the corona crisis and the fear, anxiety and worry that goes with it. There is a free e-book available in the video description with more information as well.

[Mental Health and Money Advice – How to Budget Your Money](#) explains how to budget during the COVID-19 outbreak, so you feel more in control of



your finances and mental health. The website provides advice on addressing rent/mortgage payments, dealing with utility bills, maximising your income and various other financial issues.

[Mind – Coronavirus and Your Wellbeing](#) contains information to help you cope if you're feeling anxious or worried about coronavirus, you're staying at home and avoiding public places, self-isolating because you, or someone you live with, has symptoms of coronavirus. The website provides practical advice for staying at home, taking care of your mental health and wellbeing, support for work, benefits and housing and various other pieces of useful information.

[NHS \(TEWV\) – Online Taster Sessions and Courses of Mindfulness-Based Cognitive Behavioural Therapy](#) are currently being offered by Tees, Esk and Wear Valleys NHS Foundation Trust as an alternative to their face-to-face mindfulness programme. The taster sessions are designed to introduce people to the basic principles of mindful practice, with an associated full course which includes eight sessions lasting just over two hours and one day-long session that lasts six hours; please contact the team at [tewv.mindfulness@nhs.net](mailto:tewv.mindfulness@nhs.net) if you are interested in attending.

[NHS UK – Coronavirus and Mental Wellbeing](#) is a collection of expert advice and practical tips to help you look after your mental health and wellbeing during the coronavirus outbreak.

[Psychology Tools – Living With Global Anxiety](#) is a free guide written by Dr. Matthew Whalley & Dr. Hardeep Kaur about coping with worry and anxiety amidst

global uncertainty. The guide includes a mixture of psychoeducation about normal and excessive worry, lots of normalization, and a selection of practical exercises that anyone can use to manage worry and maintain well-being in these uncertain times.



**[Shelter – Housing Advice \(Coronavirus\)](#)** provides advice and information on eviction, rent payment problems and other housing issues which might be affected by coronavirus or the measures being taken to combat it. Shelter are a charity dedicated to supporting those struggling with bad housing or homelessness, and offer a helpline and online advice service [via their website](#) as well.

**[Sport England – Stay In, Work Out](#)** offers an assortment of tips and guidance on how to keep or get active in and around your home. The website also provides information on 'Join the Movement', a new campaign run by Sport England to give you the advice and tools to help you do this while the country deals with the coronavirus outbreak.

**[St. Leonards' Hospice \(York\) – Bereavement Support](#)** provides a variety of digital resources on coping with grief, how to manage not being physically present to say farewell to loved ones and planning funerals around coronavirus provisions. St. Leonard's Hospice are also offering telephone support in lieu of their usual drop-in service (01904 777772), open Monday to Friday from 10am to 4pm (7pm on Thursday).

**[Young Minds – Talking to Your Child About Coronavirus](#)** is a short guide for parents and carers of children who may be confused or distressed by the coronavirus outbreak. It contains some basic advice on how to address the topic and reassure children, as well as maintaining their mental health during lockdowns etc. Young Minds also provide an [online A-Z support guide](#) for parents on a variety of issues related to child and adolescent mental health.

### **Domestic and Sexual Abuse**

**[IDAS](#)** is a specialist organisation dedicated to providing high quality support to victims and survivors of domestic abuse in Yorkshire. In addition to therapeutic interventions delivered 1-1 or in groups face-to-face or via email/telephone, IDAS offers support to people undergoing legal processes related to abuse via their IDVA/ISVA programmes. IDAS also operate a helpline (0808 2000 247) open 24-hours a day, and livechat through their website from 3pm to 6pm Monday to Friday.



**[Rape Crisis England & Wales](#)** is the umbrella body for a network of independent Rape Crisis Centres; they exist to improve services and promote the needs and rights of women and girls who have experienced sexual abuse, rape and all forms of

sexual violence. In addition to their work with physical Rape Crisis Centres the RCEW also provide a helpline (0808 802 9999) open 12pm to 2.30pm and 7pm to 9.30pm every day of the year, as well as online live chat for confidential emotional support via their website.



**Refuge** is the country's largest single provider of specialist domestic and gender-based violence services. They offer a range of support for women and children affected by domestic violence, sexual violence, 'honour' based violence, forced marriage, FGM, human trafficking or modern slavery; these include advocacy, community support and the National Domestic Abuse Helpline (0808 2000 247) open 24-hours a day. The Refuge website has a wide range of information and advice related to domestic abuse as well.

**Respect Men's Helpline** offer advice and emotional support to men who experience domestic abuse, and signpost to other vital services that help men keep themselves (and their children) safe. The helpline (0808 8010327) is open 9am to 8pm Monday and Wednesday, and 9am to 5pm Tuesday, Thursday and Friday; webchat is accessible via the Respect website Wednesday, Thursday and Friday 10am to 11am and 3pm to 4pm, with an e-mail service available on request as well.

**Rights of Women** is a legal charity dedicated to achieving equality, justice and safety in the law for all women. They provide free, confidential legal advice by specialist women solicitors and barristers, enable women to understand and benefit from their legal rights and campaign to ensure that women's voices are heard and law and policy meets all women's needs. The Rights of Women website has a range of information on various legal issues; for more specific advice, they offer helplines dealing with aspects of family law, criminal law, immigration law and sexual harassment (please see the website for full details, as contact numbers vary based on region).

**SurvivorsUK** are dedicated to helping sexually abused men, no matter when the abuse happened. In addition to general advice and information, they also offer an online helpline service for men who have experienced sexual abuse as well as their friends and family via their website.



## **Eating Disorders**

**Anorexia and Bulimia Care (ABC)** is a national UK eating disorder organisation with over 30 years of experience. ABC provide on-going care, emotional support and practical guidance for anyone affected by eating disorders – those struggling personally as well as parents, families and friends.



**BEAT** are the UK's principle eating disorder charity, working to end the pain and suffering caused by eating disorders. They offer a range of support anyone affected, ranging from advice about treatment or managing difficult emotions to online support groups. BEAT have a telephone helpline (0808 801 0677) open from 12pm to 8pm through the week and from 4pm to 8pm on weekends and bank holidays, as well as dedicated helplines for students (0808 801 0811) and young people (up to age 18; 0808 801 0711). This is in addition to 1:1 webchat and an e-mail support service – please see their website for full details.

**Mind Information & Support – Eating Problems** explains eating problems, including possible causes and how you can access treatment and support. Includes tips for helping yourself, and guidance for friends and family.

**SEED** is a support network in the East Riding of Yorkshire formed by a group of ordinary people with first-hand experience of eating disorders. They offer a range of workshops, support groups and resources designed to promote and sustain recovery, including two online courses focussing on practical ways to address depression or anxiety and use mindfulness techniques to help manage disordered eating patterns.



### **Emotional Support (Helplines and Online Communities)**



**7 Cups** provides a space for people to talk and be heard through free 24/7 online communities and 1:1 chat with trained listeners. The 7 Cups service is accessible via their website as well as through their free app, available on Google Play and Apple App Store.

**CALM (Campaign Against Living Miserably)** (contact no. 0800 585858) are a nationwide charity dedicated to assisting men who're down or who have 'hit a wall'. Webchat is available via their website. Helpline open 5pm to midnight, Monday to Sunday.



**Elefriends** is a supportive online community moderated by the mental health charity Mind which provides a safe place to listen, share and be heard. You can register via the website and access the service through your internet browser or free apps downloadable from Google Play and the Apple App Store.

**Frazzled Café** is a charity focussed on mental health outreach; they facilitate public meetings which provide a 'talk-in' place where people who are feeling 'frazzled' can meet fortnightly to talk and share their personal stories in a safe, anonymous and



non-judgmental environment - a place where it's ok, to not be ok. Frazzled Café are currently hosting online peer support meetings using a virtual chatroom – please see their website for registration details.

[North Yorkshire Mental Health Helpline](#) (contact no. 0800 561 0076) provide advice and support regarding any mental health issue. This service is open to anyone registered with a North Yorkshire GP, and operates Monday to Thursday 5pm to 8.30pm, Friday from 4.30pm and 24-hours at weekends, including Bank Holidays.

[The Mix](#) (contact no. 0808 808 4994) is the UK's leading support service for young people. They help take on any challenge – from mental health to money, from homelessness to finding a job, from break-ups to drugs. Their services are accessible online, via text (text THEMIX to 85258, free from most major networks) or through their free, confidential helpline.



[Papyrus](#) (contact no. 0800 0684141) are an organisation dedicated to helping young people who feel life is not worth living or are worried about thoughts of suicide. Their Hopeline offers non-judgemental support, practical advice and information to anyone up to the age of 35 who are worried about how they are feeling, or to anyone concerned about a young person. They also provide support via text on 07786 209697, and via e-mail at [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org). Helpline open Monday-Friday 10am to 10pm, 2pm to 10pm weekends and bank holidays.

[SANEline](#) (contact no. 0300 304 7000) give help, information and emotional support for those affected by mental health illness, including friends, family and carers; they also offer a text-based service on request. Open from 4.30pm to 10.30pm daily.

**Please note:** During the coronavirus lockdown, the SANEline service cannot operate as above. People seeking support can leave a message on 07984 967 708, after which one of their professionals or senior volunteers will call back as soon as practicable; e-mail support is also available via [support@sane.org.uk](mailto:support@sane.org.uk).

[Shout](#) (text 'SHOUT' to 85258) is a 24/7 UK crisis text service available for times when people feel they need immediate support. Anyone who contacts the service will be put in touch with a trained Crisis Volunteer who will chat to them using trained techniques via text. Shout is free and confidential on the following major networks: EE, O2, Three and Vodafone (these include BT Mobile, Tesco Mobile, Virgin Mobile, iD Mobile, Sky, Telecom Plus, Lebara and GiffGaff). Some Android



phones issue a warning that you will be charged for texting Shout; provided you are on one of these networks this warning is incorrect and you will not be charged.

[Silverline](#) (contact no. 0800 4 70 80 90) is a free, confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year. They also provide 'Call in Time' telephone befriending and the 'Silver Connects' service, which can help support older people navigate difficult situations and connect with beneficial organisations etc. in their area; please see their website for full details.

[Survivors of Bereavement by Suicide](#) (contact no. 0300 111 5065) provides support to those who have been bereaved by a suicide, and seek to help people understand, adjust and grieve by reducing feelings of isolation and vulnerability. Helpline open Monday-Friday 9am to 9pm; they also provide e-mail support via their website, and have local meetings available as well.



[The Samaritans](#) (contact no. 116 123) offer 24-hour, confidential emotional support service for anyone in distress or experiencing suicidal thoughts and feelings.

### **Medication & Treatment Information**

[The British National Formulary](#) is a United Kingdom pharmaceutical reference book that contains a wide spectrum of information and advice on prescribing and pharmacology, along with specific facts and details about many medicines available on the UK National Health Service. The version linked here is the publically-accessible copy maintained by the National Institute for Health and Care Excellence (NICE).

[Mental Health Act – Your Rights](#) is an easy-read online guide to the Mental Health Act and its various rules, regulations and provisions provided by NHS England.

[Mind Information and Support](#) provides information on a variety of conditions, treatment options and practical issues relating to mental health.

[Rethink Advice and Information](#) has in-depth articles on a wide variety of topics related to mental health, from conditions and symptoms to legal rights, employment and benefits.



[The Royal College of Psychiatrists Support, Care and Treatment Section](#) is a searchable database of information on mental health medication, treatments and legal issues. The content is written by doctors in collaboration with patients and carers; it is checked by patients and carers to make sure it is clear and easy to understand.

## LGBTQ Mental Health



**Galop** is a focussed anti-violence charity, providing support to any LGBT individual who has experienced hate crime, sexual violence or domestic abuse. Their website has information on a range of relevant topics and legal issues; they also have a national advice line (0800 999 5428) and provide support via e-mail as well at [help@galop.org.uk](mailto:help@galop.org.uk). Galop also have a trans advocacy service which offers dedicated input around discrimination, harassment and similar issues – please see website for full details.

**Mind Out** is a mental health service run by and for lesbians, gay, bisexual, transgender and queer people. They work to improve the mental health and wellbeing of LGBTQ communities and to make mental health a community concern, and offer a range of advice, information and support via their website. Of particular interest may be their online support service, available during the evening from 5.30pm to 7.30pm as instant chat via their website.

**MindLine Trans+** (contact no. 0300 330 5468) is confidential emotional and mental health support helpline for people who identify as transgender, a-gender, gender fluid and non-binary; they also offer support to family members and friends and provide signposting to other services and resources. The service is run by Bristol Mind but available nationwide.



**Pink Therapy** is the UK's largest independent therapy organisation working with gender and sexual diversity clients. In addition to information on training and mental health resources for therapists and clients, they also have an online database of therapists who work with LGBTQ individuals from an affirmative standpoint.

**Stonewall** is a charity which advocates for the rights of the LGBT community, campaigns against discrimination in all walks of life and generally works to promote inclusion and acceptance. In addition to the various resources on their website, Stonewall also have an information line (0800 0502020) open 9.30am to 4.30pm Monday to Friday which provides practical advice on LGBT issues and a youth outreach programme run via [Stonewall Youth](#).



**Switchboard** (contact no. 0300 330 0630) is an LGBT+ helpline which provides a one-stop listening service and safe space for anyone to discuss anything including sexuality, gender identity, sexual health and emotional wellbeing. Switchboard also provides online messaging and e-mail support via their website.

## OCD

[Mark Freeman's Beat OCD Tips](#) is a collection of short videos detailing simple, practical ways to address, accept and overcome OCD behaviours by mental health recovery expert Mark Freeman.

[Mark Freeman's OCD FAQ](#) provides detailed information on a range of issues related to obsessive-compulsive behaviours, from medication to intrusive thought management to recovery.

[Mind Information & Support - OCD](#) explains obsessive-compulsive disorder, including possible causes and how you can access treatment and support. Includes tips for helping yourself, and guidance for friends and family.

[Moodjuice – Obsessions and Compulsions](#) is a workbook created by NHS Scotland to help people learn more about obsessions and compulsions as well as skills to deal with them.

[OCD Action](#) provide support and information to anybody affected by OCD, work to raise awareness of the disorder amongst the public and front-line healthcare workers and strive to secure a better deal for people with OCD. Their website has a range of information on obsessive-compulsive disorder and related issues; OCD Action also offer practical advice and support via their helpline (0845 390 6232) and e-mail ([support@ocdaction.org.uk](mailto:support@ocdaction.org.uk)).

The logo for OCD Action, featuring the word "ocd" in blue and "action" in green, both in a lowercase, sans-serif font.

[OCD Challenge](#) is a free, online, interactive, behavioural program designed to help people suffering from obsessive-compulsive disorder. The program was built by psychologists who are leaders in the field of behaviour therapy and have a specialization in the area of OCD, although OCD Challenge is not therapy and there is not a therapist on the other end of the computer telling you what to do. Instead, OCD Challenge is a program built to interact with the user in a way that is interesting, useful, and moves the user toward change.