

Are you having a crisis? (young people)

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**
- **Domestic violence**
- **Drugs, alcohol and addictions**
- **Health issues**
- **Homelessness**
- **Human trafficking**
- **Mental health**
- **Money**



Childline

0800 1111 (Freephone)

www.childline.org.uk

Bereavement

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

RD4U

Supporting young people after the death of someone close.

0808 808 1677

info@rd4u.org.uk

www.rd4u.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

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

Project First Step

Support and counselling for young people who are thinking of leaving home. Includes advice for those up to 25 years who have been sexually abused.

www.projectfirststep.org

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 services.

01384 455411

Victim Support

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

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

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

Switch

Drug and alcohol service for young people.

01384 241440

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

Talk to Frank

Information on drugs.

0300 123 6600

www.talktofrank.com

Time for Me Project

Supports young people between eight to 13 years affected by drugs and/or alcohol abuse in the family.

01384 411722

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

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.

Brook Dudley

Free and confidential information for young adults under 25 years.

01384 239001

www.brook.org.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

Daughters of Eve (female genital mutilation – FGM)

Daughters of Eve work to protect girls and young women who are at risk from FGM. Offers advice and support to help young people.

www.dofeve.org

If you believe you are in an **immediate risk of harm**, please contact the emergency services by dialling 999 or contact Crimestoppers on 0800 555 111 or via their [website](#).

Dudley Stroke Association

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

01384 271982

www.dudleystrokeassociation.org.uk

Eating Disorders Association

0345 634 1414

Youthline: 0345 634 7650

www.b-eat.co.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

Health Exchange Dudley

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

01384 913133

www.healthexchange.org.uk

MS (Multiple Sclerosis) Society

Support group for people with MS.

01384 271172

www.mssociety.org.uk

National Eating Disorders Association

www.nationaleatingdisorders.org

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

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:

<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

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:

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

0121 569 6000 Option 3

0121 569 6883 (out of hours)

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.

<http://www.nationalcrimeagency.gov.uk/>

Child Exploitation and Online Protection Centre (CEOP)

www.ceop.police.uk

ECPAT

Campaigning 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

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

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

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

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

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

Dudley: 01384 325333

Walsall: 01922 607777

Get Connected

Offers help by telephone and email for young people under 25 who self-harm.

0808 808 4994

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

Kaleidoscope Plus Group

Sandwell Outreach and Recovery Team. Supports people with mental ill health.

0121 565 8344

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

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

Papyrus

Helpline for young people – prevention of young suicide.

0800 068 4141 (Freephone)

www.papyrus-uk.org

Recover your life

Internet self-harm support community. Also provides support for any emotional problems, in addition to self-harm.

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

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

Help and advice.

01384 869898

Royal College of Physicians

Publication for young people on coping with difficulties in life:

<http://www.rcpsych.ac.uk/healthadvice/parentsandyouthinfo/youngpeople/ucancope.aspx>

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

Selfharm.co.uk

A project dedicated to supporting young people who are affected by self-harm.

www.selfharm.co.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

Young Minds

Young Minds is the UK's leading charity committed to improving the emotional wellbeing and mental health of children and young people. It provides information for parents or carers worried about children or young people. Have useful publications available online.

0808 802 5544

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

A publication about self-harm is available on the following weblink:

http://www.youngminds.org.uk/assets/0000/7354/Self-Harm_Single_page_.pdf

Money

Citizens Advice Bureau (CAB) Dudley

03444 111 444

National Debtline

Free, confidential and independent advice on debt problems.

0808 808 4000

www.nationaldebtline.org

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>

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

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

Hope Again

Supporting young people after the death of someone close.
0808 808 1677

hopeagain@cruse.org.uk

www.hopeagain.org.uk

Hyperactive Children's Support Group

www.hacsg.org.uk

Kooth.com

Online counselling service for young people.

www.kooth.com

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

National Careers Service

Careers information and advice for young people aged 13 to 19 years.

0800 100 900 (Freephone)

NSPCC

For adults concerned about a child.

0808 800 5000

www.nspcc.org.uk

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

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

Sandwell Young Carers

Supports children and young people whose lives are affected as a result of caring for a family member.

0121 525 7667

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

Talent Match Black Country

Helps young people who have been out of work for longer than a year.

01902 328973

www.bctalentmatch.com

Top Church Training

Provides a one-to-one practical support and mentoring service to young people between the ages of 16 to 25 who live in the Dudley area. Covers housing, benefits, employment and training, finance, budgeting and café work experience opportunities.

The Café, South Street, Brierley Hill, West Midlands, DY5 4RR

topchurchtraining@btconnect.com

01384 262114

TheSite.org

Offers information and support in UK for ages 16 to 25 years including self-harm, relationships, drink and drugs.

www.thesite.org

The What? Centre

Counselling, help and advice for young people. Covers housing, homelessness, welfare benefits, health and many other issues.

01384 379992

www.thewhatcentre.com

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/>

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