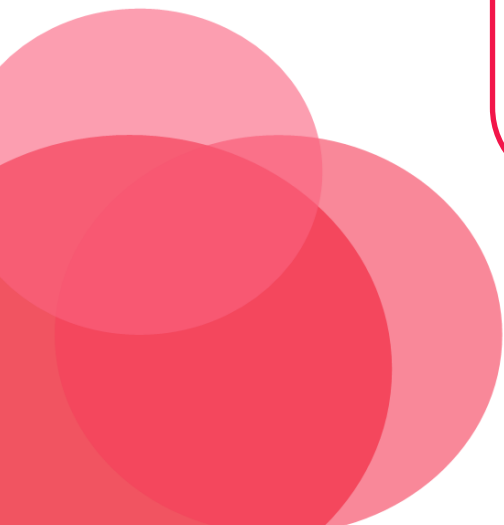


# Are you having a crisis?

## Emergency Department Patient Information Leaflet

If you are having a crisis, there is a lot of help and support out there. This leaflet includes contact information for:

- **Bereavement support**
- **Domestic violence**
- **Drugs, alcohol and addictions**
- **Health issues**
- **Homelessness**
- **Human trafficking and missing children**
- **Mental health**



# Bereavement support

## Cruse Bereavement Care

Cruse Bereavement Care offers support to people after the death of someone close.

**National:** 0844 477 9400  
**Dudley:** 01384 262878  
**Wolverhampton:** 01902 420055  
**Sandwell:** 0121 558 1798

[www.cruse.org.uk](http://www.cruse.org.uk)

## Sands (Stillbirth and Neonatal Death Charity)

Sands support anyone who has been affected by the death of a baby before, during or shortly after birth. This includes parents, grandparents, siblings, children, families and friends, health professionals and others.

[www.uk-sands.org](http://www.uk-sands.org)

## Survivors of Bereavement by Suicide (SOBS)

Support for those over age 18 who have been bereaved by a suicide.

0300 111 5065

<http://uk-sobs.org.uk/>

# Domestic violence

## Chadd Women's Refuge and Outreach

New beginnings refuge accommodation: 01384 864334

Outreach: 01384 864232

Support Groups: 01384 456465

## Domestic Violence Unit for Dudley

For confidential advice.

0121 626 8078

## Rape and Sexual Assault Counselling and Trauma Treatment Service (Dudley)

A confidential service for women aged 16 and over who have been raped or sexually assaulted in adulthood.

0121 602 8817

## The Cedar Centre

Dudley domestic violence and abuse support service.

01384 455411

## Victim Support

Independent domestic violence advisers – advice and support to break out of the cycle, information on hostels etc.

**National:** 08 08 16 89 111

**Dudley:** 01384 455116

**West Midlands:** 0300 303 1977

[www.victimsupport.org.uk](http://www.victimsupport.org.uk)

## **Women's Aid**

Offers refuge, support and counselling to victims of domestic abuse and sexual violence. Specialist support available for Asian women experiencing domestic violence.

**Sandwell:** 0121 553 0090 or 0121 552 6448 (24 hour domestic violence helpline)

[www.sandwellwomensaid.co.uk](http://www.sandwellwomensaid.co.uk)

**Birmingham and Solihull:** 0808 800 0028

[www.bswaid.org](http://www.bswaid.org)

# Drugs, alcohol and addictions

## Adfam

Information, local support groups and helplines for anyone affected by someone else's substance use.

0207 553 7640

[www.adfam.org.uk](http://www.adfam.org.uk)

## Al-Anon Family Groups

Al-Anon Family Groups provide support to anyone whose life is, or has been, affected by someone else's drinking.

**Dudley:** 01384 878246

**National:** 0207 403 0888

[www.al-anonuk.org.uk](http://www.al-anonuk.org.uk)

## Alcohol Anonymous

Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other so that they may solve their common problem and help others to recover from alcoholism.

**Dudley:** 01384 482929 (24 hours)

**National:** 0845 769 7555

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

## Aquarius

Helps people overcome the harms caused by gambling.

01384 261267

[www.aquarius.org.uk](http://www.aquarius.org.uk)

## Atlantic Recovery Centre, Dudley

Provides a substance misuse (drugs and alcohol) treatment service for adults within Dudley. Provides support, information, advice and treatment to enable people to move out of addiction and into recovery.

01384 426120

## **Drink Smarter**

Call to talk to someone in confidence.

0800 7 314 314 (8am to 11pm, seven days a week)

<http://www.drinksmarter.org/>

## **Gamblers Anonymous (GA)**

GA members offer the hand of friendship to anyone who is looking to try and stop gambling.

[www.gamblersanonymous.org.uk](http://www.gamblersanonymous.org.uk)

## **GamCare**

GamCare is the leading national provider of information, advice, support and free counselling for the prevention and treatment of problem gambling. The service is confidential, non-judgemental and expert.

0808 8020 133 (Freephone)

[www.gamcare.org.uk](http://www.gamcare.org.uk)

## **Narcotics Anonymous (NA)**

NA is a non-profit fellowship or society of men and women for whom drugs had become a major problem. They are recovering addicts who meet regularly to help each other stay clean.

0300 999 1212

[www.ukna.org](http://www.ukna.org)

## **Swanswell (Sandwell Alcohol and IRiS Drugs Service)**

National alcohol and drug charity that helps people change.

0121 553 1333

support@swanswell.org

[www.swanswell.org](http://www.swanswell.org)

## **Talk to Frank**

Information on drugs.

0300 123 6600

[www.talktofrank.com](http://www.talktofrank.com)

## **UK National Drugs Helpline**

A 24/7 service offering free and confidential telephone advice and information for anyone who is concerned or has questions about drugs.

0800 77 66 00

## **You, Your Teenager and Alcohol publication**

A brief guide that informs parents of the impact of alcohol on their child's growing body and offers tips on how to talk to them about drinking.

**Download copy:**

<http://www.cfed.org.uk/downloads/You%20Your%20Teenager%20and%20Alcohol%20final%20version.pdf>

# Health issues

## **NHS 111**

You can call 111 when you need medical help fast but it is not a 999 emergency. Open 24 hours a day, seven days a week.

## **BUDS (Better Understanding of Dementia for Sandwell)**

Aims to improve the quality of life of people experiencing dementia and their family carers in Sandwell.

0121 565 3721

[www.buds.co.uk](http://www.buds.co.uk)

## **Cancer Support at the White House**

Provides practical help, emotional support and information to people with cancer, their families, friends and carers in the borough of Dudley and surrounding areas.

01384 231232

[www.support4cancer.org.uk](http://www.support4cancer.org.uk)

## **Dudley Stroke Association**

Provides advice, support and information to people who have had a stroke, and their families and friends.

01384 271982

[www.dudleystrokeassociation.org.uk](http://www.dudleystrokeassociation.org.uk)

## **Family Planning Association**

Offers confidential, information and advice on contraception and sexual health.

[www.fwa.org.uk](http://www.fwa.org.uk)

## **GUM Clinic**

At The Dudley Group NHS Foundation Trust. Free, friendly and confidential sexual health and contraception service.

01384 456111 ext. 3900

01384 321480



## **Headway – The Brain Injury Association**

Headway Black Country provides a wide range of information, support and services for people with acquired brain injuries, their relatives and carers, as well as interested professionals throughout the Black Country.

**Dudley:** 01384 869961

**National:** 0808 800 2244

[www.headway.org.uk](http://www.headway.org.uk)

## **Health Exchange Dudley**

Making positive lifestyle changes. Health trainers work to help you improve your health.

01384 913133

[www.healthexchange.org.uk](http://www.healthexchange.org.uk)

## **MS (Multiple Sclerosis) Society**

Support group for people with MS.

01384 271172

[www.mssociety.org.uk](http://www.mssociety.org.uk)

## **NSPCC – Female Genital Mutilation (FGM)**

The NSPCC's FGM helpline is a free 24 hour service. Please ring if you are concerned that a child's welfare is at risk because of FGM and are seeking advice, information or support. Though callers' details can remain anonymous, any information that could protect a child from abuse will be passed to the police or social services.

0800 028 3550

## **Parkinson's UK Dudley and District branch**

Offers information, friendship and support to local people with Parkinson's, their families and carers.

01384 298522

[www.parkinsons.org.uk](http://www.parkinsons.org.uk)

## **Summit House Support**

Provides support to people supporting someone with HIV/AIDS.

01384 243220

[www.summithousesupport.co.uk](http://www.summithousesupport.co.uk)

## **The Road to Wellbeing – a self-help tool for managing the stress of everyday life**

For a free copy of the CD or booklet contact:

01384 816284

[roadtorelaxation@dudley.gov.uk](mailto:roadtorelaxation@dudley.gov.uk)

Download booklet from:

<http://www.dudley.gov.uk/health/office-of-public-health/looking-after-yourself/mental-health-and-wellbeing/>

# Housing and homelessness

## Dudley Metropolitan Borough Council

Dudley housing advice including homeless people:  
01384 815035

### **Emergency housing required:**

Knowing you are or may become homeless call:

0300 555 8283 (24 hours) or

visit Dudley Council Plus, 259 Castle Street, Dudley DY1 1LQ.

### **Winter Warmth Dudley:**

Supports residents to stay warm and well in winter.

Free advice to get best energy deals, manage debt, home improvements, repairs to boilers and heating systems, grants.

01384 817086

WinterWarmth@dudley.gov.uk

## **Home Heat Helpline**

Helps people worried about paying bills and keeping warm.

0800 33 66 99 (Freephone)

[www.homeheathelpline.org.uk](http://www.homeheathelpline.org.uk)

## **Housing Support Services**

Offers support in claiming benefits, rent arrears, maintaining tenancy, accessing training and employment, form filling and preventing homelessness.

01384 812504

## **Sandwell Council**

Sandwell housing advice including homeless people:

0121 569 6000 Option 3

0121 569 6883 (out of hours) or

visit Sandwell Council, Court House, High St, West Bromwich  
B70 8LU.

## **Welfare Rights and Anti-Poverty Unit:**

Sandwell benefit advice and support.

0121 569 3158

[www.sandwell.gov.uk](http://www.sandwell.gov.uk)

## **Shelter Housing**

0808 800 4444

[www.shelter.org.uk](http://www.shelter.org.uk)

# Human trafficking

## **The United Kingdom Human Trafficking Centre (UKHTC)**

Works to combat human trafficking along with a wide range of partners.

[www.nationalcrimeagency.gov.uk/](http://www.nationalcrimeagency.gov.uk/)

## **Child Exploitation and Online Protection Centre (CEOP)**

[www.ceop.police.uk](http://www.ceop.police.uk)

## **ECPAT**

Campaigns against child trafficking and child exploitation across different countries.

[www.ecpat.org.uk/](http://www.ecpat.org.uk/)

# Child sexual exploitation

## **Child Exploitation and Online Protection Centre (CEOP)**

[www.ceop.police.uk](http://www.ceop.police.uk)

## **Barnardo's**

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

## **PACE (Parents Against Child Sexual Exploitation)**

Pace is the leading national charity working with parents and carers whose children are sexually exploited.

[www.paceuk.info](http://www.paceuk.info)

# Runaways and missing children

## **The Children's Society**

[www.childrenssociety.org.uk](http://www.childrenssociety.org.uk)

## **Child Exploitation and Online Protection Centre (CEOP)**

[www.ceop.police.uk](http://www.ceop.police.uk)

# Mental health and depression

## **Big White Wall**

A safe, online, anonymous service for people over 16 years. Available 24/7. Get support from others who feel like you and get on top of your troubles.

[www.bigwhitewall.com](http://www.bigwhitewall.com)

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

Offers help on the website and a helpline for men of any age who are feeling depressed or down.

0800 58 58 58 (Freephone, 5pm to midnight, every day)

[www.thecalmzone.net](http://www.thecalmzone.net)

## **Depression Alliance**

Information, support and understanding for people who suffer with depression, and for relatives who want to help.

<http://www.depressionuk.org/index.shtml>

## **Depression UK**

Support and advice for people suffering from depression.

0870 774 4320

[www.depressionuk.org](http://www.depressionuk.org)

## **Dudley and Walsall Mental Health Partnership NHS Trust**

Provides support to children, adults and older people across the communities of Dudley and Walsall.

0300 555 0262

[www.dwmh.nhs.uk](http://www.dwmh.nhs.uk)

**In a crisis out of hours** (after 5pm, weekends and Bank holidays):

**Dudley:** 01384 325333

**Walsall:** 01922 607777

## **Eating Disorders Association**

0345 634 1414

[www.b-eat.co.uk](http://www.b-eat.co.uk)

## **Mental Health Foundation**

Publication – the truth about self-harm:

<http://www.mentalhealth.org.uk/publications/truth-self-harm/>

## **Mind**

Provides information about types of mental distress and where to get help.

0300 123 3393

[www.mind.org.uk](http://www.mind.org.uk)

## **Dudley Mind**

01384 442938

## **National Eating Disorders Association**

[www.nationaleatingdisorders.org](http://www.nationaleatingdisorders.org)

## **Pandas**

Pre- and postnatal depression advice and support. Supports families suffering from pre (antenatal) and postnatal illness (mums and dads).

0843 28 98 401

[www.pandasfoundation.org.uk](http://www.pandasfoundation.org.uk)

## **Rethink Mental Illness**

Advice and support line:

0300 5000 927 (10am to 2pm, Monday to Friday)

[advice@rethink.org](mailto:advice@rethink.org)

[www.rethink.org](http://www.rethink.org)

## **Rethink Mental Illness – Dudley Service**

Offers courses, drop-in sessions, 'coffee and cope' workshops, ladies' groups, exercise and socialise groups. Looking at wellbeing can help with anxiety and stress levels, self confidence and esteem, relationships and much more.

01384 869898



## **Royal College of Physicians**

Publications on self-harm:

<http://www.rcpsych.ac.uk/healthadvice/problemsdisorders/self-harm/self-harm-keyfacts.aspx>

<http://www.rcpsych.ac.uk/healthadvice/problemsdisorders/feelingontheedge.aspx>

<http://www.rcpsych.ac.uk/healthadvice/problemsdisorders/feelingoverwhelmed.aspx>

## **Samaritans**

Helpline service to talk about anything troubling you.

08457 90 90 90 (24 hours)

[www.samaritans.org](http://www.samaritans.org)

## **Sane**

Crisis care and emotional support for people with mental health problems, their families and carers.

0845 767 8000 (24 hours)

[www.sane.org.uk](http://www.sane.org.uk)

## **Survivors of Bereavement by Suicide (SOBS)**

Support for those over age 18 who have been bereaved by a suicide.

0300 111 5065

<http://uk-sobs.org.uk/>

## **The National Self-harm Network**

A forum to support and provide information for those who self-harm and their families.

[www.nshn.co.uk](http://www.nshn.co.uk)

## **The Seasonal Affective Disorder Association (SADA)**

SAD is a type of winter depression caused by a biochemical imbalance in the brain due to shortening of daylight hours. SADA aims to support and advise people with SAD.

[www.sada.org.uk](http://www.sada.org.uk)

## **The Veterans' Mental Health Charity – Combat Stress**

0800 138 1619 (Freephone)

[www.combatstress.org.uk](http://www.combatstress.org.uk)

# Social Services

## Adult Social Care Access Teams

<b>Birmingham:</b>	0121 303 1234
<b>Dudley:</b>	0300 555 0055
<b>Sandwell:</b>	0845 352 2266
<b>South Staffordshire:</b>	0300 111 8010
<b>Wolverhampton:</b>	01902 551199
<b>Worcester:</b>	0845 607 2000

## Dudley Adult Safeguarding Unit

0300 555 2345

## Children's Social Services

<b>Dudley:</b>	01384 813200
<b>Sandwell:</b>	0845 351 0131

## The Children's Disability Team Social Services

01384 815813

## Other helpful organisations

### **Asylum Seekers and Refugee Team (Dudley Metropolitan Borough Council)**

Support for refugees and asylum seekers.  
01384 815786

### **Citizens Advice Bureau (CAB) Dudley**

03444 111 444

### **Dudley Advocacy**

Independent, confidential support to help you to communicate, find out about your rights and options and pursue complaints.

01384 456877

[www.dudleyadvocacy.org](http://www.dudleyadvocacy.org)

### **Family Lives**

Free, confidential advice for parents.

0808 800 2222

[www.familylives.org.uk](http://www.familylives.org.uk)

### **Hyperactive Children's Support Group**

[www.hacsg.org.uk](http://www.hacsg.org.uk)

### **Lesbian and Gay Switchboard**

Switchboard is a telephone helpline and internet service that offers information, help, advice and support to the lesbian, gay, bisexual and transgender groups in Birmingham, the West Midlands and beyond.

0845 257 8255

[www.thegayguide.org.uk](http://www.thegayguide.org.uk)

## Listeninghelps.org

A listening ear for those who have served, those who are serving in the Army Reserves and occasionally, those serving in the regular forces.

07858 249576

listeninghelpsproject@gmail.com

<http://listeningmatters.org/>

## National Debtline

Free helpline for confidential and independent advice on how to deal with debt problems.

0808 808 4000

[www.nationaldebtline.org](http://www.nationaldebtline.org)

## Refugee Council (West Midlands)

The West Midlands One Stop Service provides a wide range of advice and information to refugees and asylum seekers. You can meet face to face with an advisor who speaks your language.

Provides emergency accommodation and works with unaccompanied asylum-seeking children under 18 years.

0121 446 5118

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

## Relate

Offers advice on relationships, counselling and sex therapy.

**National:** 0300 100 1234

**Dudley:** 01902 428447

**Sandwell:** 0121 643 1638

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

## **Report a loan shark**

Loan sharks are illegal money lenders who often charge very high interest rates. You can check if a company is authorised to lend money and report loan sharks anonymously.

<https://www.gov.uk/report-loan-shark>

## **Illegal Money Lending Team**

0300 555 2222

reportaloanshark@stoploansharks.gov.uk

24 hour service

Text LOAN SHARK and the lender's details to 60003

## **Step Change Debt Charity**

Free advice on problem debts.

0800 138 1111

<http://www.stepchange.org/>

## **The Money Advice Service**

Free and impartial money advice, set up by government.

0300 500 5000

<https://www.moneyadviceservice.org.uk/en>

## **Trading Standards Division - Dudley MBC**

Advice for the general public on a range of consumer issues.

0345 404 0506

## **Can I find out more?**

There is more information on the following Dudley Community Information Directory web link:

<http://www.dudleyci.co.uk/kb5/dudley/asch/home.page>



**This leaflet can be downloaded or printed from:**

<http://dudleygroup.nhs.uk/services-and-wards/accident-emergency/>

With acknowledgements to the Office of Public Health, Dudley Council

Originator: J Beck, Welfare Liaison Nurse, ED. Date originated: March 2015. Review date: March 2018. Version: 1. DGH ref: DGH/PIL/01089