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| We have specialist mental health nurses who link with the Accident & Emergency Department. If you are unsure of which service is best for you, or you would like to discuss being referred to one of the more specialist mental health services, you can contact them by  ringing **01793 604117** and arranging an assessment appointment. Alternatively, you can ask the nurse caring for you whilst in hospital to refer you.  If you are unsure of anything, please feel free to ask the nurse looking after you, who will be happy to explain things to you. However, if you would rather have some quiet time on your own, that’s fine too. If you have any comments or suggestions about the care you have received whilst attending the hospital, please discuss these with the nurse looking after you.  If you prefer, you can write to either of the following:   * The Chief Executive, Great Western Hospital, Marlborough Road, Swindon SN3 6BB. * The Chief Executive, Avon & Wiltshire Mental Health Partnership NHS Trust,   Bath NHS House, Newbridge Hill, Bath, BA1 3QE |
| Date of Production: May 2004  Date of Review: February 2012  Review by Celia Moore  Compiled by the Mental Health Liaison Team |



**And**



#### Services for Patients and Carers

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| What We Believe We actively encourage the involvement of carers and relatives during all stages of the assessment process. Our staff will, with the consent of the individual concerned, keep carers and family members informed of all decisions made and arrangements for follow-up and aftercare.  We welcome comments and views on the service you receive whilst attending the hospital and will respond positively to suggestions for further improvements in the standard of care we provide. |

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## Counselling Services

* **The Samaritans 🕿 08457 909090 (local call rate)** [www.samaritans.org.uk](http://www.samaritans.org.uk)

A confidential telephone support and listening service for people feeling depressed or suicidal. Operates 24 hours a day, 365 days a year. If you would like to talk to someone face-to-face, please call the centre to check opening times – no appointment required. Address: 6 Curtis Street, Swindon, SN1 5JU.

* **Gay Men’s Health & Lesbian Counselling 🕿 01793 695300** (Mon-Thurs 9am-5pm: Fri 9am-4pm)
* **Swindon Counselling Service 🕿 01793 514550**

Confidential individual and group counselling for adults, who are finding difficulties in coping with their lives. To arrange an initial appointment please ring the above number or write to:

23 Bath Road, Swindon, SN1 4AS.

* **Relate 🕿 01793 495190** [www.relate.org.uk](http://www.relate.org.uk)

Confidential counselling for adult couples and individuals with relationship problems, including sexual therapy. Daytime and evening appointments available. Ring the above number to make an appointment or write to:

Friends Meeting House,, 7-9 Eastcott Hill, Swindon, SN1 3JF.

* **OnTrak Youth Counselling Service 🕿 01793 695255**

Confidential and free advice and counselling for young people (14 – 25 years).

To speak to a counsellor or make an appointment please call in or ring the above helpline number. 178 Victoria Road, Swindon, SN1 3DF.

* **Cruse Bereavement Care 🕿 01793 619933**

[www.crusebereavementcare.org.uk](http://www.crusebereavementcare.org.uk)

Support, advice and counselling to any bereaved person. Also organises a range of support and social groups. Contact the above number for more information or to arrange an appointment. You can also write to:

39 Bath Road, Swindon, SN1 4AS.

* **Citizens Advice Bureau (CAB) 🕿 08444994114**

[**bureau.swindoncab@cabnet.org.uk**](mailto:bureau.swindoncab@cabnet.org.uk)

Open door service Mon-Fri 10am-1pm at Faringdon House, 1 Faringdon Road, Swindon, SN1 5AR. Confidential help and advice on benefits, housing personal health and legal matters.

**Services for Those Who Have**

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| * **Your GP/family doctor**   He or she can refer you on to a range of specialist services.   * **Community Mental Health Team**   For psychiatric nursing, specialist therapy and on-going support. Please contact your GP, who can discuss with you how to be referred to Mental Health service that covers your geographical area. |

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| **Alcohol and Drug Problems**   * **SWADS – Swindon and Wilshire Alcohol and Drug Service**   🕿 **01793 695405**  One-to-one counselling for anyone concerned about his or her own or someone else’s drinking. Help, support and advice for anyone with an alcohol-related problem.  Contact the above number for more information or to arrange an appointment.  You can also write to: 13 Milton Road, Swindon.   * **AA – Alcoholics Anonymous** 🕿 **0845 769 7555**   [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)   * **Al-Anon** 🕿 **020 7403 0888**   A confidential helpline for families and friends of someone with an alcohol problem.   * **NA – Narcotics Anonymous** 🕿 **0207 730 0009**     **⮚ Central Assessment Drop-in Clinic**  Run by SWADS, Druglink and the Specialist Drug and Alcohol Service every Monday between 09:30 and 11:30 at 13 Milton Road (SWADS base). No appointment necessary. |

### Mental Health Problems and Psychiatric Illness

* **Saneline 🕿 0845 767 8000 – between 2pm and midnight every day**

Telephone support line providing advice, info and help for anyone coping with mental illness.

* **Rethink – National Advice Line 🕿 0300 500 927** [www.rethink.org](http://www.rethink.org)

(Formerly NSF “National Schizophrenia Fellowship”).Provides information,

Support and advice to anyone affected by mental illness.

The advice line is open 10am to 3pm each weekday, or you can write to:

28 Castle Street, Kingston-Upon-Thames, Surrey, KT1 1SS.

* **SUNS – Service User Network Swindon 🕿 01793 436174**

Run by mental health service users. Offers support, advice and information.

Please ring the above number or write to: 161 Victoria Road, Swindon, SN1 3BU

* **Depression Alliance 🕿 01793 531133** [www.depressionalliance.org](http://www.depressionalliance.org)

A local self-help group for people with depression meets in Swindon on the 2nd and 4th Thursday of every month – 12.30 to 2pm. If you are interested in attending, ring the above number or come along to Broad Green Community Centre, off Broad Street, Swindon.

* **MIND National Information Line 🕿 0300 123 3393** [www.mind.org.uk](http://www.mind.org.uk)

Information, support and understanding about any mental health related issues. Information line is open Monday – Friday 9.15am to 4.45pm. Or you can write to:

MIND, Granta House, 15-19 Broadway, London, E15 4BQ.

* **MIND – Swindon & District 🕿 01793 432031**

Confidential advice and information to anyone who has an enquiry about a mental health issue, befriending scheme and an independent advocacy service to enable individuals to have their say and make informed choices. Ring the above number to discuss your needs in more detail or to make an appointment or write to:

MIND, 1 Regent Circus, Swindon SN1 1PN.

* **Hearing Voices Network 🕿 0114 271 8210**

Support and advice for those who hear voices. Information about local self-help groups aimed at non-medical ways of coping with voices.

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| **Homelessness**   * **Booth House (Salvation Army)** 🕿 **01793 531107**   Open 24 hours a day. Self-referrals or via other agencies. GP surgery Thursday pm.  1 spring close, Swindon, SN1 2BF.   * **Swindon NHS Walk-In Centre** 🕿 **01793 428555**   For general health advice and details of local GP’s.  Address: Carfax Street, Swindon, SN1 1ED. |

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| Services for Women  * **Wiltshire House** 🕿 **01793 613677**   Women only hostel. Age range: 16 – 25. Housing or Social Service referral, some self-refs.   * **Swindon Women’s Refuge** 🕿 **01793 536447**   Safe, temporary accommodation, counselling and support to women and children escaping physical, emotional and sexual abuse.   * **Bristol Crisis Service for Women** 🕿 **0117 925 1119**   National helpline for women who self-injure or who are in distress. Helpline is open Friday & Saturday evenings 9pm until 12.30am. Or write to: BCSW, PO Box 654, Bristol, BS99 1XH.   * **Women’s Aid National Helpline & Domestic Violence Line**   🕿 **0345 023 468**   * **Bristol Women’s Aid** 🕿 **0117 952 2392**   Information, support and safe temporary accommodation for women and children experiencing domestic violence. |

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| Services for Those Who Have Experienced Sexual Abuse  * **Swindon Domestic Violence OUTREACH Service**   🕿 **01793 642425**   * **The Basement Project** 🕿 **01873 856 524**   A range of low cost publications aimed at helping and supporting people who self-harm and survivors of abuse.  Publications are available for those dealing with the effects of self-injury. Ring for more information or write to: PO Box 5, Abergavenny, NP7 5XW.   * **Survivors – Helpline for male survivors of sexual abuse** 🕿 **01793 878316**   Support group and helpline – staffed Wednesdays 7-9pm.   * **Victims of Sexual Violence** 🕿 **01380 721 718** * **New Swindon Sanctuary** 🕿 **0808 168 0024**   24hrs a dedicated centre to support victims of sexual assault throughout Wiltshire.   * **Victim Support** 🕿 **01380 729476**   24-hour answer phone service – staff available 9am to 5pm, Monday to Friday. |

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| * **MIND in Western Wiltshire 🕿 01249 814447**   Confidential counselling and support group. Covers Bradford-on-Avon, Calne, Chippenham, Corsham, Devizes, Malmesbury, Melksham, Trowbridge, Warminster and Westbury.  Ring the above number to arrange an appointment or write to:  MIND in Western Wiltshire, 22 High Street, Calne, SN11 0BS.   * **PASH – Preservation around Self Harm 🕿 01793 649510** [www.projectspear.com](http://www.projectspear.com)   Provides confidential support, information, newsletter, befriending for those who self-harm.  Ring or write to: 1st Floor, l Milton Road, Swindon SN1 5JE.   * **Swindon Listening Line** 🕿 **01793 836871**   Open every night from 6pm-midnight. A free and confidential listening service for adults in the Swindon area., Trowbridge, Warminster and Westbury.  Ring the above number to arrange an appointment or write to:  MIND in Western Wiltshire, 22 High Street, Calne SN11 0BS |
| **More Websites**  [www.mentalhealth.org.uk](http://www.mentalhealth.org.uk) - Mental Health Foundation's website  [www.netdoctor.co.uk](http://www.netdoctor.co.uk) - health information website.  [www.alcoholconcern.org.uk](http://www.alcoholconcern.org.uk) - advice and info. about alcohol use.  [www.clinical-depression.co.uk](http://www.clinical-depression.co.uk) - a website for and run by sufferers.  [www.rapeline.org.uk](http://www.rapeline.org.uk) - a Wiltshire based helpline for rape victims |