

# You can talk to us.

Many people who live with a mental health problem try to keep their feelings hidden because they are afraid of other people's reactions, however, one of the best things you can do to improve your mental health is talk about it.

If you'd like to talk to someone about mental health issues there are a number of local contacts in Doncaster that are here to help with mental health support whenever you need it.

**Samaritans  
Doncaster**



- ☎ **01302 327474** or call free on **116 123**  
(lines are open 24 hours a day, every day)
- 🌐 [www.samaritans.org/branches/doncaster-samaritans](https://www.samaritans.org/branches/doncaster-samaritans)
- ✉ [jo@samaritans.org](mailto:jo@samaritans.org)

Doncaster Samaritans offer a safe place for you to talk any time you like, in your own way, about whatever's getting to you.

**Please don't suffer alone.**

## 🦠 COVID-19 UPDATE

**Nationally the Samaritans have taken the decision to stop offering face-to-face support in its branches and have suspended training sessions for new volunteers.**

They are stating that the Samaritan service is active but it may take volunteers longer to answer the phone or emails.

The following link gives more information for people who are worried about their mental health during the Coronavirus: [bit.ly/smrtcv19](https://bit.ly/smrtcv19)

**Mind  
Doncaster**



- ☎ **01302 812190**
- 🌐 [www.doncastermind.org.uk](https://www.doncastermind.org.uk)
- ✉ [office@doncastermind.org.uk](mailto:office@doncastermind.org.uk)
- 📍 2 – 5 Princes Street, Doncaster, DN1 3NJ

Doncaster Mind is a local charity that provides support for people experiencing mental health difficulties.

## 🦠 COVID-19 UPDATE

**Doncaster MIND have closed all of its groups, courses and face-to-face appointments to comply with the government advice around Coronavirus.**

They are offering ongoing telephone and email support to all existing and new clients. Mind will be in touch with existing clients to discuss with them how they can support them best. Any existing clients who haven't received a telephone call from MIND and is on need of support are asked to email or contact them through the website (details above). New clients to MIND who are in need of support are also asked to make contact using the links above.

**Rethink  
Doncaster**



- ☎ Call free on **0808 801 0442**  
(lines are open 24 hours a day, every day)
- 🌐 [www.rethink.org](https://www.rethink.org)

Rethink Doncaster Helpline offers emotional support and information to people affected by mental illness, aged 16 and over, who live in Doncaster.

When you call the helpline you will be listened to, treated with dignity and respect, supported to develop coping skills and, if useful, signposted to helpful sources of information and to other services in your area who can help you.

**If English is not your first language  
Rethink can arrange to speak to you in  
your own language through an interpreter.**

## 🦠 COVID-19 UPDATE

**In these unprecedented times Rethink are doing everything they can to support people with their mental health and to stay well as they cope with the fall-out of the COVID-19 pandemic.**

On the rethink website there is a special online hub providing practical advice and information on COVID-19 for the public: [bit.ly/rthnkc19](https://bit.ly/rthnkc19)



☎ 01302 565650

🌐 [iapt.rdash.nhs.uk](http://iapt.rdash.nhs.uk)

📍 The Flying Scotsman Centre,  
120 St Sepulchre Gate W, Doncaster DN1 3AP

The Doncaster Talking Shop offers a warm and friendly environment for people aged 18 and over who present with no risk to themselves or others.

The service sees people experiencing common mental health problems, including: depression, general anxiety, stress, panic, phobias, social anxiety, low self-esteem, health anxiety, obsessive compulsive disorder, post-traumatic stress disorder, bereavement and mild eating disorders (not anorexia nervosa).

#### 🦠 COVID-19 UPDATE

**The Doncaster Talking Shop and the Improving Access to Psychological Therapies have changed all of their appointments to telephone/video conferencing or MIND District online therapy programme.**

The referral processes for both teams remain the same. Talking Shop self-referrals are via telephone: **01302 565556** and IAPT Long Term Conditions is via Single Point of Access on **01302 566999**

For any other queries, the direct office number is **01302 379563**.

## People Focused Group



☎ 01302 618507

🌐 [www.peoplefocused.org.uk](http://www.peoplefocused.org.uk)

✉ [karensfpg@gmail.com](mailto:karensfpg@gmail.com)

📍 45 Montrose Avenue, Intake, Doncaster, DN2 6PL

The People Focused Group (PFG) is about peer support: people helping people, making everyone's life better.

#### 🦠 COVID-19 UPDATE

**The Wellness Centre telephone is diverted so that telephone calls can be answered. The peer support network are all matched and active in supporting each other through phone calls, Facetime and Zoom meetings.**

There are around 200 peers across the borough actively supporting/receiving peer support, including shopping for the most vulnerable. Approx 1300 peers are accessing the social media platform which is active with members posting photos, hosting quizzes, competitions, singing, fitness etc. The PFG are continuing to take food parcels to their most vulnerable members but not beyond their network at this time.

The Safe Space telephones are manned 7 evenings per week and are handling 30 - 60 phone calls per evening. These are people referred through SPA crisis team with both new referrals and on-going support calls.



Find out more at:

[www.doncaster.gov.uk/5waystowellbeing](http://www.doncaster.gov.uk/5waystowellbeing)



## Single Point of Access

☎ 01302 566999

(lines are open 24 hours a day, every day)

A Single Point of Access (SPA) has been set up to receive requests for nursing intervention for patients who are not able to get to their GP surgery and for consultations that are deemed appropriate to only be completed in the patient's home.

#### 🦠 COVID-19 UPDATE

**The Single Point of Access service continues to run as normal.**

# Nationwide support


As well as the local contacts in Doncaster, there are also national UK services that you can talk to:




## Hopeline UK


Hopeline UK advisers are there to help you to and understand why thoughts of suicide might be present.

They also provide you with a safe space to talk through anything happening in your life that could be impacting on your or anyone else's ability to stay safe.

 **0800 068 4141**

(lines are open 9am – 10pm weekdays,  
2pm – 10pm weekends and bank holidays  
Text: 07786209697

 **[www.papyrus-uk.org](http://www.papyrus-uk.org)**

 **[pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)**

### COVID-19 UPDATE


**HOPELINEUK is operating as normal.**

## YOUNGmINDS

### Young Minds

The YoungMinds crisis messenger service provides free, 24/7 crisis support across the UK. They aim to connect every texter to a trained volunteer in less than 5 minutes to provide support in a crisis.

They will listen to you and help you think through how you're feeling, and will aim to help you take the next steps towards feeling better.

 Text: **YM to 85258** (24 hours a day, every day)

**Texts are free** from EE, O2, Vodafone, 3, Virgin Mobile, BT Mobile, GiffGaff, Tesco Mobile and Telecom Plus.

### COVID-19 UPDATE

**Young Minds is operating as normal.**

There are also links on the website to Coronavirus advice and mental health support: **[bit.ly/yngmcbv19](https://bit.ly/yngmcbv19)**



## Saneline

Saneline is a national service offering specialist emotional support, guidance and information to anyone affected by mental illness, including family, friends and carers.

 **[www.sane.org.uk](http://www.sane.org.uk)**

### COVID-19 UPDATE


**SANE are continuing to offer help through their team of professionals and trained volunteers.**

They are not currently operating the SANEline but a message can be left on **07984 967 708** giving your first name and a contact number, then one of their professionals or senior volunteers will call you the individual back as soon as practicable. Individuals can also contact SANE through their online Support Forum and Textcare or email them at [support@sane.org.uk](mailto:support@sane.org.uk)



## Shout

Shout is an affiliate of Crisis Text Line® in the UK that provides free, confidential support, 24/7 via text. It's the first free 24/7 texting service in the UK for anyone in crisis anytime, anywhere.

 Text: **SHOUT to 85258** (24/7)

**Texts are free** from most main mobile providers.

### COVID-19 UPDATE

**SHOUT is still operating as normal.**

If a person is currently in crisis, they can access 24/7 support by texting '**SHOUT**' to **85258**.

If the person is at imminent risk they are asked to call **999**. If another form of support is needed, visit: **[bit.ly/h2gcv19](https://bit.ly/h2gcv19)**

Latest updates can be found at: **[twitter.com/GiveUsAShout](https://twitter.com/GiveUsAShout)**

# Talk about it.

Many people who live with a mental health problem try to keep their feelings hidden because they are afraid of other people's reactions, however, one of the best things you can do to improve your mental health is talk about it.

Around a quarter of the population experience some kind of mental health problem in any one year.

The overall number of people with mental health problems has not changed significantly in recent years, but worries about things like money, jobs and benefits can make it harder for people to cope.

There are five steps we can all take to improve our mental well-being. If you give them a try, you may feel happier, more positive and able to get the most from life.

**CONNECT** - talk to someone.

**BE ACTIVE** - physical activity is associated with lower rates of anxiety and depression.

**TAKE NOTICE** - take time to look around and enjoy the environment around you.

**LEARN** - try something new.

**GIVE** - a simple act of kindness can go a long way.

We have more help and advice surrounding mental health and wellbeing on our website:



*Your Life Doncaster*

[www.yourlifedoncaster.co.uk](http://www.yourlifedoncaster.co.uk)