



## Keep Safe – Help for Carers

Rethink Carers Service working hours are Monday till Thursday 9.30am -5pm.

*We are unable to provide out of hours support. Do call 999 if it's an emergency.*

Call our landline 0117 9031803. Email us: [bristolcarers@rethink.org](mailto:bristolcarers@rethink.org)

Book a phonecall here: [calendly.com/rethinkbristolcarers/phone-appointment](https://calendly.com/rethinkbristolcarers/phone-appointment)

### Other Carers Services and support

**Carers Support Centre** Supports carers in Bristol & S Gloucestershire Carersline: 0117 965 2200 [www.carerssupportcentre.org.uk](http://www.carerssupportcentre.org.uk)

**DHI** For families affected by alcohol & substance misuse Tel 0117 440 0540 [www.dhi-online.org.uk](http://www.dhi-online.org.uk)

**Bristol Black Carers** Support for Caribbean, African & Asian Carers in Bristol Tel 0117 379 0084 [www.bristolblackcarers.org.uk](http://www.bristolblackcarers.org.uk)

**Well Aware** An online directory of local services.

Tel 0808 808 5252

**Care Direct** First point of contact for social services. Tel 0117 922 2700 [www.bristol.gov.uk/residents](http://www.bristol.gov.uk/residents)

**Integrated Carers team** Team at Bristol City Council which manages carers assessments: [integratedcarersteam@bristol.gov.uk](mailto:integratedcarersteam@bristol.gov.uk)

**Carers Emergency Card** Ensuring the safety of the person you care for if something happens to you. You can also access discounts. Tel 0117 922 2700

### Young Adult Carers

**Young Carers Development Trust** Support for young carers in the South West [www.ycddt.org.uk](http://www.ycddt.org.uk)

**Off the Record** - Mental health support for young people up to the age of 25 0808 808 9120

**Kooth** an app for mental health support [www.kooth.com](http://www.kooth.com)

**Happify** A Cognitive Behavioural Therapy based app that helps you improve mental wellbeing [www.happify.com](http://www.happify.com)

### Mental health Support

**AWP Mental Health Response Line** The dedicated AWP telephone line for anyone in Bristol worried about their own or someone else's mental health is now 111. Other areas can phone: 0800 953 1919

**Your GP** If you need help for the person you are caring for, make a GP appointment at their GP. This is the first step to getting a mental health service for them, unless it's an emergency.

**Out of hours GP services** When your GP service is unavailable you can phone 111. Online help for a mental health concern: <https://111.nhs.uk/guided-entry/mental-health-help>

**Patient advice service** for mental health services (Avon and Wiltshire partnership) Tel 01249 468 2618 [awp.pals@nhs.net](mailto:awp.pals@nhs.net)

**Bristol Wellbeing College** Courses available for people using mental health services and their carers. 0117 914 5498

**The Sanctuary** is a safe space to come for support when you can no longer cope or feel very alone. It is at Gloucester House at Southmead Hospital. Book a session for face-to-face or over the phone mental health support at the Sanctuary by phoning 07709 295 661 Thursdays to Mondays between 6pm and 12.30am. The last appointment is at 11pm.

**Vitaminds Talking Therapies** Short term, free talking therapies for people suffering from depression, anxiety, post-traumatic stress disorder, excessive worry or low mood. Self referral online or call 0333 200 1893

**Changes** Peer support for adults suffering from mental distress.

**Womankind** support for women, girls and non-binary people. Helpline 0345 458 2914 or 0117 916 6416 [helpline@womankindbristol.org.uk](mailto:helpline@womankindbristol.org.uk)  
Webchat also available

**Hearing Voices network** A Tuesday afternoon drop-in for voice hearers, and training around

## Helplines:

### **Campaign Against Living Miserably (CALM)**

The helpline & webchat are free & confidential helpline 0800 58 58 58 from 5.00pm – midnight everyday [www.thecalmzone.net/](http://www.thecalmzone.net/)

**Samaritans** Call 116 123 for free, everyday, 24 hours a day. You can also email [jo@samaritans.org](mailto:jo@samaritans.org) but it may take several days to get a response.

**LGBT+ Switchboard** Helpline 0800 0119 100 from 10 am – 10 pm everyday Online Chat: <https://switchboard.lgbt>

**MindLine Trans+** Emotional support helpline for Transgender, Agender, Gender Fluid, Non-binary people. They don't record calls or ask for personal details. 0300 330 5468 8pm – 11pm

## Mental Health Information

**Rethink Advice Service** Mon to Fri between 9.30–4pm 0300 5000 927 [advice@rethink.org](mailto:advice@rethink.org)

**Royal College of Psychiatrists - Treatments and info** [www.rcpsych.ac.uk/](http://www.rcpsych.ac.uk/)

**Mind** <https://bristolmind.org.uk/>

## Finances:

**Turn2us** Turn2us is a national charity helping people when times get tough. They provide financial support to help people get back on track. [www.turn2us.org.uk/Your-Situation/Carers](http://www.turn2us.org.uk/Your-Situation/Carers)

**WRAMAS** WRAMAS is part of Bristol City Council but offers independent advice on benefits.

**Apply for Carer's Allowance** This is the Government website where you can apply for Carer's Allowance. It also provides information on guidance on applying. [www.gov.uk/carers-allowance/how-to-claim](http://www.gov.uk/carers-allowance/how-to-claim)

supporting voice hearers. Tel 07912 624 296 (answerphone)

**Families Also Matter DHI** reducing the impact of someone else's drug or alcohol use on family/friends. Tel 0117 440 0540

**Silverline** - support for the over 50's offering friendship, conversation and support for older people Experiencing loneliness and isolation. 0800 4 70 80 90 24 hrs a day 7 days a week

**SANELine** National mental health helpline. Specialist emotional support, guidance and information to anyone affected by mental illness, including family & friends. Tel 0300 304 7000 everyday between 4pm – 10pm

**Papyrus** For young people under the age of 35 who are experiencing thoughts of suicide. 0800 068 41 41 Every day 9.00am – Midnight

**Shout** a free, confidential, anonymous text support service, 24/7 Text Shout 85258

**WECIL** Independent living for people with disabilities. 0117 947 9919 or email [navigators@wecil.org.uk](mailto:navigators@wecil.org.uk)

## Housing

**Bristol - Shelter** Call emergency national helpline 0808 8004444 if you have nowhere to stay tonight, are worried about losing your home, or are at risk of harm or abuse in your home. Online advice, legal aid and web chat also available.

**We Care & Repair** Works with disabled people and those over 60 to live independently in their own homes. Services: handyperson, larger repairs/adaptations, Housing advice. support leaving hospital, home adaptations. Tel 0300 323 0700

## Advocacy

**Pohwer** provides a range of advocacy services including Independent Mental Health Advocacy (IMHA) and Inpatient Advocacy Tel 0300 456 2370 [www.pohwer.net/bristol](http://www.pohwer.net/bristol)