



project beams

BELONGING. EMPATHY. AFFIRMATION. MINDFUL. SUPPORT

# SUPPORT SERVICES

Lincolnshire, Nottinghamshire  
and Leicestershire

Working together to improve  
support

## Your Mental Health

If you're worried about your mental health, or experiencing a mental health crisis, call our 24/7 helplines. For adults, call 0800 001 4331 and for children and young people and their families, call 0800 2346342.

If you are feeling suicidal, it is important to talk to people about your feelings.  
You can talk to:

To a family member, friend or colleague – sharing how you feel can bring huge relief

To a helpful advisor – by phoning in complete confidence and anonymity to a helpline such as the ones given below

To your doctor – may be able to help you or signpost you to the help you need

To your mental health care team – if you are already seeing a psychiatrist, psychologist or community psychiatric nurse

You can call the Here4You Line on 0800 234 6342 to speak directly to one of their practitioners who will talk through how you are feeling, and explore if any of their services may be able to help. They are open for self-referrals between the hours of 9:00am-4.30pm- excluding bank holidays

It can be really difficult to speak about how you are feeling over the telephone. They therefore welcome young people to self-refer by completing our online self-referral form.

<https://www.lpft.nhs.uk/young-people/lincolnshire/young-people/self-referral/self-referral-form>

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# HELPLINES

## Samaritans

Call: 116 123

## Shout - for support in a crisis

Shout is the UK's first free 24/7 text service for anyone in crisis anytime, anywhere. It's a place to go if you're struggling to cope and you need immediate help. Text SHOUT to 85258.

SANEline is a national out-of-hours mental health helpline offering specialist emotional support, guidance and information to anyone affected by mental illness, including family, friends and carers. We are normally open every day of the year from 4pm to 10pm on 0300 304 7000.

## CALM - Campaign against living miserably

Call: 0800 58 58 58

Anybody can use our services. The helpline and webchat is open to all and can be accessed 5pm – Midnight every day, 365 days a year. On their website you will also find more support, information and useful guides and tools. Try 'write it down', their online tool: Offload your thoughts anonymously, knowing they are never saved or stored.

## Papyrus - Prevention of young suicide (young people up to the age of 35)

Call: 0800 068 41 41

Text: 07786 209697

Mon-Fri: 10am-10pm, weekend: 2pm-10pm and bank holidays: 2pm-5pm



The Mix - essential support for under 25s

Call: 0808 808 4994

The Mix is the UK's leading support service for young people. We are here to help you take on any challenge you're facing - from mental health to money, from homelessness to finding a job, from break-ups to drugs. Talk to us via our online community, on social, through our free, confidential helpline or our counselling service. If you feel like you can't cope or are worried about how you are feeling, you can contact our crisis messenger 24 hours a day, 7 days a week by texting THEMIX to 85258.

121 counselling, support groups and online chats available via website.

Staying Safe website - free resources for anyone distressed or thinking about suicide, with links to support and a place to create a safety plan. During times of deep distress, Safety Plans become a vital and valuable reminder of:

- What people can do for themselves to get through difficult times
- Practical ways they can make their situation safer
- Who to contact for support
- Where to go or who to contact in an emergency

<https://stayingsafe.net/home>



<https://www.kooth.com>

Visit Kooth and set up an online account to access resources to improve your mental wellbeing. You can also chat to the team, take part in discussion boards, ask for help and advice and keep a wellbeing journal.

Night Light Café

Feeling stressed, anxious or alone? Drop by the night light café in Grantham for a warm drink and a welcoming conversation with our lovely volunteers.

No matter who you are, you are welcome to join us every Wednesday and Thursday 5pm - 9pm. 11a Finkin street, Grantham, NG31 6QZ.

Tellmi is a safe, anonymous app where you can talk about absolutely anything. From anxiety to autism, dating to depression, or self-harm to self-esteem, sharing your experiences with our awesome community helps you to feel better. Our moderators check everything to keep you safe and our in-house counsellors are always on hand if you need extra support. Download the app on google play or app store.

Beat offers information and support for anybody affected by eating disorders.

Telephone: 0808 801 0711 (youthline for anyone under 18)

Website: <https://www.beateatingdisorders.org.uk/>

Email: [fyp@beateatingdisorders.org.uk](mailto:fyp@beateatingdisorders.org.uk) (for anyone under 18)

Opening times: 365 days a year - weekdays (9am - 8pm); weekends (4pm - 8pm)

Talk to Frank offers drug and alcohol information;

Telephone: 0300 123 6600 or text 82111, available 24/7

Our live chat service online is open from 2pm - 6pm, 7 days a week.

Website: <https://www.talktofrank.com/>

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# Bereavement

## Cruse Bereavement Support

Our Helpline is run by trained bereavement volunteers, who offer emotional support to anyone affected by grief.

We'll give you space to talk about your feelings and how you've been coping. Our volunteers are completely non-judgemental and won't share what you've told them with anyone else, unless you are in danger.

Give us a call  
You can call us for free on 0808 808 1677.

### Opening hours

Monday: 9.30am-5pm

Tuesday: 9.30am-8pm

Wednesday: 9.30am-8pm

Thursday: 9.30am-8pm

Friday: 9.30am-5pm

Winston's Wish provides grief and bereavement support for children and young people (up to 25) after the death of someone important, along with advice and support for the parents, carers and professionals supporting them. Anyone can reach out to us directly using our on-demand services, including live chat, helpline, email and text support.

We also offer one-to-one sessions with bereavement support workers and counsellors, however these can only be accessed by making a referral.

Anyone aged 13 or over can refer themselves. If you're 12 or under, please speak with a trusted adult (parent, guardian, teacher etc) and let them know you're interested in referring to Winston's Wish.

If you need support now, please use one of our free on-demand services. You can call 08088 020 021 (open 8am-8pm, weekdays), email [ask@winstonswish.org](mailto:ask@winstonswish.org) or use our live chat on our website (open 3-8pm, weekdays).



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# Bereavement

## LCGL

Grief and loss counselling service for children and young people

Grief is the involuntary emotional and psychological response that follows any loss. Loss situations can be caused by many different life events, such as:

death of a loved one,  
divorce and separation,  
problematic relationships,  
ill health

In fact, almost any significant life change or occurrence.

Open for referrals and queries  
Monday - Friday 09:00 - 16:00  
01522 546 168  
email@lcgl.org.uk





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## Drugs and Alcohol

### Horizon

Support for young people to make positive changes around drugs and alcohol in Lincolnshire.

We support young people and their families to deal with the challenges they face around drugs, alcohol and associated issues. If you have questions about substances or feel that your drug or alcohol use might be becoming a problem, free support is available.

### Opening times

- Monday: 09:00 - 17:00
- Tuesday: 09:00 - 17:00
- Wednesday: 09:00 - 17:00
- Thursday: 09:00 - 17:00
- Friday: 09:00 - 17:00

Email - [lincsyp.info@lincshorizon.co.uk](mailto:lincsyp.info@lincshorizon.co.uk)

Phone - 0800 3047021

Website - <https://www.turning-point.co.uk/get-support>

### Oasis Family Support

The Oasis Family Support team offer confidential one-to-one support to adults, children, young people and families across Lincolnshire who have been, or are being, affected by a family member using drugs or alcohol.

Oasis recognises that substance use can affect anyone within the community.

It doesn't just affect the individual and can have a devastating effect on the whole family.

Phone: 01522 806611

Email: [Oasisfamily@LATcharity.org.uk](mailto:Oasisfamily@LATcharity.org.uk)

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## Domestic abuse

### Recognising Abuse

Does your partner, ex-partner or someone you live with:

cut you off from family and friends and intentionally isolate you?  
bully, threaten, or control you?  
take control of your finances?  
monitor or limit your use of technology?  
physically and/or sexually abuse you?

Domestic abuse is not always physical violence. It can also include:

coercive control and 'gaslighting'  
economic abuse  
online abuse  
threats and intimidation  
emotional abuse  
sexual abuse

Anyone can be a victim of domestic abuse, regardless of gender, age, ethnicity, religion, socio-economic status, sexuality or background.

If you believe that you are a victim of domestic abuse, there are signs that you can look out for including:

being withdrawn, or being isolated from your family and friends  
having bruises, burns or bite marks on you  
having your finances controlled, or not being given enough to buy food, medication or pay bills  
not being allowed to leave your house, or stopped from going to college or work  
having your internet or social media use monitored, or someone else reading your texts, emails or letters  
being repeatedly belittled, put down or told you are worthless  
being pressured into sex or sexual contact  
being told that abuse is your fault, or that you're overreacting

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## Domestic abuse



Clare walker Consultancy CIC  
offering 1-2-1 support, advice and advocacy. The freedom  
programme  
VOICE programme, and peer support.  
Self referral 16+ [deb@clarewalkerconsultancy.com](mailto:deb@clarewalkerconsultancy.com)



Ask for ANI is delivered in partnership with Safe Spaces, a safe  
and confidential room where victims can take some time to  
reflect, access information on specialist support services or call  
friends or family.

Safe Spaces are also available in Boots, Morrisons, Superdrug  
and Well pharmacies, TSB banks and independent pharmacies  
across the UK.

Check whether someone has an abusive past

If you are concerned that a new, former or existing partner has an abusive past you can ask the police to check under the Domestic Violence Disclosure Scheme (also known as 'Clare's Law'). This is your 'right to ask'. If records show that you may be at risk of domestic abuse, the police will consider disclosing the information. A disclosure can be made if it is legal, proportionate and necessary to do so.

Women can call [The Freephone National Domestic Abuse Helpline](tel:08082000247), run by [Refuge](https://www.refuge.org.uk/) on 0808 2000 247 for free at any time, day or night. The staff will offer confidential, non-judgemental information and support

- talk to a doctor, health visitor or midwife
  - men can call Men's Advice Line on 0808 8010 327 (Monday to Friday 10am to 8pm), or visit the webchat at [Men's Advice Line](https://www.mensadvice.org.uk/) (Wednesday 10am to 11.30am and 2.30pm to 4pm) for non-judgemental information and support
  - men can also call [ManKind](https://www.mankind.org.uk/) on 0182 3334 244 (Monday to Friday, 10am to 4pm)
  - if you identify as LGBT+ you can call [Galop](https://www.galop.org.uk/) on 0800 999 5428 for emotional and practical support
  - anyone can call [Karma Nirvana](https://www.karnanirvana.org.uk/) on 0800 5999 247 (Monday to Friday 9am to 5pm) for forced marriage and honour crimes. You can also call 020 7008 0151 to speak to the [GOV.UK Forced Marriage Unit](https://www.gov.uk/forced-marriage-unit)
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## Support after sexual assault

If you have been sexually assaulted, there are services that can help and support you. You do not have to report it to the police if you do not want to, and services will not pressure you into making a report. Their aim is to make sure you are safe and well.

It's important to remember that it was not your fault. Sexual violence is a crime, no matter who commits it or where it happens. Don't be afraid to get help.

1

Go somewhere where you feel safe and can stay warm

2

Access medical help as soon as possible. This could be your GP, A&E or SARC

3

If you are considering reporting to the police, to try not eat, drink, smoke, wash, brush your teeth or change your clothes

It might be very difficult to think about right away, but if you have been raped, you could be at risk of sexually transmitted infections or pregnancy. A SARC can help you with this.

'SARC' is a sexual assault referral centre. They offer confidential medical, practical and emotional support. They are also able to collect forensic evidence which can be stored for 3 years, in case you wish to report later on.

SARCs have private rooms and specially trained doctors and nurses. You can ask for a male or female examiner and choose who is in the room with you.

A doctor or nurse will ask you health questions, for example about the assault or recent sexual activity. If you choose, they can collect swabs and other samples. They can also document any injuries that can be used as evidence.

They will explain what they've found and discuss with you your options. They will also offer you any treatment, such as emergency contraception or protection from certain STIs.

In most SARCs you can have a shower before you leave, if you want to.

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Juniper lodge - 0116 273 3330  
Leicestershire & Rutland

The blue sky centre - 08009700370  
Nuneaton

The Topaz Centre - Nottinghamshire SARC  
0800 0859993

Spring Lodge - Lincolnshire SARC  
01522 524 402 - Day  
0303 1234 000 - Night

SV2 -Derbyshire SARC  
01773 746 115

Other places you can get help include:

a doctor or practice nurse at your GP surgery  
a voluntary organisation, such as Rape Crisis, Women's Aid, Victim  
Support, The Survivors Trust or Male Survivors Partnership  
the 24-hour freephone National Domestic Abuse Helpline, run by Refuge,  
on 0808 2000 247

the rape and sexual abuse support line run by Rape Crisis England and  
Wales – you can call the helpline on 0808 500 2222 or use the online  
chat (both are free and are open 24 hours a day, every day of the year)

a hospital accident and emergency (A&E) department  
a genitourinary medicine (GUM) or sexual health clinic

a contraceptive clinic

a young people's service

call NHS 111 or get help from 111 online

the police, or dial 101

in an emergency, dial 999

About sexual assault referral centres (SARCs)

Sexual assault referral centres (SARCs) are located across the country  
and available for everyone, regardless of gender, age, the type of incident,  
or when it happened.

# YOUR TEAM



As well as professionals, charities and companies that are set up to support those who need it most, remember you have people around you day to day who you can turn to. A colleague, a favourite teacher, an understanding friend or family member are always available to listen and help where they can. You are not alone.

Always seek immediate help via a&e or call 999 if you or someone you know is at immediate risk.





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THE MENTAL HEALTH  
DIRECTORY

Project BEAMS

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