



Mental health and wellbeing support

Information about services across
Leicester, Leicestershire and Rutland that
provide support for your mental health
and wellbeing.



**Leicester, Leicestershire
and Rutland**
Health and Wellbeing Partnership



Quick summary on where to find support for your Mental Health

Where to find the right support in Leicester, Leicestershire and Rutland for you or someone you care about

Non-Urgent

I need support for my mental health

Contact your GP Practice from 8am-6.30pm, Monday to Friday.
Call **0330 094 5595** for VitaMinds (talking therapy service).

Urgent

I need help with my mental health now

*Call the Mental Health Central Access Point Freephone **0808 800 3302** 24 hours a day, seven days a week.

Call NHS 111 for physical, medical and mental health issues.

Visit a Crisis Café. Full list of venues on our website:
www.leicspart.nhs.uk/service/crisis-cafes/

Emergency

I have a physical health emergency

Call **999** if there is a threat to life.

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Mental Health Central Access Point

If you, or someone you care about, need urgent advice or support for your mental health, you can call our Mental Health Central Access Point 24 hours a day, seven days a week free of charge and in confidence.

Please note, this service can be busy at certain times and you may have to wait for your call to be answered.

Central Access Point phone service: 0808 800 3302

In an emergency

If you are concerned about an immediate risk of harm – either to yourself or someone else – phone 999.

You can also call NHS 111 for physical, medical and mental health issues. www.signvideo.co.uk/nhs111/



Crisis Cafés



Are you struggling with your mental health? Feeling unable to cope?

Crisis Cafés are open to anyone over the age of 18 who are struggling to cope with their mental health.

Information on the Crisis Cafés may be subject to change. For up to date information on days, times and locations, visit the website below.



Crisis Cafés - Leicester City

Aylestone Crisis Café - provided by Mental Health Matters

Aylestone Baptist Church, Lutterworth Road, Lutterworth, Leicestershire, LE2 8PE
Phone: 07816 350 215 Email: mhm.leicestercrisiscafes@nhs.net

DeMontfort Student Union Crisis Café - provided by Mental Health Matters

DeMontfort University Students Union, Mill Lane, Leicester, LE2 7DR
Phone: 07816 350 215 Email: mhm.leicestercrisiscafes@nhs.net

The Peepul Crisis Café - provided by the Peepul Centre

Peepul Centre, Orchardson Avenue, Leicester, LE4 6DP
Phone: 0116 261 6000 (main reception)

Leicester City Crisis Café - provided by Turning Point

David Wilson Foundation Centre, St Martin's House, 7 Peacock Lane, Leicester, LE1 5PZ
Email: leicestershire.helpline@turning-point.co.uk

Leicester University Crisis Café - provided by Mental Health Matters

Leicester University Students Union, Percy Gee Building, University Road Leicester, LE1 7RH
Phone: 07816 350 215 Email: mhm.leicestercrisiscafes@nhs.net

West End Crisis Café - provided by Mental Health Matters

Robert Memorial Hall, 147 Narborough Road, Leicester, LE3 0PD
Phone: 07816 350 215 Email: mhm.leicestercrisiscafes@nhs.net

Crisis Cafés - Leicestershire

Beacon Crisis Café - provided by Beacon Care and Advice CIC

The Wellbeing Hub, Lutterworth Leisure Centre, Coventry Road, Leicester, LE17 4RB
Phone: 0755 1940 068 (texts preferred during café hours)

Coalville Crisis Café - provided by Marlene Reid Community Action

Marlene Reid Community Action, 85 Belvoir Road, Coalville, Leicestershire, LE67 3PH
Phone: 01530 510515

Hinckley Crisis Café - provided by Turning Point

Hinckley Baptist Church, Baptist Walk, Hinckley, Leicestershire, LE10 1PR
Email: leicestershire.helpline@turning-point.co.uk

Loughborough Crisis Café - provided by Turning Point

Loughborough Wellbeing Centre, Asha House, 63 Woodgate, Loughborough,
Leicestershire LE11 2TZ
Email: leicestershire.helpline@turning-point.co.uk

Loughborough University Crisis Café - provided by Mental Health Matters

Student Services, Bridgeman Building, Loughborough University, Epinal Way,
Loughborough, Leicestershire, LE11 3TU
Phone: 07816 350 215 Email: mhm.leicestercrisiscafes@nhs.net

Crisis Cafés - Leicestershire

Market Harborough Crisis Café - provided by Turning Point

The Symington Building, Adam & Eve Street, Market Harborough, Leicester, LE16 7LT
Email: leicestershire.helpline@turning-point.co.uk

Melton Crisis Café - provided by Sunny Skies CIC

Melton Mowbray Country Park Café, Wymondham Way, Melton Mowbray,
Leicestershire LE13 1HX
Phone: 07486 594 363

Oadby and Wigston Crisis Café - provided by Turning Point

Launching end of 2022, refer to www.leicspart.nhs.uk/services/crisis-cafes for more information.
Email: leicestershire.helpline@turning-point.co.uk



The Mental Health Wellbeing and Recovery Support Service (MHWRSS)

This service is open to anyone aged 18+ who is experiencing emotional and mental health problems, as well as their carers. Its goal is to help you to maintain and improve your mental wellbeing, become empowered to achieve your goals, and to live a meaningful life. You don't need a mental health diagnosis to use this service - it is open to people who would benefit from support offered. Please choose the organisation that is local to you.



Charnwood and Melton - Nottinghamshire Community Housing Association
Address: Unit B, The Point, Granite Way, Mountsorrel, Leicestershire, LE12 7TZ
Email: charnwoodandmeltonmh@ncha.org.uk
Referrals: referralsCMMH@ncha.org.uk
Phone: 0800 434 6126
Website: www.ncha.org.uk/talk-to-us



Leicester City and Rutland - People, Potential, Possibilities
Email: leicestermhwrss@p3charity.org / rutlandmhwrss@p3charity.org
Phone: 0808 178 0960
Website: www.bit.ly/3C6wHUC (Rutland)
www.bit.ly/3C9W6wy (Leicester City)

The Mental Health Wellbeing and Recovery Support Service (MHWRSS)



North West Leicestershire, Hinckley and Bosworth - Mental Health Matters

Address: The Crescent, 27 King Street, Leicester, LE1 6RX

Email: nwleicshbos.mhm@nhs.net

Phone: 0300 323 0189

Website: www.mhm.org.uk/mental-health-wellbeing-recovery-service



Blaby, Oadby and Wigston and Harborough - Leicester Life Links

Address: First Floor, 60 Charles Street, Leicester, LE1 1FB

Email: leicestershire.lifelinks@richmondfellowship.org.uk

Phone: 0800 0234 575

Website: www.bit.ly/2FKxDBQ

Counselling / Talking Therapies

There are various talking therapy services available in Leicester, Leicestershire or Rutland, depending on individual needs. Some of the main providers are below.



VitaMinds provides help for people with anxiety, depression and other similar difficulties across Leicester, Leicestershire and Rutland. You can request that your GP refers you to the service, or you can refer yourself directly by phone or online where you can also find further information about the service. This is funded by the NHS.

Website: www.bit.ly/3E2ieM0

Phone: 0330 094 5595



**The Leicester
Counselling Centre**

Supporting the people of Leicester,
Leicestershire and Rutland since 1981

The Leicester Counselling Centre offer a long-term counselling for up to 2 years to adults in Leicester, Leicestershire and Rutland. They offer support for a variety of issues, including feeling low, depressed, stressed or anxious about something, struggling with a relationship breakdown, past or present abuse, bereavement, family problems, money worries or work-related problems. There are costs associated with this service.

Website: www.leicestercounsellingcentre.co.uk

Phone: 0116 255 8801

Email: admin@leicscounselling.co.uk

Counselling / Talking Therapies

the CENTRE
LESBIAN GAY BI & TRANS

Leicester LGBT+ Centre offer an affordable counselling service in the heart of Leicester City. The service provides a safe space where you can explore your emotions and feelings, without judgement, in tough times. It might not always be your gender or sexuality that needs to be talked about.

Website: www.leicesterlgbtcentre.org
Phone: 0116 254 7412
Email: info@leicesterlgbtcentre.org

relate
the relationship people

Relate Leicestershire is an independent charitable company which provides relationship counselling services to adults, children and families. Services include: relationship counselling (for couples and individuals), children and young people's counselling, family counselling, and sex therapy. There can be costs associated with this service.

Website: www.relateleicestershire.org.uk
Phone: 0116 254 3011
Email: reception@rllr.org.uk

Mental Health Helplines and Online Support

If you feel that you need to talk to a professional about your mental health needs, you can contact the MHCAP (Mental Health Central Access Point), our 24/7 phonenumber free of charge on 0808 800 3302. Below is a list of other providers that can offer support.



Samaritans

When life is difficult, Samaritans are here - day or night, 365 days a year. You can call them for free on 116 123 or visit www.samaritans.org to find your nearest branch



SANEline

If you're experiencing a mental health problem or supporting someone else, you can call SANEline on 0300 304 7000 (4pm - 10pm every day) or email for a response on support@sane.org.uk



Combat Stress

If you have served or are currently serving in the UK Armed Forces, you can call the Combat Stress 24 hour mental health helpline on 0800 138 1619 or text on 07537 173683



Switchboard

Provides a one-stop listening service for LGBTQIA+ people on the phone, you can call Switchboard on 0300 330 0630 (10am – 10pm every day) or use their webchat service.

Support for Young People and Children

If you are a young person, or the parent or carer of a child or young person, there are various websites and helplines you can use to find support.



Health for Under 5s offers a great choice of health related information for parents and carers of 0 to 5 year olds.
www.healthforunder5s.co.uk



Health for Kids enables primary school age children to learn about health in a fun and interactive way.
www.healthforkids.co.uk



Health for Teens allows young people to find out more about health, including feelings, growing up, mental health, lifestyle and sexual health.
www.healthforteens.co.uk

Support for Young People and Children



ChatHealth is a confidential text messaging service that enables children and young people (aged 11-19) to contact their local public health nursing team for confidential advice and support.
www.chathealth.nhs.uk



Kooth is an online service that offers individuals a safe community to support their mental health. Aimed at adults, students and young people.
www.kooth.com



ONLINE, ON THE PHONE, ANYTIME
childline.org.uk | 0800 1111

Childline is a private and confidential helpline for children and young people under 19. Calls are free on 0800 1111.
www.childline.org.uk

Leicestershire Recovery College

Leicestershire Recovery College is an NHS college offering a range of recovery-focused educational courses and resources for people aged 18 and over who have lived mental health experience, along with their friends, family and Leicestershire Partnership NHS Trust staff.

The college offers a range of courses designed to contribute to wellbeing and recovery, supporting people to recognise their own resourcefulness and skills in order to become experts in their own self care and achieve the things they want to in life. The courses cover a range of topics:

- Getting involved
- Understanding / experience of mental health conditions
- Building your life
- Developing skills and knowledge
- Physical health and wellbeing

You can find more information about the Leicestershire Recovery College via:

Phone: 0116 2951196

Email: LPT.Recoverycollege@nhs.net

Website: www.leicspart.nhs.uk/service/leicestershire-recovery-college/



Better Health - Every Mind Matters helps empower people to look after their mental wellbeing. Their website features lots of NHS approved tips and advice to help you be kind to your mind.

At its heart is the free NHS-approved Mind Plan, available on the website. By answering five short questions people get a personalised mental health action plan, providing practical tips to help them deal with stress and anxiety, boost their mood, sleep better and feel more in control.

www.nhs.uk/every-mind-matters

Discover simple steps to help look after your mental wellbeing

Search Every Mind Matters



Specialist Services

There are many specialist services available in Leicester, Leicestershire and Rutland depending on individual needs. Below are some local organisations that can offer support.



The Centre Project

A local charity that aims to reach those who are most excluded from our society to reduce isolation and promote wellbeing.

Email: info@centreproject.org

Phone: 0116 255 4013

www.centreproject.org



British Red Cross

British Red Cross provides practical and emotional support to asylum seekers, refugees and vulnerable migrants in Leicester and Leicestershire. They undertake the casework to lift them out of destitution and signpost them to relevant support agencies.

Email: rsleicester@redcross.org.uk

Phone: 0116 479 0900



ADHAR

Providing mental health support for (but not exclusively to) minoritised communities.

Email: admin.box@adharproject.org

Phone: 0116 220 0070

www.adharproject.org

Specialist Services

FIRST STEP

First Step

Provides support for men who have experienced sexual abuse.
Email: contact@firststepleicester.org.uk Phone: 0116 254 8535

www.firststepleicester.org.uk



Jakin - Pregnancy Care and Counselling

Provides support for those facing an unplanned pregnancy or struggling after pregnancy loss.

Email: support@jakin-counselling.co.uk Phone: 07599 397 938

www.jakin-counselling.co.uk



CRUSE

Provides bereavement support.

Email: leicester@cruse.org.uk Phone: 0116 288 4119

www.cruse.org.uk



New Futures

Women's therapeutic and recovery centre.

Email: info@new-futures.org.uk Phone: 0116 251 0803

www.new-futures.org.uk



The Carers Centre

A local charity that provides support to unpaid carers across Leicester, Leicestershire and Rutland.

Email: enquiries@thecarerscentre.org.uk Phone: 0116 251 0999

www.facebook.com/TheCarersCentreLLR

Specialist Services



Quetzal Project

Provides support for women who have experienced childhood sexual abuse.

Phone: 0333 101 4280

www.quetzal.org.uk



Jasmine House

Provides support for women who have experienced sexual violence.

Email: admin@jasminehouse.org.uk Phone: 0116 255 5962

www.jasminehouse.org.uk



Laura Centre

Provides support for bereaved children and support following the death of a child.

Email: info@thelauracentre.org.uk Phone: 0116 254 4341

www.thelauracentre.org.uk



SOBS

Provides support for those bereaved by suicide.

Email: email.support@uksobs.org Phone: 0300 111 5065

(Monday and Tuesday, 9am - 5pm)

www.uksobs.org



Age UK

Services to support the wellbeing of older people and informal / family carers.

Email: enquiries@ageukleics.org.uk Phone: 0116 299 2233

www.ageukleics.org.uk

Specialist Services



POhWER

These are the contracted service providers for Independent Mental Health Advocacy (IMHA), Independent Mental Capacity Advocacy (IMCA) and NHS Complaints Advocacy. Their advocates support people to understand their rights, speak up and be heard.

Email: pohwer@pohwer.net Phone: 0300 456 2370

www.pohwer.net/leicestershire



Loughborough Wellbeing Centre

Provides a range of support in a safe, social space for adults (18 plus), as well as the Wellbeing Café and Veteran's Wellbeing Hub in Loughborough and Oakham, Rutland.

Email: admin@loughboroughwellbeing.com

www.thewellbeingcafe.org



LAMP

Provides independent community mental health advocacy to the people of Leicester, Leicestershire and Rutland, including support to families and carers.

Email: info@lampdirect.org.uk

Phone: 0116 255 6286

www.lampadvocacy.co.uk



Harmless

Provides a community self-harm and suicide bereavement service for people who live in Leicester, Leicestershire and Rutland.

Email: leicester@harmless.org.uk Phone: 0115 8800 280

www.harmless.org.uk

Additional Community Support

There are various agencies that offer support in Leicester, Leicestershire and Rutland depending on individual needs.



Community Advice and Law Service is an independent, free and confidential advice service. Offers free legal advice for areas of law which include debt, welfare benefits and housing.

Email: enquiries@cals.uk.net

Phone: 0116 242 1120

www.cals.uk.net



Citizens Advice LeicesterShire offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.

Phone: 0808 2787970 (Leicester City)

0808 2787854 (Leicestershire)

www.citizensadvice.org.uk

Additional Community Support



Open Hands provide emergency support and care for those most vulnerable, provide supplies of food, and offer various other services to help empower individuals to move forward in their lives - offering practical help and advice.

Phone: 0116 255 8672

www.openhandsleicester.org.uk



Shelter Housing Advice & Research Project

Registered Charity No: 1000515

SHARP provide housing advice, help and support for people who have been made homeless or are facing serious housing problems, across Leicestershire.

Email: info@leicestershelter.org.uk

Phone: 0116 254 6064

www.leicestershelter.org.uk

Phone Apps

There are many different phone apps available to download for free, which can provide support and advice on various issues. Below are some suggestions:



Stay Alive is a suicide prevention app with over 600 resources and tools to help you, or someone you are worried about, keep safe. Created by Grassroots Suicide Prevention Charity with people who have lived experience.



Togetherall is a safe, online community where people support each other anonymously to improve mental health and wellbeing. Join a community that empowers people to seek and provide support for their mental health and wellbeing.



Calm Harm provides tasks to help you resist or manage the urge to self-harm. Calm Harm uses the basic principles of an evidence-based therapy called Dialectical Behavioural Therapy (DBT).



MindDoc helps if you are struggling with emotional problems or simply want to be more aware of your mood and wellbeing. It is a personalized mental health companion that checks on you three times a day.



DistrACT provides trusted information and links to support people who self-harm and may feel suicidal (aged 17+).

Coping Strategies

There are various simple coping strategies that can be used in challenging situations. There are two examples below. Visit www.leicspart.nhs.uk/mental-health for further information

The 5-4-3-2-1 anxiety management technique is a five-step exercise. It can be very helpful during periods of anxiety or panic by helping to ground you in the present, when your mind is bouncing around between various anxious thoughts. Before starting this exercise, pay attention to your breathing. Slow, deep, long breaths can help you maintain a sense of calm or help you return to a calmer state. Once you find your breath, go through the following steps to help: ground yourself:

- 5 Think of **five** things you see around you. It could be a pen, a spot on the ceiling, anything in your surroundings.
- 4 Think of **four** things you can touch around you. It could be your hair, a pillow, or the ground under your feet.
- 3 Think of **three** things you hear. This could be any external sound. If you can hear your stomach rumbling that counts! Focus on things you can hear outside of your body.
- 2 Think of **two** things you can smell. Maybe you are in your home and smell tea or coffee or maybe you are in a park and smell cut grass. If you need to take a brief walk to find a scent, you could walk around your home, or outdoors.
- 1 Think of **one** thing you would like to eat or drink.

Coping Strategies

STOPP technique can be used when feeling overwhelmed or struggling with impulsive thoughts.

S **Stop and step back.** Don't act immediately. Pause.

T **Take a breath.** Notice your breath as you breathe in and out.

O **Observe.** What am I thinking and feeling? What are the words that my mind is saying? Is this fact or opinion? Descriptions or evaluations? Accurate or inaccurate? Helpful or unhelpful? What unhelpful thinking habit am I using (e.g. mind-reading, negative filter, thinking the worst)? Where is my focus of attention? What metaphor could I use (mountain, tunnel, playground bully, thought train, beach ball, passengers on the bus)?

P **Pull back.** See the situation as an outside observer. What would a fly on the wall see? Is there another way of looking at it? What advice would I give to someone else? What meaning am I giving this event for me to react in this way? How important is it right now, and will it be in 6 months?

P **Practise what works.** Do what works, what is most helpful. Play to your principles and values. Will it be effective and appropriate? Is it in proportion to the event? Is it in keeping with my values and principles? What will be the consequences of my action?

Support from your local councils

Leicester City Council, Leicestershire County Council and Rutland County Council all offer online mental health and wellbeing support and signposting in your local area.



First Contact Plus is an online tool which helps adults in Leicestershire find information about a range of services all in one place.

www.firstcontactplus.org.uk



Leicester
City Council

MyChoice is a directory for care and support services for people living within the Leicester City area.

www.bit.ly/30c3TzD

BetterOff is a service for people who live in Leicester. BetterOff will show you the benefits you are entitled to and will help you apply for them online, it also provides information on how to find and apply for jobs.

www.bit.ly/3V04Mhv



Rutland
County Council

There are a number of local services across Rutland that you can contact for advice and support on mental health, as well as signposting to support in the community.

www.bit.ly/3gNBOSM



**Information about services across Leicester, Leicestershire & Rutland
that provide support for your mental health and wellbeing.**