



BREAK THE CYCLE

Western Area

Urgent help and support

Emergency services

999 or 112

Police, ambulance service, fire and rescue service, coastguard.

GP out of hours services

028 7186 5195

Foyle Search and Rescue

028 7131 3800

Preservation of life in and around the River Foyle. www.foylesearchandrescue.com

Samaritans helpline

Freephone 116 123

Listening ear to those in distress.

GP referral only services

Speak to your GP about accessing the following services.

The Child and Adolescent Mental Health Service (CAMHS)

Provides specialist multi-professional support in the community for children and young people aged up to 17 years experiencing mental health problems.

Community Mental Health Teams (CMHTs)

These are multi-professional teams that provide assessment, treatment and support services to people experiencing mental health problems. There are teams working throughout the Western Health and Social Care Trust. In emergency situations, a crisis response service will link with out of hours GPs or the emergency department (ED).

Older People's Mental Health Teams

Provide assessment, treatment and support services to people experiencing mental health problems who are over the age of 65 years.

Community Addiction Teams (CATs)

Provide treatment and support for adults with drug and alcohol problems.

Psychosexual Service

Provides treatment for sexual difficulties arising from a variety of causes.

Suicide prevention / self-harm / self help

Lifeline

0808 808 8000

Deaf and hard of hearing – Textphone users can call Lifeline on 18001 0808 808 8000
24-hour support for those in distress or despair.

Zest

028 7126 6999

Tackling the problems that lead to suicidal behaviour and direct and/or indirect self-harm in young people and adults.
www.zestni.org

Samaritans helpline

Freephone 116 123

Listening ear to those in distress.
www.samaritans.org

North West counselling

028 7181 3587

Youthlife

028 7137 7227

Helping children and young people who have experienced bereavement and loss.
www.youthlife.org

Aisling Centre Enniskillen

028 6632 5811

Counsellors at the Aisling Centre are experienced in dealing with a range of issues, including trauma, anxiety, childhood abuse, suicidal thoughts, stress, bereavement/loss, alienation, low self-esteem and relationship/family issues.
Email: info@theaislingcentre.com
www.theaislingcentre.com

Koram Centre

028 7188 6181

Strabane's listening ear and counselling association. www.koramcentre.com

Clare House (residential/respite)

028 6632 6361

Aurora Counselling

028 7135 0407

www.auroracounselling.org

Rethink

0845 456 0455

www.rethink.org

Mental health including eating disorders and anxiety support

AWARE

Londonderry office 028 7126 0602
NI charity providing support and information for those affected by depression.
www.aware-ni.org

Cunamh

028 7128 8868
Community-led mental health project.
www.cunamh.org

Derry Well Woman

028 7136 0777
www.derrywellwoman.org

Praxis

Londonderry 028 7130 8020
Lisnaskea 028 6772 2778
Belfast 028 9023 4555
Provides services for adults and children with a learning disability, mental ill health or acquired brain injury, and for older people, including people with dementia.
www.praxiscare.org.uk

Eating Disorders Association helpline

028 9023 5959
www.eatingdisordersni.co.uk

Eating disorders service

028 7132 0165

Western Trust eating disorder therapists

028 8225 2202
028 6632 6604

Men's Action Network

028 7137 7777
Provides a safe space for men to find support for life issues.
www.man-ni.org

Relate

028 9032 3454
Relationship and family services.
www.relateni.org

CLEAR Project

028 7138 3386
www.clearproject.co.uk

Beacon Day Support

028 7126 9677
028 7126 9517
www.beaconwellbeing.org

Mind Yourself

028 7126 3461
028 7126 3318

Inspire (formerly NIAMH)

028 9032 8474
Local support, including housing schemes, home support, advocacy services, information services and education.
www.inspirewellbeing.org

CAMHS

028 7186 5238
028 6634 4246
028 8283 5990
Youth treatment, counselling and support.

Substance misuse

Alcoholics Anonymous

028 9035 1222
www.alcoholicsanonymous.ie

Start 360 Daisy West

028 7137 1162
Drugs and alcohol intervention service for 11-25 year olds.
www.start360.org

Alcohol and drug services

028 7186 5239
028 7186 5240
028 6638 2073

Addiction treatment service

028 8283 5453
028 8283 5365

Community drug therapists

028 8283 5203

One Stop Shop FUEL / FIND Centre,

Enniskillen
028 6632 5559
Education, prevention and referral on a range of issues.
www.thefindcentre.com

Drinkline

0300 123 1110

Gamblers Anonymous

028 9024 9185
www.gamblersanonymous.org.uk

Narcotics Anonymous

078 1017 2991
www.nanorthernireland.com

Northlands Centre
028 7131 3232
Treatment centre for alcohol problems.
www.northlands.org.uk

Foyle Haven
028 7136 5259
A safe space where street drinkers can access practical assistance and support.
www.depaulireland.org/our-services/on-the-map/northern-ireland/foyle-haven

SOLACE
028 6862 8741
Reducing the harm caused by the misuse of alcohol.

DIVERT Project
028 7126 9327
Provides support and information to children, young people and parents on alcohol and substance misuse.

Breakthru
028 8775 3228
www.breakthru.co.uk

Action For Children
028 6632 4181
Supports and speaks out for the most vulnerable and neglected children and young people locally.
www.actionforchildren.org.uk

HURT (Have Your Tomorrows)
028 7136 9696
Offering support on issues around alcohol and drug addiction.

Aisling Centre
028 6632 5811
Support group for people who live with, or have lived with, a loved one's addiction.
www.theaislingcentre.com

Daisy West
028 7137 1162
Treatment, counselling and support services for young people and families affected by substance misuse.

CAMHS
028 7186 5238
028 6634 4246
028 8283 5990
Youth treatment, counselling and support.

Women's Aid, Fermanagh
028 6632 8898
Websites for further information
www.want2stop.info www.knowyourlimits.info
www.drugsandalcoholni.info
www.talktofrank.com

Victims of abuse

24 Hour Domestic & Sexual Violence Helpline
0808 802 1414
Text support to 07797 805 839
Open to all women and men affected by domestic or sexual violence.
24hrsupport@dvhelpline.org

PSNI Child Abuse and Rape Enquiry Unit / PSNI non-emergency reporting number 101

Cunamh
028 7128 8868
Community-led mental health project.

Victim Support
Foyle office 028 7137 0086
Emotional support for victims of crime.
www.victimsupportni.co.uk
foyle@victimsupportni.org.uk

NSPCC helpline
0808 800 5000
0800 1111 (for under 18s)

Nexus
028 6632 0046
Nexus Institute offers counselling to survivors of childhood sexual abuse and victims of sexual violence, including those who have experienced rape and sexual assault.
www.nexusni.org

WAVE Trauma Centre
Londonderry / Limavady / Strabane 028 6655
Omagh / Fermanagh 028 8225 2522
Offers care and support to anyone bereaved or traumatised through violence.
www.wavetraumacentre.org.uk

Aisling Centre
028 6632 5811
Counselling and psychotherapy for victims and survivors of sexual abuse.
www.theaislingcentre.com

Bereavement

Barnardo's Child Bereavement Service
Advice line 028 9066 8333

Cruse Bereavement Care
Helpline 0808 808 1677
Omagh and Fermanagh 028 8224 4414
Foyle area 028 7126 2941
National charity that exists to promote the wellbeing of bereaved people – for adults, children and young people.
www.cruse.org.uk

Young people:
www.hopeagain.org.uk

Miscarriage Association helpline
019 2420 0799

NI Stillbirth and Neonatal Death Society (SANDS)
077 4099 3450
www.sandsni.org

The Compassionate Friends
028 8778 8016
www.tcf.org.uk

North West Counselling
028 7181 3587
www.northwestcounselling.co.uk

Wave Trauma Centre
Londonderry / Limavady 028 7126 6655
Omagh / Fermanagh 028 8225 2522
Offers care and support to anyone bereaved or traumatised through violence, irrespective of religious, cultural or political beliefs.
www.wavetraumacentre.org.uk
admin@wavederry.co.uk
admin@waveomagh.co.uk

Youthlife
028 7137 7227
Helping children and young people who have experienced bereavement and loss.
www.youthlife.org

Family Suicide Liaison Officers / Bereaved by Suicide
Limavady / Londonderry & Strabane
028 7132 0138, 078 4156 9000
Omagh / Fermanagh 028 6638 2112, 078 4156 9000

North West Bereaved By Suicide Group
028 7131 3800
1st and 3rd Monday each month.

Fermanagh Bereaved By Suicide Group
Roe Valley Bereaved By Suicide Support Group PATHS Omagh
078 7941 4385 028 8225 0024
Support to families and individuals bereaved by suicide.

Sexual health

Family Planning Association
028 7126 0016

Positive Life
028 9024 9268
Confidential helpline 0800 137 437
Providing support services, advice and signposting to people living with and affected by HIV.
www.positivelifeni.com

Brae Clinic
028 7132 1758
Family planning and young people's clinic.

Omagh Health Centre
028 8283 5536

Family planning clinic
028 8283 5536
028 6638 2693

Family Nurse Partnership
028 7186 5115

Teenscene
028 8283 5536
028 6638 2693

Genito Urinary Medicine (GUM) Clinic
028 7161 1269

The Rainbow Project
028 7128 3030
028 9031 9030
Promotes the health and wellbeing of lesbian, gay, bisexual and/or transgender people and their families.
www.rainbow-project.org

Sexual orientation and gender identity
Cara-Friend
028 9089 0202
Providing information and support to the lesbian, gay, bisexual and transsexual community.
www.cara-friend.org.uk

LGBT Switchboard
0808 8000 390

HERE
028 9024 9452
Support for lesbian and bisexual women in
Northern Ireland. www.hereni.org

The Rainbow Project
028 7128 3030
028 9031 9030
Support and counselling for gay and bisexual
men. www.rainbow-project.org

SAIL - Transgender support
Family support 028 3057 0075
Support for trans people 028 9532 0321
General enquiries/professionals 028 9532
0023

Teenscene
028 8283 5536
028 6638 2693

Positive Life Helpline
0800 137 437 (10am-4pm Mon-Fri)

Children and young people

Lifeline
0808 808 8000
Deaf and hard of hearing – Textphone users
can call Lifeline on 18001 0808 808 8000
24 hour support for those in distress or
despair.

Barnardo's
028 9067 2366
www.barnardos.org.uk

Childline
0800 1111
www.childline.org.uk

CLIC
0300 330 0803
028 9072 5780
Support for children suffering from cancer and
leukaemia, and signposting for parents or
anyone else affected.
www.clicsargent.org.uk

Zest
028 7126 6999
Tackling the problems that lead to suicidal
behaviour and direct and/or indirect self-harm in
young people and adults.
www.zestni.org

Gateway Team (24 hour)
028 7131 4090
The WHSCT children's social work service is a
first point of contact for anyone concerned
about the welfare of a child or young person.

Youth Action Right Here Fermanagh Project
028 6632 8534
Works with young people to support them as
active and equal citizens whose voices are heard,
respected and valued.
www.youthaction.org
Email: roisinmc@youthaction.org

DIVERT Project
028 7126 9327
Provides support and information to children,
young people and parents on alcohol and
substance misuse.

Breakthru
028 8775 3228
www.breakthru.co.uk

Action For Children
028 6632 4181
Supports and speaks out for the most
vulnerable and neglected children and young
people locally.
www.actionforchildren.org.uk

Family Nurse Partnership
028 7186 5115

Young People Sexual Health Nurse
028 7132 1758

Youthlife
028 7137 7227

Relate Teens
028 9032 3454
www.relateni.org

Voice of Young People in Care (VOYPIC)
028 7137 8980
www.voypic.org

School Aged Mothers
028 7127 2300

NSPCC Helpline (24 Hour)
0800 800 5000

One Stop Shop FUEL / FIND Centre,
Enniskillen
028 6632 5559
Education, prevention and referral on a range of
issues.

One Stop Shop Youth Transition Project,
Derry
028 7137 2456
028 7126 9327
Education, prevention and referral on a range of
issues. www.youthtransitionproject.com
claremaguireytp@gmail.com

Daisy West
028 7137 1162
Treatment, counselling and support services for
young people and families affected by
substance misuse.

CAMHS
028 7186 5238
028 6634 4246
028 8283 5990
Youth treatment, counselling and support.

Student support

Ulster University student support
Belfast 028 9536 7300
Coleraine 028 7012 4105
Jordanstown 028 9036 6336
Magee 028 7167 5218
Provides a professional counselling service on all
campuses. www.studentsupport.ulster.ac.uk

Queen's University Belfast student
guidance centre
During office hours 028 9097 2727
24 hr counselling helpline 0808 800 0016
A first stop for information, advice and
guidance. Also provides a professional
counselling service.
www.qub.ac.uk/directorates/sgc/

Family and relationships

Breakthru
028 8775 3228
www.breakthru.co.uk

Autism Support NI
Londonderry 028 7130 8313
Omagh 028 8283 5983

Childline
0800 1111
www.childline.org.uk

Contact a Family
0808 808 3555
Freephone helpline – signposting and help with
disabilities. www.cafamily.org.uk

Family Support NI
0845 600 6483
www.familysupportni.gov.uk

NI Newpin
028 7134 4477

Parenting NI
0808 801 0722
Offers services to support parents and carers
including a freephone helpline, counselling,
parenting programmes and the opportunity to
have a say on the issues affecting parents and
carers across Northern Ireland.
www.parentingni.org

Sure Start
Ballymagroarty / Hazelbank 028 7126 7524
Dungiven 028 7774 2904
Edenballymore 028 7137 1670
Shantallow 028 7135 2522
Strabane 028 7138 2658
Waterside 028 7134 7186
Irvinestown 028 6862 1970
Castleberg 028 8167 9438
Strathroy 028 8225 2936
Range of services for young children aged 0–4
years and their families, aimed at improving
health, children's social and emotional
development, and their ability to learn.

Strengthening Families Programme –
Derry Healthy Cities
028 7161 1384
www.derryhc.com

Accord
Northern Ireland 028 9023 3002
Londonderry 028 7136 2475
Enniskillen 028 6632 5696
Omagh 028 8224 2439
Marriage and relationship counselling.
www.accord-ni.co.uk

Relate
028 9032 3454
Services include relationship counselling for
individuals and couples, and counselling for
children and young people.

Derry Well Woman
028 7136 0777
www.derrywellwoman.org

Woman's Aid
Foyle 028 7141 6800
Fermanagh 028 6632 8898
Omagh 028 8224 1414
www.womansaidni.org

Waterside Women's
028 7134 1579
www.watersidewomen.net

Strabane and Lifford Women's Centre
028 7188 6253
www.strabaneliffordwomenscentre.com

The Women's Centre
028 7126 7672
www.thewomenscentre.co.uk

Galliagh Women's Group
028 7135 6092

Strathfoyle Women's Activity Group
028 7186 0733

Men's Action
028 7137 7777

Healthy Living
The Old Library Trust 028 7137 3870
The Oak Project 028 6772 3843
The Arc HL Project 028 6862 8741
Derg Valley HL Project 028 8167 0764
Bogside & Brandywell HF 028 7136 5330

Infertility Network
028 9082 5677
www.infertilitynetworkuk.com

Oak Healthy Living Centre
028 6772 3943
A drop-in service for heavy drinkers and people
who are isolated or suffer mild health issues
(Tuesday 10am-1pm)

WHSCT Stop Smoking Service
0800 917 9388

Benefits/financial advice

Omagh support / self-help group
028 8225 9877

West Tyrone Voice
028 8166 2848

Carers NI
028 9043 9843

Citizens Advice
Londonderry 028 7134 2536
Strabane 028 7138 2665
Omagh / Fermanagh 028 6632 4334
Free, confidential, impartial advice;
representation at tribunals; debt counselling

services.
www.citizensadvice.co.uk

Disability Action
028 7136 0811
www.disabilityaction.org

Disability living allowance
0345 712 3456

Benefit enquiry line
0800 220 674

Omagh Independent Advice Centre
028 8224 3252
Advice on social security benefits, disability
benefits, employment, debt/financial matters.

Step Change
0800 138 1111
Free confidential debt advice.

Employment training

AMH Foyle New Horizons
028 7137 3502
Helps people overcome the effects of mental ill
health and in many cases return to work.
www.amh.org.uk/amh-near-you/new-horizons

AMH Fermanagh New Horizons
028 6632 3630
www.amh.org.uk/amh-near-you/new-horizons

CLEAR Project Training
028 7138 3386

Condition Management Programme (CMP)
028 7137 6911
028 6632 4950
075 2589 8336

The Condition Management Programme is a
multidisciplinary team of healthcare professionals
providing work-focused rehabilitation to overcome
physical and mental health barriers to work.
www.westerstrust.hscni.net/ourservices
condition.management@westerstrust.hscni.net

WHSCT Health Improvement Team
028 7186 5127

Lisnamallard Day Centre
028 8225 2079

Prospects Mental Health Day Care Centre
028 8167 0600
www.beaconwellbeing.org

Carers

Carers NI
028 9043 9843
Benefits and carer's rights.

Cause
028 9065 0650
Helpline 0845 603 0291
A local charity providing peer-led emotional and practical support to carers and families of people with mental illness.
www.cause.org.uk

Headway – The brain injury association
028 2565 1521
Dedicated to supporting people with a brain injury, as well as their families and carers.

Western Health and Social Care Trust
Carers Coordinator
028 6634 4000
028 6634 4163

The Escapists
078 3011 7766

Rural support

Rural Support Helpline
0845 606 7607
www.ruralsupport.org.uk

Long-term conditions
MS Helpline
0808 800 8000
www.mssociety.org.uk

Macmillan Cancer
0808 808 0000
www.macmillan.org

Mencap
028 7126 2227
Helpline 0808 808 1111

Huntington's Disease Association NI
028 2177 1812
www.hdani.org.uk

British Lung Foundation
020 7688 5555
www.blf.org.uk

Housing and supported living

First Housing Aid and Support Services
028 7126 6115
www.first-housing.com

House in the Wells
Methodist City Mission for Homeless Men
Simon Community
028 7131 1461
www.simoncommunity.org.uk

Shelter NI (SLATE Project)
028 8226 7010

Depaul Ireland
Day Centre 028 7136 5259
Floating Support 028 7126 0839
For floating support and housing.
www.depaulireland.org

Cultural/ethnic

Chinese Welfare Association
028 9028 8277

Omagh Ethnic Community Support Group
028 8224 9750

Strabane Ethnic Group
028 7188 6419

Older people

Age NI
0808 808 7575
Age Concern NI and Help the Aged in Northern Ireland.
www.ageuk.org.uk/northern-ireland/

Alzheimer's Society
028 7134 8887
028 6634 4073
028 8224 0826

U3A Foyle
028 7186 0123

Limavady Active Living – Be Safe Be Well
028 7133 8125

LCDI Volunteer Bureau
028 7776 5438

North West Volunteer Centre
028 7127 1017

Dennett Interchange
028 7139 7990