



Directory of Mental Health and Wellbeing Services

For Bridgend County Borough

Funded by Bridgend Joint
Mental Health Planning Team

PROMHS
Promoting Mental Health Services
Bridgend County



March 2012

Registered Charity Number: 1123842
Company Number: 6468412

If you are aware of any changes to services in this Directory or know a service that you think should be included please contact the **Information / Communications Officer**
Karen Powell
01656 767045
karen.powell@mhmwales.org



**This Directory can be found
on our website:**
www.mhmwales.org

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Introduction

This Directory provides information on services that have been set up to provide help for people with mental health or emotional problems. It also includes other services that people might find helpful.

The main aim of the Directory is to help people make informed choices and to put them in touch with a variety of services and organisations, so that they can find out what might best meet their needs.

We have tried to concentrate on local services, but where these do not exist or where there is a national organisation or helpline that may be useful, we have included them.

All the information in the Directory comes from the organisations or services themselves, and the wording used is their own as far as possible, although some entries have had to be summarised to make room. We do recognise that there may be errors and omissions! Inclusion in this Directory does not necessarily mean a recommendation.

If you have any further information not included in the Directory, or if you would like to make any (positive or negative) comments about it, please contact:

The Information Officer
Mental Health Matters Wales
63 Nolton Street
BRIDGEND
CF31 3AE

Tel: 01656 767045
Fax: 01656 663397
Email: info@mhmwales.org

Acknowledgements

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Karen Powell

Information / Communications Officer
Mental Health Matters Wales

ADDICTION & DEPENDENCY



Adfam National

Address: 25 Corsham Street
London N1 6DR

Tel: 020 7553 7640 (admin)

Fax: 020 7253 7991

Email: admin@adfam.org.uk

Website: www.adfam.org.uk

Aims/objectives:

Our mission is to improve the quality of life for families affected by drug and alcohol use.

What we can do for you:

We provide support and information for families, friends and carers of drug users. We provide publications, including booklets for parents and partners of drug users and a wide range of training in drug related family support skills.

We also have a Criminal Justice Service to support family members of drug users who are in prison. We also provide a 'Bouncing Back!' prevention programme to work with young people and their families.

How to get in touch:

Telephone: 020 7553 7640 (we do not operate a helpline)

Choice of male/female worker?	N/A
Languages spoken:	English
Wheelchair access?	N/A

Alcoholics Anonymous

Address: Alcoholics Anonymous
PO Box 1
10 Toft Green
York YO1 7ND

Tel: 0845 769 7555 (local rates 24 hours)

Email: help@alcoholics-anonymous.org.uk

Website: www.alcoholics-anonymous.org.uk

Aims/objectives:

Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. The only requirement for membership is a desire to stop drinking.

What we can do for you:

At AA Meetings, the people in each group get together, usually once or twice a week. There are two types of meetings: 'closed' which are only for members or those who think they have a drink problem and 'open' where anyone interested in AA is also welcome to attend.

BRIDGEND

Sundays at 3.30pm (open)
Seminar Room, Section R, next to ward 18, 1st Floor, Princess of Wales Hospital, Coity Road, Bridgend CF31 1RQ
Full wheelchair access.

Wednesdays at 7.00pm (open)
Conference Room, Ward 18, Princess of Wales Hospital, Coity Road, Bridgend CF31 1RQ
Full wheelchair access.

Fridays at 7.30pm
ARC Day Services, Quarella Road, Bridgend CF31 1JN
Full wheelchair access.

Tuesdays at 7.30pm
ARC Day Services, Quarella Road, Bridgend CF31 1JN
Full wheelchair access.

PORTHCAWL

Thursdays at 7.30pm
All Saint's Church, Victoria Avenue, Porthcawl CF36 3HE. Full wheelchair access.

Mondays at 7.30pm
All Saint's Church, Victoria Avenue, Porthcawl CF36 3HE. Full wheelchair access.

MAESTEG

Thursdays at 1.30pm
Fire Station Community Hall, Nantyffyllon CF34 0TW

How to get in touch:

By phone: 24 hour helpline 0845 769 7555
Choice of male/female worker? Yes, this can be arranged
Languages spoken: English, Welsh & Polish

Bridgend Assessment Service

Address: 16 – 18 Derwen Road
Bridgend CF31 1LH

Tel: 01656 663630

Fax: 01656 668412

Aims/objectives:

A multi disciplinary team who provide rapid assessments for referral to a drug and alcohol service in Bridgend that suits your needs.

What we can do for you:

Assessment; Care-planning; Cognitive Interventions; Prescribing Interventions; Detox; Maintenance Prescribing; Referral and Liaison with other services; Relapse Prevention.

How to get in touch:

All referrals through the Bridgend Assessment Service at the above address and phone number. Referral by Social Worker, Health Professional, G.P. or self referral.

Choice of male/female worker?	Yes
Languages spoken:	English
Wheelchair access?	No

Council For Involuntary Tranquiliser Addiction (CITA)

Charity Number: 519334

Address: CITA
J.D.I. Centre
3 – 11 Mersey View
Waterloo
Liverpool L22 6QA

Tel: Office: 0151 474 9626 (Mon to Thurs 10am - 4pm)
Helpline: 0151 932 0102 (Mon to Fri 10am – 1pm)

Fax: 0151 284 8324

Email: cita@citap.org.uk

Website: www.citap.org.uk

Aims/objectives:

CITA is a charitable organisation, established in 1987 to provide support and information for individuals, families, friends and professional advisors dealing with prescribed tranquillisers, sleeping tablets, and antidepressants.

What we can do for you:

Offer training for those wishing to be involved in work, e.g. clinics in G.P. Surgeries / manning Helpline.

Offer advice & education to those withdrawing from Tranquillisers & Antidepressants.

Training in Stress / Anxiety Management.
Counselling Service.

How to get in touch:

Clients Helpline: 0151 932 0102 Office: 0151 474 9626

Choice of male/female worker?	Both
Languages spoken:	English
Wheelchair access?	Yes

Gamblers Anonymous / Gam Anon

Address: c/o CVS Building
5 Trafford Court
Off Trafford Way
Doncaster DN1 1PN

Tel: 020 7384 3040 (information line)

Email: info@gamblersanonymous.org.uk

Website: www.gamblersanonymous.org.uk

Aims/objectives:

To give support and assistance with the recovery from being a gambler.

What we can do for you:

Provide support to gamblers, their family or friends through group meetings and national helpline.

There is no social work involvement.

How to get in touch:

Telephone 020 7384 3040 or visit our website for details of local groups.

Nearest meeting: City United Reform Church
Windsor Place
Cardiff CF10 3BZ

Thursdays between 7.30pm – 9.30pm (No Gamanon meeting)
Do not ring or make an appointment, just turn up as soon as you can.

Choice of male/female worker?	No workers
Languages spoken:	English
Wheelchair access?	Yes

Ogwr DASH

Address: 74 Nolton Street
Bridgend CF31 3BP

Tel: 01656 650686

Fax: 01656 653319

Mini-com: 01656 653312

Email: info@ogwrdash.org.uk

Aims/objectives:

To reduce harm to people affected by substance misuse. Offers free and confidential advice and support to residents of Bridgend borough. A service that is professional, friendly and respectful. We do not expect users to give up, unless they are ready to do so. We help and support substance mis-users to achieve goals agreed and identified by them.

What we can do for you:

Provide assessment, one-to-one structured counselling, needle exchange, auricular acupuncture, advice and information, services for young people, school talks, services are also available to family and friends, offers Department of Transport approved Drink-Drive courses, steroid clinics.

How to get in touch:

Anyone can self refer or referral by other organisations, age is not an issue, by telephone or walk-in.

Opening Hours:

Monday 9.30am – 5.00pm (appointments only)

Tuesday 9.30am – 6.00pm (closed 1-2 for lunch)

Choice of male/female worker?	Yes
Languages spoken:	English
Wheelchair access?	Yes

ADVICE & INFORMATION



Bridgend Association Of Voluntary Organisations (BAVO)

Address: 112-113 Commercial Street,
Maesteg CF34 9DL

Tel: 01656 810400

Fax: 01656 812151

Email: bavo@bavo.org.uk

Website: www.bavo.org.uk

Aims/objectives:

BAVO is the umbrella organisation for voluntary activity throughout the County of Bridgend, supporting, developing and representing voluntary organisations, volunteers and communities.

What we can do for you:

Support voluntary groups, self-help groups, user/carer initiatives. Help with organisation of a group, with obtaining funding. Distributing grants to voluntary and community groups. Provide information about local volunteering and issues of interest to voluntary organisations.

Producing newsletters. 'Hot desk' space, meeting/training room hire; and the Community Hub available for hire. Informal training available. Providing information sheets and guidelines.

How to get in touch:

Phone, write, fax, email.

Mon – Fri: 9.00am – 5.00pm (closed for lunch 1-2pm)

Choice of male/female worker?

Yes

Languages spoken:

English, some Welsh

Bridgend Family Information Service

Address: Family Information Service
3rd Floor
Derwen House
Court Road
Bridgend CF31 1BN

Tel: 0800 180 4320

Email: familyinfo@bridgend.gov.uk

Website: www.bridgendfamilyinfo.org.uk

Aims/objectives:

Bridgend Family Information Service will provide quality, accessible and impartial information and guidance on the full range of childcare services, resources and issues led by the needs of children and their families, carers, employers, professionals and local and national governments and their agencies.

What we can do for you:

We can provide information on the following:

- Childcare and other children's issues such as bullying, child protection, children's behaviour;
- Parenting;
- Leisure activities, education services and libraries;
- Health services, including information on children's illnesses and conditions, and social services;
- Special needs, including support groups for parents of children with special needs/disabilities;
- Training courses for childcare workers;
- Work Life Balance, including legislation affecting work life balance;
- Sources of funding for parents and childcare providers;
- National and local help lines for parents;
- National and local children's organisations.

How to get in touch:

Phone, write, fax, email.

Mon – Fri office hours (closed for lunch)

Choice of male/female worker?	Yes
Languages spoken:	English, some Welsh
Wheelchair access?	Yes

Carers Wales

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

Tel: 029 2081 1370

Fax: 029 2081 1575

Email: info@carerswales.org

Website: www.carerswales.org

Aims/objectives:

Carers Wales is a charity set up to support people who care for an elderly relative, a sick friend or a disabled family member. We are part of Carers UK.

What we can do for you:

Works with and on behalf of carers to help them recognise their role and status in society.

Campaigns on behalf of carers, raising awareness of carers' issues with all levels of government, service providers and the wider public.

Encourages support for carers through a network of branches and carers' centres.

Provides bi-lingual information through a series of booklets, leaflets and the website.

Gives advice via the Carers UK Carers Line.

Languages spoke: English, Welsh, French
German and Spanish

Wheelchair access? Yes

Local Branch:

Address: Carers UK Bridgend Branch
9 Newbridge Gardens
Bridgend CF31 3PB

Tel: 01656 654287

Citizens' Advice Bureau - Bridgend

Address: 26 Dunraven Place
Bridgend CF31 1JD

Tel: 01656 654951

Fax: 01656 654603

Email: louise@bridgendcab.org.uk

Aims/objectives:

The Citizens Advice service aims:

- To provide the advice people need for the problems they face.
- To improve the policies and practices that affect people's lives.

The service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

What we can do for you:

CAB advisers, most of whom are trained volunteers can:

- Interview clients face-to-face and by phone to find out what the problem(s) are.
- Access our regularly updated electronic information database for up to the minute information.
- Help clients to negotiate with companies or service providers such as creditors or to appeal against decisions, for example, welfare benefit claims.
- Write letters or phone companies and service providers on behalf of clients.
- Help clients to prioritise their problems, for example, to sort out which debts are most important.
- Help clients with form filling, for example, to claim for welfare benefits.
- Represent clients in court and at tribunals.
- Refer clients to CAB specialist caseworkers for complex problems or to other agencies when appropriate.

How to get in touch:

Advice Sessions

Monday 10am – 12.30pm
Tues to Fri 10am – 3pm

Telephone Advice Times

Monday – Friday 10am – 4.00pm

Choice of male/female worker?	Yes
Languages spoken:	English, contact bureau for other languages available.
Wheelchair access?	Yes

Other Citizen's Advice Bureaus, Outreach Centres and Budget Better Venues

Maesteg

Council Offices
Talbot Street
Maesteg CF34 9BY
Tel: 08444 772020

Mon: 10am-2pm
Drop-in gateway assessments and welfare benefit form filling by appointment. Assisted information.

Tues: CLOSED

Weds: 10am-3pm
Gateway assessments and generalist advice appointments. Assisted information.

Thurs: 10am-2pm
Gateway assessments and generalist advice appointments. Assisted information.

Fri: 10am-2pm
Generalist advice appointments and assisted information only.

Telephone advice times
Mon to Fri: 10am-4pm
Telephone Gateway Assessments Only

Outreach Centres

Creation

Blaengarw Workmen's Hall, Blaengarw CF32 8AW

Mondays 10.00am - 12.30pm

*Outreach is open alternate weeks, please contact venue to confirm times.

Let's Garw

101 Oxford Street, Pontycymmer CF32 8DE

Mondays 10.00am - 12.30pm

*Outreach is open alternate weeks, please contact venue to confirm times.

Trinity Church

John Street, Porthcawl CF36 3DT

Tuesdays 10.00am - 12.30pm

*Contact venue to confirm times.

Caerau Outreach

Blaenllynfi School, Grosvener Terrace, Caerau CF34 0RW

Thursdays 2.00pm - 5.00pm

*Outreach is open alternate weeks, please contact venue to confirm times.

Budget Better Venues

Budget Better - Bettws

Life Centre, Bettws Road, Bettws CF32 8TB Tel: 01656 762801
4th Friday of every month, 12.30pm – 4.00pm

Budget Better - Brackla

Action for Children Centre, 3-4 Clos Y Waun, Brackla CF31 2QN
Tel: 01656 762801
4th Thursday of every month, 11.00am – 1.00pm

Budget Better – Kenfig Hill

Talbot Community Centre, 9 Prince Road, Kenfig Hill CF33 6ED
Tel: 01656 762801
1st Wednesday of every month, 10.45am – 12.30pm

Budget Better – Lewistown

Tenants and Residents Association, 11 Pentre Bailey Terrace,
Lewistown CF32 7LP Tel: 01656 762801
1st Friday of every month, 9.30am – 1.30pm

Budget Better – Llangeinor

Richard Price Centre, Llangeinor CF32 8PF Tel: 01656 762801
2nd Thursday of every month, 9.00am – 1.00pm

Budget Better – Nantymoel

Berwyn Centre, Ogwy Street, Nantymoel CF32 7SD
Tel: 01656 762801
1st Thursday of every month, 11.00am – 3.00pm

Budget Better – Pyle

Life Centre, Helig Fan, Pyle CF33 6BS Tel: 01656 762801
1st Wednesday of every month, 9.00am – 10.30am

Budget Better – Sarn

Communities First Hub, 34 Baker's Way, Sarn CF32 9RJ
Tel: 01656 762801
3rd Thursday of every month, 9.00am – 1.00pm

Budget Better – Wildmill

Communities First Hub, Tairfelin, Wildmill CF31 1SH
Tel: 01656 762801
2nd Wednesday of every month, 12.00pm – 4.00pm

Disability Wales / Anabledd Cymru

Address: Bridge House
Van Road
Caerphilly Business Park
Caerphilly CF83 3GW

Tel: 02920 887325

Fax: 02920 888702

Email: info@disabilitywales.org

Website: www.disabilitywales.org

Aims/objectives:

Disability Wales is the national association of disability groups working to promote the rights, inclusion, equality and support of all disabled people in Wales.

What we can do for you:

- Develop and support the work of organisations led by disabled people.
- Be an effective advocate for the views, priorities and interests of our members.
- Influence policy and decision makers at all levels.
- Develop and deliver services that benefit disabled people.

How to get in touch:

Telephone:	02920 887325
Choice of male/female worker?	No
Languages spoken:	English
Wheelchair access?	N/A

Family Rights Group (FRG)

Address: The Print House
18 Ashwin Street
London E8 3DL

Tel: 020 7923 2628

Fax: 020 7923 2683

Email: office@frg.org.uk or advice@frg.org.uk

Website: www.frg.org.uk

Aims/objectives:

Family Rights Group believes that children are most likely to do best when the rights and views of families, including that of children, are respected; families are asked what support they want and are given the financial and practical help they require to access these services.

The voice of children and their families who have experience of being involved with, or requiring social care services, governs and leads our work.

What we can do for you:

- Campaigns to highlight obstacles to children's wellbeing;
- Develops and lobbies for policies at local and national level which promote children's wellbeing, including legislative changes and financial measures that tackle child poverty and inequality;
- Promotes families' participation in planning and decision making about their children;
- Promotes service user (and potential service user) participation in the design, delivery and evaluation of local child and family welfare services;
- Works to improve the practice of lawyers, social workers and other practitioners in the social care field;
- Lobbies for effective support and intervention from social care agencies when it is required; and
- Delivers projects that are aimed at developing and demonstrating new models that empower families and address gaps in provision to families.

How to get in touch:

Free confidential advice service: 0808 801 0366, open Monday – Friday 9.30am – 3.30pm. Email, freephone advice line, post, fax

Languages spoken: English

Wheelchair access? Yes

MDF The Bipolar Organisation Cymru

Address: c/o Head Office MDF Cymru
22-29 Mill Street
Newport NP20 5HA

Tel: 01633 244244

Fax: 01633 244111

Email: info@mdfwales.org.uk

Website: www.mdfwales.org.uk

Aims/objectives:

- MDF the BiPolar Organisation is a user-led mental health charity which works to enable people affected by bipolar disorder (manic depression) to take control of their lives. Supporting and developing self-help opportunities for people affected by bipolar disorder.
- Expanding and developing the information services about bipolar disorder.
- Influencing the improvement of treatments and services to promote recovery.
- Decreasing the discrimination against, and promoting the social inclusion and rights of people affected by bipolar disorder, and mental health problems in general.
- Being an effective and efficient organisation with sufficient resources to sustain and develop our activities, thereby ensuring that our members receive a unique, high-quality service.

What we can do for you:

We offer information, support and training on a wide range of mental health issues associated with Bipolar Disorder.

We publish a newsletter - Pendil.

The Bipolar Link Project has been set up to provide a mentoring service from people who are living successfully with Bipolar Affective Disorder to those who are newly diagnosed or struggling with issues related to the illness. MDF will deliver its project to people in Psychiatric units and those engaged with community-based mental health services.

We run a self-help group based at ARC, Quarella Road, Bridgend on the 1st Wednesday of every month, 1.30pm – 3.30pm.

How to get in touch:

Telephone: 01633 244244
Fax, email or letter

Choice of male/female worker?	No
Languages spoken:	English
Wheelchair access?	Yes

Mental Health Act Commission

Address: CQC National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne NE1 4PA

Tel: 03000 616161 Monday - Friday: 8.30am - 5:30pm

Fax: 03000 616171

Email: enquiries@cqc.org.uk

Website: www.cqc.org.uk/aboutcqc.cfm

Aims/objectives:

To keep under review the operation of the Mental Health Act in respect of patients unable to be detained under the Act.

What we can do for you:

How to get in touch:

Telephone above number

Choice of male/female worker?

Languages spoken:

Wheelchair access?

Mental Health Foundation

Address: 9th Floor
Sea Container House
20 Upper Ground
London SE1 9QB

Tel: 020 7803 110
Fax: 020 7803 1111
Email: mhf@mhf.org.uk
Website: www.mentalhealth.org.uk

Aims/objectives:

The Mental Health Foundation is the UK's leading charity working to promote mental well being; and the rights and needs of people with mental health problems and people with learning disabilities. We aim to improve people's lives, reduce the stigma and discrimination and encourage better understanding. We undertake and support research and encourage improvements to local services.

What we can do for you:

We provide information for the public and people working in relevant fields.

We aim to maximise knowledge, skills and resources by working with service users, government and service providers.

How to get in touch:

Telephone, fax, email and website	
Choice of male/female worker?	N/A
Languages spoken:	English
Wheelchair access?	N/A

Mental Health Matters Wales Ltd. Information Service

Address: 63 Nolton Street
Bridgend CF31 3AE

Tel: 01656 651450 or 01656 767045

Fax: 01656 663397

Email: info@mhmwales.org

Website: www.mhmwales.org

Aims/objectives:

To provide information on mental health services and issues to people who use mental health services; professionals; carers; and anyone who requests it.

We also offer information on a wide range of services, both statutory and voluntary, and how to access them.

What we can do for you:

We can provide information over the phone or at 63 Nolton Street during office hours.

Online Directories: one for adult services and one for children and young people's services

We have a library of books and audio and visual material, that can be borrowed.

How to get in touch:

Telephone, fax or email

Choice of male/female worker?
Languages spoken:

No
English, some information may
be available in other languages
Limited

Wheelchair access?

Mental Health Voluntary Sector Development Officer

Address: c/o B.A.V.O.
112-113 Commercial Street
Maesteg CF34 9DL

Tel: 01656 810400
Fax: 01656 812151
Email: bavo@bavo.org.uk
Website: www.bavo.org.uk

Aims/objectives:

To promote, support and develop mental health agencies and services within the B.C.B. area.

To work with colleagues in the voluntary and statutory agencies to identify unmet need and assist in the development of comprehensive services for people with mental health problems or issues.

To support and develop user and carer initiatives and opportunities for participation.

What we can do for you:

How to get in touch:

Phone, fax, email

Choice of male/female worker?	Male worker. Female can be present if requested.
Languages spoken:	English. Translation service.
Wheelchair access?	Yes

Mind Infoline

Address: MIND
15-19 Broadway
Stratford
London E15 4BQ

Tel: 020 8519 2122 Monday-Friday 9am-5pm

Fax: 020 8522 1725

Email: www.info@mind.org.uk

Website: www.mind.org.uk

Aims/objectives:

To provide a mental health information service to anyone in England & Wales who contacts us by letter or telephone.

What we can do for you:

We offer information, support and understanding at the time of contact and suggest possible options.

Fact sheets & advice booklets are available on the website.

How to get in touch:

Telephone or write.
Look at the website

Choice of male/female worker?
Languages spoken:

No
Uses Language line to translate
into a wide range of languages.
N/A

Wheelchair access?

South Wales Police Mental Health Liaison Officer

Address: Cardiff & The Vale Mental Health Development Project
Unit 11
Williams Court
Trade Street
Cardiff CF10 5DQ

Tel: 029 2022 2000

Fax:

Email: mail@cvmhdp.org.uk

Website: <http://www.cvmhdp.org.uk/>

Aims/objectives:

We have a duty of care towards vulnerable & exploited people, some of whom may have mental health problems. It is therefore essential that a common understanding & approach to dealing with mental health issues is adopted by the police.

What we can do for you:

Facilitate effective communication between South Wales Police and all organisations working in the field of mental health; to provide advice and guidance to both statutory and non statutory agencies. Encourage effective inter-agency working to solving local problems through the promotion of multi-agency partnerships.

How to get in touch:

Monday – Friday 8am – 4pm

Choice of male/female worker?	No
Languages spoken:	English
Wheelchair access?	Yes

Terrence Higgins Trust Cymru

Address: YMCA
1 The Kingsway
Swansea
SA1 5JQ

Canton House
435-451 Cowbridge Road East
Canton
Cardiff CF5 1JH

Tel: 01792 477540 029 2066 6465
Fax: 01792 477540 029 2066 6465
Email: Info.cymru@tht.org.uk
Website: www.tht.org.uk

Aims/objectives:

To reduce the spread of HIV and promote good sexual health; to provide services which improve the health and quality of life of those affected.

To campaign for better understanding of the personal, social and medical impact of HIV and AIDS.

What we can do for you:

Health promotion to Gay men including Chaps Cymru; African people in the UK; young people – sexual health promotion, primary HIV & STI (sexually transmitted infection); promotion work within African communities and partnership work.

How to get in touch:

By telephone, post or email. Self referrals and via professionals.
Swansea open 10am-5pm Monday - Friday
Cardiff open 9.30am-5.30pm Monday - Friday

Choice of male/female worker?	Within time limitations
Languages spoken:	English, Spanish and some Welsh
Wheelchair access?	Yes in Cardiff Under development in Swansea

The Law Society Mental Health Review Tribunal Panel

Address: Ipsley Court
Berrington Close
Redditch
Worcestershire B98 0TD

Tel: 0870 606 2555
Fax: +44 (0)1527 510213
Email: contactcentre@sra.org.uk
Website: www.sra.org.uk

Aims/objectives:

The panel aims to provide competent legal representation for patients detained under the provisions of the Mental Health Act 1983.

What we can do for you:

Provide names, addresses and telephone numbers of nearest accredited panel members to where you live/work.

How to get in touch:

Telephone, fax, write or email Contact Centre
Helpline open 9.00 – 5.00pm Monday-Friday

Choice of male/female worker?	Not in Bridgend area
Languages spoken:	We can search on a wide range of Languages
Wheelchair access?	Law Society can inform you of this

Valley Race Equality Council

Address: Venture House
Navigation Park
Abercynon CF45 4SN

Tel: 01443 742704

Email: info@valrec.org

Website: www.valrec.org

Aims/objectives:

1. Working towards the elimination of racial discrimination.
2. Campaigning for Equality of Opportunity.
3. Promoting good relations between persons of different racial groups.
4. Assisting victims of discrimination and harassment.

What we can do for you:

Assist complainants in resolving cases of racial discrimination.
Help to raise the profile of race equality issues.
Provide a consultancy service to organisations on the implementation of equality programmes.
Network with local individuals & groups.
Provide training on equal opportunities issues.

How to get in touch:

By phone 9am to 5pm Mon-Thurs & 9am to 4.30pm Friday
By email.

Choice of male/female worker?

As staffing allows.

Languages spoken:

English and Welsh, interpreters can be provided.

Wheelchair access?

Welsh Refugee Council

Address: Phoenix House
389 Newport Road
Cardiff CF24 1TP

Tel: 02920 489800

Fax: 02920 432980

Email: info@welshrefugeecouncil.org

Website: www.welshrefugeecouncil.org

Aims/objectives:

Raise awareness of the needs of refugees across Wales, contribute to policy & practice, & assist in monitoring of services; to strengthen the network of refugee representation groups & to support the development of services to meet the needs of refugees.

What we can do for you:

Provide advice, counselling and support to refugees and asylum-seekers in Cardiff, Newport, Swansea and Wrexham.

How to get in touch:

By telephone Monday – Friday
10am to 4 pm (closed 1pm – 2 pm)

Choice of male/female worker?	Yes
Languages spoken:	Access to interpreters.
Wheelchair access?	Yes

CHILDREN, YOUNG PEOPLE & ADULTS



The Bridge Mentoring Plus Scheme

Address: 46-48 Dunraven Place
Bridgend
CF31 1JB

Tel: 01656 647891

Fax: 01656 647891

Email: angela@thebridgemps.org.uk

Website: www.thebridgemps.org.uk

Aims/objectives:

To break down the barriers of social exclusion that prevent young people, aged 10-25, building bridges to a more positive future.

What we can do for you:

- Provide 1-2-1 mentor support from trained volunteer mentors (no previous experience necessary)
- Provide help with basic literacy/numeracy and key skills
- Provide an accredited Emotional Literacy programme OCN Level 1 & 2 designed to build confidence and increase self esteem
- Provide volunteering opportunities and accredited training for post 16s
- Provide youth workers to run evening, social, recreational and educational activities
- Provide opportunities to learn about Healthy Eating, Nutrition and Cookery, Money management, stress relief etc., (a list of courses is available on request)
- Provide opportunities to grow organic food at our allotment
- Counselling for clients

How to get in touch:

Phone, email or write to Angela James

Choice of male/female worker?

We offer a choice of a male or female mentor

Languages spoken: English

Wheelchair access?

None as yet at our centre, but mentoring usually takes place in the community using public facilities. However, we have recently acquired the large shop below our premises in the town centre so wheelchair access will soon be available.

The Bridge Mentoring Plus Scheme Siaradwn Ni (Let's Talk Project)

Who is the Project for?

Age Group: 16+ - no upper age limit

The courses are suitable for:-

Those that have experienced bereavement and need to make sense of their feelings

- Those who would like to have a better understanding of supporting others through difficult periods
- Those that would like to improve their communication skills
- Those that would like to facilitate the development of Emotional Intelligence in themselves and others.

How are people referred?

- Self referrals (phone/email and ask us for a referral form)
- Through another agency (Doctor's surgery, Mental Health Matters etc)
- By contacting Stuart Burge-Jones at BAVO 01656 810400 or email: stuartburgejones@bavo.org.uk

We are offering a number of accredited courses to those interested in their own and others' well being.

Peer Mentoring (OCN Level 1 or 2)

In a relaxed and friendly atmosphere you will be able to learn about different forms of communication in a fun way. Values and attitudes that shape us are examined and how and why other people's may differ. We explore problems and difficulties faced at various times in our lives and we identify methods of support and agencies that could help in times of need. Confidentiality and boundaries are discussed alongside the expectations and responsibilities of a peer mentor.

Emotional Literacy NOCN (Level 1 or 2)

There is a choice of 3 units:

Understanding and handling relationships

This unit will explore Active Listening; Effective Conversation; and Passive, Aggressive and Assertive Behaviour. You will explore anger and its physical effects and look at a range of strategies to bring about positive change.



Getting and giving Support

This unit will help you to identify and access support relevant to your needs. You will look at how people feel about asking for support; being offered support and the effects on the individual when supporting others. It includes confidence building exercises.

Understanding Feelings

This unit helps you identify your own feelings in good and bad situations and looks at factors that will affect them. You will discuss how feelings affect us and our behaviour towards others. You will have the opportunity to explore your feelings and learn new strategies to deal with and manage them more effectively.

Bridgend Youth Service

Address: B.C.B.C. Youth Service
The Old Church School
Maesteg Road,
Tondu
Bridgend CF32 9BT

Tel: 01656 724057

Fax: 01656 728587

Email: sally.jones@bridgend.gov.uk

Website: www.bridgend.gov.uk/youthservice

Aims/objectives:

The youth service aims to encourage, involve and empower young people in decision making processes in their own communities. The service encourages active participation, education, empowerment, and expression by providing innovative experiences that will take young people forward, extend their horizons and empower them into making informed choices.

What we can do for you:

We can provide activities that enable young people to gain skills, knowledge and attitudes needed to identify their rights and responsibilities.

Activities provided enable young people to express thoughts and emotions through creative and challenging activities. Accessible information relevant to young people is widely available.

How to get in touch:

Telephone above number

Choice of male/female worker?

Yes

Languages spoken:

English and Welsh in some centres

Wheelchair access:

Yes, within approximately 90% of venues.

Bridgend And District YMCA

Address: Angel Street
Bridgend CF31 4AD

Tel: 01656 654613 (lisa williams)

Fax: 01656 660357

Email: bridgendymca@hotmail.com

Website: www.ymcawales.co.uk

Aims/objectives:

We aim, through recreational, spiritual, educational, physical and social programmes, to empower & motivate young people in our community, including those who have disadvantages through social, economic & emotional deprivation. We will provide advice, information and advocacy as and when required.

What we can do for you:

We can provide a wide range of services and activities. There are rooms available for rental.

How to get in touch:

Call in or phone 9am – 9pm

Choice of male/female worker?	Yes
Languages spoken:	English
Wheelchair access?	Yes

Child And Family Centre, Tonteg

Address: Tonteg Hospital
Church Road
Tonteg
Pontypridd CF38 1HE

Tel: 01443 443008/443017

Fax: 01443 443010

Email:

Aims/objectives:

To assess, diagnose and treat mental health problems in children and young people.

To achieve this work with partner agencies.

To promote secondary prevention and support first access services in supporting and promoting good mental health.

What we can do for you:

The service provides a range of interventions and treatments. These include consultation, psychiatric assessment, developmental assessment, family therapy, individual therapy, behavioural therapy, medication, and group work.

How to get in touch:

By telephone or by letter (details as above).
Referral system in place.

Choice of male/female worker?	Yes
Languages spoken:	English
Wheelchair access?	Yes

Childline Cymru

Address: 9th Floor Alexandra House
Alexandra Road
Swansea SA1 5E

Tel: 0800 1111 (Helpline)
0800 884488 (for children who live away from home)

Fax:

Email:

Website: www.childline.org.uk

Aims/objectives:

A freephone service for children and young people with any problem or difficulty that they want to discuss. We are a confidential counselling service, aiming to listen, comfort and protect.

What we can do for you:

Support through listening to young people. A confidential service (unless life threatening situation), and to empower callers.

How to get in touch:

Childline is 24 hour service.

Choice of male/female worker?	Yes
Languages spoken:	English and some Welsh
Wheelchair access?	N/A

Children's Services

Address: Personal Services
Bridgend County Borough Council
Sunnyside
Bridgend CF31 4AR

Tel: 01656 642200

Fax: 01656 642260

Aims/objectives:

Promote the health and wellbeing of children.

Work in partnership with children/young people, parents and other organisations to keep families together wherever possible.

Provide good parenting to the child and young people we look after. Protect children from significant risk or harm.

What we can do for you:

We work with children and families to provide extra help to families who are having difficulties and/or need support in bringing up their children.

We assess the needs of families referred and how these can be met through services from our department or by other organisations.

How to get in touch:

Referral to the Duty and Assessment Team on the number above Monday to Friday 9.00am to 5.00pm (4.30 Fridays)

Choice of male/female worker?	Yes
Languages spoken:	English/Welsh and others if required through interpreters.
Wheelchair access?	Yes

Home-Start Bridgend

Address: 49a Nolton Street
Bridgend CF31 3AA

Tel: 01656 668111

Fax:

Email: homestartbridge@btconnect.com

Website: www.homestartbridgend.org.uk

Aims/objectives:

Support local families with at least one child under 5. Home-Start volunteers visit families in their own homes for 2-3 hrs per week helping prevent the breakdown of the family unit.

What we can do for you:

Our volunteers offer regular support, friendship and practical help to families under stress in their own home, helping to prevent family crisis and breakdown. Families must have at least one child under five.

How to get in touch:

Post, telephone or email

Choice of male/female worker?	May be possible
Languages spoken:	English
Wheelchair access?	No, 1st floor Offices

Llynfi Valley 11-25 Youth Project

Address: The Courthouse
4 Station Street
Maesteg CF34 9AL

Tel: 01656 732613

Fax: 01656 732613

Email: courthouse@hotmail.co.uk

Website:

Aims/objectives:

To educate & assist the Llynfi valleys young people and help them develop into adulthood.

What we can do for you:

We offer a range of activities in the following areas:
Multimedia Sport & Fitness, Life Skills, Independent Living,
Outdoor Pursuits, Volunteering and Peer Mentoring

All these activities can be taken as accredited programs.

Mondays	1.00pm – 8.00pm
Tuesdays	12.00pm – 3.00pm
Wednesdays	1.00pm – 8.00pm
Thursdays	Closed
Fridays	1.00pm – 8.00pm

How to get in touch:

Telephone, email or call in

Choice of male/female worker?	Yes
Languages spoken:	English and Welsh
Wheelchair access?	Yes & disabled toilet

Action For Children

Address: 3-4 Clos y Waun
Brackla
Bridgend CF31 2QN

Tel: 01656 766067

Fax: 01656 766960

Email:

Website: www.actionforchildren.org.uk

Aims/objectives:

To provide a range of family support services for children and families in Bridgend County.

What we can do for you:

Playgroup, After Schools Club, Drop In, Laundry, Credit Union, Wales and West Housing Surgery, Nearly new shop, parenting courses, Healthy Child, handling children and teenage behaviour, Individual work

How to get in touch:

Telephone: 9.00am – 5.00pm Mon – Thurs,
9.00am – 4.30pm Friday

Choice of male/female worker?	Yes
Languages spoken:	English
Wheelchair access?	No

YMCA Porthcawl

Address: 25 John Street
Porthcawl CF36 3AP

Tel: 01656 772166

Fax:

Email:

Website: www.ymcawales.co.uk

Aims/objectives:

To provide youth and community work opportunities.

What we can do for you:

We run clubs for children and young people.

Creative Youth Club	Wed	6.30pm-9.00pm	over 12 years
Junior Club	Thurs	6.30pm-8.30pm	8-12 years

How to get in touch:

Office open 10.00am to 2.00pm
7.00pm to 9.00pm

Choice of male/female worker?	Yes
Languages spoken:	English
Wheelchair access?	Limited

Youngminds

Address: 48-50 St John Street
London EC1M 4DG

Tel: 0207 336 8445 (office)
0808 802 5544(Parents Info Service)

Fax: 020 7336 8446

Email: enquiries@youngminds.org.uk

Website: www.youngminds.org.uk

Aims/objectives:

YoungMinds is the national charity committed to improving and promoting the mental health of all children and young people.

What we can do for you:

YoungMinds provides a Parents Information Service for any adult with concerns about the mental health of a child or young person. This service is backed up by the YoungMinds website and a wide range of publications for young people, parents, about depression, bullying and self-harm etc. YoungMinds is a membership organisation and publishes a bi monthly magazine for everyone who works with children and young people. YoungMinds consultancy and training service supports the development of a child and adolescent mental health service; and the policy, information and research department undertakes research, and informs and advises policy makers and the media on matters relating to children's mental health.

How to get in touch:

Phone Office: Mon-Fri 9.30am – 5.30pm
Parents Info Service: Mon-Fri 9:30am – 16.00pm

Choice of male/female worker?	N/A
Languages spoken:	English

COUNSELLING & COMPLEMENTARY HEALTH



British Association For Counselling & Psychotherapy

Address: 15 St John's Business Park
Lutterworth LE17 4HB

Tel: 01455 883300

Fax:

Email: bacp@bacp.co.uk

Website: www.bacp.co.uk

Aims/objectives:

To promote understanding and awareness of counselling, increase availability of counselling, maintain & raise standards, support for counsellors, information publications. Details of local counsellors (also on website)

What we can do for you:

- Provide list of local counsellors & counselling agencies, by mail or from website.
- Provide training, information and membership information

How to get in touch:

Post, Telephone, email 8.45am – 5.00pm Mon – Fri

Choice of male/female worker?	N/A
Languages spoken:	Various
Wheelchair access?	N/A

British Hypnotherapy Association

Address: 30 Cotsford Avenue
New Malden
Surrey KT3 5EU

Tel: 020 8579 5533 / 020 8942 3988

Fax: 020 7328 4804

Email: bha@bethere.co.uk

Website: www.british-hypnotherapy-association.org

Aims/objectives:

- To maintain a register of competent qualified practitioners.
- To raise standards in the treatment of nervous problems.
- To care for the interests of patients and members.
- To collate and disseminate information on hypnotherapy.

What we can do for you:

We can send you a pamphlet answering the usual questions, and details of your nearest therapist on our register. All our therapists have at least 4 years relevant training. Beware people who claim to be on our register, always check with us.

How to get in touch:

Phone, or write indicating nature of problem.

Choice of male/female worker?

Subject to availability

Languages spoken:

English, other dependent on therapist seen

Wheelchair access?

Dependent on therapist

Cardiff Concern, Christian Counselling Service

Address: Regal House
Gelligaer Lane
Cathays
Cardiff CF14 3JS

Tel: 029 20 664410 – Appointments
029 20 222557 - Admin/Training

Fax:

Email: cardiffconcern@btinternet.com

Website: www.cardiffconcern.org.uk

Aims/objectives:

To provide an opportunity for people who are hurting to gain access to skilled counselling, irrespective of their value system. The only criteria must be that they are seeking help themselves.

What we can do for you:

We offer face to face counselling for marriage difficulties, depression, anxiety, eating disorders, bereavement, abuse and spiritual difficulties. Telephone counselling.

How to get in touch:

Ring, write, email for Self referral arrangements

Choice of male/female worker?	Yes
Languages spoken:	English/Welsh
Wheelchair access?	No, but alternative venues can be found.

Cardiff Mind

Address: 166 Newport Road
Cardiff CF24 1DL

Tel: 029 20 402040

Fax: 029 20 402041

Email: admin@cardiffmind.org

Website: www.mind.org.uk

Aims/objectives:

To provide a range of services to meet the mental and emotional health needs of adults in Cardiff.

What we can do for you:

Provide supported accommodation; domiciliary care; counselling service and a range of daytime activities and support. These services are only available for people resident in Cardiff. There is a waiting list in operation for the counselling and some of the groups.

How to get in touch:

Self referrals or referrals by professionals – please ring for initial appointment.

By telephone Mon-Fri 9.00 – 5.00pm

Choice of male/female worker?	Were possible
Languages spoken:	English, Welsh
Wheelchair access?	Yes

Horizons Counselling Service

Address: 9a Ewenny Road
Bridgend CF31 3HN

Tel: 01656 662286 (24 hr. voicemail)

Email: horizonscounselling@hotmail.co.uk

Website: www.horizonscounsellingsouthwales.co.uk

Aims/objectives:

Counselling is an opportunity to explore your own life issues in a safe and relaxed environment. If you want to make changes in your life, counselling can help to support you. You will not be judged; you will be treated with respect and what you tell us will be treated in confidence

What we can do for you:

Counselling can help with stress, anxiety, depression, loss or bereavement, fears and phobias, relationship difficulties and family problems. In fact counselling can help with most problems you are faced with. Sessions last 50 to 60 minutes and you choose how many you need. We are a partnership of qualified counsellors working within the British Association for Counselling and Psychotherapy code of ethics. We offer both short term and long term counselling, CBT, couple counselling, EMDR for trauma, help with eating disorders and behaviour consultancy with young people.

How to get in touch:

By telephone, or email – as above

Choice of male/female worker?

Yes

Languages spoken:

English

Wheelchair access?

There is a short flight of steps to access the counselling rooms but if this is not convenient, other arrangements can be made upon request.

Institute For Complementary Medicine

Address: Can-Mezzanine
32-36 Loman Street
London SE1 0EH

Tel: 0207 922 7980

Fax:

Email: info@i-c-m.org.uk

Website: www.i-c-m.org.uk

Aims/objectives:

Provides information on complementary medicine to the public and students. Holds the register of the British Register of Complementary Practitioners.

What we can do for you:

Information on:

- Complementary Medicine.
- Qualified practitioners of Complementary Medicine.
- Centres of instruction and study for Complementary Medicine.
- Information on recognised courses & careers in Complementary Medicine.
- Search for Practitioners in your area.

How to get in touch:

By telephone 10am to 3.30 pm or visit our website which has extensive information on all the above.

Choice of male/female worker?	N/A
Languages spoken:	N/A
Wheelchair access?	N/A

Porthcawl Counselling Service

Address: 14 Victoria Avenue
Porthcawl CF36 3HG

Tel: 01656 786486

Fax:

Email:

Website:

Aims/objectives:

We aim to provide a confidential and affordable counselling service for people in the Porthcawl, Bridgend and surrounding areas.

What we can do for you:

If you are experiencing anxiety or unhappiness which is preventing you from living a contented and productive life, the service may be of help to you. It is staffed by trained, experienced therapists who are skilled in helping individuals and families.

How to get in touch:

Telephone to leave your name, telephone number and convenient time for calling. You will be contacted as soon as practicable and the earliest appointment will be made.

Choice of male/female worker?	Yes, whenever possible
Languages spoken:	English
Wheelchair access?	Yes

Relate Cymru

Address: 47 Walter Road
Swansea SA1 5PW

Tel: Swansea 01792 480088

Email: enquiries@relatecymru.org.uk

Website: www.relate.org.uk

Aims/objectives:

We are a registered charity, offering confidential counselling service for anyone experiencing a relationship problem; not just for people who are married.

What we can do for you:

We offer couple counselling, sexual therapy and other services to help with difficulties in any adult couple relationship.

How to get in touch:

Choice of male/female worker?	Yes
Languages spoken:	English, Welsh
Wheelchair access?	No

Samaritans (Bridgend)

Address: 2 Green Street
Bridgend CF31 1HF

Tel: 01656 662333 or 08457 909090

Fax: 01656 750626

Email: bridgend@samaritans.org

Website: www.samaritans.org.uk

Aims/objectives:

To ensure that our service is known as widely as possible to vulnerable groups of people.

What we can do for you:

To provide emotional support to all in distress, especially those at risk of dying by suicide. This support is provided by telephone (mainly), e-mail, 'face to face' and by letter.

How to get in touch:

Telephone 24 hrs

Choice of male/female worker?

Languages spoken:

English/Welsh

Wheelchair access?

Yes

WELLBEING CENTRES, DAY & RESPITE CENTRES



Coity Clinic Day Hospital

Address: Coity Clinic
Princess of Wales Hospital
Coity Road
Bridgend CF31 1RQ

Tel: 01656 752673
Fax: 01656 752664
Email: christine.sloper@bromor-tr.wales.nhs.uk

Aims/objectives:

To support patients who have recently been discharged from hospital and need extra support. We also support people who are going through crisis to prevent admission. The Day Hospital is at a point of change and there are plans for partial hospitalisation; this will work in a similar way to day hospital in the new activities suite ward 14.

What we can do for you:

We carry out specific 1:1 and group interventions appropriate to each person's individual need. The interventions used focus on graded exposure, to address issues relating to anxiety and social phobias. Group activities encourage social interaction and confidence and self esteem building. We also aim to encourage structure, and to develop roles.

How to get in touch:

Referrals are at present via: Community Mental Health Teams; the Liason Team; Home Treatment Team or Consultant.

Choice of male/female worker?	Both work as part of the team.
Languages spoken:	English
Wheelchair access?	Yes

Community Services – Wellbeing Centres Mental Health Matters Wales Ltd.

Address: 63 Nolton Street
Bridgend CF31 3AE

Contact: Lisa Johns, Manager
Tel: 01656 767045
Fax: 01656 663397
Email: community@mhmwales.org
Website: www.mhmwales.org

Aims/objectives:

To support people in improving their mental/emotional health and wellbeing

What we can do for you:

Our Wellbeing Drop-in Centres provide a community resource where people with mental/emotional health issues can talk to others who may have had similar experiences. There is a programme of events, activities, speakers and workshops. We have information on a range of mental health topics and can signpost to local services and facilities. We have an open door policy. Anyone is welcome to attend

Tuesdays & Fridays – 11.30am – 3.30pm
Nolton Church Hall, Merthyr Mawr Road, Bridgend

Wednesdays – 1.00pm – 5.00pm
Talbot Community Centre, 9 Prince Road, Kenfig Hill

Thursdays – 12.30pm – 4.30pm
Central Ecumenical Church, Church Street, Maesteg

How to get in touch:

Telephone between 9.30am and 4.30pm Mon – Fri

Choice of male/female worker?	Yes
Languages spoken:	English, German and Italian
Wheelchair access?	Yes

Hafal Bridgend Breaks For Carers

Address: Unit 49 Tondu Enterprise Centre
Tondu
Bridgend CF32 9BS

Contact: Mark Lyddon Project Co-ordinator

Tel: 01656 729191

Fax: 01656 723187

Email: bridgend@hafal.org

Website: www.hafal.org

Aims/objectives:

To provide high quality breaks for carers, tailored to individual needs which will enhance the quality of life of a carer and families of individuals with long term severe mental illness.

What we can do for you:

Provide support to the person being cared for to enable the carer to access a range of social, leisure or educational opportunities; including home-sitting, befriending, support groups, carers assessments, social and leisure activities.

How to get in touch:

Telephone

Choice of male/female worker?	Not at present
Languages spoken:	English, Welsh
Wheelchair access:	Yes and home visits arranged.

Hafal Work Opportunity Project

Address: Unit 49 Tondu Enterprise Centre
Tondu
Bridgend CF32 9BS

Tel: 01656 729191
Fax: 01656 723187
Email: bridgend@hafal.org
Website: www.hafal.org

Aims/objectives:

We aim to support individuals who are recovering from mental ill health to achieve their goals regarding employment, education and training.

What we can do for you:

The Centre caters for men and women who would like to gain experience working with computers, painting & decorating, car valeting and printing.

Individuals are given full support to enable them to progress at their own pace either in the centre or in the community.

How to get in touch:

By letter, telephone, fax, email or call in person.

Referrals can only be accepted through ARC day services

Choice of male/female worker?	Yes
Languages spoken:	English, Welsh
Wheelchair access:	Yes

Rainbow Centre – Mind in the Vale of Glamorgan

Address: 29 Crawshay Drive
Llantwit Major CF61 2LH

Tel: 01446 796416

Fax: 01446 700524

Email: rainbow@mindinthevale.org.uk

Website: www.rainbow@mindinthevale.org.uk

Aims/objectives:

Mind in the Vale aim to develop services based on the wishes, needs and rights of people who use the services. To provide a social centre with activities shaped by those who use it. To provide information, support and assistance.

What we can do for you:

The Rainbow Centre organises a range of drop in sessions and self help groups, including:

50+ group	Monday 2.00pm – 4.00pm
Young person's group	Thurs 5.00pm – 9.00 pm
User led groups	Wed & Thurs
Social activity group	Friday 2.00pm – 3.30pm

How to get in touch:

By phone: Mon, Tues and Friday 10.00am – 4.00pm

Choice of male/female worker?	Female only at present
Languages spoken:	English
Wheelchair access?	Yes

Mind In The Vale Of Glamorgan The Tynewydd Centre

Address: 29 Tynewydd Road
Barry CF62 8HB

Contact: Caroline Chapman, Interim CEO

Tel: 01446 730792

Fax: 01446 700524

Email: admin@mindinthevale.org.uk

Website: www.mindinthevale.org.uk

Aims/objectives:

Drop in service aims to provide a social centre, information, support and assistance. All services based on the wishes, needs and rights of the people using the service.

What we can do for you:

We can provide information, advice and support in a friendly setting. Also organise activities, outings and a range of self-help & support groups. Good lunches also provided.

How to get in touch:

Contact Paul Clarke

Open Mon, Tues, Thurs, Fri	10.00am - 4.00pm
Sunday	10.00am - 2.00pm
Men's group Weds	10.30am - 1.30pm
Meditation Group Fri	1.00pm - 2.30pm

Choice of male/female worker?	Yes
Languages spoken:	English
Wheelchair access?	One step to Drop In

ARC Day Services

Address: Quarella Road
Bridgend CF31 1JN

Contact: Martyn Llewellyn, Manager

Tel: 01656 763176

Fax: 01656 763175

Email: arc@bridgend.gov.uk

Website:

Aims/objectives:

ARC aims to enable people who experience periods of mental ill health to recognise opportunities to enhance their lifestyles; and empowers them to use existing community resources like any other member of the public.

What we can do for you:

ARC will assist you to identify your own personal goals and ambitions through the use of a personal profile and will support you to develop an individually structured activity programme.

How to get in touch:

You will need to be referred by a member of the Community Mental Health Team.

Choice of male/female worker?

Languages spoken:

Wheelchair access?

EDUCATION, TRAINING, EMPLOYMENT & LEISURE



The Bridge Mentoring Plus Scheme

(For Details See The Bridge Mentoring Plus Scheme)

Siaradwn Ni (Let's Talk Project)

Address: 46-48 Dunraven Place
Bridgend CF31 1JB

Tel: 01656 647891

Fax: 01656 647891

Who is the Project for?

Age Group: 16+ - no upper age limit

The courses are suitable for:

- Those that have experienced bereavement and need to make sense of their feelings
- Those who would like to have a better understanding of supporting others through difficult periods
- Those that would like to improve their communication skills
- Those that would like to facilitate the development of Emotional Intelligence in themselves and others.

How are people referred?

- Self referrals (phone/email and ask for a referral form)
- Through another agency (Doctor's surgery, Mental Health Matters etc)
- By contacting Lianne Casley, Neath Port Talbot Council for Voluntary Service. Mail to: LianneC@nptcvs.org.uk
- We are offering a number of accredited courses to those interested in their own and others' well being.

Peer Mentoring (OCN Level 1 or 2)

In a relaxed and friendly atmosphere you will be able to learn about different forms of communication in a fun way. Values and attitudes that shape us are examined and how and why other people's may differ. We explore problems and difficulties faced at various times in our lives and we identify methods of support and agencies that could help in times of need. Confidentiality and boundaries are discussed alongside the expectations and responsibilities of a peer mentor.

Emotional Literacy NOCN (Level 1 or 2)

There is a choice of 3 units:

Understanding and handling relationships

This unit will explore Active Listening; Effective Conversation and Passive, Aggressive and Assertive Behaviour. With the help of a qualified counsellor you will explore anger and its physical effects and look at a range of strategies to bring about positive change.

Getting and giving Support

This unit will help you to identify and access support relevant to your needs. You will look at how people feel about asking for support; being offered support and the effects on the individual when supporting others. It includes confidence building exercises.

Understanding Feelings

This unit helps you identify your own feelings in good and bad situations and looks at factors that will affect them. You will discuss how feelings affect us and our behaviour towards others. With the help of a qualified counsellor you will have the opportunity to explore your feelings and learn new strategies to deal with and manage them more effectively.

Facilitating the development of Emotional Intelligence (OCN Level 3)

A little more demanding with lots of role play and self- awareness exercises. You will be analysing your own and other people's strengths and weaknesses using a range of communication skills to promote the development of Emotional Intelligence. Along with the portfolio personal reflection will be required to evidence learning

Bridgend College Basic Skills Department

Address: Bridgend College
Cowbridge Road
Bridgend CF31 3DF

Tel: 01656 302302 or 302341

Fax:

Email: sfisher@bridgend.ac.uk or enquiries@bridgend.ac.uk

Website: www.bridgendcollege.ac.uk

Aims/objectives:

To provide access to literacy and numeracy skills and knowledge development for all members of society and particularly those people who historically have been marginalised.

What we can do for you:

Provide free courses to help learners improve literacy, numeracy and computer skills.

How to get in touch:

Telephone or email

Choice of male/female worker?

Both male and female workers available.

Languages spoken:

English and Welsh

Wheelchair access?

Yes

Disability Service Team Incapacity Personal Benefit Advisors

Address: Jobcentre Plus
Market Street
Bridgend CF31 1LL

Contact: Mary Phillips / Vicky Taylor
Tel: 01656 682167 682128 / 0845 6043719
Fax: 01656 682129
Email:
Website: www.jobcentreplus.gov.uk

Aims/objectives:

To help disabled people obtain employment including people with mental health problems.

What we can do for you:

Help people with health issues obtain employment including people with mental health problems.

How to get in touch:

By telephone

Choice of male/female worker?	No
Languages spoken:	English
Wheelchair access?	Yes

Mind In The Vale – Travellers In Mind

Address: Broad Street Railway Station
Broad Street
Barry CF62 7AE

Contact: Erika Frost
Tel: 01446 420854
Fax:
Email: admin@travellerscafe.eclipse.co.uk
Website: www.mindinthevale.org.uk

Aims/objectives:

To provide a supported work experience project, aiming to help people who have had mental health problems readjust to a working environment, gain confidence & self esteem, utilise their existing skills and develop new ones.

What we can do for you:

The café opens Mon – Fri 7.00am to 1.00pm during which snacks and sandwiches are prepared and delivered to local council offices.

Project offers training in: basic catering skills, customer service, van driving, dealing with money, outside catering, health and hygiene.

How to get in touch:

Telephone: 01446 420854 during opening hours

Choice of male/female worker?	Yes
Languages spoken:	English and Welsh
Wheelchair access?	Ground floor only

Valley And Vale Community Arts

Address: Sardis Media Centre
Heol Dewi Sant
Betws
Bridgend CF32 8SU

Contact: Alex Bowen, Manager
Tel: 01656 729246
Fax: 01656 729185
Email: admin@valleyandvale.co.uk
Website: www.valleyandvale.co.uk

Aims/objectives:

At Valley and Vale we aim to build confidence, enable participation, facilitate self expression, stimulate dialogue, increase inclusion, celebrate diversity, promote respect, release potential, connect communities and create opportunities for change.

What we can do for you:

We are experienced at offering and designing Community Arts & Media projects for people and groups with mental health issues in a range of art forms. We would be happy to meet to plan new projects and ideas and look into funding them.

How to get in touch:

Telephone, fax or email

Choice of male/female worker?
Languages spoken:
Wheelchair access?

English and some Welsh
Yes

Workers Educational Association South Region

(Cardiff, The Vale & Bridgend)

Address: Unit 7
Coopers Yard
Curran Road
Cardiff CF10 5NB

Contact: Maggie Lawson, General Secretary

Tel: 029 2023 5277

Fax: 029 20 233 986

Email: f.furlong@swales.wea.org.uk

Website: www.swales.wea.org.uk

Aims/objectives:

- To provide adult further and higher education in the community.
- To provide courses and activities that assist in personal development that are empowering.
- Specialised training for community groups.

What we can do for you:

Provide Classes:

- Educational
- Staff/Voluntary training
- Develop and design courses/training
- Accredited courses and non accredited

How to get in touch:

Phone 029 20 552277

Choice of male/female worker?	Yes
Languages spoken:	English
Wheelchair access?	Varies with venue

HOUSING & HOMELESSNESS

Bridgend Womens Aid

Address: PO Box 26
Bridgend CF31 3YJ

Tel: 01656 766139

Fax: 01656 661840

Email: info@bridgendwa.co.uk

Website:

Aims/objectives:

To provide temp, emergency accommodation for women & their children escaping abuse. To empower women to make choices & care for the emotional & developmental needs of their children. Offer support, info & help to any woman who requests it.

Support & aftercare after leaving refuge.

Educate & inform as widely as possible regarding the abuse of women.

To provide a service that operates an open door policy, to empower women to become self sufficient and to work with other agencies to empower women.

What we can do for you:

- Offer free, confidential, non judgmental service to women & children who are/have suffered domestic abuse.
- Provide emergency accommodation, offer practical & emotional support. Give information. 24 hour emergency

How to get in touch:

As above

Choice of male/female worker?	Female only
Languages spoken:	English
Wheelchair access?	No

Oak House

Address: Oak House
340 Newport Road
Pen y Lan
Cardiff CF24 1RT

Tel: 029 20 444 524

Fax: 029 20 444 525

Website: www.UWHA.co.uk

Aims/objectives:

To provide temporary supported accommodation for vulnerable people.

What we can do for you:

- Supported accommodation – single rooms with shared facilities.
- Disabled facilities
- Key-worker system offering individual support plans.
- One floor is women only secure accommodation.
- Breakfast provided

How to get in touch:

By telephone or email

Choice of male/female worker?	Yes
Languages spoken:	English
Wheelchair access?	Yes

Tenancy Support Service Mental Health Matters Wales

Address: 63 Nolton Street
Bridgend CF31 3AE

Tel: 01656 767045

Fax: 01656 663397

Email: housing@mhmwales.org

Website: www.mhmwales.org

Aims/objectives:

To enable people with mental health issues to maintain their tenancy or to access appropriate housing and improve their quality of life.

What we can do for you:

We can provide support with housing issues, such as liaison with landlords, accessing suitable housing, repairs and maintenance issues, finances. As well as a broader view of their mental health and well being

How to get in touch:

By telephone or email

Choice of male/female worker?

No

Languages spoken:

English, German and Italian

Wheelchair access?

Limited

Linc – Cymru Housing Association

Address: 387 Newport Road
Cardiff CF24 1GG

Tel: 02920 473767

Fax: 02920 482474

Email: info@linc-cymru.co.uk or
contact.centre@linc-cymru.co.uk

Website: www.linc-cymru.co.uk

Aims/objectives:

To provide social housing in South Wales Valley areas.

What we can do for you:

We provide family homes, flats, O.A.P. accommodation and supported housing projects. We have 3000 units in management.

How to get in touch:

Telephone or call in person,
Monday to Friday 8.30am – 5.00pm

Choice of male/female worker?	No
Languages spoken:	English+Welsh
Wheelchair access?	Yes

Glyn Cynffig Hostel

Address: School Road
Kenfig Hill
Bridgend CF33 6DT

Tel: 01656 815040

Fax: 01656 815044

Website: No

Aims/objectives:

To provide a comprehensive individualised rehabilitation service for people with mental health problems – including those with hearing difficulties.

What we can do for you:

We can provide all aspects of rehabilitation to equip or re-equip people with the necessary skills to live once again in a home of their own. Counselling and basic group work also provided. We can refer to other services where appropriate.

How to get in touch:

Referral by Social Worker, Psychiatrist or Community Psychiatric Nurse

Choice of male/female worker?	Yes
Languages spoken:	English, British Sign Language
Wheelchair access?	No

Gofal Cymru

Address: 2nd Floor
Derwen House
2 Court Rd
Bridgend CF311BN

Tel: 01656 647722 out of hrs: 01656 658575

Fax: 01656 647733

Email: centraloffice@gofal.org.uk

Website: www.gofal.org.uk

Aims/objectives:

To provide housing and support services for people with mental health problems. Provide emotional and social support out of hours, for people with mental health problems, living in their own homes in the community. To provide support for people with mental health problems back into employment.

What we can do for you:

We provide supported housing (shared housing and bedsits)
We also provide emotional and social support to people living in their own homes in the community: 365 days per year,
Mon–Fri until 9pm and 9am – 5pm Saturday & Sunday

How to get in touch:

Telephone:	Mon – Thurs	8.30am to 5pm
	Friday	8.30am to 4pm

Choice of male/female worker?	Yes
Languages spoken:	Mainly English
Wheelchair access?	Yes

Hafod Housing Association

Address: St Hilary Court
Valegate Business Park
Cophorne Way
Cardiff CF5 6ES

Tel: 029 20 675800
Fax: 029 20 675898
Email: enquiries@hafod.org.uk
Website: www.hafod.org.uk

Aims/objectives:

To be a key contributor in the social housing sector. To provide housing that is affordable, and services that are relevant and accessible.

What we can do for you:

We work with tenants, service users and external partners to provide homes, and support services of high quality. We work to enhance the quality of life of our tenants, users and the communities of which they form a part.

How to get in touch:

Telephone Mon - Fri 8.30 - 5.00

Choice of male/female worker?	Yes
Languages spoken:	English and Welsh (other languages can be arranged)
Wheelchair access?	Yes

Hafod Care Association Floating Support

Address: St Hilary Court
Valegate Business Park
Cophorne Way
Cardiff CF5 6ES

Tel: 029 20 675800

Fax: 029 20 675898

Email: enquiries@hafodcare.org.uk

Website: www.hafod.org.uk

Aims/objectives:

To empower people with mental health issues to live independently, providing support to maintain a tenancy.

What we can do for you:

We can provide support for people with mental health issues who are housed with Hafod Housing Association.

How to get in touch:

Call in or telephone 8.30am – 5.00pm Monday – Friday

Choice of male/female worker?	Yes
Languages spoken:	English and Welsh (other languages can be arranged)
Wheelchair access?	Variable

Hafod Care

Address: St Hilary Court
Valegate Business Park
Cophthorne Way Cardiff CF5 6ES

Tel: 02920 675800
Fax: 02920 675898
Email: enquiries@hafod.org.uk
Website: www.hafod.org.uk

Aims/objectives:

To empower young people to live independently by providing support as and when required.

What we can do for you:

We have 2 support workers and 20 one bedroom properties in the Bridgend area managed by Hafod Housing.
We work with young people from 16 – 25 years.

How to get in touch:

By phone or letter

Choice of male/female worker?

Languages spoken:

Wheelchair access?

Hafod Care Association Supported Housing

Address: St Hilary Court
Valegate Business Park
Cophorne Way Cardiff CF5 6ES

Tel: 02920 675800

Fax: 02920 675898

Email: angelad@hafodcare.org.ouk

Website: www.hafod.org.uk

Aims/objectives:

To enable people with a mental health problem to maintain a tenancy with support.

What we can do for you:

We have shared houses and individual tenancies with levels of support according to individual needs.

How to get in touch:

For initial referral enquiries please ring 02920 675844

Choice of male/female worker?

Languages spoken:

Wheelchair access?

Housing & Community Wellbeing

Address: Housing and Community Regeneration
Communities Directorate
Bridgend County Borough Council
Civic Offices Angel Street
Bridgend CF31 4WB

Tel: 01656 643551
Fax: 01656 643562
Email: millek@bridgend.gov.uk
Website: www.bridgend.gov.uk

Aims/objectives:

To assist individuals/families to access suitable, affordable accommodation with the Borough.

What we can do for you:

Prioritise needs and make appropriate assessment.
Advice and assistance with tenancy issues and accommodation (emergency, temporary and permanent) problems.
Referrals to appropriate agencies

How to get in touch:

Telephone, fax or write
Call in 9.00am – 12.00pm & 2.00pm – 4.00pm
Emergency service evenings and weekends
Tel: 01656 643643

Choice of male/female worker?	Yes
Languages spoken:	English and Welsh
Wheelchair access?	Yes

Shelter Cymru

Address: 25 Walter Road
Swansea SA1 5NN

Tel: 0845 075 5005

Fax: 01792 460050

Email: adviasouth@sheltercymru.org.uk or
emailsheltercymru.org.uk

Website: www.sheltercymru.org.uk

Aims/objectives:

The prevention of homelessness and the improvement of housing conditions in Wales.

What we can do for you:

The Bridgend Community Housing Advice Service runs 4 surgeries, each week at Maesteg, Bridgend and Pyle and offers advice, assistance, advocacy and legal representation regarding any housing problem. No appointment needed.

How to get in touch:

Telephone above number: Mon – Fri 9.30 am – 4.30 pm
Operate by appointments only.

Choice of male/female worker?	Yes, Subject to staff availability
Languages spoken:	English, Welsh speaker available
Wheelchair access?	Home visits can be arranged in this case.

The Wallich

Address: 10 Park Street,
Bridgend
CF31 4AX

Tel: 01656 674184

Fax: 01656 665496

Email: bridgend@thewallich.net

Website: www.thewallich.com

Aims/objectives:

To prevent homelessness, or reduce the suffering caused by it.

What we can do for you:

Rough Sleepers Intervention Team: A morning outreach service that supports the needs of people sleeping rough or leading a street based lifestyle

Solutions Centre: An office based service offering various advice, support and assistance to homeless people and those with housing difficulty.

Bond Board: Financial assistance (in the form of a bond guarantee) for those on a low wage to access the private rented housing sector. 01656 654442

Floating Support: A service that supports vulnerable tenants in their own homes to address any issues and ultimately maintain tenancies.

Vesta: Residential project for people who wish to move away from a previous lifestyle involving drugs or alcohol. 01656 663927

Cross Border Women's Project: Residential project for Women with substance misuse issues and other complex needs. 01792 466566

How to get in touch:

Ring or call in at the address above Monday to Friday (except Thursday) between 9.30am and 4pm.
Closed for lunch between 12.30pm and 2pm.
Or ring the alternative phone numbers provided for each project.

Choice of male/female worker?	Yes
Languages spoken:	English/limited welsh
Wheelchair access?	Yes

LISTENING AND SUPPORT SERVICES



Age Concern Morgannwg

Address: PO Box 243
Bridgend
CF31 9EZ
Pontypridd CF37 4TR

Main Office:
Principality House
Rear of Taff Street

Tel: 01656 669288 / 01443 490 650
Fax: 01656 647877 / 01443 490647
Email: info@acmorgannwg.org.uk
Website: www.ageconcernmorgannwg.org

Aims/objectives:

To improve the quality of life for older people living in Bridgend, Rhondda Cynon Taff and Merthyr.

What we can do for you:

- Provide information for older people and their carers.
Campaign to ensure that the voices of older people are heard in local planning and service provision.
- Manage Hospital Discharge Service.
- Advocacy service

How to get in touch:

Telephone or call in:
Mon-Thurs 9 - 5
Friday 9 - 4.30

Choice of male/female worker?	Yes
Languages spoken:	English
Wheelchair access?	Yes, but may need assistance.

Alzheimer's Society Bridgend And District Branch

Address: Angelton Clinic
Glanrhyd
Bridgend
CF31 4LN

Tel: 01656 651490

Fax: 01656 753763

Email: bridgend-district@alzheimers.org.uk

Website: www.southwales@alzheimers.org.uk

Aims/objectives:

To support people with dementia and their carers. We aim to reach these people through a Carers' Support Worker who is able to give emotional support, advice and information on local services.

What we can do for you:

- Respite care with Crossroads
- Trips, outings and social events
- Information and advice sheets
- Local carers support groups

How to get in touch:

Telephone Mon-Fri 9.00am-5.30pm or email

Choice of male/female worker?	No
Languages spoken:	English
Wheelchair access?	Yes

Association For Post-Natal Illness

Address: 145 Dawes Road
Fulham
London SW6 7EB

Tel: 020 7386 0868

Fax: 020 7386 8885

Email: info@apni.org

Website: www.apni.org

Aims/objectives:

To provide support and advice to women suffering from Post Natal Depression; their carers and the medical profession.

What we can do for you:

We have a network of past sufferers, now recovered, who offer support by phone, post or email.

How to get in touch:

By letter, phone or email Mon – Fri 10.00am – 2.00pm

Choice of male/female worker?	All female
Languages spoken:	English
Wheelchair access?	N/A

Bridgend Carers Centre

Address: 87 Park Street
Bridgend CF31 4AZ

Tel: 01656 658479

Fax: 01656 659498

Email: enquiries@bridgendcarers.co.uk

Website: www.carers.org/local-centre/bridgend

Aims/objectives:

To provide an information, help and support service to people who care for family members, friends and partners throughout Bridgend County Borough.

What we can do for you:

Provide information regarding specific conditions & signpost to organisations who can help, including benefits & Social Services. Provide a listening ear, enable carers to meet others in similar circumstances.

How to get in touch:

Call 01656 658479

Choice of male/female worker?	Yes
Languages spoken:	English and Welsh
Wheelchair access?	No

Bridgend County Victim Support Scheme

Address: Police Station
Brackla Street
Bridgend CF31 1BZ

Tel: 01656 679555

Fax: 01656 679552

Email:

Website:

Aims/objectives:

To provide emotional support and practical assistance to help people cope with complex and confusing consequences of crime. Support to witnesses attending court.

What we can do for you:

Offer you someone to talk to about the impact of crime, help in criminal injuries compensation forms, and information i.e. Court case, bail conditions etc.

How to get in touch:

Telephone or call in:	Mon-Fri	9.00am to 3.00pm
Choice of male/female worker?		Yes
Languages spoken:		English
Wheelchair access?		Ground floor only

Bridgend Mencap

Address: c/o F. Childs Hon Secretary
69 Heol Maendy
North Cornelly,
Bridgend CF33 4DF

Tel: 01656 740656

Fax:

Email:

Website:

Aims/objectives:

- Support and advocacy for families, carers and those with learning difficulties.
- Social club for people with learning disabilities

What we can do for you:

Gateway Club is a social club that meets every Tuesday and Friday between 7pm to 9pm at Bryntirion junior school.

How to get in touch:

Telephone 01656 740656

Choice of male/female worker?	No
Languages spoken:	English
Wheelchair access?	No

Bristol Crisis For Women

Address: PO Box 654
Bristol BS99 1XH

Tel: 0117 927 9600 (Office)

Fax: 0117 925 1119 Please call office number first

Email: bcsw@btconnect.com

Website: www.selfinjurysupport.org.uk/

Aims/objectives:

Provide emotional support to women, with a focus on self injury. We have a range of information about self injury and we offer training for those working with people that self injured.

What we can do for you:

Practical support through information and training around self injury.

TESS Text and Email Service for girls and young women who self injure, available Monday to Thursday 7pm – 9pm, text on 0780 047 2908 or email using the link on the website.

How to get in touch:

Telephone office/website/email

Choice of male/female worker?	Female only
Languages spoken:	English
Wheelchair access?	N/A

Child Death Helpline

Address: York House
37 Queen Square
London WC1N 3BH

Tel: 0800 282 986 (Helpline)
or 0808 800 6019 free phone number calling
020 7813 8416 (Admin)

Fax: 020 7813 8516

Email: contact@childdeathhelpline.org

Website: www.childdeathhelpline.org.uk

Aims/objectives:

To provide a quality free-phone service to all those affected by the death of a child.

What we can do for you:

We offer a confidential, safe and supportive environment within which a caller can talk openly about their Childs life and death.

How to get in touch:

Through the free phone number	
Every evening	7.00pm - 10.00pm
Mon – Fri mornings	10.00am – 1.00pm
Tues Wed afternoon	1.00pm – 4.00pm

Choice of male/female worker?	No
Languages spoken:	English
Wheelchair access?	N/A

Independent Mental Health Advocacy Service (I.M.H.A.)

Caerphilly, Blaenau Gwent, Torfaen, Newport and Monmouthshire.

Address: Unit 5 De Clare Business Park
Pontygwindy Road
Caerphilly CF83 2WA

Tel: 029 20 888901

Fax: 029 20 886765

Email: imha@mhmwales.org

Website: www.mhmwales.org

Aims/objectives:

IMHA is a statutory Advocacy Service which all patients that are subject to certain sections of the MHA 1983 (Qualifying Patients) are entitled to access.

What we can do for you:

IMHA's provide support to qualifying patients to ensure they understand the Mental Health Act and their own rights and safeguards by explaining conditions and restrictions; medical treatments that are being proposed or discussed; the legal authority for providing such treatment.

Ensure that a persons voice is being heard when engaging with Mental Health professionals; access information; and understand what options are available in order to make better-informed choices.

For more information about the I.M.H.A. Service please refer to Chapter 25 of the MHA 1983 Code of Practice for Wales.

How to get in touch:

Referral forms can be downloaded from our website and e-mailed back or sent to the above address.

Choice of male/female worker?	Yes
Languages spoken:	English. Translation Services can be arranged
Wheelchair access?	No

Independent Mental Capacity Advocacy Service South East Wales (IMCA)

(Vale of Glamorgan, R.C.T., Cardiff, Caerphilly,
Merthyr Tydfil, Blaenau Gwent, Newport, Torfaen and
Monmouthshire)

Address: Unit 5 De Clare Business Park
Pontygwindy Road
Caerphilly CF83 2WA

Tel: 029 20 888901
Fax: 029 20 886765
Email: imca@imcawales.org
Website: www.imcawales.org

Aims/objectives:

I.M.C.A. provides independent advocates for people who are deemed to lack capacity to make certain decisions; and who, at the time such decisions need to be made, have no-one else, other than paid staff, to support, represent them, or to be consulted.

What we can do for you:

The I.M.C.A. role is set out in the Mental Capacity Act 2005 Code of Practice which can be accessed on the above website.

How to get in touch:

Referrals can only be accepted from one or other of the statutory services, e.g. N.H.S. Trust, Local Health Board or Local Authority.

Choice of male/female worker?	Yes
Languages spoken:	Translation Services can be arranged
Wheelchair access?	No

Community Advocacy Service

Address: Mental Health Matters Wales
112 – 113 Commercial Street
Maesteg CF34 9DL

Tel: 01656 738750
Fax: 01656 736583
Email: cas@mhmwales.org
Website: www.mhmwales.org

Aims/objectives:

The Community Advocacy Service works with people who are experiencing mental health problems to have their voice heard and acted upon when dealing with primary and secondary health and social care providers.

What we can do for you:

We can support people to attend a range of appointments and meetings, such as psychiatrist, benefits and care reviews.

How to get in touch:

We can accept referrals in a number of ways, directly from individuals themselves by telephoning for an appointment or by completing a referral form; or by the person's representative completing an application form. The referral forms are available on application or can be downloaded from our website.

Choice of male/female worker?	Yes
Languages spoken:	English. Translation service can be arranged
Wheelchair access?	No

Independent Mental Capacity Advocacy Service South West Wales (IMCA)

Address: IMCA Wales,
112-113 Commercial Road,
Maesteg CF34 9DL

Tel: 01656 738750

Fax: 01656 736583

Email: imca@imcawales.org

Website: www.imcawales.org

Aims/objectives:

IMCA provides independent advocates for people who are deemed to lack capacity to make certain significant decisions; and who, at the time such decisions need to be made, have no-one else other than paid staff to support, represent them or to be consulted.

What we can do for you:

The IMCA role is set out in the Mental Capacity Act 2005 Code of Practice which can be accessed on the above website.

How to get in touch:

Referrals to this service can only be accepted from one or other of the statutory services, e.g. NHS Trust, Local Health Board or Local Authority.

Choice of male/female worker?	Yes
Languages spoken:	Translation Services can be arranged
Wheelchair access?	No

Journeys

Address: 120-122 Broadway
Roath
Cardiff CF24 1NJ

Tel: 029 20 692891

Email: info@journeysonline.org.uk

Website: www.journeysonline.org.uk

Aims/objectives:

We work to relieve and prevent depression, a treatable condition, by providing information, support, and understanding to those who are affected by it. We also campaign to raise awareness amongst the general public about the realities of depression.

What we can do for you:

Journeys is the only organisation in Wales whose sole purpose is to offer support and understanding to people affected by depression, their friends, families and carers.

Journeys is an innovative and ground breaking organisation that takes a holistic approach to overcoming depression through guided self-help, building the foundations for sustainable and long-term wellbeing.

Journeys provides information, practical resources, services and training that promote the development of skills and strategies to help people find their own route to recovery.

How to get in touch:

Phone/email/writing

Choice of male/female worker?	Yes
Languages spoken:	English
Wheelchair access?	N/A

Beat (Eating Disorders Association)

Address: 103 Prince of Wales Road
Norwich, Norfolk
NR1 1DW

Tel: 0870 770 3256 (Admin)
Adult: 0845 634 1414 Mon – Fri 10.30 – 20.30

Helpline: Sat 13.00 – 16.30

Email: help@b-eat.co.uk

Youthline: 0845 634 7650 Mon – Fri 16.30 – 20.30
Sat 13.00 – 16.30

Text Service: 07786201820

Email: FYP@b-eat.co.uk

Website: www.beat.co.uk

Aims/objectives:

To provide support & information to people affected by eating disorders.

What we can do for you:

On line message boards for those affected by an eating disorder, and their carers.

Text service available for young people – see above

The Self Help Network is looking for volunteers, with a good understanding of eating disorders to set up and facilitate self help and support groups or offer postal, telephone or Email support to people affected by eating disorder.

Bridgend Beat Self Help Group

The group aims to provide:

Support and encouragement for those experiencing an eating disorder and an opportunity to share personal experiences and coping strategies with others.

Information and education on the affects of eating disorders to the group, professionals and the general public.

A chance to share information, experience and perceptions with fellow sufferers, in a pro-recovery manner without discussions of weights and calorific figures.

A confidential and safe space to talk and respect and respect those who do not wish to talk.

The group is primarily for people with an eating disorder over the age of 18. However, if you are between 16 and 18 and can attend with a carer who is over 18 you are also welcome. You can use this group alongside other treatment, or if you are currently waiting for professional help.

Where

BEAT Self Help Group meets every 2nd and 4th Monday of the month between 5pm – 7pm at ARC Day Services, Bridgend, CF31 IJN

For further details please contact the group facilitators Beth and Chloe on 07958 597612

Epilepsy Society

Address: Chesham Lane
Chalfont St Peter
Bucks SL9 0RJ

Tel: 01494 601300

Helpline: 01494 601400

Email:

Website: www.epilepsysociety.org.uk

Aims/objectives:

We offer a specialist helpline concerned with issues around the impact of epilepsy on the caller's health and well being, for people with epilepsy their family, friends and professionals

What we can do for you:

Give:

- up to date information
- an opportunity to speak to someone knowledgeable
- informal counselling;
- emotional support
- written resources
- a call back service for anyone who cannot afford the call.

How to get in touch:

By Phone Monday – Friday 10.00am – 4.00pm

Choice of male/female worker?

Languages spoken:

English

Wheelchair access?

Yes

Family Mediation Cardiff

Address: 42 Charles Street
Cardiff
CF10 2GE

Tel: 029 2022 9692

Fax: 029 20399 505

Email: familymediation@btconnect.com

Website: www.familymediationcardiff.co.uk

Aims/objectives:

To provide mediation to couples experiencing divorce or separation and assist them to make decisions about their children, property and finances. We are a registered charity: no 515222

What we can do for you:

We can see people at our premises in Cardiff, Bridgend or Barry and offer an initial meeting (either separately or together) to decide whether mediation is right for you.

How to get in touch:

Phone, fax, email or letter either directly or by asking your solicitor or similar person to refer you.

Choice of male/female worker?

Yes. Please ask.

Languages spoken:

English, Welsh, an interpreter service is available

Wheelchair access?

We will see people at home or at a suitable venue if premises are inaccessible.

First Steps To Freedom

Address: PO Box 476
Newquay
Cornwall TR7 1WQ

Tel: 0845 120 2916 (Helpline)
0845 841 0619 (Office)

Fax:

Email: first.steps@btconnect.com

Website: www.first-steps.org

Aims/objectives:

We aim to advise, help and support those who suffer anxiety related disorders.

What we can do for you:

We look for helpline volunteers

How to get in touch:

Phone, helpline, letter or call in at the office

Choice of male/female worker?	Both
Languages spoken:	English
Wheelchair access?	N/A

MDF Cymru – The Bipolar Organisation

Address: MDF Wales
22-29 Mill Street
Newport NP20 5HA

Tel: 08456 340080 Helpline
01633 244244

Fax: 01633 244111

Email: info@mdfwales.org.uk

Website: www.mdfwales.org.uk

Aims/objectives:

To enable people affected by Bipolar Disorder to take control of their own lives.

What we can do for you:

Self-Help group can provide support, help and advice on issues relating to manic depression. We meet on the first Wednesday of every month at ARC Day services, Bridgend, CF31 1JN at 1.30pm-3.30pm.

The Bipolar Link Project has been set up to provide a mentoring service from people who are living successfully with Bipolar Affective Disorder to those who are newly diagnosed or struggling with issues related to the illness. M.D.F. will deliver its project to people in psychiatric units and those engaged with community-based mental health services.

How to get in touch:

Telephone or come along to a meeting.

Choice of male/female worker?	N/A
Languages spoken:	English
Wheelchair access?	No

M.E. Association

Address: 7 Appollo Office Court
Radclive Road
Gawcott
Bucks MK18 4DF

Tel: 01280 818964 (office)
0844 5765326 (helpline)

Fax:

Email: meconnect@meassociation.org.uk

Website: www.meassociation.org.uk

Aims/objectives:

To help and support people with M.E / C.F.S (Chronic Fatigue Syndrome)

What we can do for you:

Information, signposting and telephone support.

How to get in touch:

Phone Mon-Fri 9.30am to 3.30pm (office number)
Helpline number available 7 days a week – 10am to 12noon, 2pm to 4pm and 7pm to 9pm. This service is run by volunteers that have lived experience of M.E.

Choice of male/female worker?	N/A
Languages spoken:	English
Wheelchair access?	Yes

Cruse Bereavement Care (Day by day helpline)

Address: PO Box 800
Richmond
Surrey TW9 1RG

Tel: 020 8939 9530

Fax: 020 8940 1671

Email: helpline@crusebereavementcare.org.uk

Website: www.crusebereavementcare.org.uk

Local Tel: 01792 462845

Email: morgannwg@cruse.org.uk

Cruse Support Group meets the 1st and 3rd Monday of the month at 6.30pm – 8.30pm at ARC Day Services, Quarella Road, Bridgend, CF31 1JN

Aims/objectives:

To provide the highest standard of counselling, information and social support to anyone who has been bereaved. To provide training, support, information and publications to those working for bereaved people and increase public awareness.

What we can do for you:

Bereavement Help line, counselling, literature/leaflets. Home counselling by Cruse-trained volunteer bereavement counsellors. Cruse friendship group for support after counselling.

How to get in touch:

National helpline as above or admin on office no.

Choice of male/female worker?	Yes
Languages spoken:	English
Wheelchair access?	N/A

The Miscarriage Association

Address: c/o Clayton Hospital
North Gate
Wakefield
West Yorkshire WF1 3JS

Tel: 01924 200799 (Helpline)

Fax: 01924 298834

Email: info@miscarriageassociation.org.uk

Website: www.miscarriageassociation.org.uk

Aims/objectives:

To provide support to anyone affected by pregnancy loss.

What we can do for you:

Provide support to parents bereaved through pregnancy loss.

How to get in touch:

Telephone Helpline

Choice of male/female worker?	Both
Languages spoken:	Various
Wheelchair access?	N/A

N.A.P.S (National Association For Premenstrual Syndrome)

Address: 41 Old Road
East Peckham
Tonbridge
Kent TN12 5AP

Tel: 08707 772178
Fax: 08707 772178
Email: contact@pms.org.uk
Website: www.pms.org.uk

Aims/objectives:

To provide support for women who suffer from P.M.S. National Helpline 08707 772178.

Provide education for health professionals.

What we can do for you:

Provide support for women across the country.

How to get in touch:

Telephone the Helpline on 08707 772178

Choice of male/female worker?	Yes.
Languages spoken:	Can provide language line support.
Wheelchair access:	N/A

No Panic

Address: 93 Brands Farm Way
Telford TF3 2JQ

Tel: 01952 590005

Fax: 01952 270962

Email: ceo@nopanic.org.uk

Website: www.nopanic.org.uk

Aims/objectives:

The relief and rehabilitation of people suffering from panic attacks, phobias and obsessive/compulsive disorders.

What we can do for you:

- Confidential Helpline: 0808 808 0545, 10am -10pm every day of the year.
- Crisis Line 10pm -10am: 0808 808 0545, every day of the year.
- Telephone recovery groups, a range of literature.
- Information & literature available in certain ethnic languages.
- Audio tapes of standard information packs available.
- Volunteering opportunities – train and work at home.

How to get in touch:

Ring Colin Hammond 01952 590005

Choice of male/female worker?	Both
Languages spoken:	English
Wheelchair access?	N/A

Hafal Family Support & Advocacy Service

Address: Unit 49 Tondu Enterprise Centre
Bryn Road
Tondu
Bridgend CF32 9BS

Tel: 01656 729191
Mobile: 07702 886963
Fax: 01656 723187
Email: bridgend@hafal.org
Website: www.hafal.org.uk

Aims/objectives:

To provide support, advice, advocacy & access to information for carers and families of individuals; and empower people recovering from severe mental illness and their families to achieve a better quality of life.

What we can do for you:

Breaks for carers – self referral. Offer a flexible service to families and individuals through an out of hours helpline; direct support and advice; support in a crisis; contact with others by phone. Advocacy support in a group setting; introductions for befriending; training; and providing a voice in the planning of mental health Service. Self referral or through a professional.

Training – we offer: Life Skills; Literacy and Numeracy skills; computer training; office administration; painting and decorating; and D.I.Y. Self referral or professional.

Employment Project – helping individuals recovering from mental illness back into training and employment. Confidence building; motivation; guidance/signposting; C.V. preparation/application forms; interview techniques and support into their chosen field. By referral only from A.R.C. Assessment Team (Tel: 01656 642368)

How to get in touch:

	01656 729191	9am – 5pm Mon – Fri
Out of hours	07702 886963	5pm – 8pm Mon – Fri
	07702 886963	10am – 2pm Sat - Sun

Choice of male/female worker?
Languages spoken:

Not at present
English (Welsh speakers available)

Wheelchair access?

Yes and home visits arranged

Parentline Plus

Address: 520 Highgate Studios
53-57 Highgate Road
London NW5 1TL

Tel: 0808 800 2222 (helpline)
020 7284 5500 (office)

Fax: 020 7284 5501

Email: parentsupport@parentlineplus.org.uk

Website: www.parentlineplus.org.uk

Aims/objectives:

To provide support to families. To develop understanding of parenting, to highlight the diverse nature of modern families and those who parent.

To increase the support available to all who parent, by increasing people's understanding of parenting.

What we can do for you:

A helpline for anyone caring for children. Textphone Helpline 08007836783 for hearing/speech impaired people. We run accredited parenting courses. Develop projects to support families; provide information and publications; training/consultancy to professionals; parents together groups and workshops in local area.

How to get in touch:

Free confidential 24hr helpline

Choice of male/female worker?	No
Languages spoken:	English
Wheelchair access?	N/A

Popan (Prevention Of Professional Abuse Network)

Address: Witness
32-36 Loman St
London SE1 0EH

Tel: admin: 020 7922 7799

Email: info@popan.org.uk

Website: www.popan.org.uk

Aims/objectives:

To help people who have been abused by health or social care professionals. Work to prevent such abuse in the future. Provide a free and confidential service.

What we can do for you:

POPAN offers information, support and advocacy to victims of physical, sexual, emotional and financial abuse by health and social care professionals. We also provide assistance to others, such as, carers, friends, concerned professionals and patients who believe that abuse may be occurring. This includes an opportunity to talk through issues and examine possible courses of action.

How to get in touch:

Telephone, email or letter.
Helpline discontinued due to funding issues

Choice of male/female worker?	Yes
Languages spoken:	English
Wheelchair access?	N/A

Bridgend County Crossroads Caring For Carers

Address: 7 Victoria Avenue
Porthcawl
Mid Glam CF36 3HG

Tel: 01656 784100

Fax: 01656 789348

Email: care@bridgendcountycrossroads.org.uk

Website: www.crossroads.org.uk

Aims/objectives:

To relieve stress in families responsible for the care of older and disabled people, to complement existing services. To provide a high standard of care.

What we can do for you:

Provide a respite sitting service in households where there is an identified carer to give the carer a break from the caring role. Now covers Bridgend, Pencoed and Porthcawl.

How to get in touch:

9.00am to 4.30pm Monday to Thursday

9.00am to 4.00pm Friday. Answer phone at all other times.

Choice of male/female worker?

Female and one male worker.

Languages spoken:

English

Wheelchair access?

No

Seasonal Affective Disorder Association (SADA)

Address: PO Box 989
Steyning
West Sussex BN44 3HR

Tel: 01903 814942

Fax: 01903 879939

Email:

Website: www.sada.org.uk

Aims/objectives:

To provide information and support for sufferers of Seasonal Affective Disorder and their families.

To inform the public and health professions about S.A.D.

What we can do for you:

Printed information, newsletter, telephone contacts for members, local and national meetings.

How to get in touch:

Write enclosing a stamped addressed envelope

Choice of male/female worker?	N/A
Languages spoken:	English
Wheelchair access?	N/A

Solace (Dementia Careline)

Address: 1 Park Road
Whitchurch
Cardiff CF14 7BP

Tel: 029 2052 9848

Fax:

Website:

Aims/objectives:

Solace exists to support people whose lives have, in some way, been affected through providing care for a relative or friend with memory problems or Alzheimer's disease.

What we can do for you:

- Provide carers with befriending, emotional support & telephone counselling.
- Carers support groups & drop in facility
- Individual counselling for carers who need more intensive support.

How to get in touch:

Dementia Careline Helpline 029 2052 9848

Choice of male/female worker?	Yes
Languages spoken:	English
Wheelchair access?	Yes

South Wales Independent Mental Health Advocacy

Address: PO Box 146,
Neath SA11 9AU

Tel: 01639 620112

Fax: 01639 639069

Email: mb@swmha.co.uk

Website: under development

Aims/objectives:

To provide Independent Mental Health Advocacy to qualifying patients detained under the Mental Health Act and those patients who are informal. To ensure that clients are aware of their legal rights under the Act and are empowered to exercise those rights. To give a voice to clients so that they can be heard and be appropriately involved in their treatment.

What we can do for you:

We can inform you of your legal rights, help you access a solicitor and support you with your expressed wishes. We can help people prepare for ward rounds; care plan meetings; leave and discharge issues; making complaints; medication and care; gaining access to medical records; and support people in their communication with doctors and nurses.

How to get in touch:

By telephone : 01639 620112

By fax: 01639 639069

An advocate will be available on Ward 14 and P.I.C.U. on Monday mornings and on Ward 21 on Tuesday mornings each week.

Choice of male/female worker?

While specific advocates are allocated to work in specific areas we will do our best to allocate an advocate of the appropriate gender upon request.

Languages spoken:

English, Polish, we will provide an appropriate interpreter where necessary.

Wheelchair access?

Not applicable. All contact is undertaken in hospital on the ward the client is based.

South Wales Mental Health Advocacy

Address: S.W.M.H.A. Office
Glanrhyd Hospital, Tondu Road
Bridgend CF31 4LN

Tel: 01656 753925

Fax: Please phone for fax details

Email: swmha@bridgend23.fsnet.co.uk

Website:

Aims/objectives:

A confidential service independent of the Trust aiming to help people admitted to Coity Clinic/Glanrhyd Hospital get the care and treatment they want.

What we can do for you:

- Support in obtaining treatment & care through negotiation with staff and at formal meetings.
- Help accessing other agencies.
- Support in making a complaint about a hospital service.
- Information on rights.
- Confidential discussion of your situation/options.

How to get in touch:

Telephone, and regular sessions on acute wards.

Choice of male/female worker?	At present
Languages spoken:	English & Welsh
Wheelchair access?	N/A

Stillbirth And Neonatal Death Society (Sands)

Address: 28 Portland Place
London W1B 1LY

Tel: 020 7436 5881 (Helpline)
020 7436 7940 (admin & publications)

Fax: 0207 436 3715

Email: support@uk-sands.org
helpline@uk-sands.org

Website: www.uk-sands.org

Aims/objectives:

SANDS supports bereaved parents and their families, who have experienced the death of a baby before, during or shortly after birth.

What we can do for you:

- Self-help groups around the country
- Helpline Mon-Fri 9.30am– 5.30pm
- Literature for bereaved, family, friends and healthcare professionals.

How to get in touch:

Phone, letter, e.mail and fax

Choice of male/female worker?	Yes
Languages spoken:	English
Wheelchair access?	No

The Basement Project

Address: Abergavenny NP7 5XW

Tel: 01873 856524

Fax:

Email:

Website: www.basementproject.co.uk

Aims/objectives:

A community resource providing support groups for individuals abused in childhood; as well as training, supervision, consultation, research and publications. Emphasis on self-harm/self-injury.

What we can do for you:

- We can provide information, training, research and encourage good practice for people who self-injure.
- Booklets, resource pack for staff training, individual and group work.
- The Compassionate Friends

How to get in touch:

Phone, fax, email, information on website

Choice of male/female worker?	No
Languages spoken:	English & Welsh
Wheelchair access?	N/A

The Compassionate Friends

Address: 53 North Street
Bristol BS3 1EN

Tel: 0845 123 2304 (Helpline)
0845 120 3785 (Admin)

Fax: 0845 120 3786

Email: info@tcf.org.uk

Website: www.tcf.org.uk

Aims/Objectives of service:

Support for bereaved parents and their immediate families by a national network of bereaved parents offering 1:1, group support & local telephone support. Leaflets, Newsletter, postal library, retreats and gatherings.

What we can do for you:

Although we cannot offer 1:1 or group support in Bridgend, parents can be supported via our Helpline 10.00am – 4.00pm & 6.30pm – 10.30pm daily.

It is always manned by a bereaved parent, who as well as listening can send out leaflets, newsletters etc.

How to get in touch:

Via Helpline

Choice of male/female worker?

Can be arranged although most of our volunteers are female.

Languages spoken:

English

Wheelchair access?

Varies from venue to venue

The National Autistic Society Cymru

Address: Regional Officer South Wales
6-7 Village Way
Greenmeadow Springs Business Park
Tongwynlais
Cardiff CF15 7NE

Tel: 029 20 629310
Fax: 029 20 629317
Email: wales@n.a.s.org.uk
Website: www.nas.org.uk

Aims/objectives:

To provide high quality residential and day service/educational provision for adults with Autism and Aspergers Syndrome.

What we can do for you:

As above.

How to get in touch:

Helpline 0845 070 4004

Choice of male/female worker?	No
Languages spoken:	English
Wheelchair access?	No

The National Self-Harm Network

Address: NSHN
PO Box 7264
Nottingham NG1 6WJ

Tel:

Email: nshncg@hotmail.co.uk

Website: www.nshn.co.uk under development

Aims/objectives:

- To support and empower people who self-harm
- To provide information, contacts and workshops on matters relating to self-harm and to promote survivor written literature
- To challenge assumptions and demystify common misconceptions surrounding self-harm
- To promote and advocate for the interests, needs and aspirations of people who self-harm and to influence social and health care policies at a local and national level
- To raise awareness among the general public, health services, hospitals and their staff of the needs of people who self-harm

How to get in touch:

Write or Email

Choice of male/female worker?

Languages spoken:

Wheelchair access?

West Glamorgan And West Wales ADHD Family Support Group

Address: 17 Curtis Street
Hillside
Neath SA11 1CW

Tel: 01639 646966 (Helpline at home)

Fax: as above

Email: greenaddwestglam@hotmail.com

Website:

Aims/objectives:

To raise awareness of attention deficit disorder and all associated disorders and learning difficulties.

What we can do for you:

We do presentations to schools and organisations on this very difficult condition and how to manage it.

How to get in touch:

Ring helpline above

Choice of male/female worker?	Male or Female
Languages spoken:	English
Wheelchair access?	

The Way (Widowed & Young) Foundation

Address: Suite 35
St Loyes House
20 St Street
Bedford MK40 1ZL

Tel: 0870 0113450
Email: info@wayfoundation.org.uk
Website: www.wayfoundation.org.uk

Aims/objectives:

A charity run by volunteers providing self help support network for men & women widowed up to the age of 50 helping to rebuild their lives.

What we can do for you:

- Put you in touch with others suffering the same loss.
- Local social activities
- A secure online message board for members only.
- Back/Video library for rent.
- Quarterly Newsletter.

How to get in touch:

Phone, email or post

Choice of male/female worker?	N/A
Languages spoken:	English
Wheelchair access?	N/A

Women's Health Concern

Address: 52 Featherstone Street
London EC1Y 8RT

Tel: 0845 123 2319 (Helpline)
(Admin)

Fax:

Email:

Website: www.womens-health-concern.org

Aims/objectives:

Women's health is an independent organisation specialising in gynaecological & sexual health issues. We provide information so that women can make informed choices.

What we can do for you:

Publicise our services including helpline.

How to get in touch:

Ring Helpline at local rate

Mon & Tues 10.00 am- 2.00pm

Wed, Thurs & Fri 10.00 am -1.00pm

Choice of male/female worker?	Female only
Languages spoken:	English
Wheelchair access?	Yes

Healing the Wounds

Address: Office 26 Enterprise Centre
Bryn Road
Tondu
Bridgend CF32 9BS

Tel: 01656 728281

Email: carol@healingthewounds.co.uk

Website: www.healingthewounds.co.uk

Aims/objectives:

Provide treatment and support for Armed Forces Personnel, Veterans and their families who suffer from Post Traumatic Stress or Post Traumatic Stress by proxy.

The charity also offers access to organisations for re-training purposes and job opportunities.

Healing the Wounds works closely with SSAFA, RBL and Army benevolent fund to aid Veterans financially etc if required.

What your organisation can offer

Treatment, support and aftercare for Armed Forces Personnel. Healing the Wounds also offers treatment to those in the Emergency services e.g. Fire, Police and Ambulance.

How to get in touch:

Telephone 01656 728281

Opening days and times.
Monday to Friday 9am to 5pm

Choice of male / female worker?	We have two female master practitioners available and are currently training one male practitioner.
Languages spoken	English
Wheelchair Access	Yes

MENTAL HEALTH SERVICES – VOLUNTARY



Bridgend Service User Network

Address: c/o Hafal
Unit 49 Tondu Enterprise Centre
Bryn Road
Tondu CF32 9BS

Tel: 01656 729191 – Service User and Carer
Participation Officer

Fax: 01656 812151

Email: sucpobridgend@hafal.org

Aims/objectives:

We are a User led group that promotes, supports and develops mental health agencies and services within the Bridgend County Borough area.

To work with colleagues in the voluntary and statutory agencies .

What we can do for you:

We are a group of people who use, or have used, mental health services. We tackle issues affecting many people who use the mental health services across BCBC. We can take your views to those responsible for planning and paying for services. There is opportunity to meet and talk informally and have the opportunity to find out what is going on within services locally.

We are involved in the recruitment processes for mental health services.

How to get in touch:

Telephone and speak to the Service User and Carer Participation Officer

Choice of male/female worker?	N/A
Languages spoken:	English

Bridgend County Borough Mental Health Voluntary Sector Network

Address: c/o B.A.V.O.
112-113 Commercial Street
Maesteg CF34 9DL

Tel: 01656 810400
Fax: 01656 812151
Email: bavo@bavo.org.uk
Website: www.bavo.org.uk

Aims/objectives:

To promote, support and develop mental health agencies and services within the B.C.B. area.

To work with colleagues in the voluntary and statutory agencies to identify unmet need and assist in the development of comprehensive services for people with mental health problems or issues.

To support and develop user and carer initiatives and opportunities for participation.

What we can do for you:

How to get in touch:

Phone, fax, email

Choice of male/female worker?	Male worker. Female can be present if requested.
Languages spoken:	English/Welsh. Translation service.
Wheelchair access?	Yes.

Chinese Mental Health Association

Address: 2nd Floor
Zenith House
155 Curtain Road
London EC2A 3QY

Tel: 020 7613 1008

Fax: 020 77396577

Email: info@cmha.org.uk

Website: www.cmha.org.uk

Aims/objectives:

Improve the quality of life of Chinese people suffering from mental illness. Giving support and professional mental health care to Chinese people.

What we can do for you:

Services include befriending, counselling, floating support housing service, employment project, social club, elderly and oral history project.

How to get in touch:

By telephone or letter to the above.
Helpline no longer available.

Choice of male/female worker?	No
Languages spoken:	English, Cantonese, Mandarin
Wheelchair access?	N/A

Friends Of Coity Clinic

Address: c/o Mental Health Matters Wales Ltd
Community Services
63 Nolton Street
Bridgend CF31 3AE

Tel: 01656 767045
Fax: 01656 663397
Email: foc@mhmwales.org
Website: www.mhmwales.org

Aims/objectives:

To provide support for patients in Coity Clinic, enabling them to have an independent voice on the service they receive.

What we can do for you:

Support patients in getting their views heard, enabling them to give feed back on the service they receive at Coity Clinic.

How to get in touch:

Volunteers visit Coity Clinic on a regular weekly basis. For further information contact the volunteer coordinator on the contact details above.

Choice of male/female worker?	Yes
Languages spoken:	English
Wheelchair access?	Yes at the Clinic

ECT Anonymous

Address: Flat 5 Quaker House
St Martins Street
Leeds LS2 9EQ

Tel: 0113 244 5454

Fax:

Email: unaparker@aol.com

Website:

Aims/objectives:

To offer support and information.

What we can do for you:

Provide information and a listening ear to people affected by ECT or considering ECT; and their families.

How to get in touch:

Letter, email or telephone. If you get the answer phone please leave a message and we will return your call.

Choice of male/female worker?	No
Languages spoken:	English
Wheelchair access?	N/A

Mental Health Media

Address: 356 Holloway Road
London N7 6PA

Tel: 020 7700 8171

Fax: 020 7686 0959

Email: info@mhmedia.com

Website: www.mhmedia.com

Aims/objectives:

To increase public understanding about mental health and learning disabilities.

We work with people with first hand experience of mental distress and learning disabilities to give voice to their experiences and produce programmes and resources.

What we can do for you:

- Production of video, television, CD-Rom & other programmes. Bengali, Gujarati, Hindu, Punjabi, Urdu video available.
- Media training & support for survivors of mental distress, worker in mental health
- Video-journalism for people with learning difficulties.
- Catalogue of video resources & training materials.

How to get in touch:

Telephone, write, or email Mon-Fri 9am to 6pm

Choice of male/female worker?	N/A
Languages spoken:	English
Wheelchair access?	N/A

Mental Health Matters Wales

Address: 63 Nolton Street
Bridgend CF31 3AE

Tel: 01656 651450/767045

Fax: 01656 663397

Email: admin@mhmwales.org

Website: www.mhmwales.org

Aims/objectives:

We aim to promote mental health and to assist people Experiencing mental health problems or conditions of emotional or mental distress.

What we can do for you:

- Our Community Service offers Wellbeing Centres; Tenancy Support; Friends of Coity, an Information Service and opportunities for volunteers
- Independent Mental Capacity Advocacy Service
- Independent Mental Health Capacity Service
- Community Advocacy Service
- Offer training and education
- Mental Health First Aid Training
- We also campaign on mental health related issues and actively work to increase public awareness.
- See separate entries for further details

How to get in touch:

By telephone or email

Choice of male/female worker?	Both
Languages spoken:	English, German and Italian
Wheelchair access?	Limited

Company number: 6468412

Charity number: 1123842

Mind Cymru

Address: 3rd Floor, Quebec House,
Castlebridge
Cowbridge Road East
Cardiff CF11 9AB

Tel: 029 20 395123

Fax: 029 20 346585

Email: contactwales@mind.org.uk

Website: www.mindcymru.org.uk

Aims/objectives:

We work for a better life for everybody with experience of mental distress:- by advancing views, needs & ambitions of those affected by mental distress; promoting inclusion; by challenging discrimination; influencing policy; campaigning & education etc.

What we can do for you:

Mind Cymru supports a network of 20 local Mind associations, which offer a wide range of community services. Mind Cymru campaigns for a better life for people experiencing mental health problems.

How to get in touch:

Telephone , letter, email or fax.
Mind infoline 03001 233393

Choice of male/female worker?

Languages spoken:

Wheelchair access?

English, Welsh can be arranged
Yes

Mind

Address: 15-19 Broadway, Stratford
London E15 4BQ

Tel: 020 8519 2122

Fax: 020 8522 1725

Email: contact@mind.org.uk

Website:

Aims/objectives:

Mind is the leading mental health charity in England and Wales, working for a better life for everyone with experience of mental distress.

Mind does this by:

- Advancing the views, needs and ambitions of people with experience of mental distress
- Promoting inclusion by challenging discrimination
- Influencing policy through campaigning and education
- Inspiring the development of quality services, which reflect expressed need and diversity

What we can do for you:

How to get in touch:

By phone, letter, fax or email

Choice of male/female worker?

Languages spoken:

English

Wheelchair access?

Hearing Voices Network

Address: C/o Sheffield Hearing Voices Network
Limbrick Day Service
Limbrick Road
Sheffield S6 2PE

Tel: 0114 271 8210

Fax:

Email: nhvn@hotmail.co.uk

Website: www.hearing-voices.org.uk

Aims/objectives:

To help/support people who hear voices and their allies. To set up self-help groups to educate society about voice-hearing; distress line; publications; support training; membership. To develop coping mechanisms and general support.

What we can do for you:

We offer telephone help, support groups, publications, advice, information, friendship. Education/Training to users and professionals on coping with voices. Acceptance and self-help.

How to get in touch:

Telephone or write.

Choice of male/female worker?	Yes
Languages spoken:	English
Wheelchair access?	Yes

Philadelphia Association

Address: 4 Marty's Yard
17 Hampstead High Street
London NW3 1QW

Tel: 020 7794 2652

Fax: 020 7794 2652

Email: office@philadelphia-association.org.uk

Website: www.philadelphia-association.co.uk

Aims/objectives:

The Philadelphia Association is a small Charity founded in 1965 by R D Laing, challenging traditional approaches to mental health. It offers a phenomenological perspective to theory and practice, aims to relieve mental distress through low-cost residential communities, private psychotherapy (including low cost with trainees) and UKCP psychoanalytic psychotherapy training.

What we can do for you:

How to get in touch:

Call, write or email office manned part time

Choice of male/female worker?	Yes (for therapy)
Languages spoken:	French, Spanish, English
Wheelchair access?	No

UK Advocacy Network

Address: UK Advocacy Network
c/o 8 Beulah View
Leeds LS6 2LA

Email: office@u-kan.co.uk

Website: www.u-kan.co.uk

Aims/objectives:

National Federation of Patients Councils, Advocacy projects and User Forums. Promoting the empowerment of mental health service users. U.K.A.N. is a user/survivor led and run organisation. Provides a resource for user-groups and members.

What we can do for you:

- We can provide information, assistance and network contacts for new groups.
- We promote user participation, training and education.
- Provide "Advocacy Standards" (publication), training pack "Advocacy Today & Tomorrow".

How to get in touch:

Email or write

Choice of male/female worker?	Yes
Languages spoken:	English, Mirpuri, Punjabi, Urdu
Wheelchair access?	N/A

MENTAL HEALTH SERVICES – HEALTH SERVICES



Directory of Mental Health and Wellbeing Services for Bridgend County Borough

MENTAL HEALTH SERVICES
– HEALTH SERVICES

South Team Older Peoples Mental Health Team

Address: 71 Quarella Road
Bridgend

Tel: 01656 763097

Aims/objectives:

To provide a comprehensive assessment of mental health needs to older people and those people with a diagnosis of dementia.

Joint visit Health and Social Services

What we can do for you:

- Named Care Coordinator
- Full mental health assessment by the multidisciplinary team and implementation of a care plan to meet the patients needs.
- Support to patients and carers in line with identified need.
- Access to support services i.e. home care, private care agencies
- Home visits
- Social support and social groups
- Links with GP/Consultant/Voluntary Agencies
- Provide access to a seven day service 365 days a year

How to get in touch:

For advice ring above number.

For referral ask your G.P. to refer to Referral Co-ordinator for Older Peoples mental health services or the first contact team at Bridgend County Borough Council.

Choice of male/female worker?	Yes
Languages spoken:	English and Welsh
Wheelchair access?	Yes, can be seen on the bottom floor of Quarella Road

North Team Older Peoples Mental Health Team

Address: 71 Quarella Road
Bridgend CF31 1JS

Tel: 01656 763100

Aims/objectives:

To provide a comprehensive assessment of mental health needs to older people and those people with a diagnosis of dementia.

Joint visit Health and Social Services

What we can do for you:

- Named Care Coordinator
- Full mental health assessment by the multidisciplinary team and implementation of a care plan to meet the patients needs.
- Support to patients and carers in line with identified need.
- Access to support services i.e. home care, private care agencies
- Home visits
- Social support and social groups
- Links with GP/Consultant/Voluntary Agencies
- Provide access to a seven day service 365 days a year

How to get in touch:

For advice ring above number.

For referral ask your G.P. to refer to Referral Co-ordinator for Older Peoples mental health services or the first contact team at Bridgend County Borough Council.

Choice of male/female worker?	Yes
Languages spoken:	English and Welsh
Wheelchair access?	Yes, can be seen on the bottom floor of Quarella Road

Older Peoples In Patients Mental Health Services (Coity Clinic)

Address: Coity Clinic
Princess of Wales Hospital
Coity Road
Bridgend CF31 1RQ

Tel: 01656 752752 Ward 15 Ext. 2250
Ward 21 Ext. 2264

Fax:

Email:

Website:

Aims/objectives:

The wards aim to provide a safe, stimulating and therapeutic environment where we can assess patient's individual needs with a view to his/her future care.

The assessment process will involve those involved in the care of the patient (multidisciplinary team), you and where appropriate the patient.

What we can do for you:

We have two wards with 18 beds each which all provide assessment facilities for out patients. Depending on diagnosis and need you will be admitted to either ward 15 or 21.

How to get in touch:

Referrals from your GP to the referral co coordinator for Older peoples Mental Health Services. If already know to our services then admission via the area consultant.

Choice of male/female worker?

Languages spoken:

Wheelchair access?

Can be arranged

English, Welsh, access to interpreters.

Yes

Angelton Clinic

Address: Glanrhyd Hospital
Tondy Road
Bridgend CF31 4LN

Tel: 01656 753772

Fax:

Email:

Website:

Aims/objectives:

Angelton Clinic is located at Glanrhyd Hospital, Bridgend. It is a 42 bedded intermediate care unit comprising of 3 wards which provide a service for Older People with serious and enduring mental illness and dementia. Some of our patients may also have difficult and challenging behaviours associated with their illness which require the specific skills of mental health trained nursing staff.

What we can do for you:

Inpatients admissions for patients that meet the continuing health care criteria and ongoing assessment of their needs. If it is assessed that the patient no longer meets continuing health care criteria or their needs could be managed elsewhere then an appropriate placement will be identified with the families/carers.

How to get in touch:

Contact the Unit Manager for information.

Choice of male/female worker?	Where possible
Languages spoken:	English and Welsh
Languages spoken:	English
Wheelchair access?	Yes

MENTAL HEALTH SERVICES – SOCIAL SERVICES



Directory of Mental Health and Wellbeing Services for Bridgend County Borough

MENTAL HEALTH SERVICES
– SOCIAL SERVICES

Bridgend And West Vale Elderly Community Nursing Service

Address: Third Floor, Brackla House
Brackla Street
Bridgend CF31 1BZ

Tel: 01656 763097

Fax: 01656 763070

Email: bridgend.emi@bromor-tr.wales.nhs.uk

Website: www.wales.nhs.uk

Aims / objectives:

To restrict the development and consequences of mental illness in adults. Provide effective treatment, care and support, improve social, physical and psychological interventions, develop joint working, assessments of carers needs.

What we can do for you:

Provide a comprehensive, locally based multi-disciplinary mental health service for people in BCBC, which is effectively linked to other relevant statutory and voluntary organisations. Responsive, flexible service suited to local needs.

How to get in touch:

Telephone Monday – Friday 9.00am – 5.00pm

Choice of male/female worker?	No
Languages spoken:	English
Wheelchair access?	2nd Floor

Court Mental Health Assessment

Address: 71 Quarella Road
Brackla Street
Bridgend CF31 1YE

Tel: 01656 763097
Fax: 01656 763070

Aims/objectives:

To identify individuals/dependants with mental health problems prior to them appearing in court. To help professionals working in the Criminal Justice system to be more informed, humane and make appropriate decisions about individuals.

What we can do for you:

We can help people in custody get the mental health support and treatment they need.

We can also put people in touch with other services, e.g. drug and alcohol services, which they may find helpful.

How to get in touch:

Telephone Monday – Friday 9.00am – 5.00pm

Choice of male/female worker?	No
Wheelchair access:	Yes: ramp to main door and no lift inside
Language spoken:	English

Social Services Bridgend County Borough Council

Address: Sunnyside
Bridgend CF31 4AR

Tel: 01656 642279

Fax: 01656 642300

Email: firstcontactteam@bridgend.gov.uk

Website: www.bridgend.gov.uk

Aims/objectives:

To provide help and support for the most vulnerable people within the community including children in need, older people with physical or learning disabilities or mental health problems.

What we can do for you:

Provision of social work, social care and social welfare services to children, families and adults. Including Mental Health Social Workers.

How to get in touch:

Telephone or call in 8.30am – 5.00pm Monday – Thursday
8.30 – 4.30pm Friday

Choice of male/female worker?	Yes
Languages spoken:	English and Welsh
Wheelchair access?	Yes

Social Services Emergency Team

Tel: 01443 849944

Fax: 01443 849955

Aims/objectives:

To provide emergency Social Work cover in the Bridgend, Rhondda Cynon Taf and Merthyr areas outside of normal office hours.

What we can do for you:

Emergency contact with duty Social Worker out of office hours.
Open access.

How to get in touch:

By telephone 8.30am – 5.00pm Monday – Thursday
8:30am – 4.30pm Friday

Choice of male/female worker?	No
Languages spoken:	English
Wheelchair access:	N/A

Vale Of Glamorgan Mental Health Social Services

Address: Amy Evans Centre
190 Holton Road
Barry CF63 4HN

Tel: 01446 733331

Fax: 01446 746541

Email: N/A

Website: N/A

Aims/objectives:

To provide a comprehensive service to people suffering from severe and enduring mental illnesses, and to facilitate services for those with significant mental health problems.

What we can do for you:

Advice and support to individuals and groups. Community care assessments. Covers the whole of the Vale of Glamorgan, other bases opening as Community Mental Health Teams soon.

How to get in touch:

Call in, telephone or fax. 8.30am - 5.00pm Monday to Thursday
8.30am - 4.30pm Friday

Choice of male/female worker:	Yes
Languages spoken:	English- interpreters available
Wheelchair access:	Ground floor only

GPS & DOCTORS SURGERIES

Directory of Mental Health and Wellbeing Services for Bridgend County Borough

GPS & DOCTORS SURGERIES

GP'S – Doctors' Surgeries

GP Out of Hours service for Bridgend, Neath Port Talbot and Swansea

The new ABM-wide GP Out-of-Hours Service was launched in July 2011 and has a single new telephone number covering Bridgend, Neath Port Talbot and Swansea.

The new number, **0330 123 9180**, is a local charge rate number for landlines and mobile phones.

Patients needing to contact a GP between 6.30pm and 8am Monday to Friday, at weekends and bank holidays, can ring this number. A call handler will ask them for some basic information, and they will then be called back and a GP will assess the patient's needs.

Patients may be offered self-help advice or an appointment at one of the three existing primary care centres at Morriston Hospital; Neath Port Talbot Hospital or the Princess of Wales Hospital. Or, a home visit will be arranged if it is considered necessary by a GP. Whenever possible, however, it is preferable to see patients at a centre where there is immediate access to medical equipment and medication.

Typetalk and Language Line services are both available to patients in the out of hours period.

The out of hours period runs from:

Monday	6.30pm - 8.00am
Tuesday	6.30pm - 8.00am
Wednesday	6.30pm - 8.00am
Thursday	6.30pm - 8.00am
Friday	6.30pm - Ongoing
Saturday	Ongoing
Sunday	Ongoing - 8.00am

Please note that attendance at these centres is by appointment only. Please ring 0330 123 9180 first, for advice and an appointment if needed.

You will need to make your own way to the Primary Care Centre. In exceptional circumstances transport may be provided for people with access difficulties. For more information please see: **GP OUT of HOURS SERVICE**

NHS DIRECT WALES

You can also get health advice by calling NHS Direct Wales 24 hours a day on **0845 4647**, by Minicom on **0845 606 4647** or visit the website at www.nhsdirect.wales.nhs.uk.

If you have a severe injury, chest pain, difficulty breathing or serious accident you should dial 999.

A home visit will only be made if it is considered necessary by a health professional. Visits will occur in order of clinical priority. The out of hours service is not designed for the request of repeat prescriptions, test results or for making appointments.

Please contact your GP surgery during normal opening hours to arrange this. Remember to arrange repeat scripts with your GP in good time.

G.P. Practices in Bridgend County Borough

The Surgery
3 New Street
Aberkenfig
CF32 9BL
Tel: 0844 477 8637

The Surgery
Heol Arfyn
Bettws
CF32 8TP
Tel: 01656 722366

Oak Tree Surgery
Whitethorn Drive
Brackla
CF31 2PQ
Tel: 0844 477 1795
Fax: 01656 637134

Newcastle Surgery
Llangewydd Road
Cefn Glas
CF31 4XX
Tel: 01656 652721

Riversdale House
Merthyr mawr Road
Bridgend
CF31 3NL
Tel: 01656 766866

Nantymoel Surgery
Nantymoel
Bridgend
CF32 7NA
Tel: 0844 477 0923

Ashfield Surgery
Merthymawr Road
Bridgend
CF31 3NW
Tel: 01656 652 774

Tyncoed Surgery
20 Merfield Close
Bryncethin
CF32 9SW
Tel: 01656 720334

Woodlands Surgery
Woodlands Terrace
Caerau
Maesteg
CF34 0SR
Tel: 01656 734203

Heathbridge House
1a Pigsaw Street
Kenfig Hill
CF33 6BY
Tel: 01656 740359

Stormybrook Surgery
Waunbant Road
Kenfig Hill
Pyle
CF33 6DE
Tel: 01656 746611

The Surgery
Heol Gellilodrau
Llangeinor
CF32 8PS
Tel: 0845 293 73

Llynfi Surgery
Llynfi Road
Maesteg
CF34 9DT
Tel: 0844 477 8793
Fax: 01656 737388

Branch surgery at:
 Bryn Surgery
 Maesteg Road
Bryn
 Port Talbot
 SA13 2RW
 Tel: 01639 896496

Bron-y-Garn Surgery
 Station Street
Maesteg
 CF43 9AL
 Tel: 01656 733262

Nantfyllon Surgery
 77 High Street
Nantfyllon
 Maesteg
 CF34 0BT
 Tel: 01656 732217

The Surgery
 Heol Fach
North Cornelly
 CF33 4LD
 Tel: 01656 740345

Ogmore Vale Surgery
 Commercial Street
Ogmore Vale
 CF32 7BL
 Tel: 01656 840208

The Medical Centre
 Heol-yr-Onnen
Pencoed
 CF35 5PF
 Tel: 0844 477 8890

Branch Surgeries at:
 The Medical Centre
 Tredegar Avenue
Llanharan
 Pontyclun
 CF72 9QU
 Tel: 0844 477 8792

Cwm Garw Practice
 Victoria Street
Pontcymmer
 CF32 8NW
 Tel: 0845 293 7399
 Fax: 01656 870354

The Porthway Surgery
 1 Porthway
Porthcawl
 CF36 3XB
 Tel: 01656 304204

HELPLINES

Helplines

Acceptance (parent or gay people)

Tel: 01795 661463
7.00pm-9.00pm Tuesdays – Fridays

Adult Children of Alcoholics (ACA)

Tel: 07071 781899
Mondays – Fridays 9.00am – 5.00pm
At all other times leave a message and someone will get back to you.

Anxiety UK

Helpline: 0844 775 774
Website: www.anxiety.org.uk
Helpline managed by fellow sufferers of phobias. Offers support, info and advice.

ASSIST (Post Traumatic Stress)

Tel: 01788 560800
Offers telephone counselling for post traumatic stress syndrome 10.00am – 4.00pm Mondays – Fridays. At other times leave a message as there is a 24 hours answer phone.

Association for Post-Natal Illness

Tel: 020 7386 0868
Web: www.apni.org
10.00am – 2.00pm Mondays – Fridays at all other times leave a message.

Bristol Crisis Service for Women

Office: 0117 927 9600
Web: www.selfinjurysupport.org.uk
Email: bcsw@btconnect.com
Text: 07870 047 2908
Text and email support services available Monday, Tuesday, Wednesday 7.00 – 9.00 pm Thursday 3.30pm – 5.30pm
For girls and women who are experiencing emotional distress, particularly focusing on self harming.

British Pregnancy Advisory Service

Tel: 0845 730 4030
A private clinic offering abortion care

Broken Rainbow UK

Tel: 0300 999 5428

Monday and Thursday 2.00pm – 8.00pm

Thursday 10.00am – 5.00pm

Web: www.broken-rainbow.org.uk

A service for lesbian, gay, bisexual and transgender people who are experiencing domestic violence.

Brook Helpline

Tel: 0808 802 1234 free from both landlines and mobiles

Sexual health information and signposting service for people under 25

Community Advice and Listening Line - mental health (CALL)

Tel: 0800 132 737 free phone

Web: www.callhelpline.org.uk

CALM

Tel: 0800 58 58 58

Saturday – Tuesday 5.00pm – 12.00 midnight

Helpline for young men who are depressed or suicidal. Free, confidential and anonymous, calls are answered by trained counsellors.

Carer's Line

Tel: 0808 808 7777 free phone

Wednesday and Thursday 10.00am – 12.00pm and 2.00pm – 4.00pm or leave a message

Child Death Helpline

Tel: 0800 282986 free phone

Monday/Thursday/Friday 10am – 1pm

Tuesday – Wednesday 1pm – 4pm everyday 7pm – 10pm

Children's Legal Centre Advice Line

Tel: 0808 802 0008 (child law advice line)

0845 345 4345 (community legal advice – education)

Web: www.childrenslegalcentre.com

Issues of law and policy affecting children and young people.

Childwatch

Tel: 01482 325552

Monday – Friday 9.00am – 5.00pm

Web: www.childwatch.org.uk

We offer counselling young people and adults who have suffered abuse. This is a free service.

CJD Support Network

Tel: 01630 673973 24 hour helpline

Practical and emotional support to patients, families and carers.

Community Health Council

Tel: 01656 657909

Email: office@bridgendchc.org.uk

Can help, advice and support people who wish to gain access to their medical records, make complaints about the NHS services and similar matters. Free, independent and confidential.

Contraception Education Services

Tel: 0845 3101334

9.00am – 6.00pm Monday – Friday local rate

Sexual health, pregnancy, abortion and contraception

Information for public and professionals

Counsel and Care – Advice and help for older people

Tel: 0845 300 7585 local rate 10am – 4pm Monday – Friday

Cruse Bereavement Care

National helpline: 0844 477 9400

9.30am – 5.00pm Monday – Friday

9.30am – 7.00pm Wednesday

Dial UK – Disability Information and Advice Lines

Tel: 01302 310123

Fax: 01302 310404

Email: informationenquiries@dialuk.org.uk

Web: www.dialuk.org.uk

Provides local disability information and advice services

Disability Living Allowance and Attendance Helpline

Tel: 0845 7123 456

Email: DCPU.Customer-Services@dwp.gsi.gov.uk

Advice on the above allowances, link to the Disability Benefit Centre.

Doctors' Support Network

Tel: 0844 395 3010

Website: www.dsn.org.uk

Email: info@dsn.org.uk

A self-help group for doctors throughout the U.K. with a range of mental health problems, offering friendship and support, informal meetings, email support forum and newsletter.

Eating Disorders Association BEAT

Adult Helpline: 0845 6341414

Email: help@b-eat.co.uk

Website: www.b-eat.co.uk

Youth Helpline: 0845 6347650

Email: fyp@b-eat.co.uk

Monday – Friday 10.30am – 8.30pm

Saturday 1.00pm – 4.30 pm

Listen, support and give information. Self help networks

Elder Abuse Response Line

Tel: 0808 808 8141

Website: www.elderabuse.org.uk

Confidential information and support services for anyone concerned about the abuse of an older person.

Epilepsy Free phone

Tel: 0808 800 5050

Monday – Thursday 9.00am – 4.30pm

Friday – 9.00am – 4.00pm

Email: helpline@epilepsy.org.uk

Website: www.epilepsy.org.uk

Support, advice and information from trained and experienced staff.

Epilepsy Wales

Tel: 01633 253407

Monday – Thursday 9.00am – 4.30pm

Friday – 9.00am – 4.00pm

Email: asivapatham@epilepsy.org.uk

Website: www.epilepsy.org.uk

Foundation for the Study of Infant Deaths (cot death)

Tel: 0808 802 6868

Monday – Friday 10.00 am – 6.00 pm

Saturday – Sunday 6.00pm – 10.00pm

Email: helpline@fsid.org.uk

Website: www.fsid.org.uk

FRANK (advice for anyone concerned about drugs)

Helpline: 0800 776600 24 hours

Website: www.talktofrank.com

Text: 82111

Offers help information and advice to anyone concerned about drug issues.

Gamblers Anonymous

Helpline: 07930 557 887

24 hours 7 days a week

Website: www.gamblersanonymous.org.uk

Support, advice, contacts and self-help

GamCare (for people affected by gambling)

Helpline: 0845 6000 133 local rate

7 days a week 8am – 12 midnight

Website: www.gamcare.org.uk

Confidential counselling, advice and information for those affected by a gambling problem.

Gemma

BM BOX 5700

London WC1N 3XX

Email: gemmagroup@hotmail.com

national friendship network of disabled and non-disabled lesbian and bisexual women, all ages. Quarterly newsletter available in large print, on tape and in Braille. Tape connection tapping circle, phone contacts and email network for members only.

Get Connected (for vulnerable young people and children including runaways)

Helpline: 0808 808 4994

Website: www.getconnected.org.uk

Email: help@getconnected.org.uk

Help the Aged Senior Line

Age UK: 0800 196 6565

Age Cymru: 02920 431555

Immigration Advisory Services

Tel: 0844 974 4000

Website: www.iasuk.org

Jewish Association for the Mentally Ill (JAMI)

Admin: 09002084582223

Monday – Sunday 9.00am – 5.00pm

Advice, information, recommendations of other services.

Jewish Women's Aid Helpline (domestic helpline)

Tel: 0808 801 0500 free phone

9.30am – 9.30pm Monday – Thursday

Website: www.jwa.org.uk

Advice and guidance to help

Learndirect

Tel: 0800 101 901

7.00 – 11.00pm

Website: www.learndirect.co.uk

Courses and careers information

Manic Depression Fellowship Wales (Bi Polar)

Tel: 01633 244244

Monday – Friday 9.30am – 4.00pm

Fax: 01633 244111

Website: www.mdfwales.org.uk

Information for those affected by manic depression, either by direct experience as a friend or family.

Mankind Initiative

Tel: 01823 334244

Monday – Friday 10.00am – 4.00pm &

7.00pm – 9.00pm Monday – Thursday

Website: www.mankind.org.uk

Advice and support for male victims of domestic abuse. (have a pen and paper ready to take down numbers)

Maternity Action

Tel: 0845 600 8533

Website: www.maternityaction.org.uk

Maternity action works to end inequality and promote the health and wellbeing of all pregnant women, their partners and children from before conception through to the child's early years.

Miscarriage Association

Tel: 01924 200 799

Monday – Friday 9.00am – 4.00pm

Website: www.miscarriageassociation.org.uk

Support and information for those suffering the effects of pregnancy loss.

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NAPS – National Association Pre-Menstrual Syndrome

Tel: 0844 8157311

Email: contact@pms.org.uk

Website: www.pms.org.uk

A medical charity offering information, advice and support

Narcotics Anonymous UK

Tel: 0300 999 1212

Website: www.ukna.org

If you have a drug problem we can help

Parkinson's Disease Society

Tel: 0808 800 0303

Email: hello@parkinsons.org.uk

Website: www.parkinsons.org.uk

Registered nurses provide support, information and a 'listening ear' to people with Parkinson's as well as their families, carers, friends and colleagues.

National Aids Helpline

Tel: 0800 567 123 free phone 24 hours 7 days a week

Website: www.condomessentialwear.co.uk

Free and confidential advice about HIV, AIDS, sexual health, sexually transmitted infections, local services, clinic and support services

National Association for Children of Alcoholics

Tel: 0800 358 3456 free phone

Monday and Friday 10.00am – 7.00pm Tuesday/Wednesday/

Thursday 10.00am – 9.00pm Saturday 10.00am – 3.00pm

Email: helpline@Nacoa.org.uk

National Domestic Violence Helpline

Tel: 0808 2000 247

Homepage: www.nationaldomesticviolencehelpline.org.uk

Website: www.refuge.org.uk
www.womensaid.org.uk

A confidential service with facilities for the deaf and for those needing an interpreting service.

National Autistic Society

Tel: 0808 800 4104 10.00am – 4.00pm Monday – Friday

Email: autismhelpline@nas.org.uk

Website: www.autisim.org.uk

Information and advice about autism and asperser syndrome; for parents, friends and relatives or people with autism and asperser syndrome.

National Missing Persons Helpline

Helpline 24 hours: 0500 700700

Email: info@missingpeople.org.uk

Enquiries: 020 8392 4590

Fax: 020 88 78 77 52

Website: www.missingpersons.org

For people who are searching for missing persons or people who have runaway/ are registered as missing. Offer support and advice.

New Pathways (rape/sexual abuse)

Helpline: 01685 379310

Monday – Friday 9.00am – 5.00pm

Website: www.newpathways.co.uk

Email: enquiries@newpathways.co.uk

Offers support, counselling and advice. Can arrange face to face and group counselling.

NHS Direct Wales

Tel: 0845 46 47

24 hours

Website: www.nhsdirect.wales.nhs.uk

Confidential health information and advice

OCD Action

Tel: 0845 390 6232

Email: support@ocdaction.org.uk

Website: www.ocdaction.org.uk

Information, advice and support for people with Obsessive Compulsive Disorders (OCD) and related disorders

No Panic (anxiety, stress and phobias)

Helpline: 0808 808 0545

Information: 01952 590005

Website: www.nopanic.org.uk

Email: ceo@nopanic.org.uk

Parentline Plus

Helpline: 0808 800 2222 free phone 24hours

Website: www.familylives.org

Support, information and advice for parents.

Patients Association

Tel: 0845 608 4455

Website: www.patients-association.com

Email: helpline@patients-association.com

For help and information ring the helpline.

Release (advice and info for drug users and their families)

Admin: 020 7749 4044 (London)

Helpline: 0845 4500 215 (Local rate)

Monday – Friday 10:00 – 4:00

Website: www.release.org.uk

Email: ask@release.org.uk

Drug and legal advice for drug users, their friends and family. Specialists in criminal and drug law. Also offers specialized advice on heroin use.

SANDS - Stillbirth and Neonatal Death Society

Tel: 020 7436 5881

Monday, Wednesday and Friday 9:30am – 5:30pm

Tuesday and Thursday 6pm – 10pm

Website: www.uk-sands.org

Email: helpline@uk-sands.org

Gives support and opportunity to talk following the death of a new born baby. Where possible offers local contacts. Trained counsellors.

SANELINE (Mental Health)

Helpline: 0845 767 8000 (local rate) 6:00pm – 11:00pm daily

Website: www.sane.org.uk

Provides detailed information on local and national services and treatments, emotional support and crisis care.

Shelterline

Helpline: 0845 075 5005 free phone

Monday – Friday 8am – 8pm weekends 8am – 5pm

Website: www.shelter.org.uk www.sheltercymru.org.uk

Confidential advice on housing issues.

Solace

Helpline: 02920 5298 48

Office: 02920 5298 32 Monday – Friday 9am – 5pm

A friendly, supportive listening ear for carers of older people with mental health problems. Monthly carers group and 'Drop In' in Cardiff.

Speakability

Tel: 080 8808 9572 Monday – Friday 10am – 4pm

Website: www.speakability.org.uk

Email: Speakability@speakability.org.uk

Supports people living with aphasia and their carers; through its information services, national network of groups and activities programme.

Survivors UK

Tel: 0845 122 1201

Monday and Tuesday 7:00pm – 9:30pm Thursday – 12 – 2:30pm

Website: www.survivorsuk.org

Email: info@survivorsuk.org

Offers counselling for men who have experienced sexual abuse/rape.

Terrence Higgins Trust (HIV & AIDS information & advice)

Tel: 0808 802 1221

Monday – Friday 10am – 10pm

Saturday & Sunday 12 – 6pm

Website: www.tht.org.uk

Email: info.cymru@tht.org.uk

The Compassionate Friends

Tel: 08451 2323 04

7 days a week 10am – 4pm & 6:30pm – 10:30pm

Website: www.fcf.org.uk

For people affected by a death of a child.

WAY Foundation (Widowed and Young)

Tel: 0870 0113 450

Website: www.wayfoundation.org.uk

Email: info@wayfoundation.org.uk

For men and women under 50.

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Contact:

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Email: info@mhmwales.org

www.mhmwales.org