

## Local Support groups and services for Mental Health and Wellbeing in West Lancashire

### In a Mental Health emergency or crisis:

- During working hours (9am – 4:30pm, Monday to Friday) you should contact:
  - a person's GP
  - or the Single Point of Access Team **(01695 588254)**
- Out of working hours (after 4:30pm weekdays, bank holidays and weekends) you should contact:
  - the Crisis Team **(01772 773525)**
  - or the out-of-hours GP **(01695 574634)**
- Samaritans also provide telephone support 24 hours a day for people who are experiencing feelings of distress or despair, including those which could lead to suicide. You can call them or you can ask them to phone someone you are concerned about (if you have their consent) **116 123**
- Wellbeing and Mental Health Helpline (previously the Mental Health Helpline) **0800 915 4640** (Monday to Friday 7-11pm, weekends from noon until midnight)

**If you think there is immediate danger you should dial 999**

This document has been produced as part of a local network for people with an interest in Mental Health and Wellbeing. If you are interested in being involved please contact [vicky@wlcvs.org](mailto:vicky@wlcvs.org) who will add you to the contacts list. If any of this information is incorrect or you want to add to it please email Vicky and we will update it.

In alphabetical order, the following outlines local support groups and services in West Lancashire relating to mental health and wellbeing. This covers statutory services and community/voluntary groups/projects:

### **ACTS group**

Informal group for anyone 18+ who is finding life difficult or feeling low and who would appreciate the opportunity to meet with others in a relaxed setting. The group meets every month on the second Saturday from 2-4pm in St Johns church hall down School Lane in Burscough. There is always an activity, tea, biscuits and lots of chat – all are welcome. For further information please contact Jeannie Holman 07597 130743, [jeannieholman@hotmail.com](mailto:jeannieholman@hotmail.com)

### **Artfull**

Funded through Lancashire Adult Learning, Artfull provides a catalyst and platform enabling people to explore and realise their full potential through creativity. They currently have capacity for 60 learners and can provide 5 hours of their time per person. Contact Becky Atherton – [rebecca.atherton@btinternet.com](mailto:rebecca.atherton@btinternet.com)

### **Behind The Mask Foundation**

Behind The Mask Foundation offer peer support and free online counselling to those who are trying to seek the support the need for their mental health.

For more information contact Michelle Partington - [michellepartingtonfounder@behindthefoundation.com](mailto:michellepartingtonfounder@behindthefoundation.com) or see website: <http://www.behindthefoundation.com/>

### **Bereavement Counselling Services**

Provide individual bereavement counselling to anyone who is affected by the death of a relative or a significant person in their life. We have a team of trained counsellors who can help with the emotional aspects of grief. Our service is offered freely. Website:

<http://www.thebcsonline.co.uk/>

### **Birchwood Centre**

Mediation service to those at risk of homelessness, aged 13-25 years, in the community.

Contact 01695 728391 / 717115 or email [birchwood@wlcrisiscentre.org.uk](mailto:birchwood@wlcrisiscentre.org.uk)

Website: <http://www.birchwoodcentre.co.uk/>

### **The Calm Zone**

The campaign against living miserably or CALM is a registered charity, which exists to prevent male suicide in the UK. In 2013, male suicide accounted for 78% of all suicides and is the single biggest cause of death in men aged 20 – 45 in England and Wales. Website:

<https://www.thecalmzone.net/> 0800 58 58 58

### **Children and Young People's Mental Health coalition**

Promoting children and young people's emotional health and wellbeing – A whole school and college approach (Public Health England and Children and Young People's Mental Health Coalition). Website: <http://www.cypmhc.org.uk/>

### **Community Counselling Initiative**

Community Counselling Initiative is a registered non-profit organisation, offering free assessments and low cost counselling sessions to people within the local communities of Merseyside and West Lancashire. See website: <http://communitycci.co.uk/index.html>

### **Counselling Directory**

National website listing information and counselling provision. Website: <http://www.counselling-directory.org.uk/>

### **Dee's Counselling Service**

Local Professional Counsellor with a private Counselling Service at 146 Sandy Lane, Skelmersdale. Offers person centred therapy in a time limited number of sessions, experienced in harm, self-harm, suicidal tendencies, depression, bereavement, anxiety, depression, low self-esteem, addictions, relationships, trauma, stress, drug use, alcohol use and abuse.

Registered member of British Association of Counselling Psychotherapy.

A free pre counselling session is offered. Thereafter each 50 minute counselling session is £35. Contact Denise Hare on 07740463311.

### **Defence Medical Welfare Service**

The Defence Medical Welfare Service has been providing support to the Armed Forces Community whether in hospital, rehabilitation or recovery centres. You can read about the service [here](#) and what it provides. Click [here](#) to access the phone numbers and [here](#) to access the referral pathways.

### **Divine Challenge**

Creative and relaxation sessions to promote positive wellbeing for adults with additional needs and for their carers. [Click here for notes](#) Website: <http://www.divinedays.co.uk/> Facebook:

<https://www.facebook.com/DivineDaysCommunityArts>

## **Empower**

Offers courses which promote positive mental health and wellbeing: for women; for people in recovery; for mental health; and for carers. [Click here for posters](#)

## **Floating Support, Mental Health Services in West Lancashire, North West Community Services Ltd**

Supporting people to maintain their independence. [Click here for the leaflet](#) Website:

<http://www.northwestcommunityservices.co.uk/ct-menu-item-3/ct-menu-item-7>

Facebook: <https://www.facebook.com/pages/NWCS/129871470368806?fref=ts>

## **Happy to Talk**

A new project launched by Lancashire Mind to help people connect and boost their Mental Health and Wellbeing. For more information contact Lauren Oakland

[laurenoakland@lancashiremind.org.uk](mailto:laurenoakland@lancashiremind.org.uk)

[Community Invite Poster](#) / [Overview leaflet](#)

## **Happy to Talk Group**

Asia International Café, ground floor, Concourse, Skelmersdale. 10am last Thursday in month.

Contact 01257 231660 or email [cerys@wlcvs.org](mailto:cerys@wlcvs.org)

## **HopeLineUK (PAPYRUS – Prevention of Young Suicide)**

Telephone help line for people who are worried about themselves or others. Website:

<http://www.papyrus-uk.org/more/hopelineuk>

## **Imago Training**

Imago Training provides skills and awareness sessions, from short free tasters to half and full day courses, in mental health. Our topics include Personality Disorder, General Mental Health Awareness, Self-Injury, Anxiety and Depression and Work Related Stress.

Contact Cameron Latham on 07593 107 822 / Email: [info@imagotrainingltd.co.uk](mailto:info@imagotrainingltd.co.uk) / Website

[www.imagotrainingltd.co.uk](http://www.imagotrainingltd.co.uk)

## **The Insight Network for Mental Health**

Provides a bi-monthly forum and communications network for mental health organisations and institutions working across Lancashire. Provides a directory of support groups and services:

[http://www.theinsightnetwork.org/?page=shop/disp&pid=page\\_seviceusers](http://www.theinsightnetwork.org/?page=shop/disp&pid=page_seviceusers)

Website: <http://www.theinsightnetwork.org/>

## **Lancashire County Council**

Information on keeping healthy. Website: <http://new.lancashire.gov.uk/health-and-social-care/your-health-and-wellbeing.aspx>

## **Lancashire Mind – Mental Wellbeing Services**

To improve mental wellbeing and resilience to assist everyone in leading a happier and healthier life. [Click here for an information leaflet](#)

Website: <http://www.lancashiremind.org.uk/index/front-about/>

Facebook: <https://www.facebook.com/MindLancashire>

## **Lancashire Care NHS Foundation Trust**

Has a range of Mental Health Services available as part of clinical pathway routes. A breakdown is given in the table below to outline what is available locally (extracted from

<http://www.lancashirecare.nhs.uk/Services/Adult-Mental-Health.php>)

You will also find A-Z of services here: <http://www.lancashirecare.nhs.uk/Services/AZ-Listing.php> :

Service	Brief Info	Links to more detail	How to Access
<b>Adult Mental Health Inpatient Care including the Psychiatric Intensive Care Unit (PICU)</b>	Acute inpatient care and treatment for adults.	<a href="http://www.lancashirecare.nhs.uk/Services/Adult-Mental-Health/Inpatient-Care.php#West">http://www.lancashirecare.nhs.uk/Services/Adult-Mental-Health/Inpatient-Care.php#West</a>	Via referral from the Crisis Resolution and Home Treatment Team (CRHTT)
<b>Community Restart Service</b>	Support to become more included in their local community.	<a href="http://www.lancashirecare.nhs.uk/Services/Adult-Mental-Health/Community-Restart.php">http://www.lancashirecare.nhs.uk/Services/Adult-Mental-Health/Community-Restart.php</a>	People accessing this service will already be involved with local mental health services who would arrange a referral.
<b>Complex Care and Treatment Team (CCTT)</b>	To support people with more complex needs (For 16+ years old)	<a href="http://www.lancashirecare.nhs.uk/Services/Adult-Mental-Health/CCTT.php">http://www.lancashirecare.nhs.uk/Services/Adult-Mental-Health/CCTT.php</a>	Via Single Point of Access, GP, or referral from other local mental health services.
<b>Crisis Resolution and Home Treatment Team (CRHTTs)</b>	For those in crisis who would otherwise require hospital admission. (For 16+ years old)	<a href="http://www.lancashirecare.nhs.uk/Services/Adult-Mental-Health/CRHTT.php">http://www.lancashirecare.nhs.uk/Services/Adult-Mental-Health/CRHTT.php</a>	Referrals can be made by the Care Coordinator or Single Point of Access within working hours. Outside of working hours (after 5pm) referrals can be made directly by service users, their relatives or carers (if known to the service), out of hours GP and police.
<b>Eating Disorder Services</b>	Provides assessment and treatment for people with an eating disorder.  Interventions include, group work, dietetics, and psychological therapy.	<a href="http://www.lancashirecare.nhs.uk/Services/Adult-Mental-Health/Eating-Disorders.php">http://www.lancashirecare.nhs.uk/Services/Adult-Mental-Health/Eating-Disorders.php</a>	GP Referral
<b>Primary Care Mental Health Team – Mindsmatter Team (formerly known as IAPT (Improving Access to Psychological Therapies))</b>	Provide support and interventions for people experiencing mental ill-health, including: Psychological Wellbeing Practitioners; Cognitive Behavioural Therapy (CBT); and Counselling	<a href="#">Local leaflet for Primary Care Mental Health Team</a>  <a href="#">Leaflet for Psychological Wellbeing Practitioners</a>  <a href="#">National IAPT website</a>	Can now self-refer – <a href="#">click here</a>
<b>Primary Care Mental Health Team – Non-IAPT</b>	Provide support and access to interventions for people experiencing mental ill-health but who are considered: to require a more urgent response; to have more complex or severe needs; to be more at risk; or those who are less likely to engage with intervention without extra support.	<a href="#">Local leaflet for Primary Care Mental Health Team</a>	Urgent cases can contact the team at Bickerstaffe House on 01695 588254 or out of hours can contact the Crisis Team 01772 773525
<b>Lancashire Traumatic Stress Service</b>	Provides a specialist assessment and treatment service for	<a href="http://www.lancashirecare.nhs.uk/Services/Adult-Mental-">http://www.lancashirecare.nhs.uk/Services/Adult-Mental-</a>	Referrals can be made by Primary and Secondary Care Teams within Lancashire Care NHS Foundation Trust

	individuals who experience a significant range of distressing symptoms following a traumatic event.	<a href="#">Health/LTSS.php</a>	and, by prior agreement, from external services.
<b>Mental Health Liaison Team for Adults</b>	Provide Mental Health Assessments, advice, information and education to people attending the Accident and Emergency (A&E) Department with an urgent medical need; also for people who have been admitted onto a medical ward whom the medical team feel an urgent mental health assessment is required.	<a href="http://www.lancashirecare.nhs.uk/Services/Adult-Mental-Health/MHL-A.php">http://www.lancashirecare.nhs.uk/Services/Adult-Mental-Health/MHL-A.php</a>	N/A People would already be in a medical setting
<b>Mindfulness Courses</b>	Mindfulness Courses help us to become more aware of our thoughts and feelings so that instead of being overwhelmed by them, we're better able to manage them.	<a href="http://www.lancashirecare.nhs.uk/Services/Adult-Mental-Health/Mindfulness.php">http://www.lancashirecare.nhs.uk/Services/Adult-Mental-Health/Mindfulness.php</a>	Referrals can be made by GPs and Health Professionals to Single Point of Access.
<b>Self-help</b>	See the web page for a number of different self help resources – downloadable relaxation tracks, learning modules, useful websites etc	<a href="http://www.lancashirecare.nhs.uk/Services/Self-Help-Info.php">http://www.lancashirecare.nhs.uk/Services/Self-Help-Info.php</a>	N/A
<b>Single Point of Access</b>	Single Point of Access provides a single point of access for referral into Adult Mental Health Services (aged 16+) and/or signposting to appropriate support.	<a href="http://www.lancashirecare.nhs.uk/Services/Adult-Mental-Health/SPoA.php">http://www.lancashirecare.nhs.uk/Services/Adult-Mental-Health/SPoA.php</a>	Anyone can contact Single Point of Access.  Bickerstaffe House, Ormskirk & District General Hospital, Wigan Road, Ormskirk, L39 2JW Tel: 01695 588254 E-mail: <a href="mailto:lcn-tr.wlpcmht@nhs.net">lcn-tr.wlpcmht@nhs.net</a>
<b>Veterans' Mental Health</b>	Access to local, veteran aware clinicians who can offer advice, support and a range of interventions in regards to health problems that affect our veteran population.	<a href="http://www.lancashirecare.nhs.uk/Services/Adult-Mental-Health/Veterans-Mental-Health-Services.php">http://www.lancashirecare.nhs.uk/Services/Adult-Mental-Health/Veterans-Mental-Health-Services.php</a>	GP referral or see the information online (link to the left).
<b>Child and Adolescent Mental Health Service (CAMHS)</b>	Provides help and treatment for children, young people and their families, who are experiencing emotional and behavioural difficulties, including mental health problems or disorders.	<a href="http://www.lancashirecare.nhs.uk/Services/Children-Families/CAMHS.php">http://www.lancashirecare.nhs.uk/Services/Children-Families/CAMHS.php</a>  <a href="http://www3.lancashire.gov.uk/corporate/atoz/a_to_z/service.asp?u_id=1498&amp;tab=1">http://www3.lancashire.gov.uk/corporate/atoz/a_to_z/service.asp?u_id=1498&amp;tab=1</a>	GP Referral
<b>Early Intervention Service (EIS)</b>	Specialises in working with individuals aged 14 to 35 at risk of, or	<a href="http://www.lancashirecare.nhs.uk/Services/Children-Families/EIS-">http://www.lancashirecare.nhs.uk/Services/Children-Families/EIS-</a>	Referrals can be made by GPs or other Health Professionals

	currently experiencing, first episode psychosis.	<a href="http://www.hope-health-recovery.org.uk/EIS.php">Hope-Health-Recovery/hope-contact-us/EIS.php</a>	
<b>Wellbeing and Mental Health Helpline</b>	The Helpline is a listening and information service for those concerned about their own mental health, or that of someone they know. The phone number is freephone and does not appear on the caller's bill.	<a href="http://www.lancs-mentalhealthhelpline.nhs.uk/About-The-Mental-Health-Helpline">http://www.lancs-mentalhealthhelpline.nhs.uk/About-The-Mental-Health-Helpline</a>	0800 915 4640

### **Lancashire Improving Futures Programme: Early Support Core Offer**

Provides support for children, young people and their families who are struggling to manage challenges/difficulties safely within their home environment and the local community.

[Click here for an information leaflet](#)

### **The Liberty Centre**

A confidential support, advice and refuge service for people experiencing domestic violence - providing emotional & practical support on a daily basis. Counselling service is available.

[Click here for the counselling poster](#) Website: <http://www.dvsswl.org.uk/>

### **Life Coach Directory**

List of Life Coaches / counsellors nationally. Website: [www.lifecoach-directory.org.uk](http://www.lifecoach-directory.org.uk)

### **Making Space**

Offer support, advice, employment, training and education services for people with mental health conditions, and often their carers too. Website: <http://www.makingspace.co.uk/>

### **Mental Health Foundation**

Working to end mental ill health and the inequalities that face people experiencing mental distress, living with learning disabilities or reduced mental capacity. Website:

<http://www.mentalhealth.org.uk/>

### **MindEd**

This is a free online education resource for adults to learn about the mental health and wellbeing of children and young people. There is a short film (2 mins)

at <http://www.youtube.com/watch?v=oQ6hq8tW9bl> to find out why improving our knowledge of children's mental health is so important. Website: <https://www.minded.org.uk/>

### **Music and the Mind CIC**

A social enterprise group uniquely composed of mental health service users, formal and informal carers and associated concerned professionals. It aims to provide vital help, information and entertainment. The group is based in Preston.

Email [info@musicandthemind.co.uk](mailto:info@musicandthemind.co.uk) or visit the website at [www.musicandthemind.co.uk](http://www.musicandthemind.co.uk)

### **n-compass**

Provides support and information to Adult Carers (18+) and specialist support to Carers of Adults (16+) with a mental health condition through provision of 1-2-1 and group support, information, Carers breaks, Carers Assessments and Contingency plans. Referrals can be made to the Services Support Team by telephone on 0345 688 7113 between 8am and 6pm

Monday to Friday, by email to [admin@ncompassnorthwest.co.uk](mailto:admin@ncompassnorthwest.co.uk) and via website [www.ncompassnorthwest.co.uk](http://www.ncompassnorthwest.co.uk)

### **New Beginnings**

Community group offering a drop-in, providing a social opportunity and activities for isolated members of the community. For more information please contact Cindy Marshall 07527 276369, 15 Alma Court, Upholland, WN8 0NT. [Click here for the poster](#)

### **The Oasis Group**

Do you access support from mental health services in West Lancashire? The Oasis Group meets every Thursday from 1.30pm-3.30pm at Church House, at Ormskirk Parish Church, on Park Road. People can go along for a drink, chat, play games and generally socialise. Once you have become a member, you can take family and friends along as well. Entry is just £1 and drinks are 20p. For more details contact Rachel Jenkins on 07507 853612.

### **The Open Door**

Weekly drop-in for people who feel they are not coping or need someone to talk to. [Click here for the leaflet](#) Website: <http://www.clmchurchormskirk.org.uk/community/theopendoor/> Facebook: <https://www.facebook.com/clmormskirk>

### **Place of Peace**

Place of Peace is a 'Safe Space' which has been created for people who have experienced, or are experiencing, mental illness. This small group meets once a week and take part in various activities such as relaxation, craft, and cook and eat sessions. The group is based in Tanhouse but reaching out to women across the town. For more information please contact [Duncan@oaksinskem.org](mailto:Duncan@oaksinskem.org) Phone: 01695 721537

### **Power of Music North West**

Many treatments of dementia and other long term conditions depend on the person's ability to communicate verbally. When one is no longer able to speak or understand language, music therapy can offer alternative opportunities for communication. The aim of Power of Music North West is to help and support people who can be isolated and disempowered as a result of the advanced stage of their dementia or other long term conditions. Through the delivery of professionally structured and planned music sessions incorporating, performance, singing and listening to music, Power of Music North West aims to develop the health benefits of music and the mind. These sessions promote social interaction, peer support and a network where people can come together to share their experiences. Power of Music North West also deliver training designed for people living and working with people living with a long term health condition to develop their understanding of how music can be an effective powerful tool in a person centred approach. Contact Jacqui Sutton on 07710756894 / [powerofmusic64@gmail.com](mailto:powerofmusic64@gmail.com) Website: [www.powerofmusicnorthwest.co.uk](http://www.powerofmusicnorthwest.co.uk)

### **Relate (Lancashire)**

Relate Lancashire offers services to people and organisations, including: relationship counselling; sex therapy; family counselling; young people's counselling; Telephone counselling; Email counselling; relationship training and education. There is an office in Ormskirk. Phone: 01772 717597. Website: <http://www.relatelancs.org.uk/>

### **Rethink Lancashire**

Provide expert, accredited advice and information to everyone affected by mental health problems. c/o Rethink Mental Illness Station Grove Supported Housing, 28 Scarisbrick Street,

Southport PR9 0TU 07968 990614 [rethinklancs@yahoo.com](mailto:rethinklancs@yahoo.com) Website:  
<http://www.rethink.org/about-us>

### **Right Here**

Aims to develop effective new approaches to supporting the mental health and wellbeing of young people in the UK aged 16– 25. Website:

[http://www.mentalhealth.org.uk/content/assets/PDF/publications/right-here-guide-one.pdf?view=Standard&dm\\_i=3MG,34VOG,2FYHLM,B91JO,1](http://www.mentalhealth.org.uk/content/assets/PDF/publications/right-here-guide-one.pdf?view=Standard&dm_i=3MG,34VOG,2FYHLM,B91JO,1)

### **Samaritans (Southport Branch)**

'Need to talk? We'll listen'. Confidential, non-judgemental support, 24 hours a day for people who are experiencing feelings of distress or despair, including those which could lead to suicide.

[Click here for the leaflet](#) If you have consent you can get Samaritans to phone someone you are concerned about 116 123. Website: <http://www.samaritans.org/branches/samaritans-southport-and-district>

### **Trust House Lancashire**

Trust House Lancashire is based in Preston but covers the whole of Lancashire and aims to help those who have suffered rape or sexual abuse. Individuals can self-refer, be referred by a GP or a social worker. They provide a counselling service and have various outreach bases in Lancashire. Contact Catherine Cash-Harvey – [catherine.cashharvey@trusthouselancs.org](mailto:catherine.cashharvey@trusthouselancs.org)

### **Twinkle House**

Provides free 1:1 practical support for children and young people 0-19 with Disabilities or Additional Needs (including those experiencing stress, anxiety or emotional difficulties) and their carers. Family Time sessions (at very low cost) also available after 4pm Monday to Friday and Saturday 10-12 include Therapeutic Dance and Yoga & Mindfulness for CYP, Sensory sessions or Hydrotherapy for families of CYP with Disabilities and Carers Hydrotherapy or Sensory relaxation. In addition, the sensory or Hydrotherapy facilities are available to the whole community (adults or CYP) for hire during the day. Referral Form required only for the CYP 1:1 support (this can be found on the website), families can self-refer.

To book Family Time or other facilities for children or adults please telephone: 01695 455625  
[www.twinklehouse.co.uk](http://www.twinklehouse.co.uk) Twitter: @TwinkleHouse2

### **West Lancs Fibromyalgia Support Group**

Meeting held on the last Tuesday of the month 12:30 to 2:30pm at the Chapel Gallery's, St. Helen's Road, Ormskirk, L39 4QR. Tel: 0844 8872585. Email:

[westlancsfibrosuppgrp@hotmail.com](mailto:westlancsfibrosuppgrp@hotmail.com)

### **Yewdale Counselling Services**

Offer free counselling locally. Phone 01695 559070, 300 Yewdale, Skelmersdale, WN8 6ES.

Website: [www.yewdalecounsellingservices.com](http://www.yewdalecounsellingservices.com)



## **Feedback Mechanisms**

There are a number of ways you can feedback on your experiences and/or get involved in influencing change.

### **West Lancashire CCG**

- **Compliments and Complaints:** To complain, compliment or comment on a healthcare service you have received, or experience you have had, see the information on this page which outlines how you can do this <http://www.westlancashireccg.nhs.uk/have-your-say/compliments-and-complaints/>
- **Get Involved with 'My View':** 'My View' is the CCG's mechanism through which people can get directly involved in consultations and influencing services <http://www.westlancashireccg.nhs.uk/have-your-say/get-involved/>

### **Healthwatch**

It is the job of Healthwatch to ensure that the views of the public are taken into account when health and social care services are planned and provided. You can let them know what you think by visiting <http://healthwatchlancashire.co.uk/content/tell>, calling 0300 303 8811, or emailing [info@healthwatchlancashire.co.uk](mailto:info@healthwatchlancashire.co.uk)

### **Lancashire Care Foundation Trust (LCFT)**

To feedback directly (compliments or complaints) to LCFT see their webpage here <http://www.lancashirecare.nhs.uk/contact-us/Complaints.php>

**The Insight Network** (see their entry above) also provides a mechanism through which organisations can work together with strategic partners and commissioners to influence care and support services.

The Clinical Lead for Mental Health at the CCG is Dr Ros Bonsor.