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

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

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
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

Birmingham and Solihull: 0808 800 0028
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

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

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

Aquarius
Helps people overcome the harms caused by gambling.
01384 261267
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

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

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

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

Talk to Frank
Information on drugs.
0300 123 6600
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:
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

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

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

Family Planning Association
Offers confidential, information and advice on contraception and sexual health.
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

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
Download booklet from:
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

**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

Shelter Housing
0808 800 4444
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/

Child Exploitation and Online Protection Centre (CEOP)
www.ceop.police.uk

ECPAT
Campaigns against child trafficking and child exploitation across different countries.
www.ecpat.org.uk/

Child sexual exploitation

Child Exploitation and Online Protection Centre (CEOP)
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
Runaways and missing children

The Children’s Society
www.childrenssociety.org.uk

Child Exploitation and Online Protection Centre (CEOP)
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.

**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

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

Dudley Mind  
01384 442938

National Eating Disorders Association  
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

Rethink Mental Illness  
Advice and support line:  
0300 5000 927 (10am to 2pm, Monday to Friday)  
advice@rethink.org  
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

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

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
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

The Veterans’ Mental Health Charity – Combat Stress
0800 138 1619 (Freephone)
www.combatstress.org.uk
Social Services

Adult Social Care Access Teams
Birmingham: 0121 303 1234
Dudley: 0300 555 0055
Sandwell: 0845 352 2266
South Staffordshire: 0300 111 8010
Wolverhampton: 01902 551199
Worcester: 0845 607 2000

Dudley Adult Safeguarding Unit
0300 555 2345

Children’s Social Services
Dudley: 01384 813200
Sandwell: 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

Family Lives
Free, confidential advice for parents.
0808 800 2222
www.familylives.org.uk

Hyperactive Children’s Support Group
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
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

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
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 made available in large print, audio version and in other languages, please call 0800 073 0510.

تحصلك على هذه النشرة بحجم أكبر، وعلى شكل إصدار صوتي و بلغات أخرى، الرباح الاتصال بالرقم 080000730510

此宣传单可提供大字版本、音频版本和其它语言版本，请拨打 0800 073 0510。

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يتم كتابة آب كيو بزر ظروف كي لهائي، سمعي صورت اور ديغر
زبانون مين مييا كيا جا سكنا بي برياي ميربانى فون نمبر
080000730510 پر رابط كرين.
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