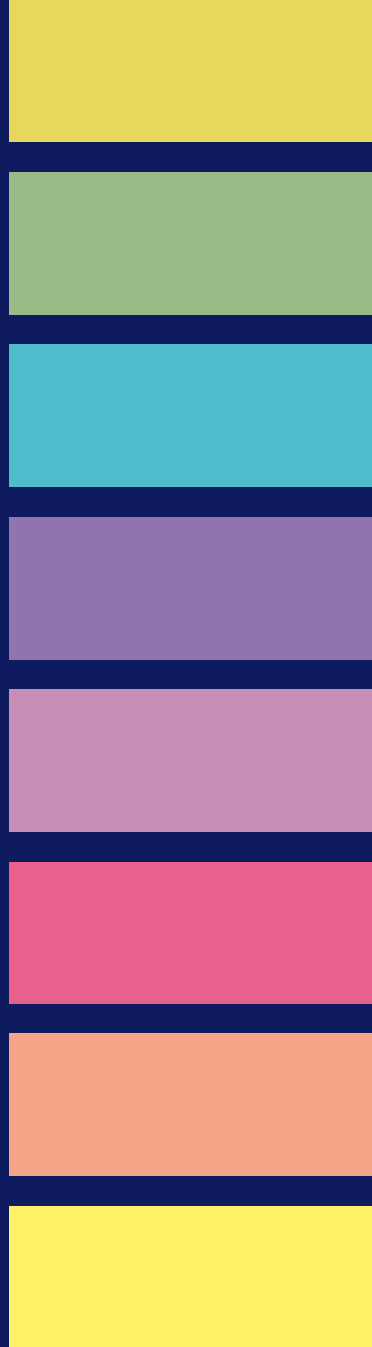


2008/09

Cornwall Mental Health Directory



At a glance useful telephone numbers
Help & Advice

Patient Advice & Liaison Services (PALS)	0845 170 8000
Independent Complaints Advocacy Service (ICAS)	01579 345193
NHS Direct	0845 46 47

Listening Services

Nightlink	01872 263003
Samaritans	08457 90 90 90

Community Mental Health Teams (CHMTs)

East Cornwall	01579 35226
Carrick	01872 356000
North Kerrier	01209 881888
South Kerrier	01326 435860
North Cornwall	01208 251408
North Penwith	01209 888260
South Penwith	01736 575555
Restormel	01726 291212

Social Services

Caradon	01579 342919
Carrick	01872 223299
Kerrier	01209 714721
North Cornwall	01208 74491
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Restormel	01726 226800

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Introduction**Who is this directory for?**

This directory is intended to provide information on mental health services throughout Cornwall and the Isles of Scilly for service users, carers, providers and the wider public in a clear, concise and informative way.

Getting help

There are many ways to stay well and/or seek help.

The aim of this directory is to act as a signpost for people who may want to talk to someone else about their feelings or experiences. For many people, their GP is the first point of call. It may be that your doctor can help you, or s/he may suggest someone who can, or you may wish to make direct contact with any of the organisations in this directory.

It is important to remember that there are other people who will have experienced similar issues to you and therefore there will be people who can help. You may find it helpful to talk to family and friends, but you may prefer to talk to another person who has some knowledge (either professional or personal) of the feelings you might be experiencing.

We hope you found all the information you needed in this guide. Should you wish to comment on the Mental Health Directory or any mental health services you have received, please contact us:

Mental Health Projects Manager,
Cornwall Rural Community Council,
2 Princes Street, Truro TR1 2EX
Tel: 01872 261037
Email: crcc@cornwallrcc.co.uk

Further copies of this Directory are available from:

Rural Community Link Project,
CASULL, Unit 2, 22 Fore Street, St Stephen,
St Austell PL26 7NN
Tel: 01726 823515
Email: RCLP@freenet.co.uk

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Time Out Self Help Group

Who is the service for?

Anyone with a mental health issue and their carers.

What can it offer?

Drop in, chat and friendship, tea and biscuits, arts and crafts, games, special speakers, trips, meals out and buffet teas.

Contact

Tel:
0777 0641247

Email:
christophernewell@talk21.com

www.liskerrett.co.uk

How to apply

All enquiries to Christopher Newell on the mobile number/email address above

Areas covered

Caradon

Caradon Befrienders Scheme

Who is the service for?

Anyone with a mental health problem.

What can it offer?

The scheme offers a special, private relationship of trust to those trying to recover from mental ill health, whether short term anxiety, depression, stress or a more serious breakdown.

Clients are visited in their own homes and this visit can include a shopping trip or just going out for coffee, all depending on the clients needs.

Caradon Befrienders try very hard to match clients and Befrienders interests and personalities so that they can form a friendship.

Contact

4 Pannier Market,
Callington
PL17 7AL

Tel:
01579 384881

Email:
caradonbefriend@aol.com

Opening hours

Tuesday to Friday
9am—1pm

How to apply

The service is open to referrals from Social Workers, GPs or Psychiatric Nurses

Areas covered

Caradon

Caradon Community Support Group

Who is the service for?

Anyone with a mental health problem.

What can it offer?

The Centre offers structured groups—woodwork, crafts, pottery and also social groups.

Contact

7, 8 & 9 The Pannier Market,
Callington
PL17 7AL

Tel:
01579 384882

Opening hours

Monday to Friday, alternate
Sundays. Variable hours

How to apply

Referrals are made
through the community
mental health team and
other agencies

Areas covered

Caradon

Caradon Mental Health Resource Centre

Who is the service for?

Adults with Mental Health problems.

What can it offer?

The Centre offers social activities with an emphasis on self-help, aimed towards good mental health including art and craft facilities, gardening, pool, darts, scrabble, bingo, the odd quiz etc.

We also run a centre at Callington providing craft, woodwork and drop in facilities (for details phone 01579 384882).

We have washing facilities for those having difficulty with their laundry.

We offer the service throughout the year and are only closed for a short period over Christmas. Our staff are available throughout the time the Centre is open to offer help and support.

Our Centre offers transport via Cornwall Volunteers Bureau for those who have been assessed with a need for it.

Contact

The Coach House,
Trevillis House,
Lodge Hill,
Liskeard
PL14 4EJ

Tel:
01579 347651

Fax:
01579 347651

Opening hours

Monday to Friday plus one
Sunday per month. Hours
are variable. Please phone
for details

How to apply

All referrals are through
the Community Mental
Health Team

Areas covered

Caradon

East Cornwall CMHT

Who is the service for?

Individuals aged between 18—65.

What can it offer?

We are a multi disciplinary team providing health and social care support to adults of working age. Our aim is to provide support and treatment for your mental health needs and to promote and assist in maintaining your independence.

Contact

Trevillis House,
Station Road,
Liskeard

Tel:
01579 335226

Opening hours

Weekdays 8.45am—5.15pm

Out of hours service
available—please call
0845 230 3901

How to apply

You can either self-refer
or see your GP to make a
referral. After a referral has
been made a mental health
professional will make
contact with you at home,
or any other location more
convenient

Areas covered

Caradon

East Cornwall Assertive Outreach Team

Who is the service for?

People with severe and/or enduring mental health problems and their families and carers, who have difficulty in engaging with existing mental health services.

What can it offer?

Assertive Outreach aims to provide a creative and holistic service through a multi disciplinary team.

Contact

Trevillis House,
Lodge Hill,
Liskeard
PL14 4EN

Tel:
01579 335261

Fax:
01579 335245

Opening hours

Monday to Friday
8am—8pm
Saturday and Sunday
9am—5pm

How to apply

Telephone contact to
discuss a potential referral
is welcome

Areas covered

Caradon

Caradon Social Services

What can it offer?

Adult Social Care can arrange (subject to eligibility) a wide range of services including information and advice, and help with personal care, day care, respite care, meals, adaptations to your home, equipment, specialist services for people with a sight or hearing impairment, and support to carers.

Contact

Westbourne House,
West Street,
Liskeard
PL14 6BY

Tel:
01579 342919

Fax:
01579 344424

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Caradon

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Perranporth Coffee Corner

Who is the service for?

People in the Carrick community with or recovering from mental ill health.

What can it offer?

A warm, friendly and supportive environment.

Contact

Conservative Club,
St Piran's Road,
Perranporth

Tel:
01872 573592

Opening hours

Wednesday, 11am—1pm

How to apply

Referrals from GP or
Counsellors, or self-referrals
welcome

Areas covered

This service is open to
anyone, irrespective of
where they live

St Agnes Self Help Group

Who is the service for?

Adults aged 18+ who are experiencing mental health problems. Carers are also welcome to attend.

What can it offer?

A Self Help group for people experiencing mental health problems and their carers.

Contact

The Coffee Lounge,
St Agnes Methodist Church,
St Agnes

Tel:
01872 261037

Email:
nicki.sweeney@
cornwallrcc.co.uk

Opening hours

Every Monday morning
10.30am—12.30pm

How to apply

Please contact the office on
the above number

Areas covered

St Agnes

Carrick Mind Befriending Scheme

Who is the service for?

This service is available to anyone who feels they may need some support; bereaved, divorce, mental ill health etc.

What can it offer?

- One to one befriending in the community.
- In house counselling service.
- Social groups with a safe and welcoming environment.
- Supper Club.
- Walk group.
- Members Newsletter.
- Volunteering opportunities with training and expenses paid.

Contact

1st Floor,
1 Frances Street,
Truro
TR1 3DN

Tel:
01872 222469

Email:
carrickmind@
talktalkbusiness.net

Opening hours

Visits by appointment
Monday—Friday
9.30am—5pm

How to apply

Referral form to be completed by GP, Counsellor; CMHT keyworker; support worker in health or housing; other Mind or mental health organisations

Areas covered

Carrick

Anchor Project

Who is the service for?

Adults aged 18—65 who are experiencing mental health problems and/or emotional distress.

What can it offer?

Anchor offers a wide range of holistic support including social times, stress management, assertiveness training, complementary therapies, arts and crafts, parenting skills and self-esteem. We have an excellent self-help library.

Contact

106 Killigrew Street,
Falmouth
TR11 3PT

Tel:
01326 315822

Fax:
01326 316822

Opening hours

Weekdays, some Sundays and some evenings. Please call for details

How to apply

Referrals are made through your care manager

Areas covered

Falmouth and Penryn areas

Stepping Stones

Who is the service for?

This service is available to anyone who feels they may need some support; bereaved, divorce, mental ill health etc.

What can it offer?

Stepping Stones is a non-medical Mental Health Resource Centre offering a comfortable and confidential environment for people experiencing or recovering from mental health problems.

Stepping Stones offers a first class service supported by a programme of purposeful and varied activities and groups such as arts and craft, writing, pottery, yoga and relaxation and music. This could be as part of your constructed care programme.

Stepping Stones offers a warm, friendly and supportive atmosphere. You can meet people and participate in our social activities. Our staff are always available to give a professional input.

Our extended hours team on Friday evenings and some weekends often arrange outside activities for members. Our current timetable can be obtained from the Resource Centre.

Contact

5 Ferris Town,
Truro
TR1 3JG

Tel:
01872 241783

Email:
jane.cassidy@
cpt.cornwall.nhs.uk

Opening hours

Monday 10am—4pm
Tuesday 10am—2pm
Wednesday 10.30am—4pm
Thursday 12pm—4pm
Friday 10am—9pm

Plus one Sunday per month
All other times the centre is open for appointments and structured groups

How to apply

Referrals are made through your GP or the Carrick Community Mental Health Team

Areas covered

Carrick

Mid Cornwall Assertive Outreach Team

Who is the service for?

People with severe and/or enduring mental health problems and their families and carers, who have difficulty in engaging with existing mental health services.

What can it offer?

Assertive Outreach aims to provide a creative and holistic service through a multi disciplinary team.

Contact

Threemilestone Primary
Care Centre,
Pengelly Way,
Threemilestone
TR3 6DP

Tel:
01872 354334

Fax:
01762 354336

Opening hours

Monday to Friday
8am—8pm
Saturday and Sunday
9am—5pm

How to apply

Telephone contact to discuss a potential referral is welcome

Areas covered

Carrick & Restormel

Carrick CMHT

Who is the service for?

Individuals aged between 18—65.

What can it offer?

We are a multi disciplinary team providing health and social care support to adults of working age. Our aim is to provide support and treatment for your mental health needs and to promote and assist in maintaining your independence.

Contact

57 Pydar Street,
Truro
TR1 2SS

Tel:
01872 356000

Fax:
01872 260081

Opening hours

Weekdays 8.45am—5.15pm

Out of hours service
available—please call
0845 230 3900

Plus one Sunday per month
All other times the centre is
open for appointments and
structured groups

How to apply

You can either self-refer
or see your GP to make a
referral. After a referral has
been made a mental health
professional will make
contact with you at home,
or any other location more
convenient

Areas covered

Carrick

Haven Unit

Who is the service for?

The service is only available to inpatients at
Longreach House

What can it offer?

The Haven Unit is the therapy and treatment unit
for Longreach House, Redruth. The unit offers both
individual and group therapy opportunities for
patients from the adult inpatient unit, Perran ward,
Carbis ward and the older adult unit, Cove Unit.
This includes Occupational Therapy, Art Therapy,
Psychological therapies and Psycho-education.

The unit provides a venue for inpatients to engage
in work, education and leisure activities, this
includes access to Employment Placement
Advisors with Pentreath, local education providers,
community resources including 'We Can' and self
help information.

There are also a variety of treatment options
for individuals to engage in including sensory
programmes, relaxation, anxiety management,
dance therapy, problem solving, confidence building
and complementary therapies. These are provided
on an individual or group basis.

The service on Haven looks to support people to
facilitate early discharge, promote coping skills
and prevent re-admissions.

Longreach House,
Camborne Redruth
Community Hospital,
Barncoose Terrace,
Redruth
TR15 3ER

Tel:
01209 881900

Fax:
01209 881920

How to apply

The service is only
available to inpatients
at Longreach House

Areas covered

Carrick, Kerrier and Penwith

Carrick Social Services

What can it offer?

Adult Social Care can arrange (subject to eligibility) a wide range of services including information and advice, and help with personal care, day care, respite care, meals, adaptations to your home, equipment, specialist services for people with a sight or hearing impairment, and support to carers.

Contact

Cathedral Close,
Wilkes Walk,
Truro
TR1 2TE

Tel:
01872 223299

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Redruth Friendship Club

Who is the service for?

The Club is a social club for people with mental health problems who live in the Kerrier District.

The Club is only open to people who have mental health problems so if a member of your family or a friend has a mental health problem they will be able to register as a member.

The Club is an adult service, which means that all members must at least be 18 years old.

What can it offer?

The Club offers support and social contact with other people who have similar experiences. Members can meet each other over a cup of tea or coffee, have a snack or play board games.

The club is run by volunteers who have mental health problems themselves.

Bus fares can be refunded if members are in the club for more than 2 hours and on production of a valid bus ticket.

Contact

YMCA Redruth,
Station Road,
Redruth

Tel:
01872 223250

Fax:
01872 263196

Email:
nicki.sweeney@
cornwallrcc.co.uk

Opening hours

Wednesdays 12pm—3pm

How to apply

You do not need to be referred by anyone. You can call in on any Wednesday between 12 noon and 3pm and talk to one of the volunteers about the Club and what it might offer you. You can then stay for the rest of the day. If you think the Club is what you are looking for, you will need to register as a member in order to use the club again

Areas covered

Kerrier District

West Cornwall Mind

Who is the service for?

People in the community with or recovering from mental health issues.

What can it offer?

- One to one befriending in the community.
- Social groups with a safe and welcoming environment.
- Walk groups in various locations.
- Art & Craft Group and Fairs.
- Lunch & Meal Clubs.
- In-house Counselling Service.
- Social Outings and Fundraising Events.
- Information Booklets and Signposting Service.
- Members Monthly Newsletter.
- Volunteering Opportunities; Training & Expenses.

16a Commercial Street,
Camborne
TR14 8JY

Tel:
01209 714550

Email:
westcornwallmind@
btinternet.com

www.westcornwallmind.com

Opening hours

Visits by appointment.
Monday to Friday
9am—5pm

How to apply

Referral Form to be completed by a GP, Counsellor, CMHT Keyworker, Support Worker in health or housing, other Mind or mental health organisations

Areas covered

Penwith & Kerrier

Boundervean Mental Health Resource Centre

Who is the service for?

The service is offered to people who suffer from mental health problems aged between 18 and 65.

What can it offer?

Boundervean is a Social Centre with various activities on site and out in the community.

Contact

6 Pendarves Road,
Camborne
TR14 7QE

Tel:
01209 613006

Fax:
01209 612885

Opening hours

Monday, Tuesday and
Thursday, 9am—4pm
Friday, 9am—3.30pm
Sunday, 9.30am—3.30pm

How to apply

Referrals are taken from a mental health professional, CPN, Social Worker or relevant Social Services application form

Areas covered

Camborne/Redruth

Penrose Club

Who is the service for?

The Club provides a service for adults with mental health problems aged between 18 and 65.

What can it offer?

A 'drop in' facility offering 'user led' activities within the club and the local community.

The Club is available to people who have mental health problems, offering social contact, support and fun. Leisure activities encouraged—art, craft, cooking, group activities and outings.

All Saints Centre,
Meneage Road,
Helston
TR13 8JA

Tel:
01326 563141

Opening hours

Tuesday and Thursday
9.30am—4.30pm

How to apply

By referral only through CPNs, Social Worker and GPs

Areas covered

South Kerrier (although if there are places available, out of area referrals are accepted)

North Kerrier CMHT

Who is the service for?

Individuals aged between 18—65.

What can it offer?

We are a multi disciplinary team providing health and social care support to adults of working age. Our aim is to provide support and treatment for your mental health needs and to promote and assist in maintaining your independence.

Contact

Trengweath Hospital,
Penryn Street,
Redruth
TR15 2SP

Tel:
01 209 881888
Fax:
01 209 881884

Opening hours

Weekdays 8.45am—5.15pm
Out of hours service
available—please call
0845 2303902

How to apply

You can either self-refer or see your GP to make a referral. After a referral has been made a mental health professional will make contact with you at home, or any other location more convenient

Areas covered

Redruth

North Penwith & Camborne CMHT

Who is the service for?

Individuals aged between 18—65.

What can it offer?

We are a multi disciplinary team providing health and social care support to adults of working age. Our aim is to provide support and treatment for your mental health needs and to promote and assist in maintaining your independence.

Josiah Thomas,
Memorial Hall,
Trevithick Road,
Camborne
TR14 8LQ

Tel:
01209 888260
Fax:
01209 888259

Opening hours

Weekdays 8.45am—5.15pm
Out of hours service
available—please call
0845 2303902

How to apply

You can either self-refer or see your GP to make a referral. After a referral has been made a mental health professional will make contact with you at home, or any other location more convenient

Areas covered

St Ives, Hayle and Camborne

South Kerrier CMHT

Who is the service for?

Individuals aged between 18—65.

What can it offer?

We are a multi disciplinary team providing health and social care support to adults of working age. Our aim is to provide support and treatment for your mental health needs and to promote and assist in maintaining your independence.

Contact

Helston Health Centre,
Trenrouse Way,
Helston
TR13 8AX

Tel:
01326 435860

Fax:
01326 435879

Opening hours

Weekdays 8.45am—5.15pm

Out of hours service
available—please call
0845 230 3902

How to apply

You can either self-refer or see your GP to make a referral. After a referral has been made a mental health professional will make contact with you at home, or any other location more convenient

Areas covered

St Keverne, Helston, Mullion,
Marazion, Praze-an-Beeble

West Cornwall Assertive Outreach Team

Who is the service for?

People with severe and/or enduring mental health problems and their families and carers, who have difficulty in engaging with existing mental health services.

What can it offer?

Assertive Outreach aims to provide a creative and holistic service through a multi disciplinary team.

Trengweath,
Penryn Street,
Redruth
TR15 2SP

Tel:
01209 881953

Opening hours

Monday—Friday
8am—8pm
Saturday and Sunday
9am—5pm

How to apply

Telephone contact to discuss a potential referral is welcome.

Areas covered

Kerrier & Penwith

Haven Unit

Who is the service for?

The service is only available to inpatients at Longreach House.

What can it offer?

The Haven Unit is the therapy and treatment unit for Longreach House, Redruth. The unit offers both individual and group therapy opportunities for patients from the adult inpatient unit, Perran ward, Carbis ward and the older adult unit, Cover Unit. This includes Occupational Therapy, Art Therapy, Psychological therapies and Psycho-education.

The unit provides a venue for inpatients to engage in work, education and leisure activities, this includes access to Employment Placement Advisors with Pentreath, local education providers, community resources including 'We Can' and self help information.

There are also a variety of treatment options for individuals to engage in including sensory programmes, relaxation, anxiety management, dance therapy, problem solving, confidence building and complementary therapies. These are provided on an individual or group basis.

The service on Haven looks to support people to facilitate early discharge, promote coping skills and prevent re-admissions.

Contact

Longreach House,
Camborne Redruth
Community Hospital,
Barncoose Terrace,
Redruth
TR15 3ER

Tel:
01209 881900

Fax:
01209 881920

How to apply

The service is only available to inpatients at Longreach House

Areas covered

Carrick, Kerrier and Penwith

Lower Cardrew House

Who is the service for?

Adults with a severe and enduring mental illness

What can it offer?

Lower Cardrew is an eleven bedded short-term rehabilitation and recovery unit situated in Redruth. The service provides a stepping-stone for adults who following treatment may move on to a more independent type setting. The service provided follows patients through and is linked closely to the supported domestic homes in the Penwith and Kerrier districts, Pentreath, Cornwall College and local housing providers.

North Street,
Redruth
TR15 1HU

Tel:
01209 881831

Fax:
01209 881838

How to apply

Referrals are made through Consultant Psychiatrist, CMHT or some out of county forensic teams

Areas covered

Kerrier

Kerrier Social Services

What can it offer?

Adult Social Care can arrange (subject to eligibility) a wide range of services including information and advice, and help with personal care, day care, respite care, meals, adaptations to your home, equipment, specialist services for people with a sight or hearing impairment, and support to carers.

Contact

The White House,
24 Basset Road,
Camborne
TR14 8SL

Tel:
01209 714721

Fax:
01209 612910

Areas covered

Kerrier

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Coffee Clubs/Self Help Groups

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Community Mental Health Team (CMHT)/ Assertive Outreach Teams

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Camel Club

Who is the service for?

Adults aged 18+ in the above areas with mental health problems.

What can it offer?

The Camel Club offers social contact and support. People can learn basic skills such as cookery and there is an art and music group.

Coffee/tea and cooked lunches are available for a small charge.

We encourage independence and the members work together to help with lunches, promoting a family atmosphere.

Contact

St John's Church,
Delabole

Tel:
07788 572908

Opening hours

Tuesday and Friday
10am—1.30pm

How to apply

Referrals through CPNs,
Doctors, Outreach or self-
referrals

Areas covered

St Breward, Bodmin,
Wadebridge, Delabole,
Padstow, Boscastle

Accessing Resources in the Community (ARC) Self Help Group

Who is the service for?

Service Users aged 18+.

What can it offer?

ARC was set up in 1999 with a user empowerment grant to access resources outside the mental health system.

We started off with 4 members and are still very small, but over the years some of us have taken up educational courses, yoga and several trips, including working weekends. We have recently begun a new programme of art and craft workshops.

We now meet once a month on Wednesdays and the art and craft sessions are facilitated by professional tutors.

We would always welcome new members and new ideas.

Tel:
01288 355695

Fax:
01288 355695

Opening hours

Various—please call
for details

How to apply

Please contact us on the
above number, or by calling
Rethink on 01208 815676

Areas covered

Bude

Bude Mental Health Resource Centre

Who is the service for?

People recovering from a mental illness, or who suffer emotional distress or who are socially isolated (aged between 18 and over).

What can it offer?

The centre seeks to provide support within a confidential environment, where the emphasis is on self-help and personal development.

Contact

Bungalow 2,
Stratton Footpath,
Bude
EX23 8DW

Tel:
01288 355695

Fax:
01288 355695

Opening hours

Monday, Tuesday and
Wednesday, 9.30am—4pm
Friday, 9.30am—3.30pm

How to apply

Referrals are received from professional and voluntary agencies via the North Cornwall CMHT based at Bodmin Hospital

Areas covered

North Cornwall, from Tintagel to Morwenstow

Rethink

Who is the service for?

For anyone suffering with or recovering from a mental illness.

What can it offer?

A mental health centre providing a variety of activities to encourage service users to develop confidence skills in their community. Community Mental Health Workers work with clients on an individual basis and through group work, both in the community and at a centre.

Rethink also has a Community Care Assistant scheme that provides one-to-one support to people with severe and enduring mental health problems, promoting independence within a community setting.

Contact

The Betty Fisher Centre,
Southern Way,
Wadebridge
PL27 7BX

Tel:
01208 815676

Fax:
01208 815676

Email:
cornwallservices@
rethink.org

www.rethink.org

Opening hours

Please contact for details

How to apply

Please contact the Centre for more details

Trelil Court

Who is the service for?

Individuals aged between 18—65 who are at a disadvantage in coping on their own.

What can it offer?

We provide a resource centre for people who feel that they need support.

We provide a supportive base from which to encourage individuals in developing a use and knowledge of other community facilities and access to appropriate professional services as and when required.

We also offer recreational activities such as swimming, badminton, aqua-aerobics, arts and crafts.

Market Street,
Bodmin
PL31 2JW

Tel:
01208 76899

Fax:
01208 76899

Opening hours

Monday, Tuesday
and Wednesday,
9.30am —5.15pm
Thursday, 9.30am—1pm
Friday, 9.30am—5.15pm
Every other Saturday,
9.30am—3.45 am

How to apply

Referrals to the Centre should be made by the relevant health or social care professionals e.g. CPN, GP, Psychologist, Psychiatrist, Social Worker or hospital ward. Upon referral the person concerned would be invited to the centre for an informal interview with the Centre Manager

Areas covered

Bodmin and Wadebridge

North Cornwall CMHT

Who is the service for?

Individuals aged between 18—65.

What can it offer?

We are a multi disciplinary team providing health and social care support to adults of working age. Our aim is to provide support and treatment for your mental health needs and to promote and assist in maintaining your independence.

Contact

Banham House,
Bodmin Hospital,
Bodmin
PL31 2QT

Tel:
01208 251408

Fax:
01208 251445

Opening hours

Weekdays, 8.45am—5.15pm
Out of hours service
available—please call
0845 230 3901

How to apply

You can either self-refer or see your GP to make a referral. After a referral has been made a mental health professional will make contact with you at home, or any other location more convenient

Areas covered

North Cornwall

North Cornwall Social Services

What can it offer?

Adult Social Care can arrange (subject to eligibility) a wide range of services including information and advice, and help with personal care, day care, respite care, meals, adaptations to your home, equipment, specialist services for people with a sight or hearing impairment, and support to carers.

Priory House,
Priory Road,
Bodmin
PL31 2AD

Tel:
01208 74491

Fax:
01208 78020

Hendra House,
Dunheved Road,
Launceston
PL15 9JW

Tel:
01208 773750

Fax:
01208 777239

How to apply

North Cornwall

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West Cornwall Mind Befriending Scheme

Who is the service for?

People in the community aged 18+ with or recovering from mental health issues.

What can it offer?

Volunteer Befrienders offer a one-to-one befriending in the community. We visit clients on a regular basis, spending time listening, supporting and encouraging. All volunteers attend an induction course and have training opportunities. We offer social groups, walking groups, in-house counselling and a member's monthly newsletter.

Contact

16a Commercial Street,
Camborne
TR14 8JY

Tel:
01209 714550

Email:
westcornwallmind@
btinternet.com

www.westcornwallmind.com

Opening hours

Monday to Friday,
9am—5pm

How to apply

Referrals are through CMHT,
GP, Counsellors, Housing
Associations and other
supportive organisations

Areas covered

Kerrier and Penwith

West Cornwall & Isles of Scilly Alzheimer's Society

Who is the service for?

For people with dementia, their families and carers.

What can it offer?

The Society has expertise in information and education for carers and professionals. It provides help lines and support for carers, runs quality day and home care, funds medical and scientific research and gives financial help to families in need. It campaigns for improved health and social services and greater public understanding of all aspects of dementia.

All Saints Church
Community Centre,
Churchview Road,
Tuckingmill,
Camborne
TR14 8RQ

Tel:
01872 560148

Email:
westcornwall@
alzheimers.org.uk
[www.alzheimers.org.uk/
WestCornwall&IslesofScilly](http://www.alzheimers.org.uk/WestCornwall&IslesofScilly)

Areas covered

West Cornwall & the Isles
of Scilly

Richmond House Mental Health Resource Centre

Who is the service for?

People aged between 18 and 65 who have had or are recovering from a mental health problem and who are willing to work within a philosophy of recovery.

What can it offer?

A variety of formal and informal groups.

Contact

Tolver Place,
Tolver Road,
Penzance
TR18 2AB

Tel:
01736 350752

Fax:
01736 350752

Email:
darren.hall@
cpt.cornwall.nhs.uk

Opening hours

Monday, Tuesday, Thursday
and Friday, 9am—4pm
Sunday, 10am—4pm

How to apply

Referrals are made through
the Community Mental
Health Teams (CMHTs)

Areas covered

Kerrier and Penwith

North Penwith & Camborne CMHT

Who is the service for?

Individuals aged between 18—65.

What can it offer?

We are a multi disciplinary team providing health and social care support to adults of working age. Our aim is to provide support and treatment for your mental health needs and to promote and assist in maintaining your independence.

Contact

Josiah Thomas
Memorial Hall,
Trevithick Road,
Camborne
TR14 8LQ

Tel:
01209 888260

Fax:
01209 888259

Opening hours

Weekdays, 8.45am—5.15pm

Out of hours service
available—please call
0845 230 3902

How to apply

You can either self-refer
or see your GP to make a
referral. After a referral has
been made a mental health
professional will make
contact with you at home,
or any other location more
convenient

Areas covered

St Ives, Hayle and Camborne

South West Penwith CMHT

Who is the service for?

Individuals aged between 18—65.

What can it offer?

We are a multi disciplinary team providing health and social care support to adults of working age. Our aim is to provide support and treatment for your mental health needs and to promote and assist in maintaining your independence.

Contact

Bolitho House,
1 Laregan Hill,
Penzance
TR18 4NY

Tel:
01736 575555

Fax:
01736 575562

Opening hours

Weekdays, 8.45am—5.15pm

Out of hours service
available—please call
0845 230 3902

How to apply

You can either self-refer or see your GP to make a referral. After a referral has been made a mental health professional will make contact with you at home, or any other location more convenient

Areas covered

Penzance, Newlyn, Cape
Cornwall, Marazion and
Isles of Scilly

West Cornwall Assertive Outreach Team

Who is the service for?

People with severe and/or enduring mental health problems and their families and carers, who have difficulty in engaging with existing mental health services.

What can it offer?

Assertive Outreach aims to provide a creative and holistic service through a multi disciplinary team.

Contact

Trengweath,
Penryn Street,
Redruth
TR15 2SP

Tel:
01209 881953

Fax:
01209 881960

Opening hours

Monday to Friday
8am—8pm
Saturday and Sunday
9am—5pm

How to apply

Telephone contact to
discuss a potential referral
is welcome

Areas covered

Kerrier & Penwith

Haven Unit

Who is the service for?

The service is only available to inpatients at Longreach House.

What can it offer?

The Haven Unit is the therapy and treatment unit for Longreach House, Redruth. The unit offers both individual and group therapy opportunities for patients from the adult inpatient unit, Perran ward, Carbis ward and the older adult unit, Cove Unit. This includes Occupational Therapy, Art Therapy, Psychological therapies and Psycho-education.

The unit provides a venue for inpatients to engage in work, education and leisure activities, this includes access to Employment Placement Advisors with Pentreath, local education providers, community resources including 'We Can' and self help information.

There are also a variety of treatment options for individuals to engage in including sensory programmes, relaxation, anxiety management, dance therapy, problem solving, confidence building and complementary therapies. These are provided on an individual or group basis.

The service on Haven looks to support people to facilitate early discharge, promote coping skills and prevent re-admissions.

Contact

Longreach House,
Camborne Redruth
Community Hospital,
Barncoose Terrace,
Redruth
TR15 3ER

Tel:
01209 881900

Fax:
01209 881920

How to apply

The service is only available to inpatients at Longreach House

Areas covered

Carrick, Kerrier and Penwith

Penwith Social Services

What can it offer?

Adult Social Care can arrange (subject to eligibility) a wide range of services including information and advice, and help with personal care, day care, respite care, meals, adaptations to your home, equipment, specialist services for people with a sight or hearing impairment, and support to carers.

Contact

Roscadghill Parc,
Heamoor,
Penzance
TR18 3QX

Tel:
01736 365714

Fax:
01736 351578

Areas covered

Penwith

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Restormel MIND Befriending Scheme

Who is the service for?

People who are lonely, depressed, anxious or have mental health problems.

What can it offer?

Volunteer Befrienders who can offer a 'listening ear', support and encouragement to people suffering from mental ill health.

Contact

Rosswyth,
4 Cheltenham Place,
Newquay
TR7 1BA

Tel:
01872 223250

Opening hours

Please contact the office for more details

How to apply

Please contact the office for more details

Areas covered

Restormel

Carers and Relatives Mutual Support Group (CARMS)

Who is the service for?

Carers, friends and relatives of people experiencing mental health problems.

What can it offer?

A mutual support group.

Contact

1 Eastbourne Road,
St Austell
PL25 4SZ

Tel:
01726 76299

Opening hours

Meets on 4th Thursday
of every month,
2.30pm—4.30pm at
Fountain House

Areas covered

St Austell and
surrounding areas

MIND Restormel Association for Mental Health

Who is the service for?

Those with Mental Health problems in the Restormel area.

What can it offer?

Long term housing in-group homes. Grants are also given in special cases.

Contact

Fountain House,
Eastbourne Road,
St Austell

Tel:
01726 76299

Email:
ramh@freenet.co.uk

How to apply

Referrals are made through
statutory services

Areas covered

Restormel

Newquay Mind

Who is the service for?

We support people in the community who suffer the effects of mental and emotional distress.

What can it offer?

We have a resource Centre in the middle of town, run by staff and trained volunteers, where we offer a wide range of therapeutic activities, trips and outings, an afternoon 'open access' facility, access to information and support about other appropriate services in the area. We also have an information help line, one to one confidential assistance, a free counselling service and finally the offer of friendship and support. We are open five days and one evening a week.

Contact

Mental Health Resource
Centre,
40c East Street,
Newquay
TR7 1BH

Tel:
01637 871063

Fax:
01637 850436

Email:
Newquay.mind@
btopenworld.com

Opening hours

Please contact the centre
for details

How to apply

We operate an 'open door' policy which means that anyone can self refer or just drop in to see us during our 'open access' sessions. Referrals are also accepted via the statutory sector and other organisations in the area

Areas covered

We will see anyone, from
anywhere

Rural Community Link Project—Rural Community Advocacy

Who is the service for?

Adults with mental health problems who live in Restormel.

What can it offer?

Rural Community Advocacy aims to support, enable and empower people with mental health problems, to express their views, be heard and be listened to when in situations and environments where they may feel insecure, vulnerable or threatened.

Rural Community Advocacy does not operate a crisis service.

Contact

Unit 2,
22 Fore Street,
St Stephen,
St Austell
PL26 7NN

Tel:
01726 823137

Fax:
01726 821858

Email:
rcadvocacy@
googlemail.com
www.rclproject.com

Opening hours

Various working times, an answering machine is always available—the Advocate will get back to you within 3 working days

How to apply

Contact the above number or email

Areas covered

Restormel

Rural Community Link Project—Men's Activity Group

Who is the service for?

Men who have experienced mental health issues.

What can it offer?

To actively participate in various activities such as:

Bowling, Archery, Beetle Drives, Theme Parks, Lakes, Museums, Fishing, Painting, Beach Cleaning, Kite flying etc.

There is a small charge of £1 each monthly meeting.

Contact

Unit 2,
22 Fore Street,
St Stephen,
St Austell
PL26 7NN

Tel:
01726 821858

Fax:
01726 821858

Email:
RCLP@freenet.co.uk
www.rclproject.com

Opening hours

Monday and Tuesday
9am—3.30pm
Wednesday and Thursday
9am—2.30pm
Friday 9am—12.30pm

The group meets once a month, Sunday afternoons—at various venues

How to apply

Contact the office—a waiting list is in operation for this group

Areas covered

Restormel

Rural Community Link Project—RCL Counselling

Who is the service for?

Adults with mental health issues living in Restormel, who require service intervention not provided by statutory services.

What can it offer?

RCL Counselling is offered to those who feel they would benefit from in-depth, holistic, non-time limited counselling in order to overcome their issues.

Contact

Unit 2,
22 Fore Street,
St Stephen,
St Austell
PL26 7NN

Tel:
01726 821858

Fax:
01726 821858

Email:
RCLP@freenet.co.uk
www.rclproject.com

Opening hours

To make appointments
Monday and Tuesday
9am—3.30pm
Wednesday and Thursday
9am—2.30pm
Friday 9am—12.30pm
Flexible consultation times

How to apply

Contact the above number
or email

Areas covered

Restormel

Rural Community Link Project— Welcome Groups

Who is the service for?

Adults

What can it offer?

You may have an interest that you would like to pursue; you may want to make friends; you may just fancy some company & a chat. Whatever your reason everybody is welcome.

Contact

Unit 2,
22 Fore Street,
St Stephen,
St Austell
PL26 7NN

Tel:
01726 821858

Fax:
01726 821858

Email:
RCLP@freenet.co.uk
www.rclproject.com

Opening hours

Monday and Tuesday
9am—3.30pm
Wednesday and Thursday
9am—2.30pm
Friday 9am—12.30pm
Groups run:
10am—12.30pm
Monday: St Blazey
Tuesday: Indian Queens
Wednesday: St Dennis
Friday: Penwithick &
Lostwithiel

How to apply

Contact the office

Areas covered

Restormel

Fountain House Mental Health Day Resource Centre

Who is the service for?

The service is for people referred with mental health problems aged 18+.

What can it offer?

The centre operates on the basis of mutual support and self help. We offer various activities such as arts, craft, pottery, woodwork, music and singing, keep-fit, gardening and a Friendship Club.

Contact

1 Eastbourne Road,
St Austell
PL25 4SZ

Tel:
01726 76299

Opening hours

Please call for details

How to apply

Referrals are made through your GP, social worker etc

Areas covered

Restormel

Roswyth Mental Health Resource Centre

Who is the service for?

People aged between 18 and 65 with a mental health problem who are willing to participate in their development to stabilise or change their quality of mental health.

What can it offer?

The service provided includes group work such as yoga, art, drama, swimming, relaxation, pottery, stress and anxiety management, assertiveness and listening skills.

We also have a friendship club for leisure activities, social gatherings, trips and hobbies.

There is also a group meeting for carers. Please contact the centre for more details.

Contact

4 Cheltenham Place,
Newquay
TR7 1BA

Tel:
01637 873122

Fax:
01736 879401

Opening hours

Activities are available throughout the week. Please ring for details

How to apply

Referrals are made through a GP, CPN, Key Worker, Social Worker, Psychiatrist or by self-referral by calling the Centre

Areas covered

Newquay and District

Mid Cornwall Assertive Outreach Team

Who is the service for?

People with severe and/or enduring mental health problems and their families and carers, who have difficulty in engaging with existing mental health services.

What can it offer?

Assertive Outreach aims to provide a creative and holistic service through a multi disciplinary team.

Contact

Threemilestone Primary
Care Centre,
Pengelly Way,
Threemilestone
TR3 6DP

Tel:
01872 354334

Opening hours

Monday to Friday
8am—8pm
Saturday and Sunday
9am—5pm

How to apply

Telephone contact to
discuss a potential referral
is welcome

Areas covered

Carrick & Restormel

Restormel CMHT

Who is the service for?

Individuals aged between 18—65

What can it offer?

We are a multi disciplinary team providing health and social care support to adults of working age. Our aim is to provide support and treatment for your mental health needs and to promote and assist in maintaining your independence.

Contact

52 Alexandra House,
Alexandra Road,
St Austell
PL25 4QW

Tel:
01726 291212

Fax:
01726 291210

Opening hours

Weekdays 8.45am—5.15pm
Out of hours service
available—please call
0845 230 3900

How to apply

You can either self-refer
or see your GP to make a
referral. After a referral has
been made a mental health
professional will make
contact with you at home,
or any other location more
convenient

Areas covered

Restormel

Selwood House

Who is the service for?

Selwood House is a 10 bedded Recovery Unit for adults with severe and enduring mental illness.

What can it offer?

The house is situated in a residential area in St Austell and provides a domestic style environment. Residents are assisted to develop their daily living skills such as cooking and shopping with the aim that they may move onto less supported accommodation.

The house has its own dedicated nursing team and is able to provide support over a 24 hour period. The house has established good links within the local community of St Austell.

Contact

60 Alexandra Road,
St Austell
PL25 4QN

Tel:
01726 291250

Fax:
01726 291251

How to apply

Access is through Adult
Inpatient Units

Restormel Social Services

What can it offer?

Adult Social Care can arrange (subject to eligibility) a wide range of services including information and advice, and help with personal care, day care, respite care, meals, adaptations to your home, equipment, specialist services for people with a sight or hearing impairment, and support to carers.

Contact

Sedgemoor Centre,
Priory Road,
St Austell
PL25 5AS

Tel:
01726 226800

Fax:
01726 226801

Areas covered

Restormel

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Age Concern Cornwall

Who is the service for?

Older people through the county.

What can it offer?

Age Concern in Cornwall and the Isles of Scilly is an independent registered charity. We aim to provide help and support on any issue of concern to older people. We try to ensure that the voices of older people are heard on the matters that affect their daily lives and we campaign for better services and benefits.

We offer many services such as:

- Day clubs
- Transport
- Advocacy
- Befriending
- Homecare

Please contact us for more information.

Contact

Boscawen House,
Chapel Hill,
Truro
TR1 3BN

Tel:
01872 266388

Fax:
01872 266380

Email:
acc@ageconcerncornwall.
org.uk

www.ageconcerncornwall.
org.uk

Opening hours

9am—5pm

Alcoholics Anonymous Cornwall

Who is the service for?

For people with alcohol dependency.

What can it offer?

Advice, information and support.

Contact

Tel:
0845 769 7555

www.aa-uk.org.uk

How to apply

Please contact the helpline for details of meetings in the Cornwall area

Arts for Health

What can it offer?

We provide advice for organisations and individuals who are interested in arts and health activities.

We advocate for the inclusion of creative activity in aspects of health and social care through the development of our strategies.

We work with other organisations to develop training opportunities for arts and health care practitioners.

Contact

16 St Mary's Street,
Truro
TR1 2AF

Tel:
01872 274592

Email:
info@artsforhealthcornwall.
org.uk

www.artsforhealthcornwall.
org.uk

Breakaway

Who is the service for?

This service is for adults over the age of 18 who want to give up or reduce prescribed Benzodiazepines.

What can it offer?

Self help and support for people who are dependent on Benzodiazepines and wish to withdraw from them as comfortably as possible with other people who want to do the same.

Breakaway meets informally in a spirit of mutual support. Anyone looking for support and information is welcome. The group is run by someone who has come off and stayed off pills (for 18 years).

Breakaway can help with costs towards travel to the group.

Breakaway has been successful in helping someone off Benzodiazepines after taking them for 37 years.

Contact

2 Princes Street,
Truro
TR1 2EZ

Tel:
07788 572 908
(Available 7 days per week
9am—9pm and answer
phone service)

Opening hours

Every 2nd and 4th Thursday
of each month, 2pm—4pm

How to apply

Referral to the office by
telephone or through CPN's

CASULL

(Carers And Service Users Leaflet Line)

Who is the service for?

Mental Health Service Users, Carers, Professionals etc, living in Cornwall & the Isles of Scilly.

What can it offer?

CASULL is a dedicated phone line, which enables easy access to a wealth of printed information on mental health & related issues. Available freely to all living in the area.

Contact

Unit 2,
22 Fore Street,
St Stephen,
St Austell
PL26 7NN

Tel:
01726 823515

Fax:
01726 821858

Email:
CASULL@hotmail.co.uk
www.rclproject.com

Opening hours

Monday and Tuesday
9am—3.30pm
Wednesday and Thursday
9am—2.30pm
Friday, 9am—12.30pm

How to apply

Contact the above number or email

Areas covered

Cornwall & the Isles of Scilly

Carers Support Service

Who is the service for?

This service is available to all unpaid carers who are regularly looking after a disabled, ill or frail relative, friend or neighbour.

What can it offer?

Carers Support Workers provide advice, information, advocacy, information on your local support groups, carer's forums, newsletters etc and signpost to relevant services.

There are funds available to pay for relief care to enable carers to get to support groups, forums or consultation meetings. Transport costs may also be applicable for the above.

This service cannot respond to emergencies.

Contact

2 Princes Street,
Truro
TR1 2EZ

Tel:
01872 261035

Fax:
01872 263196

Email:
carers@cornwallrcc.co.uk
www.cornwallrcc.co.uk/
carers.html

Opening hours

Monday to Friday mainly
during office hours.
24 hour answer phone

How to apply

Referral to the office by
telephone, fax or email
giving the full details of
the referral

Citizens Advice Bureau

Who is the service for?

Anyone who requires advice.

What can it offer?

The Citizens Advice service helps people resolve their legal, money and other problems by providing free information and advice and by influencing policymakers.

CAB will always act in the interests of our clients, without influence from any outside bodies. We don't judge our clients or make assumptions about them. Our service is open to everyone, and we treat everyone equally. We won't pass on anything a client tells us—or even the fact that they've visited us—without their permission and no-one has to pay for any part of the service we provide.

Contact

Various offices across the County

Countywide service

Tel:
0870 1212031

Local offices

Tel:
Bodmin 01208 74835
Bude 01288 354531
Falmouth 01326 313340
Hayle 01736 365438
Liskeard 01579 344444
Newquay 01637 871645
Penzance 01736 365438
Redruth 01209 210121
St Austell 01726 63131
St Ives 01736 365438
Truro 01872 278960

www.citizensadvice.org.uk

Opening hours

Various—please contact the appropriate office

How to apply

Please contact your local office

Community Development Workers for Black & Minority Ethnic Communities

Who is the service for?

Anyone in Cornwall who is a carer of, or a person from a Black or Minority Ethnic community, (this includes Gypsies, Travellers and migrant workers).

What can it offer?

We are a community development worker (CDW) service for Black and Minority Ethnic communities in Cornwall working mainly with mental health issues and promoting emotional well-being. We are a team of four that covers the whole of Cornwall. Our role as community workers includes being a:

Change agent:
identifying gaps in services, developing innovative practice.

Service developer:
promoting joint working, education and training.

Capacity builder:
supporting Black and Minority Ethnic mental health service providers.

Access facilitator:
to services, community resources, and overcoming language and cultural barriers.

Contact

Pentreath Industries,
St Enoder Barns Glebe Farm,
Narrow Lane,
Summercourt,
Newquay
TR8 5EE

Tel:
01726 862727

Fax:
01726 861144

Email:
pentreath@pentreath.co.uk

Opening hours

Monday to Friday
9am—5pm
CDWs are available weekends and evenings if this is arranged beforehand

How to apply

Call or email

Community Enablement Project

Who is the service for?

People in the community with low to moderate mental health needs, not able to access support from the Community Mental Health Teams, who are recovering from mental health problems. To enable them to build and lead meaningful, fulfilling lives.

What can it offer?

One to one support to assist participants for up to 3 months, to access activities in the following areas: recreation; social activities; training and/or education; voluntary work. enabling individuals to continue their activities unsupported. In addition follow up support for up to 6 months to monitor progression.

Contact

The following organisations work together in partnership to provide the Community Enablement Project:

Kerrier & Penwith

West Cornwall Mind

Tel:
01 209 714550

Email:
westcornwallmind@btinternet.com
www.westcornwallmind.com

North Cornwall & Caradon

Pentreath Ltd

Tel:
01726 862727

Email:
gina@pentreath.co.uk
www.pentreath.co.uk

Restormel & Carrick

Rural Community Link

Tel:
01726 821858

Email:
RCLP@freenet.co.uk
www.rclproject.com

How to apply

Direct contact to request a self referral form to the Project operating in your area

Cornwall Alcohol and Drugs Agency (CADA)

Who is the service for?

Young people and adults.

What can it offer?

An alcohol and drugs counselling service with Education and Training services and a specialist Social Work team involved in the development of the substance misuse service.

CADA offers:

- Group work in community settings across Cornwall
- Assessment for residential rehabilitation
- Registered rehabilitation unit
- Counselling in GP practices

Contact

Trevint House,
Strangways Villa,
Truro
TR1 2PA

Tel:
01872 263001
Fax:
01872 263002

Opening hours

Monday to Friday
9am—5pm

How to apply

Referral is by initial contact by phone or post to CADA House, in surgeries via practice personnel or by self-referral

Cornwall Community Mental Health Advocacy

Who is the service for?

Adults of working age with mental health issues who are living in the community in Cornwall, except in the district of Restormel (this is covered by the Restormel advocacy service, please contact the Rural Community Link Project for more details).

What can it offer?

A team of well trained and supported specialist advocates who will provide independent advocacy support to people who have issues that they wish to progress relating to:

- Care and treatment
- Social care complaints
- Access to service provision
- Signposting to other agencies where they exist

Contact

South of England Advocacy Projects (SEAP),
28 Beatrice Rd,
Walker Lines
Industrial Estate,
Bodmin
PL31 1RD

Tel:
0845 2799019

Fax:
0845 2799018

Email:
admin.bodmin@seap.org.uk

www.seap.org.uk

Opening hours

Monday to Friday
9am—5pm

Cornwall Drug & Alcohol Team (CDAT)

Who is the service for?

People with problematic and chaotic substance misuse problems.

What can it offer?

The service aims to:

Reduce the use of illicit or non-prescribed drugs by the individual

Assist the person to remain healthy until, with appropriate care and support, he/she can achieve a drug free life

Reduce the dangers associated with drug misuse, particularly the risk of Hepatitis B and C, HIV and other blood borne infections from injecting and sharing equipment

Reduce the duration of drug misuse and reduce the chance of future relapse

We are able to offer a Hepatitis B, C and HIV testing service with our clinical assistants and follow-up treatment, if necessary.

Patients are able to access rehabilitation services and out of county detoxifications and we have a dedicated worker running this side of our service. This is in addition to the home detox service provided by the detox nurses.

Contact

Tolvean House,
West End,
Redruth
TR15 2SF

Tel:
01209 881907

Opening hours

Please contact the office for more details

How to apply

Referrals are made through a professional body

Cornwall Mental Health Forums

Who is the service for?

Each forum is open to anyone with mental health problems, informal carers and invited paid workers.

What can it offer?

The Forum aims to:

- Increase public awareness of mental health issues.
- Strengthen the voice of users
- Act as a pressure group for improvement of mental health services.
- Provide mental health service purchasers and providers with a group of interested users and carers who can be involved in planning, monitoring and reviewing services.
- To be a link between users and paid workers.
- To be a source of information on local and countywide mental health issues.
- To produce a quarterly forum newsletter and to provide a meeting point for the sharing of ideas and concerns.

Contact

2 Princes Street,
Truro
TR1 2EZ

General office

Tel:
01872 261037

Fax:
01872 263196

West

Nicki Sweeney
Tel:
01872 223250

Email:
nicki.sweeney@
cornwallrcc.co.uk

East

Lesley Ayers
Tel:
01872 222141

Email:
lesley.ayers@
cornwallrcc.co.uk

Opening hours

Monday to Friday
9am—5pm
Answer phone out of
office hours

Cornwall Mental Health Carers Support Worker Project

Who is the service for?

We provide advice, information and support to people caring for an adult with a severe and/or enduring mental health problem.

What can it offer?

We have a Mental Health Carers Support Worker in each of the 6 Districts of Cornwall; we facilitate 6 mental health Carers support groups across the county as well as providing a service to the mental health inpatient units at Bodmin Hospital. We hope in the future to be able to offer a similar service to the mental health inpatient units at Longreach House, Redruth.

We would particularly like to offer a service to GP practices in the future and will be looking at how we might be able to do this in order to reach Carers where the patient with a mental health problem is under the care of their GP.

The project is part of a registered charity, Cornwall Community Volunteer Services, and is funded by Health and the Department of Adult Social Care through the Joint Commissioning Board for mental health services.

Contact

Community Centre,
South Terrace,
Camborne
TR14 8SU

Tel:
01209 613456

Fax:
01209 718819

Email:
csw@ccvsonline.org.uk
www.ccvsonline.org.uk

Opening hours

Monday to Friday
9am—5pm
(4.30pm on Friday)

How to apply

By phone, fax or email as shown above

Cornwall Share (St Austell & Bodmin)

Who is the service for?

Advice and information service for people aged 13—25 years.

What can it offer?

Services are offered on a drop-in basis at each office and include help and advice on a wide range of issues common to young people, including welfare benefits and housing, free condoms and pregnancy testing and access to free counselling and mentoring. Calls may be anonymous and will be treated in confidence.

Contact

Please contact your nearest office:

St Austell Share,
1 Biddicks Court,
St Austell
PL25 5EW

Tel:
01726 69144

Fax:
01726 77654

Bodmin Share,
1 Hamley Court,
Bell Lane,
Bodmin
PL31 2JL

Tel:
01208 79252

Fax:
01208 79251

Opening hours

Various—please contact the relevant centre

How to apply

Please drop in or contact a centre via telephone

Cornwall Share (Camborne & Penzance)

Who is the service for?

Advice and information service for people aged 13—25 years.

What can it offer?

Services are offered on a drop-in basis at each office and include help and advice on a wide range of issues common to young people, including welfare benefits and housing, free condoms and pregnancy testing and access to free counselling and mentoring. Calls may be anonymous and will be treated in confidence.

Contact

Please contact your nearest office:

Camborne Share,
The Old Magistrates Court,
Adelaide Street,
Camborne
TR14 8HH

Tel:
01209 711500

Fax:
01209 613782

Penzance Share,
Knight's Yard,
Belgravia Street,
Penzance
TR18 2EL

Tel:
01736 361059

Fax:
01736 361080

Opening hours

Various—please contact the relevant centre

How to apply

Please drop in or contact a centre via telephone

Cornwall Survivors Group

Who is the service for?

Cornwall Survivors is an open, voluntary group set in a non-clinical, safe environment. We are committed to the mutual support and healing of male survivors (aged 18+) of rape and sexual abuse—whatever, whenever and however that abuse happened.

What can it offer?

Cornwall Survivors is an open, voluntary group set in a non-clinical, safe environment. We are committed to the mutual support and healing of male survivors of rape and sexual abuse—whatever, whenever and however that abuse happened.

Our goal is that we can, in time, heal and become stronger. That we can move forward to lead more positive, satisfying and resourceful lives. We hope to achieve our goal through the use of therapy, peer support and sharing our own personal experience when we feel ready and able to do that. Knowing that we are not alone in our suffering.

We always check that it is safe for anyone to join, work in or leave the group.

Anything that is discussed in the group, stays in the group. As we respect each others circumstances, that respect also comes to us. So, we learn to accept support to heal ourselves.

We support male survivors of rape and sexual abuse aged 18 and over.

Contact

2 Princes Street,
Truro
TR1 2EZ

Tel:
07800 940558

Fax:
01872 263196

Email:
david@
cornwallsurvivors.org.uk
www.cornwallrcc.co.uk

Opening hours

Each Tuesday 7pm—9pm

How to apply

By telephone, email or letter

Cornwall Women's Rape & Sexual Abuse Centre

Who is the service for?

For women and teenage girls who have experienced any form of sexual abuse at any time.

What can it offer?

We are an independent organisation in Cornwall run by ordinary caring women, including survivors of sexual abuse.

We offer free, friendly, confidential support, this can involve talking over the telephone or meeting at a place where you feel comfortable and safe.

All the women have had training and understand the issues surrounding sexual violence. We treat all calls equally, sensitively and confidentially, appreciating the courage required to break silence, overcome guilt and threats and share the events of the past whether they happened days or years ago. We provide understanding and care and ongoing support.

We talk only to women who choose to call us and no details of any conversation are given to any other organisations. If needed, we can give practical support and advice such as accompanying you to the doctor or clinic should you need medical attention or the police station if you choose to report the offence.

Contact

PO Box 39,
Bodmin,
Cornwall
PL31 1XF

Tel:
01208 77099

Opening hours

Mondays
9am—5pm, 7.30pm—10pm
Tuesday to Friday
9am—5pm

How to apply

Please call the helpline number

CRUSE Bereavement Care (Cornwall)

Who is the service for?

A countywide voluntary service offering support to all bereaved people of any age.

What can it offer?

If someone close to you has died or if you are grieving, we care. We are always ready to listen and to offer support and help.

Cruse in Cornwall offers their support to any bereaved person in the County regardless of age, gender, race, religion or sexual orientation and whatever the circumstances of that bereavement.

Services offered by Cruse Bereavement Care in Cornwall are:

- Someone to talk to who understands
- Continuing help through Friendship Groups
- Publications—we have many books and leaflets which may be helpful
- Training

Contact

C/O St Austell
Community Hospital,
Porthpean Road,
St Austell
PL26 6AA

Helpline

Tel:
01726 76100

Young Persons Free Helpline

Tel:
0808 8081677

Office

Tel:
01726 76700
Email:
office@crusecornwall.org.uk
www.crusecornwall.org.uk

Opening hours

Please contact the above number for details

How to apply

By telephone, email or letter

Disability Information Advice Line (DIAL)

Who is the service for?

Free, confidential and independent disability information and advice service. The service is Countywide and is available to anyone requiring assistance relating to a disability matter.

What can it offer?

Countywide and is available to anyone requiring assistance relating to a disability matter.

The service offered covers a broad range of topics including:

- Welfare rights
- Benefits
- Education
- Legislation
- Independent living and community care
- Entitlements to services
- Transport
- Recreation and leisure activities

DIAL have established links with many local and national organisations, and will make every effort to help enquirers. If they are unable to answer an enquiry they will find someone who can.

Contact

Poniou Way,
Long Rock Industrial Estate,
Penzance
TR20 8HX

Tel:
01736 359077

Fax:
01736 359088

Email:
dial.cornwall@
btconnect.com

Opening hours

A telephone helpline is open Monday to Friday 10am—3pm

An answer phone service is available outside those times, and someone will return your call within one working day

How to apply

By telephone

Early Intervention Service

Who is the service for?

Our team is for people aged between 14—35 years who are experiencing a first episode of psychosis.

What can it offer?

We provide information about psychosis and stress. We can work with you to reduce the distress that your experiences may be causing you. We can help you to increase your abilities in being able to cope with your experiences. We will provide support, regarding medication, education, employment, housing and leisure. We can help you access others services and organisations.

Contact

Trengweath Day Centre,
Penryn Street,
Redruth
TR15 2SP

Tel:
01 209 881660

Opening hours

Please call for details

How to apply

Either by referral from a professional or personal contact at the office

Freshfield Service

Who is the service for?

The Freshfield Service is committed to serving people of all ages, who have concerns about their own drug use, or a friend or relative's drug use.

What can it offer?

The Freshfield Service is a professional organisation committed to people of all ages who have concerns about their own or someone else's drug use. The services are free of charge and confidential.

Anyone can seek help privately from our telephone helpline, counselling service or needle exchange, which are confidential and free of charge.

Contact

Tel:
0500 241 952
www.freshfieldservice.co.uk

Opening hours

Various

How to apply

Please contact the helpline number above

Health Promotion Service —Information Centre

Who is the service for?

Anyone who with an interest in health promotion.

What can it offer?

The information centre offers a broad range of reference and lending materials including training packs, models, videos, books and exhibitions. Our service is free of charge.

Contact

Kernow Building,
Wilson Way,
Redruth
TR15 3QE

Tel:
01 209 313419

Fax:
01 209 314491

www.healthpromcornwall.org

Opening hours

Monday to Thursday
9am—5pm
Friday
9am—4.30pm

How to apply

Please contact the centre

Hear Our Voice

Who is the service for?

We work with young people aged 11—25 years who have mental health issues.

What can it offer?

Hear Our Voice offers young people in Cornwall the opportunity, within a supportive group or one to one environment, to explore issues related to their mental health. We use an informal youth work approach that aims to raise mental health awareness promoting a holistic attitude to mental health.

Our Advocacy service and individual support helps them engage with service providers and empower them to voice their views. We will support them at meetings with the statutory services and others. We have a self harm worker and an advocate who helps young people move from CAMHS to Adult services.

Our peer support groups are run around Cornwall, but venues will change depending on the young people's needs. Please ring for details in your area.

Our schools programme delivers workshops raising mental health awareness in schools and colleges.

Contact

61 Lemon Street,
Truro
TR1 2PE

Tel:
01872 261989

Fax:
01872 270613

Email:
office@hov.org.uk

Opening hours

Monday to Friday
9am—5pm

How to apply

We take referrals from all sectors including self-referrals. Anyone interested should phone the office

Hearing Voices Network (Cornwall)

Who is the service for?

For people who hear voices, have visions or similar experiences.

What can it offer?

A self-help group for people who hear voices, have visions or similar experiences.

Contact

Rethink Arc,
Betty Fisher Centre,
Southern Way,
Wadebridge
PL27 7BX

Tel:
01208 815676

Fax:
01208 815676

www.hearing-voices.org/

Opening hours

Please call for details

How to apply

Please contact the office

Hospital Services

What can it offer?

There are in-patient services based in Bodmin and Redruth for adults and older people with mental ill health in Cornwall and the Isles of Scilly. Our aim is to restore or maintain mental health, provide support for patients and carers, educate the general public and de-stigmatise mental illness. Patients are normally referred to a Consultant Psychiatrist by their GP.

Contact

Tel:
01208 251300

Opening hours

Please contact the above number for details

How to apply

We take referrals from the statutory sectors, youth organisations and schools. We also welcome self-referrals. Anyone interested should phone the office

Independent Complaints Advocacy Service (ICAS)

Who is the service for?

Anyone who uses any NHS Service and wants to complain.

What can it offer?

ICAS is a free, independent and confidential service giving people support and information if they are thinking of complaining about their National Health Service treatment. We can help with the complaints process—writing letters, making phone calls, attending meetings, refer you to other relevant agencies regarding your complaint, provide interpreters if there is a need, and generally support you through the process.

Contact

17 Dean Street,
Liskeard
PL14 4AB

Tel:
01579 345193

Fax:
01579 346720

Mini Com:
01225 762694

Email:
Liskeard.icas@seap.org.uk
www.seap.org.uk/icas/

Opening hours

Monday to Friday
9am—5pm
Thursday until 7pm

How to apply

Phone the office

Individual Empowerment Grant

Who is the service for?

Residents of Cornwall and the Isles of Scilly over the age of 16 who are experiencing mental health problems and receiving support.

What can it offer?

Individual grants are available specifically for people with mental health issues in order to help with personal growth and development.

Individual grants are awarded to empower individuals to undertake activities which help to promote a sense of wellbeing and positive mental health in order to reduce the stigma and impact of mental distress and to enable individuals to develop effective coping skills as a way of reducing and preventing mental distress.

A variety of initiatives are supported, including adult education, craft materials and use of leisure facilities. The grant is managed and administered through the mental health forums.

Contact

2 Princes Street,
Truro
TR1 2EZ

Tel:
01872 261037

Fax:
01872 263196

Email:
lisa.underwood@
cornwallrcc.co.uk

[www.cornwallrcc.co.uk/
individual_empowerment_
grants.html](http://www.cornwallrcc.co.uk/individual_empowerment_grants.html)

How to apply

If you would like an application form please contact the Mental Health Administrator on the number above

Manic Depression Fellowship (Bi-Polar Disorder—Cornwall)

Who is the service for?

If you or someone you know has a diagnosis of Manic Depression, you are warmly invited to a MDF Bi-polar Organisation Self Help Group. The groups are for people with the diagnosis of Manic Depression/Bi-polar disorder and their families or friends. All groups are open to adults 18+.

What can it offer?

The self-help groups offer a safe environment for people to learn more about manic depression/ bi-polar, share information and benefit from peer support.

Contact

2 Princes Street, Truro
TR1 2EZ

Tel:
01872 261037
01872 222141
01872 223250

Fax:
01872 263196

Email
Mid and East Cornwall:
lesley.ayers@
cornwallrcc.co.uk

West Cornwall:
nicki.sweeney@
cornwallrcc.co.uk
www.cornwallrcc.co.uk

Opening hours

Mid Cornwall:
2nd Monday of each month
4pm—6pm

East Cornwall:
4th Tuesday of each month
10am—12pm

How to apply

By telephone, email or letter

Rural Community Link Project

What can it offer?

RCLP aims to promote good mental health and reduce isolation in the rural communities of Restormel and the rest of Cornwall & the Isles of Scilly.

We do this by offering a range of services in Restormel: Welcome Groups, a Men's Activity Group, Rural Community Advocacy, Rural Community Link Project Counselling as well as producing two Newsletters per year.

In Restormel & Carrick areas: Community Enablement Project.

Countywide: CASULL (Carers And Service Users Leaflet Line), administration of the Mental Health Carers Enablement Grant, Umbrella body for CRB Disclosure application processing and a Mental Health website for Cornwall.

Contact

Unit 2,
22 Fore Street,
St Stephen,
St Austell
PL26 7NN

Tel:
01726 821858

Email:
rclp@freenet.co.uk
www.rclproject.com

Opening hours

We are a part time office but usually open 5 days per week. The following hours are a general guide but are subject to change — it is always worth phoning to see if we are open.

Monday and Tuesday,
9am—3.30pm
Wednesday and Thursday,
9am—2.30pm
Friday, 9am—12.30pm

How to apply

Please contact the office

Areas covered

Restormel

Rural Community Link Project—Mental Health Carers Enablement Grant

Who is the service for?

Carers over the age of 16, who care for someone with a mental health problem aged between 16—65.

What can it offer?

Mental Health Carers Enablement Grant is a grant awarding fund that has been set up with money from the Health & Social Care Pooled Fund.

Its aim is to empower carers to undertake activities (leisure, training, breaks, etc) which help to promote a sense of well-being and positive mental health in order to reduce the impact of caring.

To enable carers to develop effective coping skills as a way of reducing and preventing mental distress.

Contact

Unit 2,
22 Fore Street,
St Stephen,
St Austell
PL26 7NN

Tel:

01726 823515 or
01726 821858

Fax:

01726 821858

Email:

CASULL@hotmail.co.uk

www.rclproject.com

Opening hours

Monday and Tuesday
9am—3.30pm
Wednesday and Thursday
9am—2.30pm
Friday, 9am—12.30pm

How to apply

Contact the above number or email

Areas covered

Cornwall & the Isles of Scilly

Mental Health Self Help Resource Fund

Who is the service for?

People who wish to set up self help support groups to enable them to set up activities which positively promote mental health and reduce the effects of emotional distress, stigma and discrimination.

What can it offer?

Grants are available to any groups, statutory or non-statutory, where they are likely to benefit people who currently experience, or are at risk of, mental health problems.

The grant can help to pay for materials and equipment used as part of a group based project or activity. This would include group running costs, including room hire, refreshments and guest speakers/facilitators.

Contact

2 Princes Street,
Truro
TR1 2EZ

Tel:

01872 261037

Fax:

01872 263196

Email

lisa.underwood@cornwallrcc.co.uk
www.cornwallrcc.co.uk

Opening hours

Monday to Friday
9am—5pm

How to apply

Contact the administrator, Lisa Underwood for an application

Nightlink

Who is the service for?

Nightlink is a county-wide freephone listening service for anyone who has or is experiencing emotional distress.

What can it offer?

You do not need to be in crisis to call Nightlink but may just want someone to talk to in confidence.

Nightlink offers listening, support, understanding, respect and encouragement.

Nightlink is run by trained volunteers and paid workers.

Contact

2 Princes Street, Truro
TR1 2EZ

Tel:
01872 263003 or
0808 8000 306

Email:
nightlink@btconnect.com
www.cornwallrcc.co.uk/
nightlink.html

Opening hours

5pm—Midnight

Oakleigh House

Who is the service for?

Adults who have a mental health problem.

What can it offer?

Oakleigh House is a large family home in the small village of Menheniot. It provides a place of sanctuary where adults who have mental health problems can have time limited, time out, in a safe, supported, homely environment. Guests will be able to, with the support of house workers, regain control of their lives and mental health problems and effectively prevent crisis.

Contact

Menheniot,
Nr Liskeard
PL14 3QZ

Tel:
01579 346663

Opening hours

Oakleigh House is open to residents 24 hours a day, 7 days a week

How to apply

Referrals are made by
Care Coordinators

Pentreath Limited

Who is the service for?

People in Cornwall recovering from a mental illness.

What can it offer?

Pentreath is a charity offering training, work experience and employment opportunities. Pentreath recognise that supporting people to access facilities within their local community is an effective approach to develop skills, raise confidence and boost employment opportunities. Pentreath services are led by the needs of the participants, therefore continually changing and adapting activities to meet these needs.

Contact

St Enoder Barns,
Glebe Farm,
Narrow Lane,
Summercourt,
Newquay
TR8 5EE

Tel:
01726 862727

Fax:
01726 861144

Email:
Pentreath@pentreath.co.uk
www.pentreath.co.uk

Opening hours

Monday to Friday
9am—5pm

How to apply

Referrals are made through Cornwall Partnership Trust, clinicians, GP's or via Job Centre Plus

Pink Umbrella: Lesbian, Gay, Bisexual and Transgender Group

Who is the service for?

Welcoming people from the lesbian, gay, bi-sexual and transgender community aged 18+ with mental health issues.

What can it offer?

The aim of the group is to offer a safe place where we can meet and where our sexuality and mental health will not be an issue. To offer ourselves the chance to share our experiences and see how we can support and help each other in recovery.

We also aim to look at how we can raise awareness and educate mental health workers as to our specific needs.

As a group we can explore alternative ways of supporting our mental health, arranging outings and activities, especially for those of us who find it difficult to get out of the house.

Contact

2 Princes Street,
Truro
TR1 2EZ

Tel:
01872 261037 or
01872 222141

Fax:
01872 263196

Email:
francescacheryl@aol.com
www.cornwallrcc.co.uk

Opening hours

Every 3rd Friday of the month, 1pm—3pm

How to apply

Telephone, email or letter

Relate: Cornwall Ltd

Who is the service for?

Individuals or couples, heterosexual or gay, family's and young people.

What can it offer?

Relate offers the following confidential services:

- Relationship Counselling
- Psychosexual therapy
- Counselling for young people
- Family Counselling
- Loss and Bereavement

If you feel Relate could help you with your problems, please phone 01726 74128 to arrange this. We will ask for your name and address and a telephone number where you can be reached and will tell you where counselling is available close to your home.

We will post you some information (unless you ask us not to) about what you can expect, and we will tell you about the cost of counselling and how we will make your appointment.

Contact

Hillside,
90 Tregonissey Road,
St Austell
PL25 4DS

Tel:
01726 74128

Email:
centremanager@
relatecornwall.org.uk
www.relatecornwall.org.uk/

Opening hours

Please contact the above
number for details

How to apply

Please contact the
Relate office

Samaritans (Cornwall & Isles of Scilly)

Who is the service for?

People who are experiencing feelings of distress or despair, including those which could lead to suicide.

What can it offer?

Confidential, non-judgemental emotional support.

Contact

19 Treyew Road,
Truro
TR1 2BY

Tel:
08457 90 90 90

Email:
jo@samaritans.org
www.samaritans.org

Opening hours

24 hours a day

Special Parenting Service

Who is the service for?

Parents with learning disabilities

What can it offer?

We are committed to providing specialised and practical support to parents with learning disabilities whilst promoting a collaborative approach to addressing the multiple, complex needs of these families.

The SPS team provides home-based services including assessment, parenting groups, teaching programmes, advocacy and support for parents with learning disabilities.

Contact

5 Walsingham Place,
Truro,
TR1 2RP

Tel:
01872 356040

[www.cornwall.nhs.uk/
specialparentingservices](http://www.cornwall.nhs.uk/specialparentingservices)

How to apply

Please contact us on the above telephone number

Spiritual & Pastoral Care

Who is the service for?

The Department of Spiritual and Pastoral Care exists to work alongside individuals and groups, services users, carers and staff, as they address issues of meaning, transcendence and values in a mental health context.

These are issues for people of all religions and of none; the department aims to work inclusively.

What can it offer?

We can help with:

- Questions of meaning and purpose (e.g. What is my life for? Why am I here? What is being human? Why do I suffer?)
- Questions of transcendence (e.g. Is there a God/ Greater being or force? What happens when you die? What can I become?)
- Questions of value (e.g. Do I matter? Is my worth affirmed?)
- Questions of ethics and morality (e.g. Are good and evil real? What is the effect of my behaviour on others and of their behaviour on me?)
- Questions of religion and ritual (e.g. How do express my deepest feelings, personally and with others? This may include traditional forms of religious worship or the exploration of other forms of self-expression: where is my local chosen place of worship/faith community?)

Contact

Carrick, Penwith & Kerrier
—Rev'd Kathy Smith,
Longreach House,
Redruth

Caradon, North Cornwall
& Restormel—Rev'd
Christopher Newell,
Bodmin Hospital

Tel:
Please contact Bodmin
Hospital switchboard
01208 251300

How to apply

Referrals can be made through Care Coordinators, CPN's, other mental health professionals or people can make referrals themselves

Stonham Housing Association

What can it offer?

Below are some of the services Stonham provides:

- Residential Services: Mental Health Projects, Substance Misuse and Mother and Baby
- Fairholme—St Austell Substance Misuse Project

Contact

Roskear House,
35 Roskear,
Camborne
TR14 8DG

Tel:
01209 612352

St Petroc's Society

Who is the service for?

People aged 16—65 who are homeless or in need of assistance.

What can it offer?

St Petroc's Society was the first organisation in Cornwall to provide accommodation and housing related support services to meet the needs of the single homeless. Formed in 1986 at the instigation of the Bishop of St Germans, it has considerable support from all the churches, local communities and dedicated groups of 'Friends'.

St Petroc's Society provides a range of services for single homeless people including:

- Hostels
- Resettlement services
- The Big Issue distribution
- Outreach support
- Smartmove Bond scheme
- Advice, drop-in centre and café

Contact

8 City Road,
Truro
TR1 2JJ

Tel:
01872 264153

www.stpetrocs.org.uk

Opening hours

Monday to Friday
9am—5pm

West Country Training and Consultancy Services

Who is the service for?

Disadvantaged and disabled people.

What can it offer?

We offer a range of programmes to help people back into employment.

Contact

Please contact your nearest office:

Truro

18a Old Bridge Street,
Truro
TR1 2AH

Tel:

01872 225717

Bodmin

Westcountry House,
Victoria Square,
Bodmin
PL31 1EB

Tel:

01208 269922

www.wtcsLtd.co.uk

Opening hours

Monday to Friday
9am—5pm

How to apply

Please contact one of the offices for more details

Unity Cornwall

Who is the service for?

Black and Minority Ethnic People living within the County of Cornwall.

What can it offer?

Our aims are to support cultural activities through advice, information, advocacy and to ensure the needs, concerns, opinions and ideas of the Black and Minority Ethnic community heard in a forum that will bring about positive changes.

Contact

PO Box 236,
St Austell
PL25 9BJ

Tel:

01872 264232

Email:

info@unitycornwall.org.uk

www.unitycornwall.org.uk

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Action for ME (Chronic Fatigue Syndrome)

About us

Action for ME is the UK's leading charity dedicated to improving the lives of people with ME. We've been at the forefront of the campaign for more research, better treatments and services since 1987, and we provide information and support to people affected by ME.

Contact

3rd Floor,
Canningford House,
38 Victoria Street,
Bristol
BS1 6BY

Tel:
0845 123 2380

Email:
admin@afme.org.uk
www.afme.org.uk

Opening hours

Monday to Friday
9am—5pm

Al-Anon

About us

Al-Anon is worldwide and offers understanding and support for families and friends of problem drinkers, whether the alcoholic is still drinking or not.

Contact

Al-Anon Family Groups
UK & Eire,
61 Great Dover Street,
London
SE1 4YF

Tel:
020 7403 0888

Email:
alnonuk@aol.com
www.hexnet.co.uk/alanon

Al-Ateen

About us

Al-Ateen, part of Al-Anon, is for young people aged 12 to 20 who have been affected by someone else's drinking, usually that of a parent.

Contact

Al-Anon Family Groups
UK & Eire,
61 Great Dover Street,
London
SE1 4YF

Tel:

020 7403 0888

Email:

alnonuk@aol.com

[www.al-anon.alateen.org/
alateen.html](http://www.al-anon.alateen.org/alateen.html)

Opening hours

Monday to Friday
9am—5pm

Alzheimer's Society

Who is the service for?

For people with dementia, their families and carers.

What can it offer?

The Society has expertise in information and education for carers and professionals. It provides helplines and support for carers, runs quality day and home care, funds medical and scientific research and gives financial help to families in need. It campaigns for improved health and social services and greater public understanding of all aspects of dementia.

Contact

Alzheimer's Society,
Gordon House,
10 Greencoat Place,
London
SW1P 1PH

Tel:

020 7423 3500

Fax:

020 7306 0808

Email:

enquiries@
alzheimers.org.uk

www.alzheimers.org.uk

Areas covered

Nationwide

Association for Post-Natal Illness

About us

National body with local contacts for support and information. Offers advice and counselling, with a network of phone and postal volunteers who have had and recovered from post-natal depression.

Contact

145 Dawes Road,
Fulham,
London
SW6 7EB

Tel:
020 7386 0868

Email:
info@apni.org
www.apni.org

Battle Against Tranquillisers

About us

BAT is a non-profit making organisation working to lessen the harm caused by benzodiazepine and similar tranquillisers and sleeping pills.

Contact

PO Box 658,
Bristol
BS99 1XP

Tel:
0117 966 3629
www.bataid.org

Cry-Sis

About us

Cry-sis has become a well-respected and national charity. The aims are 'to be efficient and effective in providing self-help and support to families with excessively crying, sleepless and demanding babies.

Cry-sis runs a national telephone helpline that is available to callers every day of the year between 9am—10pm. Callers are referred to a trained volunteer member of Cry-sis who has had personal experience of crying or sleep problems within their own family .

Contact

BM Cry-sis,
London
WC1N 3XX

Tel:
08451 228669

Email:
elsa121@aol.com
www.cry-sis.org.uk

First Steps to Freedom

About us

A charity that provides help, information and support to people with brain injuries, their families and their carers.

Contact

7 King Edward Court,
King Edward Street,
Nottingham
NG1 1EW

Tel:
0808 800 2244

www.headway.org.uk

International Stress Management Association

About us

The International Stress Management Association is a registered charity with a multi-disciplinary professional membership. It exists to promote sound knowledge and best practice in the prevention and reduction of human stress. It sets professional standards for the benefit of individuals and organisations using the services of its members.

Contact

ISMA UK,
PO Box 26,
South Petherton,
TA13 5WY

Tel:
07000 780430
www.isma.org.uk

Meet-A-Mum

About us

Information on local groups and contacts for mothers who feel depressed and isolated when their babies are born.

Contact

Tel:
0845 120 3746
www.mama.co.uk

Miscarriage Association

About us

Gives support and information on pregnancy loss.
Can provide contacts for people within your local area who can help.

Contact

c/o Clayton Hospital,
Northgate,
Wakefield
WF1 3JS

Tel:
01924 200799

www.miscarriageassociation.org.uk

National AIDS Helpline

About us

Provides information and an adviser.

Contact

Tel:
0800 567123

www.playingsafely.co.uk

National Association of Widows

About us

A branch support service providing information on support groups in local areas.

Contact

Tel:
024 7663 4848

National Council for One-Parent Families

About us

One Parent Families/Gingerbread believes we can build a fairer society for all families, in which lone parents and their children are not disadvantaged and do not suffer from poverty, isolation, or social exclusion.

Contact

225 Kentish Town Road,
London
NW5 2LX

Tel:
0800 018 5026

Email:
info@
oneparentfamilies.org.uk

Note: we cannot answer
emails seeking personal
advice. Please refer to the
Lone Parent Helpline

www.oneparentfamilies.org.uk

No Panic

About us

Support for sufferers of panic attacks, phobias, Obsessive Compulsive Disorder (OCD) and tranquilliser withdrawal.

Contact

93 Brands Farm Way,
Telford,
Shropshire
TF3 2JQ

Tel:
0808 8080545

Email:
ceo@nopanic.org.uk
www.nopanic.org.uk

Prison Advice & Care Trust (PACT)

About us

The Prison Advice & Care Trust (PACT) is an independent charity that supports people affected by imprisonment. We work with children and families of prisoners, and with prisoners inside and on release.

Contact

Suite C5,
City Cloisters,
196 Old Street,
London
EC1V 9FR

Tel:
0808 8082003

Email:
info@prisonadvice.org.uk
www.imprisonment.org.uk

National Self-Harm Network

Who is the service for?

We stand to provide support to people that self-harm and the people it affects.

What can it offer?

The aims and objectives of the National Self-Harm Network include the following:

- To support and empower people who self-harm.
- To provide information, contacts and workshops on matters relating to self-harm and to promote survivor written literature.
- To challenge assumptions and demystify common misconceptions surrounding self-harm.
- To promote and advocate for the interests, needs and aspirations of people who self-harm and to influence social and health care policies at a local and national level.
- To raise awareness among the general public, health services, hospitals and their staff of the needs of people who self-harm.

Contact

PO Box 7264,
Nottingham
NG1 6WJ

Email:

info@nshn.co.uk

www.nshn.co.uk

Stillbirth & Neonatal Death Society

About us

Supporting anyone affected by the death of a baby and promoting research to reduce the loss of babies' lives.

Contact

28 Portland Place,
London
W1B 1LY

Tel:

020 74365881

Email:

helpline@uk-sands.org

www.uk-sands.org

Terence Higgins Trust

About us

THT offers a very wide range of support services, including:

- Emotional support and information by phone.
- Help with accessing HIV testing and post-exposure prophylaxis (PEP) treatment.
- Advice about your rights in benefits, employment, immigration and housing.
- Treatment advice.
- Contact with support groups.
- Help with accessing grants, respite and complementary therapies.
- Education for the community about HIV and sexually transmitted infections.
- Legal advice for those living with HIV.
- Written information and leaflets.
- Counselling.

Contact

52-54 Grays Inn Road,
London
WC1X 8JU

Tel:
0845 1221200

Email:
info.bristol@tht.org.uk
www.tht.org.uk

Triumph Over Phobias

About us

Triumph Over Phobia (TOP UK) runs a national network of self-help groups to help people with phobia or obsessive compulsive disorder (OCD) to overcome their problems using graded self-exposure. This means learning how to face up to your fears in a very gradual and structured way so that eventually the anxiety should decrease.

Contact

TOP UK,
PO Box 3760,
Bath
BA2 3WY

Tel:
0845 600 9601

Email:
info@topuk.org
www.topuk.org

Further information**What do I do when things go wrong?****Patient Advice and Liaison Services (PALS)**

As a patient, relative or carer sometimes you may need to turn to someone for help, advice or support. PALS provide a free, confidential service to everyone. It can:

- Listen to your concerns, suggestions or queries.
- Provide information on NHS services.
- Advise and support patients, their families and carers.
- Help sort out problems with you, or on your behalf.

PALS acts impartially when handling patient and family concerns, liaison with staff, managers and where appropriate, relevant organisations to negotiate immediate and prompt solutions.

If necessary PALS can also refer patients and families to specific local or national based support agencies.

PALS can be contacted using the following details:

- Cornwall & Isles of Scilly Primary Care Trust PALS:
Sedgemoor Centre, Priory Road, St Austell PL25 5AS
Telephone: 0845 170 8000
- Cornwall Partnerships Trust PALS:
Porthpean Road, St Austell PL26 6AD
Telephone: 01726 291109
- Royal Cornwall Hospitals Trust PALS:
Treliske, Truro TR1 3LJ
Telephone: 01872 252793

PALS does not replace the NHS complaints procedure. If you wish to make a formal written complaint, please write to the Chief Executive of the appropriate Trust.

Independent Complaints Advocacy Service (ICAS)

ICAS is a free, independent and confidential service giving people support and information if they are thinking of complaining about their National Health Service treatment. We can help with the complaints process—writing letters, making phone calls, attending meetings, refer you to other relevant agencies regarding your complaint, provide interpreters if there is a need, and generally support you through the process.

- Independent Complaints Advocacy Service (ICAS)
17 Dean Street, Liskeard, PL14 4AB
Telephone: 01579 345193
Mini Com: 01225 762694

Access—Transport

Transport, Access, Patients (TAP) co-ordinate volunteer car drivers to provide transport for patients across Cornwall. You may travel alone or with friends and they can accommodate wheelchair and walking frame users. A small charge is payable per mile.

They can provide volunteer cars, accessible mini-buses and private ambulances, depending on requirements.

TAP can be contacted on 01872 223388

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Design

two
www.twodesign.co.uk

Printing

Polpentre Print
01503 264379

Environmental

Printed on 100% recycled
Take 2 Offset and 75%
recycled Take 2 Silk—
Forest Stewardship Council
(FSC) certified paper from
McNaughton

