

Sources of support on mental health

What should I do in a mental health crisis?

It is very important to get help as soon as possible. There are a range of mental health services which can provide specialist help if necessary, or it might be that just talking to someone will help you to feel calmer and to take steps to address the situation yourself.

If you are NOT already in contact with mental health services, you should make an emergency appointment with your GP. Outside office hours, call the Out of Hours GP Service on 0845 3458995 or 111.

If you ARE already in contact with mental health services, call your care co-ordinator. This may be your Community Psychiatric Nurse (CPN) or your social worker. If they are not available, you should call your Community Mental Health Team (CMHT). After office hours, at weekends and on public holidays - telephone the main switchboard at Oxford Health NHS Foundation Trust on 01865 901 000.

More information about GPs and CMHTs can be found at the link below:

<http://www.oxmindguide.org.uk/Useful-Links-resources>

NHS Services

The NHS offers a wide range of services related to mental health and wellbeing. Some of these will be listed in our directory. On this page you will find information about:

1. Getting help with mental health problems and visiting your GP
2. Help for anxiety and depression
3. Secondary mental health services (including Community Mental Health Teams)

Getting help with mental health problems

If you are experiencing mental health problems, your first port of call should be your GP. Your GP is your family doctor, the doctor you would normally go to see if you are ill or concerned about your health.

Registering with a GP can be very important and helpful because they are able to refer people on to a range of more specialist ('secondary') services within the NHS.

If you are not registered with a GP, visit the NHS Direct website to find details of GPs in your area. Registration should not take long - you will normally need to fill in a form and take in a document that confirms your address.

If you are homeless, you still have a right to register with a doctor - you can use a 'care of' address, such as a friend or a day centre. You may be offered only a temporary three-month registration however. In Oxford city there is also a drop-in surgery for homeless people:

Luther Street Medical Centre, Luther Street, Oxford, OX1 1SF

Tel 01865 726008

Help for anxiety and depression

If you are experiencing mild to moderate levels of anxiety or depression, you may be able to get help and treatment from TalkingSpace, the IAPT service for Oxfordshire. You can refer yourself or be referred by your GP.

For more information or to refer yourself, visit the website or contact TalkingSpace:

Tel - 01865 901222

Email - [talkingspaceplus@nhs.net@nhs.net](mailto:talkingspaceplus@nhs.net)

www.talkingspaceoxfordshire.org

Specialist ('secondary') mental health services

The main body responsible for providing mental health services in the county is Oxford Health NHS Foundation Trust. If you are looking for a specific service which is not listed here, you can search their website for details of how to access it or call the Oxford Health switchboard on 01865 901 000.

Adult Mental Health Teams (AMHT)

Most people who experience mental health problems can be treated by their GP, through medication or accessing talking therapies. However, if your health problem is more complicated, your GP may decide to refer you to an adult mental health team. These are teams made up of people with different professional knowledge and skills, to help you cope with the different aspects of your life e.g. psychiatrists, social workers, community psychiatric nurses (CPN), occupational therapists etc.

When you are referred to a AMHT you will be assigned a 'care coordinator', who will be your main point of contact. This can be anyone within the AMHT, but is usually a CPN (nurse) or social worker.

Your care coordinator should ensure that you know how to get hold of them and other members of the team, however if you are unsure, the number for each team is listed below.

Aylesbury

Aylesbury Vale Adult Mental Health Team (AMHT)

Whiteleaf Centre, Bierton Road, Aylesbury, Bucks HP20 1EG

Tel: 01865 901287

Day hospital (Aylesbury Vale AMHT)

Whiteleaf Centre, Bierton Road, Aylesbury HP20 1EG

Tel: 01865 901912

Banbury

The Elms Clinic, Oxford Road, Banbury, Oxon OX16 9AL

Tel: 01865 902563

Satelite Office:

Nuffield Health Centre, Welch Way, Witney, Oxfordshire OX28 6JQ

Tel: 01865 904111

High Wycombe

Chiltern Adult Mental Health Team (AMHT)

Apex 5/50, Unit 5, The Valley Centre, Gordon Road, High Wycombe Bucks HP13 6EQ

Tel: 01865 901462

Harlow House, High Wycombe, Bucks HP13 6AA

Tel: 01865 901147

Haleacre Unit, Amersham Hospital, Whielden Street, Amersham Bucks HP7 0JD

Tel: 01865 901181

Oxford

Neill Unit, Warneford Hospital, Headington, Oxford OX3 7JX

Oxford City and North East Oxfordshire Adult Mental Health Team (AMHT)

Tel: 01865 902200

Wallingford

South Oxfordshire Adult Mental Health Team (AMHT)

Wallingford Community Hospital, Reading Road, Wallingford, OX10 9DU

Tel: 01865 904191

If you don't know which team is yours, call the Oxford Health switchboard on 01865 901 000

ADHD Oxfordshire

Information, training and support for anyone affected by Attention Deficit Hyperactivity Disorder. ADHD makes it hard for people to fit in with society's expectations. The risk of anxiety and depression is increased, both for the ADHD person and their family. Unrecognised ADHD can be diagnosed as Personality Disorder.

01865 731378

Age UK Oxfordshire

Can provide Befriending at end of life, information and advice, day care, specialist services such as foot care, insurance, memory clinic, mental health care services, IT lessons, Active Ageing (exercise), Continuing Healthcare, brokerage, business directory, Carers Oxfordshire.

01235 849400 / 0844 8870005 / 0345 450 1276

Agnes Smith Advice Centre

Local and general information and advice on debt, welfare benefits, legal and housing matters, consumer rights, representation at tribunal and in court, child support maintenance, employment.

01865 770206

Alzheimer's Society Oxfordshire

We provide choices in support services, advice and information, which put people in control of their lives and where possible, improve the health and wellbeing of the families who are caring for a person with memory loss.

Abingdon 01235 531989

Anorexia & Bulimia Care

Over 25 years of experience enables us at ABC to offer personal, on-going, emotional support and practical guidance for recovery for people struggling with Anorexia Nervosa, Bulimia Nervosa and Binge eating, in addition to related self-harm.

03000 11 12 13

www.anorexiabulimiacare.org.uk

support@anorexiabulimia.org.uk

Artscape

Artscape is an arts programme initiated by Oxford health NHS Foundation Trust which aims to: Improve the mental well-being of service users, carers and staff; contribute to the social inclusion and rehabilitation of service users; improve the trust environments; develop the public understanding of mental health issues.

01865 902175 / 07747 443 292

Aspire

Providing people from disadvantaged backgrounds with work experience and training, and supporting them in applying for work, in order to help them achieve independence.

01865 204450

Assertive Outreach Team

Oxfordshire Adult Assertive Outreach & Rehabilitation Team provides modern mental health care in the community and in hospital on a county-wide basis for people with severe and enduring mental illness.

01865 228198

Asylum Welcome

A charitable organisation supporting asylum seekers and refugees. Offers advice, guidance and practical support and puts asylum seekers in contact with other agencies and partners in the community, drawing on a wide network of legal, health, welfare and education contacts. Advises refugees on further education and offers English language tuition to parents of small children. Also carries out advocacy work and a fresh food service for destitute asylum seekers. Clients can drop in to use computers and make appointments during the times shown.

01865 - 722082

Autism Family Support Oxfordshire

Autism Family Support Oxfordshire continues to support the therapeutic education of autistic children, and considers innovative projects to help these children and their families, but a major part of its effort is now directed towards supporting families via Autism Family Support.

01844 338696

www.afso.org.uk

Barton Advice Centre

Welfare benefits and debt advice.

01865 744165

BEAT

We provide information and support through Helplines which people can call, text or email; online support including information, message boards and online support groups; and Help- finder, an online directory of support services.

0345 634 1414

www.b-eat.co.uk

help@b-eat.co.uk

Benefits for Better Mental Health

Benefits for Mental Health offers advice on benefit entitlement and help to gain and maintain that entitlement. We offer help through our Hotline, clinics across the county and also after hour appointments for those in work. We help with all types of benefits and appeals, advice, making calls and completing forms.

01865 247788

Bicester Early Intervention Hub (EIH)

Oxfordshire's early intervention hubs provide a single integrated inclusive early intervention service to children, young people and families who might be facing difficulties or problems. Services on offer include support for young job-seekers, young parents, families, positive activities, individual support and more.

01865 328470 / 0845 602 9298

Broken Rainbow (LGBT)

Emotional and practical support for LGBT people experiencing domestic abuse. Abuse isn't always physical- it can be psychological, emotional, financial and sexual too. Speak out, don't suffer in silence.

0800 999 5428

www.brokenrainbow.org.uk

CAMHS

CAMHS help children, young people and their families across Oxfordshire who are Experiencing mental health difficulties.

North Oxfordshire - oxfordhealth.NorthOxfordshireCAMHS@nhs.net - 01865 904105

Central Oxfordshire - oxfordhealth.CentralOxfordshireCAMHS@nhs.net - 01865 902720

South Oxfordshire - oxfordhealth.SouthOxfordshireCAMHS@nhs.net - 01865 904700

CAMHS Family Assessment & Safeguarding service (FASS) - 01865 902418

CAMHS Highfield Adolescent Inpatient Unit - 01865 201992

CAMHS Learning Disability service - 01865 902785

CAMHS Neuro-psychiatry service - 01865 902930

CAMHS Outreach service – 01865 902576

CAMHS Services for high-risk young people - 01865 902613

Carers Oxfordshire

The Carers Oxfordshire service aims to make it easier for carers, whatever their situation, to access information and support. The service has five elements: i) a telephone and web-based information service - providing information about

benefits and entitlements, support services, carers' breaks, emergency back-up, employment, looking after yourself, training opportunities to support you in your caring role and much more. ii) an outreach support service – providing advice and support over the phone and face-to-face. iii) a network of peer support groups. iv) training programmes including Confidence 2 Care to enable carers to feel more confident in their caring roles and Moving & Handling training. v) marketing - to raise the profile of carers, and caring, and enable carers to identify themselves.

0845 050 7666

www.carersoxfordshire.org.uk

carersoxfordshire@oxfordshire.gov.uk

Carers Voice Oxfordshire

A voice for carers of adults and parents/carers of disabled and additional needs children. We support carers to have an independent voice in how services for carers are shaped and delivered locally. To ensure the active participation of carers in the service planning and decision making processes within Oxfordshire and enable greater focus on the needs of carers and their families.

01235 520440

Cherwell Ward

Cherwell Ward is a 17-bed acute assessment ward providing treatment for people over 65 who are experiencing mental health problems.

01865 738432 / 01865 902753

Children's Voice

Children's Voice is a listening ear service for children and young people whose parents live separately. Children and young people who use the service are given space to talk about the changes in their family, understand what has happened, think through their concerns and identify ways to cope.

0844 8476658

Chipping Norton Counselling Service

Chipping Norton Counselling Service is run by fully trained and qualified counsellors, offering counselling to adults, couples and 16-18 year olds. We work with a wide range of issues such as loss, depression, anxiety and relationship problems. We offer once weekly work, both short and long term. We abide by the BACP Code of Ethics.

07827 692249

Coaching (Restore)

We provide one-to-one coaching support to help you find or keep employment.

01865 455826

Comments and Complaints Service

To make a complaint about Social and Community Care, please contact comments and complaints.

01865 323589

Contact the Elderly

Tea Parties, once a month, 12 months a year for isolated people, over 75.

020 7881 2361

Crisis (Skylight)

At Crisis we provide learning and education services to vulnerably housed people. Members can sign up to take part in various classes, access 121 support from our progression team and we also run a 121 mental health drop in session every week with a qualified professional. All classes are free.

01865 26 3900

Deliberate Self-Harm Team

The self-harm team is part of the Psychiatric Liaison Service based at the John Radcliffe Hospital. The team of Psychiatric Liaison Nurses support patients admitted to the John Radcliffe Hospital following an episode of self-harm. Patients are able to discuss the episode of self-harm and develop a supportive plan to help them cope. Staff keep details of care confidential.

01865 22 30 30

Dementia Web Oxfordshire

National and local Dementia Information Service for anybody affected by dementia - website and 24hour Helpline.

0845 1204048

Department of Paediatric Psychology

The Department of Paediatric Psychology provides a service to inpatient and outpatient medical services at the John Radcliffe and Churchill Hospitals, and the Nuffield Orthopaedic Centre. Offers services for a wide range of health related problems, including those related to adjustment, adherence, anxiety, pain, medically unexplained symptoms and common childhood difficulties such as feeding, toileting and sleeping. The Department also offers specialist services to young children with autistic spectrum disorders and related complex conditions through the multidisciplinary assessment clinic; nutrition and behaviour (in conjunction with dietitians); pain management and somatising disorders.

01865 234187

Dig 'n' Grow

Explore, share and enjoy gardening skills in a supported therapeutic environment. Dig 'n' grow offers social and therapeutic sessions to increase mental well-being and confidence, as well as focusing on an individual goals. Sessions include all aspects of gardening, cookery and craft work.

01993 709430

Disability Employment Advisor

Promote and supporting use of the disability symbol. Work with employers encourage and support good practice in the recruitment, retention and development of disabled customers. To help protect the integrity of the benefit system by making sure customers fulfil their responsibilities and remain entitled to benefit.

01865 445142

Emmaus Oxford

Emmaus Oxford consists of a 24 room Community in Cowley with an attached 4 room 'Move on' house. The Community is part funded by those staying with us [Companions] who work in our social enterprise. This consists of a large Second hand Superstore and a smaller charity shop.

01865 402073

Eve Women's Wellbeing Project

The service we offer is unique, we provide a wide and varied outreach programme that is unique to each client. Person centred service which means that individuals receive as much or as little support as required for as long as required.

01869 232461

Family Assessment and Safeguarding Unit (FASS)

This service aims to reduce the consequences of child maltreatment and neglect through providing specialist mental health assessment and treatment which contributes to the safeguarding of children and young people.

01865 903889

Farming Community Network

Volunteer network of 33 groups in England/ Wales from the farming community and rural churches who 'walk with' and support farming people through anxiety, stress, suicidal feelings, bereavement by suicide.

08453679990

Financial Assessments Team

Depending on your circumstances, you may be expected to contribute towards the cost of your care which will be determined by undergoing a financial assessment. Phone numbers: 01865 323642 - Residential Team (for clients in a residential or nursing placement)

First Sunday Christian Fellowship

FIRST SUNDAY is fellowship for people who are lesbian, gay, bisexual, trans, or questioning their sexuality (LGBTQ)

01865 980 695

<http://firstsunday.info/>

Hate Crime (reporting)

0300 1234 148

Health Advocacy Service

NHS Oxfordshire's Health Advocacy Service supports all black and minority ethnic (BME) communities, including gypsies and travellers and new migrants to access appropriate service in primary care. It also offers prevention and health promotion work on physical as well as mental well-being to BME groups as appropriate.

01865 265083

Healthwatch Oxfordshire

Healthwatch is the new consumer champion for people living in and using health and social services in Oxfordshire. We listen to local people in order to improve their health and social care services. We can help you by: providing advice and information about local services that might be useful for you, or a relative/friend; giving you the opportunity to make your views on health and social care heard; representing those views to people who make the decisions on health and social care services; ensuring that everybody in the county is able to be involved.

01865 520520

Highfield Adolescent Inpatient Unit

This unit provides acute and medium term mental health care for young people aged 11 - 18. The unit has 15 beds and four day patient places. It offers a setting where young people can be assessed and treated for psychiatric disorders which cannot be managed in the community, offering a broad range of treatments. The unit works closely with community CAMHS services to ensure stays in hospital are as short as possible. Oxfordshire County Council provides teaching in line with the national curriculum.

01865 902711

Housing Pathway Agency

The HPA enables people with mental health problems to access independent accommodation options. The HPA provides, up to date information on all aspects of independent accommodation, face to face appointments, personalised action plans focusing on pre tenancy preparation and a landlord to tenant matching service.

01865 397961

Howard House

Howard house is a Residential Detoxification Service for anyone over the age of 18, who is dependent on drugs or alcohol, including benzodiazepines. Most of our client group suffer from emotional detachment and behavioural problems, low mood and depression and other mental health issues.

01865 200955

Independent Living Centre

We assist people with disabilities and older people, to increase and maintain their independence. We provide information and have equipment at our centre for viewing and demonstration, such as bath lifts, riser recliner chairs, mobility aids. We can also provide information on accessible leisure activities and holidays etc.

01235 524857

Independent Mental Health Advocacy IMHA (SEAP)

IMHA Service, Advocates provide free, confidential and independent support to people sectioned under the Mental Health Act. It also provides advocacy in the community at CMHT's, GP surgeries, local prisons, and day services. Advocates attend CPAs, tribunals, ward rounds, and out-patients appointments.

01865 728981 / 0300 343 5718

Julian Housing

An 83 bed project for homeless men and women, there are 14 houses. Some houses are for particular groups, i.e. recovering drug users, people who have paid employment, most are generic houses with between 4 and 7 people in the house.

01865 201992

La Leche League

La Leche League's mission is to help mothers worldwide to breastfeed through mother-to-mother support, encouragement, information and education, and to promote a better understanding of breastfeeding as an important element in the healthy development of the baby and mother. La Leche League is an international, non-profit, non-sectarian organization dedicated to helping women who want to breastfeed.

01865 557405

www.lloxford.org.uk

Lifeline Recovery Services

Lifeline provides abstinence-focussed drug and alcohol recovery services tailored to the needs of service users, including group-based therapy, alternative therapies, employment and education support and training. We help our clients to address the issues surrounding drug use and can refer to appropriate counselling support.

01865 778163 www.Lifeline.org.uk

Littlemore Mental Health Centre

The Littlemore Mental Health Centre provides specialist care for people experiencing a range of acute mental health difficulties. It includes a psychiatric intensive care unit and forensic mental health services. The adult inpatient wards at the Littlemore are the Ashurst Psychiatric Intensive Care Unit (01865 902163) and the Phoenix Ward (01865 902932). The forensic wards for Oxfordshire are also located at the Littlemore, these include the Glyme Ward (01865 902279 - 01865 902508/457), the Kennet Ward (01865 902553), the Kestrel Ward (01865 902445), the Kingfisher Ward (01865 902986 or 01865 902279), Lambourn House (01865 902988/01865 902 056) and the Wenric Ward (01865 902432).

Men's Advice Line (men)

A confidential helpline for any man experiencing domestic violence and abuse from a partner (or ex-partner).

Is a team of skilled professionals offering practical advice, information and emotional support to male victims of domestic violence, as well as to concerned friends and family and frontline workers. The service is run and managed by Respect. The focus is to increase the safety of men experiencing domestic violence (and the safety of their children) and help them reduce the risk.

0808 801 0327

www.mensadviceline.org.uk

Email: info@mensadviceline.org.uk

Neighbourhood Return

Neighbourhood Return helps find lost people with memory problems quickly, and gets them home safely. If you, or someone you know, is at risk of getting lost, you can register to save time in a crisis. You can call as soon as you are

worried, and we can get volunteers on the ground in 3-5 minutes if the person with memory problems is registered in advance.

0116 229 3118

O'Hanlon House

A 56 bed project for homeless men and women. A limited day service is provided for rough sleepers, or very badly housed (i.e. boat, squat) 9.30-3.30. 7 days a week.

01865 304600

Oxford Brookes University Counselling Service

Free, confidential counselling for Brookes students. One-to-one counselling; therapeutic group; workshops, e.g. anxiety management and assertiveness; self-help resources. The Counselling Service offers students time and a confidential setting in which to talk about, think through and learn to manage psychological distress.

01865 484650

Oxford Street Population Outreach Team (Oxford SPOT)

Oxford SPOT is a seven day a week service which helps people rough sleeping in the city by providing outreach, assessments and reconnection. We also work with people involved in negative street activities such as street drinking. We work on the principles of the No Second Night Out model, with a clear message that sleeping rough is not an option, is harmful to health and, at worst, can be life-threatening.

01865 304 611 / 604

The Outreach Team responds to referrals from many partners in the city - from members of the public to local businesses to people themselves rough sleeping. Referrals are made through the national StreetLink 24/7 phone line 0300 500 0914, or via the StreetLink website www.streetlink.org.uk. Our team then works with the person to identify an accommodation plan that can help them move away from the streets.

01865 304611/304604

Oxford Depression Support Group

No professional input. Confidential. Informal evening meeting once a month over coffee/tea and biscuits. Opportunity to talk freely with others having similar experiences and offer mutual support in a small group. Occasional speakers and discussions.

01865 552640

Oxford Friend

Free and completely confidential information, support and counselling services for lesbians, gay men, bisexuals and transgender people. We are a registered charity in the UK (no. 299903). Our telephone service has been running continuously since 1980, and in 2005 we started running an email service.

01865 726893

www.oxfordfriend.co.uk

Email: confidential@oxfordfriend.co.uk

Oxford Health Harm Minimisation Service

Support in substance misuse - harm minimisation advice and information. Brief interventions for drug and alcohol users. Outreach for homeless and sex workers. Assistance to get ready to go to Recovery. Opiate substitution Therapy prescribing for people with a GP who does not provide drug services. BBV testing and vaccinations.

01865 455601

www.oasisoxford.org/open-access-service.html

Oxford Men's Counselling Service

OMCS supports men to explore issues relevant to them. We work with men who: • May benefit from short- or long-term counselling • Can attend weekly sessions • Can pay towards their counselling • Aren't better supported by NHS mental health services. The introductory session costs £15. We charge on a sliding scale thereafter

01865 422363

www.omcs.org.uk

Oxford Mental Health Forum

Oxford Mental Health Forum is a web resource aimed at people living in Oxfordshire affected by mental illness and those who have an interest in mental health. The website provides service users, carers, family and friends of sufferers, academics/researchers, mental health professionals, and others affected by mental illness with access to a range of online material on mental health, including news stories, articles, and information on local services and research studies. One of the aims of the forum is to also allow discussion and input for the sharing of knowledge, experiences, ideas, and views, which may help to inform future research and service provision. The site also contains links to a range of external resources.

www.oxfordmhf.org.uk

Email: enquiries@oxfordmhf.org.uk

Oxford NCT

As well as creating stronger and more confident parents, all our services support the delivery of a range of health and well-being outcomes.

We can provide services directly to parents or we can give your health professionals the knowledge and insight to deliver them effectively

0300 330 0700

www.nct.org.uk/branches/oxford

Email: secretary.oxford@nct.org.uk

Oxford Nightline

Nightline is an independent listening, support and information service run for students and by students. It aims to provide every student in Oxford at both universities with the opportunity to talk to someone anonymously and in confidence. No contact is made with any outside agency.

01865 270270

Oxford Parent Infant Project- OXPIP

Counselling, 1:1 and group support to help for parents and carers form strong, loving attachments with their babies. Support may be needed because of baby's sleeping, eating, crying or other issues. Problems may result from pre or post-natal depression, birth trauma, mental health or other issues. A financial contribution may be requested depending on location. Also offer training and consultation for other professionals working with parents with babies under the age of two years.

01865 778034

www.oxpip.org.uk

Email: info@oxpip.org.uk

Oxford Pride

Oxford Pride is a celebration of lesbian, gay, bi, trans and queer life in Oxfordshire. The events supporting or arranged by Oxford Pride promote awareness of LGBT issues by providing information, education and entertainment in a safe and encouraging environment. Oxford Pride is a Charity and a membership based non-profit organisation run by a dedicated team of volunteers.

07929 139961

oxford-pride.org.uk

Email: chair@oxford-pride.org.uk

Oxfordshire Abuse & Rape Crisis Centre (women)

Specialist support services for women and girls who have been raped or have experienced sexual abuse whether as adults or children, recently or in the past. We run a telephone helpline, email support and support groups, provide information about other support services and support friends and family members.

01865 726295

www.oxfordrapecrisis.net

Email: support@osarcc.org.uk

Oxfordshire Bipolar Support Group

Our Support Groups are free to attend and are open to anyone affected by bipolar, including family, friends and carers

www.bipolaruk.org/oxford-support-group

Oxfordshire Carers Support Services (Rethink)

Oxfordshire Carers Support service provides one to one emotional and practical support to mental health carers throughout the county. We believe that carers play an invaluable role in the recovery of the person being cared for and they should be acknowledged valued and supported to live a life outside of the caring role.

01865 904499

Oxfordshire Complex Needs Service

Oxfordshire Complex Needs Service (CNS) provides a range of therapeutic services for people with long term emotional difficulties, trouble coping, or mental health difficulties sometimes described as 'personality disorder' or 'complex needs'.

01865 904300 / 01865 904491

Oxfordshire Cruse Bereavement Care

Provides free counselling for people affected by bereavement. Helpline open 10am-1pm, weekdays.

01865 245398

www.oxfordcruse.co.uk

admin@oxfordcruse.co.uk

Oxfordshire Dementia Information Line

A support group for people who are experiencing memory loss, or having increasing difficulties in managing their affairs and the ups and downs of daily living. Such feelings can engender feelings of loss and fear for the future.

01993 899982

Oxfordshire Domestic Abuse Helpline

The Oxfordshire Domestic Abuse Helpline can provide emotional support and practical information for adults affected by domestic abuse. It works with victims to empower them to make decisions regarding their relationship, irrespective of whether they wish to leave or not. The helpline can help with any enquiries that you may have and provide access to support services

0800 731 0055

Email: oxfordshiredomestic@a2dominion.co.uk

Oxfordshire Drug and Alcohol Action Team

Oxfordshire DAAT are a commissioning organisation who are responsible for commissioning drug and alcohol services across Oxfordshire on behalf of partners. Commissioned services include: - A Local Areas Single Assessment and Referral Service (LASARS) Harm Minimisation Service Recovery Service Young Addiction User Involvement

01865 328607

Oxfordshire Family Information Service

Free information and advice on: finding and paying for childcare; play and leisure for children, young people and families; working parents' (maternity and paternity) rights and options; help for families with disabled children; family and parenting support; front door to children's social care; frontline schools' admission process.

08452 26 26 36

Oxfordshire Military Advocacy (SEAP)

Service dedicated to supporting ex service personnel and leavers to get the services and support they need in civvy street. Includes support in getting the right services, with meetings, interviews, physical and mental healthcare appointments, and more. Service is independent, free and confidential. No conflict of interest.

01865 728981

Oxfordshire Mind

We're Mind, the mental health charity. We're here to make sure that anyone with a mental health problem has somewhere to turn for advice and support. The Information Service can provide anyone in Oxfordshire with information about mental health and signposting to services

01865 247788

www.oxmindguide.org.uk

Email: info@oxfordshiremind.org.uk

Oxfordshire OCD Support Group

Oxfordshire OCD Support Group work with, and for children and adults with Obsessive-Compulsive Disorder, health professionals and researchers to develop and share our experiences and knowledge to help people increase their understanding about Obsessive-Compulsive Disorder and to help reduce the effect of OCD on the lives of those that suffer with this debilitating illness.

01865 455821

www.ocduk.org/oxford-ocd-support-group

Email: ox.ocd.support@hotmail.com

Oxfordshire Travel Advice Line (Oxtail)

The Oxfordshire Travel Advice Line (Oxtail) offers free impartial advice on a range of transport options for older people or those with a high level of support needs.

0845 310 1111

Oxfordshire Welfare Rights

The services include training and support for advisers, representation at Tribunal, undertaking case work by referral and enabling workers in the voluntary and statutory sector to keep up to date with changes in Social Security law as well as engaging in campaigns and monitoring exercises.

01865 744165

oxme.info

Information and Guidance website for children and young people offering web-chat, information services, links to local services, support around health and job-seeking, information about Oxfordshire Early Intervention Hubs and other services for children and young people.

<http://oxme.info/cms/>

01865 328908 / 01865 328460

Personal Budgets

People who are eligible for social care are offered a personal budget and self-directed support. Self-directed support is the process by which a person has choice and control over the support they need. The amount of money available for your support is called a Personal Budget.

0845 050 7666

Re-energize

We're a friendly, positive user-led sports and social group: run for and by people overcoming mental health conditions. Within the community, away from MH professionals. Offering: badminton; a personalised exercise class with personal

trainer; a nutrition group with dietitian/psychotherapist; and social events: cinema, gigs etc.

0779 2849 261 or 01865 744112

Relate Oxfordshire

Counselling to individual's couples and families to improve their relationships Psychosexual therapy. A strong relationship aids an individual's mental wellbeing and that of their family.

01865 242960

Response Independent Housing

Response Independent Housing provides furnished accommodation in shared houses and self-contained flats for people with mental health needs. Our Services include: intensive housing management, tenancy support (e.g. at tenancy sign ups) welfare benefits advice, repairs & maintenance and basic housekeeping.

01865 397949

Response Intensive Support Services

Response Intensive Services provide accommodation with 24 hour staff assistance/support for seventy-nine individuals who live with severe mental health problems and have high support needs. This accommodation is provided in Oxford City and at Littlemore.

01865 397940

Restore

Restore is a countywide charity that runs the Oxfordshire Recovery service. This supports people with mental health problems to do things that they want to do. They provide training, encouragement, a supportive environment, the chance to achieve and one-to-one support. Restore has six recovery groups across Oxfordshire: the Beehive, the Garden Café, Elder Stubbs, and Littlemore (all in Oxford); and Fleet Meadow (Didcot), and The Orchard (Banbury). Root and Branch and Bridewell Organic Gardens also form part of the Recovery Service. Restore also provides one-to-one coaching support to help people find employment, start volunteering, go on a training course or enter education.

01865 455821

Roads to Recovery

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At Turning Point we know that drugs and alcohol can affect many areas of your life and successful treatment start with being there. We get to know you as a person, to understand what it is that you need to help you turn your life around. We work closely with other organisations in the county to ensure that help is there when you need it.

Roads to Recovery services are free to you.

0300 0134 776

www.turning-point.co.uk

Email: oxfordshire@turning-point.co.uk

Royal British Legion

The Royal British Legion supports current and former members of the Armed Forces and their dependents. They provide a range of advice and support in Oxfordshire including help with finances, employment, housing and activity breaks. Advice is also available via the national Legion helpline on 0808 802 8080

Littlemore - 01865 778869

Headington - 01865 236 066

Marston - 01865 243991

Woodstock - 01993 811674

Eynsham – 01865 881340

Deddington - 01869 338449

Abingdon - 01235 526389

Yarnton - 01865 375052

SAFE! Support for Young People Affected by Crime

SAFE! offers free support to 8-25 year olds in Oxfordshire who have been harmed by crime and bullying, and who are finding it hard to recover from their experience. SAFE! works to help people regain their confidence and sense of safety. Individually tailored sessions look at issues such as developing strategies to keep safe.

01865 582 495

SeeSaw (for children)

SeeSaw provide a rapid response to requests for advice and support.

Support is provided when needed – no waiting list.

There is no charge for the services.

SeeSaw support families after any cause of death – whether it is sudden or expected, or due to illness or accident and also support families following bereavement through suicide, murder or manslaughter.

01865 744 768

seesaworguk.eweb801.discountasp.net

Email: info@seesaw.org.uk

SEAP - NHS Complaints Advocacy Service

The NHS Complaints Advocacy Service can help if you feel you have not had the service you expect from the National Health Service (NHS) and want to complain. Advocates provide free, independent and confidential support.

0300 343 5705 / 0330 440 9000

SMARTS CGS

Is a charity helping people to overcome the devastating effects of drug and alcohol dependency and work with local people, their families, and other community organisations and help people reach and maintain recovery for the long-term.

01865 200955

Specialist Neuropsychiatry Service

This service provides assessment, treatment and support for young people (up to 18 years) with complex Neuropsychiatry

needs, such as Attention Deficit Hyperactivity Disorder (ADHD), Autistic Spectrum Disorder, and Tourettes Syndrome. The team also offers support to their families.

01865 902930

Spurgeons Young Carers Service

Referrals are received from a wide range of professionals and are followed up with a home visit to assess the level of care being provided. Support is targeted so that the young carers with higher caring responsibilities receive the highest level of support.

01865 777224

www.spurgeonsyc.org/oxfordshire/

Email: adminoxfordshire@spurgeons.org

SSAFA

SSAFA provides support and advice via welfare caseworkers in Oxfordshire. This is available to any current or former member of the Armed Forces. They can help clients with accessing employment, benefits, healthcare and housing. There is also a national helpline, Forcesline, on 0800 731 4880.

01235 548039

Stonham Floating Support

Oxfordshire Floating Support service provides housing related support to individuals, couples and families, aged 16 and over who are experiencing difficulties in sustaining their accommodation, for example, being at risk of losing their accommodation through rent/mortgage arrears or anti-social behaviour.

01865 335334

Stop Hate Line

Helpline for anyone who has been the victim of hate crime. Hate Crime is any crime or incident that is targeted at you because of your race, disability, religion, sexual orientation or gender identity. Disability includes mental health problems, so if you are being targeted or harassed and you think it's because you have a mental health problem, the Stop Hate Line can help you to report it or get some support.

0800 138 1625

Support into Volunteering (OCVA)

Volunteering is a great way to increase your skills, your self-esteem and confidence, and to feel part of something. We provide one to one appointments for people who are interested in becoming volunteers and match them with volunteering opportunities in the community.

www.ocva.org.uk

Email: vol@ocva.org.uk

01865 251946

Support with Confidence

This is a training and checking programme for people who want to work as Support Brokers or Approved Personal

Assistants. Approved Personal Assistants can help people who require social care and are employed using your personal budget. Support Brokers are people who can help you to make your support plan.

01491 822604

TalkingSpace

Talking Space provides talking treatments (mainly Cognitive Behaviour Therapy - CBT) in various formats across Oxfordshire. Treatment is offered via classes, guided self-help or one-to-one CBT. It is the IAPT (Improving Access to Psychological Therapies) service for Oxfordshire.

01865 901222

Email: talkingspaceplus@nhs.net@nhs.net

www.talkingspaceoxfordshire.org

Terrence Higgins Trust

We provide a variety of free and confidential services around sexual health and HIV. This includes: outreach sessions, advocacy work, training and counselling. We support vulnerable adults who may be suffering emotional or physical difficulties as a result of living with HIV.

01865 243389

The Baby Café

The Baby Café is a network of breastfeeding drop-in support groups. They aim to offer help and support to breastfeeding mothers at any stage in their breastfeeding journey, regardless of the age of the baby or child, no matter how much breastmilk you are giving. Pregnant women are welcome too, just to come along and find out about breastfeeding. You don't need to have a problem to attend - lots of mums come because they enjoy being in a group with other breastfeeding women chatting about their experiences.

01865 777286

www.thebabycafe.org

Email: florence.park@oxfordshire.gov.uk

The Banbury Therapy Centre

Counselling, psychotherapy, clinical psychology, anxiety & depression, hypnotherapy, family therapy, art therapy, addictions service, abuse, relationship counselling, bereavement, victim support.

01295 231320

The Beaumont Society

We are the largest and longest established transgendered support group in the UK, and have developed a support network which has been at the forefront of the transgender, transvestite, transsexual and crossdressing community since 1966.

01582 412220

The Compassionate Friends

The Compassionate Friends (TCF) is a charitable organisation of bereaved parents, siblings and grandparents dedicated to

the support and care of other similarly bereaved family members who have suffered the death of a child or children of any age and from any cause.

0345 123 2304

www.tcf.org.uk

Email: helpline@tcf.org.uk

The Gatehouse

A café for homeless and other vulnerable people. Simple food, newspapers, internet access, clothes store, art club (Wednesdays) and other informal support. We are a welcoming and accepting service, volunteer led with professional support. Open Mon-Fri, 5:00-7:00pm; Closed Sat; Open Sun, 3:00-5:00pm

01865 792999

The Knowl

Care home offering rehabilitation services for those recovering from mental illness.

01235 521850

The Listening Centre

We are a low-cost counselling service based in Blackbird Leys, Rosehill and Barton. Our service is run by mainly trainee counsellors and psychotherapists. It is for people on low incomes or benefits who pay us what they can afford.

01865 794794

www.thelisteningcentre.org.uk

TOPAZ

Topaz is a Social Group for young people aged 13 - 25 who identify themselves as Lesbian, Gay, Bi-sexual, Transgender or questioning their sexuality or gender identity. It is run by a collection of people, both from the Oxfordshire County Council Early Intervention Service and volunteers. Friends of young people are also welcome at their first couple of meetings for support. Topaz is in various locations throughout the county: in Witney on the 1st Saturday of the month, Abingdon on the 3rd Saturday of the month, and Banbury on the last Saturday of the month.

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Oxford - 01865 261 690

Banbury - 01295 225 544

Didcot - 01235 514 360

Witney - 01993 849 405

Volunteering – see entry for support into volunteering (OCVA)

Wantage Counselling Service

Established in 1984, Wantage Counselling Service offers counselling to the communities of Oxon, Berkshire, and beyond. Professional services are provided by a team of qualified counsellors. Client fees are established in relation to their income. It is a BACP Accredited Service. WCS is also a training centre.

01235 769744

West Oxfordshire Single Homeless Pathway

Semi-independent housing, supporting vulnerable and excluded people who are homeless or at risk of homelessness. Using a person centred approach staff support clients to address issues regarding meaningful use of time and wellbeing. Encouraging clients to realise their full potential and live independently in the future.

Council - 01993 861158 / Direct - 01993 775550

WIRED (Working In Recovery Every Day)

We support in the areas of addiction, housing issues, Benefits, we will also support with some mental health issues and work alongside mental health organisations if need.

01295 231323

YoungDementia UK

Ensures people affected by young onset dementia have the best opportunity to live well. Offers one-to-one support for younger people and promotes a better understanding of young onset dementia amongst professionals and the public. Provides a network of support to people and their families from diagnosis to beyond bereavement.

01993 776295

Psychological therapies

Psychological therapies include 'talking treatments' like counselling and psychotherapy and there are many different types. **Counselling** is available at GP surgeries in Oxfordshire and you can speak to your doctor about accessing this. **Cognitive Behaviour Therapy (CBT)** is available in Oxfordshire through the TalkingSpace service. TalkingSpace provides CBT via groups, classes, individual CBT and guided self-help and this can be accessed by calling them on 01865 901222 (its self-referral so there's no need to go through your GP). Other types of psychological therapy may also be available through your GP.

You may decide that you want to visit a private counsellor or psychotherapist. There is currently no overall regulatory body for counselling and psychotherapy. However, there are a number of professional organisations, and some of the main ones are listed here. Always check that your counsellor or therapist is accredited by an organisation with a code of ethics, insurance and a complaints procedure.

There are some organisations, such as Relate, which offer low-cost counselling/psychotherapy. We list some of these in our directory - just search for 'psychological therapies' under the topic search section.

Professional organisations for counselling and psychotherapy

British Association for Behavioural and Cognitive Psychotherapies (BABCP)

British Association for Counselling and Psychotherapy

British Psychoanalytic Council

British Psychological Society

United Kingdom Council of Psychotherapy - UKCP

For assistance and advice on making a complaint about a counsellor or therapist or any other social care or health professional:

The Clinic for Boundaries Studies