

SUPPORT AND INFORMATION

ANXIETY

www.anxietyuk.org.uk

Useful information for all individuals affected by anxiety, stress, and anxiety based depression.

Useful link to #coronanxiety support section

Telephone: 03444 775774 lines are now open 9.30am to 10pm following exceptional increase in demand for support

Text: 07537 416905

Email: support@anxietyuk.org.uk

(No information supplied regarding call or text charges)

www.nopanic.org.uk

Lots of useful information and support for those individuals experiencing panic attacks, phobias, OCD and anxiety disorders.

Youth helpline: 0330 606 1174 lines are open 10am to 10pm. Times changed because of increase in current demand for service

(Calls cost 5 pence per minute + your phone provider's connection charge. This charge will vary between providers)

Email: info@nopanic.org.uk

www.OCDyouth.org

Increase awareness and access to support for anyone under 25 affected by OCD. It's run by young people with OCD for young people with OCD

Email: youthhelpline@ocdaction.org.uk

There is a youth e-helpline but this service is suspended due to coronavirus. Please email only as above

BEREAVEMENT

www.winstonswish.org

A childhood bereavement charity offering practical support and guidance to bereaved children and young people and their families

Please note due to COVID 19 support groups and 1:1 support is currently unavailable

Telephone: 08088 020 021 (9am to 5pm Monday to Friday)

Email: ask@winstonswish.org

Crisis message: Text WW to 85258 (24/7 service)

Online chat: www.winstonswish.org/online-chat (12pm to 4pm Wednesdays and Fridays)

www.childbereavementuk.org

Support when a child or young person dies or for a child or young person when someone is dying

Live chat: Monday to Friday 9am to 5pm

www.childbereavementuk.org/get-support

Helpline: 0800 02 888 40 FREE (Monday to Friday 9.30am to 5pm only due to Covid-19)

www.griefencounter.org.uk

Help for children, young people and their families when someone dies

Please note due to Covid-19 1:1 and groups are suspended

Helpline: 0808 802 0111 (Monday to Friday 9am to 9pm)

Email: contact@griefencounter.org.uk

Live chat: Click speech bubble which says "grief talk" in top corner (9am to 9pm Monday to Friday)

www.hopeagain.org.uk

Support for young people who have experienced a death. Lots of information by young people for young people. This is the youth website for Cruse Bereavement Care

Please note face to face contact has been suspended due to Covid-19

Message online

Visit vlog pod

Email: hopeagain@cruse.org.uk

Telephone: 0808 808 1677 (Monday to Friday 9.30am to 5pm)

BULLYING

www.familylives.org.uk

Tel: 0808 800 2222 (Please leave a voicemail if call is not answered)

Email: askus@familylives.org.uk

For any young person experiencing bullying, parents/carers and professionals

There is lots of information and advice on a range of bullying issues on the website

www.bulliesout.com

Information and support for any young person experiencing bullying

E-mentoring service available by emailing a request to talk to a trained mentor
mentorsonline@bulliesout.com

If you wish to speak on telephone then please contact child line 0800 1111

COUNSELLING AND SUPPORT

www.changegrowlive.org

Emotional wellbeing service Cardiff and the Vale

Help for young people under 21 with mental and emotional wellbeing, drugs and alcohol, healthy relationships and safer sex and self-harm

Follow on twitter, Facebook or Instagram

Telephone 0800 008 6879 FREE

Email SPOC@cgl.co.uk

Referrals are still being accepted from young people, parents or carers and professionals but some of the ways you may be contacted and supported may be different in view of Covid-19. You can self-refer on the website using the online referral form or by telephoning the number above

www.kooth.com

Digital mental health support, information and counselling for children and young people. Easy access to an online community of peers and a team of experienced counsellors. Totally free and simple to join, to access support tools or to chat with the team.

www.childline.org.uk

Counselling, support, useful information and helpful coping ideas for children and young people

Telephone 08001111 (9am to midnight)

1-2-1 chat with a trained counsellor. This can be accessed through the website. Open from 9am to midnight but please note you will not be able to chat to a counsellor after 10.30pm though you can still telephone

Sign language provided

Message boards can still be accessed

Please use website and not app at this time

VERY USEFUL CALMZONE on site – lots of useful ideas for coping with stress and anxiety especially coping with Covid-19 and isolation

www.newpathways.org.uk

Support and information for anyone under 18 for a range of issues – any type of abuse or traumatic experience, bullying, self-confidence, parents separating, worries about school, sexual issues, relationships are examples.

Twitter: @newpathways_

Tel: 01685 379310

Email: enquiries@newpathways.org.uk

DOMESTIC ABUSE

www.thehideout.org.uk

Designed by Women's Aid to help children and young people understand domestic abuse and how to take positive action if it happens to you.

Please also take note of the Child line contact information and Young Minds crisis text service

DRUGS AND ALCOHOL

www.dan247.org.uk

Also known as Wales drug and alcohol helpline

Provides free and confidential advice to anyone affected by drugs and alcohol with section on using drugs and alcohol during covid-19

Phone: 0808 808 2234 FREE (bilingual and open 24/7)

Text: DAN to 81066

Email confidentially through website

www.talktofrank.com

Free and confidential advice to anyone affected by drugs and/or alcohol in 120 different languages

Phone: 0300 123 6000 24/7 and 365 days per year (local rate call charges apply)

Email: Through online form and the response will come from frank@talktofrank.com

Text: 82111

Live chat: Service operates 2pm to 6pm 365 days per year

www.Nacoa.org.uk

(National Association for Children of Alcoholics)

Online support, advice and information

Phone: 0800 358 34 56 FREE and confidential (Monday to Saturday 2pm to 7pm)

Email: helpline@nacoa.org.uk

EATING DISORDERS

www.beateatingdisorders.org.uk

Youth helpline: 0808 801 0711 (free)

This line is open 365 days per year between 12pm and 8pm weekdays and 4pm to 8pm on weekends and bank holidays.

Web chat is also available via the website

Email: fyp@beateatingdisorders.co.uk

Online group called The Sanctuary is also available via the website. This is a safe place for those with eating disorders to share concerns and advice on how they are coping

There is also a useful section on eating disorders and coronavirus which can be accessed via the website

Staff hope to maintain the above services but have seen a 30% increase in demand so please bear this in mind if contacting

GENDER AND/OR SEXUAL IDENTITY

www.umbrellacymru.co.uk

Specialising in gender and sexual identity, diversity, equality and inclusion related issues. Support to help individuals explore, understand and express gender and/or sexual identity. Support for anyone who identifies as LGBT+ or is questioning sexuality and/or gender identity – emotional support, information, signposting and practical support. Also support with any resulting school or family related issues

Tel: 0300 302 3670 (Please leave a voicemail with a contact number if call not answered)

Email: support@umbrellacymru.co.uk

Follow on twitter and face book

www.mermaidsuk.org.uk

Helping gender diverse children and young people and their families. A safe place for young transgender people to find support and help one another.

Tel: 0808 801 0400 Monday to Friday 9am to 9pm (confidential)

This help line is available to transgender youth up to age 19, to family and professionals.

Web chat 9am to 9pm Monday to Friday

Text MERMAIDS to 85258 (Free crisis support available 24/7)

Please note this text is free with most providers but may warn you of a charge when using a Samsung phone but it is actually free

Email: info@mermaidsuk.org.uk

www.facebook.com/impactCardiff

For young people mainly age 11 to 16 who identify as lesbian, gay, bisexual or transgender and those who are questioning or unsure about gender identity and/or sexual identity

Email: lgbt@cathays.org.uk

Peer support groups are currently suspended due to Covid-19 but groups are running virtually and you can still join by emailing as above

www.stonewallcymru.org.uk

The UK's largest LGBT+ charity offering advice on anything relating to LGBT+

The following lines are still open but operating a voicemail only service so please leave a message and contact details and someone will respond within three days

Tel: LGBT switchboard 10am to 10pm every day 0300 330 0630

FREEPHONE: 0800 050 2020 9.30am to 4.30pm Mondays to Fridays only

Email: info@stonewall.org.uk

IN CARE OR CARE LEAVERS

www.becomecharity.org.uk

Advice, information and support for young people in care or care leavers

Phone: 0800 023 2033 (10.30am to 3pm Monday to Friday)

Email: advice@becomecharity.org.uk

MENTAL HEALTH INFORMATION AND LINKS TO OTHER SUPPORT

www.callhelpline.org.uk

Emotional support and information for the people of Wales

Telephone: 0800 132 737 FREE

Text: 81066 FREE (but provider connection charge applies)

Text HELP and an idea of the support you need e.g. HELP number for young minds Cardiff.

Services are available 365 days per year and 24/7

Anyone under age 16 will need parent/carer permission

PLEASE NOTE the text service is not for urgent help.

www.youthaccess.org.uk

Youth information advice and links to local support and counselling services

www.meiccymru.org

Free and confidential information, advice, advocacy and support for young people under 25.

Telephone: 080880 25456 (no information on call charges)

Text: 84001

Online chat service

Services operate 8am to midnight 365days per year

www.nyas.net

National youth advice service for England and Wales offering free and confidential information, advice, advocacy and support for children and young people

Telephone: 0808 808 1001 FREE

Email: help@nyas.net

www.thesprout.co.uk

Information for young people on local services promoting mental health and useful information sections e.g. sexual health, relationships, money

Submit message or enquiry online

Search for local services in your area

www.themix.org.uk

Support for young people under 25 – on full range of issues such as relationships, money, mental health, and homelessness.

Telephone: 0808 808 4994 (FREE 7 days per week 4pm to 11pm)

1-2-1 web chat 4pm to 11pm

Crisis messenger text 'the mix' to 85258 (24/7) a trained volunteer will respond within 5 minutes

Useful link on coping with corona virus

Useful apps and tools some of which are created in-house

www.mefirst.org.uk

Reliable information about health issues affecting young people. Real life experiences shared by young people for young people. A full A-Z of common issues, experiences and coping ideas

www.brook.org.uk

Clinical sexual health support and education and wellbeing services for young people with links to local services. Full range of issues with information on website – e.g. contraception, pregnancy, STI's, gender, sexuality and abuse.

PLEASE NOTE attendance at clinics is by appointment only due to Covid-19

www.youngminds.org.uk

Lots of information about mental health

Crisis text service: Text YM to 85258 and you will be connected to a trained volunteer within 5 minutes. 24/7 service

(site states text free with the following providers – EE, o2, 3, Vodafone, giff gaff, virgin mobile, Tesco mobile, BT mobile, iD mobile, sky, Telecom plus. You may still get a warning that says charges may apply but this is automatic with 5 digit text numbers and does not apply to the list shown)

www.nhs.uk/moodzone

Google the above and you will find lots of links to useful information on mental health – how to cope – useful tools – apps – audio guides – mindfulness etc.

www.meddwl.org

A site where you can access support, learn about different mental health disorders, read about others experiences and get information on links to other support sites – all through the medium of welsh. The aim is to make it easier to find welsh language mental health information by bringing everything together on this one site

SELF-HARM

www.selfinjurysupport.org.uk

Lots of information and support for individuals who self-harm

TESS (telephone and email support service) is suspended due to covid-19

Please text for support: 07537 432444

Web chat is also available via website

Times of both 7.30pm to 9pm on Tuesdays, Wednesdays and Thursdays

www.lifeSIGNS.org.uk

Lots of information about managing and coping with self-harm

www.amberproject.org.uk

Information and support for individuals aged between 14 and 25 in the Cardiff and surrounding area who have experience of self-harm. Workshops, one to one support and counselling are accessible and young people can self-refer.

Telephone: 02920 344776

Text/Phone: 07905 905437

Email: amber.project@churcharmy.org

Please note there is a waiting list and increased demand for service. Response times are slower due to covid-19 and some services may be disrupted. Please bear this in mind

www.nhsn.co.uk

(National Self-Harm Network)

Support for individuals who self-harm. Online forum offering information, advice, discussion. The forum is closely monitored 24/7

SUICIDAL THOUGHTS

www.samaritans.org

Please be aware that visits to branches are currently unavailable due to covid-19

There is a link to useful information if you are particularly worried about coronavirus

Telephone: 116 123 FREE (365 days per year and 24/7)

Telephone: 0808 164 0123 (welsh speakers 7am to 11pm)

Email: jo@samaritans.org (BUT if you require an urgent response then please phone)

www.papyrus-uk/hopelink

Information and support for children and young people under 35 who are experiencing thoughts of suicide or for those who are concerned about a young person with suicidal thoughts

Telephone: 0800 068 4141 FREE

Text: 07860 039967

Email: pat@papyrus-uk.org

Open 9am to 10pm weekdays, 2pm to 10pm on weekends and bank Holidays

YOUNG CARERS

www.ymcacardiff.wales

Useful information and support for young carers

Email: cardiffyoungcarers@ymcacardiff.wales

valeyongcarers@ymcacardiff.wales

APPS

CALM HARM

Information on self-harm and ideas for coping

FEARTOOLS

Managing anxiety

MINDSHIFT

Mindfulness, meditation and mood tracking

MOODTOOLS

Managing depression and low mood

SAM

Self-help anxiety management

STAY ALIVE

Information on coping with suicidal thoughts and links to useful support services

The above apps are free of any charges as at 19/04/2020

Link: www.nhs.uk/apps-library/category/mental-health/

Further apps are listed – some free – some with additional charges – some under review