



Accessing Emergency Support

The Iron Mill Counselling Service is not a crisis service. We are unable to support clients who need emergency support between appointments or people on the holding list whilst waiting to start therapy. The information below is intended to help you access appropriate help and support in the event of an emergency.

Mental Health Crisis?
 You no longer need to visit A&E
 Our First Response Service provides
 24/7 expert mental health support.
0808 196 8708

When to access these services What support is on offer

First Response Service

Provides a service seven days a week, 365 days a year.

The service is an urgent mental health service for people with mental health and learning disability needs.

Callers either experiencing a mental health crisis, or have concerns about someone's mental wellbeing can now access mental health care, advice and guidance 24/7.

The FRS will work closely with you, your family/carers and social networks to access the right care at the right time in the right place.

Who can call?

If you aren't able to make the call yourself then anyone can call on your behalf, for example a friend, carer, loved one, or your GP. The service is available to anyone aged 18 and above in a mental health crisis currently living in Devon (excluding Plymouth).

Accident and Emergency (A&E)

Royal Devon & Exeter
 Hospital
 01392 411 611

Or dial 999

- 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

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

GPs will review your current situation, provide information and advice on local support (including referral if appropriate), and discuss whether medication may be an option for you.

NHS helpline staff will assess whether you need an out-of-hours GP appointment.

Listening Services

Samaritans (open to all)

Phone: 116 123

Email: jo@samaritans.org

- If you are struggling with your feelings and need someone to talk to in confidence.

These telephone/text and web-based services are there to listen, in some cases on a 24hr a day basis. They are impartial and non-judgemental, and will not offer advice on what you should or shouldn't do.

Some are generalised and open to all, others may focus on specific groups, such as younger people or the LGBT community.

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

<http://www.sane.org.uk/>

ChildLine: a free helpline for children and young people in the UK.

Phone: 0800 1111

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

Papyrus (under 35s experiencing suicidal thoughts)

Phone: 0800 068 4141

Email: pat@papyrus-uk.org

Shout 85258

giveusashout.org

Text: 85258

LGBT Foundation

Phone: 0345 3 30 30 30

Email: helpline@lgbt.foundation

Alcoholics Anonymous

Phone: 0800 9177 650

<http://www.alcoholics-anonymous.org.uk/>

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

<http://www.talktofrank.com/>

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.

Services and Support	When to access these services What support is on offer
 <p>01392 256 711</p> <p>info@margaretjackson.org.uk</p> <p>www.margaretjacksoncentre.org.uk</p>	<p>General counselling to the public.</p>



0300 555 33 44

www.talkworks.dpt.nhs.uk



0808 808 1677

www.cruse.org.uk



reception.exeter@relate.org.uk

0300 772 9681



If you are in Exeter, you can phone the NHS Urgent Mental Health Line,

Available 24/7
on **0808 196 8708** (free)
or **0300 555 5000**.

Self-referral service offering a free, confidential, NHS talking therapy service, for people (aged 18+) in Devon ([excluding Plymouth](#)), helping you to feel better and giving you the tools and techniques to improve your mental and physical wellbeing.

Help available by telephone, one to one sessions or Group Therapy sessions.

Helpline is run by trained bereavement volunteers, who offer emotional support to anyone affected by grief.

Mon+Fri 9.30-5pm
Tues/Weds/Thurs 9.30-8pm
Sat + Sun 10-2pm

Relationship Counselling
Children and Young People's Counselling
Family Counselling

Opening times for enquiries
Monday to Thurs 8-8pm
Friday:8-6pm
Saturday:9-1pm
Sunday:Closed

You will be able to speak with a mental health professional and gain advice on the best course of care.

Available 24/7



If you are on campus or in Exeter, the University security team **Estate Patrol** can be contacted on **01392 723999**.

Exeter Student Nightline

We'll listen, not lecture.

Phone us (number on the back of your student card)

www.exeter.nightline.ac.uk/services



The Moorings @ Devon

www.mhm.org.uk/the-moorings-devon

St Leonards GP Practice, Athelstan Road,
St Leonards, Exeter EX1 1SB (*near the War Memorial on Denmark Road*).

[07990 790 920](tel:07990790920)

devonexeter.mhm@nhs.net

Estate Patrol is a mobile, response-based service covering all aspects of security, safety and welfare for staff and students.

Confidential listening and information service ran by students for students at the University of Exeter.

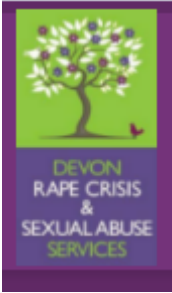
Contact about anything. Relationship issues, worries about studies or need someone to talk to on your way home at night.

Open from 8pm-8am every night of term

Offers out-of-hours mental health support to anyone aged 18+ in the Devon area, from three locations in Barnstaple, Exeter, and Torquay

Monday-Friday (including bank holidays)
6pm-midnight
Saturday-Sunday - 12pm-midnight

Confidential, professional support to survivors of rape, sexual assault and childhood sexual abuse in Devon.



devonrapecrisis.org.uk

Anonymous Helpline 01392 204 174
support@devonrapecrisis.org.uk



Children & Family Health Devon
Single Point of Access Team

0330 0245 321

childrenandfamilyhealthdevon.nhs.uk



01752 512280
admin@devonmind.com

We accept self-referrals and referrals on behalf of people you know to our services.

Monday, Wednesday & Friday - 6pm to 9pm

The Devon Child and Adolescent Mental Health Services (CAMHS) provide help for children and young people who may be experiencing problems with their emotional or psychological wellbeing or mental health.

If a child or young person (under 18) is experiencing a mental health crisis, you can now access Child and Adolescent Mental Health Services (CAMHS)

24/7 - 03300 245 321

Mon to Fri - 8am-5pm

Or

0300 555 5000 outside these hours.

18 years or over who needs our help with their mental health, whatever the needs and situation, as long as the counselling is likely to be of benefit.
Offering an initial six sessions of counselling per person.



PARENTAL MINDS C.I.C.

Mental Healthcare ; Exploring Pathways

www.parentalminds.org.uk **Phone** 07907 614 516 / hello@parentalminds.org.uk

Parental Minds Counselling

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

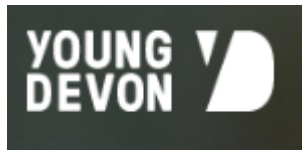
Our main catchment area is Honiton, Sidmouth, Seaton, Ottery St Mary & Axminster.

- We ask for a weekly donation that is affordable, to be agreed in advance

Eating Disorder Support

We offer the Tastelife Eating Disorder Course. The course is for anyone who believes they have an eating disorder because issues around eating have taken over their life.

It is also open to parents, siblings, friends and carers of sufferers.



Support for problems that young people might be facing - Including mental health and wellbeing.

Devon, Plymouth or Torbay, 11-25 years old

www.youngdevon.org wellbeingenquiries@youngdevon.org 08082 810155

Silver Line

Phone: 0800 4 70 80 90

24-hours a day, 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