



Quick Service Guide



www.hpft.nhs.uk/spot-the-signs

HPFT Single Point of Access on 0300 777 0707



Hertfordshire Partnership
University NHS Foundation Trust



Produced by Mind in Mid Herts for the Spot the Signs and Save a Life Campaign. All information correct at time of publication.

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Hertfordshire Partnership
University NHS Foundation Trust





Hertfordshire Mind Network

02037 273600

www.hertfordshiremind.org



Mind in Mid Herts

11 Hatfield Road

St Albans

Hertfordshire

AL1 3RR

01727 865070

www.mindinmidherts.org.uk

www.facebook.com/mindinmidherts



National Health Service (NHS)

In an emergency call **999**

For non-urgent medical advice call **111**

www.nhs.uk



@SpotSignSuicide #SpotSignSuicide



Hertfordshire County Council
County Hall
Pegs Lane
Hertford
SG13 8DQ
0300 123 4040
www.hertfordshire.gov.uk



**Hertfordshire Partnership University
NHS Foundation Trust (HPFT)**
The Colonnades
Beaconsfield Road
Hatfield
Hertfordshire
AL10 8YE
01707 253900
www.hpft.nhs.uk

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Help in a Hurry

If you are worried about your own or someone else's suicidal thoughts or feelings:

- In a **life-threatening** situation call **999**
- Make an urgent appointment with your **GP**
- **Samaritans** Free confidential support in a crisis 24 hours a day, every day. Telephone: **116 123**,
- **HPFT Single Point of Access** Referrals and mental health support. Telephone: 8am-7pm **0300 777 0707** or 5pm-9am **01438 843322**
- **ChildLine** 24-hour counselling service for children and young people. Telephone: **0800 1111**
- **FRANK** 24-hour confidential helpline. Telephone: **0300 123 6600**
- **Hertfordshire Night Light** crisis accommodation. www.turning-point.co.uk/hertfordshire-nightlight
- **JOCA - Just One Click Away** support and a friendly ear, especially for men, 24/7. Email: joca@welwynrfc.co.uk
- **Maytree** residential space for those in a suicidal crisis. Telephone: **0207 236707**

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Spot the Signs and Save a Life is a suicide prevention campaign helping to remove the stigma of talking openly about suicide.

We provide training courses and signpost to the mental health and support services available in Hertfordshire.

We aim to:

- Increase public awareness of depression and suicide in Hertfordshire
- Remove the stigma linked with suicide
- Provide suicide prevention training to GPs, healthcare providers and the voluntary sector in Hertfordshire
- Work with companies to create safer workplaces
- Signpost to mental health services available in Hertfordshire

We have an ambition for zero suicides in Hertfordshire We also aim to improve support for those bereaved or affected by suicide. See the Bereavement section in this guide for a list of services.

Our vision is to make Hertfordshire a county where no one ever gets to a point where they feel suicide is their only option

For further information and resources visit:

www.hpft.nhs.uk/spot-the-signs

www.mindinmidherts.org.uk/spot-the-signs

 [@SpotSignSuicide](https://twitter.com/SpotSignSuicide) [#SpotSignSuicide](https://twitter.com/SpotSignSuicide)

Samaritans Free, confidential support, 24 hours a day, every day.

Telephone: **116 123** Email: jo@samaritans.org www.samaritans.org

Shelter Housing advice 365 days of the year. Telephone: **0808 800 4444** www.England.shelter.org.uk

Spectrum - Hertfordshire Drug & Alcohol Services Out of hours helpline providing advice on drug and alcohol use.

Telephone: **0800 652 3169** www.changegrowlive.org

Helplines

AgeUK - InTouch A telephone support service for people aged 50 and over. Telephone: **01992 629358** or **01992 634964**

www.ageuk.org.uk

Alcohol Concern Support for those affected by alcohol. Weekdays 9am-8pm, weekends 11am-4pm. Telephone: **0800 917 8282**

www.alcoholconcern.org.uk

Big White Wall 24-hour anonymous online community to share troubles, guided by trained professionals. www.bigwhitewall.com

ChildLine 24-hour counselling service for children and young people. Telephone: **0800 1111** www.childline.org.uk

FRANK A 24-hour confidential helpline. Telephone: **0300 123 6600** www.talktofrank.com

Hertfordshire Night Light Weekend service, open from Friday to Monday, 6pm-midnight. Telephone: **01923 256391**

www.turning-point.co.uk/hertfordshire-nightlight

JOCA - Just One Click Away support and a friendly ear, especially for men, 24/7. Email: joca@welwynrfc.co.uk www.jocarugby.co.uk

KOOTH Free, safe and anonymous online support for young people. Monday-Friday 12pm-10pm and Saturday-Sunday 6pm-10pm.

www.kooth.com

Contents

This Quick Service Guide is divided by area of need helping you to spot the signs of suicide risk and find a support service. The areas are also colour-coded, so you can find the services you need quickly.

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Mental Health Services

Big White Wall A 24-hour safe online community to share troubles guided by trained professionals.

www.bigwhitewall.com

Campaign Against Living Miserably (CALM) A charity helping to prevent male suicide in the UK.

Telephone: **0800 585 858** www.thecalmzone.net

Herts Mind Network Provides opportunities to manage wellbeing.

Telephone: **02037 273600** www.hertsmindnetwork.org

Mind in Mid Herts Supports individuals who are suffering from mental and emotional distress.

Telephone: **01727 865070** www.mindinmidherts.org.uk

SANE Offers support to anyone affected by mental health problems.

Telephone: **0300 304 7000** www.sane.org.uk

Single Point of Access (SPA)

Hertfordshire Partnership University NHS Foundation Trust (HPFT)

Directs all Hertfordshire referrals for mental health services.

Telephone: 8am-7pm **0300 777 0707** or 5pm-9am **01438 843322**

www.hpft.nhs.uk/i-need-help-now

Turning Point - Complex Needs Improves lives through support across mental health, learning disability, substance misuse, the criminal justice system and employment.

Telephone: **0207 481 7627** www.turning-point.co.uk

Self-Harm

Harmless A user-led organisation that provides support, information, training and consultancy to people who self-harm, their friends, families and professionals.

www.harmless.org.uk

SelfharmUK A project dedicated to supporting young people impacted by self-harm, providing a safe space to talk, ask any questions and be honest about what's going on in your life

www.selfharm.co.uk

Self Injury Support Offers information about nationwide services to support those affected by self-harm and the Women's Self-Injury Helpline and TESS text service for girls and young women up to 24 years old.

Telephone: **0808 800 8088** or **TESS** Text: **0780 047 2908**

www.selfinjurysupport.org.uk

Money

Debt Advice Foundation Advice and education to support to anyone worried about debt.

Telephone: **0800 043 4050** www.debtadvicefoundation.org

Debt Counsellors Charitable Trust Telephone-based specialist debt advice service.

Telephone: **0300 456 2726** www.debtc.org

GamCare The main support organisation in the UK running the National Gambling Helpline and providing face-to-face counselling.

Telephone: **0808 802 0133** www.gamcare.org.uk

Money Advice Service Free and impartial money advice, set up by the government providing advice and guides to help improve your finances.

Telephone: **0800 138 7777** www.moneyadviceservice.org.uk

National Debtline Information and clear advice on how to take back control.

Telephone: **0808 808 4000** www.nationaldebtline.org

StepChange Impartial debt advice personalised to each individual situation.

Telephone: **0800 138 1111** www.stepchange.org

Addiction

Adfam National charity for families affected by drugs and alcohol.

www.adfam.org.uk

Adolescent Drug and Alcohol Service for Hertfordshire (A-DASH)

Support for young people with drug or alcohol problems.

Telephone: **01992 531917**

Alcohol Concern Supports those affected by alcohol.

Telephone: **0203 815 8920** or Drinkline Helpline: **0800 917 8282**

www.alcoholconcern.org.uk

FRANK Offers a 24-hour confidential helpline for young people, parents and carers with questions or concerns about alcohol or drugs.

Telephone: **0300 123 6600** www.talktofrank.com

The Living Room An addiction recovery charity. It runs two centres in Hertfordshire: one in Stevenage and one in St Albans. Each centre provides free, intensive structured, abstinence-based, day treatment for adults with substance and behavioural addictions.

Telephone: **01438 355649 (Stevenage)** or

01727 854479 (St Albans) www.thelivingroom.me.uk

Spectrum - Hertfordshire Drug & Alcohol Services Services to help people make and sustain the changes they need to reduce and, ultimately, stop their drug and alcohol use.

Telephone: **01727 847277** or **0800 652 3169** (out of hours)

www.changegrowlive.org

Bereavement

Cruse Bereavement Care Hertfordshire Promotes the wellbeing of bereaved people and enables anyone suffering bereavement caused by death to understand their grief and cope with their loss.

Adult Helpline: **01707 278389** Young Persons Helpline: **01707 264293** www.cruse-hertfordshire.org.uk

Help Is At Hand An NHS resource for people bereaved by suicide or apparent suicide. Includes a detailed advice booklet.

www.supportaftersuicide.org.uk/help-is-at-hand

Survivors Of Bereavement by Suicide (SOBS) Provides dedicated support to adults who have been bereaved by suicide. They provide local support groups, a helpline and email support.

Telephone: **0300 111 5065** www.uk-sobs.org.uk

Housing

Citizens Advice - Housing Information about how to rent or buy a home or just find somewhere to live. You can also find advice on handling problems with your landlord and avoid losing your home.

www.citizensadvice.org.uk/housing

Emmaus Supports people to work their way out of homelessness, providing meaningful work and a stable home for as long as someone needs it.

Telephone: **0300 303 7555** www.emmaus.org.uk

Hertfordshire County Council - Housing Benefits Help and advice on making claims for housing benefit in your area.

www.hertfordshire.gov.uk/your-community/distborserv/housben

Home Group - Watford A social enterprise and a charity providing housing and supported housing services and products.

Telephone: **01923 819914** www.homegroup.org.uk

Shelter Advice 365 days of the year for people struggling with bad housing or homelessness with support and legal services.

Telephone: **0808 800 4444** www.england.shelter.org.uk

YMCA
Maytree
Night Light

Families

Al-Anon Family Groups Provides support to families affected by someone else's drinking.

Telephone: **0207 403 0888** www.al-anonuk.org.uk

DrugFAM Supports families, friends and carers who are struggling to cope with a loved one's addiction to drugs or alcohol.

Telephone: **0300 888 3853** www.drugfam.co.uk

Intensive Families First Support Teams A County Council support service for families with complex needs? How to gain support?

www.hertfordshire.gov.uk/services/healthsoc/childfam/thrivingfam

Families Anonymous Meetings for families and friends of those with a drug or related behavioural problem.

Telephone: **0207 498 4680** or **0845 1200 660** www.famanon.org.uk

Family Lives Provides support in all aspects of family life, 24 hours a day, seven days a week. Free helpline.

Telephone: **0808 800 2222** www.familylives.org.uk

National Domestic Violence Helpline Free 24-hour helpline for anyone experiencing domestic violence or worried for someone else.

Telephone: **0808 200 0247**

www.nationaldomesticviolencehelpline.org.uk

Carers

Carers in Hertfordshire: Carers Bereavement Group Runs free sessions for carers who have lost the person for whom they cared.

Telephone: **01992 586969** www.carersinherts.org.uk

Carers UK Advice, information and support. A service helping with the complicated nature of being a carer.

Telephone: **0808 808 7777** www.carersuk.org

Hertfordshire Young Carers Council Online support for young carers. Working with children, young people and their families to help them find support to reduce the amount of caring young carers have to do.

www.ycih.org

Children

ChildLine 24-hour counselling service for children and young people.
Telephone: **0800 1111** www.childline.org.uk

Hector's House Provides advice and details of services available for young people in crisis.
www.hectorshouse.org.uk

Herts Young Homeless Emergency accommodation for 16-24 year olds.
Telephone: **08000 355 775** or **0300 123 4043** (out of hours)
www.hyh.org.uk

Home Start Herts Support service offering emotional and practical support to parents of children under 12.
Telephone: **01438 367788** www.home-startherts.org.uk

NACOA (National Association for the Children of Alcoholics) Free helpline for those whose parents have an alcohol problem.
Telephone: **0800 358 3456** www.nacoa.org.uk

OLLIE (One Life Lost is Enough) Provides suicide intervention skills training for adults working with young people.
www.theolliefoundation.org

PAPYRUS Prevention of Young Suicide Support for young people up to the age of 35.
Telephone: **0800 068 4141** www.papyrus-uk.org

YoungMinds Confidential helpline and support service for parents and carers worried about young people up to the age of 25.
Telephone: **0808 802 5544** www.youngminds.org.uk

Employment

Connecting with People Resources and training on building emotional resilience at work, and awareness courses on self-harm, suicide and suicide prevention.
www.connectingwithpeople.org

Hertfordshire County Council Lists job vacancies in public services throughout Hertfordshire.
Telephone: **01992 555000** www.countyofopportunity.co.uk

Job Seekers' Allowance Advice on eligibility and how to claim.
www.gov.uk/jobseekers-allowance

Mind Ed Information and resources for anybody working with young people. Suicide? Employment?
www.minded.org.uk

Mind in Mid Herts Offers Life Skills courses and vocational support.
Telephone: **01727 865070** www.mindinmidherts.org.uk