# Support and Signposting Guide

*Local and national support you can use before, during or after counselling*

**If you may act on suicidal thoughts, cannot keep yourself or someone else safe, or there is immediate danger: call 999 or go to A&E. For urgent mental health help, call 111 and select the mental health option.**

## If there is immediate danger

### Emergency services or A&E URGENT

If you or another person is in immediate danger, has seriously harmed themselves, or cannot stay safe.

**Call 999 or go to the nearest A&E department.**

### NHS urgent mental health support 24/7

Urgent mental health assessment and connection to the appropriate local crisis service for people of any age.

**Call 111 and select the mental health option.**

nhs.uk urgent mental health help

## Talk or text now

### Samaritans 24/7

Confidential listening support for anything that is causing distress. You do not have to be suicidal.

**Call 116 123 free.**

samaritans.org

### Shout 24/7

Free, confidential crisis support by text in the UK.

**Text SHOUT to 85258.**

giveusashout.org

## Suicidal thoughts and suicide support

### CALM suicide prevention helpline 5pm to midnight

Free, anonymous support for adults affected by suicidal thoughts, suicide bereavement, or concern about someone.

**Call 0800 58 58 58. Webchat and WhatsApp are also available.**

thecalmzone.net

## Local crisis and out-of-hours support

### Positive Futures Crisis Café

A free, welcoming out-of-hours space in Lancaster for adults experiencing a mental health crisis or who feel close to crisis.

**Call 07507 649821.**

Monday to Friday, 4pm to 8pm. Thursday is by appointment.

positivefutures.uk

# Mental health and local support

*Support for ongoing difficulties, practical needs and finding the right local service.*

## NHS and local mental health support

### LSCFT Talking Therapies

Free NHS talking therapies for people aged 16+ in Lancashire experiencing anxiety, low mood, depression, trauma-related difficulties and related problems. Self-referral is available.

**Call 0300 555 0345.**

lscft.nhs.uk/talking-therapies

### LSCFT Wellbeing Helpline and Text Service

Listening support, information and signposting during the evening. This is not an emergency service.

**Call 0800 915 4640 | Text HELLO to 07860 022 846.**

Available seven days. Check the official page for current daily hours.

lscft.nhs.uk/wellbeing-helpline

### Your GP

Your GP can assess mental and physical health, discuss medication, make referrals and help you access local NHS services. Ask for an urgent appointment if the situation cannot wait.

**Contact your own GP practice. Outside normal hours, call NHS 111.**

## Local community and practical support

### Positive Futures

Lancaster-based support including wellbeing activities, groups, training and the Crisis Café.

**Call 01524 587223 | office@positivefutures.uk**

General office hours are usually Monday to Friday, 9.30am to 3pm.

positivefutures.uk

### The Olive Branch

Practical support for people facing hardship, including food support, advice and signposting. A referral is normally needed for a food parcel.

**Call 01524 555715 | info@the-olivebranch.org.uk**

the-olivebranch.org.uk

### Lancashire Women

Support for women across Lancashire, including wellbeing, money, employment and other community services. Availability varies by area.

**Call 0300 330 1354 | TalkToUs@lancashirewomen.org**

lancashirewomen.org

### Waythrough, Bay Tree House 24/7

A Lancashire crisis recovery house offering short-term, non-clinical mental health support. Contact the team to discuss support and eligibility.

**Call 0330 008 3673 | baytreehouse@waythrough.org.uk**

waythrough.org.uk

# Addiction and recovery

*You can contact these services whether you are ready to stop, considering change, or worried about someone else.*

## Alcohol and drug support

### Inspire Lancashire

Free, confidential support for adults affected by alcohol or drug use across Lancashire, including Lancaster and Morecambe.

**Call 0808 169 8673.**

changegrowlive.org/inspire-lancashire

### The Well Communities, Morecambe

Local peer-led recovery support, community, activities, housing and practical help for people affected by addiction.

**Call 01524 415278.**

thewellcommunities.co.uk

### Alcoholics Anonymous

Peer-led 12-step recovery meetings and support for people who want help with their drinking.

**Call 0800 9177 650 | help@aamail.org**

alcoholics-anonymous.org.uk

### Narcotics Anonymous

Peer-led 12-step meetings and support for people who want to stop using drugs.

**Call 0300 999 1212.**

Every day, 10am to midnight.

ukna.org

## Choice-based recovery and gambling

### SMART Recovery UK

In-person and online mutual-aid meetings using practical tools for changing addictive behaviours. Support is available for individuals and families.

**Call 0330 053 6022.**

smartrecovery.org.uk

### GamCare National Gambling Helpline 24/7

Free information, advice and support for anyone affected by gambling, including family and friends.

**Call 0808 8020 133. Live chat and WhatsApp are also available.**

gamcare.org.uk

## A useful first step

### Speak to your GP or NHS 111

Alcohol, drugs and eating difficulties can affect physical health as well as emotional wellbeing. A GP can assess medical risk and discuss treatment options.

**Contact your GP. Call 111 for urgent medical advice, or 999 in a medical emergency.**

### Finding meetings

Meeting times and locations can change. Use the official meeting finder on the organisation website rather than relying on an old printed list.

# Money, debt, housing and food

*Free help is available. Be cautious of companies that charge for debt advice or promise quick fixes.*

## Local advice and food support

### Citizens Advice North Lancashire

Free advice on benefits, debt, housing, employment, consumer issues, immigration and other practical problems.

**Call 01524 481508 | enquiries@northlancashirecab.org.uk**

Drop-in in Lancaster and Morecambe: Tuesday to Thursday, 10am to 2pm. Appointments are available Monday to Friday.

northlancashirecab.org.uk

### Christians Against Poverty debt help

Free debt help available to people of any faith or none. The Lancaster and Morecambe local centre remains active; initial access is through the national booking line.

**Call 0800 328 0006.**

Monday to Thursday, 9.30am to 5pm. Friday, 9.30am to 3.30pm.

capuk.org

### The Olive Branch

Local food support and practical help. A referral is usually required for a food parcel.

**Call 01524 555715.**

the-olivebranch.org.uk

## National debt and housing advice

### National Debtline

Free, confidential and independent debt advice, webchat, tools and sample letters.

**Call 0808 808 4000.**

Monday to Friday, 9am to 8pm. Saturday, 9.30am to 1pm.

nationaldebtline.org

### StepChange Debt Charity

Free, impartial debt advice and personalised solutions. Do not pay another company for help that StepChange provides free.

**Call 0800 138 1111.**

Monday to Friday, 8am to 8pm. Saturday, 9am to 2pm.

stepchange.org

### MoneyHelper debt advice locator

Government-backed directory for finding free, regulated debt advice by phone, online or locally.

moneyhelper.org.uk/debt-advice-locator

### Shelter England emergency housing helpline

Advice for people who are homeless, at risk of homelessness, or facing a housing emergency. Shelter does not directly provide accommodation.

**Call 0808 800 4444.**

Monday to Friday, 8am to 5pm.

england.shelter.org.uk

# Abuse, safety, disability and discrimination

*Use a safe device where possible if someone may be monitoring your calls or browsing.*

## Domestic abuse and personal safety

### SafeNet Lancashire 24/7

Local, inclusive domestic abuse support, outreach and access to safe accommodation for women, men and children in Lancaster and across Lancashire.

**Call 0300 3033 581 | daoutreachlancaster@safenet.org.uk**

safenet.org.uk

### National Domestic Abuse Helpline 24/7

Free, confidential support for women experiencing domestic abuse, run by Refuge.

**Call 0808 2000 247.**

nationaldahelpline.org.uk

### Men's Advice Line

Confidential advice and emotional support for male victims of domestic abuse, including trans and non-binary people who feel the service is right for them.

**Call 0808 801 0327.**

Monday to Friday, 10am to 5pm. Webchat Monday to Friday, 9am to 10am.

mensadviceline.org.uk

## Disability information and advocacy

### Scope helpline

Information and advice for disabled people and families, including benefits, work, social care and equipment.

**Call 0808 800 3333 | helpline@scope.org.uk**

Monday to Saturday, 10am to 5pm.

scope.org.uk/helpline

## Sexual violence, hate crime and discrimination

### Rape Crisis England & Wales 24/7

Free phone and online support for anyone aged 16+ affected by rape, sexual abuse, sexual assault or sexual harassment, whether recent or in the past.

**Call 0808 500 2222.**

rapecrisis.org.uk

### Galop National LGBT+ Helpline

Specialist support for LGBT+ people experiencing domestic abuse, sexual violence, hate crime, conversion practices or other abuse.

**Call 0800 999 5428 | help@galop.org.uk**

Monday and Tuesday, 9.15am to 8pm. Wednesday to Friday, 9.15am to 4.30pm. Closed 1pm to 2pm.

galop.org.uk

### Equality Advisory and Support Service

Information and informal support about discrimination and human rights in England, Scotland and Wales.

**Call 0808 800 0082.**

Monday to Friday, 9am to 7pm. Saturday, 10am to 2pm.

equalityadvisoryservice.com

### Disability Equality North West

Advice, advocacy, peer support and disability hate-crime support across the North West.

**Call 01772 558863 | Text 07709 710195 | hello@disability-equality.org.uk**

Monday to Friday, 9.30am to 4pm.

disability-equality.org.uk

# Identity, relationships, parenthood and later life

*Choose the service that feels most relevant to your situation and identity.*

## LGBTQIA+ listening and identity support

### Switchboard LGBTQIA+ Support Line

A free, confidential listening service run by LGBTQIA+ volunteers.

**Call 0800 0119 100 | hello@switchboard.lgbt**

Every day, 10am to 10pm. Phone and online chat.

switchboard.lgbt

### Mermaids NOT CRISIS

Support and information for trans, non-binary and gender-diverse young people up to age 20, and their families. This is not an emergency service.

**Call 0808 801 0400.**

Monday to Friday, 1pm to 8.30pm. Webchat is also available.

mermaidsuk.org.uk

### Hidayah LGBT+ NON-URGENT

Community, wellbeing resources and support for LGBTQ+ Muslims in the UK. Volunteer-run and not suitable for immediate help.

**Use the support or contact form on the official website.**

hidayahlgbt.com

### Naz and Matt Foundation NON-URGENT

Support for LGBTQI+ people affected by religion or culturally conservative families. Response times can be several weeks.

**Use the support form on the official website.**

nazandmattfoundation.org

### Stonewall INFORMATION

LGBTQ+ rights, policy and workplace information. It is not a personal crisis or listening helpline.

**Use its information and resources online.**

stonewall.org.uk

## Relationships, parenthood and later life

### Relate

Specialist relationship support, including individual, couples and family counselling, sex therapy, one-session therapy and self-help resources. Fees and funded options vary.

**Book or find current options online.**

relate.org.uk

### PANDAS Foundation NOT CRISIS

Peer support for parents and families affected by perinatal mental health difficulties. PANDAS cannot diagnose or provide medical or emergency care.

**Book a free support call online.**

Bookable calls are generally available Monday to Friday, 9am to 5pm, subject to volunteer availability.

pandasfoundation.org.uk

### Age UK Lancashire

Local information and advice for people of State Pension age, including benefits, social care, housing, scams and local services.

**Call 0300 303 1234 | advice@ageuklancs.org.uk**

Advice line Monday to Friday, 9.30am to 4pm.

ageuk.org.uk/lancashire

### The Silver Line 24/7

Free, confidential friendship, conversation and support for people aged 55+.

**Call 0800 4 70 80 90.**

ageuk.org.uk/silverline

# Bereavement, caring and serious illness

*Support is available for grief, anticipatory grief, caring responsibilities and serious illness.*

## Bereavement and suicide loss

### Cruse Bereavement Support

Free emotional support from trained bereavement volunteers for anyone affected by grief.

**Call 0808 808 1677.**

Monday, Wednesday, Thursday and Friday, 9.30am to 5pm. Tuesday, 1pm to 8pm.

cruse.org.uk

### Survivors of Bereavement by Suicide

Peer-led support for adults impacted by suicide loss, including a support line, email, online forum and local or virtual groups.

**Call 0300 111 5065 | email.support@uksobs.org**

Every day, 9am to 7pm.

uksobs.com

### St John's Hospice bereavement support

Local pre-bereavement, bereavement, specialist palliative and end-of-life support across North Lancashire and South Lakes. Clinical services normally require referral by a health professional.

**Bereavement 01524 551195 | Main reception 01524 382538 | Community services 01524 384887.**

Bereavement team Monday to Friday, 9am to 5pm. A free monthly Grief Café is also offered.

sjhospice.org.uk

### Lancashire Carers Service

Free support for unpaid adult carers in Lancaster and Morecambe, including emergency planning, one-to-one help, peer support and a carers listening line.

**Call 0345 688 7113 and select option 2 | enquiries@lancscarers.co.uk**

lancashire.gov.uk/carers

## Cancer, life-shortening illness and palliative care

### CancerCare Lancaster and Morecambe

Free local therapeutic and practical support for people affected by cancer, bereavement and life-shortening illness, including adults, children and families.

**Call 01524 381820.**

Lancaster: Monday to Wednesday, 9am to 8pm. Thursday and Friday, 9am to 5pm.

cancercare.org.uk

### Macmillan Support Line

Free, confidential cancer information and emotional, practical and financial support for people with cancer and those close to them.

**Call 0808 808 0000.**

Every day, 8am to 8pm.

macmillan.org.uk

### Marie Curie Support Line

Free practical information and emotional support for people living with terminal illness, and for family, friends and carers. It is not a counselling service.

**Call 0800 090 2309 | support@mariecurie.org.uk**

Monday to Friday, 8am to 6pm. Saturday and Sunday, 10am to 4pm.

mariecurie.org.uk

# Anxiety, eating difficulties and neurodiversity

*Some organisations provide information or peer support rather than crisis care. The labels below make that distinction clear.*

## Anxiety, panic and eating difficulties

### Anxiety UK SELF-CARE LINE

Information, peer-led support, groups, courses and lower-cost therapy for anxiety. The 24/7 number provides recorded self-care information and breathing exercises, not a staffed crisis line.

**Self-care infoline: 03444 775 774.**

anxietyuk.org.uk

### No Panic

Volunteer helpline and CBT-focused self-help support for panic attacks, phobias, OCD and related anxiety difficulties.

**Helpline 0300 772 9844.**

Every day, 10am to 10pm. The 24/7 number 01952 680835 is a recorded breathing exercise, not a live crisis worker.

nopanic.org.uk

### Beat eating disorder helpline

Free support and information for people affected by an eating disorder, and those supporting them. Advisors are not medically trained.

**England: 0808 801 0677.**

Monday to Friday, 3pm to 8pm. Webchat is also available.

beateatingdisorders.org.uk

## Neurodiversity information and peer support

### National Autistic Society NOT CRISIS

Detailed advice and guidance, and a directory of autism services. The former general autism helpline is no longer offered, and the main office number is not an advice helpline.

**Use the advice pages and Autism Services Directory online.**

autism.org.uk

### ADHD UK NOT CRISIS

Information, online peer support groups, resources and advocacy for people with ADHD and those seeking assessment information.

**Use the support pages, community or contact form online.**

adhduk.co.uk

### Hub of Hope

A free UK directory for finding local and national mental health services by postcode and type of support.

hubofhope.co.uk

## Using this guide safely

### Check the official website

Opening hours, eligibility, locations and referral routes can change. The web link shown for each service is the source of truth. Acoustic Counselling is not an emergency service, and messages may not be seen immediately. Use page 1 when help cannot safely wait.