

Mental Health & Wellbeing Service Directory for Swansea

Local and National Mental Health Services



For more information on the Mental Health Development Service and to download mental health resources, please visit:



SWANSEA COUNCIL FOR VOLUNTARY SERVICE
CYNGOR GWASANAETH GWIRFODDOL ABERTAW

www.scvs.org.uk/mhds



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BENEFITS & FINANCIAL DIFFICULTIES	
Organisation	How to Access
<p>Age Cymru Swansea Bay - Free service to guide you through the benefits system. Offers a full entitlement check and help with form filling for those aged 65+. For those aged 50-64 offers advice on benefits and how to apply. Welfare benefit appeals service also available for anyone aged 50 and over who has been turned down for benefits.</p>	<p>Tel: (01792) 648866 Email: enquiries@agecymruswanseabay.org.uk Web: www.agecymruswanseabay.org.uk</p>
<p>Citizens Advice Bureau - provides free, independent and confidential advice on legal and financial difficulties.</p>	<p>Tel: 03444 77 20 20 Web: www.citizensadvice.org.uk</p>
<p>Community Legal Advice (includes Housing Duty Scheme) - Legal advice on a wide range of difficulties for those on benefits or a low income. The Housing Duty Scheme gives free advice by phone or at around 100 courts across England and Wales if you are in danger of eviction or repossession.</p>	<p>Tel: 0845 345 4345 Web: www.communitylegaladvice.org.uk</p>
<p>Consumer Credit Counselling Service (CCCS) - As well as a full debt help service, CCCS provides extra support to vulnerable people (including those with mental health difficulties), e.g., help completing forms or with benefits checks.</p>	<p>Tel: 0800 138 1111 Web: www.cccs.co.uk</p>
<p>Money Made Clear – Financial Service Authority website, with just the facts about financial services, rights, etc.</p>	<p>Tel: 0300 500 5000 Web: www.moneymadeclear.org.uk</p>
<p>Swansea Carers Centre – provide a range of support services and advice and guidance including benefit advice, counselling service, training, stress control, advocacy and volunteering opportunities to all carer’s in Swansea.</p>	<p>Tel: (01792) 653344 Email: admin@swansecarerscentre.org.uk Web: www.swansecarerscentre.org.uk</p>
<p>Tax Aid - A charity giving free advice for people on low incomes about challenges</p>	<p>Tel: 0345 120 3779 Web: www.taxaid.org.uk</p>

such as tax debt or self-employment. HMRC must make reasonable adjustments for taxpayers with mental health problems – TaxAid can help with this.	
Welfare Rights Unit – offers advice, assistance and support on a range of benefit difficulties including: drafting letters; assisting with completion of forms; benefit checks.	This service and advice line can <u>ONLY</u> be accessed by Support Workers Tel: (01792) 637755 When: 9-10:30 & 2-4pm – Mon and Wed 9-12pm on Friday

BLACK & MINORITY ETHNIC	
General Advice	
Organisation	How to Access
African Community Centre - welcomes all people, especially Africans born in Africa or in the diaspora (e.g. African Caribbean, British African etc.) who are currently resident in Wales. They aim to provide support to enable individuals to better settle into the local community. Includes the Amani Project – Helping refugee and asylum seeking women and men have a greater sense of well-being and control in their lives by providing counselling, creative groups and individual support. Group therapy is also available through the Pamoja project.	Tel: (01792) 470298 Email: info@africancommunitycentre.org.uk
Black Association of Women Step Out (BAWSO) - service to Black and Minority Ethnic women and children, made homeless through a threat of domestic violence or fleeing domestic violence in Wales.	(01792) 642003
Ethnic Youth Support Team (EYST) – An award winning youth organisation providing a targeted, culturally sensitive and holistic support to ethnic minority young people, their families and carers and adult's to enable them to reach their full potential across Wales. The project provides advice and support on benefits, housing, education, employment	Tel: (01792) 466980 Email: info@eyst.org.uk Web: www.eyst.org.uk

<p>as well as several other culturally sensitive challenges. A dedicated volunteering project is in place offering people from all backgrounds an opportunity to share their experiences and gain new skills. Specialist advice and guidance project is also set up to support asylum seekers and refugees.</p>	
<p>Swansea Bay Racial Equality Council (SBREC) - cover Education, Employment Race Awareness, Housing, Health, Social Services, Community Development, The Criminal Justice System, and the way in which goods and services are provided to the public.</p>	<p>Tel: (01792) 457035 Web: www.sbrec.org.uk</p>
<p>Asylum Seekers and Refugees</p>	
<p>British Red Cross - provides 'Floating Tenancy Support', refugees.</p>	<p>(01792) 784915</p>
<p>City of Sanctuary - City of Sanctuary is a movement to build a culture of hospitality for people seeking sanctuary in the UK.</p>	<p>Mob: 07496 172898 or 07496 172896 Email: swansea@cityofsanctuary.org</p>
<p>Swansea Asylum Seekers Support - a volunteer-led registered charity, run and managed by members, who include asylum seekers, refugees and other local people. We give a warm welcome to people seeking sanctuary in Swansea through our twice-weekly drop-ins, and offer practical support and educational and recreational opportunities.</p>	<p>Contact Person – Marilyn Thomas Email: marilynmilesthomas@gmail.com Web: www.sbassg.wordpress.com</p> <p>Friday Drop-ins. 5pm to 7:30pm St James' Church, Walter Road, Swansea SA1 4QF</p> <p>Saturday Drop-ins. 2pm to 5pm St Phillips Community Centre SA1 3QT</p>
<p>Welsh Refugee Council - runs specialist teams that give asylum seekers and refugees advice and guidance on the asylum system, legal, health and housing problems. Children who have arrived without their parents have a specialist advice worker. People with the right to work can get advice on job-hunting.</p>	<p>Tel: 029 2048 9800 Out of office hours: 0789 66 900 70</p>

CARERS	
Organisation	How to Access
<p>Alzheimer's Society Dementia Support Service Providing information and support to carers, family members, and people living with dementia.</p>	<p>Tel: (01792) 531208 Email: swansea@alzheimers.org.uk</p>
<p>Drugaid Cymru – run a Thursday evening carer support session between 6.30-9.00pm. It is an informal session for those caring for someone with a substance misuse problem and people can just drop in.</p>	<p>Thursday Evening – 6:30pm – 9pm Tel: (01792) 472002 Web: www.drugaidcymru.com</p>
<p>Families and Friends of Prisoners (FFOPS) – provide support to people that have a loved one in prison.</p>	<p>Tel: (01792) 458645 Email: info@ffops.org.uk Web: www.ffops.org.uk</p>
<p>Swansea Carers Centre – provide a range of support services and advice and guidance including benefit advice, counselling service, training, stress control, advocacy and volunteering opportunities to all carer's in Swansea.</p> <p>Support Group - is open to anyone who is a carer for someone with mental health difficulties.</p> <p>Young Adult Carers Project (16-25 yrs) Supporting young people who are unpaid carers/former carers on a 1-2-1/group basis to help improve wellbeing and resilience. This process helps the young people have a break from their caring role and opportunities to meet other in a similar situation.</p>	<p>Tel: (01792) 653344 Address: 104 Mansel Street, Swansea, SA1 5UE Email: admin@swansecarerscentre.org.uk Web: www.swansecarerscentre.org.uk 2nd Tuesday of every month from 6pm – 8pm at the Carer's Centre.</p> <p>2 youth clubs a month based at the EYST office. Tel: 01792 653344 Email: alex@swansecarerscentre.org.uk Web: www.swansecarerscentre.org.uk Address: 104 Mansel Street Swansea SA1 5UE</p>

CRIME	
Organisation	How to Access
<p>Families and Friends of Prisoners (FFOPS) – provide support to people that have a loved</p>	<p>Tel: (01792) 458645 Email: info@ffops.org.uk</p>

one in prison.	Web: www.ffops.org.uk
Victim Support – Victim Support provides support to anyone affected by crime or ASB in South Wales. Victim Support offers emotional support, advocacy, practical support and onward referrals for more specialised support (e.g. Counselling).	Tel: 0300 3030161 Web: www.victimsupport.org.uk

DEMENTIA	
Organisation	How to Access
Age Cymru Swansea Bay - Safeguarding Older People Regional Independent Advocacy Project – Free independent information, representation and advocacy support for individuals over the age of 50 who may be facing critical or life changing decisions.	Tel: (01792) 648866 Email: enquiries@agecymruswanseabay.org.uk Web: www.agecymruswanseabay.org.uk
Alzheimer’s Society - Provides information, support and guidance to people with dementia, their carers and families and signposts to appropriate organisations. Services include home support, day services, singing for the brain, carers information programmes, dementia cafes and home visits.	Tel: 0330 333 0804 Web: https://www.alzheimers.org.uk/
Alzheimer’s Society National Dementia Helpline - If you have concerns about Alzheimer's disease or about any other form of dementia, Alzheimer's Society National Dementia Helpline can provide information, support, guidance and signposting to other appropriate organisations.	Tel: 0300 222 11 22
Alzheimer’s Society Voice and Choice Advocacy Service - Provide independent advocacy on a wide range of difficulties for people with a diagnosis of dementia.	Tel: (01792) 531208 Email: swansea@alzheimers.org.uk
British Red Cross Swansea Supporting People Programme – provides ‘Floating Tenancy Support’ to older people, refugees, and patients being discharged from hospital.	Tel: 0344 871 11 11 Local Office: (01792) 772146

<p>Swansea Carers Centre – provide a range of support services and advice and guidance including benefit advice, counselling service, training, stress control, advocacy and volunteering opportunities to all carer’s in Swansea.</p>	<p>Tel: (01792) 653344 Address: 104 Mansel Street, Swansea, SA1 5UE Email: admin@swansecarerscentre.org.uk Web: www.swansecarerscentre.org.uk</p>
<p>DEEP (The Dementia Engagement and Empowerment Project) – The UK Network of Dementia Voices, DEEP engages and empowers people living with dementia to influence services and policies that affect their lives.</p>	<p>Coordinator for Wales and South of England Email: Niblock@myid.org.uk Phone: 07720 538851 Web: www.dementivoices.org.uk</p>
<p>Dementia Friendly Swansea - Dementia Friendly Swansea focuses on improving the quality of life for people living with dementia. The Forum meets bimonthly to discuss dementia friendly projects and initiatives in the area. It also creates an essential network between organisations for information sharing and identifying areas for improvement.</p>	<p>Tel: (01792) 687801 Email: secretary@dementiafriendlyswansea.org Web: www.dementiafriendlyswansea.org</p>
<p>Dementia UK – Contact for advice and support provided by Admiral Nurses.</p>	<p>Tel: 0800 888 6678 Email: helpline@dementiauk.org</p>
<p>DANSA Transport - DANSA has been designed to meet the transport needs of older people, people with disabilities and people who are unable to access conventional public transport.</p>	<p>Tel: (01639) 751067 Email: mail@dansa.org.uk Web: http://www.dansa.org.uk/</p>
<p>Forget Me Not Clubs - To help people suffering from all types of dementia and its effects and their carers. They hold day clubs for people with dementia and their carers to meet in a social environment in a local base.</p>	<p>Tel: (01792) 448805 Email: contact@forgetmenotclubs.com or davidmoss@forgetmenotclubs.com</p>
<p>Musical Memories - The Musical Memories Choir takes place every Tuesday in Christwell Church, Manselton and every Friday at Linden</p>	<p>Tel: (01792) 362122</p>

Christian Centre in West Cross. The choir is for people affected by Dementia in any way. All singing abilities are welcome.	
Wales Dementia Helpline - The helpline offers emotional support to anyone, of any age, who is caring for someone with Dementia as well as other family members or friends. The service will also help and support those who have been diagnosed with Dementia.	Tel: 0808 8082235 Text: 81066

DOMESTIC ABUSE & ABUSE	
Organisation	How to Access
Action on Elder Abuse – Advice and information on abuse of older people.	Tel: 0808 808 8141
Black Association of Women Step Out (BAWSO) - service to Black and Minority Ethnic women and children, made homeless through a threat of domestic violence or fleeing domestic violence in Wales.	(01792) 642003
Domestic Abuse and Sexual Violence Helpline - a 24 hour confidential, free-phone support and information service for anyone experiencing domestic or sexual abuse or wanting more information on available support services.	Tel: 0808 80 10 800 Web: www.livefearfree.gov.wales N.B. This service is gender neutral.
Domestic Abuse One Stop Shop - (DA OSS) - for Domestic Abuse Services is a place where you can come to for information, advice, and support if you are affected by domestic abuse (or if you are at risk of domestic abuse).	(01792) 345750 35-36 Singleton Street Swansea SA1 3QN N.B. This service is gender neutral.
Domestic Abuse Unit – The Swansea Police Domestic Abuse Unit has specially trained police staff who are aware of the difficulties that you may be facing, and who can offer practical advice about how to stop the abuse, either for yourself or another.	Tel: (01792) 562759 (office hrs) In an emergency, always dial 999
Dyn Wales - The Safer Wales Dyn project provides support to Heterosexual, Gay, Bisexual and Trans men who are experiencing domestic	Dyn Helpline: 0808 801 0321 Monday – 10am – 4pm Tuesday – 10am – 4pm

<p>abuse from a partner. The Safer Wales Dyn helpline lets you speak confidentially to someone who can listen to you without judging your situation. They can give you support to deal with the problems faced and tell you if there are any services already available in your area.</p>	<p>Wednesday – 10am – 1pm Web: www.dynwales.org Web: www.dynwales.org/swansea</p>
<p>Hafan Cymru – Preventing Abuse, Promoting Independence. Hafan Cymru is a charitable housing association that provides housing and support to women, men their children and young people across Wales.</p>	<p>Tel: (01792) 345751 Address: 35-36 Singleton Street, Swansea. SA1 3QN</p>
<p>Info Nation (11-25 yrs) – provide support to young people affected by domestic or dating abuse.</p>	<p>Tel: (01792) 484010 Mob: 07930328607 Email: info-nation@swansea.gov.uk Address: 47 The Kingsway, Swansea. SA15HG</p>
<p>Key 3 Project - Supporting people facing Domestic Abuse, Substance Misuse and Mental Health issues to access support from the right person at the right time.</p>	<p>Tel: 01792 562888 Contact: Megan Stevens Email: megan.stevens@swansea.gov.uk 16+ N.B. referral pathway under development</p>
<p>Live Fear Free – website, phone and chat services providing support and information services for anyone experiencing domestic abuse or wanting more information on available support services.</p>	<p>Tel: 0808 801 0800</p>
<p>Protection of Vulnerable Adults (POVA) Team – for reporting abuse and/or advice.</p>	<p>Tel: (01792) 636854 Email: adult.safeguarding@swansea.gov.uk</p>
<p>Relate Cymru - is an all-Wales charity which offers domestic violence prevention programmes. Support available face to face in Swansea, by phone or online.</p>	<p>Tel: 0300 003 2340 Web: www.relate.org.uk/cymru N.B. There is a charge for some services.</p>
<p>Swansea Women's Aid – provides information</p>	<p>Tel: (01792) 644683 (24hrs)</p>

<p>and support to women experiencing domestic abuse.</p> <ul style="list-style-type: none"> - Emergency temporary accommodation - Outreach support - Counselling - Alternative therapies 	<p>Email: swa@swanseawa.org.uk</p> <p>Web: www.swanseawomensaid.org.uk</p>
<p>The Families Together Project - delivers the following specialist support to families throughout Wales:</p> <p>Family support - support to families experiencing complex needs, such as; domestic abuse, mental health, substance misuse and poverty.</p> <p>CHAT programme - A specialist 26 week programme for offenders of domestic abuse.</p>	<p>Tel: 02920 789732</p> <p>Email: familiestogether@family-action.org.uk</p>
<p>Women's Aid – information, advice, discussion forums, access to local services and self-help for victims of domestic violence.</p>	<p>Web: www.womensaid.org.uk (select 'free resources for self-help leaflets')</p>

EDUCATION, EMPLOYMENT & TRAINING	
Organisation	How to Access
<p>Advisory, Conciliation and Arbitration Service (ACAS) – Free service that helps to resolve disputes between employers and their employees.</p>	<p>Tel: 0300 123 1100</p> <p>Web: www.acas.org.uk</p>
<p>CCofS – Communities First - is the Welsh Government's (WG) community focussed tackling poverty programme. The programme provides funding to Communities First Clusters to narrow the economic, education/skills and health gaps between most deprived and more affluent areas.</p> <p>Readiness for Work Team – has Employment, Learning Support, Financial and Benefit Support Officers.</p> <p>Community Engagement Team – has Engagement Support Officers.</p> <p>Communities for Work (C4W) – is a WG programme to deliver an employment support</p>	<p>N.B. Recipients need to live within Communities First Cluster areas.</p> <p>Tel: (01792) 457025 (Readiness for Work)</p> <p>Email: joanne.thomas2@swansea.gov.uk</p> <p>Tel: (01792) 464751</p> <p>Email:</p>

<p>service focusing on reducing the number of 16-24 year olds who are Not In Education, Employment or Training (NEET).</p> <p>Lift Programme – support the WG’s Tackling Poverty agenda and aims to provide training and employment opportunities for people living in households where no-one is in work.</p>	<p>shaz.abedean@swansea.gov.uk Tel: (01792) 578632 (C4W) Email: andrew.chapman@swansea.gov.uk</p> <p>Tel: 01792 578632 (Lift) Email: juliet.rees@swansea.gov.uk</p> <p>N.B. The programme is not aimed at those who are temporarily out of work, but focuses on those who have spent more than six months out of work or training and who face the greatest barriers to becoming employable, such as:</p> <ul style="list-style-type: none"> - young single parent households - households in which the adults have few or no formal qualifications - people with weak employment records individuals with disabilities.
<p>Cyfle Cymru (out of work service) – Supporting people aged 16 plus with substance misuse/mental health difficulties residing in the western bay area whom are 12 months or long term unemployed, or economically inactive with opportunities of qualifications, courses, volunteering, education, training and employment through a peer mentor advice/guidance support.</p>	<p>Tel: (01792) 646421 Email: ask@cyflecymru.com Web: www.dacw.co.uk/about-cyfle-cymru Address: Cyfle Cymru, WCADA,40 St James Crescent, Uplands, Swansea SA1 6DR</p>
<p>Discovery - Discovery’s Supported Volunteering Scheme provides volunteering placements for people with additional needs, including mental health difficulties, in order to make the benefits of volunteering accessible to everyone. Every volunteer gets a role developed for their</p>	<p>Email: discovery@swansea.ac.uk</p>

<p>interests, and whatever support is necessary for them to succeed within it.</p>	
<p>Down to Earth Project – Vocational, practical and accredited skills training provided through courses and volunteer placements. Opportunities focus on construction, gardening and land management.</p>	<p>Course enquiries: 01792 391303 Email: jon@downtoearthproject.org.uk Volunteer enquiries: 01792 391303 Email: barney@downtoearthproject.org.uk</p>
<p>Employment Team at CREST – Services range from initial vocational assessments, benefits advice, training, educational courses, placements, voluntary work, and work tasters, through to full time, permanent employment.</p>	<p>Tel: (01792) 652101</p>
<p>Info Nation (11-25yrs) – free access to computers and the internet. Advice and support on education, employment and training opportunities.</p>	<p>Tel: (01792) 484010 Mob: 07930328607 Email: Info-nation@swansea.gov.uk Address: 47 The Kingsway, Swansea SA1 5HG</p>
<p>SCVS – Volunteer Centre - provides advice and guidance on volunteering opportunities available across the County</p>	<p>SCVS, 7, Walter Road, Swansea. SA1 5NF Tel: (01792) 544000 Web: www.scvs.org.uk/volunteering-for-under-25s Directory of Volunteering Opportunities: www.volunteering-wales.net</p>
<p>Transcend – provides free Mental Health Awareness and Recovery training in the Swansea area.</p>	<p>Tel: (01792) 543637 or 457299 Email: transcend@scvs.org.uk</p>
<p>Wellbeing Through Work – confidential service to help maintain your health & wellbeing at home and work.</p>	<p>Tel: 0845 601 7556 (between 9am – 5pm Monday – Friday)</p>

Email: wtw@wales.nhs.uk

HOUSING, TENANCY & HOMELESSNESS

Organisation

How to Access

Age Cymru Swansea Bay – Free advice and support to apply for social housing for people aged 50 and over.

Tel: (01792) 64 88 66

Email:

enquiries@agecymruswanseabay.org.uk

Web:

www.agecymruswanseabay.org.uk

Big Issue – Based in YMCA Swansea, the Big Issue provides information and support to people who are homeless, or those in financial crisis or challenges such as housing, health, benefits and resettlement. There is also the opportunity to sell the Big Issue magazine, providing homeless individuals with a legitimate income.

Tel: (01792) 410222

British Red Cross Swansea Supporting People Programme – provides ‘Floating Tenancy Support’ to older people, refugees, and patients being discharged from hospital.

Tel: 0344 871 11 11

Local Office: (01792) 772146

Caer Las - can offer support in housing and preventing homelessness, personal development and advice and advocacy.

Tel: (01792) 646071

Email: enquiries@caerlas.org

Family Housing Association – WISH Project - provides a wide range of supported housing to people with mental illness in both Swansea and Neath and Port Talbot. Accommodation includes 24/7 hour hostels, women only accommodation, temporary and long-term shared housing and self-contained flats. Most accommodation has staff available 7 days a week with some houses having 24/7 staffing. If staff are not on site they provide a peripatetic service on an appointment basis. A domiciliary care service to people with mental illness living in their own homes in the

Tel: (01792) 460192

N.B. Referrals made through care coordinator

<p>Swansea area is also provided. The service is registered with the City and County of Swansea and Neath Port Talbot Borough Council as an approved support provider and with Care and Social Services Inspectorate Wales as a domiciliary care agency.</p>	
<p>Gofal – provide a range of housing related services to adults who are experiencing mental health problems that impact on their ability to maintain their tenancy. They deliver 1:1 support to enable individuals the find and manage suitable accommodation. Gofal works with service users to develop the skills & confidence that enable them to work towards recovery and be able to participate fully in the community. Referral route and criteria is dependent on which service is required. Please call for more information.</p>	<p>(01792) 763350 / 798656</p>
<p>Bays Project - The Barnardo’s Youth Homeless Service provides both statutory and voluntary advice to young people aged 16 to 20 living in Swansea who are homeless or threatened with homelessness.</p>	<p>32 -36 High Street, Swansea. SA1 1LG Tel: (01792) 455105 Freefone: 0800 521 448 Email: Bayspartnership@barnardos.org.uk</p>
<p>Hafan Cymru – Preventing Abuse, Promoting Independence. Hafan Cymru is a charitable housing association that provides housing and support to women, men their children and young people across Wales.</p>	<p>Tel: (01792) 345751 Address: 35-36 Singleton Street, Swansea. SA1 3QN</p>
<p>Housing Options - Housing Options is the Council's Housing Advice Service.</p>	<p>(01792) 533100</p>
<p>Shelter Cymru – Provides information and support on a variety of housing difficulties, such as; bad housing, insecure, homelessness or risk of homelessness). Shelter Cymru also provide a specialist debt advice service.</p>	<p>(01792) 469400 Housing and Debt Advice Helpline: 0345 075 5005 (9:30am – 4.00pm, Monday to Friday)</p>
<p>Swansea Young Single Homeless Project (SYSHP) - works with 16-25 year olds who</p>	<p>Tel: (01792) 537530 Email: administration@syshp.org.uk</p>

<p>need to find and maintain tenancies in Swansea. They help young people: find and keep a home, develop their confidence, skills and opportunities, prevent homelessness and improve their physical and emotional well-being. Services range from emergency accommodation, specialist temporary accommodation, tenancy support, advocacy and engagement activities.</p>	<p>Web: www.syshp.org.uk</p>
<p>Swansea Women’s Aid - Emergency supported housing accommodation for women and children fleeing domestic abuse.</p>	<p>Tel: (01792) 644683 (24 hrs) Live Fear Free Helpline: 0808 8010800 (24hrs)</p>
<p>Tenancy Support Unit - The TSU provide housing related support and advice to people in order to prevent homelessness and maintain independence. The service is free and available to anyone over the age of 16 who lives within the City & County of Swansea including home owners, housing association tenants, council tenants and those who rent from the private sector.</p>	<p>Tel: (01792) 774320 / 774360 Email: tsu@swansea.gov.uk</p> <p>Online Referral Form: http://www.swansea.gov.uk/article/9304/The-Tenancy-Support-Unit-TSU</p>
<p>The Wallich – is a homeless charity working in Wales, providing vulnerable people the accommodation and support to live safer, happier, more independent lives and to become part of their communities. Their work is diverse but falls into the following broad categories: Prevention – Stopping people from becoming homeless in the first place, Outreach – Getting people off the streets, Accommodation & Support - Keeping people off the streets, Family & Youth– Support and accommodation for parents and for people under 18 and Learning, Volunteering & Employment – Helping people use their current skills or learn new ones.</p>	<p>Tel: (01792) 648031</p>

LEARNING & PHYSICAL DISABILITIES

Organisation	How to Access
<p>BikeAbility Wales – provides a cycling opportunity for everyone to enjoy. It was set up to enable people of all abilities to enjoy the pleasures of health benefits of cycling. BikeAbility holds cycle sessions each week, with bikes to suit all ages and abilities.</p>	<p>Tel: 07584044284 or 07968109145 Web: www.bikeabilitywales.org.uk Address: Dunvant Rugby Club, Broadacre, Killay, Swansea. SA2 7RU</p>
<p>Disability Sport Wales – are committed to providing a range of activities locally in an environment that is appropriate. Whether you wish to participate or compete in non-disabled or disability specific clubs/sessions Disability Sport Wales will help you find an opportunity.</p>	<p>Tel: 0845 8460021 Web: www.disabilitysportwales.com/lubs/category-swanea/</p>
<p>National Autistic Society – Swansea Support Group We would like to welcome all persons involved in the world of autism, whether you have autism and/or know somebody with autism and are looking for advice. We will hopefully be able to help you or at least point you in the right direction. Some of our branch members have children on the spectrum and are of different ages. Therefore, we would be happy to share our experiences so please feel free to ask us anything. The group caters to families/carers who have children with autism spectrum disorder (ASD), adults with ASD are welcome but there are no specific adult ASD sub groups: Activities; Training Days; Regular social group parent/carer and children; Play sessions for children; and Organised outside activities.</p>	<p>Claire Morris-Price, Branch Officer Tel: 07825 280274 (9am-5pm; outside hours by text only) Email: NAS.SwanseaBranch@nas.org.uk Twitter: @NASSwansea Facebook: www.facebook.com/groups/NASSSwansea</p>
<p>Swansea Association for Independent Living (SAIL) – Provide information and advice to disabled people in Swansea and surrounding area on all aspects of independent living.</p>	<p>Tel: (01792) 511343 Email: info@sail-swanea.org.uk Web: www.sail-swanea.org.uk</p>

LESBIAN, GAY, BISEXUAL & TRANSGENDER	
Organisation	How to Access
<p>LGBT Cymru Helpline – free, confidential service offering support, information and counselling to the lesbian, gay, bisexual and transgender community.</p>	<p>Tel: 0800 840 2069 (between 7pm – 9pm Mondays and Wednesdays) Web: www.lgbtcymruhelpline.org.uk N.B. There is a charge for this service (min £10 for face-to-face counselling).</p>
<p>The Unity LGBT Centre and Unity Identity Centre provide vital direct services to LGBT people throughout the country, working in partnership with the national organisation, Unity Group Wales. Regional services will include: information, advice and advocacy services; day centres, lunch clubs.</p>	<p>Tel: (01792) 346299 Email: info@unitygroup.wales Web: www.unitygroup.wales</p>
<p>YMCA Swansea (11-25yrs) LGBT Youth Club Good Vibes – provides a safe environment for young people seeking guidance and advice. They offer:</p> <ul style="list-style-type: none"> - Youth workshops - LGBT+ awareness - Opportunity to make friends - 1 to 1 help & support 	<p>Club - Every Thursday 6pm – 8pm Email: carlie@ymcaswansea.org.uk Tel: (01792) 652032 Web: www.ymcaswansea.org.uk</p>

MENTAL HEALTH	
General Advice	
Organisation	How to Access
<p>ABMU – Self Help Guides & Resources – is an electronic library offering a series of online self-help guides. It is designed to offer information and advice on a wide range of subjects, including social anxiety, dealing with bereavement and alcohol dependency.</p>	<p>Web: www.selfhelpguides.ntw.nhs.uk/abmu</p>
<p>BPD World – information and advice for people with Borderline Personality Disorders.</p>	<p>Web: www.bpdworld.org</p>
<p>Journeys – Assists people experiencing depression by providing information, raising</p>	<p>Tel: 029 2069 2891 Email: JourneysInfo@gofal.org.uk</p>

awareness, etc.	
Key 3 Project - Supporting people facing Domestic Abuse, Substance Misuse and Mental Health issues to access support from the right person at the right time.	Tel: 01792 562888 Contact: Megan Stevens Email: megan.stevens@swansea.gov.uk 16+ N.B. referral pathway under development
MEIC Cymru – provides information, advice and advocacy to children and young people via a helpline, text messaging or online chat.	Helpline: 0808 80 23456 Text: 84001 Web: www.meiccymru.org
Mental Health Development Officer – Facilitates Mental Health Forum and provides information on strategies and services in Mental Health.	Tel: (01792) 544020 / 544021 Email: Rachael_jenkins@scvs.org.uk Email: Helen_foster@scvs.org.uk
Mental Health Information Officer - Supports the work of the Mental Health Development Service by providing information to service users, their carers, volunteers, paid staff and the public.	Tel:(01792 544030) Email: Beth_Preston@scvs.org.uk
Mental Health Directory – for an online/most up-to-date version of this directory.	Web: www.scvs.org.uk/mhds
MindEd – is a free educational resource on children and young people’s mental health for all adults.	Web: www.minded.org.uk
NSPCC – offer information on a wide variety issues, such as; abuse, neglect, self harm, sexual exploitation, bullying & cyberbullying, FGM	Web: www.nspcc.org.uk Helpline: 0808 800 5000
Royal College of Psychiatrists – information leaflets (in various languages) regarding a range of mental health diagnoses and related difficulties.	Web: www.rcpsych.ac.uk
Young Minds – helpline for parents/carers that have a concern about their child’s emotional problems or behaviour.	Parent’s Helpline: Tel: 0808 802 5544 (9:30am-4pm) Web: www.youngminds.org.uk

Bereavement

Organisation	How to Access
<p>Cruse Bereavement Care, Morgannwg – Provides face to face support and information to the bereaved and their families. This service is for adults and children.</p> <p>Cruse – Hope Again provides information on:</p> <ul style="list-style-type: none"> • what you can do to help a child or young person who is grieving • how to understand the concept of loss in children and young people of different ages • how to recognise potential complicated grief <p>The website Hope Again is designed for young people by young people. It includes information and message boards where young people can share their experiences.</p> <p>They offer a number of leaflets and publications to help children and young people. There are many fiction and non-fiction books aimed at helping children: check out their recommended books for children and young people.</p>	<p>Tel: 0808 808 1677</p> <p>Local office: (01792) 462845</p> <p>Email: morgannwg@cruse.org.uk</p> <p>Email: helpline@cruse.org.uk</p> <p>Web: www.cruse.org.uk</p> <p>Web: www.cruse.org.uk/children</p> <p>N.B. If you are a young person and someone you know has died you can send a private message to a trained volunteer at hopeagain@cruse.org.uk who will reply to you by email. If you want to talk to someone direct: Helpline: 0808 808 1677.</p>
<p>Help is at Hand Cymru – a resource for people bereaved through suicide or other unexplained death, and for those helping them.</p>	<p>Web: http://supportaftersuicide.org.uk/wp-content/uploads/2016/10/Wales-HIAH.pdf</p>
<p>UK-Sobs – aims to break the isolation of those bereaved by the suicide of a close relative or friend.</p>	<p>Tel: 0300 111 5065 (9am to 9pm every day)</p> <p>Web: www.uk-sobs.org.uk</p>

Counselling

Organisation	How to Access
<p>Amani Project, The – A therapeutic project for refugee and asylum seeking men and women. The project aims to give women a greater sense of well-being and control in their lives and is better able to access support and services. The Amani project provides weekly one2one trauma based counselling, group counselling, general individual support and therapeutic art activities. Group therapy is also available through the Pamoja project.</p>	<p>Tel: (01792) 470298 Email: e.hudson@africancommunitycentre.org.uk</p>
<p>Cancer Information and Support Services (CISS) - CISS offer free, confidential, person centred and integrative counselling and CBT for anyone affected by cancer including patients, carers, family and friends. CISS can also provide home and hospital visits and information on cancer.</p>	<p>Tel: (01792) 655025 Email: help@cancersupport.wales Web: www.cancersupport.wales</p>
<p>Cruse Bereavement Care, Morgannwg – Provides face to face support and information to the bereaved and their families. This service is for adults and children.</p>	<p>Tel: 0808 808 1677 Local office: (01792) 462845 Email: morgannwg@cruse.org.uk Email: helpline@cruse.org.uk Web: www.cruse.org.uk</p>
<p>Down to Earth Project – Counselling and psychotherapy are provided on a one to one basis. Creating a safe and welcoming space for individuals to explore whatever challenges they may face, and discovering more positive ways to encounter their life. * Please note - there is a charge for this service.</p>	<p>Tel: (01792) 232 439 Email: jen@downtoearthproject.org.uk</p>
<p>Drugaid Cymru - SANDS Cymru offers free person centred therapy and CBT to individuals over 18 years old with substance misuse difficulties. Drugaid run two SMART Recovery sessions, Tuesdays 1.30 - 3pm and Thursdays 6 - 7.30pm. SMART Recovery is a mutual aid group that uses CBT tools to help facilitate</p>	<p>Tel: (01792) 472002 Web: www.drugaidcymru.com</p>

<p>change within a person's substance use. Drugaid Cymru also offer crisis support and interventions from 'drop-in' sessions.</p>	
<p>Info Nation - Free access to computers and the internet, sexual health services, legal rights advice, information, support and advice on drugs and alcohol, counselling, advice and support on education, employment and training options, support for young people affected by domestic or dating abuse, and many more opportunities for young people.</p>	<p>Tel: (01792) 484010 Mob: 07930 328607 Email; Info-Nation@swansea.gov.uk</p>
<p>Kids Cancer Charity - Kids Cancer Charity is a registered charity that offers free play therapy, counselling and bereavement groups for children aged 3-19 years who have cancer themselves, have a sibling or close relative with cancer or have been bereaved by cancer.</p>	<p>Tel: (01792) 480500 Email: Judith.may@kidscancercharity.org Web: www.kidscancercharity.co.uk</p>
<p>LGBT Cymru Helpline - LGBT Cymru offers counselling and advice one to one, or via email, telephone and instant messenger to lesbian, gay, bisexual or transgender individuals and their families and friends.</p>	<p>Tel: 0800 840 2069 (Helpline open Mondays and Wednesdays between 7pm-9pm) Local Office: (01792) 828057 Email: line@lgbtcymruhelpline.org.uk Web: www.lgbtcymruhelpline.org.uk</p>
<p>Maggie's Cancer Caring Centre - offer free practical, social and emotional support for anyone affected by a cancer diagnosis.</p>	<p>Tel: (01792) 200000 Email: Laura.Woods@maggiescentres.org Web: www.maggiescentres.org/swansea Opening Times: Drop In Mon-Fri 9am – 5pm Address: Singleton Hospital, Sketty Lane. SA2 8QL</p>
<p>New Pathways - New Pathways offer counselling for any adult that has suffered abuse, sexual assault or rape if aged 18 years or over. They offer up to 18 sessions of 1:1 counselling. Children aged 3 - 18 years are also</p>	<p>Tel: (01685) 379310 Email: enquiries@newpathways.org.uk Web: www.newpathways.org.uk</p>

<p>able to access counselling for support with sexual abuse or assault in addition to any other difficulty.</p> <p>New Pathways also provide a SARC (Sexual Assault Referral Centre) and an ISVA (Independent Sexual Violence Advocate) service. New Pathways also run a Parents of Abused Children peer support group every Friday 12:30pm-2:30pm in their head office in Merthyr.</p>	
<p>Relate Cymru - is an all-Wales charity which offers relationship counselling, sex therapy, domestic violence prevention programmes and support to couples, individuals, young people and families. Support available face to face in Swansea, by phone or online.</p>	<p>Tel: 0300 003 2340 Web: www.relate.org.uk/cymru</p> <p>N.B. There is a charge for some services.</p>
<p>Swansea Carers Centre – provide a range of support services and advice and guidance including benefit advice, counselling service, training, stress control, advocacy and volunteering opportunities to all carer’s in Swansea.</p>	<p>Tel: (01792) 653344 Address: 104 Mansel Street, Swansea, SA1 5UE Email: admin@swansecarerscentre.org.uk Web: www.swansecarerscentre.org.uk</p>
<p>Swansea Counselling and Wellbeing Service - provides counselling and holistic therapies to Swansea residents. There is a £5 minimum donation per therapy however some services/projects will be free.</p>	<p>Tel: 07873 899809 Email: swanseawellbeingservice@gmail.com</p>
<p>Swansea Mind – offers counselling to people aged 18 and over.</p>	<p>Tel: (01792) 642999 Email: admin@swanseamind.org.uk Web: www.swanseamind.org.uk</p>
<p>Swansea Women’s Aid - Swansea Women’s Aid is a registered charity that offers person centred counselling to women aged 18 or over, in Swansea, who have experienced or are</p>	<p>Tel: (01792) 644683 Email: swa@swanseawa.org.uk Web: www.swanseawomensaid.com</p>

experiencing domestic abuse.	
<p>Private counselling - If you would like to explore accessing help privately you should ensure that the professional you see is experienced and qualified. This means that they will be a member of a recognised professional body. These bodies hold registers of approved practitioners who are governed by an ethical code and robust conduct and complaints procedures. An example of this is the British Association for Counselling and Psychotherapy (BACP). The BACP provides online search facility for accredited counsellors and psychotherapists in the UK.</p> <p>Tel: 0870 443 5252 Web: www.bacp.co.uk</p>	
Eating Disorders	
Organisation	How to Access
B-Eat - charity for people with eating disorders and their families. There are separate confidential help lines – one for adults and one for young people under 25.	Adults: 0345 6341414 Email: help@b-eat.co.uk Web: www.b-eat.co.uk
Help Lines	
Organisation	How to Access
Alzheimer's Society National Dementia Helpline - If you have concerns about Alzheimer's disease or about any other form of dementia, Alzheimer's Society National Dementia Helpline can provide information, support, guidance and signposting to other appropriate organisations.	Tel: 0300 222 1122
C.A.L.L. - Emotional support and information on Mental Health and related matters.	Tel: 0800 132 737 Text 'help' with your question to 81066 Web: www.callhelpline.org.uk
CALM – National helpline and campaign for men's mental health.	Tel: 0800 58 58 58 Web: www.thecalmzone.net
DAN 24/7 – 24/7 Alcohol and drugs helpline for Wales.	Tel: 0808 808 2234 Text "DAN" to 81066 Web: www.dan247.org.uk
GP Out of Hours Service – If a GP is required 6:30pm – 8:00am, Monday to Friday. Also available on weekends and Bank Holidays.	Tel: 0330 123 9180
LGBT Cymru Helpline – free, confidential service offering support, information and	Tel: 0800 840 2069 (between 7pm – 9pm Mondays and

counselling to the lesbian, gay, bisexual and transgender community.	Wednesdays) Web: www.lgbtcymruhelpline.org.uk N.B. There is a charge for this service (min £10 for face-to-face counselling).
Mind Infoline - provides information on a range of topics including types of mental distress, where to get help, drug and alternative treatments and advocacy.	Tel: 0300 123 3393 Text 86463 Web: info@mind.org.uk
NHS Direct – Advice, information and reassurance regarding a range of health difficulties.	Tel: 0845 46 47 Web: www.nhsdirect.wales.nhs.uk
Samaritans – Emotional support for those experiencing feelings of distress or despair, including those which could lead to suicide. 24/7, 365 days a year.	Freephone: 116 123 Text: 07725 90 90 90 (UK) Email: jo@samaritans.org Web: www.samaritans.org
SANEline - provides emotional support and information to anyone affected by mental illness.	Tel: 0300 304 7000 (6pm-11pm every day) Web: www.sane.org.uk
UK-Sobs – aims to break the isolation of those bereaved by the suicide of a close relative or friend.	Tel: 0300 111 5065 (9am to 9pm every day) Web: www.uk-sobs.org.uk
Wellbeing Through Work – confidential service to help maintain your health & wellbeing at home and work.	Tel: 0845 601 7556 (between 9am – 5pm Monday – Friday) Web: wtw@wales.nhs.uk
Self Harm	
Organisation	How to Access
Harmless – a user led organisation that provides a range of services about self harm including support, information, training and consultancy to people who self harm, their friends and families and professionals.	Web: www.harmless.org.uk/
Self Injury Support – information and self-help	Web:

materials for women who self-harm, available in several languages.	www.selfinjurysupport.org.uk
Self Help	
Organisation	How to Access
Book Prescription Wales – healthcare professionals including GPs can ‘prescribe’ from a list of recommended self-help books for a range of mental health difficulties, which the individual can then borrow from their local library. The list of books is available online and can be obtained from local libraries for those that do not wish to be referred.	Web: www.nhsdirect.wales.nhs.uk (search ‘book prescription Wales’ and select on ‘booklist’ link)
Centre for Clinical Interventions - includes information sheets and a series of ‘modules’ to work through to address problems from procrastination, to perfectionism, to panic attacks, also bipolar disorder, depression and self-esteem.	Web: www.cci.health.wa.gov.au (select on ‘workbooks’)
Wellbeing Glasgow - a range of self-help information, booklets, video and audios.	Web: www.wellbeing-glasgow.org.uk
Mental Health Foundation – contains a range of information about mental health and wellbeing.	Web: www.mentalhealth.org.uk
Northumberland, Tyne and Wear NHS – self-help booklets covering areas such as anger, anxiety, depression, OCD, hearing voices, sleep, self-harm, social anxiety, substance misuse and eating disorders.	Web: www.ntw.nhs.uk (select ‘start a search’ followed by ‘self-help leaflets’ or ‘health information in other languages’)
Scottish Recovery Network – includes videos and stories about recovery, and other resources about recovery.	Web: www.scottishrecovery.net
Self Help Guides, ABMU - a series of online self-help guides and resources designed to offer information and advice on a wide range of subjects, including social anxiety, dealing with bereavement and alcohol dependency.	Web: www.selfhelpguides.ntw.nhs.uk/abmu
Self Injury Support – information and self-help materials for women who self-harm, available in several languages.	Web: www.selfinjurysupport.org.uk

Women's Aid – information, advice, discussion forums, access to local services and self-help for victims of domestic violence.	Web: www.womensaid.org.uk (select 'free resources for self-help leaflets')
Specialist Support and Support Groups	
Organisation	How to Access
Advocacy Support Cymru - Specialising in providing confidential and independent advocacy support for people dealing with a range of mental health challenges.	Tel: 029 2054 0444 Email: info@ascymru.org.uk Web: www.ascymru.org.uk
Bipolar UK – Bipolar UK is the national charity dedicated to supporting individuals affected by bipolar.	Information and Support line: 0333 323 3880 Email: info@bipolaruk.org Web: www.bipolaruk.org Facebook: www.facebook.com/bipolaruk Twitter: www.twitter.com/bipolaruk
Cefn Coed Hospital - A psychiatric hospital in Swansea, Wales. The hospital is run by Abertawe Bro Morgannwg University Health Board.	Tel: (01792) 561155
Community Mental Health Teams – provide assessment and care coordination, and provide advice, signposting, etc to individuals, families, carers or organisations. CMHT 1: Swansea West, CMHT 2: Swansea Central, CMHT 3: Swansea North	CMHT 1: (01792) 517800 CMHT2: (01792) 517853 CMHT 3: (01792) 545780 Web: www.swansea.gov.uk
Connect Project – offers a weekly programme of informal workshops, social activities and member interest group events for adults (18-64) experiencing mental health difficulties. All enquiries welcome.	Tel: (01792) 465383 or (01792) 646071
CREST - part of services provided by the City and County of Swansea Social Services Department. A wide range of activities and facilities are offered for people with mental health problems.	Tel: (01792) 652101 Web: www.swansea.gov.uk/crest N.B. Referrals only rcvd from CMHT.
Hafal – helps people with serious mental illness and their families to work towards recovery.	Mob: 07967 329697 Email: swansea@hafal.org

Services are underpinned by Hafal's Recovery Programme which empowers clients and families to take control of their lives and achieve recovery.	
Involve Volunteering Project – Involve provides volunteer befrienders who offer low level social and emotional support to children, young people, adults and families, living in City and County of Swansea. The referral criteria is different for each scheme within Involve.	Tel: (01792) 457299 Email: involve@scvs.org.uk
Living Life Well Programme – Runs open access stress control courses across Swansea, Neath Port Talbot and Bridgend.	Phone or text: 07967612246 Email: living.lifewell@wales.nhs.uk
Mental Health and Wellbeing Volunteering Project – Based at Cefn Coed Hospital, the project trains and supports volunteers to offer social support for individuals experiencing Mental Health problems (through a variety of opportunities) both in hospital (Cefn Coed and Ward F, Baglan) and also the community.	Tel: (01792) 516462 or (01792) 516609 Email: kim.crowley@wales.nhs.uk N.B. Clients need to be referred by a health key-worker.
Social Services Emergency Duty Team (Nights and Weekends).	Tel: (01792) 775501
Swansea Mind – provides an open door Peer Support Centre where anyone can come for information, a chat and to meet other people. A risk assessment and needs assessment are required for every attendee. Self Help Support Groups include - Managing Anger, Anxiety & Depression and OCD. Please see website for more details.	Tel: (01792) 642999 Email: admin@swanseamind.org.uk Web: www.swanseamind.org.uk
The Families Together Project - delivers the following specialist support to families throughout Wales: Family support - support to families experiencing complex needs, such as; domestic abuse, mental health, substance misuse and poverty.	Tel: 02920 789732 Email: familiestogether@family-action.org.uk
Transcend – Provides one-to-one peer mentoring support to individuals experiencing	Tel: (01792) 543637 or 457299 Email: transcend@scvs.org.uk

mental health difficulties. Anyone can refer to the scheme. Also provides free Mental Health Awareness and Recovery training in the Swansea area.	
Suicide and Suicide Prevention	
Organisation	How to Access
Help is at Hand Cymru – a resource for people bereaved through suicide or other unexplained death, and for those helping them.	Web: http://supportaftersuicide.org.uk/wp-content/uploads/2016/10/Wales-HIAH.pdf
International Association for Suicide Prevention – Provides information about suicide prevention, etc.	Web: www.iasp.info

OLDER PEOPLE	
Organisation	How to Access
Action on Elder Abuse – Advice and information on abuse of older people.	Tel: 0808 808 8141
Age Cymru Swansea Bay – General information and advice, Housing advice, Welfare benefits advice, Welfare benefits appeals, Home from hospital service, Befriending, Handyperson service, Digital support and Regional Independent Advocacy for individuals over the age of 50. Homecare Plus services include; personal care, shopping, cleaning, meal preparation, mobile hairdressing, gardening, home improvements, digital support and a companion service.	Tel: (01792) 648866 Email: enquiries@agecymruswanseabay.org.uk Web: www.agecymruswanseabay.org.uk
British Red Cross Swansea Supporting People Programme – provides ‘Floating Tenancy Support’ to older people, refugees, and patients being discharged from hospital.	Tel: 0344 871 11 11 Local Office: (01792) 772146
Care and Repair Cymru – A national charitable body who actively work to ensure that all older	Tel: 0300 111 3333 Web: www.careandrepair.org.uk

people have homes that are safe, secure and appropriate to their needs.	
Please see page 8 for Organisations supporting dementia.	

PREGNANCY & POSTNATAL	
Organisation	How to Access
Action for Children – Big Steps Little Steps - If you are pregnant or have children, Little Steps Big Steps can signpost you to a range of services in Swansea and offer you support, life coaching, advice and information throughout your parenting journey.	Tel: (01792) 294006 Email: littlestepsbigsteps@actionforchildren.org.uk N.B. This service is for 14-25 year olds.
The Families Together Project - delivers perinatal services providing support to women from 28 weeks pregnant until the child's first birthday, who are at risk of or experience mental health difficulties.	Tel: 02920 789732 Email: familiestogether@family-action.org.uk
PRAMS (Perinatal Response and Management Service) – is a specialist NHS team working with women with significant stress/mental health problems around pregnancy and up to a year after birth. They provide assessment and treatment of anxiety, depression and distress following traumatic births as well as supporting women with more serious mental illnesses such as bi-polar. They can give advice on and prescribe medication, provide talking therapies, meet partners, run support groups, and will work with midwives, health visitors and GPs to come up with a plan that the woman feels comfortable with.	Referrals are made through a person's midwife, health visitor or GP. If they are already known to a psychiatrist, they can make the referral too.

REPRESENTATION, ENGAGEMENT & ADVOCACY	
Organisation	How to Access
Advocacy Support Cymru - Specialising in providing confidential and independent advocacy support for people dealing with a range of mental health difficulties.	Tel: 029 2054 0444 Email: info@ascymru.org.uk Web: www.ascymru.org.uk

<p>Age Cymru Swansea Bay- Safeguarding Older People Regional Independent Advocacy Project – Free independent information, representation and advocacy support for individuals over the age of 50 who may be facing critical or life changing decisions.</p>	<p>Tel: (01792) 648866 Email: enquiries@agecymruswanseabay.org.uk Web: www.agecymruswanseabay.org.uk</p>
<p>Alzheimer’s Society Voice and Choice Advocacy Service - Provide independent advocacy on a wide range of difficulties for people with a diagnosis of dementia.</p>	<p>Tel: (01792) 531208 Email: swansea@alzheimers.org.uk</p>
<p>Community Health Council – offers advice and support to individuals who wish to make a complaint against local NHS services.</p>	<p>Tel: (01639) 683490 Email: Office.abm@waleschc.org.uk</p>
<p>Mind Legal Advice Service- provide legal information and general advice on mental health related law covering mental health, mental capacity, community care, human rights and discrimination/equality related to mental health difficulties.</p>	<p>Tel: 0300 466 6463 Email: legal@mind.org.uk</p>
<p>Patients Council, The – improve the quality of life for mental health patients by supporting them to have a voice, signposting, and representing service users at meetings.</p>	<p>Tel: (01792) 516627</p>
<p>Rethink – mental health charity for people with severe mental illness (English equivalent of Hafal) Website Includes information and guidance on the Disability Discrimination, Human Rights and Mental Health Acts.</p>	<p>Web: www.rethink.org.uk</p>
<p>Service Network of User Groups (SNUG) - An organisation working with service users in the community.</p>	<p>Tel: (01792) 516627</p>
<p>Swansea Bay Racial Equality Council (SBREC) - cover Education, Employment Race Awareness, Housing, Health, Social Services, Community Development, The Criminal Justice System, advocacy and the way in which goods and services are provided to the public.</p>	<p>Tel: (01792) 457035 Web: www.sbrec.org.uk</p>

<p>Swansea Law Clinic - free initial advice and assistance to staff, students and members of the public via students under the supervision of members of staff and volunteer local lawyers. Can help with: Benefits advice, Consumer issues, Contracts, Employment issues, Equality issues, Landlord & tenant disputes, Negligence, Relationship breakdown.</p>	<p>Tel: (01792) 295399 Email: LawClinic@Swansea.ac.uk</p>
<p>SNAP Cymru - Staff and volunteers work with families and professionals, supporting children and young people to participate in planning and decision making which affect them, advocating where appropriate, and raising awareness of difficulties related to Special Educational Needs, Disability and other barriers to inclusion.</p>	<p>Helpline: 0845 120 3730 Email: Swansea@snapcymru.org</p>
<p>The Equality and Human Rights Commission – Free initial advice on discrimination cases.</p>	<p>Tel: 0808 800 0082 Web: www.equalityhumanrights.com</p>
<p>Time to Change Wales – is a national campaign to end the stigma and discrimination faced by people with mental health problems. The Young Person’s Pilot Programme will aim to increase young people’s awareness and understanding of mental health problems, reduce the stigma, discrimination and social isolation experienced by those with mental health problems and improve wellbeing.</p>	<p>Web: www.timetochangewales.org.uk</p>

SEXUAL HEALTH	
Organisation	How to Access
<p>Domestic Abuse and Sexual Violence Helpline - a 24 hour confidential, free-phone support and information service for anyone experiencing domestic or sexual abuse or wanting more information on available support services.</p>	<p>Tel: 0808 80 10 800 Web: www.livefearfree.gov.wales</p>
<p>Info Nation (11-25yrs) C Card Scheme – provides free condoms and is available Tuesday - Saturday from 1- 5pm.</p>	<p>Tel: (01792) 484010 Mob: 07930328607 Email: Info-</p>

<p>Integrated Sexual Health Drop In - every Friday afternoon staffed by NHS workers. Offering a range of services.</p>	<p>nation@swansea.gov.uk Address: 47 The Kingsway, Swansea SA1 5HG</p>
<p>Live Fear Free Helpline - is a bilingual information signposting service, to help and guide people with experience of domestic abuse or sexual violence, who are in need of information or access to support services.</p>	<p>Tel: 0808 80 10 800 The helpline is free, 24 hours a day, 7 days a week.</p>
<p>New Pathways - New Pathways offer counselling for any adult that has suffered abuse, sexual assault or rape if aged 18 years or over. They offer up to 18 sessions of 1:1 counselling. Children aged 3 - 18 years are also able to access counselling for support with sexual abuse or assault in addition to any other difficulty.</p> <p>New Pathways also provide a SARC (Sexual Assault Referral Centre) and an ISVA (Independent Sexual Violence Advocate) service. New Pathways also run a Parents of Abused Children, peer support group every Friday 12:30pm-2:30pm in their head office in Merthyr.</p>	<p>Tel: (01685) 379310 Email: enquiries@newpathways.org.uk Web: www.newpathways.org.uk</p>
<p>Relate Cymru - is an all-Wales charity which offers relationship counselling, sex therapy, domestic violence prevention programmes and support to couples, individuals, young people and families. Support available face to face in Swansea, by phone or online.</p>	<p>Tel: 0300 003 2340 Web: www.relate.org.uk/cymru</p> <p>N.B. There is a charge for some services.</p>

SUBSTANCE MISUSE & ADDICTIONS	
Organisation	How to Access
<p>AADAS – ABM Alcohol & Drug Assessment Service - provide a first point of contact for substance misuse services in Swansea including assessment and referral to appropriate services.</p>	<p>Tel: (01792) 642 759</p>
<p>ADFAM – gives information and support for the families of drug and alcohol users.</p>	<p>Web: www.adfam.org.uk</p>

<p>Alcoholics Anonymous – If your drinking is causing you problems and you wish to stop drinking.</p>	<p>Tel: 0800 917 7650</p>
<p>DAN 24/7 – 24/7 Alcohol and drugs helpline for Wales.</p>	<p>Tel: 0808 808 2234 Text “DAN” to 81066 Web: www.dan247.org.uk</p>
<p>Drugaid Cymru - provides practical help including needle exchange, information, training and education about drug use. Also provide advice, support and guidance around benefits, housing, health, etc, for all drug users. Undertakes specialist substance misuse assessments and provides a range of one to one help and group activities. Referrals are taken from any service although most people self-refer. Specialist services available for children and young people affected by substance misuse called CHOICES which is based in Info-Nation</p> <p>Drugaid Cymru also has a specialist service that offers help and support to families.</p> <p>Links 2 Recovery (L2R) facilitate a weekly timetable of activities from mindfulness and cookery to essential skills and walks.</p>	<p>Tel: (01792) 472002 Web: www.drugaidcymru.com</p>
<p>FRANK – 24 hour friendly, confidential drugs advice.</p>	<p>Tel: 0300 123 6600 Text: 82111 Web: www.talktofrank.com</p>
<p>Help Me Quit – is the single brand for free NHS stop smoking services in Wales.</p>	<p>Tel: 08000852219 Text: HMQ 80818</p>
<p>The Families Together Project - delivers specialist support to families throughout Wales: Support to families experiencing complex needs, such as; domestic abuse, mental health, substance misuse and poverty.</p>	<p>Tel: 02920 789732 Email: familiestogether@family-action.org.uk</p>
<p>UK Narcotics Anonymous – a society for recovering addicts for whom drugs had become a major problem, that meets regularly to help each other stop using and stay clean.</p>	<p>Tel: 0300 999 1212</p>

<p>Welsh Centre for Action on Dependency and Addiction (WCADA) - provides a comprehensive range of recovery interventions for individuals, families and carers of people of all ages affected by substance misuse. WCADA provides Information & Advice, Needle and Syringe Programme, Assessment and Care Management, Health Promotion (Blood Borne Viruses/Safe Sex), Tenancy Support, Community Support and Outreach, One-to-one support and group work, 12-Step Minnesota Model abstinence treatment programme, Structured Counselling, Detox support: hospital based & community based, Dyfodol, Offender Interventions service in the Welsh Public Prisons, Family Counselling and Support, Aftercare, Diversionary activities and accredited courses, Peer Mentoring and advice for veterans, Out Of Work Service (supporting people with substance misuse and/or mental health difficulties into employment) and training.</p>	<p>Tel: (01792) 472519 Email: admin.swansea@wcada.org Web: www.wcada.org</p> <p>N.B. For individuals aged 18 years old plus, living in the Swansea area, who have a difficulty with substance use, please contact AADAS (ABM Alcohol & Drug Assessment Service), the Single Assessment Service (tel: 01792 642759).</p>
<p>Key 3 Project - Supporting people facing Domestic Abuse, Substance Misuse and Mental Health issues to access support from the right person at the right time. Key 3 drop-in is now up and running in the Domestic Abuse One Stop Shop, Singleton Street, Swansea. The service will be running from 1-4pm every Thursday, and will allow people access to advice and support from specialists in Substance Misuse, Mental Health and Domestic Abuse</p>	<p>Tel: 01792 562888 Contact: Megan Stevens Email: megan.stevens@swansea.gov.uk</p> <p>Drop in service – 1-4 pm every Thursday in the Domestic Abuse One Stop Shop, Singleton Street, Swansea.</p>

TRANSPORT	
Organisation	How to Access
Community Transport provides journey opportunities for people who are unable to use conventional public transport, or who live in an area not frequently served by public transport or those with a disability. Please see below for details of the schemes.	
Swansea Community Transport	Tel: 01792 522982 / 522976
DANSA Community Transport Organisation	Tel: 01639 751067
Gower Voluntary Transport	Tel: 01792 851942
Gorseinon Car Scheme	Tel: 01792 899933
Pontarddulais Car Scheme	Tel: 01792 884944

VETERANS	
Organisation	How to Access
<p>Army Welfare Service (AWS) - a professional and confidential welfare support service for servicemen and women and their families, wherever they are located. The Army Welfare Service has three main tasks: Community Support, Personal Support and HIVE information services.</p>	<p>Web: www.army.mod.uk/welfare-support</p>
<p>Change Step – A Peer Mentoring and advice service for military veterans, former members of emergency services and their families. This service is for military veterans and others with post traumatic stress disorder and a range of psychosocial problems who want to make positive changes to their lives.</p>	<p>Tel: 0300 777 2259 Email: ask@change-step.co.uk Web: www.changestepwales.co.uk</p>
<p>Combat Stress - Charity providing free services for ex-service men and women with conditions such as Post Traumatic Stress Disorder (PTSD), depression and anxiety disorders. Support can be residential, community-based or financial.</p>	<p>Tel: 0800 138 1619 (24 hour helpline) Web: www.combatstress.org.uk</p>

<p>Royal British Legion (South Wales) - provide financial, welfare, emotional and social support to the Serving, and ex-Service population, their spouses and dependents; whilst also preserving the importance of Remembrance and in valuing peace and freedom.</p>	<p>Tel: 0808 802 8080</p> <p>Email: SouthWales@britishlegion.org.uk</p>
<p>SSAFA - provide practical, emotional and financial support to anyone who is serving or has ever served and their families.</p>	<p>Tel: 0800 731 4880</p> <p>Web: www.ssafa.org.uk</p>
<p>Veterans NHS Wales - If you have served in the Armed Forces and think that you are suffering from a service related psychological problem, then this service could be for you. NHS Wales, with funding from the Welsh government, has set up the Veterans NHS Wales in your locality, where you can go and speak to someone about how you have been feeling and help you to deal with problems. Veterans NHS Wales will be able to help by fully assessing your needs and put you in contact with the right people to help you.</p>	<p>Web: www.veteranswales.co.uk</p>

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Last updated: 07.02.18

PLEASE NOTE:

The information provided in this booklet is intended to help you make an informed decision in relation to your own circumstances. You must consider whether you feel they are the right options for you. This is a list of organisations for your reference. This list is by no means exhaustive.

For further information, or if you would like to add or amend an entry please contact the **SCVS Mental Health Development Service:**

**Beth Preston, Mental Health Information Officer – beth_preston@scvs.org.uk
Tel: 01792 544030**

You can download this directory from the
SCVS Mental Health Development Service webpage:
www.scvs.org.uk/mhds

This Mental Health Service Directory has been brought to you by the Mental Health Development Service at Swansea Council for Voluntary Service.

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