

Newport Mental Health and Wellbeing Directory 2010

Introduction

This directory provides helpful information about mental health and illness and describes services that are available to the people of Newport. This directory was constructed with the help of people who use mental health services and those who care for them. All providers of mental health services, both statutory and voluntary, have contributed to this directory.

Anuerin Bevan Health Board and Newport City Council have also published this information on their websites (go to: www.aneurinbevanhb.wales.nhs.uk for Newport Local Health Board and www.newport.gov.uk for Newport City Council).

How to use this Guide

There are two ways to use this Guide:

- If you want to find an organisation that can give you information on a specific topic, use the Contents page at the front of the booklet to find the topic you need.
- If you already know the name of the organisation you need to find, you can use the alphabetical index at the back of the Guide.

Where possible, this guide also communicates key features of an organisation through the use of symbols:



This venue is disability friendly



This venue is accessible via public transport



There is parking available at this venue



There is a charge for this service



You need to be referred by a professional to access this service

If you require further copies of this guide, or a copy of this guide in an alternative format or language, please contact

What is mental health & mental illness?

Mental ill health affects 1 in 4 people in the UK at some stage in their lives. Most people experience distress, anxiety and ill-temper as they cope with everyday life but when do you know if it becomes a mental illness?

The World Health Organisation defines mental health as "a state of well-being in which an individual realises his or her abilities, can cope with the daily stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community".

The World Health Organisation also defines mental ill health. Mental ill health includes mental health problems and strain, impaired functioning associated

with distress, symptoms, and diagnosable medical disorders such as Schizophrenia and Depression.

How can I tell if a loved one or a friend needs help?

The following are signs that your loved one may want to speak to a medical or mental health professional.

In adults:

- Confused thinking
- Prolonged depression (sadness or irritability)
- Feelings of extreme highs and lows
- Excessive fears, worries and anxieties
- Social withdrawal
- Dramatic changes in eating or sleeping habits
- Strong feelings of anger
- Delusions or hallucinations
- Growing inability to cope with daily problems and activities
- Suicidal thoughts
- Denial of obvious problems
- Numerous unexplained physical ailments
- Substance abuse

In older children and pre-adolescents:

- Substance abuse
- Inability to cope with problems and daily activities
- Change in sleeping and/or eating habits
- Excessive complaints of physical ailments
- Defiance of authority, truancy, theft, and/or vandalism
- Intense fear of weight gain
- Prolonged negative mood, often accompanied by poor appetite or thoughts of death
- Frequent outbursts of anger

In younger children:

- Changes in school performance
- Poor grades despite strong efforts
- Excessive worry or anxiety (e.g. refusing to go to bed or school)
- Hyperactivity
- Persistent nightmares
- Persistent disobedience or aggression
- Frequent temper tantrums

Where do I go for help?

In all cases, approach your own Doctor / General Practitioner (GP) first. They will be able to talk to you about any problems you are experiencing. Your GP will be able to tell you if you need any additional help, such as information, counselling, or referral to a mental health professional. These may be based within the statutory sector (within Health Services or Social Services) or within the voluntary sector (e.g. Mind, Hafal, Growing Space, etc).

What if the information is out of date?

If you find that some of the information in this directory is out of date, please contact

Comments and Suggestions

We hope that you will find this guide useful and easy to use. However, if you have any comments or suggestions about the content or format of this guide, or would like to make an amendment to any of the entries, please contact

Disclaimer

The inclusion of an organisation in this Guide should not necessarily be taken as a recommendation by the authors. Users of this Guide should take time to check out organisations listed for themselves. Some organisations in this Guide may be very busy, and some are very small and may not be staffed at all times. Therefore, please be patient when trying to contact them – you should get through eventually or be able to leave a message.

Acknowledgements

Advice and Information

Local Contacts:



Newport Citizen's Advice Bureau (CAB)

The Citizen's Advice Bureau offers free, confidential, impartial and independent advice to help address issues relating to legal, money and other problems.

Address 8 Corn Street, Newport, NP20 1DJ

Telephone 01633 212680

Operating Hours Monday - Wednesday, 10:00 am - 12:30 pm

Friday 10:00 am - 3:00 pm  

Address 35 Commercial Road, Newport, NP20 2PB

Telephone 01633 222622

Operating Hours Appointment Only

Anuerin Bevan Health Board

The aim of the Health Board is to improve the health of the people of Newport through the effective commissioning of health services.

Address Victoria House, 136 - 140 Corporation Road, Newport, NP19 0BH

Telephone 01633 261430

Newport City Council

Newport City Council provide all major services such as education, leisure, housing, social services, planning and highways.

Address Civic Centre, Godfrey Road, Newport, NP20 4UR

Telephone 01633 656656

Newport Social Services

Social Services makes sure that people with social care needs are provided with help, care, support and protection to enable them to live independent and dignified lives at home or elsewhere in the community.

Address Civic Centre, Godfrey Road, Newport, NP20 4UR

Telephone 01633 656656

Other Contacts:

NHS Direct Wales

24-hour nurse-led, confidential helpline providing advice and information on: what to do if you're feeling ill, health concerns for you and your family, local health services, self-help and support organisations. Calls are charged at a local rate.

Telephone 0845 46 47

Website www.nhsdirect.wales.nhs.uk

Community Advice & Listening Line (C.A.L.L.)

The C.A.L.L helpline provides emotional support through listening, information on services and free literature on mental health related issues. The service provides support and information to anyone concerned about their own mental health or that of a relative or friend.

Helpline 0800 132 737

Office Telephone 01978 366206
Operating Hours Monday - Friday, 10:00 am - 2:00 pm & 7:00 pm - 11:00 pm.
Weekends, 12:00 pm – Midnight

Advocacy

An Advocate is an independent person who will represent your wishes without judging you or giving their personal opinions. They can help you speak for yourself in difficult situations or act on your behalf to help you secure services and rights to which you are entitled.

Advocates can provide help in a community or in-patient setting.

Local Contacts:

Newport MIND - Peer Advocacy

Mind are a registered charity that works for the better mental health of people in Newport by providing a range of services including a Peer Advocacy service. Peer advocacy is support from advocates who themselves use or have used mental health services.

Address Princes Chambers, 55 High Street, Newport, NP20 1GA

Telephone 01633 258741

Fax 01633 671903

Email enquiries@newport-mind.co.uk

Website www.newport-mind.co.uk



Other Contacts:

Advocacy Action Wales

Advocacy Action Wales are a registered charity that works within South Wales, in particular, Newport, Torfaen, Blaenau Gwent, Caerphilly and Monmouthshire. Advocacy Action Wales aims to support the learning disabled population of South Wales to access advocacy where they have problems, issues or crisis issues that are not easily overcome.

Currently, they provide the following services:

- Blaenau Gwent Self – Advocacy
- Blaenau Gwent Advocacy
- Caerphilly Advocacy
- Monmouthshire Self - Advocacy
- Newport Advocacy
- Torfaen People First
- Voices Through Advocacy
- Partnership with Scope - Craig-y-Parc specialist school
- Partnership with Sunnybank Nursing Home - Spot Advocacy
- Issue based advocacy services for the Black and Ethnic communities within Newport, Torfaen, Caerphilly, Blaenau Gwent and Monmouthshire.

Address 54 Victoria Street, Cwmbran, NP44 3JN

Telephone 01633 838976

Fax 01633 838984

Email info@advocacyactionwales.org.uk

Operating Hours Monday - Thursday 9:00 am - 5:00 pm, Friday 9:00 am -

4.30 pm

Alcohol and Drug Problems

Local Contacts:

Drugs Alcohol Family Support (DAFS)

The registered charity DAFS provide free, confidential information, support and counselling to people who are affected by another person's substance misuse (drugs or alcohol). They aim to provide this in a safe, non-judgemental, supportive environment both at their base in Swffryd and at venues throughout Gwent. Support may be accessed via their telephone support line, face-to-face appointments and at peer support groups facilitated by trained DAFS workers.


Address Swffryd Clinic, Walters Avenue, Swffryd, NP11 5HT

Support line 01495 240824

Telephone 01495 244623

Email Mike.blanche@gwentalcoholproject.org.uk

Operating Hours Monday - Thursday, 9:00 am - 5:00 pm

Friday 9:00 am - 4.30 pm 

Ffynnon Project (Newport)

Ffynnon is a voluntary organisation that provides floating support for people in the community who have a history of drug and alcohol problems. It aims to help people find and maintain their own homes. They provide support on things such as claiming benefits, managing money, help filling in forms and tenancy issues.

Address c/o 3 Palmyra Place, Newport, NP20 4EJ

Telephone 01633 263185

Fax 01633 220196

Website www.trothwy.com

Operating Hours Monday - Friday, 8:45am - 4:30pm 

Fusion

Fusion is a registered charity that provides advice, information and counselling to young people who are concerned about their drinking and/or drug use.

Address 110 Lower Dock Street, Newport, NP20 2AF

Helpline 0800 7314649


Telephone 01633 264463

Fax 01633 840257

Email admin@fusion-online.org.uk

Operating Hours Monday - Thursday, 9:00 am - 5:00 pm,

Friday 9:00 am - 4:00 pm.




Closed for lunch 1:00 pm - 2:00 pm 

Gwent Alcohol Project

GAP is a voluntary organisation and registered charity. They offer free and confidential counselling and an information service for people aged 16 and over living within the greater Gwent area who are concerned about their own drinking or that of a relative or friend.

Address 1 Palmyra Place, Newport, NP20 4EJ

Helpline 01633 252045
Email admin@gwentalcoholproject.org.uk

Operating Hours Monday - Friday, 9:00 am - 5:00 pm   

Gwent Specialist Substance Misuse Service (GSSMS)

GSSMS is a statutory, Gwent wide service. Access to GSSMS is through referral from your GP or non-statutory drug services such as Kaleidoscope. Their services include:

- Needle exchange
- Counselling
- Alternative prescribing places/nurse monitoring
- GP liaison clinics
- Complex case work, e.g. dual diagnosis
- Consultant clinics
- Open access for initial assessment
- GP Shared Care
- Support worker for pharmacy based needle exchange

Address 139 Lower Dock Street, Newport

Telephone 01633 216777    

In2change

In2change is a voluntary organisation that offers supported accommodation, relapse management workshops, life skills training, resettlement and aftercare for people who are attempting to overcome an alcohol or drug related problem.




Address 3 Palmyra Place, Newport, NP20 4EJ

Telephone 01633 263185

Fax 01633 220196

Email throthwy@in2change.freeseve.co.uk

Website www.gwalia.com

Operating Hours 24 hours a day, 7 days a week   

INCLUDE'S Turnaround Project

The Turnaround Project is an intensive 11-week, 25 hours a week programme - the only programme of its kind in the UK – designed specifically for young people who want to give up substance misuse and offending habits and turn their lives around. This registered charity works with young substance misusers aged 14 to 25 years in seven Welsh local authorities; Rhondda Cynon Taff, Merthyr Tydfil, Caerphilly, Blaenau Gwent, Newport, Monmouthshire and Torfaen.

Address 110 Lower Dock Street, Newport NP20 2AF



Telephone 02920 623797

Fax 02920 623831

Email kgriffiths@cfbt.com

Website www.include.org.uk

Operating Hours Monday - Friday, 10:00 am – 3:00 pm for under 18 year olds.

Monday - Friday, 2:00 pm - 5:00 pm for under 25 year olds  

Kaleidoscope Project Gwent

Kaleidoscope is an internationally recognised drugs service providing drug treatment and testing to clients on its own sites. Kaleidoscope Project Gwent is a voluntary organisation that provides help and support to people having difficulties with illicit drug use.

Address Old School Building, Powells Place, Newport, NP20 1EL

Telephone 0845 4506307

Fax 0845 4506308

Email info@kaleidoscopewales.org.uk

Website www.kaleidoscopecymru.org.uk

Operating Hours Monday - Friday, 9:00 am - 8:00pm, Saturday 9:00 am - 4:00

pm 

Mentro

Mentro is a support forum for those who are seeking to maintain change in their alcohol and drug use. Mentro exists to provide self-help support to people in South Wales, who might benefit from regular, informal meetings.

Address c/o 1 Palmyra Place, Newport, NP20 4EJ

Telephone 01633 263185

Operating Hours Meet fortnightly on Friday 3:00 pm - 4:00 pm 

Newport Positive Futures

Positive Futures is a national social inclusion programme managed locally through Newport City Councils Sports Development Unit. The programme aims to offer young people positive alternatives to substance misuse and anti-social behaviour through participation in sports and activities.

Address Newport Tennis & Swimming Centre, NISV, Velodrome Way, NP19 4PS

Telephone 01633 671806

Fax 01633 671819

Operating Hours Monday - Friday (occasionally weekends).

Daytime programmes operate from 10:00 am - 3:00 pm.

Evening community sessions operate from 4:30 pm - 9:00 pm  

Solas Cymru Ltd

Solas is a voluntary organisation that helps encourage clients to take responsibility for their own lives. They offer a number of services including:

- Direct access hostel accommodation
- Bondscheme (which is located with NCC services)
- Arts based day centre
- Accommodation to support clients with multiple needs, predominantly substance misuse.

Address 49 George Street, Newport, NP20 2AA
Telephone 01633 664045
Fax 01633 664046
Email admin@solas-cymru.co.uk
Website www.solas-cymru.co.uk

Teen Challenge Newport


Teen Challenge Newport provides help and support for people (aged 14 - 40) with alcohol and drug related addiction. They offer a drop-in service, supported housing and counselling (available by appointment).

Address 125 Lower Dock Street, Newport, NP20 1EG

Telephone 01633 243235

Email info@teenchallengenewport.co.uk

Website www.teenchallengenewport.co.uk

Operating hours Monday - Friday, 9:00 am - 5:00 pm 

Young Persons Specialist Substance Misuse Service (YPSSMS)

YPSSMS is a statutory organisation that provides assessment and treatment of young people under 18 years of age with complex drug and/or alcohol problems. They adopt a child-centred and holistic approach to care.

The service offers:

- A confidential service
- Advice and information
- Initial and comprehensive assessments
- Complex casework
- Family work
- Joint working with other agencies
- Substitute prescribing

Address Ty Bryn Unit, St Cadoc's Hospital, Lodge Road, Caerleon, NP18 3XQ

Telephone 01633 436893

Fax 01633 436834

Operating Hours Monday - Friday, 9:00 am - 5:00 pm 

Youth Offending Service (YOS)


The YOS is a multi-agency, statutory organisation that works with children, young people and families to reduce offending behaviour. Health, education and allied disciplines are represented in the team. The YOS works collaboratively with other agencies and providers to increase the opportunity for young people to achieve their full potential. Access to this service is through referral from courts, police and other professionals.

Address Helyg Centre, Ringland, NP19 9PJ

Telephone 01633 292900

Fax 01633 290221

Operating Hours Monday - Thursday, 8:30 am - 5:00 pm

Friday 8:30 am - 4:30 pm 

Other Contacts:

Adfam

Adfam is a national organisation that offers information and advice to the friends and families of drug users (website only).

Website www.adfam.org.uk

Alcoholics Anonymous (AA)

24 hour helpline 08457 769 7555

Website www.aa-uk.org.uk

DAN 24/7

DAN 24/7 is a free and bilingual telephone helpline providing a single point of contact for anyone in Wales wanting further information and/or help relating to drugs and/or alcohol.

Telephone 0800 6 33 55 88

Drinkline

Drinkline provides information and support to people worried about their own or someone else's drinking.

Telephone 0800 917 8282

Operating Hours Monday - Friday, 9.00 am - 11.00 pm

Narcotics Anonymous

Narcotics Anonymous offer support and advice about drug addiction.

24 hour helpline 0845 3733 366

Website www.ukna.org

National Drugs Helpline

The National Drugs Helpline provides information and advice about drugs.

24 hour helpline 0800 776600

Textphone 0800 9178765

Website www.talktofrank.com

NewLink

Newlink is a voluntary organisation that helps recruit, train, place and support volunteers with agencies throughout Wales whose remit includes substance misuse. They provide training for workers and professionals in this field. They also have a substance misuse information service and support for Black and Minority Ethnic groups.


Address NewLink Wales, Meridian Court, North Road, Cardiff, CF14 3BE

Telephone 029 2052 9002

Fax 029 2061 9250

Email newlink-sw@supanet.com

Website www.newlink-sw.org.uk

Operating Hours Monday - Friday, 9:00 am - 5:00 pm 

Anxiety and Phobias

Anxiety is a natural bodily response. Everybody experiences it when faced with a stressful situation or during a worrying time and mild anxiety can be a positive and useful experience. However, for one in ten people in the UK, anxiety interferes with normal life. Excessive anxiety is often associated with other mental health problems, such as Depression. (Information taken from the BUPA website - www.bupa.co.uk)

Other Contacts:

First Steps to Freedom

This service offers practical support and advice on stress-related mental health problems, for example Phobias, Obsessive Compulsive Disorder, general anxiety, Panic Attacks, Anorexia and Bulimia. They run a confidential helpline, counselling and self-help groups.

Telephone 0845 120 2916

Email first.steps@btconnect.com

Website www.first-steps.org

National Phobics Society

National Phobics Society offers a helpline, personal letters and access to counselling for those suffering from Anxiety Disorders, Panic Attacks and Phobias.

Telephone 0870 122 2325

Website www.phobics-society.org.uk

No Panic

No Panic provides support for sufferers of Panic Attacks, Phobias, Obsessive Compulsive Disorder, General Anxiety Disorder and Tranquilliser Withdrawal. They also provide information about local groups and specialist helplines.

Telephone 0808 808 0545

Website www.nopanic.org.uk

Social Anxiety UK (SA-UK)

SA-UK is a volunteer-led organisation for people with social anxiety problems and their supporters. This website provides information on social anxiety issues and acts as central hub for the community of those with social anxiety problems in the UK.

Email contact@social-anxiety.org.uk

Website www.social-anxiety.org.uk

Asylum Seekers/Refugees

Local Contacts:

Newport & District Refugee Support Group (N&DRSG)

N&DRSG is a multi-agency group who seeks to raise awareness of issues that affect Asylum Seekers and Refugees and provide practical support for these marginalized groups.

Address 124 Commercial Street, Newport, NP20 1LY

Telephone 01633 250 006

Fax 01633 270894
Email info@sewrec.org.uk
Website www.sewrec.org.uk

Welsh Refugee Council


The Welsh Refugee Council is a voluntary organisation that provides advice, support, casework and an advocacy service for Asylum Seekers and Refugees. They also provide a reception service and emergency accommodation for Asylum Seekers.

Address High Street Chambers, 51 High Street, Newport, NP20 1GB

Telephone 01633 266420

Fax 01633 266421

Email jayne.conlon@welshrefugeecouncil.org

Operating Hours Monday, Tuesday and Thursday, 10:00 am - 12:30 pm, 2:00 pm - 3:30 pm and Friday 10:00 am - 12:30 pm 

Other Contacts:

Immigration and Nationality Directorate (IND)

The Immigration and Nationality Directorate (IND) is part of the Home Office. The IND consider applications from people who want to come to the UK to work, do business, visit relatives, take a holiday or settle permanently. They decide applications from people who want to become British citizens. They are responsible for processing all claims for asylum and asylum support made in the United Kingdom.

Website www.ind.homeoffice.gov.uk

Autism/Asperger's Syndrome

Local Contacts:




National Autistic Society (NAS)

The registered charity 'National Autistic Society' exists to champion the rights and interests of all people with autism and to ensure that they and their families receive quality services appropriate to their needs. NAS adult service in Newport provides a range of support services to adults who have been diagnosed as having an autistic spectrum disorder, including a residential service, supported living scheme (6 flats), day resources, an outreach service (home support) and a prevocational mobile training scheme.

Residential Services:

Address Orchard House, 11a Norman Street, Caerleon, NP18 1BB





Telephone 01633 423537

Fax 01633 430710   

Supported Living Scheme:

Address Ty-nant (Charter) Service Provider, Ringland Circle, Newport, NP19 9PJ

Telephone 01633 431374

Fax 01633 431375    

Day Resources:

Address Belin Centre, Goldcroft Common, Caerleon, Newport
Telephone 01633 430128

Prevocational Mobile Training Scheme:

Address 11A Mill Street, Caerleon, Newport, NP20 1JY
Telephone 01633 431374

Benefits


Local Contacts:

Job Centre/Job Centre Plus

Your local job centre advisors can provide help and advice on job hunting, extra support and making claims for benefits.

Address 2-6 Charles Street, Newport, NP20 1JR

Telephone 01633 203036

Textphone 01633 203152 

Address Sovereign House, 1 Kingsway, Newport, NP201WR

Telephone 01633 241600

Textphone 01633 241663

Website www.jobcentreplus.gov.uk

Operating Hours Monday - Friday, 9:00 am - 5:00 pm

Other Contacts:

Benefits Enquiry Line (BEL)

BEL is a benefits helpline for people with disabilities and their carers.

Telephone 0800 88 22 00

Child Support Agency (CSA)

Contact the CSA for information about the child support system.

Telephone 08457 133 133 (Cases before March 2003)

Telephone 08456 090 082 (Cases after March 2003)

Welsh Language Helpline 08457 138 091

Minicom 08457 138 924

Tax Credits

Contact the number below for enquiries about Tax Credits.

Telephone 0845 300 3900

The Pension Service

This service provides information on pensions and other pensioner benefits in the UK.

Telephone 0845 60 60 265

Textphone 0845 60 60 285

Website www.thepensionservice.gov.uk

Veterans Agency

The Veterans Agency provides information and advice on a wide range of veterans' issues.

Telephone 0800 169 2277

Website www.veteransagency.mod.uk

Bereavement

Local Contacts:

CRUSE Bereavement Gwent

CRUSE Bereavement provide free, confidential support and counselling to anyone who has experienced the death of someone close.

Helpline 01633 250118

Address 2 Livingstone Place, Newport, NP19 8EY

St. David's Foundation Hospice Care

St. David's Foundation Hospice Care is a registered charity. They provide hospice care to people with cancer and other life-threatening illnesses. Care is provided in the patient's home. As well as providing nursing services and complementary therapies, they offer a bereavement support service.

Address St. David's Foundation Hospice Care, Cambrian House, St. John's Rd, Newport, NP19 8GR

Telephone 01633 271364

Fax 01633 272593

Website www.stdavidsfoundation.co.uk 

Other Contacts:

Cruse Bereavement Care (UK)

Cruse Bereavement Care offers support, information and advice for bereaved children and adults.

Helpline 0870 167 1677

Email helpline@crusebereavementcare.org.uk

Samaritans

The Samaritans has a 24hr helpline offering confidential, emotional support for those experiencing feelings of distress or despair.

Telephone 08457 909090

SANDS - Still Birth and Neonatal Death Society

SANDS provide a helpline service for bereaved parents and families.

Telephone 020 7436 5881

Email helpline@uk-sands.org

SOBS (Survivors of Bereavement by Suicide)

SOBS exist to meet the needs and break the isolation of those bereaved by the suicide of a close relative or friend.

Helpline 0870 241 3337

Email sobs.admin@care4free.net

Operating Hours 9:00 am - 9:00 pm every day

Sudden Death Support Association

Sudden Death Support Association offers emotional and practical support to friends and relatives of people who die suddenly.

Telephone 01189 889 797 (24 hour answerphone)

The Child Bereavement Trust

The Child Bereavement Trust provides support, resources and information for families who have experienced the death of a child, as well as bereaved young people.

Telephone 0845 357 1000

Website www.childbereavement.org.uk

The Compassionate Friends

The Compassionate Friends helpline offers understanding and support to bereaved parents, families, friends and siblings after the death of a child.

Telephone 0845 123 2304

Website www.tcf.org.uk

The Miscarriage Association

The Miscarriage Association provides support and information for those suffering the effects of pregnancy loss.

Telephone 01924 200799

Website www.miscarriageassociation.org.uk

Young Persons Helpline

Telephone 0808 808 1677

Website www.rd4u.org.uk

Operating Hours Monday - Friday, 9:30 am - 5:00 pm

Bipolar Disorder/Manic Depression

Bipolar Disorder, or Manic Depression is a serious mental health problem involving extreme swings of mood (highs and lows). Both men and women of any age and from any social or ethnic background can develop Bipolar Disorder. It often first occurs when work, study, family or emotional pressures or stressors are at their greatest. In women it can also be triggered by childbirth or during menopause.

Most people experience ups and down, (highs and lows). It is only when these become so extreme that they interfere with ordinary everyday activities, and cause you to behave in uncharacteristic ways.

(Information taken from MDF The Bipolar Organisation website:

www.mdf.org.uk)

Local Contacts:

MDF The Bipolar Organisation Cymru

MDF is a user led charity that provides help and support for people with Bipolar Disorder.

Address 22 - 29 Mill Street, Newport, NP20 5HA

Helpline 08456 340 080

Telephone 01633 244244

Fax 01633 244111

Email info@mdfwales.org.uk

Website www.mdfwales.org.uk



Hafal

Hafal is a voluntary organisation that helps people with severe mental illness and their families to work towards recovery. Newport Hafal provides a drop-in mental health resource centre for carers and cared for. Home visits to carers can be arranged by appointment.

Address Maindee Mission, Probert Place, Newport, NP19 8EH

Telephone 01633 842266

Email Newport@hafal.org

Operating Hours Monday - Friday, 12:00 pm - 5:00 pm



Black and Minority Ethnic Organisations

Local Contacts:

Anondho Dhara

Anondho Dhara is a Bangladeshi community and youth organisation working towards the development of the community and integration and social cohesion. They work with mainstream organisations to meet the needs of the community. The Bangladeshi Community Office is the central point of contact for the BME community and it has a range of information on all needs. The office also has an IT suite, meeting facilities and regular surgery and open days are held by various agencies.

Address Bangladeshi Community Office, 37 Methuen Road, Newport, NP19 0BU

Telephone 01633 244855

Email Mashahid.ali@thescarmantrust.org



Ashianna

Ashianna provides information and support to BME women.

Address Princes Chambers, 55 High Street, Newport, NP20 1GA

Telephone 01633 258741

Fax 01633 671903

Email enquiries@newport-mind.co.uk

BAWSO (Black Association of Women Step Out Ltd)

BAWSO is an All Wales Women's Aid organisation providing specialist services to Black & Minority Ethnic women and children suffering domestic abuse. Their confidential services include:

- Information & advice on domestic abuse
- Refuge provision
- Advice on welfare rights
- Floating support
- Mentoring for boys
- Befriending scheme for women
- Emotional & practical support
- Interpretation services

- Training & development for service users
- Basic counselling

Address Suite 4, Old Custom House, 74 Lower Dock Street, Newport, NP20 1EH

Helpline 0800 781 8147

Telephone 01633 213213

Fax 01633 213219

Email Newport@bawso.org.uk

Website www.bawso.org.uk



Newport Bangladeshi Women's Association (NBWA)

NBWA is the first Bangladeshi women's association in Newport that looks into the needs of the Bangladeshi women. They help promote social cohesion and integration and work with mainstream services to do tailored need projects and develop the women with a sense of ownership and confidence to move forward.

Address Bangladeshi Community Office, 37 Methuen Road, Newport, NP19 0BU

Telephone 01633 244855

Email Mashahid.ali@thescarmantrust.org

Newport Chinese Community Centre

Newport Chinese Community Centre promote and increase the well-being of the Chinese community in Newport and surrounding areas. They provide translation/interpreting services. They also provide advice and education to the Chinese community and have a Chinese lending library.

Address Room 18 Queen's Chambers, Shire Hall, Pentonville, Newport, NP20 5HB

Telephone 01633 840318

Fax 01633 840318

Email newportccc@gmail.com

Operating Hours Monday - Friday, 10:00 am - 4:00 pm

South East Wales Racial Equality Council (SEWREC)

SEWREC is an equality organisation that is committed to challenging racial discrimination in all its forms. They campaign and develop strategies to effectively challenge racial discrimination. They also offer help, information and support on all race related issues.

Address 124 Commercial Street, Newport, NP20 1LY

Telephone 01633 250006

Fax 01633 270894

Email info@sewrec.org.uk

Website www.sewrec.org.uk

Operating Hours Monday - Thursday, 9:00 am - 5:00 pm, Friday 9:00 am - 4:30 pm

Other Contacts:

AWETU (All Wales Black and Minority Ethnic Mental Health Group Ltd)

AWETU strives to support all Black and Minority Ethnic people confronted by mental illness through the delivery of its own services and by influencing the services provided by others.

AWETU's services include:

- Befriending - Home visits and/or hospital visits
- Advice and Information
- Support and advocacy
- Educational and recreational classes and activities
- Day trips & excursions
- Activities and support for children of service users
- Race & Mental Health Awareness seminars
- Education and information on best practice models, community groups and activities and generalised cultural norms.

To access this service, your GP, Hospital, Social Services, CMHTs, Housing Services or Probation services must refer you.

Address 120 - 122 Broadway, Roath, Cardiff, CF24 1NJ

Telephone 029 2048 8002

Fax 029 2048 6968

Email awetu@btconnect.com

Website www.awetu.org.uk

Operating Hours Weekdays through office hours, with some out of hours (inc weekend) trips and activities

Black Heritage Association Cymru (BHAC)

BHAC is a voluntary organisation that aims to provide a platform for the views of the communities of Black Heritage in Wales and to enable these communities to improve their quality of life. They also help raise awareness, facilitate contact and support organisations in their understanding of communities of Black Heritage.

Address c/o SEWREC, 124 Commercial Street, Newport, NP20 1LY

Telephone 07758 852273

Email bhac2005@yahoo.co.uk

Commission of Racial Equality Wales (CRE)

CRE has been given some powers to help enforce the Race Relations Act and they use persuasion and their powers under the law to give everyone an equal chance to live free from fear of discrimination, prejudice and racism.

Telephone 020 7939 0000

Fax 020 7939 0004

Email info@cre.gov.uk

Carers

This section contains information for people who are providing informal and unpaid care for someone else. A carer is any person who provides regular ongoing support to someone who may need it because of his or her age, an illness (including mental illness) or physical or learning disability. The cared-for person is usually a friend, relative or partner, and they may require emotional, financial and / or practical support. Informal carers often carry out their caring role on top of other work and family responsibilities, and for this

reason may not have a lot of time for themselves. The organisations below can provide information, support and advice for people with a caring role.

Local Contacts:

Age Concern Gwent

Age Concern Gwent is a voluntary sector organisation that provides support to people over 50 in Blaenau Gwent, Caerphilly, Monmouthshire, Newport and Torfaen. Age Concerns services in Newport include; community support, domestic, advocacy, respite care and hospital discharge and admission.

Address 12 Baneswell Road, Newport, NP20 4BP

Telephone 01633 763330

Fax 01633 259246

Email ho@ageconcerngwent.org

Website www.ageconcerngwent.org

Operating Hours Monday - Thursday, 9:00 am - 5:00 pm and Friday, 9:00 am - 4:30 pm. Answer phone service at weekends.

Carers Contact

Carers Contact offer information on a variety of subjects such as benefits, support groups, carers assessments, carers services and more. They also offer confidential and emotional support to all carers and the cared for.

Address Newport Provisions Market, High Street, Newport, NP20 1DD

Telephone 01633 258376

Operating Hours Monday - Friday, 10:00 am - 4:00 pm.

Gwent Mental Health Carers Group

Gwent Mental Health Carers Group are a very active group of Carers of people with a mental illness, who help support one another. They meet on the 1st and 3rd Tuesday of each month at the Civic Centre at 7:00 pm - 9:00 pm. This group produces a bi-monthly newsletter with up to date information on services.

Telephone 01633 842266

Email Newport@hafal.org

Newport Crossroads Caring for Carers

Newport Crossroads Caring for Carers promotes, supports and delivers high quality services for carers and people with care needs.

Crossroads are a registered Charity.

Address 4 Mellon Street, Newport, NP20 1EP

Telephone 01633 661841

Fax 01633 662001

Email newportsouthwales@crossroads.org.uk

Website www.crossroads.org.uk

Operating Hours 7 days a week. Office hours are Monday - Friday, 9:00 am - 4.30 pm

Newport Young Carers

Newport Young Carers is a voluntary organisation that provides support and information for young people (7-18 years) who have a substantial caring responsibility for a parent, grandparent or sibling.

Address 33 Commercial Street, Newport, NP20 1LY
Telephone 01633 262019
Fax 01633 784053
Operating Hours Monday - Friday, 10:00 am - 6:00 pm

Other Contacts:

Carers Wales

Carers Wales is part of Carers UK. They work for a better deal for all carers in Wales. They are a policy, campaigning and information organisation.

Address River House, Ynysbridge Court, Gwaelod y Garth, Cardiff, CF15 9SS

Telephone 029 2081 1370

Fax 029 2081 1575

Email info@carerswales.org.uk

Website www.carerswales.org

Community Health Council

Gwent Community Health Council

Gwent Community Health Council (CHC) has a statutory duty to represent the interests of NHS patients. They monitor the quality of local services and act as the patients' advocate by giving advice, information and support to those making a complaint about their NHS care. They are always interested in hearing views and experiences of patients and use them to help improve NHS services.

Address Mamhilad House, Mamhilad Park Estate, Pontypool, NP4 0XH

Telephone 01495 740555

Complaints Advocates 01633 258376

Email gwentchc@chc.wales.nhs.uk

Counselling

Bridge Christian Counselling Centre

Bridge Christian Counselling Centre is a voluntary organisation that provides Christian counselling services to any person who feels they need support of this kind. They also provide training in Christian Pastoral Care and counselling.

Address c/o Salvation Army, 1 Hill Street, Newport, NP20 1LZ

Telephone 01633 258729

Fax 01633 258729

Email bridge-ccc@tesco.net

Operating Hours Tuesdays, Wednesdays & Thursdays, 9:30 am - 8:00 pm

Gwent Primary Care Counselling Service

Gwent Primary Care Counselling Service provides individual counselling for mild to moderate mental health problems such as bereavement, anxiety, panic, depression, family/relationship problems, coping with injury/illness and response to trauma. The counselling takes place in the GP surgery and people are referred through their GP. They offer an assessment, followed by 6

one hour counselling sessions for adults of working age and 16 and 17 year olds not in full time education.

Address Mairdiffe Court Hospital, Ross Road, Abergavenny, NP7 8NF

Telephone 01873 735569

Borough Co-ordinator for Newport Ann Smith

Sesame Counselling Service

Sesame Counselling Service offers a one-to-one therapeutic counselling service for adults, couples and young people.

Address 12 Park Square, Newport, NP20 4EL

Telephone 01633 223055 (answer phone service) or 01633 263388

Operating Hours Tuesdays, 6:00 pm - 9:00 pm

Other Contacts:

British Association for Counselling and Psychotherapy (BACP)

BACP provide details of accredited local counsellors and counseling agencies and information about how to become a counsellor is available on request.

Address BACP House, 15 St John's Business Park, Lutterworth, Leicestershire, LE17 4HB

Telephone 0870 443 5252

Email bacp@bacp.co.uk

Website www.bacp.co.uk

New Pathways

New Pathways is a rape and sexual abuse support service. They are a registered charity that offers services such as face-to-face counselling, telephone support, therapeutic interventions, specialized children's projects and advocacy. They have various outreach posts over South Wales, including Newport. They also provide a 'Sexual Assault Referral Centre' (SARC), which offers a one-stop facility to victims of recent sexual trauma.

Address Willow House, 11 Church Street, Merthyr Tydfil, CF47 OBS

Telephone 01685 379310

SARC number 01685 350099

Fax 01685 384640

Email enquiries@newpathways.co.uk

Website www.newpathways.co.uk

Day Care

Day care services cater for the rehabilitative needs of people with mental health problems, providing a range of therapeutic and recreational services.

Adult Mental Health Services

There are currently two local day care services available for adults within the Newport area:

Kensington Court Day Service

Kensington Court provides a day service for people with mental health problems. They help promote mental health and independence for Service Users.

Address Oaklands Road, Newport, NP19 8GQ

Telephone 01633 290330

Fax 01633 281781

Operating Hours Monday - Friday, 9:00 am - 4:30 pm

Gorwel Newydd

Gorwel Newydd also provides a day service for adults with mental health problems.

Address St. Cadoc's Hospital, Lodge Road, Caerleon, NP18 3XQ

Telephone 01633 436800

Older Adult Mental Health Services

There is currently one local day care service available to older adults within the Newport area:

Kemeys Day Hospital

Kemeys provides support and care for elderly patients with either Dementia or functional mental illness.

Address St. Cadoc's Hospital, Lodge Road, Caerleon, NP18 3XQ

Debt/Money

Local Contacts:

Christians Against Poverty

Christians Against Poverty is a registered charity. They provide help and advice to anyone who is in need irrespective of race, gender or belief through their debt counselling team.

Address 69 Lower Dock Street, Newport, NP20 1EH

Telephone 01633 842010

Fax 01633 842010

Email Newport@capuk.org

Website www.capuk.org

Operating Hours Monday - Wednesday, 9:00 am - 5:00 pm

Other Contacts:

National Debtline

National Debtline offer free, confidential and independent debt advice and self-help materials.

Telephone 0808 808 4000

Website www.nationaldebtline.co.uk

Dementia/Alzheimer's Disease

The term 'Dementia' is used to describe the symptoms that occur when the brain is affected by specific diseases and conditions, including Alzheimer's disease, strokes and many other rarer conditions. Alzheimer's disease is the

most common form of dementia. Symptoms of dementia include loss of memory, confusion and problems with speech and understanding.

Local Contacts:

Alzheimer's Society - Newport

The Newport Branch of the Alzheimer's society offers support, information and help on all forms of dementia. They also offer a Befriending Project based in St Cadoc's Hospital and they run a carers group.

Address Ty Derwen, Church Road, Newport, NP19 7EJ

Telephone 01633 665110

Website www.alzheimers.org.uk/Newport

Alzheimer's Society National Helpline

Helpline 0845 300 0336

Website www.alzheimers.org.uk

Depression

Depression is a feeling of persistent sadness, involving feelings of helplessness and hopelessness. It involves not only mood but also feelings of being physically ill and of not being able to think clearly. It is one of the most common conditions in the UK, affecting at least one in five people during their lifetime.

Major depression is manifested by a combination of symptoms that interfere with the ability to work, study, sleep, eat and enjoy once pleasurable activities. Such a disabling episode of depression may occur only once but more commonly occurs several times in a lifetime.

A less severe type of depression, Dysthymia, involves long-term, chronic symptoms that do not disable, but keep one from functioning well or from feeling good. Many people with Dysthymia also experience major depressive episodes at some time in their lives.

(Information taken from the National Institute for Mental Health website - www.nimh.nih.gov).

Local Contacts:

SHADE (Self Help Against Depression)

Shade is a self-help group for adults with depression, panic attacks, anxiety and related conditions.

Address Dan-y-Graig Church, Dan-y-Graig Road, Risca

Telephone Sheila Twiddy 01633 619 770 or Richard Johnson 07092 076406

Website www.shade.org.uk

Meetings Tuesdays 7:00 pm - 9:00 pm, Thursdays 1:00 pm - 3:00 pm

Other Contacts:

Depression Alliance Cymru

Depression Alliance Cymru provides information and advice to those affected by depression.

Address 11 Plas Melin, Westbourne Road, Whitchurch, Cardiff

Telephone 029 2069 2891

Email admin@dacymru.org

Domestic Abuse

Domestic abuse is any violent or abusive behaviour, whether physical, sexual, psychological, emotional, verbal or financial, which is used by one person to control and/or dominate another (e.g. a relative or partner). Domestic abuse can occur regardless of sex, age, social class, sexual orientation or physical ability.

Local Contacts:

BAWSO Black Association of Women Step Out Ltd
See 'Black and Minority Ethnic Groups' section on page 31.

Newport Women's Aid

Women's Aid is a registered charity that provide information, support and refuge accommodation for all women of all ages who have or are suffering from any sort of domestic abuse, whether it be by a current partner or ex-partner, regardless of whether that partner is male or female.

Address 56 Stow Hill, Newport, NP20 1JG

Telephone 01633 840258

Fax 01633 257815

Email nptwomensaid@tiscali.co.uk

Operating Hours 24 hours a day, 7 days a week

Other Contacts:

Dyn Wales Helpline

Dyn Wales provides information and advice for men of any sexuality who are experiencing domestic abuse.

Telephone 0808 801 0321

Website www.dynproject.org

Refuge

Refuge provides a 24-hour national helpline for women and children experiencing domestic abuse.

Telephone 0808 2000 247

Website www.refuge.org.uk

Wales Domestic Abuse Helpline

Wales Domestic Abuse Helpline offers free and confidential information and support for women, children and men experiencing, or who have experienced, domestic abuse. They also offer an information service for concerned friends and relatives and other agencies wanting to know more about available services.

Telephone 0808 80 10 800

Website www.welshwomensaid.org

Operating Hours 8:00 am - 2:00 pm and 8:00 pm - 2:00 am daily

Victim Supportline

Victim Supportline is a free and confidential helpline for people affected by crime. They provide emotional and practical support whether or not you report the crime.

Telephone 0845 30 30 900

Website www.victimsupport.org.uk

Eating Disorders

Boys, girls, men and women from all types of background and ethnic groups can suffer from eating disorders such as Anorexia Nervosa, Bulimia Nervosa and Binge Eating Disorder (BED). Eating disorders are a way of coping with feelings that are making you unhappy or depressed. It may be difficult to face up to and talk about, feelings like anger, sadness, guilt, loss or fear. An eating disorder is a sign that you need help in coping with life, and sorting personal problems. (*Information taken from the Eating Disorders Association website - www.edauk.com*).

Other Contacts:

Eating Disorders Association (EDA)

EDA is a national organisation that offers information and help on all aspects of eating disorders including Anorexia Nervosa, Bulimia Nervosa, Binge Eating Disorder and related eating disorders.

Helplines:

Adults (over 18 years) 0845 634 1414

Youthline 0845 634 7650

Youthline Text Service 07977 493 345

Website www.edauk.com

First Steps to Freedom

This service offers practical support and encouragement on stress related mental health problems, for example Phobias, Obsessive Compulsive Disorder, general anxiety, Panic Attacks, Anorexia and Bulimia. They run a confidential helpline, counselling and self-help groups.

Telephone 0845 120 2916

Email first.steps@btconnect.com

Website www.first-steps.org

Education, Training and Employment

Local Contacts:

Growing Space

Growing Space is an award winning registered mental health charity which offers sheltered training and work experience in horticulture at Tredegar House & Park and woodwork at their units in Pillgwenlly, Newport for adults suffering from mental health problems. Training is also provided in information technology craft and work-based learning programmes. Growing Space aims to help individual clients improve their self-esteem, regain their self-confidence, and develop their social skills.

Address Joy White (Director), Growing Space,

Stables Block, Tredegar House & Park, Newport, NP10 8YW

Telephone 01633 810718

Fax 01633 810718
Email GrowingSpaceHQ@aol.com
Operating Hours Monday - Friday, 9:00 am - 3:30 pm

Newport Central Library

The public library service offers free access to:

- Access point for the Book Prescription Service offering self-help books.
- A wide range of books and other resources.
- Large print collection and talking books, along with DVDs, CDs and language courses.
- Free use of computers and access to the Internet.
- Local and national newspapers.
- Business information service.
- Signposting and referral to other education and information providers.
- 24/7 access to library services.
- 24/7 access to Community Learning information.
- Home delivery service of books and other items.
- Printing, photocopying and fax services.
- Events and activities for readers including Reading groups.

Address John Frost Square, Newport, NP20 1PA

Telephone 01633 656656 (Newport City Council)

Email Lending.library@newport.gov.uk

Website www.newport.gov.uk/libraries

Operating Hours Monday - Friday, 9:00 am - 6:00 pm, Saturday 9:00 am - 5:00 pm

Ta'aleem Alnyssa

Ta'aleem Alnyssa offers a service that helps to empower women by teaching them useful skills such as literacy and computer skills.

Address Pill Millennium Centre, Courtybella Terrace, Newport, NP20 2GH

Telephone 01633 656757

University of Wales, Newport

For all course-related enquiries, you can contact the Newport University Information Centre on the contact details below.

Address University Information Centre, Caerleon Campus, PO Box 101, Newport, NP18 3YH

Telephone 01633 432432

Fax 01633 432046

Email uic@newport.ac.uk

Other Contacts:

Careers Wales Gwent

Careers Wales Gwent helps young people and adults to make choices about learning and work. They offer free careers advice, information, guidance and practical support.

Telephone 0800 028 9212

Website www.careerswales.com / www.gyrfacymru.com

The Big Issue Cymru

The Big Issue is a not for profit social business who provide employment opportunities and support for homeless and vulnerably housed people. They also provide financial advice and help with tenancies.

Address 54 Commercial Road, Newport, NP20 2PE

Telephone 01633 761413 or 01633 761400 (sales line)

Fax 01633 761426

Website www.bigissuecymru.co.uk

Operating Hours Monday - Saturday, 8:00 am - 3:00 pm

Gambling

Other Contacts:

GamCare

Gamcare is a registered charity operating a counselling and information line for those affected by problem gambling

Telephone 0845 6000 133

Website www.gamcare.org.uk

Helplines

There are a number of national helplines that can provide information, support and advice. The helplines below deal with mental health problems in general.

Mental Health Medication Helpline

This helpline provides independent advice and information about mental health drugs. The helpline is staffed by experienced mental health pharmacists and provides independent advice and information about drugs to patients and carers.

Telephone 020 7919 2999

Opening hours Monday - Friday, 11:00 am - 5:00 pm

MindinfoLine

MindinfoLine provide a mental health information and advice service by letter, phone or email on a range of mental health-related issues.

Helpline 0845 766 0163

Email info@mind.org.uk

Website www.mind.org.uk

Operating Hours Monday - Friday, 9.15 am - 5.15 pm

Saneline

SANE is a national mental health charity that aims to raise awareness of mental illness and campaign to improve services and initiate and fund research into the causes of serious mental illness through its research centre. They also provide information and support to those experiencing mental health problems through its helpline, SANELINE.

Helpline 0845 767 8000

Website www.sane.org.uk

Email info@saneline.org.uk

Operating Hours Monday - Friday, 12:00 pm - 11:00 pm and 12:00 pm - 6:00 pm at weekends

Housing/Homelessness

Local Contacts:

Caring Hands

Caring Hands is a voluntary organisation that provides a drop-in service for homeless people. They distribute items such as blankets, bedding, food, drink and clothes and have washing and drying facilities.

Address Old School Building, 2 Powells Place, Newport NP20 1EL

Telephone 01633 841050

Fax 01633 246150

Email caringhands@kings-church.org.uk

Operating Hours Monday, Wednesday and Thursday, 11:00 am - 1:00 pm and Friday, 9:30 am - 11:15 am

Charter Housing Association

Charter Housing operates in the counties of Newport, Torfaen, Monmouthshire and Caerphilly, managing more than 3600 properties for rent.

Address 11 Devon Place, Newport, NP20 4NP

Telephone 01633 212375

Email CustomerServicesTeam@charterhousing.co.uk

Website www.charterhousing.co.uk

Raven House Trust

The Raven House Trust is a voluntary organisation that offers food, furniture, clothing and other household items to people in need in the community.

Address Somerton Community Centre, Laburnum Drive, Newport, NP19 9AL

Telephone 01633 762999

Fax 01633 762999

Website www.newportchurches.com

Operating Hours Monday - Friday, 9:00 am - 5:00 pm and Saturday morning.

Re-housing Services Office - Newport

The council has a duty by law to assist people who claim they are homeless or who are likely to become homeless within 28 days. Applications for council housing may be made at the Re-housing Services Office, based in Newport's Central Bus Station. This office also deals with applications for housing Exchange and Transfers.

Address The Bus Station, Kingsway, Newport, NP20 1EY

Telephone 01633 656656

Other Contacts:

Shelter Cymru

Shelter Cymru works for the prevention of homelessness and the improvement of housing conditions in Wales, and the right of everyone to a safe, suitable, affordable home. Shelter Cymru run a freephone housing helpline open 8am -12 midnight, 365 days a year.

Helpline 0808 800 4444

Triangle Wales

Triangle Wales offers help and support to lesbian, gay, bisexual and transgender (LGBT) people in housing need. They offer: A helpline service

(open 10:00am - 6:00pm, Monday to Friday), one-to-one mentoring support, supported accommodation (16-25 LGBT, homeless) and a list of private rented landlords (LGBT friendly).

Address 4 Dock Chambers, Bute Street, Cardiff, CF10 5AG

Telephone 0808 801 0306

Email contact@trianglewales.co.uk

Website www.trianglewales.co.uk

Learning Disabilities

Newport Community Learning Disabilities Team

The Newport Community Learning Disabilities Team provides specialist healthcare that promotes individuality and enables people with a learning disability to take their rightful place in the community through enhancing personal competence and personal image. They work in partnership with Newport City Council Adult Learning Disabilities Social Services Team. Each community team has access to:

- Art Therapies
- Clinical Psychologist
- Consultant Psychiatrists
- Dieticians
- Occupational Therapists
- Physiotherapist
- Learning Disabilities Nurses
- Speech and Language Therapies
- Support Staff

Address Gwent Healthcare NHS Trust, 3rd Floor, Royal Chambers, High Street, Newport, NP20 1FP

Telephone 01633 235234

Operating Hours Monday - Friday, 9:00 am - 5:00 pm

Newport People First

People First is a worldwide movement for people with a learning disability who want to speak up for their rights. Newport People First is a group of people with learning disabilities who live in the Newport area. They want to encourage people to speak up (self-advocate), share information and learn new skills.

Address 1st Floor Offices, Newport Market Buildings, Upper Dock Street, Newport, NP19 7JF

Telephone 01633 842002

Email newportpeople1st@btconnect.com

Operating Hours Tuesday - Friday, 10:00 am - 4:30 pm

Other Contacts:

All Wales People First

All Wales People First is the united voice of self-advocacy groups and all people with learning disabilities in Wales. The organisation links self-

advocates across Wales and helps campaign to improve the lives of people with learning disabilities.

Address All Wales People First, Stebonheath Centre, Stebonheath Terrace, Llanelli, Carmarthenshire, SA15 1NE

Telephone 01554 784905

Email info@allwalespeople1st.co.uk

Cartrefi Cymru

Cartrefi Cymru provide support to people with learning disabilities and their families.

Address 5 Coopers Yard, Curran Road, Cardiff, CF10 5NB

Email enquiries@cartreficymru.org

Telephone 029 2064 2250

Fax 029 2064 2264

Disability.gov

Disability.gov is a governmental website which provides information on employment, finances, health, education, travel and rights for people with disabilities.

Website www.direct.gov.uk/en/DisabledPeople

Disabled Parents Network

Disabled Parents Network (DPN) is a national organisation of and for disabled people who are parents or who hope to become parents, and their families, friends and supporters.

Helpline 08702 410 450

Email e-help@disabledparentsnetwork.org.uk

Website www.disabledparentsnetwork.org.uk

Learning Disability Wales (formerly SCOVO)

Learning Disability Wales promotes the rights of children and adults with a learning disability to have valued lives.

Telephone 029 2049 2443

Fax 029 2049 2443

Operating Hours Monday - Friday, 9:00 am - 5:00 pm

Lesbian, Gay, Bisexual and Transgender Services

Other Contacts:

LGBT Cymru Helpline

The LGBT Cymru helpline is a free and professional caring service for Lesbian, Gay, Bisexual & Transgender people in Wales aiming to counteract feelings of individual social isolation and strengthen connections between LGBT communities in all our areas.

Helpline 0870 850 8828

Email lgbtcymruhelpline@lgbtcymruhelpline.org.uk

Website www.lgbtcymruhelpline.org.uk

Operating Hours Monday & Wednesday, 7:00 pm - 9:00 pm

Stonewall Cymru

Stonewall Cymru aims to achieve legal equality and social justice for lesbian, gay and bisexual people in Wales. The website contains useful information on various issues surrounding LGBT groups.

Telephone 029 2023 7744

Fax 029 2064 1079

Website www.stonewallcymru.org.uk

Mental Health Organisations

The following organisations can provide information and advice about all aspects of mental illness and recovery, as well as how to access services in your area.

Local Contacts:

Hafal

Hafal is a voluntary organisation that helps people with severe mental illness and their families to work towards recovery. Newport Hafal provides a drop-in mental health resource centre for carers and cared for. Home visits to carers can be arranged by appointment.

Address Maindee Mission, Probert Place, Newport, NP19 8EH

Telephone 01633 842266

Email Newport@hafal.org

Operating Hours Monday - Friday, 12:00 pm - 5:00 pm

Newport Mind

Mind work for the better mental health of people in Newport by providing a range of services including;

- A resource centre (The Exchange)
- Newport Women in Mind
- Asian women (Ashianna) and men's group (Dostana)
- Anxiety management training
- Housing services
- Outreach services
- Young persons services
- Mental Health Advocacy Services
- Volunteer opportunities for Peer Advocates and Befrienders

Address Princes Chambers, 55 High Street, Newport, NP20 1GA

Telephone 01633 258741

Fax 01633 671903

Email enquiries@newport-mind.co.uk

Website www.newport-mind.co.uk

Operating Hours 7 days a week

Other Contacts:

US Network / All Wales User & Survivor Network

The US Network is one of Wales' largest independent Mental Health System User/Survivor-led organisations. The US Network aims to provide an effective voice for mental health system users and survivors. The Network is involved in the following activities:

- Training on the issues and concerns of survivors

- Organising conferences and helping train professionals
- Encouraging the artistic and political involvement of members
- Running workshops
- Producing independent information via a regular newsletter and various publications.

Address Offices 2 & 4 Crynant Business Centre, Crynant Business Park, Neath, SA10 8PA

Telephone 01639 751022

Fax 01639 750602

Website www.usnetwork.co.uk

Operating Hours Monday - Friday, 9:30 am - 3:00 pm

Mental Health Services

Local Contacts:

Assertive Outreach Team (AOT)

The AOT will provide intensive, long term support for mental health service users who are likely to be known to local CMHT's but who have not been able to engage with traditional services. Service users will have complex needs including a diagnosis of mental illness, substance misuse problems and unstable or unsuitable accommodation as well as an offending history. The team will offer a range of interventions designed to improve service users quality of life and reduce the need for hospital admissions. Interventions will include practical assistance with, for example, domestic matters, motivational interviewing and relapse prevention.

Address 12 Park Square, Newport, NP20 4EL

Operating Hours Monday - Friday, 9:00 am - 5:00 pm

Community Mental Health Teams (CMHT)

The CMHT is a statutory, multi-disciplinary team of professionals who target resources on children and families in need of specialist care. The CMHT is the main point of access to and from specialist services.

There are two teams based at 6 Gold Tops (Newport East and Newport West team), one team based at 12 Park Square (Newport North team) and the Older Adult CMHT are based at St Cadoc's Hospital. Most people with mental health problems are referred to the CMHT by their GP or through other health professionals. The team will then organise an assessment.

Adult CMHT

Address 6 Gold Tops, Newport

Telephone 01633 786000

Address 12 Park Square, Newport

Telephone 01633 261871

Older Adult CMHT

Address St. Cadoc's Hospital, Lodge Road, Caerleon, NP18 3XQ

Home Treatment Team (HTT)

The HTT are a multi-disciplinary team of professionals who provide information, support and treatment for people with mental health problems. They provide urgent assessment and intervention for Newport residents.

Address The Clinic, St Cadoc's Hospital, Lodge Road, Caerleon

Telephone 01633 436873

Fax 01633 436788

Operating Hours 7 days a week from 8:30 am - 9:00 pm

In-patient Care

If an individual requires in-patient care, this generally takes place locally. A care co-ordinator will be allocated to work with the person during their stay on the ward.

Adult In-Patient Care

Address Isca and Augustus Wards and the Psychiatric Intensive Care Unit (PICU), St Cadoc's Hospital, Lodge Road, Caerleon, NP18 3XQ

Telephone 01633 436861 or 436868

Older Adult In-Patient Care

Address Sycamore and Holly Ward, St Woolos Hospital, Stow Hill, Newport, NP20 4SZ

Address Usk Ward, St Cadoc's Hospital, Lodge Road, Caerleon, NP18 3XQ

Mental Health Act Commission

The Mental Health Act Commission safeguards the interests of all people detained under the Mental Health Act.

Address Mental Health Act Commission/Comisiwn Deddf Iechyd Meddwl, Maid Marian House, 56, Hounds Gate, Nottingham, NG1 6BG

Telephone 0115 943 7100

Fax 0115 943 7101

Mental Health Review Tribunal for Wales

The Tribunal's responsibility is to review, in individual cases, the continued need for patients to be subject to the Mental Health Act.

Address Mental Health Tribunal for Wales, Crown Buildings, Cathays Park, Cardiff, CF10 3NQ

Telephone 029 2082 5328

Obsessive Compulsive Disorders

Obsessive Compulsive Disorder (OCD) is the name given to a condition in which people experience repetitive and upsetting thoughts and/or behaviours. OCD can be characterised by obsessions (e.g. fears about germs and contamination, unreasonable fears about harming others and undue concern with symmetry and order) and compulsions (e.g. excessive washing and cleaning, repetitive actions such as counting or touching).

Local Contacts:

OCD Action

OCD Action is a leading national charity for people with Obsessive Compulsive Disorders. For over fourteen years, they have provided information and support, promoting recovery from OCD and the related disorders.

Helpline 0845 390 OCDA (6232)

Office 0870 360 OCDA (6232)

Fax 020 7288 0828

Email info@ocdaction.org.uk

Address 22/24 Highbury Grove, Suite 107, London, N5 2EA

OCD UK

OCD-UK is a leading charity for people who are affected by OCD. They aim to bring the facts about OCD to the public and to support those who suffer from this often debilitating anxiety disorder.

Address OCD-UK, PO Box 8955, Nottingham, NG10 9AU

Email admin@ocduk.org

Panic Attacks

Panic attacks can occur at any time, and often for no apparent reason, which can be frightening and confusing for the sufferer. Symptoms of a panic attack may include: feelings of extreme anxiety, feeling unable to breathe, increased heart rate, sweating, dizziness, hot flushes and a fear of dying or going crazy.

Personality Disorders

Most personality disorders begin as problems in personal development and character, which peak during adolescence and then are defined as personality disorders.

Personality disorders are not illnesses in a strict sense, as they do not disrupt emotional, intellectual, or perceptual functioning. However, those with personality disorders suffer a life that is not positive, proactive, or fulfilling. Not surprisingly, personality disorders are also associated with failures to reach potential.

Local Contacts:

Gwylfa Therapy Service

Gwylfa Therapy Service is a service offering consultation, support and advice to Community Mental Health Teams and In-patient services. It also offers a small clinical service to highly distressed clients with emotionally unstable personality (disorder). They also provide staff training programmes to raise the level of staff skills working with this client group.

Address St. Cadocs Hospital, Lodge Road, Caerleon, Newport, NP18 3XQ

Telephone 01633 436782

Fax 01633 436988

Email Helen.speirs@gwent.wales.nhs.uk

Operating Hours Monday - Friday, 9:00 am - 5:00 pm

Phobias

A phobia is a fear that is out of proportion to the real danger posed by the thing or event that triggers it. Phobias interfere with a person's ability to lead a

normal life. The most common phobias are fear of heights, spiders, mice, blood, injections or enclosed space (claustrophobia). Social phobia is one of the more common phobias.

Postnatal Depression

Postnatal Depression is what happens when you become depressed after having a baby. Sometimes, there may be an obvious reason, often there is none. It can be particularly distressing when you have so looked forward to having your baby through the months of pregnancy. Around one in every ten women experience post-natal depression after having a baby. If untreated, it can last for months, or sometimes longer. Most cases of post-natal depression start within a month of the birth, but it can start up to six months later. Many depressed mothers don't realise what is wrong with them. They feel ashamed to admit that they are less than thrilled by being a mother. They may think that if they say how they feel then their baby may be taken away (this won't happen).

Other Contacts:

Association for Post Natal Illness (APNI)

The APNI can provide support and advice to mothers experiencing postnatal depression.

Helpline 020 7386 0868

Website www.apni.org

Rape/Sexual Abuse

Local Contacts:

Newport Women's Aid

Newport Women's Aid provide information, support and refuge accommodation, for women of all ages who have, or are suffering from any sort of domestic abuse, whether it be by a current partner or ex-partner, regardless of whether that partner is male or female.

Address 56 Stow Hill, Newport, NP20 1JG

Telephone 01633 840258

Fax 01633 257815

Email nptwomensaid@tiscali.co.uk

Operating Hours 24 hours a day, 7 days a week

Other Contacts:

New Pathways

Relationships

Other Contacts:

Relate

Relate can provide advice and information on relationship counselling. The helpline can also provide you with details of your nearest Relate counsellor.

Relateline 0845 130 4010

Website www.relate.org

Operating Hours Monday - Friday, 9:30 am - 4:00 pm

Schizophrenia

The first acute episode can be a devastating experience, particularly as both the person experiencing the illness and those close to him will be unprepared. About one in a hundred people worldwide experience at least one such episode at some time during their lives, although the highest incidence is in the late teens and early 20's. Recent discoveries of new forms of treatment may lead to improvements in rates of recovery for people with schizophrenia, particularly if everyone involved, both the person with schizophrenia and their family, learns to understand how to cope. Schizophrenia is best treated using a combination of medication and talking therapies.

Other Contacts:

Schizophrenia.com

Schizophrenia.com is a website that can help provide in-depth information, support and education related to schizophrenia.

Website www.schizophrenia.com

Seasonal Affective Disorder

SAD (Seasonal Affective Disorder) is a type of winter depression that affects an estimated half a million people in the UK every winter, between September and April; in particular during December, January and February.

A diagnosis can be made after three or more consecutive winters of symptoms, which include a number of the following; sleep problems, lethargy, overeating, depression, social problems, anxiety, loss of libido, mood changes.

Other Contacts:

Seasonal Affective Disorder Association

The SAD Association is a voluntary organisation and registered charity that informs the public and health professionals about SAD and supports and advises sufferers of the illness.

Website www.sada.org.uk

Address SAD Association, PO Box 989, Steyning, BN44 3HG

Self-harm

Other Contacts:

Bristol Crisis Service for Women

Bristol Crisis Service offers support and information to women in emotional distress, particularly to those who self-harm. They also offer information and training for people working with individuals who self-injure.

Address Bristol Crisis Service for Women, PO Box 654, Bristol, BS99 1XH

Helpline 0117 925 1119

Email bcsw@btconnect.com

Website www.users.zetnet.co.uk/bcsw

Operating Hours Fridays and Saturdays, 9:00 pm - 12.30 am, Sundays 6:00 pm - 9:00 pm

National Self-Harm Network

The National Self-Harm Network provides information and support to people who self-harm and their friends, families and carers. It also offers training for professionals on self-harm.

Address NSHN, PO Box 7264, Nottingham, NG1 6WJ

Email info@nshn.co.uk

Website www.nshn.co.uk

Self-help

Local Contacts:

Expert Patients Programme (EPP)

EPP is a free 6-week course that helps you learn how to manage any long-term health condition. You can learn new coping skills and share your experiences with others in a relaxed environment.

Address EPP Co-ordinator, Room 4, Long Term Conditions, St Woolos Hospital, Stow Hill, Newport, NP20 4SZ

Telephone 01633 234663

Email maureen.hendon@gwent.wales.nhs.uk

Newport Central Library

Newport Central Library has details on self-help books that you may find useful.

Support Groups:

Community Friendship Group

The Community Friendship Group is a self-help support group for sufferers and carers of people with mental health problems. They organise trips, speakers, organised events, plus fun and leisure activities.

Telephone 07957 336061 (Steve Liles)

Meetings Maindee Mission, Probert Place, Newport every Monday from 6:00 pm - 8:00 pm.

Mums-4-Mums

Mums-4-Mums is a peer support group for Mums based in Alway, (Dad's also welcome). The project is run by volunteers with a genesis creche. The group is an opportunity for mums to socialise, undertake informal training, find out about different relaxation and health tips and get signposting information to other services that they may need.

Telephone 01633 281819 (Wendy Bateman)

Meetings Alway Community Centre every Thursday 1.15 pm - 2.45 pm

MDF The Bipolar Organisation Cymru

MDF is a user led charity that provides help and support for people with Bipolar Disorder and has details on local support groups within your area.

Address 22 - 29 Mill Street, Newport, NP20 5HA

Helpline 08456 340 080

Telephone 01633 244244

Fax 01633 244111

Email info@mdfwales.org.uk
Website www.mdfwales.org.uk

Newport & District Refugee Support Group (N&DRSG)
N&DRSG are a multi-agency group who seek to raise awareness of issues that affect asylum seekers and refugees and provide practical support for these marginalized groups.

RNID Newport Young Peoples Support Service
This service provides a range of support services for deaf young people between the age of 0-25, such as one-to-one counselling, befriending, emotional support, regular schools visits, workshops and opportunities to spend social time with other deaf young people.
Telephone 02920 333034
Email youthsupport.wales@rnid.org.uk

SHADE
Shade is a self-help group for adults with depression, panic attacks, anxiety and related conditions.

Gwent Mental Health Carers Group
Gwent Mental Health Carers Group are a very active group of Carers of people with a mental illness, who help support one another.

Stress

Other Contacts:

ASSIST (Assistance Support and Self-help in Surviving Trauma) ASSIST is a registered charity dedicated to offering confidential, emotional and practical support to individuals and families affected by trauma.

Helpline 01788 560800

Website www.traumatic-stress.freeserve.co.uk

Operating Hours Monday - Friday, 10:00 am - 4:00 pm (24 hour answer phone service).

First Steps to Freedom

International Stress Management Association

The ISMA is a registered charity with a multi-disciplinary professional membership. It exists to promote sound knowledge and best practice in the prevention and reduction of human stress. Their website contains details on how to cope with stress and they can help put you in contact with local stress counsellors/ therapists.

Telephone 07000 780430

Website www.isma.org.uk

Suicide

Other Contacts:

Samaritans

Samaritans provides confidential emotional support, 24 hours a day for people who are experiencing feelings of distress or despair.

Helpline 08457 90 90 90

Email jo@samaritans.org

Address Chris, P.O. Box 9090, Stirling, FK8 2SA

General Correspondence:

Address Samaritans, The Upper Mill, Kingston Road, Ewell, Surrey, KT17 2AF

Telephone 020 8394 8300

Support Services

Local Contacts:

Newport Mind Outreach Services and The Exchange

REACH Supported Living

REACH Supported Living is a domiciliary care agency that supports people to live as independently as possible and helps them lead fulfilling lives. This involves supporting people to manage day-to-day household tasks, as well as helping them to enjoy social and leisure activities. REACH mainly supports adults with learning disabilities, mental health problems or physical disabilities. REACH also provides support services specifically for older adults. People usually live alone with support ranging from a few hours a week to approx. 100 hours a week, or in housing which they share with 2 or 3 others with 24-hour support. Depending on the person's needs the support can span from a few days to many years.

Address 11 Devon Place, Newport, NP20 4NP

Telephone 01633 679899

Fax 01633 221053

Email paul.bevan@reach-support.co.uk

Website www.reach-support.co.uk

Operating Hours Head office is open Monday - Friday from 8:30am – 5:00 pm.

Support Services range from a few hours a week to 24 hours a day 7 days a week.

Treatment

Mental health problems are treatable and most people get over them or learn to deal with them especially if they get help early on. Medication is often an important method of treatment for mental health problems, but many people are helped in other ways. For example, with counselling, using self-help books or tapes, learning relaxation techniques or meeting and sharing with other people who've had similar experiences (e.g. in a support group). Different people respond best to different sorts of treatment, so it is important to explore the right one for you; your GP or Community Psychiatric Nurse can help you with this.

Voluntary Organisations/Volunteering

Local Contacts:

Gwent Association of Voluntary Organisations (GAVO)
Contact GAVO for details of volunteering opportunities in the Borough.
Address Ty Derwen, Church Road, Newport NP19 7EJ
Telephone 01633 241550

Mental Health Development Officer - GAVO

The Mental Health Development Officer is responsible for assisting voluntary organisations with funding bids, facilitating mental health service user involvement, signposting individuals to other services and representing the voluntary sector on strategic mental health planning groups.