

Helpline

Confidential Emotional Support & Guidance

Telephone/Freephone

0800 085 1718

Opening Times: 5pm – 9am weekdays, 24 hours weekends & bank holidays

Email: timeonline@mentalhealthmatters.co.uk

If you are hearing or speech impaired you can dial 18001 before the Helpline number to use Text Relay services

درخواست کرنے پر یہ معلومات اردو میں دستیاب ہے

如閣下需要本資料的中文譯版

如果需要你可以要求這 料的中文版本.

Informacja ta jest dostępna na żądanie w języku polskim

Tài liệu này bằng Tiếng Việt sẽ được cung cấp khi có yêu cầu.

ਬੇਨਤੀ ਕਰਨ 'ਤੇ ਇਹ ਜਾਣਕਾਰੀ ਪੰਜਾਬੀ 'ਚ ਉਪਲਬਧ ਹੋਵੇਗੀ।

এই তথ্যটি অনুরোধ ক্রমে বাংলায় পাওয়া যাবে।

هذه المعلومات متوفرة باللغة العربية عند الطلب.

این اطلاعات برحسب درخواست به زبان فارسی موجود است.

Tato informace je k dostání v Českém jazyce když o ni požádáte.

Cette information est disponible en français sur demande.

This information can be made available in other languages and formats.

Please contact **0800 085 1718**





Helpline

The Helpline is a team of highly trained and experienced support workers who use counselling skills to provide you with emotional support, guidance and information. The Helpline is an invaluable resource available to every member of your community.

Why might you choose to call us?

- You may be feeling low, anxious or stressed and feel talking to another person might help you cope.
- You may be in extreme emotional distress and feel that there is nowhere else to turn.
- You may be caring for another person and finding it difficult to cope.

Testimonial

I would often feel distressed, anxious and unable to sleep. I wonder how I would have got through if this service had not been available. The line is confidential which helped me feel safe. I would encourage people to ring the Helpline...as it has been of great benefit to me.

D. Skelton 20.3.08

Contacting the Helpline can give you a feeling of relief, wellbeing and peace of mind. You won't be judged and our service is confidential.

Mental Health Matters

Mental Health Matters is one of the UK's most innovative organisations working to promote well being. Our dedicated and experienced staff team deliver a comprehensive range of services to meet your needs.

We can provide support to cover every aspect of your life from employment and housing to community support and psychological services.

Our ultimate aim is to strengthen your voice, rights and independence and those of your families and friends.

Q&A

What do we mean by the service is confidential?

We do not discuss calls made to us with any other agency. The only time we would break this policy is if we considered that there is a risk to yourself or others.

Are the calls recorded?

No we do not record telephone calls, although our online services do record information for training purposes.

Are the staff volunteers?

The majority of people working on the Helpline are paid employees. The minimum qualification for all our staff is a counselling certificate. We also train many of our staff in Cognitive Behavioural Therapy techniques.