



Iron Mill  
Counselling Service

## **Emergency Contacts for Mental Health Crisis**

### **Accident and Emergency (A&E)**

If you are experiencing suicidal thoughts and feel that you may be at risk of acting on these feelings.

If you feel you may be at risk of harming yourself or others.

If you have caused serious harm to yourself and need urgent medical attention.

- Poole Hospital, Longfleet Road, Poole, Dorset, BH15 2JB
- Royal Bournemouth Hospital, Castle Lane East, Bournemouth, BH7 7DW
- Christchurch Hospital, Fairmile Road, Christchurch, BH23 2JX

**Or call 999**

### **Mental Health Crisis Team – Poole**

Phone: 01305 214500

(5-11pm weekdays, 9am-11pm weekends and bank holidays)

### **Emergency GP Appointment - Contact your GP Surgery**

If you need urgent support, but your immediate safety is not at risk

If you have caused harm to yourself and need medical attention

**Out of Hours** (follow advice on Surgery out-of-hours message)

**OR dial 111 for free 24hr NHS helpline**

## **National Listening Services**

Exeter Campus

Morwenstow, 7 Barnfield Crescent,  
Exeter, Devon United Kingdom, EX1 1QT

Tel: 01392 499388

Poole Campus

Unit C, Acorn Business Park, Ling Road, Poole,  
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**Samaritans**

24/7 support for anyone in distress.  
Phone: 116 123

**Shout**

24/7 text support for anyone in the UK.  
Text: 85258

**SANEline**

A national Out-Of-Hours telephone helpline offering practical information, crisis care and emotional support to anybody affected by mental health problems.  
Phone: 0300 304 7000 - Website: <http://www.sane.org.uk/>

**Rape Crisis England & Wales**

National Rape and Sexual Abuse Helpline, which is available 24 hours a day, 7 days a week for anyone over the age of 16.  
Phone: 0808 500 2222 - Website: [www.rapecrisis.org.uk](http://www.rapecrisis.org.uk) which has a live chat facility which can be accessed 24/7

**National Domestic Abuse Helpline**

Phone: 0808 2000 247 - Website: [www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk)

**HOPELINEUK (PAPYRUS)**

Support for anyone under 35 experiencing thoughts of suicide.  
Phone: 0800 068 4141  
Text: 07860 039967  
Email: [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)

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**NSPCC**

Help for adults concerned about a child

Phone: 0808 800 5000

Help for children and young people

Phone: 0800 1111

Website: [www.nspcc.org.uk](http://www.nspcc.org.uk)

**ChildLine:**

A free helpline for children and young people in the UK.

Phone: 0800 1111

Website: <http://www.childline.org.uk/>

**LGBT Foundation**

Phone: 0345 3 30 30 30

Website: <https://www.lgbt.foundation>

**Alcoholics Anonymous UK**

Phone: 0800 9177 650

Website: [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

**Narcotics Anonymous UK**

Phone: 0300 999 1212

Website: <https://ukna.org/>

**Frank**

Free confidential drugs information and advice 24 hours a day via email or telephone (calls from landlines are free and won't show up on the phone bill).

Phone: 0300 1236600 Website: <http://www.talktofrank.com/>

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### **Silver Line**

7 days a week A confidential, free helpline for people over 55 across the UK They also offer friendship calls. Whenever feelings of isolation, worry, or loneliness strike - Call Silver Line  
Telephone: 0800 4 70 80 90 24-hours a day,

### **Beat**

The UK's leading eating disorder charity, offering support via phone, web chat, email and social media. They provide self-help guides, online workshops, and a carer community for those supporting someone with an eating disorder.

Tel: 0300 123 3355 – Website: [www.beateatingdisorders.org.uk](http://www.beateatingdisorders.org.uk)

## **Local Support**

### **Connection**

24/7 helpline for all ages

Phone: 0800 652 0190 or NHS 111

### **The Retreat**

Safe space for face-to-face help (18+):

Bournemouth: 4.30-11.30pm daily

Dorchester: 4.30-11.30pm, Saturday-Wednesday

### **Community Front Rooms**

Safe spaces for discussions and support (18+):

Bridport, Shaftesbury, Weymouth, Wareham: Thursday-Sunday, 2.15-9.45pm

### **The Dorset Practice**

Offers counselling and therapy for individuals, couples, and families:

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Address: Top Floor, 40-42 High Street, Old Poole, Poole BH15 1BT

Phone: 01202 022100

Website: [www.thedorsetpractice.co.uk](http://www.thedorsetpractice.co.uk)

### **Poole Community Counselling CIC**

Offers low-cost counselling services to adults, with fees ranging from £15-30 based on household income and personal circumstances.

Address: 42 High Street, Poole

Phone: 07745 212041

Website: [www.poolecommunitycounsellingcic.org](http://www.poolecommunitycounsellingcic.org)

### **EDAS (Essential Drugs & Alcohol Services)**

Provides free and low-cost mental health and addiction counselling support for adults and young people. They also offer peer support groups and warm space drop-ins.

Address: 56 Ashley Road, Poole

Phone: 01202 733322 Website: [www.edasuk.org](http://www.edasuk.org)

### **Dorset Mind**

Offers a range of mental health support services, including low-cost counselling, peer support groups, and educational workshops.

Address: 8 Stratfield Saye, 20-22 Wellington Road, Bournemouth

Phone: 01202 315329 Website: [www.dorsetmind.uk](http://www.dorsetmind.uk)

### **Steps 2 Wellbeing**

Provides free, confidential, NHS mental health services for adults experiencing common mental health issues such as depression, anxiety, and stress.

Phone: 0300 790 0542

Website: [www.steps2wellbeing.co.uk](http://www.steps2wellbeing.co.uk)

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**The Lantern Trust**

Offers support for vulnerable and marginalised people, including mental health support, counselling, and practical assistance.

Address: 2 Ranelagh Road, Weymouth

Phone: 01305 787940

Website: [www.lanterntrust.org.uk](http://www.lanterntrust.org.uk)

**Relate – Bournemouth, Poole and Christchurch**

The UK's largest provider of relationship, family counselling and sex therapy

Phone: 01202 311231

Website: [www.relate-bournemouth.org.uk](http://www.relate-bournemouth.org.uk)

**Children and Young People**

**HOPELINEUK (PAPYRUS)**

Support for anyone under 35 experiencing thoughts of suicide.

Phone: 0800 068 4141

Text: 07860 039967

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

**ChildLine:**

A free helpline for children and young people in the UK.

Phone: 0800 1111

Website: <http://www.childline.org.uk/>

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**CAMHS (Child and Adolescent Mental Health Services)**

Provides crisis support for children and young people under 18.

Phone: 03300 245 321 (office hours) or 0300 555 5000 (out-of-hours)

**Child and Adolescent Mental Health Services (CAMHS) - Dorset HealthCare**

Offers assessment and treatment for children and young people up to the age of 18 who are experiencing significant mental health difficulties. Services include one-to-one therapy, family therapy, and inpatient care if needed.

Website: [www.camhsdorset.org](http://www.camhsdorset.org)

**Young People's Mental Health Hub - Dorset Youth**

Provides mental health and emotional support services for young people, including resources for anxiety, depression, self-harm, eating disorders, and more.

Website: [www.dorsetyouth.com](http://www.dorsetyouth.com)

**NSPCC**

Description: Offers support and advice for parents dealing with various issues, including mental health problems in children and young people.

Phone: 0808 800 5000 - Website: [www.nspcc.org.uk/keeping-children-safe/support-for-parents/](http://www.nspcc.org.uk/keeping-children-safe/support-for-parents/)

**Chat Health – Dorset**

A confidential text messaging service for young people (aged 11-19) to contact their local public health nursing team for advice and support.

Text: 07480 635511

**The Rendezvous - North Dorset**

Provides support for young people on issues such as bullying, eating disorders, gender identity, self-harm, stress, and anxiety.

Website: [www.therendezvous.org.uk](http://www.therendezvous.org.uk)

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### **SPACE - LGBTQ+ Support**

Offers support for young people who are or may be lesbian, gay, bisexual, trans, or questioning their sexuality and/or gender identity. Website: [www.spaceyouthproject.co.uk](http://www.spaceyouthproject.co.uk)

### **Mosaic**

A Dorset-wide charity offering support to bereaved children, young people, and their families, as well as those facing the death of a loved one.

Website: [www.mosaicfamilysupport.org](http://www.mosaicfamilysupport.org)

### **STARS (Sexual Trauma and Recovery Service)**

Provides one-to-one, trauma-informed counselling, free of charge, for anyone of any age or gender who lives, works, or studies in Dorset and has experienced any form of sexual violence at any time in their life.

General Enquiries: 01202 308840

Support Line: 01202 308855

Referrals: 01202 308 840

Website: [www.starsdorset.org](http://www.starsdorset.org)

## **Services for Parents of Youth in Crisis**

### **Dorset Youth's Parent Mental Health Hub**

Provides mental health and emotional support services for parents and their young people, including self-care resources, crisis support, and tips and advice.

Website: [www.dorsetyouth.com/mental-health-parent](http://www.dorsetyouth.com/mental-health-parent)

### **YoungMinds Parents Helpline**

Offers a free, confidential helpline for parents and carers who are worried about a child or young person under 25. They also provide a webchat service and online advice.

Phone: 0808 802 5544

Website: [www.youngminds.org.uk/parent/parents-helpline/](http://www.youngminds.org.uk/parent/parents-helpline/)

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### **Parenting Mental Health**

A peer support organization for parents who are parenting a child struggling with their mental health. They offer online support groups, resources, and advice.

Website: [www.parentingmentalhealth.org](http://www.parentingmentalhealth.org)

### **MindEd for Families**

Provides safe and reliable advice about young people's mental health, created by experts and parents together. It includes information on signs, symptoms, and where to go for support.

Website: [www.mindedforfamilies.org.uk](http://www.mindedforfamilies.org.uk)

### **NSPCC**

Offers support and advice for parents dealing with various issues, including mental health problems in children and young people.

Phone: 0808 800 5000

Website: [www.nspcc.org.uk/keeping-children-safe/support-for-parents/](http://www.nspcc.org.uk/keeping-children-safe/support-for-parents/)

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