



## Getting help (Winter 2018 edition)

### Helplines and support groups

Samaritans (116 123) operates a 24-hour service available every day of the year. If you prefer to write down how you're feeling, or if you're worried about being overheard on the phone, you can email Samaritans at [jo@samaritans.org](mailto:jo@samaritans.org).

Childline (0800 1111) runs a helpline for children and young people in the UK. Calls are free and the number won't show up on your phone bill.

PAPYRUS (0800 068 41 41) is a voluntary organisation supporting teenagers and young adults who are feeling suicidal.

Beat eating disorders: <https://www.beateatingdisorders.org.uk>

Depression Alliance is a charity for people with depression. It doesn't have a helpline but offers a wide range of resources and links to other relevant information. [www.depressionalliance.org](http://www.depressionalliance.org)

Students Against Depression is a website for students who are depressed, have a low mood or are having suicidal thoughts. [www.studentsagainstdepression.org](http://www.studentsagainstdepression.org)

Bullying UK is a website for both children and adults affected by bullying. [www.bullying.co.uk](http://www.bullying.co.uk)

### Useful Websites:

Campaign Against Living Miserably (CALM) : a service for young men CALM, the campaign against living miserably, exists to prevent male suicide in the UK. [www.thecalmzone.net](http://www.thecalmzone.net)

Changing Lives: National charity who are dedicated to supporting people with complex needs. Email. [central.office@changing-lives.org.uk](mailto:central.office@changing-lives.org.uk) Telephone: 01912738891

Childline: is a private and confidential service for children and young people up to the age of nineteen. [www.childline.org.uk](http://www.childline.org.uk)

If U Care Share: North East based organisation which promotes emotional wellbeing in young people and supports families affected by suicide. [www.ifucareshare.co.uk](http://www.ifucareshare.co.uk)

Mental Health Forum: committed to reducing the suffering caused by mental ill health and to help everyone lead mentally healthier lives. [www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)

Mental Health Matters: Mental Health Matters (MHM) was established 30 years ago by families and carers in the North East to provide support and care for people they loved with mental health problems. [www.mentalhealthmatters.com](http://www.mentalhealthmatters.com)

SCIE: The Social Care Institute for Excellence (SCIE) improves the lives of people who use care services by sharing knowledge about what works. [www.scie.org.uk](http://www.scie.org.uk)

SANE: is a leading UK mental health charity. We work to improve quality of life for anyone affected by mental illness. [www.sane.org.uk](http://www.sane.org.uk)

Time to Change: is England's biggest programme to challenge mental health stigma and discrimination. [www.time-to-change.org.uk](http://www.time-to-change.org.uk)

### **Up to Date Crisis Line Numbers**

Northumberland and Tyne and Wear Trust Tel 03031231146

Gateshead and Sunderland Tel. 03031231145

Hartlepool Tel. 01429 285858

North Durham Tel. 0191 4415738

Redcar & Cleveland Tel. 01642 838300

South Durham & Darlington Tel. 01325 552230

South Tyneside Tel. 03031231145

Stockton Tel. 01642 524714

### **Additional Information**

#### ***Crisis North East***

Our doors are open 25 – 26 December 2018 10am – 5.30pm Blackfriars @ The Ouseburn, New Bridge Street, Newcastle NE1 2TQ Two days packed full of free activities and festive cheer open to all homeless, vulnerably housed or otherwise isolated people aged 16 and over.

Need transport? We operate a mini-bus service: call 0191 222 0622 after 9.30am either day.

We can take advance bookings from some hostels. For more information Drop in to:

*Crisis Skylight Newcastle 1–3 City Road, Newcastle-upon-Tyne NE1 2AF or call 0191 222 0622 Our doors are open 25 – 26 December 2018 10am – 5.30pm Blackfriars @ The Ouseburn, New Bridge Street, Newcastle NE1 2TQ*

**PACT House**, Stanley, Co Durham is open for Xmas dinner on Xmas day – All Welcome

#### **Gateshead Clubhouse**

Open over Christmas Monday 24<sup>th</sup> - Weds 26<sup>th</sup> 11<sup>am</sup> - 3<sup>pm</sup>.

The Clubhouse is open 11<sup>am</sup> - 4<sup>pm</sup> all other days.

There is also an Out-of-Hours service run by Mental Health Matters (MHM) Staff on Thursday from 4:30pm - 8:00pm as well as Saturday-Sunday 12:30pm - 4:30pm.

**Streetlink** is an organisation which exists to help rough sleeping by enabling members of the public to connect people sleeping rough with local services who can support them. Website: <https://www.streetlink.org.uk> Telephone:0300 500 0914

#### **DWP Christmas Opening**

<https://www.gov.uk/contact-jobcentre-plus/christmas-and-new-year-opening>

**Newcastle East Foodbank Christmas opening times:**

Friday 21<sup>st</sup> December open 10.30 -12.30  
 Wednesday 26<sup>th</sup> December closed  
 Friday 28<sup>th</sup> December open 11.00 – 12.30

Regular opening from 2<sup>nd</sup> January 2019

**Gateshead Foodbank Centres Christmas Opening 2018/19**

<b>Gateshead Advice Centre, Swan St, GATESHEAD NE8 1BG</b>	
<b>Friday 21<sup>st</sup> December</b>	Open 9.30am- 12.30pm
<b>Tuesday 25<sup>th</sup> December</b>	<b>Closed</b>
<b>Friday 28<sup>th</sup> December</b>	Open 9.30am - 12.30pm
<b>Tuesday 1<sup>st</sup> January 2019</b>	<b>Closed</b>
<b>Friday 4<sup>th</sup> January 2019</b>	Open 9.30am -12.30pm
<b>Blaydon - Trinity Methodist Church Lucy Street, BLAYDON NE21 5PU</b>	
<b>Friday 21st December</b>	Open 1.30 - 3.30pm
<b>Friday 28<sup>th</sup> December</b>	Open 1.30 - 3.30pm
<b>Friday 4th January 2019</b>	Open 1.30 - 3.30pm
<b>Birtley – Birtley Methodist Church Station Lane BIRTLEY DH3 1DG</b>	
<b>Wednesday 19<sup>th</sup> December</b>	Open 10am – 12noon
<b>Wednesday 26<sup>th</sup> December</b>	<b>Closed</b>
<b>Wednesday 2<sup>nd</sup> January 2019</b>	Open 10am – 12noon