



Iron Mill
Counselling Service

Emergency Contacts for Mental Health Crisis

First Response Service (FRS)

Provides urgent mental health care, advice, and guidance 24/7 for people with mental health and learning disability needs.

Phone: NHS 111 (select mental health option)

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.

- The Royal Devon and Exeter Hospital, Barrack Rd, Exeter EX2 5DW
- 01392 411611
- Or call 999

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

Samaritans

24/7 support for anyone in distress.

Phone: 116 123

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

Tel: 01392 499388

Poole Campus
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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/>

Shout

24/7 text support for anyone in the UK.

Text: 85258

HOPELINEUK (PAPYRUS)

Support for anyone under 35 experiencing thoughts of suicide.

Phone: 0800 068 4141

Text: 07860 039967 - Email: pat@papyrus-uk.org

Alcoholics Anonymous UK

Phone: 0800 9177 650 – Website: www.alcoholics anonymous.org.uk

Narcotics Anonymous UK

Phone: 0300 999 1212 - Website: <https://ukna.org/>

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 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

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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>

Talk to 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/>

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

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

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Local Support

Alternatives to the Iron Mill counselling Service – The following organisations are not able to provide emergency support but provide general counselling to the public. You may wish to consider contacting them if the Iron Mill Counselling Service is not able to meet your needs.

The Moorings @ Devon

Offers mental health support in a welcoming, safe, non-judgmental environment.

Locations:

- Exeter: Wonford House, Dryden Road, Exeter, EX2 5AF
- Barnstaple: The Voice Meeting Rooms, Belle Meadow Court, Albert Lane, Barnstaple, EX32 8RJ
- Torquay: South Devon & Torbay Mental Health Centre, Torbay Hospital, Lowes Bridge, TQ2 7AA

Phone: 07990 790920 - Website: www.mhm.org.uk/the-moorings-devon

TALKWORKS

Free and confidential NHS talking therapies service for adults (18+).

Address: Compass House, 52 Magdalen Road, Exeter, EX2 4TL

Phone: 0300 555 3344 - Website: www.talkworks.dpt.nhs.uk/locations/talkworks-exeter

Devon Mind

Offers affordable, high-quality counselling services.

Phone: 01752 512280 - Website: www.devonmind.com

The Margaret Jackson Centre

Provides affordable one-to-one counselling sessions.

Address: 1 Barnfield Crescent, Exeter, EX1 1QT

Phone: 01392 256711 - Website: www.margaretjackson.org.uk

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Devon Mental Health Alliance (DMHA)

Partnership between six organizations providing mental health support. Website:
www.mentalhealthdevon.co.uk

Community Mental Health Team – Exeter

Specialist assessment and treatment for adults experiencing mental health difficulties.
Address: Wonford House, Dryden Road, Exeter, EX2 5AF Website:
www.dpt.nhs.uk/locations/community-mental-health-team-exeter

Cruse Bereavement Care – Exeter

Cruse Bereavement Support offers a range of services to help individuals cope with grief and loss, including emotional support, counselling, and resources for bereaved people.
Address: 3 Palace Gate, Exeter, EX1 1JA – Telephone: 0300 330 5466
Website: www.cruse.org.uk

Relate – Exeter (covering East Devon, Exeter, Mid Devon, West Devon).

Counselling services include relationship counselling, family counselling, children's counselling, young people's counselling and sex therapy.
Address: Verney House, 115 Sidwell Street, Exeter, EX4 6RY.
Telephone: 0300 772 9681 / 0300 100 1234 – Website: www.relate.org.uk

Devon Rape Crisis and Sexual Abuse Services

24/7 Support line offering confidential and emotional support
Telephone: 01392 204174 / 0808 500 2222 – Website: www.devonrapecrisis.org.uk

Children and Young People

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)

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Young Devon / Exeter YES Centre

Offers support for young people, including mental health services.

Provides community-based and school-based counselling for young people.

Address: 22 Cathedral Yard, Exeter, EX1 1HB

Phone: 01392 331666 - Website: www.youngdevon.org

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/

Children and Family Health Devon (CFHD)

Provides NHS integrated care and treatment across physical and mental health for children, young people and their families in Devon.

Telephone: 0330 0245 321 – Website: www.childrenandfamilyhealthdevon.nhs.uk

Services for Parents of Youth in Crisis

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/

Parenting Mental Health

Peer support organization for parents of children struggling with mental health. Website:

www.parentingmentalhealth.org

Parental Minds Counselling

Gives support to families who are struggling with their mental health and is available to all Parents/Carers and those aged 16-25.

Phone: 07907 614 516 – Website: www.parentalminds.org.uk

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MindEd for Families

Description: 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

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