



# Gateshead Mental Health Directory

Your local and national guide to  
support and services



Gateshead Mental Health  
User Forum



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### ***Disclaimer***

All of the information about the major local mental health services included here came from the services themselves. Inclusion or omission of a service does not mean we approve or disapprove of that particular service. Mistakes happen. If you spot any or aware of any changes to the services we have cited here then please contact us. We hope to produce the directory on the internet with regular updates. Therefore if you see any mistakes or changes to services please get in touch and we can amend the entry.





# Contents-click on to view

---

<b>Service Users Perspective</b>	<b>12</b>
<b>When you are in Crisis</b>	<b>14</b>
<b>Statutory Mental Health Services</b>	<b>20</b>
<b>Community Services for Adults</b>	<b>22</b>
Approved Social Worker Service	22
Assertive Outreach Team	23
Community Mental Health Team Central	24
Community Mental Health Team South & East	25
Community Mental Health Team West	26
Dual Diagnosis Service	27
Early Intervention in Psychosis	28
Primary Care Mental Health Team	30
Psychological Therapy Services	31
Services for People with Disabilities	32
Social Work Emergency Duty Team	34
Therapeutic Interventions Service	35
<b>Statutory Services for Older People</b>	<b>36</b>
Community Mental Health Nursing Services for Older People	36
Older Person's Team (Including the 3 area mental health teams for older people)	38
<b>Statutory Services for Children and Young People</b>	<b>39</b>
Child and Family Psychiatry Unit	39
Emotional Well Being Team	40
Young People's Mental Health Service	41
Young People's Unit	43
<b>Tranwell based Services</b>	<b>44</b>
Crisis Resolution and Home Treatment Service	44

Occupational Therapy Service	45
Physiotherapy Service	46
Psychiatry Department	47
Self-Harm Team	48
Tranwell Unit – Acute Wards	49
Tranwell Unit – Eighton Ward	51
<b>Regional and Other Services</b>	<b>52</b>
Criminal Justice Liaison and Diversion	52
Eating Disorder Unit	53
Forensic Personality Disorder	53
Mentally Disordered Offenders’ Specialist Worker	54
Regional Department of Psychotherapy	56
<b>G.P’s in Gateshead</b>	<b>58</b>
<b>Voluntary Sector Mental Health Services</b>	<b>64</b>
Alzheimer’s Society	65
Aquila Way Housing	66
Citizens Advice Bureau	67
Connect Café	68
Crossroads	69
Dementia Care Partnership	70
DISC – Developing Initiatives Supporting Communities	72
Enterprise 5	73
Gateshead Carers Association	74
Gateshead Mental Health User Forum	75
Mental Health Concern	76
Mental Health Matters Helpline	77
Mind in Gateshead	78
Newcastle Steps Project	79
Northern Initiative on Women and Eating	80
Pathways (MHM)	81
Tyneside Women’s Health	82

<b>Day Opportunities-Services for people recovering from Mental Health Problems</b>	<b>84</b>
Blaydon Day Centre	85
Carlisle House Day Centre	86
Community Bridge Building Service	87
Connect Café	89
Gateshead Out of Hours Service	90
Mental Health Matters Helpline	91
Mind in Gateshead	92
Newcastle and Gateshead Art Service	93
Newcastle step project	94
Northern Lights Art and Craft Group	95
Time to Talk	96
Tom Carpenter Centre	97
Wallsend Self Help Group	98
<b>Residential and Supported Housing</b>	<b>100</b>
Aquilaway - St James Project	101
Belle vue	102
Byker Bridge Hostel Accommodation (Byker Bridge House and Coppergate House)	103
Byker Bridge Supported Housing in Gateshead: (112 Durham Road, 143 Durham Road, 165 Durham Road)	104
Coalway Lane	105
Elmwood Rehabilitation Unit	106
Enterprise 5	107
Gateshead Housing and Addictions Scheme (GHAS)	108
Keegan Court	109
Mental Health Concern Supported Housing	110
Parkside Lodge	111
Richmond Terrace	112
St. Bede's House	113
Survivors Project. (Richmond Fellowship)	114
Swalwell Rehabilitation Unit	115
Tyneside Cyrenians	116
<b>Addiction Services</b>	<b>118</b>
24/7 Alcohol & Drug Team	119

Coppergate House	120
DISC – Developing Initiatives Supporting Communities	121
Dual Diagnosis Service	122
Gateshead Housing and Addictions Scheme (GHAS)	123
Gateshead NECA	124
Phoenix House	126
Streetwise	127
<b>More Addiction Contacts</b>	<b>128</b>

<b><i>User Run and Self Help Services</i></b>	<b>136</b>
Agoraphobia Support	137
Blissful	137
FOCUS (Drug and Alcohol Service User Group)	138
Gateshead Mental Health User Forum	139
Launchpad	140
Manic Depressive Awareness North East	141
Manic Depressive Fellowship	142
OCD Support Group Tyne & Wear/Northumberland	143
Silver Linings	144
Wallsend Self Help Service	145
<b>More User Led Services</b>	<b>146</b>

<b>Advice, Advocacy, User Development and Welfare Rights</b>	<b>152</b>
Advocacy in Gateshead	153
Citizens Advice Bureau	154
Citizens Advice Bureau Mental Health Service	155
GAIN	156
Gateshead Law Centre	157
Gateshead Victim support	158
Gateshead Welfare Rights Service	159
Pathways Advice Service	160
Pathways Advocacy Service	161
Pathways User Development Service	162
Patient Advice and Liaison Service	164
Patient, Public Involvement (Tweed, Tyne and Wear)	
Mental health Forum	165



<b>More Advice, Advocacy, User Development and Welfare rights Services</b>	<b>166</b>
<b>Services for Carers</b>	<b>176</b>
Carers Counselling Service	177
Dryden Road Self Support Group	178
Gateshead Crossroads	178
Gateshead Carers Association	180
<b>More Services for Carers</b>	<b>182</b>
<b>Services for families, children and young people</b>	<b>188</b>
Byker Bridge Gateshead Floating Support	189
Contraception and Sexual Health Service	190
Elizabeth House	191
Family Link (Children North East)	192
Gateshead Borough Youth and Community Service	193
Gateshead Jewish Family Service	194
Gateshead Young Women's Outreach Project	195
Parents Enquiry North East	196
Relate Northumberland and Tyneside	197
Safer Families Gateshead	198
Streetwise Young People's Project	199
Young Carers Initiative (Crossroads)	200
Young Parents Group	201
<b>More Services for families, children and young people</b>	<b>202</b>
<b><i>Services for women</i></b>	<b>219</b>
Adult Survivors of Childhood Abuse	211
Aquila Way Naomi Project	212
Belle Vue	213
Northern Initiative on Women and Eating (NIWE)	214
REACH	215
Safer Families	216
Survivors Project (Richmond Fellowship)	217
Tyneside Rape Crisis Centre	218
Tyneside Women's Health Project	219
<b>More services for women</b>	<b>220</b>



<b>Services for Men</b>	<b>224</b>
<b><i>Services for older people</i></b>	<b>226</b>
Age Concern	227
Alzheimer's Society	228
Community Mental Health Nursing Services for Older People	229
Dementia Care Partnership	231
Ellison Day Unit	233
Hardman Care Centre	234
Older Person's Mental Health Teams	235
Saltwell Unit	236
Springwell Unit	237
<b>More services for older people</b>	<b>238</b>
<b>Black and Minority Ethnic Community Services</b>	<b>244</b>
Gateshead Asylum Support Service	245
Gateshead Move-On Service for Refugees	246
Gateshead Jewish Family Service	247
<b>More services for Black and Minority Ethnic communities</b>	<b>248</b>
<b><i>Lesbian, gay, bisexual and Transgender services</i></b>	<b>262</b>
STAG	263
MESMAC	264
<b>More lesbian, gay, bisexual and transgender services</b>	<b>266</b>
<b>Services for people experiencing Bereavement</b>	<b>274</b>
Cruse Bereavement Care Tyneside	275
<b>More Bereavement Services</b>	<b>276</b>
<b>Services for people with other disabilities</b>	<b>280</b>
Body Positive	281
Disability Gateshead	282
<b>More disability services</b>	<b>284</b>

<b>Education, training, employment and volunteering opportunities</b>	<b>296</b>
BCTV	297
Connect Café	297
Connexions Tyne and Wear	298
DISC – Developing Initiatives Supporting Communities: (Progress 2 work and Connect 2)	299
Gateshead Economic Development Service	300
Gateshead Voluntary Organisations Council (GVOC)	300
Gateshead Young Women’s Outreach Project	301
Job Seeker Direct	302
Learn Direct Advice	303
Linden Training	303
Newcastle step project	304
Shaw Trust Employment	305
University of Northumbria Access Guidance Centre	306
University of Northumbria Student Shadowing Scheme	306
Vale Mill Trust	307
The Work Station	308
<b>More volunteering opportunities</b>	<b>310</b>



***More Practical and Emotional Support*** **328**

National Mental Health Helplines and Websites	330
Health Information and Advice	346
Psychologists and Therapists	354
Alternative Therapists	358
Religious/Spiritual Organisations	362
Housing	366



***INFORMATION ON YOUR RIGHTS AS A SERVICE  
USER*** **376**

Don't Get Mad, Get Organised 376

Guide to Mental Health Workers 388

What is Advocacy? 384

What are Advance Statements? 386

**INDEX OF GATESHEAD SERVICES 392**

## A Service Users Perspective

At 24 I spent my first period in a psychiatric unit and was given my first diagnosis. I was anxious, frightened, confused, but the most overwhelming emotion I experienced was one of powerlessness.

Nine years and a further two episodes of psychosis later, I walked through the door of Gateshead Mental Health User Forum and finally the power balance began to be restored. Basically I didn't know I had any rights as a Service User until I got involved with GMHUF, and ever since then I have wanted to spread the word to others in a similar position.

The present day is potentially a good time for the User Involvement Movement, current Government Policy states that Service Users should be involved and have a say in how their local services are run. However what is vital is how and when Service Providers consult with Users and how much User's views are taken on board, in other words it is pointless to 'consult' Service Users when a decision has already been made, dictated either by funding or policy.

The Forum is fighting for the User voice to be truly listened to, in a timely and effective manner, making a real difference to the quality of Service User's lives. But we can't fight this battle alone, to be heard we need as many Service Users as possible to get involved on a local level. Experience of working with people or attending meetings doesn't matter, we can organise training which gives people skills and confidence, what we can't put a price on is personal experience, because everyone's experience is unique and valuable. If you would like to play a part in shaping the future for people like you, please contact us at The Forum office.

**Mish Loraine**  
**User Development Worker**



# When you are in crisis

## **POLICE AND EMERGENCY SERVICES**

Telephone: 0191 454 7555 for Gateshead Police Station or in an emergency 999

## **REACH (RAPE EXAMINATION, ADVICE, COUNSELLING & HELP)**

The Rhona Cross Centre, 18 Jesmond Road West, Newcastle

Telephone: 0191 212 1551

Opening hours: Monday - Friday 9 to 5

Offers a confidential service to all victims of sexual assault, including examination by female doctors and offers counselling.

## **TYNESIDE RAPE CRISIS CENTRE**

3<sup>rd</sup> floor, Bolbec Hall, Westgate Road, Newcastle upon Tyne.

Telephone: Helpline - 0191 232 9858, Admin 0191 222 0272

Opening hours: By appointment only. Helpline is open every Tuesday and Thursday 6.30 – 8.30 pm.

## **SAFER FAMILIES GATESHEAD**

The Old Town Hall, West St., Gateshead NE8 1HE

Telephone: 0191 433 5600

Individuals or families living in the Gateshead area who are affected by domestic abuse.

## **REFUGE**

2 – 8 Maltravers Street, LONDON, WC2R 3EE.

Telephone 0808 2000 247

24 Hour crisis line providing counselling and advice for women and children escaping domestic violence. Network of refuges across the UK. Outreach service for women for who English is a 2<sup>nd</sup> language.

## **NATIONAL DOMESTIC VIOLENCE HELPLINE**

Helpline: 0808 200 0247

Helpline for women experiencing physical, emotional or sexual violence in the home. Can refer callers to local refuges and emergency and temporary accommodation across England.

## **ALCOHOLICS ANONYMOUS**

PO Box 1, Stonebow House, Stonebow, York, YO1 7NJ

Tel: (National 24 hour Helpline): 0845 769 7555

Alcoholics Anonymous is a voluntary fellowship of men and women who help each other to become and stay sober by sharing experiences and giving mutual support.

## **GAMBLERS ANONYMOUS**

P O Box 88, London SW10 OEU.

Telephone: 020 7384 3040.

National service for people who are compulsive gamblers, their families and their friends.

## **MENTAL HEALTH MATTERS HELPLINE**

PO Box 391, Middlesbrough, TS1 3WX

Helplines: Gateshead-0800 085 1719, South Tyneside- 0800 085 1718

(All week 6pm - 6am)

Fax: 01642 352679

Website: [www.mentalhealthmatters.com](http://www.mentalhealthmatters.com)

Out of hours helpline for people with mental health problems, their carers, families and friends. Offer support and practical advice. Provide information on local services.

## **MIYAD - NATIONAL JEWISH CRISIS HELPLINE**

23 Ravenshurst Avenue, London, NW4 4EE

Telephone: 0800 652 9249 Freephone (Monday - Thursday - 12 noon - 12 midnight, Friday - Open until 1 hour before Sabbath Weekend - 6pm - midnight (Sat. in winter) 12 noon - 12 midnight)

## **NHS DIRECT**

Telephone: 0845 4647 (local rate)

Provides 24 hour nurse advice and information helpline. They can also tell you about out of hours medical services, emergency dental treatment and pharmacies. NHS Direct links to more information about mental health.

## **SAMARITANS**

10 The Grove, Slough, Berkshire, SL1 1QP

Tel: Helplines: 08457 90 90 90



Email: [jo@samaritans.org](mailto:jo@samaritans.org)

Website at: <http://www.samaritans.org.uk>

Charity that provides confidential emotional support to any person who is suicidal or despairing.

### **SOCIAL WORK EMERGENCY DUTY TEAM.**

Civic Centre, Regent Street, Gateshead, NE8 1HH

Telephone: 0191 477 0844 (outside of office hours)

Text: 07899 068237

Opening Hours: 5pm-9am Monday-Friday. 24hrs on weekends and during Bank Holidays. One social worker is on duty during these times. The aim of the intervention is to enable people to manage crises or difficulties until the next working day.

### **ADULT SURVIVORS OF CHILDHOOD ABUSE (ASCA)**

St Gabriel's Parish Centre, St Gabriel's Avenue, Newcastle NE6 5QN.

Telephone: 0191 238 2130

Gives support to survivors of childhood abuse.

### **CRUSE BEREAVEMENT CARE**

Cruse House, 126 Sheen Road, Richmond, SURREY TW9 1UR.

Telephone: 0845 7585 565. Helpline: 0181 332 7227.

Telephone counselling service for people who are bereaved and those who care for them.

### **CHILD DEATH HELPLINE**

C/o Great Ormond St Hospital, Great Ormond Street,  
London. WC1N 3JH. Helpline: 0800 282 986, MON, Fri 10 am-1 pm,  
Wed 1pm-4 pm, 7 days 7 pm-10 pm.

Helpline for anyone affected by the death of a child of any age, offers counselling and information. Helpline staffed by bereaved parent volunteers.

### **NATIONAL DEBTLINE**

Telephone: 0808 808 4000 (Mondays to Fridays 9am-9pm, Saturdays 9.30am-1pm).

Provides a free, confidential and independent helpline for people with debt problems in England, Wales and Scotland.

## **CARELINE**

Telephone: 020 8514 1177

Counselling for children, young people and adults.

## **GATESHEAD HOUSING COMPANY NEIGHBOURHOOD RELATIONS TEAM**

Council Tenants should initially contact their local Housing office if they are experiencing problems with neighbours. If problems get worse you can contact the Neighbourhood Relations Team on 0191 433 5566 (South and East Gateshead) or 0191 433 2690 (West of Gateshead)

## **PARENTLINE PLUS**

Helpline: 0808 800 2222.

Provides information and support to families, to shape and expand what is understood by parenting and to change and increase the support available to all those who parent and contribute to the welfare of children.

## **NARCOTICS ANONYMOUS**

202 City Road, London, EC1V 2PH

Telephone: 0845 3733366

Website: [www.ukna.org](http://www.ukna.org)

Best time to telephone: 10.00am - 10.00pm, Monday – Friday.

Narcotics Anonymous run self-help groups for people who think they have a drug problem.

## **FRANK-THE NATIONAL DRUGS HELPLINE**

Tel: 0800 77 66 00 (24 hours a day)

Free confidential drugs information and advice. The website also provides a comprehensive A-Z on drugs. Calls from landlines are free and won't show up on the phone bill.

## **CHILDLINE**

Helpline: 0800 1111 (24 hours everyday)

Free, confidential helpline for children and young people who are in danger and distress. This service is for any child with any problem and aims to listen, comfort and protect.

## **GAY AND LESBIAN SWITCHBOARD**

Telephone 020 7837 7324. Offers a 24 hour confidential advice and support service.

## **HEARTBEAT PREGNANCY CRISIS CENTRE**

Half Moon Chambers, 10 Bigg Market, Newcastle upon Tyne, NE1 1UW. Telephone: 0191 261 7111

## **NSPCC CHILD PROTECTION HELPLINE**

NSPCC Child Protection Helpline, 42 Curtain Road, London, EC2A 3NH.

Telephone: 0808 800 5000, Textphone: 0800 056 0566. (free)

Provides advice and support from advisers who are all trained child protection officers.

## **PANAH BLACK WOMEN'S REFUGE AND OUTREACH SERVICE**

Telephone 0191 284 6998

Supports women and children fleeing from domestic violence.

Assistance with legal and benefit issues. Region wide service.

## **SHELTERLINE**

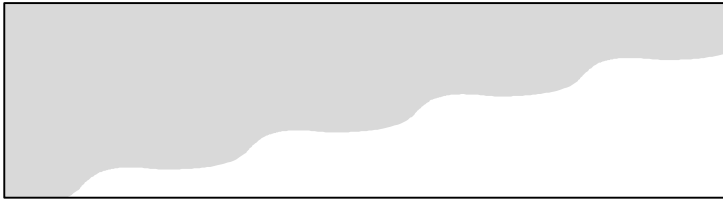
Freephone: 0808 800 4444.

Lines are open seven days a week from 8am to midnight.

National helpline for advice on all aspects of housing and homelessness.

*There are many more helplines and specific mental health support contacts in the **'NATIONAL MENTAL HEALTH HELPLINES'** section of this directory (Further practical and emotional support section)*





## ***Statutory Mental Health Services***

**These are services that are provided by the Local Authority or the NHS**

### **Statutory Community Services for Adults**

Approved Social Worker Service  
Assertive Outreach Team  
Community Mental Health Team Central  
Community Mental Health Team South & East  
Community Mental Health Team West  
Dual Diagnosis  
Early Intervention in Psychosis  
Primary Care Mental Health Team  
Psychological Therapy Services  
Services for People with Disabilities  
Social Work Emergency Duty Team  
Therapeutic Interventions Service

### **Statutory Services for Older People**

Community Mental Health Nursing Services for Older People  
Older Person's Team (Including the 3 area mental health teams for older people)

### **Statutory Services for Children and Young People**

Child and Family Psychiatry Unit  
Emotional Well Being Team  
Young People's Mental Health Service  
Young People's Unit

### **Tranwell based Services**

Crisis Resolution and Home Treatment Service  
Occupational Therapy Service

Physiotherapy Service  
Psychiatry Department  
Self-Harm Team.  
Tranwell Unit – Acute Wards  
Tranwell Unit – Eighton Ward

**Regional and Other Services**

Criminal Justice Liaison and Diversion  
Eating Disorder Unit  
Forensic Personality Disorder  
Mentally Disordered Offenders Specialist Worker  
Regional Department of Psychotherapy

## ***Statutory Community Services***

**NAME:**           **Approved Social Worker Service**

**ADDRESS:**    Shibdon House Shibdon Road Blaydon, NE21 5AE  
There are Approved Social Workers working within the three Community Mental Health Teams. The West CMHT at Blaydon (0191 443 8100) should be contacted primarily as it co-ordinates all ASW referrals.

**TELEPHONE:** 0191 443 8100

**FAX:**            0191 443 8112

**OPENING HOURS:**   Monday-Friday, Normal Office Hours.  
In conjunction with the Social Work Emergency Duty Team based at the Civic Centre, there is an Approved Social Worker on duty 24hrs per day, seven days a week. Emergency Duty Team can be contacted evenings, nights and weekends on 0191 477 0844.

**METHOD OF REFERRAL?**   Usually via a medical professional or a Duty Social Worker.

**ANY CHARGES?**        No

**AREA COVERED?**      All areas of Gateshead.

**WHO IS THE SERVICE FOR?**    People with mental health problems who are in crisis. Also professionals who feel that an assessment is appropriate under the Mental Health Act.

**WHAT CAN IT OFFER?**        Approved Social Workers are able to make applications for compulsory hospital admissions under the Mental Health Act. This is a specific role. To ensure that an effective assessment is carried out, the case will be allocated to the Approved Social Worker for a day or so. The case is then passed to the



Community Mental Health Teams for further allocation. Approved Social Workers also carry Local Authority responsibility for preparing Mental Health Review Tribunal Reports.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** The service has no specific structure in place to allow service user input, other than what might be negotiated with the individual during a time that is often disempowering in itself, (i.e. when that person is about to be detained under the Mental Health Act). The ASW team is, at present, entirely dependant on the initiatives undertaken by the Local Authority to encourage and promote service user involvement.

**NAME:** Assertive Outreach Team

**ADDRESS:** Dunston Hill Hospital, Whickham Highway, Gateshead, NE11 9QT

**TELEPHONE:** 0191 445 6480

**FAX:** 0191 445 6505

**OPENING HOURS:** 9.30 am-5.30 pm seven days a week.

**METHOD OF REFERRAL?** Via the Community Mental Health Teams only.

**ANY CHARGES?** No

**AREA COVERED?** Gateshead borough.

**WHO IS THE SERVICE FOR?** Adults aged 16-65 years, who are experiencing severe and enduring mental health problems and feel that traditional mental health services have not met their needs. This may include people who have had repeated admissions to hospital, or feel excluded from the community and would benefit from long term intensive support on their own terms.

**WHAT CAN IT OFFER?** A very enthusiastic team claims that they are prepared to adapt their service entirely to the needs of their clients (providing their workers are not put at risk). Contrary to what may be considered usual practice, the team will endeavour to provide an alternative care structure that will not exclude people who have previously been termed 'difficult to engage', or uncooperative.

The team consists of professionals with backgrounds in social work, psychiatric nursing, occupational therapy and support work. In addition they have a staff grade psychiatrist involved in the service. Each member of staff will carry a caseload of no more than ten people, ensuring intensive, adaptable support from a multi skilled team.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** The Assertive Outreach Team has already proved itself to be pro-active in involving service users in its planning stage. Before the service started it had made links with Gateshead Mental Health User Forum and hopes to develop this partnership further. As a needs-led service, the team hopes to provide a structure and evaluation that is primarily directed by negotiation with its service users.

**NAME:** Community Mental Health Team (Central)

**ADDRESS:** 134 Dryden Road Gateshead NE9 5BY

**TELEPHONE:** 0191 445 6611

**FAX:** 0191 445 6601

**OPENING HOURS:** Monday - Thursday 9 - 5, Friday 9 - 4.30

**METHOD OF REFERRAL?** By any approach (including self referral).

**ANY CHARGES?** No

**AREA COVERED?** Central area of Gateshead

**WHO IS THE SERVICE FOR?** Anybody under 65 years, with severe and enduring mental health problems, who's GP's practice falls within the Gateshead Central area.

**WHAT CAN IT OFFER?** A walk-in duty service, where a social worker will be available should you visit the team during office hours. Care co-ordination, mental health assessments, psychosocial intervention and family intervention. Referral-on to other agencies/services if appropriate, includes home support services.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Service users are very much involved in the negotiation of their own care package throughout the assessment. Also, the Central CMHT has strong links with the Patient's Council at Dryden Road.

**NAME:** Community Mental Health Team  
(South & East)

**ADDRESS:** 3 Walker Terrace Gateshead NE8 1AB

**TELEPHONE:** 0191 478 8700

**FAX:** 0191 478 8735

**OPENING HOURS:** Monday - Friday 9.00 am - 5.00 pm

**METHOD OF REFERRAL?** By any approach (including self referral)

**ANY CHARGES?** No

**AREA COVERED?** South and East area of Gateshead borough

**WHO IS THE SERVICE FOR?** Anybody under 65 years with severe and enduring mental health problems, whose GP's practice falls within the Gateshead South and East area.

**WHAT CAN IT OFFER?** A walk-in duty service, where a social worker will be available should you visit the team during office hours. Care Co-ordination, mental health assessments, psychosocial intervention, and family intervention. Referral on to other agencies/services if appropriate, including home support services.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** “Very much so, everything is negotiated”. This includes the assessment ‘tool’ used, as well as the consequent personal care package. Although there is as yet no formal structure in place for service user input this is currently under review.

**NAME:** Community Mental Health Team (West)

**ADDRESS:** Shibdon House, Shibdon Road, Blaydon, Gateshead, NE21 5AE

**TELEPHONE:** 0191 443 8100

**FAX:** 0191 443 8112

**OPENING HOURS:** Monday - Thursday 9.00am - 5.00pm  
Friday 9.00 am – 4.30 pm

**METHOD OF REFERRAL?** By any approach (including self referral)

**ANY CHARGES?** No

**AREA COVERED?** West area of Gateshead borough

**WHO IS THE SERVICE FOR?** Anybody under 65 with severe and enduring mental health problems, whose GP’s practice falls within the Gateshead West area.

**WHAT CAN IT OFFER?** A walk-in duty service, where a social worker or CPN will be available should you visit the team during office hours. Care Co-ordination, mental health assessments, psychosocial intervention and family intervention. Referral-on to other agencies/services if appropriate, includes home support services.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Throughout the assessment process and consequent personal care package. At present, there is no formal structure of user group input/representation.

**NAME:** Dual Diagnosis Team

**ADDRESS:** Central Gateshead CMHT, Dryden Road,  
Gateshead  
& West Gateshead CMHT, Shibdon House,  
Blaydon

**TELEPHONE:** Dryden Road – 0191 445 6611  
Shibdon House – 0191 443 6801

**FAX:** Dryden Road – 0191 445 6601,  
Shibdon House – 0191 443 6801

**OPENING HOURS:** Monday – Thursday 9 am – 5 pm  
Friday 9 am – 4.30 pm

**METHOD OF REFERRAL?** Same as for Community Mental Health Teams

**ANY CHARGES?** Not for assessment or case management. There may be a charge for services commissioned as part of the care package. This depends on personal financial circumstances.

**AREA COVERED?** Gateshead borough

**WHO IS THE SERVICE FOR?** Adults with complex mental health needs and the use of substances which have a negative impact on their mental health, physical health, daily living skills and integration into community life.

**WHAT CAN IT OFFER?** Dual Diagnosis Workers are specialist workers within the Community Mental Health Teams. They offer the same services as other workers in the team. People with dual diagnosis can be assessed and have their care co-ordinated by any team member.

Dual Diagnosis Workers are available for specialist advice and support to other team members, other agencies including voluntary organisations such as NECA, and work closely with Gateshead Substance Misuse Team (24/7). They care co-ordinate the most complex cases.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Service Users are involved throughout the assessment process and in the negotiation and implementation of their care package. Service Users and Carers are involved in the Dual Diagnosis Steering Group and Project Team in the planning and development of provision for people with dual diagnosis in Gateshead

<b>NAME:</b>	<b>Early Intervention in Psychosis</b>
<b>ADDRESS:</b>	Monkwearmouth Hospital Sunderland SR5 1NB
<b>TELEPHONE:</b>	0191 541 0061
<b>FAX:</b>	0191 541 0062
<b>OPENING HOURS:</b>	Monday to Friday 9 am – 5 pm

**METHOD OF REFERRAL?** Telephone referrals accepted by any health professionals

**ANY CHARGES?** No

**AREA COVERED?** Gateshead, Sunderland and South Tyneside Trust wide service.

**WHO IS THE SERVICE FOR?** For people aged 14 - 35 years old experiencing symptoms of psychosis for the first time.

**WHAT CAN IT OFFER?**

Work closely with individuals and their families/carers/friends to provide a comprehensive assessment and care package. Support individuals to access education and employment opportunities.

Support individuals in accessing leisure activities of their choice.

Address Housing issues/Benefit entitlement

Improve the clinical outcome and quality of life of young people with psychosis through implementation of evidence-based intervention, eg family work, crisis, planning, relapse prevention, psycho-social interventions.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?**

EIP is committed to involving Service Users in developing our service. Questionnaires are given to all Service Users and invite Service Users to participate in the planning and running of the service.



**NAME:** Primary Care Mental Health Team

**ADDRESS:** Blaydon Clinic, Shibdon Road  
Blaydon, Gateshead, NE21 5NW

**TELEPHONE:** 0191 443 6808

**FAX:** 0191 4436801

**OPENING HOURS:** Monday – Friday 9.00 am – 5.00 pm

**METHOD OF REFERRAL?** Referrals usually come from a member of the primary care team, such as your GP, practice nurse or health visitor. The team also incorporates the use of group work with the emphasis on management of stress / anxiety as well as depression, i.e. “Stress busters“, “Blues busters“, and Confidence Building Groups for both men and women. (Service users interested in accessing any of the above groups can make a self referral. Tel 0191 4436808)

**ANY CHARGES?** No

**AREA COVERED?** Gateshead Borough

### **WHO IS THE SERVICE FOR?**

The Primary Care Mental Health Team (PCMHT) provides assessment and therapeutic interventions to people of working age between 16-65 years and presenting with a range of common mental health problems. The types of disorders included in the phrase ‘common mental health disorders’ are depression, generalised anxiety disorder, mixed anxiety and depression, somatisation, obsessive compulsive disorder, phobias and mild eating disorder.

### **WHAT CAN IT OFFER?**

The service can offer short term psychological interventions and support for people with common mental health problems. The therapeutic interventions tend to involve the use of cognitive behavioural therapy, (CBT) also brief solution focused talking treatments that look towards specific problem solving. Sessions take place within GP surgeries, although under exceptional circumstances (for instance should someone be unable to leave their house) then

home visits can be arranged. Sessions tend not to exceed twelve. The service also provides partnership working, consultation, advice, liaison and support to other primary care workers.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?**

There is a need to develop Service Users involvement in the planning and delivery of the service we provide. We currently evaluate group work involvement from the perspective of service users with the aim of measuring effectiveness as well as informing and developing future practice. The team is currently looking at ways of incorporating clinical effectiveness measures into everyday clinical practice. We aim to make service user experiences and views an integral part of the process of evaluation and service development.

<b>NAME:</b>	<b>Psychological Therapy Services</b>
<b>ADDRESS:</b>	Lobley Hill Clinic, Lobley Hill Road Gateshead, NE11 0AL
<b>TELEPHONE:</b>	0191 4436860
<b>FAX:</b>	0191 4436862
<b>OPENING HOURS:</b>	Monday – Friday 9.00 am – 5.00 pm
<b>METHOD OF REFERRAL?</b>	Referred through GP or hospital. Referrals from professionals preferred, self-referrals are not encouraged.
<b>ANY CHARGES?</b>	No
<b>AREA COVERED?</b>	Gateshead borough

**WHO IS THE SERVICE FOR?** The Clinical Psychologists do not target particular categories of patients. They accept referrals from the more complex end of the spectrum with a wide range of conditions including complex anxiety, depression, and survivors of trauma and relationship problems.

**WHAT CAN IT OFFER?** Psychological therapies and counselling. The psychology department adult mental health staff are neither a “psychological therapies and counselling service” nor a specialist “Psychotherapy service” but a combination of both definitions.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Currently, there are no formal structures in place to encourage and promote user involvement. However, service users are involved individually in the negotiation and direction of their own therapy.

**NAME:** Services for People with Disabilities-local authority (Duty Social Worker)

**ADDRESS:** Gateshead Community Based Services  
Civic Centre  
Regent Street  
Gateshead NE8 1HH

**TELEPHONE:** 0191 433 3000

**FAX:** 0191 478 2224

**OPENING HOURS:** Duty Social Worker available by phone or to callers that attend the Civic Centre on weekdays, Monday-Thursday 8.45am-5.00pm, Friday 8.45am-4.35pm.

**METHOD OF REFERRAL?** Via any approach from mental health professionals, or by self-referral.

**ANY CHARGES?** There is no charge for assessment or other service provided by the team, but further services purchased as a consequence of the assessment may require a charge, (i.e. Day Care)

**AREA COVERED?** Gateshead borough

**WHO IS THE SERVICE FOR?** This is a provider service for people with disabilities under the age of 65 years. In relation to mental health, the service can provide Day-care and Supported Tenancy Services to people with mental health problems in Gateshead.

**WHAT CAN IT OFFER?** The team carries out Community Care Assessments, which look at what support a person needs and from which a care plan is drawn up. Services that are recommended may include day care, residential care or support in the home. Social Workers will also provide support or advice to individuals and their families and will review how effectively the Care Plan is working. In addition to standard social work duties the team undertakes fundamental responsibility on behalf of the Local Authority for informing and involving the widest range of service users with disabilities.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** The Community Liaison Team ensures comprehensive involvement throughout the spectrum of disabilities. In particular the User Involvement Officer is committed to creating and promoting structures whereby service users are able to feed their views and experiences of the services through to those involved in developing and evaluating. It is hoped that these structures will continue to develop to the point where service users themselves lead and undertake the monitoring of quality in service provision.

**NAME:** Social Work Emergency Duty Team

**ADDRESS:** Gateshead Civic Centre,  
Regent Street  
Gateshead NE8 1HH

**TELEPHONE:** 0191 477 0844 (outside of office hours)

**FAX:** 0191 433 3355

**TEXT:** 07899 068237

**OPENING HOURS:** 5 pm - 9 am Monday-Friday. 24 hours on weekends and during Bank Holidays. One social worker is on duty during these times.

**METHOD OF REFERRAL?** By telephone. An operator from Gateshead Care Call will require some details, a brief reason for calling and whether there has been any social work or health involvement previously. The information is passed on and a response by a duty Social Worker will happen as soon as one becomes available.

**ANY CHARGES?** No

**AREA COVERED?** Gateshead Borough

**WHO IS THE SERVICE FOR?** People who are in crisis and require social work intervention.

**WHAT CAN IT OFFER?** The aim of the intervention is to enable people to manage crises or difficulties until the next working day. There is always a Social Worker available that has been approved under the Mental Health Act and is subsequently able to make applications for compulsory hospital admissions. The Social Worker will respond as quickly as possible, trying to deal with issues by telephone in the first instance. If EDT becomes

involved, they will pass their information onto the relevant social work team for the next working day.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Service users are involved in the planning and delivery of the immediate service. Service user involvement in the strategic planning and delivery of services is undertaken by other services within the council.

**NAME** Therapeutic Interventions Service

**ADDRESS:** 134 Dryden Road  
Gateshead, NE9 5BY

**TELEPHONE:** 0191 445 6600

**FAX:** 0191 445 6601

**OPENING HOURS:** Monday to Friday 8.30 am – 5.00 pm

**METHOD OF REFERRAL?** Via Community Mental Health Team or Consultant Psychiatrist, Psychology Service in Gateshead.

**ANY CHARGES?** No

**AREA COVERED?** Gateshead borough

**WHO IS THE SERVICE FOR?** Those people who require therapeutic groupwork and have experienced long term mental health problems. The service is time limited.

**WHAT CAN IT OFFER?**

Depot injection clinic. Clozaril clinic. One-to-one interventions. Therapeutic group work following a short assessment and negotiating a plan of care to address individuals needs. Groups include: anxiety management, managing depression, assertiveness skills, relapse

prevention, hearing voices. We provide information on health problems for service users and carers.

## **HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?**

Through Service User feedback – questionnaires, suggestion box. Consultation with Service Users during re-provision of day services (2003 – 2005).



## ***Statutory Services for Older People***

**NAME:** Community Mental Health Nursing Services  
for Older People

**ADDRESS:** Bensham Hospital Saltwell Road  
Gateshead NE8 4YL

**TELEPHONE:** 0191 445 6691

**FAX:** 0191 445 6693

**EMAIL:** [cpn.bgh@ghnt.nhs.uk](mailto:cpn.bgh@ghnt.nhs.uk).

**OPENING HOURS:** Monday – Friday 9 am - 5 pm

**METHOD OF REFERRAL?** Via a mental health professional within Health i.e. Consultant, Mental Health Liaison Nurse, psychology. GPs refer direct to the Community Mental Health Nurse assigned to their practice. People who have previously used the service are invited to contact the department to trigger a re-referral if this is needed.

**ANY CHARGES?** No

**AREA COVERED?** Gateshead borough

**WHO IS THE SERVICE FOR?** Older people (over 65 years) with mental health difficulties and younger people with a dementia.

**WHAT CAN IT OFFER?** A wide range of specialist interventions including cognitive and talking therapies, grief and loss work. A full psychiatric assessment covering the physical, social and psychological. An educational role including: advice giving, offering a supportive role for users and carers, and drawing on nursing knowledge.

Staff help develop strategies to deal with behavioural problems. Progress is monitored including medication and their side effects. The service facilitates multi-disciplinary care co-ordination and liaison with other services or agencies and offers risk assessment and management.

A specialist team offers support for people who are prescribed one of the anti-dementia drugs, monitoring medication effects and providing education and support for clients and carers, linking with other services.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** The plan of care is negotiated and agreed with the Service User based on their goals. Audits and reviews of the service include client's questionnaires asking for their views and what they want from the service. Service Users are also involved in Trust audits and the nursing team work with voluntary and User groups.



**NAME:** **Older Peoples Services** (including the 3 Older Persons Mental Health Teams, Gateshead Council.)

**ADDRESS:** See method of referral for the area offices.

**TELEPHONE:** Felling Council Offices Tel 433 8030, Whickham Council Offices Tel 433 8800, Queen Elizabeth hospital has a duty point -Tel 4452200/4452199  
Out of hours emergency number: 0191 4770844

**OPENING HOURS:** Monday -Thursday 8.45 am-5.00 pm  
Friday-8.45 am-4.35 pm

**WEBSITE:** [www.gateshead.gov.uk](http://www.gateshead.gov.uk)

**METHOD OF REFERRAL:** There are Council offices that deal specifically with older peoples needs. You can contact us in the following ways – by letter, by telephone, or by making an appointment to see the duty worker at the local offices.

These are at Felling Council offices, Booth St, Gateshead NE10 9EW  
Tel 4338030 , Fax 4952110;

Whickham Council offices, Front St Whickham NE16 4EG Tel 4338800, Fax number 4883428 ; and for those who are in patient in hospital, the Queen Elizabeth hospital has a duty point, based in the Hancock building at the Queen Elizabeth Tel 4452200/4452199, fax 4915903

**ANY CHARGES?** Some services, including assessment, counselling or advice are provided free. Other services do attract charges. You will be advised of these charges and how they apply to your individual circumstance following assessment. Charges leaflets are available at local area offices listed above.

**AREA COVERED?** Older Peoples services cover the whole of the borough. We have specialist teams serving older people, including 3 specialist teams that work with people who have mental health needs. These teams are based in the east, central and West area of the borough, for your convenience.

**WHO IS THE SERVICE FOR?** Anyone over the age of 65 years

**WHAT CAN IT OFFER?** An assessment of your needs; information and advice; carer support; signposting to other agencies. Some examples of specific services are meals on wheels, assistive technology, aids and adaptations, day opportunities, residential care, extra care housing, and personal care services in your own home. We often provide these services in conjunction with other organisations, eg voluntary and independent organisations, housing services and health services.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Consultation events - where we ask carers and users their opinions; individual feedback in meetings we have with users and carers, and joint care planning. We also have specific feedback forms in our home carer and users pack, and in the comments/compliments leaflet that is issued to users of services. These are just a few examples.



## ***Children and Young People Statutory Services***

**NAME:** Child and Family Psychiatry Unit

**ADDRESS:** Queen Elizabeth Hospital  
Windy Nook Road  
Gateshead  
NE9 6SX

**TELEPHONE:** 0191 482 0000 / Direct Line: 0191 445 2417

**OPENING HOURS:** Monday – Thursday 9.00 am – 5.00 pm  
Friday 9.00 am – 4.30 pm

**METHOD OF REFERRAL?** The Unit is based at the Queen Elizabeth Hospital but you should contact your GP, district nurse, school nurse, social worker or school psychologist.

**ANY CHARGES?** No

**AREA COVERED?** Gateshead borough

**WHO IS THE SERVICE FOR?** Children and their families where there are worries about a child's development, behaviour or emotions.

**WHAT CAN IT OFFER?** Even though only one member of the family may be experiencing difficulty it is policy to invite all members of the family (including grandparents) to the first appointment, this then gives everyone the chance to air their views about the problem. Staff come from a range of different disciplines including Clinical Psychology, Nursing, Occupational Therapy, Psychiatry, Social Work and Teaching.  
The service also provides an assessment for autism.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** The unit is currently looking towards implementing formal structures in order to encourage involvement from parents and children who use the service.

**NAME:** Emotional Well Being Team

**ADDRESS:** Dunston Hill Hospital  
Gateshead  
NE11 9QT

**TELEPHONE:** 0191 4456449

**FAX:** 0191 4456433

**OPENING HOURS:** Monday – Friday 9.00 am – 5.00 pm

**METHOD OF REFERRAL?**

We accept referrals from children, young people, parents/carers and all other agencies-by referral form or telephone.

**ANY CHARGES:** No

**AREA COVERED:** Gateshead borough and those 4 – 19 years registered with Gateshead GP/doctor.

**WHO IS THE SERVICE FOR?** 4 - 19 years old registered with Gateshead GP/doctor, who are experiencing a recent change in their emotional wellbeing. Please contact us by telephone for referral criteria.

**WHAT CAN IT OFFER?** Time limited, short term intervention, usually on a one-to-one basis.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?**

They are involved in project development, recruitment and interviews of staff. Service users are seen where they feel most comfortable within the community. Follow up evaluation with young people.

**NAME** Young People’s Mental Health Service

**ADDRESS:** Dunston Hill Day Unit  
Dunston Hill Hospital  
Whickham Highway  
Gateshead  
NE11 9QT

**TELEPHONE:** 0191 445 6496

**FAX:** 0191 445 6505

**EMAIL:** [ypmhs@stw.nhs.uk](mailto:ypmhs@stw.nhs.uk)

**OPENING HOURS:**

**METHOD OF REFERRAL?** Referrals are accepted from professionals involved with the young person including Health, Social Services, Higher Education, Youth Offending Teams and Non-Statutory Agencies.

**ANY CHARGES?** No.

**AREA COVERED?** All young people registered with a Gateshead GP.

**WHO IS THE SERVICE FOR?** Young People aged between 16 and 19 with complex mental health needs.

**WHAT CAN IT OFFER?** Assessment of a young person's mental health needs. Psychological, physical and social interventions such as solution focused approaches, family therapy, cognitive behavioural approaches and prescribing of medications. Also access to a range of health, social, welfare, education/training and work-related services, general health promotion and support when an in-patient admission is necessary.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Service Users are asked to complete a Service User Questionnaire prior to attending the service then again on discharge.

**NAME** Young People's Unit (Sir Martin Roth)

**ADDRESS:** Newcastle General Hospital  
Westgate Road  
Newcastle upon Tyne NE4 6BE

**TELEPHONE:** 0191 219 5023

**FAX:** 0191 219 5022

**OPENING HOURS:** 9.00 – 5.00 pm Monday - Friday for enquiries and referrals.

**METHOD OF REFERRAL?** Via Child and Adolescent Community Mental Health Teams.

**ANY CHARGES?** No.

**AREA COVERED?** North East Region.

**WHO IS THE SERVICE FOR?** Young People aged 14 -18.

**WHAT CAN IT OFFER?** Mental Health Services in inpatient or day patient or outpatient service.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** There are regular forums where Young People contribute to day to day running of the service as well as planning for service development.

## ***Tranwell Based Services***

- NAME:** Crisis Resolution and Home Treatment Service
- ADDRESS:** Tranwell Unit  
Windy Nook Road  
Gateshead NE10 9RW
- TELEPHONE:** 0191 445 6222
- FAX:** 0191 445 6234
- OPENING HOURS:** Seven days a week, 24 hours
- METHOD OF REFERRAL?** Via Community Mental Health Teams, GP, Primary Care Mental health workers or Accident and Emergency
- ANY CHARGES?** No
- AREA COVERED?** Gateshead borough
- WHO IS THE SERVICE FOR?** The service is for adults of working age who are in a mental health crisis of such a degree that admission to hospital was being considered. This would mean that there were high levels of risk of suicide, violence and/or self neglect.
- WHAT CAN IT OFFER?** In line with government directives and local need the service provides rapid assessment and short term intensive home treatment to prevent hospital admission for people in a mental health crisis as described in the section above. The team consists mainly of qualified mental health nurses, other disciplines in the team include occupational therapy, social worker and psychiatrist. The team provide a range of interventions to manage risk in

negotiation with user and carer.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Service Users are involved in the negotiation of their own personal care plan. On discharge they are asked to complete a satisfaction questionnaire, the results of which are audited and used to improve the service. A representative from GMHUF and Carer's Association have been involved in the strategy group for the Crisis Team and where possible user representatives are involved in the recruitment and selection process for new staff coming into the team.

**NAME:** Occupational Therapy Service

**ADDRESS:** Tranwell Unit Windy Nook Road  
Gateshead NE10 9RW

**TELEPHONE:** 0191 445 6262

**FAX:** 0191 445 6221

**OPENING HOURS:** 9.00am - 5.00pm Monday - Friday

**METHOD OF REFERRAL?** Via ward staff on the Tranwell Unit and The Community Mental Health Teams

**ANY CHARGES?** No

**AREA COVERED?** Gateshead Borough

**WHO IS THE SERVICE FOR?** Adults with mental health problems.

**WHAT CAN IT OFFER?** Occupational Therapy aims to provide intervention that helps the individual meet their needs through the performance of meaningful occupations therefore enabling them to lead satisfying and productive lives. Through discussion with the



individual, the OT will identify strengths and areas of need. This information is then used to prioritise needs and select activities, which are purposeful and relevant to the individual. A basis for a graded treatment programme is then agreed. Once accepted for treatment, the individual may be seen either individually or in an appropriate group setting.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Through negotiation of their own treatment programme. OT group delivery on the Tranwell Unit is provided on a needs led basis.

**NAME:** Physiotherapy Service

**ADDRESS:** Exercise Therapist  
Tranwell Unit  
Windy Nook Road  
Gateshead  
NE10 9RW

**TELEPHONE:** 0191 445 6246

**OPENING HOURS:** Monday to Friday 8.30 am – 4.15 pm

**METHOD OF REFERRAL?** Via Consultant Psychiatrists, hospital wards or CPN's

**ANY CHARGES?** No

**AREA COVERED?** Gateshead

**WHO IS THE SERVICE FOR?** Any patient under the care of a Gateshead Mental Health Care Consultant.

**WHAT CAN IT OFFER?** We provide a physiotherapy service to both adult and elderly mentally ill patients residing in Gateshead. With

reference to adult services (under 65 years old) we provide: in-patient physiotherapy for the Tranwell Unit for physical problems by experienced mental health physiotherapists, in-patient gym for exercise under the supervision of qualified exercise therapists, exercise groups within all Day Units in Gateshead. Supervised use of local leisure facilities within Gateshead.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Regular audits with patients are undertaken. The service was recently mentioned in the Breakthrough magazine as a Centre for Excellence.

**NAME:** Psychiatry Department

**ADDRESS:** Tranwell Unit,  
Gateshead NE10 9RW

**TELEPHONE:** 0191 445 6222

**OPENING HOURS:** Office Hours

**METHOD OF REFERRAL?** Your GP will refer you if they think it appropriate. The consultant that you see will depend on which area you live in.

**ANY CHARGES?** No

**AREA COVERED?** Gateshead borough and people registered with Gateshead GP Practices.

**WHO IS THE SERVICE FOR?** People with mental health problems.

**WHAT CAN IT OFFER?** A Psychiatrist is a doctor who has undergone specialist training in mental health. They will make a

diagnosis of a patient's mental health problem and will make decisions on treatment. This may involve prescribing medication, recommending psychological or behavioural treatments or recommending hospital admission so that a person's needs may be assessed more accurately. A psychiatrist along with a GP and an Approved Social Worker can make compulsory admissions to hospital under The Mental Health Act 1983. They may refer patients to other services such as Psychologists, Occupational Therapists etc, you must be referred to a psychiatrist by your GP and you will be given an appointment at the Day Hospital that serves your area, your GP surgery or at the Tranwell Unit.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Service users have access to the Tranwell Unit Patients Council, which is able to collectively represent the views of patients using the unit. Patients also have some input into the negotiation of their own care package.

**NAME:** Self Harm Team

**ADDRESS:** Tranwell Unit,  
Gateshead NE10 9RW

**TELEPHONE:** 0191 445 6273

**FAX:** 0191 445 6234

**OPENING HOURS:** Monday - Friday 9.00 am-5.00 pm

**METHOD OF REFERRAL?** Via the Accident and Emergency Department at the Queen Elizabeth Hospital.

**ANY CHARGES?** No

**AREA COVERED?** Gateshead

**WHO IS THE SERVICE FOR?** Anyone who is admitted to the Queen Elizabeth Hospital following an episode of self harm.

**WHAT CAN IT OFFER?** The service provides comprehensive psychiatric and social assessments for people following episodes of self harm. It can arrange and co-ordinate appropriate follow-up care when necessary. The service also provides short-term support and psycho-therapeutic interventions to those who have recently harmed themselves and who are not already involved with the mental health services. In addition to the clinical work, the team collects and makes available data relating to self-harm activity in Gateshead, and can also provide risk assessment training to those involved in caring for people with mental health problems.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Service Users can contribute to any proposed care plans agreed with members of the self harm team

**NAME:** **Tranwell Unit - Acute Wards**  
(Fellside, Lyndhurst and Lamesley)

**ADDRESS:** Tranwell Unit  
Windy Nook Road  
Gateshead NE10 9RW

**TELEPHONE:** 0191 445 6222

**FAX:** 0191 445 6221

**OPENING HOURS:** 24 hours acute care. Visiting is 2-4pm and 6-8pm, with a degree of flexibility by prior arrangement.

**METHOD OF REFERRAL?** Via Crisis Team

**ANY CHARGES?** No

**AREA COVERED?** Gateshead Borough

**WHO IS THE SERVICE FOR?** Fellside, Lamesley and Lyndhurst are the three acute admission wards serving Gateshead for people aged 16 - 65 years with acute mental health problems, including those suffering from episodes of self-harm, dual diagnosis, and eating disorders associated with mental health problems. The ward cannot accommodate young people under 16 years or mothers with babies.

**WHAT CAN IT OFFER?** Each ward has a team of nurses, doctors, Occupational Therapists, Social Workers and Community Nurses feeding into it. Anyone admitted to a ward will receive a nursing and medical assessment, plus a comprehensive plan of care. Every patient is nominated a named nurse who will ensure support and input from the relevant service. Two of the wards are single sex wards, 1 ward is a mixed sex ward with separate facilities. Activities are organised on the wards and access to the physiotherapy department seeks to encourage healthy lifestyles.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Service users are involved in the negotiation of their own personal care plan. In addition, the Patient's Council exists to represent the views of service users and ex-patients of the Tranwell Unit. It is supported by Advocacy Workers from Pathways and holds regular and active meetings. Views regarding the service are then passed on to the Clinical Manager, Consultant Psychiatrists and staff.

**NAME:** **Tranwell Unit - Eighton Ward**  
(Psychiatric Intensive Care Ward)

**ADDRESS:** Tranwell Unit Windy Nook Road Gateshead  
NE10 9RW

**TELEPHONE:** 0191 445 6248

**FAX:** 0191 445 6221

**OPENING HOURS:** 24/7

**METHOD OF REFERRAL?** All multidisciplinary team members from Adult Mental Health Services within the Gateshead Borough.

**ANY CHARGES?** No.

**AREA COVERED?** Gateshead Borough.

**WHO IS THE SERVICE FOR?** Anyone within the Gateshead Borough with a Mental Health problem.

**WHAT CAN IT OFFER?** Eighton Ward provides 24 hour care for people who are in an acutely disturbed phase of a serious mental disorder. Care is delivered by highly skilled, committed staff in a safe environment. Care and treatment offered is patient centred, multidisciplinary, intensive, comprehensive, collaborative and responsive to critical situations. Eighton also promotes and maintains the involvement and support of family and carers within the community.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Staff work collaboratively with patients to formulate plans of care whilst on Eighton. There are regular patient-staff meetings where comments/thoughts/advice is sought. A suggestion box is available and a patient satisfaction survey is on-going

## ***Regional and Other Services***

**NAME:** Criminal Justice Mental Health Liaison Scheme

**ADDRESS:** c/o Gateshead Central Police Station  
High West Street Gateshead, NE8 1BN

**TELEPHONE:** 07721 879291

**EMAIL:** [ron.johnston@stw.nhs.uk](mailto:ron.johnston@stw.nhs.uk)

**OPENING HOURS:** Weekdays 8.30 am – 4.30 pm

**METHOD OF REFERRAL?** Open referral.

**ANY CHARGES?** No

**AREA COVERED?** Gateshead borough

**WHO IS THE SERVICE FOR?** Those involved with the Criminal Justice System who have or may have mental health problems.

**WHAT CAN IT OFFER?** The scheme is staffed by an experienced Psychiatric Nurse (RMN) who operates outside of the CMHT framework. The nurse liaises with statutory and voluntary criminal justice and mental health services. The safety of service users and the wider public is central to the scheme's operation. Following psychiatric nursing assessment services offered by the scheme can range from diversion from the criminal justice system into care and treatment to the offering of support throughout the persons experience of the criminal justice system.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Service User Involvement is limited due to the nature of the Service.

**NAME:** Eating Disorder Unit

**ADDRESS:** Ward 31A,  
Royal Victoria Infirmary.  
Newcastle upon Tyne

**TELEPHONE:** 0191 282 5753

**OPENING HOURS:** 24 hours

**METHOD OF REFERRAL?** Tertiary. Referrals from Secondary Services only.

**ANY CHARGES?** No.

**AREA COVERED?** North East Region.

**WHO IS THE SERVICE FOR?** Eating Disorders, Affective Disorder.

**WHAT CAN IT OFFER?** Regional Eating Disorder service and countrywide Affective Disorder service.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Community meeting run by PALS Service User Representative.

**NAME:** Forensic Personality Disorder Team

**ADDRESS:** St Nicholas Hospital Jubilee Road  
Gosforth Newcastle upon Tyne NE3 3XT

**TELEPHONE:** 0191 2232868

**FAX:** 0191 2232881

**EMAIL:** [shaun.branegan@nmht.nhs.uk](mailto:shaun.branegan@nmht.nhs.uk)



**WEBSITE:** [www.nmht.nhs.uk](http://www.nmht.nhs.uk)

**OPENING HOURS:** Monday – Friday 9.00 am – 5.00 pm

**METHOD OF REFERRAL?** Full referral letter from care coordinator enclosing relevant information

**ANY CHARGES?** No

**AREA COVERED?** Northern Region

**WHO IS THE SERVICE FOR?** People with a severe personality disorder who are deemed to represent a risk to others.

**WHAT CAN IT OFFER?** A comprehensive specialist assessment and individualist treatment programmes specific to the users needs

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?**

Service users are represented via a service user representative who attends the Northern Catchment Forensic Commissioning Group meeting

**NAME:** **Mentally Disordered Offenders Development Officer**

**ADDRESS:** Shibdon House, Shibdon Road, Blaydon Gateshead, NE21 5AE

**TELEPHONE:** 0191 443 8100

**FAX:** 0191 443 8112

**EMAIL:** [AnthonyCraven@Gateshead.Gov.uk](mailto:AnthonyCraven@Gateshead.Gov.uk)

**OPENING HOURS:** Monday - Friday 9.00 am – 5.00 pm

**METHOD OF REFERRAL?** Via the Criminal Justice System

**ANY CHARGES?** No

**AREA COVERED?** Gateshead

**WHO IS THE SERVICE FOR?** People who experience mental disorder and who have been, or continue to be, in contact with the criminal justice system, and who are seen to present a high risk to themselves or others.

**WHAT CAN IT OFFER?** Assessment and care co-ordination for this group of people and their carers. The development of a locality wide service and the promotion of this work with external agencies. Liaison with neighbouring specialist services and with the public and private providers of in-patient care. The service aims to facilitate the pathway from in-patient care back to the community.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Service Users are involved in all the decision making processes and their carers are also consulted. Both the user and the carers are invited to all meetings which plan for the present and future care of the person. The participation of the user is seen as a vital part of providing a service which is most appropriate to his or her needs.

**NAME:** Regional Department of Psychotherapy

**ADDRESS:** Claremont House  
Off Framlington Place  
Newcastle upon Tyne  
NE2 4AA

**TELEPHONE:** 0191 232 5131 ext 24547

**FAX:** 0191 282 4542

**OPENING HOURS:** Monday – Friday 8.30 am – 6.00 pm

**METHOD OF REFERRAL?** From GPs, Psychiatrists, CPNs, other mental health workers, Social Services, Housing departments, Voluntary Sector.

**ANY CHARGES?** NHS Treatment. Training is costed separately.

**AREA COVERED?** The North East region.

**WHO IS THE SERVICE FOR?** People with Mental Health Problems.

**WHAT CAN IT OFFER?** The Department provides assessment and psychotherapy for referred patients. Treatments may be individual, couple or group therapy. Psychotherapy works to understand the (often unconscious) emotional conflicts, which underline people's symptoms. Training, supervision and consultancy to other mental health workers is also provided.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Service users are involved in the negotiation and direction of their own therapy. Also involved in helping develop protocols, policies and procedures.



## ***GPs in Gateshead***

**GP's are listed according to where they are located.**

### **Beacon Lough**

Dr Penrice (Liz Mather)  
Beacon View, Medical Centre, Beacon Lough Road, Beacon Lough,  
Gateshead NE9 6YS  
Tel: 0191 4824000. Fax: 0191 4914107

### **Bensham and Saltwell**

Drs Cope, Bonnington, Westwood & Dammers (Jacqueline Niven)  
10 Bewick Road, Gateshead, NE8 4DP  
Tel: 0191 4772296/0191 4771536. Fax: 0191 4772304

Drs Harris & Turner (Val Hempsey)  
Bridges Medical Centre, Gateshead Health Centre, Prince Consort  
Road, Gateshead NE8 1NB  
Tel: 0191 4783550. Fax: 0191 4783501

Drs Ilyas, Panditi & Rizwi (Val Hempsey)  
Millennium Family Practice, Gateshead Health Centre, Prince Consort  
Road, Gateshead NE8 1NB  
Tel: 0191 4783678. Fax: 0191 4771211

Drs Kennan, Daniels, Allan, Nutting, Potter, Bramhall & Ward (Mary  
Jane Mitchell)  
Central Gateshead Medical Group, Gateshead Health Centre  
Prince Consort Road, Gateshead NE8 1NB  
Tel: 0191 4772243. Fax: 0191 4786728

Drs Krishnan (Lindsay Butler)  
108 Rawling Road, Bensham, Gateshead NE8 4RD  
Tel: 0191 4203255. Fax: 0191 4781288

Dr Kumar (Niru Kumar)  
Second Street, Bensham, Gateshead NE8 4UH  
Tel: 0191 4772430. Fax: 0191 4772430

Drs Mohammed, Orritt & Canavan (Ms Henny Carmichael)  
The Medical Centre, 1 Rawling Road, Gateshead NE8 4QS  
Tel: 0191 4772180. Fax: 0191 4776979

Drs Morris, Jones, Chalmers, Grainger, Young, Snell & Chishti  
(Ed Hinde)  
Oxford Terrace Medical Group, 1 Oxford Terrace,  
Gateshead NE8 1RQ  
Tel: 0191 4772169. Fax: 0191 4775633

Drs Ranu, Pannu & Roberts (Kristina Potts)  
Bensham Family Practice, Sydney Grove, Bensham, Gateshead  
NE8 2XB Tel: 0191 4776955. Fax: 0191 4771554

### **Birtley**

Dr Mandal (Sandra Carey)  
Birtley Lane Surgery, 4 Birtley Lane, Birtley, DH3 1AX  
Tel: 0191 4105211. Fax 0191 4106284

Drs Steele, Hughes, Vincent, Bray, Prentice, Carlisle, Harries,  
Galloway ,Allan, Shah & Seath (Ken McLean)  
Birtley Medical Group, Medical Group Centre, Durham Road,  
Birtley. DH3 2QT. Tel: 0191 4103421. Fax: 0191 4109672

### **Blaydon**

Drs Matheson, Robson, Johnson, Loughridge, Ingram, Robertson &  
Oldroyd (David Barnes)  
Chainbridge Medical Partnership, Chainbridge House,  
The Precinct, Blaydon NE21 5BT  
Tel: 08444772550. Fax: 0191 4615651

### **Central Gateshead**

Drs Imam & Khan (Carole Crawford)  
Metro Interchange Medical Centre, 5 Walker Terrace, Gateshead  
NE8 1HX. Tel: 0191 4772033. Fax: 0191 4782083

**Chopwell**

Dr Hassan (Roshan Hassan)  
Primary Health Care Centre, South Road, Chopwell NE17 7BU  
Tel: 01207 561736 Fax: 01207 563610

**Crawcrook**

Drs Phillips, Chapman, Doshi & Foo (Marion Hurst)  
Crawcrook Surgery, Back Chamberlain Street, Crawcrook  
Ryton NE40 4TZ  
Tel: 0844 477 0956. Fax: 0191 4138098

**Dunston**

Drs Prudhoe, Tasker, Richardson, Haines, MacLeod, Gill,  
Jewitt & Lewis (Jill Mark)  
Glenpark Medical Centre, 61 Ravensworth Road, Dunston NE11 9AD  
Tel: 0191 4604300. Fax: 0191 4610106

**Felling**

Drs Brumby, Reekie, Harrison, Rowntree, Wise, Streit &  
Metcalf (Gail White)  
Longrigg Medical Centre, Leam Lane Estate, Felling, Gateshead  
NE10 8PH. Tel: 0191 4692173 Fax: 0191 4950893

Drs Scott, Eccles, Bragg, Singh & Cane (Catherine Gillum)  
St Alban's Medical Group, Felling Health Centre, Stephenson Terrace,  
Felling. NE10 9QG. Tel: 0191 4692316 Fax: 0191 4950059

Drs Rutenberg, Megson, Bowman & Smith (Margaret McCarthy)  
Crowhall Medical Practice, Felling Health Centre, Stephenson Terrace,  
Felling NE10 9QG  
Tel: 0191 4692311. Fax: 0191 4384661

**Low Fell**

Drs Bryson, Warwick, Bose, Robinson & Kingston (Susan Harrigan)  
Fell Cottage, 123 Kells Lane, Low Fell, Gateshead NE9 5XY  
Tel: 0191 4872656. Fax: 0191 4910475

Drs Schumm, Finnerty & Loraine (Gary Simms)

Fell Tower Medical Group, 575 Durham Road, Low Fell,  
Gateshead NE9 5EY. Tel: 0191 4913322. Fax: 0191 4915637

### **Pelaw**

Drs Suchdev, Fownes & Saksena (Joan Carrick)  
Pelaw Medical Practice, 7-8 Croxdale Terrace,  
Pelaw, Gateshead NE10 0RR  
Tel: 0191 4692337. Fax: 0191 4386132

### **Rowlands Gill**

Drs Liddle, Dawson, Imlah & Shaw (Evelyn Mee)  
Medical Centre, the Grove, Rowlands Gill, NE39 1PW  
Tel: 01207 542136. Fax: 01207 543340

### **Ryton**

Dr Hilton (Diane Leachman)  
7 Elvaston Road, Ryton, NE40 3NT  
Tel: 0191 4133459. Fax: 0191 4133459

Drs Smith & McWilliams (Sally Pern)  
Ryton Surgery, Grange Road, Ryton. NE40 3LT  
Tel: 0191 4131399. Fax: 0191 4131561

### **Sunniside**

Drs Hunt, Priestley & Murrell (David Barnes)  
8 Dewhurst Terrace, Sunniside, Gateshead NE16 5ZP  
Tel: 0844 4772550. Fax: 0191 4882800

### **Teams**

Drs Sherratt, Cassidy & Hett (Richard Dixon)  
Teams Medical Practice, Watson Street, Gateshead, NE8 2PQ  
Tel: 0191 4604239. Fax: 0191 4601523

### **Whickham**

Drs Oliver, McNulty, Bloxham, Lee, Hunt, Kirk, Harris, Whitney, Porter,  
Morris & McCann (Alison Sample)  
Whickham Cottage, Medical Practice, Rectory Lane,  
Whickham NE16 4PD  
Tel: 0191 4885555. Fax: 0191 4960424



**Winlaton**

Drs Duggal (Helen Urwin)  
Hollyhurst Medical Centre, 8 Front Street, Winlaton NE21 4RD  
Tel: 0191 4990966. Fax: 0191 4142891

Drs Johnson, Purvis, Coapes & Lynch(David Barnes)  
Oldwell Medical Partnership, Oldwell Surgery, 10 Front Street  
Winlaton, NE21 4RD Tel: 0191 414 2339. Fax: 0191 414 1461

**Wrekenton**

Drs Rooney, Kaura, Bird & Moylett (Darren Pritchard)  
The Croft, Springwell Road, Wrekenton, Gateshead, NE9 7BJ  
Tel: 0191 4876129. Fax: 0191 4873136

Dr Varghese (Donna Gale)  
High Street Medical Centre, 91/91a High Street,  
Wrekenton NE9 7JR Tel: 0191 4910666.





## **Voluntary Sector Mental Health Services**

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**Aquila Way Housing**

**Alzheimer's Society**

**Citizens Advice Bureau**

**Connect Café**

**Crossroads**

**Dementia Care Initiative**

**DISC – Developing Initiatives Supporting Communities:**

**Enterprise 5**

**Gateshead Carers Association**

**Gateshead Mental Health User Forum**

**Mental Health Concern**

**Mental Health Matters Helpline**

**Mind in Gateshead**

**Newcastle Steps Project**

**Northern Initiative on Women and Eating**

**Pathways (MHM)**

**Tyneside Womens Health**

**NAME:** Alzheimer's Society – Gateshead Branch.

**ADDRESS:** 2<sup>nd</sup> Floor Computer House, High Street  
Gateshead NE8 1ET

**TELEPHONE:** 0191 477 7490 (Answer phone at other times)  
National helpline 0845 300 0336

**FAX:** 0191 478 3131

**EMAIL:** [gatesheadalz@btconnect.com](mailto:gatesheadalz@btconnect.com)

**WEBSITE:** National Website – [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

**OPENING HOURS:** Monday to Friday 9 - 5

**METHOD OF REFERRAL?** The person with dementia can refer themselves, carers can refer, and Social Workers, family doctors, Health Visitors or District Nurses can apply for the services of the Branch if they think that it might be appropriate.

**ANY CHARGES?** Unknown

**AREA COVERED?** Gateshead

**WHO IS THE SERVICE FOR?** Older people / anyone. There is no lower or upper age limit on people who can use the Branch's services.

**WHAT CAN IT OFFER?** The Branch can provide advice and information on Alzheimer's disease and other dementias. If you have dementia the Advocacy Service can provide information, offer support and can represent you in meetings with other people if you wish; it can also support carers acting on behalf of someone with dementia. The Carer Support Service can offer carers advice information and a listening ear. The Sitting Service provides relief for unpaid and informal carers, offering company to the person with dementia in the carer's absence, though not any domestic or personal care services. The person with dementia must be living in the community in their own or the carer's home for the sitting service to be provided.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** There are carers on the Management Committee. The service is directed by the service users needs/wishes.

**NAME:** Aquila Way Naomi Project

**ADDRESS:** Central Office – Kings Court, Kingsway, Team Valley trading estate, Gateshead,

**TELEPHONE:** 0191 491 5700

**FAX:** 0191 491 3334

**EMAIL:** [info@aquilaway.org](mailto:info@aquilaway.org)

**WEBSITE:** [www.aquilaway.org](http://www.aquilaway.org)

**OPENING HOURS:** Business hours are 9-5pm. Project is staffed on a 24hr basis.

**METHOD OF REFERRAL?** Usually by telephone by means of self referral or other professionals/ agencies.

**ANY CHARGES?** If on benefits the cost is a £17.00 weekly service charge to residents

**AREA COVERED?** We take referrals from both in and outside of Gateshead.

**WHO IS THE SERVICE FOR?** Young women aged 16-30years in need of accommodation.

**WHAT CAN IT OFFER?** 24 hr Supported accommodation. Naomi is a shared house with space for 8 young women. Residents would either have there own or a shared room. The lounge, kitchen and bathrooms are shared facilities.

Each resident is assigned her own support worker who can offer support in the practical areas such as accessing training, finding employment, managing money, cooking etc.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Weekly resident House Meetings, as well as service user forums and annual reviews.

**NAME** Citizens Advice Bureau General Service.

**ADDRESS** 5 Regents Terrace, Gateshead NE8 1LU

**TELEPHONE** 0191 477 1392

**FAX** 0191 477 4922

**WEBSITE:** [www.gatesheadcab.org.uk](http://www.gatesheadcab.org.uk)

**OPENING HOURS:** Monday, Tuesday, Thursday 10.00-3.00pm.  
Wednesday 10.00-1.00pm Phone only service.

**METHOD OF REFERRAL?** Drop in Service.

**ANY CHARGES?** No

**AREA COVERED?** Gateshead Borough

**WHO IS THE SERVICE FOR?** Anyone.

**WHAT CAN IT OFFER?** General advice and information on a wide range of topics including welfare benefits, debt, housing, employment, consumer advice, family issues and immigration.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** We survey our clients every year to help us plan future service delivery.

**NAME:** The Connect Café  
M H M Employment Services

**ADDRESS:** 33 High Street, Felling, Gateshead, NE10 9LT

**TELEPHONE:** (0191) 469 1899

**FAX:** (0191) 469 1899

**EMAIL:** [connectcafe@mail.com](mailto:connectcafe@mail.com)

**OPENING HOURS:** Mon – Fri 9.00am – 3.00pm

**METHOD OF REFERRAL?** Referrals via appropriate Mental Health Team. Direct contact made with Connect Café or via Employment Coach (0191 2266800)

**ANY CHARGES?** No charges

**AREA COVERED?** Gateshead and surrounding area

**WHO IS THE SERVICE FOR?** For people with enduring mental ill health

**WHAT CAN IT OFFER?**

Real employment experience within a supported community based café. Vocational qualifications (NVQ) in catering and hospitality available, as well as possible external training opportunities. It is a two year programme which can be used to enable the individual to enter the employment market.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?**

Service Users on a daily basis direct their own work and training. In addition Service Users direct their training plans and are involved in reviews.

**NAME:** Gateshead Crossroads – Caring For Carers

**ADDRESS:** 97 Bewick Road  
Gateshead  
NE8 1RR

**TELEPHONE:** 0191 478 2423

**FAX:** 0191 478 5476

**EMAIL:** [enquiries@gatesheadcrossroads.org.uk](mailto:enquiries@gatesheadcrossroads.org.uk)

**WEBSITE:** [www.gatesheadcrossroads.org.uk](http://www.gatesheadcrossroads.org.uk)

**OPENING HOURS:** 9:00 – 5:00 Mon - Fri

**METHOD OF REFERRAL?** Via Community Based Services, G.P., Nurse, hospital or Self Referral

**ANY CHARGES?** No

**AREA COVERED?** Gateshead borough

**WHO IS THE SERVICE FOR?** Carers – including children, young people and adults.

**WHAT CAN IT OFFER?** A range of services for people who care for someone with physical, mental or learning disabilities, including: carer support workers, who provide domiciliary care; outreach service enabling carers to access services, support and information; a benefits worker to access disability and carer benefits; community assistance providing help with housework, shopping, dog-walking etc; a Young Carers service for carers aged 6 – 18.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Carers are on the board of trustees, volunteers help with providing the service, questionnaires are sent out to encourage fresh ideas and there is a comments, compliments & complaints system in place. We also employ a carers



involvement worker to promote the inclusion of carers in the planning of services in mental health in Gateshead.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Carers are on the board of trustees, volunteers help with providing the service, questionnaires are sent out to encourage fresh ideas and there is a complaints system for any problems.

**NAME:** Dementia Care Partnership

**ADDRESS:** The Bradbury Centre,  
Darrell Street, Brunswick Village,  
Newcastle upon Tyne, NE13 7DS

**TELEPHONE:** 0191 217 1323

**FAX:** 0191 236 5778

**EMAIL:** [pa@dementiacare.org.uk](mailto:pa@dementiacare.org.uk)

**WEBSITE:** [www.dementiacare.org.uk](http://www.dementiacare.org.uk)

**OPENING HOURS:** 9am – 5pm *24 hour helpline is planned for 2006-07*

**METHOD OF REFERRAL:** Self referral; via social services, GPs etc

**CHARGES:** Please contact DCP for up-to-date charges for twenty four hour home support, day services and residential short breaks.

**AREA COVERED:** Newcastle and neighbouring authorities  
Residential short break is a regional facility.

**WHO IS THE SERVICE FOR?**

People with dementia of all ages and backgrounds and their carers  
Older people with a functional mental illness and their carers

## **WHAT CAN IT OFFER?**

DCP offers alternative services to residential care which are well integrated with the local community. DCP places great emphasis on the rights of people with dementia and other mental health problems to take their rightful place in society.

With this in mind, DCP provides:

1. 24 hour home support service to enable service users to live independently at home.
2. Independent supported living houses for people with dementia (pioneered by DCP) when for whatever reason, 24 hour home support is not feasible. These are set up as ordinary houses in an ordinary street with a commitment to 'home for life'.
3. Day service which offers care, support and facilities for social, leisure, and learning opportunities.

The newly set up regional residential short break will offer breaks for service users and their carers (if required) from one day up to a maximum of 2 weeks. This is incorporated at the Bradbury Centre with facilities such as a restaurant, coffee shop, fitness room, beauty/complimentary therapy and day activities.

In addition to the above, DCP also offers training and support groups for carers, information, advice and support.

## **HOW ARE THE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?**

This is done in the following ways:

DCP is very much carer-led as more than two thirds of the board of trustees are carers or former carers.

With every service development a planning and development group is set up involving service users and carers. Where service users are unable to participate in a meeting, they are consulted through focus groups. Tenants meetings are held in the independent supported living houses. Service users assist in the running of the Bradbury Centre

**NAME: DISC – Developing Initiatives Supporting Communities:  
Progress 2 Work Link-Up & Connect2**

**ADDRESS:** Suite B4 Design Works,  
William Street, Felling,  
Gateshead, NE10 0JP

**TELEPHONE:** 0191 440 4330

**FAX:** 0191 440 4345

**EMAIL:** [karen.taylor@disc-vol.org.uk](mailto:karen.taylor@disc-vol.org.uk)

**WEBSITE:** [www.disc-vol.org.uk](http://www.disc-vol.org.uk)

**OPENING HOURS:** Monday to Thursday 8.45-4.45, Friday 8.45-4.15

**METHOD OF REFERRAL?** Self, Jobcentre, Any other agency or individual working with people who have social problems.

**ANY CHARGES?** No.

**AREA COVERED?** Gateshead, South Tyneside, Durham

**WHO IS THE SERVICE FOR?** We have **Progress 2 Work Link-Up** aimed at supporting disadvantaged and socially excluded clients make positive advances into the labour market through employment, training and education. With a history of drug, alcohol and previous offending or homelessness.

We also have **Connect2** which is aimed at supporting people on Incapacity Benefit with any social issues they may have. These can include: Debt, housing, mental health, social skills, counselling, advice and guidance.

**WHAT CAN IT OFFER?** A tailor made package to support the individual, working on an outreach basis providing advice, guidance and advocacy. Working with other agencies for the benefit of the client. Liasing with Authorative agencies on behalf of the client to resolve issues that may have a detrimental effect on the client. DISC provide a unique and invaluable service to the community.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Service Users are involved in every step of the process from the start by working with the support worker to agree a course of action in developing an action plan to be reviewed weekly and altered/amended accordingly. Service Users are also encouraged to attend Service User forums to give input in enhancing the services we offer.

**NAME:** Enterprise 5 Mental Health Services

**ADDRESS:** 29 Wingrove Road,  
Fenham,  
Newcastle upon Tyne

**TELEPHONE:** 0191 292 2000

**FAX:** 0191 292 2600

**EMAIL:** [nfo@entreprise5.co.uk](mailto:nfo@entreprise5.co.uk)

**WEBSITE:** [www.entreprise5.co.uk](http://www.entreprise5.co.uk)

**OPENING HOURS:** Drop in centre open: Wed 9-5  
Thurs 9-5

**METHOD OF REFERRAL?** By CPN, SOCIAL WORKER, GP

**ANY CHARGES?** No

**AREA COVERED?** Newcastle, Gateshead, North Tyneside, South Tyneside

**WHO IS THE SERVICE FOR?** People with mental health problems

**WHAT CAN IT OFFER?** Supported housing, Outreach work

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** E5 have dedicated Service User Development worker to promote Service User involvement. They have a Service User Forum where people can have their say. In addition Service Users are also involved with the tenant panels, interviewing prospective members of staff and receive regular questionnaires.

**NAME:** Gateshead Carers Association

**ADDRESS:** 11 Regent Terrace, Gateshead

**TELEPHONE:** 0191 4900121  
(Carers Information Service freephone 0800 3289241)

**FAX:** 0191 4900128

**EMAIL:** [gcarers@btconnect.com](mailto:gcarers@btconnect.com)

**WEBSITE:** [www.gatesheadcarers.com](http://www.gatesheadcarers.com)

**OPENING HOURS:** 9.00 am – 4.30pm

**METHOD OF REFERRAL?** Self-referral

**ANY CHARGES?** No

**AREA COVERED?** Gateshead borough

**WHO IS THE SERVICE FOR?** Carers and professionals

**WHAT CAN IT OFFER?** An information service, free membership, a voice for carers and also assistance and support for carers. Gateshead Carers Association now has an Ethnic Minority Worker.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Through regular consultation with those who use the service.

**NAME** Gateshead Mental Health Users Forum

**ADDRESS** The Bureau  
46 Trinity Square  
Gateshead, NE8 1AL

**TELEPHONE** 0191 490 0568

**EMAIL** [gmhuf@gmhuf.freemove.co.uk](mailto:gmhuf@gmhuf.freemove.co.uk)

**OPENING HOURS** Monday – Friday 9 am – 4 pm

**METHOD OF REFERRAL?** By any approach, including self referral.  
Contact us if you wish to become a member.

**ANY CHARGES?** No. Membership is free to service users.

**AREA COVERED?** Gateshead

**WHO IS THE SERVICE FOR?** Adult mental health service-users, ex service-users and survivors.

**WHAT CAN IT OFFER?** The User Forum assists in co-ordinating user involvement and consultation around the planning and delivery of mental health services in Gateshead. In the belief that information is power, the Forum endeavours to provide service-users in Gateshead with information around policy making, campaigning, local National Service Framework implementation and other mental health issues. The Forum provides volunteering opportunities and links to training and education. They are committed to reducing the stigma and discrimination experienced by people with mental ill health.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** The service is unique to Gateshead in that it is entirely service-user led and service-user controlled. All decisions on policy and practice, delivery and evaluation of the service are from a service-user perspective. All members have a voice and all voices are given equal value and respect.

**NAME:** Mental Health Concern

**ADDRESS:** Keegan Court, Grass Banks,  
Felling, Gateshead. NE10 8DX

**TELEPHONE:** 0191 438 2205

**FAX:** 0191 438 2967

**OPENING HOURS:** 24 hours

**METHOD OF REFERRAL?** Via Psychiatric Consultant, or The  
Community Mental Health Teams.

**ANY CHARGES?** Usually covered by Housing Benefit.

**AREA COVERED?** Gateshead

**WHO IS THE SERVICE FOR?** Adults with long term mental  
health problems. Equally mixed male: female ratio.

**WHAT CAN IT OFFER?** Mental Health Concern provides 24 hour  
staffed care, long-term accommodation with the potential to move  
clients on to other accommodation or to an independent wing.  
The unit has 8 beds within a unit that is primarily run by the residents  
themselves.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND  
DELIVERY OF THE SERVICE?** The service users are  
encouraged to get involved in the running of the house – as it is their  
'home'.

**NAME:** Mental Health Matters Helpline

**ADDRESS:** Avalon House, St Catherine's Court  
Sunderland Enterprise Park  
Sunderland SR5 3XJ

**TELEPHONE:** 0800 085 1718 (Helpline Freephone)  
01642 352688 (Office)

**FAX:** 01642 352679

**EMAIL:** [helpline@mhm.co.uk](mailto:helpline@mhm.co.uk)

**WEBSITE:** [www.mentalhealthmatters.com](http://www.mentalhealthmatters.com)

**OPENING HOURS:** Helpline 5pm – 9 am weekdays and 24 hours  
Weekends and bank holidays.

**METHOD OF REFERRAL?** Not applicable

**ANY CHARGES?** No – Freephone

**AREA COVERED?** Gateshead

**WHO IS THE SERVICE FOR?** For people with mental ill health  
and their families and friends. People do not need to have a diagnosis  
to use this service.

**WHAT CAN IT OFFER?** Confidential, emotional support and  
information for people with mental health problems and their carers,  
families and friends.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND  
DELIVERY OF THE SERVICE?** Feedback about the  
service is given through people writing to Mental Health Matters with  
suggestions and complaints. The Service Manager meets with various  
user groups although it is difficult to involve users because the service  
is confidential. There is a Service User questionnaire attached to our  
leaflet with free post and PO Box. The questionnaires are used as part  
of the annual review



**NAME** **MIND in Gateshead**

**ADDRESS** Bute House, Lucy Street, Gateshead (Are planning to move to St Chads, Bensham)

**TELEPHONE** 0191 414 0325

**EMAIL** [admin@mindingateshead.org.uk](mailto:admin@mindingateshead.org.uk)

**WEBSITE** [www.mindingateshead.org.uk](http://www.mindingateshead.org.uk)

**OPENING HOURS** Monday to Friday 9.30 am – 4.30 pm  
Drop ins – Please ring for opening hours

**METHOD OF REFERRAL?** Via any approach, including self referral

**ANY CHARGES?** No. Small charge for tea and coffee.

**AREA COVERED?** Borough of Gateshead

**WHO IS THE SERVICE FOR?** Adults aged 18+ up to 65 years whose lives have been affected by mental health

**WHAT CAN IT OFFER?** Day services: - Mind in Gateshead offers Drop In sessions at Bute House in Blaydon, and at other venues across the borough, including a women only Drop In in partnership with Tyneside Womens Health. We also offer a one to one Befriending Service for isolated adults.  
Counselling: – please refer to Time to Talk entry.  
Information: - we can provide information on mental health issues, and signpost people to other local services.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** One third of the executive committee are service users, therefore they have input into strategic direction of Blaydon MIND. The Chief Officer has a monthly consultation in the drop-in. Counselling clients complete a confidential evaluation form at the end of their time with the counsellors. Support Workers have regular consultation with service users. Service users have the opportunity to alter the constitution and working rules at the AGM. As a local MIND organisation, Blaydon is bound by their membership agreement with National MIND to continually consult our service-users.

**NAME:** Newcastle Step Project

**ADDRESS:** Newcastle step project  
c/o Oasis Café,  
Cruddas park Shopping Centre,  
Westmorland Road,  
Newcastle Upon Tyne, NE4 7RW

**TELEPHONE:** 0191 2266800

**FAX:** 0191 2386630

**EMAIL:** [simonluddington@newcastlehm.freeseve.co.uk](mailto:simonluddington@newcastlehm.freeseve.co.uk)

**OPENING HOURS:** Mon to Fri 9 till 5

**METHOD OF REFERRAL?** Referral is through Care co-coordinator or GP, self referral if support is available to complete risk assessment such as GP, consultant and social worker.

**ANY CHARGES?** No charges

**AREA COVERED?** Newcastle and Gateshead

**WHO IS THE SERVICE FOR?** People who have enduring mental health problems wishing to return to work and retrain for employment.

**WHAT CAN IT OFFER?** Supported work/training placements advice and guidance, everyone gets their own employment coach who will support them for up to two years through placements, college, and the benefits system back into work. Funding available to help with travel costs and protective clothing during placement.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** User groups  
Training /action plans, regular reviews, NUPAC, feedback from CMHT's, Regular monitoring both internal and external through funders, Legislation such as equal opportunities and health and safety

**NAME:** NIWE Eating Distress Service

**ADDRESS:** 2<sup>nd</sup>Floor, 1 Pink Lane  
Newcastle, NE1 5DW

**TELEPHONE:** Admin 0191 221 0233,  
Listening/Information Helpline: 0191 261 7010

**EMAIL:** [niwe@talk21.com](mailto:niwe@talk21.com)

**WEBSITE:** [www.niwe.org.uk](http://www.niwe.org.uk)

**OPENING HOURS:** 10am – 2pm Monday – Thursday (Information and Listening Helpline)

**METHOD OF REFERRAL?** Self Referral

**ANY CHARGES?** No

**AREA COVERED?** North East England

**WHO IS THE SERVICE FOR?** People with Eating Distress

**WHAT CAN IT OFFER?** NIWE offers therapeutic group work for women over 18 and one-off information meetings for people with eating problems and their carers. The Helpline is for people with an eating distress of any age and their carers, both personal and professional. NIWE also offers information to workers and some training to workers and professionals.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Service users are able to join the Management Committee Team. Also, they can join the mailing list to receive Newsletters which invite comments. Service users are encouraged to evaluate the service.

**NAME:** Pathways Advice Service

**ADDRESS;** The Bureau, 46 Trinity Square  
Gateshead NE8 1AL

**TELEPHONE:** 0191 490 0579

**FAX:** 0191 490 0568

**EMAIL:** [pathways@mentalhealthmatters.fsnet.co.uk](mailto:pathways@mentalhealthmatters.fsnet.co.uk)

**OPENING HOURS:** Advice Sessions:  
Monday and Tuesday 10 am – 1pm  
Thursday 10 am – 4 pm  
Friday 10 am – 12 pm  
Users can attend by appointment at other times.

An Outreach Service is also provided at the Tranwell Unit on a Monday Morning.

**METHOD OF REFERRAL?** Via self-referral or through mental health workers.

**ANY CHARGES?** No  
**AREA COVERED?** Gateshead

**WHO IS THE SERVICE FOR?** Adults with mental health problems aged 18 – 65 years and their carers.

**WHAT CAN IT OFFER?** This service has been set up to ensure that people who are experiencing mental health problems know what help and support is available, and to direct people to get the help that they need. At Pathways you can find out about: different mental health problems e.g. depression, anxiety, phobias etc; how you can help yourself, local services, support groups and helplines, medication, tablet side-effects, your rights as a patient, benefits, employment, training and education, and help and support for carers. People can drop in when the shop is open or make an appointment for longer queries. The advice service is also a resource for people who work in

mental health services. Pathways also provide support to service users to have a say in the running of present services and the planning of future ones.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Pathways is a Mental Health Matters (MHM) project and support user involvement in the Gateshead MHM Projects. “We have systems in place for recording and acting upon comments, suggestions and complaints. We actively involve service users who are regular customers.”

**NAME:** Tyneside Women’s Health

**ADDRESS:** Swinburne House, Swinburne Street  
Gateshead, NE8 1AX

**TELEPHONE:** 0191 477 7898

**FAX:** 0191 478 2356

**EMAIL:** [tynesidewomenshealth@scotnet.co.uk](mailto:tynesidewomenshealth@scotnet.co.uk)

**OPENING HOURS:** Monday – Friday 9.00 – 5.00

**METHOD OF REFERRAL?** Self Referral

**ANY CHARGES?** No, not usually

**AREA COVERED?** Gateshead and Newcastle

**WHO IS THE SERVICE FOR?** Women with any mental health problem or any woman who feels down

**WHAT CAN IT OFFER?** This project works with women in the area to provide accessible information and support to enable them to

care for their own health and wellbeing. Therapeutic courses like Confidence Building, Coping with Depression, Anxiety Management IT training; tasters + workshops in First Aid, Crafts + other activities. Mental Health support groups.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** We have a user forum – each regular group has representatives who meet and feedback to the management Committee Users are involved in planning and evaluating services, and are represented on the Management Committee. Our User Development Workers help groups + individuals get involved.



## **Day Opportunities**

*Services for people recovering from Mental Health Problems*

**Blaydon Day Centre**

**Carlisle House Day Centre**

**Community Bridge Building Service**

**Connect Café**

**Gateshead Out of Hours Service**

**Mental Health Matters Helpline**

**Mind in Gateshead**

**Newcastle and Gateshead Art Service**

**Newcastle step project**

**Northern Lights Art and Craft Group**

**Time to Talk**

**Tom Carpenter Centre**

**Wallsend Self Help Group**

**NAME:** Blaydon Centre Domain

**ADDRESS:** Blaydon Centre, St. Cuthbert's Way,  
Blaydon-on-Tyne, NE21 5QD

**TELEPHONE:** 0191 433 6292

**FAX:** 0191 4147041

### **METHOD OF REFERRAL?**

Referrals for Day Services can be made by anyone, including people who self refer. Often, referrals are made by Health and Social Care professionals on behalf of a person with a disability. New referrals are administered via the Council's duty systems. Contact the Duty Social Worker on 433 3000.

### **ANY CHARGES?**

Attendance Charges will be determined by a Gateshead Council's Fairer Charging Policy financial assessment. Service Users may purchase a lunch at Blaydon Centre. Transport may be provided by minibus, if necessary, and a nominal fee is set by Gateshead Council

**AREA COVERED?** West of Gateshead

**WHO IS THE SERVICE FOR?** People aged 18- 64years with mental illness

**WHAT CAN IT OFFER?** Day opportunities, on an individual or group basis, to meet the needs of service users. Support from a keyworker (e.g. Support Time Recovery Worker) Time limited activities /traditional day centre activities

### **HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?**

Service user meetings & forums, stakeholder events, Service User reviews, recruitment & selection of staff, suggestion box.



**NAME:** Carlisle House Day Centre

**ADDRESS:** 2/4 Cambridge Terrace, Gateshead, NE8 1RP

**TELEPHONE:** 0191 4336500 / 6497 / 6498

**FAX:** 0191 4336508

**EMAIL:** [AlexGeddes@gateshead.gov.uk](mailto:AlexGeddes@gateshead.gov.uk)

**WEBSITE:** [GatesheadCouncil@gov.uk](http://GatesheadCouncil@gov.uk)

**OPENING HOURS:** Monday to Thursday 9 00am to 5 00pm  
Friday 9 00am to 4 00pm

**METHOD OF REFERRAL?** Referrals for Day Services can be made by anyone, including people who self refer. Often, referrals are made by Health and Social Care professionals on behalf of a person with a disability. New referrals are administered via the Council's duty systems. Contact the Duty Social Worker on 433 3000.

**ANY CHARGES?** Depending on the outcome of a financial assessment, which is undertaken prior to the person accessing day services, there may be a financial charge to the service user.

**AREA COVERED?** Gateshead.

**WHO IS THE SERVICE FOR?** The service is provided for adults of working age who have experienced mental ill health related needs. The services and support provided or accessed on behalf of service users, address a range of emotional, psychological, social, spiritual, physical and mental health care needs.

**WHAT CAN IT OFFER?** The aim is to provide focus and meaningful activity for vulnerable people through the provision of a buildings based service. Thereby preventing hospital admission and facilitating

personal recovery and social rehabilitation, within a supportive environment and providing respite to carers.

The service focuses upon the social model of disability, promoting independence, social inclusion and providing people with the opportunity to develop new skills and maximise their potential. This approach is applied to service users who access services in the day centre and those who are supported to meet their aspirations around social leisure and recreational opportunities and activities.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Service users and their carers are to be included in the planning, development, delivery and evaluation of the service. Facilitated in partnership with Pathways User Involvement and Development service and Gateshead Council's Involvement officer.

**NAME:** Community Bridge Building Service

**ADDRESS:** 2/4 Cambridge Terrace, Gateshead, NE8 1RP

**TELEPHONE:** 0191 4336500 / 6497/ 6498

**FAX:** 0191 4336508

**EMAIL:** [AlexGeddes@gateshead.gov.uk](mailto:AlexGeddes@gateshead.gov.uk)

**WEBSITE:** [GatesheadCouncil@gov.uk](mailto:GatesheadCouncil@gov.uk)

**OPENING HOURS:** Monday to Thursday 9 00am to 5 00pm  
Friday 9 00am to 4 00pm

**METHOD OF REFERRAL?** Referrals for Day Services can be made by anyone, including people who self refer. Often, referrals are made by Health and Social Care professionals on behalf of a person with a disability. New referrals are administered via the Council's duty systems. Contact the Duty Social Worker on 433 3000.

**ANY CHARGES?** Depending on the outcome of a financial assessment, which is undertaken prior to the person accessing day services, there may be a financial charge to the service user.

**AREA COVERED?** Gateshead.

**WHO IS THE SERVICE FOR?** Service provision is focused upon people aged between 18 and 64 years, who have a disability. The service is accessed following a comprehensive assessment of need, relative to Gateshead Council's Fair Access to Care criteria. The service addresses the emotional, psychological, physical, social and mental health care needs of the person.

**WHAT CAN IT OFFER?** The aim of the Community Bridge Building Service is to promote the independence and well being of service users by increasing confidence, self esteem and personal and social functioning; maximising service user's strengths and aspirations. Social inclusion is to be facilitated by identifying and supporting service users into mainstream integrated opportunities and encouraging people, as active and valued citizens, to make their own unique contribution to the neighbourhood and community in which they live and lead ordinary lives. There are three domains or areas of activity, these are: the Education, Employment and Voluntary work domain, the Social, Recreation and Leisure domain and the third is the Faith, Spirituality and Culture domain.

The service also aims to provide support to carers, in order to allow them to continue in their caring role and pursue their own interests and aspirations.

#### **HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?**

Service users and their carers are to be included in the planning, development, delivery and evaluation of the service. Facilitated in partnership with Pathways User Involvement and Development service and Gateshead Council's Involvement officer.

**NAME:** The Connect Café  
Mental Health Matters Employment Services

**ADDRESS:** 33 High Street, Felling,  
Gateshead, NE10 9LT

**TELEPHONE:** 0191 469 1899

**FAX:** 0191 469 1899

**EMAIL:** [connectcafe@mail.com](mailto:connectcafe@mail.com)

**OPENING HOURS:** Mon – Fri 9.00am – 3.00pm

**METHOD OF REFERRAL?** Referrals via appropriate Mental Health Team. Direct contact made with Connect Café or via Employment Coach (0191 2266800)

**ANY CHARGES?** No charges

**AREA COVERED?** Gateshead and surrounding area

**WHO IS THE SERVICE FOR?** For people with enduring mental ill health

**WHAT CAN IT OFFER?**

Real employment experience within a supported community based café. Vocational qualifications (NVQ) in catering and hospitality available, as well as possible external training opportunities. It is a two year programme which can be used to enable the individual to enter the employment market.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Service Users on a daily basis direct their own work and training. In addition Service Users direct their training plans and are involved in reviews.

**NAME:** Gateshead Out Of Hours Service

**ADDRESS:** The Bureau  
46 Trinity Square  
Gateshead, NE8 1AL

**TELEPHONE:** 0191 4778790

**FAX:** As above

**EMAIL:** [Pathways@mentalhealthmatters.fsnet.co.uk](mailto:Pathways@mentalhealthmatters.fsnet.co.uk)

**OPENING HOURS:** Monday Evenings 6 – 9 .00  
Tuesday Evenings 6 – 9.00  
Thursday Evenings 4 – 7.00  
Each weekend Sat/Sun 12.00 – 6.00

**METHOD OF REFERRAL?** Via Referral Form – CMH Teams, CPN's etc. Referrals can be received from elsewhere – GP, etc but must be approved by Mental Health Team Manager

**ANY CHARGES?** No entry or memberships. Nominal charge for tea/coffee, snacks etc

**AREA COVERED?** Gateshead Social Services Area.

**WHO IS THE SERVICE FOR?** Service Users of Mental Health Services

**WHAT CAN IT OFFER?** The aim is to provide a supportive social environment where members can meet and become involved in a range of activities + events. Staff provides support to individuals and will keep information to point members in the right direction to find help with issues such as benefits, mediation etc.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** We believe we should offer a user – led service. Members are involved in regular meetings to discuss the service and suggest new activities and outings. Members are encouraged to organize + run their own activities.

**NAME:** Mental Health Matters Helpline

**ADDRESS:** Avalon House  
St Catherine's Court  
Sunderland SR5 3XJ

**TELEPHONE:** 0800 085 1718 (Helpline Freephone)  
01642 352688 (Office)

**FAX:** 01642 352679

**EMAIL:** [helpline@mhm.co.uk](mailto:helpline@mhm.co.uk)

**WEBSITE:** [www.mentalhealthmatters.com](http://www.mentalhealthmatters.com)

**OPENING HOURS:** Helpline 5pm – 9 am weekdays and 24 hours  
Weekends and bank holidays.

**METHOD OF REFERRAL?** Not applicable

**ANY CHARGES?** No – Freephone

**AREA COVERED?** Gateshead

**WHO IS THE SERVICE FOR?** For people with mental ill health  
and their families and friends. People do not need to have a diagnosis  
to use this service.

**WHAT CAN IT OFFER?** Confidential, emotional support and  
information for people with mental health problems and their carers,  
families and friends.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND  
DELIVERY OF THE SERVICE?** Feedback about the service is given  
through people writing to Mental Health Matters with suggestions and  
complaints. The Service Manager meets with various user groups  
although it is difficult to involve users because the service is  
confidential. There is a Service User questionnaire attached to our  
leaflet with free post and PO Box. The questionnaires are used as part  
of the annual review.

**NAME:** **MIND in Gateshead**

**ADDRESS** Bute House, Lucy Street  
Blaydon, Gateshead (Are planning to  
move to St Chads, Bensham)

**TELEPHONE** 0191 414 0325

**EMAIL** [admin@mindingateshead.org.uk](mailto:admin@mindingateshead.org.uk)

**WEBSITE** [www.mindingateshead.org.uk](http://www.mindingateshead.org.uk)

**OPENING HOURS** Monday to Friday 9.30 am – 4.30 pm  
Drop Ins – Please ring for opening hours

**METHOD OF REFERRAL?** Via any approach, including self referral

**ANY CHARGES?** No. Small charge for tea and coffee.

**AREA COVERED?** Borough of Gateshead

**WHO IS THE SERVICE FOR?** Adults aged 18+ up to 65 years  
whose lives have been affected by mental health

**WHAT CAN IT OFFER? Dayservices.** - Mind in Gateshead offers  
Drop In sessions at Bute House in Blaydon, and at other venues  
across the borough, including a women only Drop In in partnership  
with Tyneside Womens Health. We also offer a one to one  
Befriending Service for isolated adults.  
Counselling. – Please refer to Time to Talk entry.  
Information - we can provide information on mental health issues, and  
signpost people to other local services.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND  
DELIVERY OF THE SERVICE?** One third of the executive  
committee are service users, therefore they have input into strategic  
direction of Blaydon MIND. The Chief Officer has a monthly  
consultation in the drop-in. Counselling clients complete a confidential  
evaluation form at the end of their time with the counsellors. Support

Workers have regular consultation with service users. Service users have the opportunity to alter the constitution and working rules at the AGM. As a local MIND organisation, Blaydon is bound by their membership agreement with National MIND to continually consult our service-users.

**NAME:** Newcastle and Gateshead Art Studio (NAGAS)

**ADDRESS:** c/o Tom Carpenter Centre,  
Sunco House,  
Carliol Square,  
Newcastle upon Tyne. NE1 6UF

**TELEPHONE:** 0191 260 2026

**EMAIL:** [bob@ngarts.co.uk](mailto:bob@ngarts.co.uk)

**WEBSITE:** [www.nagas.on21.co.uk](http://www.nagas.on21.co.uk)

**OPENING HOURS:** Monday-Friday 9-5 pm

**METHOD OF REFERRAL?** Open Referral

**ANY CHARGES?** There will be a small yearly subscription charge.

**AREA COVERED?** Newcastle and Gateshead.

**WHO IS THE SERVICE FOR?** Mental Health Service Users and other excluded groups.

**WHAT CAN IT OFFER?** A wide range of art based activities.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Service User representation on Board and Advisory Group.



**NAME:** Newcastle Step Project

**ADDRESS:** c/o Oasis Café,  
Cruddas park Shopping Centre,  
Westmorland Road,  
Newcastle Upon Tyne, NE4 7RW

**TELEPHONE:** 0191 2266800

**FAX:** 0191 2386630

**EMAIL:** [simonluddington@newcastlehmh.freemove.co.uk](mailto:simonluddington@newcastlehmh.freemove.co.uk)

**OPENING HOURS:** Mon to Fri 9 till 5

**METHOD OF REFERRAL?** Referral is through Care co-coordinator or GP, self referral if support is available to complete risk assessment such as GP, consultant, social worker.

**ANY CHARGES?** No charges

**AREA COVERED?** Newcastle and Gateshead

**WHO IS THE SERVICE FOR?** People who have enduring mental health problems wishing to return to work and retrain for employment.

**WHAT CAN IT OFFER?** Supported work/training placements advice and guidance, everyone gets their own employment coach who will support them for up to two years through placements, college, and the benefits system back into work. Funding available to help with travel costs and protective clothing during placement.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** User groups  
Training /action plans, regular reviews, NUPAC, feedback from CMHT,s, Regular monitoring both internal and external through funders, Legislation such as equal opportunities and health and safety

**NAME:** Northern Lights Art and Craft Group

**ADDRESS:** Blackfriars Centre,  
New Bridge Street, Byker,  
Newcastle upon Tyne.

**TELEPHONE:** 0191 445 6262 (Via Occupational Therapy  
Department)

**OPENING HOURS:** The group runs every Friday morning between  
10 am and 12 pm

**METHOD OF REFERRAL?** Referrals are usually via a Mental Health  
professional.

**ANY CHARGES?** No.

**AREA COVERED?** All areas of Gateshead.

**WHO IS THE SERVICE FOR?** Adults with Mental Health problems.

**WHAT CAN IT OFFER?** The aim of the group is to provide a relaxed  
and supportive therapeutic environment for individuals to participate in  
a range of creative activities.

Staff are available throughout the morning to provide support as  
needed and suggest ideas. Individual and group projects are  
encouraged in order to promote self-esteem, concentration and  
enhance motivation. Individuals are also encouraged and supported to  
engage in and explore further opportunities in local communities and  
education.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND  
DELIVERY OF THE SERVICE?**

**NAME:** Time to Talk – Mind In Gateshead

**ADDRESS:** Bute House, Lucy Street  
Blaydon.NE21 5PU

**TELEPHONE:** 0191 4225929

**FAX:** 0191 4145849

**EMAIL:** [counsellingco-ordinator@mindingateshead.org.uk](mailto:counsellingco-ordinator@mindingateshead.org.uk)

**WEBSITE:** [www.mindingateshead.org.uk](http://www.mindingateshead.org.uk)

**OPENING HOURS:**

**METHOD OF REFERRAL?** Via GP or other primary care professional

**ANY CHARGES?** No

**AREA COVERED?** Gateshead Borough

**WHO IS THE SERVICE FOR?** Age 16+. People who live in Gateshead + are registered with a GP in Gateshead

**WHAT CAN IT OFFER?** One to One counselling for up to six sessions after assessment

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** The Service is responsible to feedback from service users which are actively sought.

**NAME:** Tom Carpenter Centre

**ADDRESS:** Sunco House, Carloli Square,  
Newcastle upon Tyne. NE1 6UF

**TELEPHONE:** 0191 222 0467

**FAX:** 0191 222 0512

**OPENING HOURS:** 10-6 Weekdays  
10-5 Weekends

**METHOD OF REFERRAL?** Contact the Centre for Referral Information

**ANY CHARGES?** No.

**AREA COVERED?** Newcastle upon Tyne

**WHO IS THE SERVICE FOR?** Individuals experiencing enduring mental health problems.

**WHAT CAN IT OFFER?** The aim of the Centre is to provide support and a host of social activities in a warm and friendly environment.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** We have regular Service User meetings where members have a say in all areas of the Service.

**NAME:** Wallsend Self-Help Group

**ADDRESS:** PO Box 5, Wallsend, NE28 6DZ

**TELEPHONE:** 0191 262 9678

**WEBSITE:** [www.wshg.org.uk](http://www.wshg.org.uk)

**OPENING HOURS:** Weekly meetings Wednesday 7.30pm-10.00pm

**METHOD OF REFERRAL?** Via self-referral, Social Services, GP, health workers

**ANY CHARGES?** Flexible

**AREA COVERED?** North East (all areas)

**WHO IS THE SERVICE FOR?** People with emotional problems, anxiety, lack of confidence or depression and stress.

**WHAT CAN IT OFFER?** Provides information, advice and support to anyone suffering emotional distress e.g. stress at home or work, anxiety, panic attacks, phobias, depression and obsessive compulsive disorders. Courses of meetings cover all aspects of the problems with self-help strategies to deal with symptoms and put you back in control. Meetings include an exercise (Tai Chi, line dancing etc), and a relaxation session such as aromatherapy. There is a large comprehensive library of books, videos and tapes for members' use. One-to-one advice is available and there is a helpline for members.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** People who have come through their distress stay and help others in the same situation.



# Residential and Supported Housing Services

**Aquilaway - St James Project**

**Bellevue**

**Byker Bridge:**

**Byker Bridge Durham Road:**

**112 Durham Road, Gateshead**

**143 Durham Road, Gateshead.**

**165 Durham Road, Gateshead.**

**Byker Bridge Hostel Accommodation:**

**Byker Bridge House**

**Coppergate House**

**Coalway Lane**

**Elmwood Rehabilitation Unit**

**Enterprise 5**

**Gateshead Housing and Addictions Scheme (GHAS)**

**Keegan Court**

**Mental Health Concern Supported Housing**

**Parkside Lodge**

**Richmond Terrace**

**St. Bede's House**

**Survivors Project.** (Richmond Fellowship)

**Swalwell Rehabilitation Unit**

**Tyneside Cyrenians**

**NAME:** Aquilaway - St James Project

**ADDRESS:** Kings Court, Kingsway,  
Team Valley Trading Estate,  
Gateshead, NE11 0SH

**TELEPHONE:** 0191 491 5700

**FAX:** 0191 491 3334

**EMAIL:** [stjames@aquilaway.org](mailto:stjames@aquilaway.org)

**WEBSITE:** [www.aquilaway.org](http://www.aquilaway.org)

**OPENING HOURS:** 9.00.am – 4.00.pm Monday - Friday

**METHOD OF REFERRAL?** Referrals are received, usually by telephone

**ANY CHARGES?** - Places are funded by Supporting People. The rent is covered by Housing Benefit.

**AREA COVERED?** The Project is based in Gateshead but will take referrals nationwide.

**WHO IS THE SERVICE FOR?** – Single Homeless young women aged between 16-30 years old.

**WHAT CAN IT OFFER?** – The service provides a furnished flat in Gateshead sharing with one other woman. A team of project staff provide support which includes budgeting, household skills, training and employment, getting involved in the community and support to move on into independent living.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?**

Service Users are invited to Consultation meetings by Senior Management, on a regular basis, where they are encouraged to put forward their views ideas etc on how the service is and how it could be



improved. Service users have been asked to put forward questions they think should be asked at interview stage for prospective project staff. There is a suggestion box in each flat which residents are encouraged to use.

Also there is a monthly meeting between staff and service users again where service users are encouraged to give their views on how the project is running and how things could be improved.

**NAME:** Belle Vue (Mental Health Matters)

**ADDRESS:** 25 Belle Vue Bank, Low Fell, Gateshead

**TELEPHONE:** 0191 482 3638

**OPENING HOURS:** Monday-Friday, variable hours between 9.00-5.00pm.

**METHOD OF REFERRAL?** Via Social Services or Healthcare Professionals

**ANY CHARGES?** Contact staff for details

**AREA COVERED?** Tyne and Wear

**WHO IS THE SERVICE FOR?** Gender specific-Female.  
Vulnerable adults with enduring mental health problems.

**WHAT CAN IT OFFER?** To work with tenants to maintain and enhance their living and tenancy management skills with a view to accessing independent accommodation at an appropriate point.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Tenants are given the opportunity manage a tenancy. By encouraging social integration and encouraging the development of a structured lifestyle which is founded upon informed decision making and enhanced social, educational and occupational opportunities.

**NAME:** **Byker Bridge Hostel Accommodation:**  
***Byker Bridge House &***  
***Coppergate House***

**ADDRESS:** St Silas Church Building  
Clifford Street, Byker  
Newcastle-upon-Tyne, NE6 9PG

**TELEPHONE:** 0191-2658621

**WEBSITE:** [www.bykerbridge.org.uk](http://www.bykerbridge.org.uk)

**OPENING HOURS:** 9am-5 pm

**METHOD OF REFERRAL?** Via lettings department at above address

**ANY CHARGES?** Usually covered by local authority

**AREA COVERED?** Gateshead, Newcastle upon Tyne, South Tyneside

**WHO IS THE SERVICE FOR?** Byker House is for any single, vulnerable, homeless person in need of accommodation. Coppergate House provides a safe environment for all homeless people including those with a current alcohol dependency. Consumption of alcoholic beverages is allowed in the communal dining room when meals are not been served.

**WHAT CAN IT OFFER?** 24 Hour Staff Contact, full board accommodation, advice, advice and advocacy, debt management, life skills training, promote tenant rights and responsibilities, assistance with other agencies/professional visits.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Regular reviews, Monthly House meetings, Service User formulates their own support plans.

**NAME:** Byker Bridge Housing Durham Road.

**ADDRESS:** 112 Durham Road, Gateshead. NE8 4EL  
143 Durham Road, Gateshead. NE8 4AR  
165 A Durham Road, Gateshead. NE8 4AR

**TELEPHONE:** 0191 478 2805

**FAX:** 0191 224 4906

**WEBSITE:** [www.bykerbridge.org.uk](http://www.bykerbridge.org.uk)

**OPENING HOURS:** 9.30 am-5.00 pm

**METHOD OF REFERRAL?** Via Head Office Byker Bridge Lettings Team: St Silas Church Building, Clifford Street, Byker, Newcastle NE6 9PG. 0191 265 8621. Referrals can be made by any agency or worker or by self-referral.

**ANY CHARGES?** Usually met by housing benefit, Weekly rent is payable by tenant.

**AREA COVERED?** Gateshead, Newcastle, South Tyneside, North Tyneside, Northumberland.

**WHO IS THE SERVICE FOR?** Any single, vulnerable, homeless person in need of accommodation.

**WHAT CAN IT OFFER?** Residential Support Worker for 165a Durham Rd, visiting Support Workers at 112 and 143 Durham Road. Full board accommodation, advocacy, advice, debt management, life skills training, promoting tenant rights and responsibilities, assistance with professional visits and appointments and ongoing benefit advice.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Regular reviews, monthly house meetings. Also Service Users formulate their support plans

**NAME:** Coalway Lane (Mental Health Concern)

**ADDRESS:** 4, 6, 8, Coalway Lane,  
Gateshead  
NE16 3EY

**TELEPHONE:** 0191 488 6877

**FAX:** 0191 496 1926

**OPENING HOURS:** 24 Hours

**METHOD OF REFERRAL?** Via Community Mental Health Teams.

**ANY CHARGES?** Fees vary depending on the type of the referral.

**AREA COVERED?** Gateshead

**WHO IS THE SERVICE FOR?** People with enduring mental health problems.

**WHAT CAN IT OFFER?** High support tenancies. Twenty-four hour staffed care. Twelve bed spaces. The accommodation is in the form of three, four bedroom detached houses. There are also four supported tenancy clients in the local area.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Service User groups meet bi-monthly. Residents actively involved in all areas of care within the home.

**NAME:** Elmwood Rehabilitation Unit

**ADDRESS:** Queen Elizabeth Avenue, Gateshead

**TELEPHONE:** 0191 487 3226

**FAX:** 0191 487 3528

**OPENING HOURS:** 24 hour contact

**METHOD OF REFERRAL?** Referrals to Elmwood are made by medical team and care co-ordinators from within the adult mental health services in Gateshead borough

**ANY CHARGES?** None

**AREA COVERED?** All areas in the Gateshead borough

**WHO IS THE SERVICE FOR?** People who have severe and enduring mental health problems; with a history of treatment resistance and having difficulties being placed in the community. Enhanced CPA only. Some clients with prolonged in patient care, the bulk of new referrals are long stay and revolving door patients. The service can accommodate people who have severe health problems, are homeless, or have a history of episodes of self harm.

#### **WHAT CAN IT OFFER?**

Elmwood provides 24 beds with round the clock nursing support. The unit comprises three wings, of which two are single sex, one male, one female, and a mixed wing.

A highly structured yet homely atmosphere, Elmwood staff work in partnership with the individual working towards recovery, empowering them, and assisting clients to regain control, enabling them to cope and overcome their specific difficulties in their day to day living. Working with our client's family, carers, Elmwood employs programmes which maximize our clients support networks and promotes/ maintains social inclusion. A diverse range of social/ recreational activities are also provided and revolve around our clients interests, needs. Elmwood also has links with education and has a historical and strong connection with Gateshead partners in learning.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?**

Service users are very much involved in the negotiation of their individual care packages, involved in their assessments and planning of their care. Patient forums conducted on a regular basis in which their views are sought about the service and day to day functioning of the unit. Carers support group established over two years

**NAME:** Enterprise 5 Mental Health Services

**ADDRESS:** 29 Wingrove Road, Fenham, Newcastle

**TELEPHONE:** 0191 292 2000

**FAX:** 0191 292 2600

**EMAIL:** [info@entreprise5.co.uk](mailto:info@entreprise5.co.uk)

**WEBSITE:** [www.entreprise5.co.uk](http://www.entreprise5.co.uk)

**OPENING HOURS:** Drop in centre open: Wed 9-5 pm, Thurs 9-5 pm

**METHOD OF REFERRAL?** By CPN, SOCIAL WORKER, GP

**ANY CHARGES?** No

**AREA COVERED?** Newcastle, Gateshead, North Tyneside, South Tyneside

**WHO IS THE SERVICE FOR?** For people with mental health problems

**WHAT CAN IT OFFER?** Supported housing, Outreach work

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?**

E5 have dedicated Service User Development worker to promote Service User involvement. They have a Service User Forum where people can have their say. In addition Service Users are also involved with the tenant panels, interviewing prospective members of staff and receive regular questionnaires.

**NAME:** Gateshead Housing And Addictions Scheme (GHAS)

**ADDRESS:** 3<sup>rd</sup> Floor, Portman House,  
Portland Road, Shieldfield,  
Newcastle-upon-Tyne NE2 1AQ

**TELEPHONE:** 0191 2299104 / 0191 2612228

**EMAIL:** [SandraHepplewhite@Norcare.com](mailto:SandraHepplewhite@Norcare.com)

**OPENING HOURS:** 8-8 Mon-Fri  
10-12 Sat-Sun

**METHOD OF REFERRAL?** Referral form from support worker, self referral, GPs, probation, social services.

**ANY CHARGES?** Dependant on circumstances

**AREA COVERED?** Gateshead.

#### **WHO IS THE SERVICE FOR?**

Ex-offenders, drug users, a broad spectrum of vulnerable people. People with a dual diagnosis of mental health and substance dependency can be considered as long as there are existing support services for the mental health problem – CPN etc. Ring the service to find out more information.

#### **WHAT CAN IT OFFER?**

This service offers a 6-12 month programme offering advice and support on an individual basis to people whose dependency impacts upon their ability to access, maintain or sustain a tenancy. It can help access advice, education and counselling agencies, help people apply for benefits, and generally support people.

#### **HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?**

Key working on a one to one basis. House meetings. Staff Conferences. Working parties looking at policies and procedures.

**NAME:** Keegan Court (Mental Health Concern)

**ADDRESS:** Keegan Court, Grass Banks, Leam Lane,  
Gateshead. NE10 8DX

**TELEPHONE:** 0191 438 2205

**FAX:** 0191 495 0962

**OPENING HOURS:** 24 hours Nursing Care provided for 8 residents

**METHOD OF REFERRAL?** Via Psychiatric Consultant, and the  
Community Mental Health Teams.

**ANY CHARGES?** Usually covered by Benefits.

**AREA COVERED?** Primarily Gateshead

**WHO IS THE SERVICE FOR?** Adults with long-term mental health  
needs.

**WHAT CAN IT OFFER?** 24 Hour rehabilitative care with focus on  
maximizing individuals levels of independence and skills. Move on to  
Mental Health Concern supported housing can be an option.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND  
DELIVERY OF THE SERVICE?** Service Users actively  
encouraged and expected to participate in running of Home.



**NAME:** Mental Health Concern Supported Housing

**ADDRESS:** 237 Salters Road, Gosforth, Newcastle, NE3 4HL

**TELEPHONE:** 0191 285 5047

**OPENING HOURS:** 9 am – 5 pm Monday to Friday. 24 Hour on call service also available.

**METHOD OF REFERRAL?** By any means, self referral, social services, voluntary sector

**AREA COVERED?** Gateshead and Newcastle

**ANY CHARGES?** Usually covered by local authority

**WHO IS THE SERVICE FOR?** People with enduring mental ill health who are ready for independent living and need support.

**WHAT CAN IT OFFER?** The service aims to provide accommodation and support so people are able to live independently. Service Users live in houses provided by MHC and through the support workers they are helped to access the skills and services needed.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Service users have a Tenants Forum where they can express their views. They are also involved in the recruitment of staff and in the development of policies and procedures..

**NAME:** Parkside Lodge

**ADDRESS:** 17-19 Windermere Street,  
Gateshead, NE8 1TU

**TELEPHONE:** 0191 477 0719

**EMAIL:** [admin@bss.uk.com](mailto:admin@bss.uk.com)

**WEBSITE** <http://www.bss.uk.com>

**OPENING HOURS:** 24-hour Registered Care Home

**METHOD OF REFERRAL?** Via Care Co-ordinator. (Community Mental Health Team)

**AREA COVERED?** Accepts referrals from any area.

**ANY CHARGES?** £280.37 (STANDARD) per week, usually covered by housing and other benefits

**WHO IS THE SERVICE FOR?** People with enduring mental ill health

**WHAT CAN IT OFFER?** The project offers a tailor made, holistic approach to care. Services include respite, residential, rehabilitation & out-reach care support.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Service users are asked and contribute to every single part of their care through house-meetings, one-to-one meetings and suggestion forms.

**NAME:** **Richmond Terrace** (Mental Health Matters)

**ADDRESS:** 13-18 Alexandra Road, Bensham,  
Gateshead, NE8 1RN.  
Contact address 25 Bellevue Bank, Low Fell,  
Gateshead

**TELEPHONE:** 0191 482 3638

**FAX:** 0191 478 4310

**OPENING HOURS:** Variable-Between the hours of 9.00-5.00pm,  
Monday to Friday.

**METHOD OF REFERRAL?** Via Social Services or Healthcare  
professionals.

**ANY CHARGES?** Contact above address for details.

**AREA COVERED?** Tyne and Wear

**WHO IS THE SERVICE FOR?** Individuals experiencing enduring  
mental health problems

**WHAT CAN IT OFFER?** To support tenants to maintain their  
tenancy and gain the necessary skills and confidence to move on to  
more independent accommodation. To provide a high standard of  
supported accommodation to individuals who are experiencing  
enduring mental health. To maximize the potential of individual tenants  
and to minimize the need for hospital admissions.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND  
DELIVERY OF THE SERVICE?** Tenants are given the  
opportunity to manage a tenancy. Individual goals/Care plans are  
developed. Tenants are involved in the reviewing process.

**NAME:** St. Bede's House

**ADDRESS:** Millway, Sheriff Hill,  
Gateshead,

**TELEPHONE:** 0191 477 2236

**FAX:** 0191 478 5731

**EMAIL:** [st.bedes.house@threerivershousing.co.uk](mailto:st.bedes.house@threerivershousing.co.uk)

**WEBSITE** [www.threerivershousing.co.uk](http://www.threerivershousing.co.uk)

**OPENING HOURS** Staffed 24 hrs a day. All waking shifts

**METHOD OF REFERRAL?** Via homeless section Gateshead agency  
& self referrals

**ANY CHARGES?** Personal contribution to be paid and rent  
depending on Housing Benefit eligibility.

**AREA COVERED?**  
Gateshead in the first instance then any other areas

**WHO IS THE SERVICE FOR?**  
Vulnerable people who are aged 16 – 60 and are registered homeless.

**WHAT CAN IT OFFER?** Supported accommodation

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND  
DELIVERY OF THE SERVICE?** Tenant consultation

**NAME:** Survivors Project (Richmond Fellowship)

**ADDRESS:** 38a High Street East,  
Wallsend, NE27 8PQ (Contact address)

**TELEPHONE:** 0191 287 0151

**FAX:** 0191 287 0152

**EMAIL:** [Tyneside.cst@richmondfellowship.org.uk](mailto:Tyneside.cst@richmondfellowship.org.uk)

**OPENING HOURS:** 9-5

**METHOD OF REFERRAL?** Self or from anybody involved with person

**ANY CHARGES?** Yes, usually covered by housing benefit

**AREA COVERED?** Referrals are accepted from any area

**WHO IS THE SERVICE FOR?** Female with Mental Health issues

**WHAT CAN IT OFFER?** Accommodation is in 6 self contained flats. Residents are offered a six month assured short hold tenancy, which may be extended if required. Maximum support of three hours per resident, per week.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Residents are able to request sessions in order to establish support needs. The support time available is then directed by the resident in what she feels are her priorities. In addition to individual input, The Richmond Fellowship has a service user forum allowing formal, structured input into its services.

**NAME:** **Swalwell Rehabilitation Unit**

**ADDRESS:** 2 Coalway Lane North  
Swalwell  
Gateshead NE16 3EY

**TELEPHONE:** 0191 488 6862

**FAX:** 0191 488 6918

**OPENING HOURS:** 24 hours

**METHOD OF REFERRAL?** Via Community Mental Health Team's, Mental Health Teams and other Mental Health professionals

**ANY CHARGES?**

**AREA COVERED?** Gateshead Locality

**WHO IS THE SERVICE FOR?** Clients who experience severe and enduring mental health problems

**WHAT CAN IT OFFER?**

This 8 bedded hostel provides fast stream rehabilitation for clients who have the potential to live independently or with minimal additional support. The service offers a problem solving approach to assist clients in achieving their agreed personal goals. The hostel also offers a respite facility.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?**

Service Users are fully involved in the negotiation of their individual care plans

**NAME:** Tyneside Cyrenians, Gifford House

**ADDRESS:** 11 Denmark Street,  
Gateshead, NE8 1NQ

**TELEPHONE:** 01914783931

**FAX:** 0191 4787268

**EMAIL:** [gifford.house@tynesidecyrenians.co.uk](mailto:gifford.house@tynesidecyrenians.co.uk)

**OPENING HOURS:** 24hours

**METHOD OF REFERRAL?**

Referral form to allocations officer on: 0191 2261647

**ANY CHARGES?** Yes

**AREA COVERED?** North East

**WHO IS THE SERVICE FOR?** Homeless people over 18 years old  
with support needs

**WHAT CAN IT OFFER?** Supported accommodation

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND  
DELIVERY OF THE SERVICE?**

Service user meetings, suggestions, questionnaires.







## **Addiction Services**

**These are organisations that offer services to people who have problems with substances like alcohol and drugs or behaviours such as gambling. Self help groups can be found in the More Addiction Help chapter.**

**24/7 Alcohol & Drugs Team**

**Coppergate House**

**DISC – Developing Initiatives Supporting Communities:**

**Dual Diagnosis Service**

**Gateshead NECA**

**Gateshead Housing and Addictions Scheme (GHAS)**

**Phoenix House**

**Streetwise**

**NAME:** 24/7 Alcohol and Drugs Team.

**ADDRESS:** Grassbanks Sector Base,  
Leam Lane, Gateshead NE10 8DX

**TELEPHONE:** 0191 443 6880

**FAX:** 0191 443 6881

**OPENING HOURS:** 9.00am – 5.00pm Monday to Friday

**METHOD OF REFERRAL?** Via any approach, including self-referral. The only requirement is that the person who is being referred is aware of the referral.

**ANY CHARGES?** No

**AREA COVERED?** Gateshead

**WHO IS THE SERVICE FOR?** Adults and young people (13 years and up), experiencing problems around drug, alcohol or solvent use. There is no upper age limit.

**WHAT CAN IT OFFER?** The service offers a comprehensive drug and alcohol assessment, which can then lead to care management, access to drug and alcohol residential rehabs, access to day centres, supervised detox and counselling including one-to-one work. Advice and information around harm minimisation/reduction, including Hepatitis B immunisation. The service also undertakes Drug Treatment and Testing Orders issued by the Criminal Justice System.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?**

All service users are involved in the negotiation of their own individual care package; however there are no formal structures in place for service user involvement at the present time but this is being addressed.

**NAME:** Byker Bridge Hostel Accommodation:  
Coppergate House (Hebburn)

**ADDRESS:** c/o St Silas Church Building,  
Clifford Street, Byker,  
Newcastle, NE6 9PG

**TELEPHONE:** 0191-2658621

**WEBSITE:** [www.bykerbridge.org.uk](http://www.bykerbridge.org.uk)

**OPENING HOURS:** 9 am-5 pm

**METHOD OF REFERRAL?** Via lettings department at above address

**ANY CHARGES?** Usually covered by local authority

**AREA COVERED?** Gateshead, Newcastle upon Tyne, South  
Tyneside

**WHO IS THE SERVICE FOR?**

Coppergate provides a safe environment for all homeless people including those with a current alcohol dependency. Consumption of alcoholic beverages is allowed in the communal dining room when meals are not been served.

**WHAT CAN IT OFFER?**

24 Hour Staff Contact, full board accommodation, advice, advice and advocacy, debt management, life skills training, promote tenant rights and responsibilities, assistance with other agencies/professional visits.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Regular reviews, Monthly House meetings, Service User formulates their own support plan.

**NAME: DISC – Developing Initiatives Supporting Communities:  
Progress 2 Work Link-Up**

**ADDRESS:** Suite B4 Design Works,  
William Street, Felling, Gateshead, NE10 0JP  
**TELEPHONE:** 0191 440 4330  
**FAX:** 0191 440 4345  
**EMAIL:** [karen.taylor@disc-vol.org.uk](mailto:karen.taylor@disc-vol.org.uk)

**WEBSITE:** [www.disc-vol.org.uk](http://www.disc-vol.org.uk)

**OPENING HOURS:** Monday to Thursday 8.45-4.45, Friday 8.45-4.15  
**METHOD OF REFERRAL?** Self, Jobcentre, Any other agency or individual working with people who have social problems.

**ANY CHARGES?** No.

**AREA COVERED?** Gateshead, South Tyneside, Durham

**WHO IS THE SERVICE FOR?** **Progress 2 Work Link-Up** is aimed at supporting disadvantaged and socially excluded clients to make positive advances into the labour market through employment, training and education. They work with people with a history of drug or alcohol use, previous offending and homelessness.

**WHAT CAN IT OFFER?** A tailor made package to support the individual, working on an outreach basis providing advice, guidance and advocacy. Working with other agencies for the benefit of the client. Liaising with Authoritive agencies on behalf of the client to resolve issues that may have a detrimental effect on the client. DISC provides a unique and invaluable service to the community.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Service Users are involved in every step of the process from the start by working with the support worker to agree a course of action in developing an action plan to be reviewed weekly and altered/amended accordingly. Service Users are also encouraged to attend Service User forums to give input in enhancing the services we offer.

**NAME:** Dual Diagnosis Service

**ADDRESS:** Central Gateshead CMHT, Dryden Road,  
Gateshead and West Gateshead CMHT,  
Shibdon House, Blaydon

**TELEPHONE:** Dryden Road – 0191 445 6611,  
Shibdon House – 0191 443 6801

**FAX:** Dryden Road – 0191 445 6601,  
Shibdon House – 0191 443 6801

**OPENING HOURS:** Monday – Thursday 9 am – 5.00 pm  
Friday 9am – 4.30 pm

**METHOD OF REFERRAL?** Same as for Community Mental Health Teams

**ANY CHARGES?** Not for assessment or case management. There may be a charge for services commissioned as part of the care package. This depends on personal financial circumstances.

**AREA COVERED?** Gateshead

**WHO IS THE SERVICE FOR?** Adults with complex mental health needs and the use of substances which have a negative impact on their mental health, physical health, daily living skills and integration into community life.

**WHAT CAN IT OFFER?** Dual Diagnosis Workers are specialist workers within the Community Mental Health Teams. They offer the same services as other workers in the team. People with dual diagnosis can be assessed and have their care co-ordinated by any team member.

Dual Diagnosis Workers are available for specialist advice and support to other team members, other agencies including voluntary organisations such as NECA, and work closely with Gateshead

Substance Misuse Team (24/7). They care-coordinate the most complex cases.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Service Users are involved throughout the assessment process and in the negotiation and implementation of their care package. Service Users and Carers are involved in the Dual Diagnosis Steering Group and Project Team in the planning and development of provision for people with dual diagnosis in Gateshead.

**NAME:** Gateshead Housing and Addictions Scheme (GHAS)

**ADDRESS:** 3<sup>rd</sup> Floor, Portman House,  
Portland Road, Shieldfield,  
Newcastle-upon-Tyne NE2 1AQ

**TELEPHONE:** 0191 2299104 / 0191 2612228

**EMAIL:** [SandraHepplewhite@Norcare.com](mailto:SandraHepplewhite@Norcare.com)

**OPENING HOURS:** 8-8 Mon-Fri  
10-12 Sat-Sun

**METHOD OF REFERRAL?** Referral form from support worker, self referral, GPs, probation, social services.

**ANY CHARGES?** Dependant on circumstances  
**AREA COVERED?** Gateshead.

**WHO IS THE SERVICE FOR?** Ex-offenders, drug users, a broad spectrum of vulnerable people. People with a dual diagnosis of

mental health and substance dependency can be considered as long as there are existing support services for the mental health problem – CPN etc. Ring the service to find out more information.

### **WHAT CAN IT OFFER?**

This service offers a 6-12 month programme offering advice and support on an individual basis to people whose dependency impacts upon their ability to access, maintain or sustain a tenancy. It can help access advice, education and counselling agencies, help people apply for benefits, and generally support people while they adjust to having a place of their own.

### **HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?**

By working on a one to one basis. House meetings. Staff Conferences. Working parties looking at policies and procedures.

**NAME:** Gateshead NECA.

**ADDRESS:** 203 High Street,  
Gateshead, NE8 1AS

**TELEPHONE:** 0191 490 1045

**FAX:** 0191 490 1673

**OPENING HOURS:** 9.00am – 5.00pm Monday to Thursday  
9.00am – 4.30pm Friday  
Appointments can be made outside these times

**METHOD OF REFERRAL?** Via any approach. There is a walk-in, self referral service

**ANY CHARGES?** No

**AREA COVERED?** Gateshead Borough though may see people from Newcastle – check first.

**WHO IS THE SERVICE FOR?** Anyone experiencing problems with drug, alcohol or other substance use, their family members and friends. Services are also available to people who have problems around gambling related issues.

**WHAT CAN IT OFFER?** A comprehensive assessment of needs in relation to a person's drug or alcohol use, or gambling related problems. This is also offered to carers and non users who offer support and help to users. The service can provide specialist advice around these issues including harm minimisation/reduction. Services include:

1. Intensive, sustained, activity based group work to develop practical and social skills and increase self-confidence,
2. Specialised one-to-one work with children and young people,
3. A Specific Women's Service,
4. A Young Peoples Outreach Service offering tailored access for professionals, young people, carers, parents etc,
5. Counselling, information and guidance.
6. NECA incorporates explicit drug prevention messages from the outset of the programme.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?**

Through service-user evaluation. There is also service-user representation on the Management Executive.



**NAME:** Phoenix House

**ADDRESS:** Westoe Drive, Westoe Village  
South Shields, NE33 3EW

**TELEPHONE:** 0191 454 5544

**FAX:** 0191 427 7767

**EMAIL:** [Tyneside@phoenixhouse.org.uk](mailto:Tyneside@phoenixhouse.org.uk)

**OPENING HOURS:** Office – 9.00am – 5.00pm  
Project – 24hours a day, 7 days a week

**METHOD OF REFERRAL?** Self referral/GP/Nurse/Hospital/Social Services

**ANY CHARGES?** Standard Rehabilitation: £449.00 per week  
Detox: £392.20 per week  
(Charges are usually met by Statutory Agencies)

**AREA COVERED?** Whole of United Kingdom.

**WHO IS THE SERVICE FOR?** ‘Substance misusers’ – Drug and Alcohol, including those who have come through The Criminal Justice System

**WHAT CAN IT OFFER?** Support to make substantial changes in behaviour and to provide opportunities for people to develop a wide range of skills and enable them to achieve and maintain a healthy, drug-free lifestyle. Users are supported in their eventual return to independent living in the community by offering care, assessment, referral and advice.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?**  
They are heavily involved – Phoenix House is a therapeutic community effectively run by house meetings.

**NAME:** Streetwise Young People's Project

**ADDRESS:** 35 – 37 the Groat Market, Newcastle, NE1 1UQ

**TEL:** 230 5533 (office) 230 5400 (young peoples line)

**FAX:** 0191 221 1722

**EMAIL:** [admin@streetwisenorth.co.uk](mailto:admin@streetwisenorth.co.uk)

**WEBSITE:** [www.streetwisenorth.co.uk](http://www.streetwisenorth.co.uk)

**OPENING:** Drop-In Mon, Tues & Fri 2-5, Thurs 2-7  
Sexual Health Clinic: Mon & Fri 2-4.30, Thurs 4-6.30 & Sat 10 – 3.30 (under 18's)  
Counselling by appointment only

All operates on a drop-in basis. For counselling young people can refer themselves or a referral can be made on their behalf either by phoning or dropping in and speaking to a youth worker.

### **WHO IS THE SERVICE FOR?**

We normally work with 13-25 year olds but for counselling we will see 11 and 12 year olds usually with parental/carer consent. Anyone can use our service regardless of where they live

### **WHAT CAN IT OFFER?**

We work with young people around the issues which affect them most. Counselling is generic and we have both male and female counsellors. Our drop in is staffed by youth workers who can give advice around sexual health, mental health, drugs and alcohol and housing. Sexual health clinic does pregnancy testing, the pill, the injection, termination referrals and emergency contraception. All services are free and confidential.

### **HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?**

We are currently looking at ways to involve user

## *More Help in finding Addiction Services*

### **LOCAL SERVICES**

#### **AL ANON (FOR RELATIVES OF ALCOHOLICS)**

Head Office: 61 Great Dover Street, LONDON SE1 .

Telephone: 0171 403 0888.

Local Office: Tyneside: 0191 521 4400.

#### **ALCOHOLICS ANONYMOUS**

Phone: 0191 521 4400

Open to all newcomers. Groups meet every day across Tyne and Wear. Meetings in Gateshead every Monday 7.30 -9pm at Queen Elisabeth Hospital and at Birtley Medical Centre opposite Komatzu every Friday 11.15 am.

#### **DRUG INJECTION ADVICE LINE (DIAL)**

14 Regent Terrace, Gateshead, NE8 1LU.

Telephone: 0191 490 1709 Monday- Friday - 10am - 4.30pm

Helpline for carers and relatives of injecting drug users. Information on local services and needle exchanges. Advice and information on sexual health issues, including HIV. Pre and post HIV test counselling. Hepatitis B immunisation advice, and support around hepatitis B and C. Clinic for steroid users. Overdose awareness and basic life support training.

#### **GAMBLERS ANONYMOUS**

c/o Brunswick Methodist Brunswick Place

Newcastle upon Tyne NE1 7BJ

Phone: 0114 262 0026

24 hour national help line helping compulsive gamblers to stop gambling and providing them with help and advice

## **NEEDLE EXCHANGE PROJECT**

14 Regent Terrace, Gateshead, NE8 1LU. Telephone the Needle Exchange Worker on 0191 490 1709 (voice) 0191 490 0706 (fax). This service is confidential and provides clean sterile equipment to anyone who injects drugs.

## **PERFORMANCE ENHANCING CLINIC FOR SPORT (PECS)**

14 Regent Terrace, Gateshead NE8 1LU.

Telephone: 0191 490 1706.

A service offering information on Training, Steroids, Body Weight and other associated aspects of Sporting activities.

## **REGIONAL SERVICES**

### **NARCOTICS ANONYMOUS**

Telephone: 0845 3733366

Website: <http://www.ukna.org/>

NA is a non-profit Fellowship of men and women for whom drugs had become a major problem. They are recovering addicts who meet regularly to help each other stay clean. The only requirement for membership is the desire to stop using.

Membership is open to all drug addicts, regardless of the particular drug or combination of drugs used. Meetings nearly every day in Newcastle Town centre, Byker, Manors and Fenham. Phone helpline for more details).

### **PRAXIS**

Elswick Lodge, 128 Park Close, Newcastle upon Tyne, NE4 6SB

Phone: 0191 273 4558. Fax: 0191 273 2240

Email: [bsharp8008@aol.com](mailto:bsharp8008@aol.com)

Supported housing for people with mental health and drug/alcohol problems. Offers mixed and women only houses.

### **TURNING POINT FAMILY AND FRIENDS SUPPORT SERVICE**

Belle Vue Terrace North Shields Tyne & Wear NE29 6SG

Telephone: 0191 296 2277

Offers support groups and are a confidential service/ providing information and advice. Call for more details.

## **NATIONAL SERVICES**

### **ADDACTION**

67-69 Cowcross Street, London, EC1M 6PU

Tel: 020 7251 5860 (9.00am - 5.00pm, Monday – Friday)

Website: [www.addaction.org.uk](http://www.addaction.org.uk)

9.00am - 5.00pm, Monday – Friday

Helping drug users, their families and friends with support in working toward drug-free lives. Information and support for children, parents and carers. Managing projects and services including a growing number of health authorities, social services, probation services, the Prison Service and police forces. Training for professionals. Community groups. Services for homeless drug users. Influencing policy and contributing to the debate around drugs and drug related issues.

### **ADFAM**

Waterbridge House, 32-36 Loman Street, London, SE1 0EH

Telephone 020 7928 8898

Fax 020 7928 8923

Email: [admin@adfam.org.uk](mailto:admin@adfam.org.uk)

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

Adfam works for and with the families and friends of drug and alcohol users. Adfam came into being thanks to the efforts of a mother who was determined to overcome the isolation she felt in the face of her child's drug use.

They have helped thousands of families over many years. They can provide information about drugs and details of local support services.

### **ALCOHOLICS ANONYMOUS**

PO Box 1, Stonebow House, Stonebow, York, YO1 7NJ

Tel: (National 24 hour Helpline): 0845 769 7555

Telephone: 01904 644026

Fax: 01904 629091

Website: [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

Alcoholics Anonymous is a voluntary fellowship of men and women

who help each other to become and stay sober by sharing experiences and giving mutual support. Members are helped to achieve sobriety by staying away from drink, one day at a time. The only requirement for membership is a desire to stop drinking.

### **ALCOHOL CONCERN**

Waterbridge House, 32-36 Loman Street, London, SE1 0EE

Telephone: 020 7922 8667, Mon-Fri 1pm-5pm

Email: [contact@alcoholconcern.org.uk](mailto:contact@alcoholconcern.org.uk)

Website: [www.alcoholconcern.org.uk](http://www.alcoholconcern.org.uk)

A national charity that aims to reduce the level of alcohol misuse and develop helping services for problem drinkers and their families. Provides a library, information service, training, conferences and publishes a range of reports, factsheets and other material.

### **BATTLE AGAINST TRANQUILLISERS (BAT)**

P O Box 658, Bristol, BS99 1XP. Telephone: 0117 966 3629.

Support for people who wish to withdraw from sleeping pills or tranquillisers.

### **CITA (Council for Information on Tranquillisers and Antidepressants)**

The JDI Centre 3-11 Mersey View Waterloo Liverpool L22 6QA

Telephone: (Information / Helpline): 0151 932 0102 –

10.00am - 1.00pm, Mon-Fri

Tel (Office): 0151 474 9626

Website: [www.citawithdrawal.org.uk](http://www.citawithdrawal.org.uk)

CITA helps patients and their families to cope with addiction to benzodiazepines and withdrawal from these drugs. CITA is also a resource to draw on for information generally about addiction to prescribed drugs and anxiety management and lobbies for recognition of this problem. The helpline is staffed by ex-benzodiazepine users, nurses and counsellors and provides support and reassurance for those withdrawing from benzodiazepine and other prescribed drugs. CITA has a list of self help groups

### **DRINKLINE**

PO Box 4000, Glasgow, G3 8XX

Telephone: 0800 917 8282 Freephone Monday - Thursday - 9am - 11pm, Friday - 24 hours, Weekend - 24 hours

Advice and information Helpline for people with alcohol problems or anyone concerned about alcohol misuse. Advice on sensible drinking and information on services to help people cut down on their drinking. Leaflets and literature available.

### **DRUG SCOPE**

Waterbridge House, 32-36 Loman Street, London SE1 OEE.

Telephone: 0207 928 9500.

Offers advice about the provision of drug services.

### **FRANK-The National Drugs Helpline**

Tel: 0800 77 66 00 (24 hours a day)

Textphone: 0800 917 8765

Email: [frank@talktofrank.com](mailto:frank@talktofrank.com)

Website: <http://talktofrank.com>

Free confidential drugs information and advice. The website also provides a comprehensive A-Z on drugs. Calls from landlines are free and won't show up on the phone bill.

### **LINK HELPLINE**

58 York Road, Southend on Sea, Essex. SS1 1QA

Telephone: 0800 085 3458 / 0808 100 0110.

24 hours a day, 7 days a week

Provides information and signposting for drug and alcohol users e.g. where the nearest needle exchange is located for them.

### **NARCOTICS ANONYMOUS**

202 City Road, London, EC1V 2PH

Telephone: 0845 3733366

Website: [www.ukna.org](http://www.ukna.org)

Best time to telephone: 10.00am - 10.00pm, Monday – Friday.

Narcotics Anonymous run self-help groups for people who think they have a drug problem. Contact the Narcotics Anonymous helpline as above for further details, including locations of meetings in your area.

### **NATIONAL DRUGS HELPLINE**

1<sup>st</sup> Floor, 8 Mathew Street, Liverpool, L2 6RE.

Telephone: 0800 77 66 00.

Advice and information for drug users, their families and friends.

### **NATIONAL HEP C RESOURCE CENTRE**

Telephone: 0207 735 7705

Website: [www.hepcentre.org.uk](http://www.hepcentre.org.uk)

The centre gives information to people living with Hepatitis C and health professionals. It also provides a peer perspective on personal experience of HCV-positive individuals regarding day to day living, treatment, alternative therapies and support.

### **NHS SMOKING HELPLINE**

Tel: 0800 169 0 169

Web: [www.givingupsmoking.co.uk](http://www.givingupsmoking.co.uk)

Commissioned by the Central Office of Information and funded by the Department of Health, this phone line and website offers free information, advice and support to people who are giving up smoking, and those who have given up smoking and do not want to start again. Callers can obtain a range of appropriate information leaflets, ask about 'stopping smoking' services in their local area, or seek help and advice from specialist advisers.

### **NATIONAL TREATMENT AGENCY FOR SUBSTANCE MISUSE (NTA) - RESIDENTIAL DIRECTORY**

Website: <http://www.nta.nhs.uk/residentialdirectory/index.html>

This is an online directory of residential rehabilitation services in England and Wales for adult drug and alcohol misusers. Anyone can use the directory but it is especially designed to allow care managers and service users to search against criteria important to them in making an appropriate placement. The BEDVACS system helps you to access up-to-date information on where bed vacancies are currently available. This system saves time in identifying appropriate services which can meet a user's needs and also have a place available.

### **QUIT**

Ground Floor, 211 Old Street, London, EC1V 9NR

Telephone: (Quit line): 0800 00 22 00

Web: [www.quit.org.uk](http://www.quit.org.uk) QUIT is the UK's only charity whose main aim is to offer practical help to people who want to stop smoking. Call the



QUITLINE to find out more about quitting or if you need a friendly and supportive ear to listen. The QUIT Guide to Stopping Smoking gives information on products and methods to help stop smoking. QUITLINE is open 7 days a week.

### **RELEASE**

388 Old Street, London, EC1V 9LT

Telephone: 020 7729 5255

Email: [ask@release.org.uk](mailto:ask@release.org.uk)

Website :[www.release.org.uk](http://www.release.org.uk)

A charity providing a range of services for drug users including a 24 hour helpline, legal service and training.

### **RE SOLV - Solvent and Volatile Substance Abuse,**

30a High Street, Stone, Staffordshire. ST15 8AW

Telephone: 01785 817885 (9am - 5pm, Monday-Friday)

Fax: 01785 813205

Website: [www.re-solv.org](http://www.re-solv.org)

The mission of the society is to contribute to happier, healthier, safer social environments by preventing death, suffering and crime which may result as a consequence of solvent and volatile substance abuse. This is achieved through research, dissemination of information, education, training and community projects.

Re-Solv produces a range of awareness and training materials of specific interest to General Practitioners and other health professionals as well as our website and on-line training course

### **WEB OF ADDICTIONS**

Website: <http://www.well.com/user/woa/>

Useful website with info on a number of addictions and related issues.





## **User Run and Self help Services**

**Agoraphobia Support**

**Blissful**

**Gateshead Mental Health User Forum**

**Gateshead Obsessive Compulsive Support Group**

**Launchpad**

**Manic Depressive Awareness North East**

**Manic Depressive Fellowship**

**Silver Linings**

**Wallsend Self Help Group**

**NAME:** Agoraphobia Support

**TELEPHONE:** 0191 252 9003

**OPENING HOURS:** 10am-3pm Mon, Wed and Friday

**METHOD OF REFERRAL?** GP, CPN, Hospital and Self Referral

**ANY CHARGES?** None

**AREA COVERED?** All

**WHO IS THE SERVICE FOR?** People who experience Agoraphobia.

**WHAT CAN IT OFFER?** Telephone Help for people who suffer from Agoraphobia

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?**

In Self Help and Support. Service Users are on the Management Board.

**NAME:** Blissful

**ADDRESS:** Offices 210-211, Holy Jesus Hospital, City Road, Newcastle, NE1 2AS

**TELEPHONE:** 0191 233 0382

**EMAIL:** [launchpadncl@aol.com](mailto:launchpadncl@aol.com)

**WEBSITE:** Coming very soon

**OPENING HOURS:** Thursday afternoons

**METHOD OF REFERRAL?** Self-referral

**ANY CHARGES?** No

**AREA COVERED?** Chiefly though not exclusively Newcastle upon Tyne

**WHO IS THE SERVICE FOR?** Women with a Mental Health problem

**WHAT CAN IT OFFER?** Thursday afternoon general chat, coffee and support. NB. Users must pay for own coffees. Please ring to check session is on.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Completely

**NAME:** **FOCUS (Forum on changing user services)**

**ADDRESS:** Room 306, Aidan House, Sunderland Road, Gateshead, NE8 3HU

**TELEPHONE:** 0191 478 8432

**FAX:** 0191 478 8301

**OPENING HOURS:** Normal Office hours

**METHOD OF REFERRAL?** Self-referral

**ANY CHARGES?** No

**AREA COVERED?** Gateshead

**WHO IS THE SERVICE FOR?** People who use drug treatment services.

## WHAT CAN IT OFFER?

1. A voice to affect drug and alcohol treatment services.
2. Personal development – learn new skills and access training opportunities.
3. The chance to meet new people in new circumstances.
4. Community work experience within drug and alcohol.
5. Links with service users across other regions.
6. Support and advice from other service users.

## HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE? FOCUS is a User run project.

**NAME** Gateshead Mental Health User Forum

**ADDRESS** The Bureau, 46 Trinity Square,  
Gateshead, NE8 1AL

**TELEPHONE** 0191 490 0568

**FAX** 0191 490 0568

**EMAIL** [gmhuf@gmhuf.freereserve.co.uk](mailto:gmhuf@gmhuf.freereserve.co.uk)

**OPENING HOURS** Monday – Friday 9 am – 4 pm

**METHOD OF REFERRAL?** Via any approach, including self referral.  
Contact us if you wish to become a member.

**ANY CHARGES?** No. Membership is free to service users.

**AREA COVERED?** Gateshead

**WHO IS THE SERVICE FOR?** Adult mental health service-users, ex service-users and survivors.

**WHAT CAN IT OFFER?** The User Forum assists in co-ordinating user involvement and consultation around the planning and delivery of mental health services in Gateshead. In the belief that information is power, the Forum endeavours to provide service-users in Gateshead with information around policy making, campaigning, local National Service Framework implementation and other mental health issues. The Forum provides volunteering opportunities and links to training and education. They are committed to reducing the stigma and discrimination experienced by people with mental ill health.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?**

The service is unique to Gateshead in that it is entirely service-user led and service-user controlled. All decisions on policy and practice, delivery and evaluation of the service are from a service-user perspective. All members have a voice and all voices are given equal value and respect.

**NAME:** Launchpad

**ADDRESS:** Offices 210-211, Holy Jesus Hospital, City Road, Newcastle, NE1 2AS

**TELEPHONE:** 0191 233 0382

**EMAIL:** [launchpadncl@aol.com](mailto:launchpadncl@aol.com)

**OPENING HOURS:** Monday to Friday

**METHOD OF REFERRAL?** Self Referral/via CPN/Social Worker/Care-coordinator/Psychiatrist etc

**ANY CHARGES?** No

**AREA COVERED?** Chiefly Newcastle upon Tyne, but not exclusively so

**WHO IS THE SERVICE FOR?** People who use Mental Health Services who would like to get involved in the design, delivery, planning and scrutiny of Mental Health Services

**WHAT CAN IT OFFER?** Creative Writing Group which meets every Wednesday (barring holidays etc) from around 11am. We run Newcastle Mental Health User Forum, host Blissful and Silver Linings.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Involved is not a strong enough term! Launchpad is entirely user-conceived, planned and designed. It is user-run, user-led, and user-focused and everyone directly associated with Launchpad uses Mental Health Services.

**NAME:** Manic Depression Awareness North East

**ADDRESS** 42 Wedmore Road, Hillheads Estate,  
Westerhope,  
Newcastle upon Tyne. NE5 5NR

**TELEPHONE:** 0191 267 0272

**OPENING HOURS:** Meetings are on the first Saturday of each month at 10.30am (except August)

**METHOD OF REFERRAL?** You can self-refer to this service.



**ANY CHARGES?** No.

**AREA COVERED?** Gateshead, Newcastle, South and North Tyneside.

**WHO IS THE SERVICE FOR?** People coping with manic depression, their relatives and carers.

**WHAT CAN IT OFFER?** A self-help group offering the opportunity for people to befriend and accept each other in every mood and phase. To share difficulties, answers and hope.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE** This is a user-led service. All Service Users are encouraged to become involved in planning and directing the service.

**NAME:** Manic Depressive Fellowship

**ADDRESS:** 32 St Georges Estate,  
Washington, NE38 9AU

**TELEPHONE:** 0191 267 0272

**EMAIL:** [mdf.newcastle@aol.com](mailto:mdf.newcastle@aol.com)

**WEBSITE:** [www.mdf.org.uk](http://www.mdf.org.uk)

**OPENING HOURS:** The Group has meetings on the first Saturday of the month (except August) 10.30-1.30 pm in the Quaker Meeting House, 1 Archibold Terrace, Jesmond, Newcastle.

**METHOD OF REFERRAL?** No method of referral everyone welcome.

**ANY CHARGES?** No

**AREA COVERED?** North East

**WHO IS THE SERVICE FOR?** People who suffer from Manic Depression (Bi-Polar) and friends and family who care for them.

**WHAT CAN IT OFFER?** Information and experiences by people who have suffered from the illness. To find out how to care for and control the illness. Also information from the National MDF organisation.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** The Group is user led.

**NAME:** **OCD Support Group Tyne & Wear/Northumberland**

**ADDRESS:** c/o Tom Carpenter Centre,  
Sunco House, Carlilol square,  
Newcastle, NE1 6UP

**TELEPHONE:** 0191 477 8310 for group secretary

**EMAIL:** [gatesheadocdgroup@yahoo.co.uk](mailto:gatesheadocdgroup@yahoo.co.uk)

**OPENING HOURS** Every Monday except bank holidays 6 pm-8.30 pm

**METHOD OF REFERRAL?** Anyone with OCD is welcome, self referral

**ANY CHARGES?** No

**AREA COVERED?** Covers all of Tyne & Wear and Northumberland. Meets in central Newcastle.

**WHO IS THE SERVICE FOR?** For people with OCD of any age 17 years and over.

**WHAT CAN IT OFFER?** Weekly support group of people, who experience OCD, also provides information.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** A service user led organisation, there is a management committee of service users

**NAME:** **Silver Linings** (In association with Changes)

**ADDRESS** Offices 210-211, Holy Jesus Hospital, City Road, Newcastle, NE1 2AS

**TELEPHONE:** 0191 233 0382

**EMAIL:** [launchpadncl@aol.com](mailto:launchpadncl@aol.com)

**WEBSITE:** Coming very soon

**OPENING HOURS:** Launchpad open Mon-Fri, but Silver Linings is only open on Fridays between 10.45am and 1pm.

**METHOD OF REFERRAL?** Self Referral. It would be helpful for users to ring up before hand to find out about the group.

**ANY CHARGES?** No

**AREA COVERED?** Chiefly, but not exclusively, Newcastle upon Tyne

**WHO IS THE SERVICE FOR?** Anyone who experiences distress through depression/anxiety and who would like to try a progressive self-help approach.

Clinical sessions/one to one counselling are not on offer.

**WHAT CAN IT OFFER?** Friendly, relaxed, pressure free environment in which to explore ways and techniques of coping with, and working to overcome depression/anxiety and similar Mental Health problems.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** We go beyond involvement! The entire service is user-run, user-designed and user-led. Everyone associated with the Service is a User.

**NAME:** Wallsend Self-Help Group

**ADDRESS:** PO Box 5, Wallsend, NE28 6DZ

**TELEPHONE:** 0191 262 9678

**WEBSITE:** [www.wshg.org.uk](http://www.wshg.org.uk)

**OPENING HOURS:** Weekly meetings Wednesday 7.30pm-10.00pm

**METHOD OF REFERRAL?** Via self-referral, Social Services, GP, health workers

**ANY CHARGES?** Flexible

**AREA COVERED?** North East (all areas)

**WHO IS THE SERVICE FOR?** People with emotional problems, anxiety, lack of confidence or depression and stress.

**WHAT CAN IT OFFER?** Provides information, advice and support to anyone suffering emotional distress e.g. stress at home or work,

anxiety, panic attacks, phobias, depression and obsessive compulsive disorders. Courses of meetings cover all aspects of the problems with self-help strategies to deal with symptoms and put you back in control. Meetings include an exercise (Tai Chi, line dancing etc), and a relaxation session such as aromatherapy. There is a large comprehensive library of books, videos and tapes for members' use. One-to-one advice is available and there is a helpline for members.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** .People who have come through their distress stay and help others in the same situation.



## ***More Help in finding User run and Self help Services***

### **LOCAL SERVICES**

#### **ADVOCACY IN GATESHEAD**

The Old Bank, Swinburne Street, Gateshead NE8 1AX.  
Telephone 0191 478 6472.

To enable those people with learning difficulties to speak up for themselves or to have an advocate to speak on their behalf.

#### **ALCOHOLICS ANONYMOUS**

Phone: 0191 521 4400

Open to all newcomers. Groups meet every day across Tyne and Wear. Meetings in Gateshead every Monday 7.30 -9pm at Queen

Elisabeth Hospital and at Birtley Medical Centre opposite Komatzu, every Friday 11.15 am.

### **GAMBLERS ANONYMOUS**

c/o Brunswick Methodist Brunswick Place Newcastle upon Tyne NE1 7BJ Phone: 0114 262 0026

24 hour national help line helping compulsive gamblers to stop gambling and providing them with help and advice

### **GATESHEAD ADVOCACY AND INFORMATION NETWORK - GAIN**

John Haswell House, 8-9 Gladstone Terrace, Gateshead, Tyne and Wear NE84DY. Telephone: 0191 478 3130.

Promotes advocacy awareness, training, maintains a directory and a database.

### **GATESHEAD TENANTS FORUM**

C/o Neighbourhood management Team, CBS, Civic Centre, Gateshead Council. NE8 1HH. Telephone: 0191 433 3000,

An umbrella group for all the resident organisations in Gateshead.

## **NATIONAL**

### **BORDERLINE UK**

PO Box 42, Cockermouth, Cumbria, CA13 0WB

Website: [www.borderlineuk.co.uk](http://www.borderlineuk.co.uk)

Borderline UK is a user-led network of people diagnosed with Borderline Personality Disorder. The primary function of Borderline UK is to provide information and support for people diagnosed with BPD (or related PDs) within the United Kingdom.

Borderline UK operates mainly via the internet, though increasingly they are developing support and information services for users who do not have easy access to on-line support

### **DEPRESSION ALLIANCE**

Suite 212 Spitfire Studios, 63-71 Collier Street, London, N1 9BE

Tel: 0845 123 2320.

Fax: 020 7278 6747.

Email: [information@depressionalliance.org](mailto:information@depressionalliance.org)

Website at: <http://www.depressionalliance.org/>

Describes itself as the leading UK charity for people affected by depression, providing information, support and understanding to those who are affected by it.

### **HEARING VOICES NETWORK**

91 Oldham Street, Manchester, Greater Manchester, M4 1LW

Telephone: 0161 834 5768.

Email: [info@hearing-voices.org](mailto:info@hearing-voices.org)

Website at: <http://www.hearing-voices.org/>

A voluntary organisation involved in setting up self-help groups that allow people to explore their voice hearing experiences in a secure and confidential way. Information pack and other publications available.

### **MAD PRIDE**

c/o Core Arts / St Barnabas Centre, 109 Homerton High Street, Homerton, London, E9 6SR

Email: [madpridelondon@hotmail.com](mailto:madpridelondon@hotmail.com)

Website: <http://www.ctono.freeserve.co.uk/>

Mental Health System Survivors overcoming discrimination in the UK

### **MANIC DEPRESSION FELLOWSHIP**

Castle Works, 21 St. Georges Road, London, SE1 6ES

Telephone: 08456 340 540.Fax: 020 7793 2639.

Email: [mdf@mdf.org.uk](mailto:mdf@mdf.org.uk)

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

A national user-led organisation and registered charity for people whose lives are affected by manic depression.

### **NATIONAL PHOBICS SOCIETY (NPS)**

Zion Community Resource Centre, 339 Stretford Road, Manchester, M15 4ZY. Telephone: 0870 122 2325.

Email: [nationalphobic@btconnect.com](mailto:nationalphobic@btconnect.com)

Website: <http://www.phobics-society.org.uk>

A user-led organisation, run by sufferers and ex-sufferers of anxiety disorders supported by a high-profile medical advisory panel. They offer therapies i.e. hypnotherapy, CBT and counselling to our members who suffer with anxiety/panic/phobias.

## **NATIONAL SELF HARM NETWORK**

PO Box 7264, Nottingham, Nottinghamshire, NG1 6WJ

Email: [info@nshn.co.uk](mailto:info@nshn.co.uk)

Website: <http://www.nshn.co.uk/>

A survivor-led organisation committed to campaigning for the rights and understanding of people who self-injure.

## **PATIENTS ASSOCIATION**

PO Box 935, Harrow, HA1 3YJ

Telephone: 0845 608 4455 National rate

Website: <http://www.patients-association.org.uk/>

Patients helpline for NHS and private sector health users. Information on how to make a complaint, accessing medical records, changing GPs. Listen to people's concerns and give details of health related self help groups and associations. Campaign on patients' rights and represent the views and interests of patients to government, professional bodies and the media.

## **SHAPING OUR LIVES**

BM Box 4845, London, WC1N 3XX

Tel: 0845 241 0383

Email: [information@shapingourlives.org.uk](mailto:information@shapingourlives.org.uk)

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

Shaping Our Lives is a national user controlled independent organisation that was started in 1996. They work with a diverse range of service users and aim to support the development of local user involvement to deliver better outcomes for service users. The website is particularly aimed at user controlled organisations.

## **SOCIAL ANXIETY UK**

Website: [www.social-anxiety.org.uk](http://www.social-anxiety.org.uk)

Social Anxiety UK was founded in March 2000 by SA sufferers themselves, who realised there were no UK-based websites for people with social anxiety problems.

SA-UK is a volunteer-led organisation for people with social anxiety problems and their supporters. Their aims are to: Increase awareness and understanding of social anxiety and related issues, provide an



environment where those with social anxiety and related problems can find support, advice and encouragement and provide access to reliable information on social anxiety and related issues.

### **SURVIVORS SPEAK OUT**

44 Seldon House, Stewarts Road, London, SW8 4DP  
Telephone: 020 622 5738.

An organisation which aims to improve communication and contact between users and ex-users of psychiatric services, run by current and former users of mental health services.

### **UKAN (United Kingdom Advocacy Network)**

14-18 West Bar Green, SHEFFIELD, South Yorkshire S1 2DA.  
Telephone: 0114 272 8171.

### **VOICES FORUM**

Tel: 020 8547 9226

Email: [voicesforum@rethink.org](mailto:voicesforum@rethink.org)

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

The Forum exists to benefit those with schizophrenia (and similar conditions). Schizophrenia often creates long-term problems, and we believe that mutual support is one of the best ways to minimise them. We are a SELF-HELP group, run entirely by users of mental health services.

As a Full or Affiliate Member you will receive a quarterly magazine, "Perceptions" and as a Full Member only notice and minutes of national meetings. We can also put you in touch with your voluntary Area Liaison Officer who will be pleased, if they can, to assist in developing Voices in your locality





## **Advice, Advocacy User Development and Welfare Rights**

### **Advocacy in Gateshead**

#### **GAIN**

**Citizens Advice Bureau**

**Citizens Advice Bureau Mental Health Service**

**Gateshead Advocacy and Information Network (GAIN)**

**Gateshead Law Centre**

**Gateshead Victim support**

**Gateshead Welfare Rights Service**

**Pathways Advice Service**

**Pathways Advocacy Service**

**Pathways User Development Service**

**Patient Advice and Liaison Service**

**Patient, Carer and Public Involvement-Tweed, Tyne and Wear  
Mental Health Forum**

**NAME:** **Advocacy in Gateshead and South Tyneside**

**ADDRESS:** The Old Bank, Swinburne Street  
Gateshead NE8 1AX

**TELEPHONE:** 0191 478 6472

**FAX:** 0191 477 8559

**EMAIL:** [aig@btconnect.com](mailto:aig@btconnect.com)

**WEBSITE:** [www.aigst.com](http://www.aigst.com)

**OPENING HOURS:** Monday to Friday 9.00 am – 4.00 pm

**METHOD OF REFERRAL?** Self referral or through carer/workers.

**ANY CHARGES?** No

**AREA COVERED?** Gateshead and South Tyneside

**WHO IS THE SERVICE FOR?** People with Learning Disabilities who live in Gateshead and South Tyneside

**WHAT CAN IT OFFER?** An advocacy service for people with learning disabilities:- Offering: Case/Crisis Advocacy, Citizen Advocacy (Volunteer), Self-advocacy, (Group), Training : Recruitment & Training of Volunteers to become Citizen Advocates. Advocacy Awareness Training for Volunteers and Service Providers.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** People who use the service are on the board of Trustees.

**NAME** Citizens Advice Bureau General Service

**ADDRESS** 5 Regents Terrace  
Gateshead NE8 1LU

**TELEPHONE** 0191 477 1392

**FAX** 0191 477 4922

**WEBSITE:** [www.gatesheadcab.org.uk](http://www.gatesheadcab.org.uk)

**OPENING HOURS** Monday, Tuesday, Thursday 10.00-3.00pm.  
Wednesday 10.00-1.00pm Phone only service.

**METHOD OF REFERRAL?** Drop in Service.

**ANY CHARGES?** No

**AREA COVERED?** Gateshead Borough

**WHO IS THE SERVICE FOR?** Anyone.

**WHAT CAN IT OFFER?** General advice and information on a wide range of topics including welfare benefits, debt, housing, employment, consumer advice, family issues and immigration.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** We survey our clients every year to help us plan future service delivery.



**NAME** Gateshead Advocacy and Information Network (GAIN)

**ADDRESS** John Haswell House, 8-9 Gladstone Terrace  
Gateshead, NE8 4DY

**TELEPHONE** 0191 478 4103 / 0191 478 3130

**FAX** 0191 477 1260

**EMAIL** [gain@gain.org.uk](mailto:gain@gain.org.uk)

**WEBSITE** [www.gain.org.uk](http://www.gain.org.uk)

**OPENING HOURS** Monday to Friday 9.00am – 5.00pm

**METHOD OF REFERRAL?** Self-referral.

**ANY CHARGES?** No.

**AREA COVERED?** Gateshead.

**WHO IS THE SERVICE FOR?** Advocacy Projects/workers, service-users and potential users, carers, professionals, anyone with an interest.

**WHAT CAN IT OFFER?** GAIN supports local advocacy organizations, promoting good practice, providing information and advice about advocacy and promoting the further development of advocacy services in Gateshead. We are interested in hearing if you need an advocate- someone who can speak up for you on your behalf. We may or may not be able to point you in the right direction for help but at the very least we will record that you needed an advocate and this will be evidence to support the future development of an advocacy service for mental health service users in Gateshead.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Service users are involved in the Project steering group.

**NAME:** Gateshead Law Centre

**ADDRESS** 1 Walker Terrace  
Gateshead NE8 1EB

**TELEPHONE:** 0191 440 8585

**FAX:** 0191 440 8580

**EMAIL:** [info@glclaw.org](mailto:info@glclaw.org)

**OPENING HOURS:** Monday to Friday 10 am – 12 pm (Drop-in)  
Wednesday 5 pm – 7 pm (Drop-in)

**METHOD OF REFERRAL?** Via any approach, including self referral.

**ANY CHARGES?** Initial service is free of charge.

**AREA COVERED?** Mainly Gateshead and surrounding  
areas in North East

**WHO IS THE SERVICE FOR?** General Public

**WHAT CAN IT OFFER?** Initial advice on most legal matters,  
specialist advice on Employment, Housing and Welfare Rights. A legal  
service with representation in court.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND  
DELIVERY OF THE SERVICE?** On an individual basis  
only through looking at individual options available. There is currently  
no formal structure for service-user consultation/input.



**NAME:** Gateshead Victim Support

**ADDRESS:** Swinburne House, Swinburne Street  
Gateshead, NE8 1AX

**TELEPHONE:** 0191 477 8395

**FAX:** 0191 478 3799

**EMAIL:** [gateshead@vsnorthumbria.org.uk](mailto:gateshead@vsnorthumbria.org.uk)

**WEBSITE:** National Website

**OPENING HOURS:** 8.30 am-4.00 pm

**METHOD OF REFERRAL?** Police, Self

**ANY CHARGES:** No

**AREA COVERED:** All of Gateshead Borough

**WHO IS THE SERVICE FOR?** Victims of Crime

**WHAT CAN IT OFFER?** Emotional and Practical support to  
Victims of Crime

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND  
DELIVERY OF THE SERVICE?**

They are not

**NAME:** Gateshead Welfare Rights Service

**ADDRESS:** Council Offices Council Offices  
Booth Street, Felling Front Street, Whickham  
Gateshead NE10 9EW Gateshead

**TELEPHONE:** 0191 4338022 01914338839

**OPENING HOURS:** Monday to Thursday 8.45 am – 5.00 pm  
Friday 8.45 - 4.30

**METHOD OF REFERRAL?** Any approach, including self referral

**ANY CHARGES?** No

**AREA COVERED?** Gateshead

**WHO IS THE SERVICE FOR?** Residents of Gateshead

**WHAT CAN IT OFFER?** The Welfare Rights service can be accessed through any Community Based Services Office in the borough, although the Welfare Rights Officers are located only at Felling and Whickham.

The officers can give advice on the full range of benefits e.g. Attendance Allowance, Disability Living Allowance, Pension Credits etc.

Home visits and appointments are available.

Tribunal work, where assistance is given with preparing submissions for appeal, is now contracted out to the Citizens Advice Bureau.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?**

Joint working with the Department of Works and Pensions will lead to a better 'joined up' service and will reduce the number of visits that are normally made by officers from the different departments. Service users will be asked for their comments and suggestions during this pilot scheme.

**NAME:** Pathways Advice Service

**ADDRESS:** The Bureau,  
46 Trinity Square  
Gateshead NE8 1AL

**TELEPHONE;** 0191 490 0579

**FAX;** 0191 490 0568

**EMAIL;** [pathways@mentalhealthmatters.fsnet.co.uk](mailto:pathways@mentalhealthmatters.fsnet.co.uk)

**OPENING HOURS;** Advice Sessions:  
Monday and Tuesday 1 pm – 4 pm  
Thursday 10 am – 4 pm  
Friday 10 am – 12 pm

Service users can attend by appointment at other times.

**METHOD OF REFERRAL?** Via self-referral or through all mental health workers.

**ANY CHARGES?** No

**AREA COVERED?** Gateshead

**WHO IS THE SERVICE FOR?** Adults with mental health problems aged 18 – 65 years and their carers.

**WHAT CAN IT OFFER?** This service has been set up to ensure that people who are experiencing mental health problems know what help and support is available, and to direct people to get the help that they need. At Pathways you can find out about: different mental health problems e.g. depression, anxiety, phobias etc; how you can help yourself, local services, support groups and helplines; medication, tablet side-effects; your rights as a patient, benefits, employment, training and education; and help and support for carers. People can drop in when the shop is open or make an appointment for longer queries. The service also works with people in other settings such as

day centres, and is a resource for people who work in mental health services. Pathways also provides support to service users to have a say in the running of present services and the planning of future ones.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?**

Pathways are a Mental Health Matters (MHM) project and supports user involvement in the Gateshead MHM Projects. We also have a Project Advisory Committee – there are three service user representatives on this group that advises about the planning of the service. We have systems in place for recording and acting upon comments, suggestions and complaints. We actively involve service users who are regular customers.

**NAME:** Pathways Advocacy Service

**ADDRESS:** The Bureau,  
46 Trinity Square,  
Gateshead, NE8 1AL

**TELEPHONE:** Gateshead 0191 477 7380.  
South Tyneside 0191 454 8446 ext 1045

**FAX:** 0191 490 0568

**EMAIL:** [pathways@mentalhealthmatters.fsnet.co.uk](mailto:pathways@mentalhealthmatters.fsnet.co.uk)

**OPENING HOURS:** Mon-Fri, 9-5

**METHOD OF REFERRAL?** Contact directly on the above number, or leave a message. The workers also visit The Tranwell Unit on a regular basis.

**ANY CHARGES?** No

**AREA COVERED?** Gateshead and South Tyneside (see further contacts for more detail on South Tyneside)

**WHO IS THE SERVICE FOR?** People using mental health services in Gateshead and South Tyneside.

**WHAT CAN IT OFFER?** The service supports service users in speaking up for themselves or will represent them in speaking to professionals such as psychiatrists. Advocacy can help people have a say in the care provided for them when they are an in-patient at the Tranwell Unit, receive day care at day hospitals, or have accessed the Community Mental Health Care Team. Issues can include treatment, medication, Advance Directives and their rights as a patient, including rights under The Mental Health Act, and the New Human Rights Act. The workers also support Patients' Council/User Forums at The Tranwell Unit and Elmwood, taking forward user views on common service issues.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** By definition, the service is very much involved in empowering service users. Pathways Advocacy aims to evaluate its own service by a system of User Focused Monitoring (Service users collating and evaluating information given to them by service users). As the partner directs advocacy, an involvement philosophy runs through the service provision.

**NAME:** Pathways User Development Service

**ADDRESS:** Pathways, the Bureau,  
46 Trinity Square,  
Gateshead. NE8 1AL

**TELEPHONE:** 0191 4778790

**FAX:** 0191 490 0568

**EMAIL:** [pathways@mentalhealthmatters.fsnet.co.uk](mailto:pathways@mentalhealthmatters.fsnet.co.uk)

**OPENING HOURS:** 9.00-5.00pm

**METHOD OF REFERRAL?** Any

**ANY CHARGES?** None.

**AREA COVERED?** Gateshead

**WHO IS THE SERVICE FOR?** For people who use or have used mental health services and who want to get involved in policy, planning and decision making processes within mental health in Gateshead.

**WHAT CAN IT OFFER?** We work with Service Users and professionals to promote, enable and support real meaningful involvement within mental health services. We do this in order that the very people who use mental health services have a say in the running and development of *their* services. We work with the NHS, Social Services and Voluntary sector keeping Service Users informed and involved in both local and national developments.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Service Users are at the very heart of planning and development. It is the voice of the Service User that is paramount in the delivery of Pathways User Development Service. Service Users are on representative bodies taking part in locality decision making processes. They also have their own group which is part of the National Service Framework.

**NAME:** PALS-Patient Advice and Liaison Service

**ADDRESS:** Tranwell Unit, Queen Elizabeth Hospital,  
Windy Nook Road, Gateshead NE10 9RW

**TELEPHONE:** 0191 445 6292 or Freephone 0800 328 4397

**OPENING HOURS:** Monday – Friday 9am-5pm

**METHOD OF REFERRAL?** Self Referral or carer/worker

**ANY CHARGES?** No

**AREA COVERED?** Gateshead

**WHO IS THE SERVICE FOR?** Adults with Mental Health problems,  
aged 18-65, and their carers

**WHAT CAN IT OFFER?** PALS provides confidential, on the spot advice and support and help sort out any concerns you may have regarding the care provided by NHS services. PALS will also guide you through the different services available from the NHS and other organisations.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** PALS are a service user run, service user led service; all aspects of planning and delivery come from a service user perspective.

**NAME:** Patient, Carer and Public Involvement  
Tweed, Tyne and Wear Mental Health Forum

**ADDRESS:** GVOC, John Haswell House,  
8/9 Gladstone Terrace

**TELEPHONE:** 0191 478 4103

**FAX:** 0191 477 1260

**EMAIL:** [romarschuetz@gvoc.org.uk](mailto:romarschuetz@gvoc.org.uk)

**WEBSITE:** [www.gvoc.org.uk](http://www.gvoc.org.uk)

**OPENING HOURS:** Monday to Friday 9.00am-5.00pm

**METHOD OF REFERRAL?** Self

**ANY CHARGES?** No

**AREA COVERED?** South of Tyne and Wearside

**WHO IS THE SERVICE FOR?** Mental Health Service Users, carers and interested members of the public.

**WHAT CAN IT OFFER?** To be part of meaningful involvement in the decision making process about the services in the Northumberland and Tyne and Wear Mental Health Trust..

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Patient and Public Involvement Forum members are Service User and Carers and they decide on the issues they want to get involved in.



# More Help in finding Advice, Advocacy User Development and Welfare Rights

## **LOCAL**

### **CENTRE AGAINST UNEMPLOYMENT**

4 The Cloth Market Newcastle upon Tyne NE1 1EE

Telephone: 0191 232 4606

Fax: 0191 221 0259

Email: [cau@ne11ee.freereserve.co.uk](mailto:cau@ne11ee.freereserve.co.uk)

Welfare rights advice, unemployed women's right and computer courses.

### **COMMISSION FOR RACIAL EQUALITY**

St Dunstan's House, 201-211 Borough High Street, LONDON, SE1 1GZ

Telephone: 020 7939 0000

Fax: 020 7939 0004

Email: [info@cre.gov.uk](mailto:info@cre.gov.uk)

Website: <http://www.cre.gov.uk/>

The CRE advise or assist people with complaints about racial discrimination, harassment or abuse. They also conduct formal investigations of companies and organisations where there is evidence of possible discrimination; if the investigation does find discrimination, the CRE can oblige the organisation to change the way it operates

### **CONSUMER DIRECT NORTH EAST**

Telephone: 0845 4040506

Offers telephone advice on consumer issues to people in the North East

### **CREDIT UNION**

#### **Saltwell and Bensham Credit Union**

205b Coatsworth Road Bensham Gateshead NE8 1SR

Telephone: 0191 478 4220

Email: [sbcu@gateshead.com](mailto:sbcu@gateshead.com)

Website: [www.gateshead.com](http://www.gateshead.com)

Credit union serving all who live or work in the Gateshead borough area. A savings and loan co-operative.

### **ELECTORAL REGISTER**

Telephone: 0191 433 2164

Email: [electoralregistration@gateshead.gov.uk](mailto:electoralregistration@gateshead.gov.uk)

In order to vote by any method you must be registered on the Electoral Roll (also known as the Register of Electors). This is updated every year via the annual canvass of electors. Alternatively you can register at anytime via Rolling Registration.

### **Equality North East**

The Pinetree Centre, Durham Road, Birtley, Co Durham, DH3 2TD

Telephone: 0191 492 1333 or 0191 492 1444

Email: [info@equality-ne.co.uk](mailto:info@equality-ne.co.uk)

Website: <http://www.equality-ne.co.uk>

Equality North East aims to establish a comprehensive, central information service giving advice and guidance on equal opportunities employment issues.

### **GATESHEAD HOUSING COMPANY NEIGHBOURHOOD RELATIONS TEAM**

Telephone: 07799 583197

Neighbourhood Relations Team on 07799 583197 between 8.45am and 8pm during weekdays.

### **GATESHEAD NHS TRUST AND GATESHEAD PRIMARY CARE TRUST PATIENT ADVICE AND LIAISON SERVICE (PALS)**

Freephone 0800 953 0667

Email: [pals@ghnt.nhs.uk](mailto:pals@ghnt.nhs.uk)

The Patient Advice and Liaison Service is a confidential service offering 'On the Spot' help and advice for patients, relatives, carers and staff. They listen to any questions, suggestions, compliments or concerns and can provide information in relation to health, enabling people to make their own choices. Seeing you at a time and place convenient to you – in their office, in GP Practices or on the hospital ward

### **GATESHEAD TRADING STANDARDS SERVICE**

Telephone: 0191 433 3987, 433 8390

Provides advice and support for residents of Gateshead on consumer issues such as problems with shops, tradesmen, junk mail scams and loan sharks.

### **NEXUS CONCESSIONARY TRAVEL PASS (GATESHEAD)**

Community Based Services, Gateshead Council

Telephone: 0191 433 8800

If you are claiming disability benefits for mental health you may be entitled to a free bus or metro pass. Contact Gateshead Council for a concessionary travel assessment and travel for free.

### **NORTH EAST ENERGY SAVING TRUST ADVICE CENTRE**

9-10 Charlotte Square, Newcastle upon Tyne, NE1 4XF

Telephone: 0800 512 012 (freephone)

Website: [www.set.org.uk/northeast](http://www.set.org.uk/northeast)

Advice to (mainly) domestic clients wishing to reduce energy consumption in their homes, information on grants.

### **SOUTH TYNESIDE MENTAL HEALTH ADVOCACY**

Telephone: 0191 454 8446 ext 1045. The service supports service users in speaking up for themselves or will represent them in speaking to professionals such as psychiatrists. Advocacy can help people have a say in the care provided for them when they are an in-patient at the Bede Wing, receive day care at day hospitals, or have accessed the Community Mental Health Care Teams. Issues can include treatment, medication, Advance Directives and their rights as a patient, including rights under The Mental Health Act, and the New Human Rights Act.

## **REGIONAL AND NATIONAL**

### **ACAS NORTH EAST**

Cross House, Westgate Road, Newcastle upon Tyne, NE1 4XX.

Telephone: 0191 269 6000

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

Aims to improve organisations and working life through better employment relations. Provide up-to-date information, independent

advice, high quality training and work with employers and employees to solve problems and improve performance

### **ADVICEGUIDE**

Website: <http://www.adviceguide.org.uk/n6w/>

The online Citizens Advice Bureau service provides independent advice on your rights -practical, reliable, up-to-date information on a wide range of topics, including: benefits, housing, employment and debt, consumer and legal issues. Details of reliable sources of advice if you need more help, including your local CAB

### **ADVICENOW**

Website: [www.advicenow.org.uk](http://www.advicenow.org.uk)

Independent website that provides lively and accessible guides to common legal problems. Has a search engine that will give up to date information on rights and legal issues.

### **ANDREA ADAMS TRUST**

Helpline 01273 704 900

Website: [www.andreaadamstrust.org](http://www.andreaadamstrust.org).

A charity dedicated to tackling workplace bullying.

### **BENEFITS AND WORK,**

PO Box 779, Taunton TA1 9BU

Website:<http://www.benefitsandwork.co.uk>

Email: [info@benefitsandwork.co.uk](mailto:info@benefitsandwork.co.uk)

Well respected website for information and guides about benefits. Lots of the site is free but you have to pay to have full access.

### **BENEFIT ENQUIRY LINE**

Telephone: 0800 88 22 00 (Open Monday to Friday 8.30 am-6.30 pm and Saturdays between 9.00am-1.00pm)

Department of Work and Pensions helpline for general advice and information about all benefits

### **BENEFITSNOW**

Website: <http://www.benefitsnow.co.uk/>

This site provides comprehensive information about Disability Living Allowance This site enables you to assess yourself for Disability Living

Allowance\_ before you apply. You can find out whether you qualify and at what rate you are likely to be paid.

### **CITIZENS ADVICE BUREAU NATIONAL WEBSITE**

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

The Citizens Advice service helps people resolve their legal, money and other problems by providing free, independent and confidential advice.

### **COMMUNITY LEGAL SERVICE DIRECT**

Telephone: 0845 345 4 345

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

If you live in England or Wales and want free high-quality legal information to help you deal with your legal problems, Community Legal Service Direct (CLS Direct) can help. You can: read free legal information leaflets or fact sheets, search for a high-quality local legal adviser or solicitor search for legal information from a selection of the best advice websites in the UK, find out if you qualify for legal aid. Big website with useful tools like a calculator that finds out whether you're entitled to legal aid.

### **CONSUMER CREDIT COUNSELLING SERVICE**

Wade House, Merrion Centre, Leeds, LS2 8NG

Telephone: 0800 138 1111

Website: <http://www.cccs.co.uk/>

A registered charity whose purpose is to assist people who are in financial difficulty by providing free, independent, impartial advice.

### **CRIMINAL INJURIES COMPENSATION AUTHORITY**

Telephone: 0800 358 3601 (Mondays to Fridays 9am-5pm)

Website: [www.cica.gov.uk](http://www.cica.gov.uk)

The Criminal Injuries Compensation Authority is the organisation to contact for information about the government funded Criminal Injuries Compensation Scheme for victims of criminal injury.

### **DISABILITY RIGHTS COMMISSION (DRC)**

DRC Helpline, Freepost MID02164, Stratford upon Avon, CV37 9BR.

Telephone: 08457 622 633

Fax: 08457 778 878

Website: <http://www.drc-gb.org/>

The DRC Helpline is here to give advice and information about the Disability Discrimination Act (DDA) 1995.

Is an independent body established in April 2000 by Act of Parliament to stop discrimination and promote equality of opportunity for disabled people.

## **DEBTLINE**

Call 0808 808 4000 (Mondays to Fridays 9am-9pm, Saturdays 9.30am-1pm).

Website: [www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk).

Provides a free, confidential and independent helpline for people with debt problems in England, Wales and Scotland. They can give expert advice over the phone as well providing a self help information pack.

## **DEPARTMENT FOR WORK AND PENSIONS (DWP) BENEFITS AND SERVICES WEBSITE**

Website: <http://www.dwp.gov.uk/lifeevent/benefits/>

This online resource centre has been designed to give advisory bodies, local authorities, other professional advisers and members of the public accurate and detailed information on benefits and services from the Department for Work and Pensions (DWP). The information is intended for specialists, but is available to everyone. Not easy to read.

## **DISABILITY ALLIANCE**

Universal House, 88-94 Wentworth Street, London, E1 7SA

Telephone: 020 7247 8776

Email: [office.da@dial.pipex.com](mailto:office.da@dial.pipex.com)

Website: [www.disabilityalliance.org](http://www.disabilityalliance.org)

A national charity that campaigns for improvement to the social security system in the UK. Provides information on benefits through publications, free bulletins, and research and training services.

## **DIVORCE AID**

30 Bramble Close, The Beeches, UPPINGHAM, Rutland, LE15 9PH.

Website: <http://www.divorceaid.co.uk>

Email: [office@divorceaid.co.uk](mailto:office@divorceaid.co.uk)

Divorce Aid is an independent group of professionals who volunteer their time to help through this website. They hope to provide divorce

advice, support and information on any matter concerning you. The welfare of the child is paramount and they promote mediation and counselling as well as good, professional legal advice. They have a list of personally recommended family solicitors and also provide a hands-on personal service to assist you. If you need personal assistance email the Team – they try to reply on the same day.

## **EMPLOYMENT TRIBUNALS**

Telephone: 0845 795 9775, Minicom 0845 757 3722.

The Employment Tribunals have a public enquiry line to answer your queries, provide information about tribunal publications and explain how the tribunal system works. It cannot give you legal advice, such as advising you on your claim or response.

Website: <http://www.employmenttribunals.gov.uk>

## **ENTITLEDTO**

Website: <http://www.entitledto.co.uk/>

EntitledTo provides information and free online calculators to help you work out your entitlement to benefits and tax credits.

## **EQUAL OPPORTUNITIES COMMISSION**

Arndale House, Arndale Centre, Manchester, M4 3EQ

Telephone: 0845 601 5901 (Monday to Friday from 9am to 5pm)

Email: [info@eoc.org.uk](mailto:info@eoc.org.uk)

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

If you have been unfairly treated at work, or in education and training, or by anyone providing a service – and you believe it's because you're a woman, or because you're a man – you can contact their free and confidential Helpline for practical and impartial advice.

## **HEALTH SERVICE OMBUDSMAN FOR ENGLAND**

Millbank Tower, Millbank, London, SW1P 4QP

Telephone: 0845 015 4033

Email: [OHSC.Enquiries@ombudsman.gsi.gov.uk](mailto:OHSC.Enquiries@ombudsman.gsi.gov.uk)

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

If you have a complaint about the NHS and have exhausted your local NHS complaints policy and are still dissatisfied; you can contact the Ombudsman for England who will follow up your complaint.

## **howtocomplain.com**

Website: [www.howtocomplain.com](http://www.howtocomplain.com)

howtocomplain.com is an independent website aimed at making complaining easy and straightforward. It asks for the organisation you want to complain about and then tells you who should be complaining to and how go about it. A brilliant site.

## **INDEPENDENT POLICE COMPLAINTS COMMISSION**

90 high Holborn, London, WC1V 6BH, Telephone: 08453 002 002

Email: [enquiries@ipcc.gsi.gov.uk](mailto:enquiries@ipcc.gsi.gov.uk)

Website: [www.ipcc.gsi.gov.uk](http://www.ipcc.gsi.gov.uk)

The IPCC provide advice and investigation of complaints against the police

## **INFORMATION COMMISSIONER'S OFFICE**

Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF

Helpline telephone: 01625 545 745

fax: 01625 524 510

Email: [mail@ico.gsi.gov.uk](mailto:mail@ico.gsi.gov.uk)

Website: <http://www.ico.gov.uk/>

The Information Commissioner's Office is the UK's independent public body set up to promote access to official information and to protect personal information.

They regulate and enforce the Data Protection Act, the Freedom of Information Act, the Privacy and Electronic Communications Regulations and the Environmental Information Regulations.

The ICO provides guidance to organisations and individuals. They rule on eligible complaints and can take action when the law is broken.

## **LIBERTY (The National Council for Civil Liberties)**

21 Tabard Street, London, SE1 4LA

Telephone: 0845 123 2307 (Local rate) Monday - 6.30pm - 8.30pm,

Wednesday - 12.30pm - 2.30pm,

Thursday - 6.30pm - 8.30pm advice line

Email: [info@liberty-human-rights.org.uk](mailto:info@liberty-human-rights.org.uk)

Website: [www.liberty-human-rights.org.uk](http://www.liberty-human-rights.org.uk)



Advice on civil rights issues including criminal justice, police complaints, public order, privacy, strip-search, censorship, access to personal files, rights of immigrants, lesbians and gay men, mental health patients, prisoners and travellers. Some civil and political rights test cases taken up by the legal department. Carries out research and responds to Government policy.

### **THE MONITORING GROUP**

Free confidential line: 0800 374618

Website: [www.monitoring-group.co.uk](http://www.monitoring-group.co.uk).

Offers a 24 hour helpline for victims of racial harassment, police misconduct and domestic violence.

### **SHELTER**

Telephone: 0808 800 4444 freephone. Lines are open seven days a week from 8am to midnight.

Website: <http://england.shelter.org.uk/advice/index.cfm>

Shelter provides a free, national telephone advice line staffed by trained housing advisers. We have helped thousands of people, from finding them a place to sleep to suggesting how to handle mortgage arrears. give immediate, practical assistance, tell you your rights, offer advice and guidance, suggest specialist or local support services to help you longer term.

### **STONEWALL**

16 Clerkenwell Close, London EC1R 0AA

Telephone: 020 7336 8860

National lobbying & campaigning group for Lesbian, Gay, Bisexual people

### **UK ADVOCACY NETWORK**

UK Advocacy Network, Volsolve House, 14 - 18 West Bar Green  
Sheffield S1 2DA

Tel: 0114 272 8171, Email: [office@u-kan.co.uk](mailto:office@u-kan.co.uk)

Website: <http://www.u-kan.co.uk/>

UKAN promotes service user empowerment by representing issues from a user perspective in a number of national forums. It encourages the development of Patients Councils, User Forums and Advocacy Projects and offers information, training and support to both groups

and individuals working towards mental health service user led approaches in any service.

## **USER GUIDE TO THE MENTAL HEALTH ACT**

Website: [www.markwalton.net](http://www.markwalton.net)

The site provides a web-based user guide to the Mental Health Act. The site includes a basic introduction to the Act and a practical overview of some of its key points.

## **VETERANS AGENCY**

Norcross, Thornton Cleveleys, Lancashire, FY5 3WP.

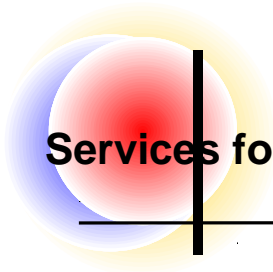
Free telephone Helpline on 0800 169 22 77 (8.15am to 5.15pm

Monday to Thursday; and 8.15am to 4.30pm Friday)

Email: [help@veteransagency.gsi.gov.uk](mailto:help@veteransagency.gsi.gov.uk)

Website: <http://www.veteransagency.mod.uk/>

The Veterans Agency provides a single point of contact within the Ministry of Defence for Veterans and their dependants seeking help, information and advice. They aim to answer your enquiry directly or put you in touch with an appropriate organisation that can help. Can offer advice about war pensions and welfare issues



## **Services for Carers**

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**Carers Counselling Service**

**Dryden Road Self Support Group**

**Gateshead Carers Association**

**Gateshead Crossroads**

**NAME:** Carers Counselling Service

**ADDRESS:** Mental Health Matters  
Baldon Lane Clinic  
South Shields, NE34 0NB

**TELEPHONE:** 07749182648

**OPENING HOURS:** Flexible, contact via 'phone

**METHOD OF REFERRAL?** Social Service Health professional, statutory or voluntary organisation, GP, Self with Health worker or GP approval

**ANY CHARGES?** No

**AREA COVERED?** South Tyneside Borough

**WHO IS THE SERVICE FOR?** Any carer over the age of 18. Used to be just for carers of people with enduring Mental Health – The new Service profile is to include carers of all fields of problems.

**WHAT CAN IT OFFER?** One-to-one counseling and a monthly group on the last Thursday of the month for carers of mental health situations. Always confirm group via telephone, as group carer led and subject to attendance.

Mental Health Matters Help Line 6pm – 6am nightly 0800 085 1719

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** All carers are consulted concerning their requirements, ideas, and feedback. The service is based on carer needs and run as much as possible following their guidance. Feedback is encouraged and 6 weekly assessments shared between carers and staff. The opportunity is given for anonymous confidential feedback. The group is carer led and professional support is available if requested, needed if they want.

**NAME:** Dryden Road Self Support Group

**ADDRESS:** c/o Tyneside Woman's Health.  
Swinburne House, Swinburne Street,  
Gateshead NE8 1AX

**TELEPHONE:** 0191 490 0121 (Gateshead Carers Association)

**OPENING HOURS:** Every 2<sup>nd</sup> Thursday in the month, 5.30-7.30 pm

**METHOD OF REFERRAL?** GP's, Social Worker, Self referral

**ANY CHARGES?** No

**AREA COVERED?** Gateshead borough

**WHO IS THE SERVICE FOR?** People caring for anyone with a mental health issue

**WHAT CAN IT OFFER?** Advice and support on the practical and emotional aspects of caring, mutual support by sharing feelings and concerns with others.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** This is a self help service and is therefore directed by those people who use the service.

**NAME:** Gateshead Crossroads – Caring For Carers

**ADDRESS:** 97 Bewick Road  
Gateshead  
NE8 1RR

**TELEPHONE:** 0191 478 2423

**FAX:** 0191 478 5476

**EMAIL:** [enquiries@gatesheadcrossroads.org.uk](mailto:enquiries@gatesheadcrossroads.org.uk)  
**WEBSITE:** [www.gatesheadcrossroads.org.uk](http://www.gatesheadcrossroads.org.uk)

**OPENING HOURS:** 9:00 – 5:00 Mon - Fri

**METHOD OF REFERRAL?** Via Community Based Services, G.P., Nurse, hospital or Self Referral

**ANY CHARGES?** No

**AREA COVERED?** Gateshead borough

**WHO IS THE SERVICE FOR?** Carers – including children, young people and adults.

**WHAT CAN IT OFFER?** A range of services for people who care for someone with physical, mental or learning disabilities, including: carer support workers, who provide domiciliary care; outreach service enabling carers to access services, support and information; a benefits worker to access disability and carer benefits; community assistance providing help with housework, shopping, dog-walking etc; a Young Carers service for carers aged 6 – 18.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?**

Carers are on the board of trustees, volunteers help with providing the service, questionnaires are sent out to encourage fresh ideas and there is a comments, compliments & complaints system in place. We also employ a carers involvement worker to promote the inclusion of carers in the planning of services in mental health in Gateshead.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Carers are on the board of trustees, volunteers help with providing the service, questionnaires are sent out to encourage fresh ideas and there is a complaints system for any problems.

**NAME:** Gateshead Carers Association

**ADDRESS:** 11 Regent Terrace, Gateshead

**TELEPHONE:** 0191 4900121  
(Carers Information Service freephone: 0800 3289241)

**FAX:** 0191 4900128

**EMAIL:** [gcarers@btconnect.com](mailto:gcarers@btconnect.com)

**WEBSITE:** [www.gatesheadcarers.com](http://www.gatesheadcarers.com)

**OPENING HOURS:** 9.00 am – 4.30pm

**METHOD OF REFERRAL?** Self-referral

**ANY CHARGES?** No

**AREA COVERED?** Gateshead borough

**WHO IS THE SERVICE FOR?** Carers and professionals

**WHAT CAN IT OFFER?** An information service, free membership, a voice for carers and also assistance and support for carers. Gateshead Carers Association now have an Ethnic Minority Worker.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Through regular consultation with those who use the service





## More Care Services

### LOCAL

#### **ADHD GROUP.**

Telephone: 0191 496 0361)

For carers of people with ADHD. Meets fortnightly

#### **AGEING WELL GROUP.**

Telephone: 0191 490 0121

For women, from minority ethnic communities (both carers and the person they care for). Meet weekly at Bensham Grove Community Centre.

#### **AL ANON (FOR RELATIVES OF ALCOHOLICS)**

Head Office: 61 Great Dover Street, London SE1 .

Telephone: 0171 403 0888.

Local Office: Tyneside: 0191 521 4400.

#### **ALZHEIMER'S SOCIETY**

Computer House, High Street, Gateshead NE8 1ET.

Telephone 0191 477 7490.

Email. [gatesheadalz@btconnect.com](mailto:gatesheadalz@btconnect.com)

Provides advice for people with dementia and their carers

#### **AUTISM SUPPORT GROUP IN GATESHEAD.**

Telephone: 0191 490 0121)

For carers of people with Autism. Meet monthly.

#### **BIRTLEY CARERS SUPPORT GROUP.**

Telephone: 0191 410 7403)

For all carers. Meet monthly at Croftside Community Centre, Birtley.

#### **CASA FORUM (CARERS AGAINST SUBSTANCE ABUSE)**

Tel: 0191 490 0121

For carers, parents, relatives and friends of people who misuse drugs or alcohol. Meets weekly in central Gateshead.

**DRYDEN SUPPORT AND SOCIAL GROUP.**

Telephone: 0191 490 0121)

For carers of someone with mental ill health. Meet monthly

**GATESHEAD DEMENTIA CARERS SUPPORT GROUP**

Contact Gateshead Carers Infoline on 0800 328 9241

**LOW FELL CARERS GROUP**

Dryden Road. (Bill Llewellyn. Tel: 0191 488 4567)

For all carers. Meet monthly at the Hardman Centre.

**MACMILLAN CANCER RELIEF**

Main Corridor QE1, Queen Elizabeth Hospital, Sheriff Hall,  
GATESHEAD NE9 6SX. Telephone 0191 4380994 (After 6pm)  
Telephone 0191 4452642 (Mon & Wed 1 - 5)

**MOVING ON GROUP**

Tel: 0191 488 4567

Supports former carers.

**MUSLIM COMMUNITY CENTRE GROUP**

c/o 11 Regents Terrace, Gateshead. Contact Gateshead Carers  
Infoline on 0800 328 9241

For people from an ethnic minority. Meets monthly.

**PAKISTANI COMMUNITY CENTRE GROUP.**

Meet monthly (Shaheen Rashid. Tel: 0191 490 0121)

For people from an ethnic minority.

**RYTON CARERS GROUP.**

For all carers. Meet monthly at United Reformed Church, Ryton.  
(Alice Headford. Tel: 0191 490 0121)

**TRINITY CARERS SUPPORT GROUP**

c/o 11 Regents Terrace, Gateshead.

Contact Gateshead Carers Infoline on 0800 328 9241

For all carers. Meets weekly at Trinity Centre, High Street.

### **YOUNG CARERS**

Gateshead Crossroads, 97 Bewick Road, GATESHEAD NE8 1RR.  
Telephone 0191 478 2423.

## **NATIONAL**

### **ADFAM**

Waterbridge House, 32-36 Loman Street, London, SE1 0EH  
Telephone 020 7928 8898

Fax 020 7928 8923

Email: [admin@adfam.org.uk](mailto:admin@adfam.org.uk)

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

Adfam works for and with the families and friends of drug and alcohol users. Adfam came into being thanks to the efforts of a mother who was determined to overcome the isolation she felt in the face of her child's drug use. They can provide information about drugs and details of local support services.

### **AGE CONCERN ENGLAND**

Astral House 1268 London Road, London SW16 4ER

Telephone: 0800 00 99 66

Email: [ace@ace.org.uk](mailto:ace@ace.org.uk)

Website: [www.ageconcern.org.uk](http://www.ageconcern.org.uk)

Provides information to older people and their carers.

### **BLACK CARERS SUPPORT GROUP**

Annie Wood Resource Centre, 129 Alma Way, Birmingham. B19 2LS.  
Telephone.0121 554 7137

### **CARERS UK HQ**

20-25 Glasshouse Yard, London, EC1A 4JT.

Telephone: 080 8808 7777 Lines Open Wednesday and  
Thursday 10-12 am and 2-4 pm. Fax 020 7490 8824.

Email: [info@carersuk.org](mailto:info@carersuk.org)

Website: [www.carersuk.org](http://www.carersuk.org)

Carers UK is the voice of carers and is a carer-led organisation working for all carers. Provides information and support for carers.

### **COUNSEL AND CARE**

Twyman House, 16 Bonny Street, London NW1 9PG.

Telephone: 0845 300 7585. Email: [advice@counselandcare.org.uk](mailto:advice@counselandcare.org.uk)

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

Free and confidential advice service to older people, carers and professionals.

### **CROSSROADS ASSOCIATION**

10 Regent Place, Rugby Warwickshire. CV21 2PN. Tel: 0845 450

0350 Fax: (01788) 565 498. Email:

[communications@crossroads.org.uk](mailto:communications@crossroads.org.uk)

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

Provides practical respite to carers.

### **MINDINFOLINE**

15-19 Broadway, LONDON E15 4BQ. Telephone (Outside London) 0845 7660 163.

Email: [contact@mind.org.uk](mailto:contact@mind.org.uk)

Website: [www.mind.org.uk](http://www.mind.org.uk)

Information service, including information on carers.

### **OGILVIE CHARITIES**

The Gate House 9 Burkitt Road, Woodbridge, Suffolk IP12 4JJ

Telephone: 01394 388746 Fax: 01394 388746

Best time to telephone: 9am - 4pm (closed 1 - 2); Monday - Friday.

Ogilvie Charities make grants towards a carer's expenses in taking holidays away from the person to whom care is normally provided as well as towards such things as household articles where there is no statutory duty to provide these.

Please note that self-referrals from the general public are not accepted. Any recommendation must be made by a health professional or social worker.

## **PRINCESS ROYAL TRUST FOR CARERS**

142 Minories, London EC3N 1LB Tel: 020 7480 7788

Fax: 020 7481 4729

Email: Help Desk [help@carers.org](mailto:help@carers.org)

Website: <http://www.carers.org/>

The Princess Royal Trust for Carers is the largest provider of carers support services in the UK. Through its network of 122 independently managed Carers' Centres and interactive websites: Carers.org and YC Net, the Trust currently provides quality information, advice and support services to a quarter of a million carers, including 13,000 young carers.

## **RETHINKCARERS**

Website: <http://www.rethinkcarers.org/>

Website for carers of people experiencing poor mental health.

## **UNITED KINGDOM HOMECARE ASSOCIATION (UKHCA)**

42b Banstead Road, Carhalton, Surrey SM5 3NW.

Telephone: 020 8288 1558

Website: <http://www.ukhca.co.uk/>

Provides information about homecare and residential providers and services.

## **YOUNGCARERS.NET**

Website: <http://www.youngcarers.net/>

Website with information and forums for young people who are carers.

## **YOUNG CARERS PROJECT**

c/o Carers Association, 20-25 Glasshouse Yard, London. EC1A 4JS.

Telephone: 0171 4908818. Carers Line: 0171 490 8898.

## **YOUNGMINDS**

48-50 St John Street, London EC1M 4DG. Helpline 0800 018 2138.

Email: [info@youngminds.org.uk](mailto:info@youngminds.org.uk)

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

Organisation relevant for those caring for younger people.





**Byker Bridge Gateshead Floating Support**

**Contraception and Sexual Health Service (formerly Family Planning)**

**Family Link (Children North East)**

**Gateshead Borough Youth and Community Service**

**Gateshead Jewish Family Service**

**Gateshead Young Womens Outreach Project**

**Parents Enquiry North East**

**Relate Northumberland and Tyneside**

**St Chads Community Project**

**Young Carers Initiative (Crossroads)**

**Young Parents Group**

**NAME:** Byker Bridge Gateshead Floating Support

**ADDRESS:** St Silas Church Building,  
Clifford Street, Byker,  
Newcastle upon Tyne. NE6 1PG

**TELEPHONE:** 0191 478 2805

**FAX:** 0191 224 4906

**WEBSITE:** [www.bykerbridge.org](http://www.bykerbridge.org)

**OPENING HOURS:** 9.30-5.00pm

**METHOD OF REFERRAL?** Via Gateshead Youth Offending Team  
or direct to the Gateshead office tel: 0191 478 2805

**ANY CHARGES?** Whatever local authority or landlord apply to a  
tenant/homeowner

**AREA COVERED?** Gateshead

**WHO IS THE SERVICE FOR?** 16-19 year olds who have an  
offending background (current or historic).

**WHAT CAN IT OFFER?** Advice and advocacy in securing or  
maintaining a dwelling, life skills training, assistance with other  
professional visits/appointments, advice with neighbourhood disputes,  
advice on debt management, promote tenant rights and  
responsibilities, ongoing benefit advice.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND  
DELIVERY OF THE SERVICE?** Regular reviews, continual  
consultation after reviews and Service User formulates their support  
plan.



**NAME:** Contraception and Sexual Health Service  
(Formerly Family Planning)

**ADDRESS:** 13 Walker Terrace,  
Gateshead NE8 1EB

**TELEPHONE:** 0191 490 2520

**FAX:** 0191 490 1706

**OPENING HOURS:** Office Hours 9 am - 4 pm. Walk in and appointment only clinics are open at various times across the week. Contact: 0191 490 2520 for details.

**METHOD OF REFERRAL:** Self referral except for Queen Elizabeth Hospital clinics.

**ANY CHARGES?** None

**AREA COVERED:** Gateshead. Services available at Prince Consort Road, Ryton, Chopwell, Dunston, Low Fell. Grassbanks Health Centre, Blaydon, Birtley and Bensham. Can offer service to people living outside the Gateshead area.

**WHO IS THE SERVICE FOR?** Anyone needing contraceptive or sexual health advice, no age limits.

**WHAT CAN IT OFFER?** Community Clinics, Home visit services, Young persons clinics. Emergency Contraception. Most contraceptive methods- all free. Plus advice on sexual health matters. Pregnancy testing with immediate results. Smears.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Client Questionnaires. Comments verbal or written always well received.

**NAME:** Elizabeth House

**ADDRESS:** c/o Kings Court  
Kingsway  
Team Valley trading estate  
Gateshead  
NE11 OSH

**TELEPHONE:** 0191 491 5700  
**FAX:** 0191 491 3334

**EMAIL:** [info@aquilaway.org](mailto:info@aquilaway.org)  
**WEBSITE:** [www.aquilaway.org](http://www.aquilaway.org)

**OPENING HOURS:** Central office is 9-5pm; the actual project is staffed on a 24 hr basis.

**METHOD OF REFERRAL?** Referrals can be by self or by agencies/professionals by method of telephone

**ANY CHARGES?** The residents are charged a £15.00 service charge weekly

**AREA COVERED?** All areas

**WHO IS THE SERVICE FOR?** 16-25 year old women who are either expectant or have pre school children and are in need of accommodation.

**WHAT CAN IT OFFER?** The Project offers 24 hour supported accommodation. Each resident is assigned her own support worker who can offer support in areas such as budgeting, cooking, managing money, children's routines and going to college etc.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?**

Weekly resident meetings and we have regular service user consultations and an annual review.

**NAME:** Family Link (Children North East)

**ADDRESS:** 89 Denhill Park  
Newcastle upon Tyne  
NE15 6QE

**TELEPHONE:** 0191 256 2444

**FAX:** 0191 256 2446

**OPENING HOURS:** 9.00 – 5.00 Monday - Thursday, 9.00 - 4.30  
Friday

**METHOD OF REFERRAL?** Self-referral, Community Based Services  
and Other Agencies

**ANY CHARGES?** No

**AREA COVERED?** South of Tyne, Gateshead, Derwent, Newcastle

**WHO IS THE SERVICE FOR?** Any family with a child under 8

**WHAT CAN IT OFFER?** Family Link provides support and encouragement for families with young children by linking them to a volunteer who is also a parent. There are several Family Link schemes in operation in the region, managed by Children North East. All volunteers are police checked and have undergone a course of preparation.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** The volunteer's visits are planned according to the needs of the family. Therefore, those who use the service are able to direct the service to meet their needs. The coordinator meets with the family every 3 months to evaluate the service provider and plan for the next 3 months. When the service ends the service user completes a further evaluation.

**NAME:** Gateshead Borough Youth and Community Service

**ADDRESS:** Young People's Service  
224 / 230 High Street  
Gateshead  
NE8 1AQ

**TELEPHONE:** 0191 490 1900

**FAX:** 0191 477 6349

**OPENING HOURS:** 9.00 – 5.00, groups held on evenings also.

**METHOD OF REFERRAL?** Via Community Based Services

**ANY CHARGES?** No

**AREA COVERED?** Gateshead

**WHO IS THE SERVICE FOR?** Young people, aged 16-21

**WHAT CAN IT OFFER?** Group work and help with aftercare. The service can also offer support in maintaining tenancies and independent living.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** The groups help to make some decisions in respect to the service.

**NAME:** Gateshead Jewish Family Service

**ADDRESS:** 7 Oxford Terrace  
Gateshead  
NE8 1RQ

**TELEPHONE:** 0191 477 5677

**FAX:** 0191 477 2241

**OPENING HOURS:** 9.00 - 5.00 pm. plus weekends and evenings on a flexible basis.

**METHOD OF REFERRAL?** Via Self referral/GP/Nurse/Hospital/Community Based Services.

**ANY CHARGES?** No

**AREA COVERED?** Gateshead borough

**WHO IS THE SERVICE FOR?** Children and families, young people and students, the elderly and people with mental health problems.

**WHAT CAN IT OFFER?** An independent voluntary organisation providing social services to the local Jewish community. It meets the needs of families and children, young people, students, the elderly and those with mental health problems but can offer advice on any area of concern.

The Service works closely with the local Community Based Services and health departments and can help people gain access to other community care services.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?**

The service relies on everyone using or providing the service, working together in partnership.

**NAME:** Gateshead Young Womens Outreach Project

**ADDRESS:** 12 Gladstone Terrace, Gateshead NE8 4DY

**TELEPHONE:** 0191 477 7759

**FAX:** 0191 477 2480

**EMAIL:** [gywop@gateshead.gov.uk](mailto:gywop@gateshead.gov.uk)

**WEBSITE:** [gatesheadyoungwomensoutreachproject.org.uk](http://gatesheadyoungwomensoutreachproject.org.uk)

**OPENING HOURS:** Monday - Friday 9 am to 4 pm. Messages can also be left out of hours.

**METHOD OF REFERRAL:** Self or someone on your behalf. If in doubt give us a ring and discuss whether or not our services are appropriate for an individual.

**ANY CHARGES?** No.

**AREA COVERED:** Borough of Gateshead.

**WHO IS THE SERVICE FOR?** Young Women - usually between 13 and 20 years.

**WHAT CAN IT OFFER?** Information, advice and support for young women, including young women who are pregnant or who are mothers. GYWOP is part of the Youth and Community Learning Service in Gateshead and focuses on providing educational opportunities for young women who may be lacking in confidence and who may have missed out on some of their mainstream education for a variety of reasons.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** All participants are encouraged to take part in programme planning and in skill sharing during the sessions.. Some women are also members of the Management Committee and therefore support the running and development of the project.

**NAME:** Parents Enquiry North East

**ADDRESS:** N/A

**TELEPHONE:** Tyne & Wear (Joan) 0191 455 2868

**FAX:** 0191 455 2868

**EMAIL:** [pennejoan@supanet.com](mailto:pennejoan@supanet.com)

**WEBSITE:** [www.parentsofgays.co.uk](http://www.parentsofgays.co.uk)

**OPENING HOURS:** Telephone contact at any reasonable hour

**METHOD OF REFERRAL?** Self Referral

**ANY CHARGES?** No

**AREA COVERED?** Whole of North East

**WHO IS THE SERVICE FOR?** Parents of gay, lesbian, bisexual or transgendered sons and daughters.

**WHAT CAN IT OFFER?** Telephone support, free literature, a bi-monthly support group or 5 one to one support.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** This is a user led organisation, in that those who are able to give support usually have a son or daughter who is either gay, lesbian, transgendered or bisexual. The service is therefore directed by those who use it.

**NAME:** Relate Northumberland and Tyneside

**ADDRESS:** Mea House  
Ellison Place  
Newcastle upon Tyne  
NE1 8XS

**TELEPHONE:** 0191 232 9109

**FAX:** 0191 269 7919

**EMAIL:** [enquiries@relate-nt.org.uk](mailto:enquiries@relate-nt.org.uk)

**OPENING HOURS:** 9.00 am – 8.45 pm Monday – Thursday, 9.00 am – 5.00 pm Friday

**METHOD OF REFERRAL?** Self referral, or via G.P.

**ANY CHARGES?** Yes. It costs Relate £40 to offer an hours counselling. There is a Sliding scale of charges depending on income.

**AREA COVERED?** Northumberland, Gateshead, Newcastle, South Tyneside and Tyneside.

**WHO IS THE SERVICE FOR?** Anyone experiencing difficulties within their marital or personal relationship.

**WHAT CAN IT OFFER?** Counselling can be for individuals as well as couples. Counsellors can help if individuals or couples are having problems and want to work them out, or if you want to separate or your relationship has already ended. They offer sex therapy for couples or individuals who have specific sexual problems.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Those who use the service are very much involved in the direction of their own therapy.



**NAME:** Safer Families Gateshead

**ADDRESS:** Units 5-6, Enterprise House, Team Valley,  
Gateshead, NE11 0SR

**TELEPHONE:** 0191 433 5600

**FAX:** 0191 433 5606

**EMAIL:** [saferfamilies@gateshead.gov.uk](mailto:saferfamilies@gateshead.gov.uk)

**METHOD OF REFERRAL:** Open referral process

**ANY CHARGES?** No

**AREA COVERED:** Gateshead

**WHO IS THE SERVICE FOR?** Individuals or families living in the Gateshead area who are affected by domestic abuse.

**WHAT CAN IT OFFER?** Specialist Risk Assessment - including reports for courts and child protection proceedings.

1. Violence Prevention Programme - Intensive groupwork for male perpetrators.
2. Freedom From Fear – Group
3. Work therapy for female victims.
4. Jigsaw - Support group for children living with domestic abuse.
5. Men and Parenting - Parenting programme.
6. Play Therapy - Individual work with children.
7. Counselling - For women who have experienced domestic abuse.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Monitoring forms are used to access Service User's satisfaction. A User consultation group is currently being developed.

**NAME:** Streetwise Young People's Project

**ADDRESS:** 35 – 37 the Groat Market, Newcastle, NE1 1UQ

**TEL:** 0191 230 5533 (office) 230 5400 (young peoples line)

**FAX:** 0191 221 1722

**EMAIL:** [admin@streetwisenorth.co.uk](mailto:admin@streetwisenorth.co.uk)

**WEBSITE:** [www.streetwisenorth.co.uk](http://www.streetwisenorth.co.uk)

**OPENING:** Drop-In Mon: Tues & Fri 2-5 Thurs 2-7  
Sexual Health Clinic: Mon & Fri 2-4.30 Thurs 4-6.30  
& Sat 10 – 3.30 (under 18's)  
Counselling: By appointment only

All operates on a drop-in basis. For counselling young people can refer themselves or a referral can be made on their behalf either by phoning or dropping in and speaking to a youth worker.

### **WHO IS THE SERVICE FOR?**

We normally work with 13-25 year olds but for counselling we will see 11 and 12 year olds usually with parental/carer consent. Anyone can use our service regardless of where they live

### **WHAT CAN IT OFFER?**

We work with young people around the issues which affect them most. Counselling is generic and we have both male and female counsellors. Our drop in is staffed by youth workers who can give advice around sexual health, mental health, drugs and alcohol and housing. Sexual health clinic does pregnancy testing, the pill, the injection, termination referrals and emergency contraception. All services are free and confidential.

### **SERVICE USER INVOLVEMENT**

We are currently looking at ways to involve users

**NAME:** Young Carers Initiative (Crossroads)

**ADDRESS:** 97 Bewick Road  
Gateshead  
NE8 1RR

**TELEPHONE:** 0191 478 2423

**FAX:** 0191 478 5476

**EMAIL:** [youngcarers@gatesheadcrossroads.org.uk](mailto:youngcarers@gatesheadcrossroads.org.uk)

**OPENING HOURS:** 9.00 – 5.00 Monday – Friday.

**METHOD OF REFERRAL?** Telephone 0191 478 2423.

**ANY CHARGES?** Occasional donation towards overnight stay.

**AREA COVERED?** Gateshead borough

**WHO IS THE SERVICE FOR?** Young Carers 8 - 16

**WHAT CAN IT OFFER?** Emotional and practical support for young Carers. One to one or small group work for those needing extra support. General Saturday activities to give them a break from their caring role. Issue based groups (e.g. Bullying, anger solutions) and workshops (eg. dance or drama).

Overnight stays to improve self-esteem and give a break from home life. Peer support from others who are in a similar situation. Each Young Carer's needs are assessed individually and agreed with them/their family, where these can be both met

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** The members of the group are very pro-active in determining the activities and direction of them. The Young Carers complete regular evaluations and annual service review to plan together future service delivery. Ideas for activities are also given at assessment and via the newsletter.

**NAME:** Young Parents Group – Blaydon Youth Club

**ADDRESS:** Chainbridge Medical Centre,  
Blaydon Shopping Centre.  
NE21 5BT

**TELEPHONE:** 0191 414 2606

**OPENING HOURS:** 8.00 – 6.00 Thursdays

**METHOD OF REFERRAL?** Via any approach

**ANY CHARGES?** For some activities

**AREA COVERED?** Blaydon and Winlaton

**WHO IS THE SERVICE FOR?** Young families with children under 4 years of age.

**WHAT CAN IT OFFER?** The service offers support for those experiencing post-natal depression and parents of school children who are finding it difficult to cope.

A Community Psychiatrist works from the surgery and is able to offer general support, and help in developing parenting skills. Can refer on to Blaydon MIND.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Service users are very much involved in the direction and activities of the group.



## More Children, Young People and Family Services



### Local

#### **ADULT SURVIVORS OF CHILDHOOD ABUSE (ASCA)**

St Gabriel's Parish Centre, St Gabriel's Avenue, Newcastle upon Tyne.  
NE6 5QN.

Telephone: 0191 238 2130

Fax: 0191 238 2131

Email: [pat@asca.org.uk](mailto:pat@asca.org.uk)

Gives support to survivors of childhood abuse.

#### **AQUILA WAY**

Kings Court, Kingsway, Team Valley, Gateshead. NE11 0SH.

Telephone: 0191 491 5700

Website: <http://www.aquilaway.org/>

Provides supported accommodation and training opportunities to vulnerable homeless women.

#### **CHILDREN'S INFORMATION SERVICE**

Gateshead Council, Dryden PDC, Evistone Road, Gateshead

Telephone: 0191 433 8515 or 491 5979

Text phone: 0191 491 5594

Website: [www.childcarelink.gov.uk/gateshead](http://www.childcarelink.gov.uk/gateshead)

Gateshead Children's Information Service (CIS) provides up to date information on:

Childcare in Gateshead, the Early Years and Childcare Service, Early Years Education, Career Opportunities and Childcare Training. Pre-schools Sessional Care, Out of school hours clubs, Day Nurseries, Child minders.

#### **NEWCASTLE YOUNG PEOPLE'S UNIT - EATING DISORDERS CLINIC**

Newcastle General Hospital, Westgate Road, Newcastle upon Tyne, NE4 6BE, Tel: Telephone: 0191 219 5023

Age range: 14.-18. Types of problems treated: Anorexia Nervosa, Bulimia Nervosa, and Atypical Eating Problems. Referrals: Secondary Health Professional. Average time between referral and first appointment: 8 weeks.

### **EDUCATIONAL PSYCHOLOGY SERVICE**

Access and Inclusion, Learning and Children, Dryden Professional Development Centre, Evistones Road, Gateshead, NE9 5UR

Phone: 0191 433 5000

Fax: 0191 491 1394

Email: [enquiries@gateshead.gov.uk](mailto:enquiries@gateshead.gov.uk)

Educational Psychologists work with children and young people aged 0-19, using psychology to promote their personal, social and educational development. They work with individual children, teachers and other adults within the school setting, as well as with families, other education services and a wide range of professional outside of education. It is also possible for referrals to be made by individuals outside of schools, for example parents and other professionals.

### **GATESHEAD ADHD (Attention Deficit Hyperactive Disorder) SUPPORT**

3 Tennyson Crescent, Swalwell, Newcastle upon Tyne, NE16 3JG.

Telephone: 0191 4960361

Website: <http://www.gatesheadadhdsupport.co.uk>

Support group/registered charity, for parents/carers of children/young people with ADHD. All of the trustees/volunteers are either parents/carers of a child/young person with ADHD or has ADHD themselves.

### **GATESHEAD PRE-SCHOOL LEARNING ALLIANCE**

John Haswell House 8/9 Gladstone Terrace Gateshead NE8 4DY

Tel: 0191 477 1254 | Fax: 0191 477 7230

Email: [GPSLA@dial.pipex.com](mailto:GPSLA@dial.pipex.com)

Provides information, advice and support to Pre-school Groups, (Playgroups, Nurseries, Parent and Toddler Groups) and Parents/Carers.

Offers resources, shop, training courses, publications and a toy library.

The special needs project provides support, information and training to enable children with special needs to attend pre-schools. Development Workers visit pre-school groups offering advice and support.

Monday to Friday 9.30 am to 2 pm (term time only)

Toy Library: Tuesday 11 am to 2 pm

Shop: Tuesday, Wednesday & Friday 11 am-2 pm (term time only)

### **NORTH EAST NIGHTSTOP**

2nd floor, Union Chambers, Grainger Street, Newcastle-upon-Tyne, Tyne & Wear, NE1 5JE. Telephone: 0191 261 8881

Fax: 0191 261 1400

Email: [nightstopne@aol.com](mailto:nightstopne@aol.com)

Offer emergency overnight accommodation in the homes of approved volunteers to homeless people aged 16-25 for a few nights at a time until more permanent and appropriate accommodation can be found.

### **OUTPOST HOUSING PROJECT**

Telephone: 0191 222 1937

Temporary accommodation for young lesbians & young gay men (16-25) who are homeless or having difficulty finding somewhere to live.

### **STEPPING STONES**

11-12 Landsdowne Crescent, Gosforth, Newcastle upon Tyne NE3 1HS. Telephone: 0191 284 3201 or 0191 284 9035

Fax: 0191 284 9035

E-mail: [charlotte.steppingstones@www.mail.co.uk](mailto:charlotte.steppingstones@www.mail.co.uk)

24 hour direct access emergency hostel for young (16-21 year olds) homeless people.

### **SURE START**

Telephone: Blaydon / Winlaton, (0191) 433 5577

Deckham, (0191) 433 6300

Felling, (0191) 433 5646

Leam Lane, (0191) 433 6000

E-mail: [SureStart.BW@Gateshead.Gov.uk](mailto:SureStart.BW@Gateshead.Gov.uk)

Programmes endeavour to give children under the age of 4, in some areas of the borough, the best start in life. Their four main aims of Sure Start are to: Improve children's health, Improve children's ability to learn, Improve

children's social and emotional development, To Strengthen families and communities. As well as providing childcare facilities, Sure Start Programmes run a variety of different schemes and activities for both parents and children, including ante-natal classes, reading clubs, dad's clubs, breast feeding awareness, family support, plus much, much more.

There are four Sure Start Programmes in the Gateshead.

### **YOUTH INFORMATION SERVICE**

Gateshead Youth Council, 12 Gladstone Terrace, Gateshead, NE8 4DY. Telephone: 0191 490 1900

Fax: 0191 490 1199

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

A charitable project based in Gateshead in the UK. It is designed to give help, information and support to young people under the age of 26, and those supporting them.

## **Regional**

### **BARNADO'S BASE PROJECT**

26 Esplanade, Whitley Bay, North Tyneside NE26 2AJ. Telephone: 0191 253 2127, Fax 0191 253 3195. Provides advice, information and support for young people aged 16-25 who are disadvantaged.

### **BRITISH AGENCY FOR ADOPTION AND FOSTERING**

MEA House, Ellison Place, Newcastle. NE1 8XS.

Telephone: 0191 261 6600.

Website: [www.baaf.org.uk](http://www.baaf.org.uk)

Provides a family finding service for children needing permanent homes through adoption and fostering. Information, advice and training is available to the public or other agencies on childcare issues.

### **CONTACT A FAMILY**

The Dene Centre, Castle Road Farm, Newcastle NE3 1PH.

Telephone: 0191 241 0211.

Email: [northeast@cafamily.org.uk](mailto:northeast@cafamily.org.uk)

Website: [www.cafamily.org.uk](http://www.cafamily.org.uk)

Aims to help families who care for children with any disability or special need.



### **FAMILY MEDIATION SERVICE**

MEA House, Ellison Place, Newcastle. NE18XS.

Telephone: 0191 261 9212.

Email: [nefms@nch.org.uk](mailto:nefms@nch.org.uk)

Website: [www.nch.org.uk](http://www.nch.org.uk)

Provides mediation to parents undergoing separation or divorce.

Assists in helping parents in making arrangements for their children and also deals with finance and property issues. Also has service for supporting children.

### **HEARTBEAT PREGNANCY CRISIS CENTRE**

7-9 Bigg Market, Newcastle upon Tyne, NE1 1UN

Telephone: 0191 2617111

Pregnancy testing and advice

### **KIDS AND US**

Gingerbread House, 34 Grainger Park Road, Newcastle. NE8 8RY.

Telephone: 0191 273 6626. Aims to help and support one parent families by providing information, advice and counselling.

### **MY KIDS AND ME**

Telephone: 0191 242 4383

Group that tries to support single parents. Offers advice and activities for parents and children. Every week in Newcastle there is a drop-in.

### **SOMEONE CARES**

St Nicholas Hospital, Jubilee Road, Newcastle.

Telephone: 0191 273 6666.

Aims to help those over 16 years affected by sexual abuse. Offers one to one counselling, information and advice.

## National

### **AL-ANON FAMILY GROUPS**

Telephone 020 7403 0888. Worldwide organisation offering understanding and support to families and friends of problem drinkers, whether the alcoholic is still drinking or not.

### **ANTI-BULLYING CAMPAIGN**

Telephone: 0171 378 1446 (Monday to Friday 10am-4pm)  
Help and advice for people being bullied and bullies.

### **BROOK YOUNG PEOPLE'S INFORMATION SERVICE**

Unit 421 Highgate Studios, 52-79 Highgate Road, London, NW5 1TL.  
Telephone: 0800 0185 023 Freephone, Monday - Friday - 9am - 5pm  
Fax: 020 7284 6050  
Website: [www.brook.org.uk](http://www.brook.org.uk)

Information, support and signposting service for young people under 25 on sexual health. Also run a confidential enquiry service via the Brook website. 24 hour recorded information line on a range of sexual health topics (020 7617 8000). Centres throughout the UK offering free contraception, pregnancy testing and counselling.

### **CHILDLINE**

Helpline: 0800 1111 (24 hours everyday)  
Free, confidential helpline for children and young people who are in danger and distress. This service is for any child with any problem and aims to listen, comfort and protect.

### **EACH (Educational Action Challenging Homophobia)**

Office 24, 14 Clifton Road, Clifton, Bristol, BS8 4BF  
Tel: 0808 1000 143, Monday-Friday 9 am-5 pm, Sat 10 am-12 noon)  
Email: [help@eachaction.org.uk](mailto:help@eachaction.org.uk)  
Website: [www.eachaction.org.uk](http://www.eachaction.org.uk)

Provides support, training and helpline for young people affected by homophobia. Supports young people in challenging homophobic bullying.

### **FAMILY RIGHTS GROUP**

The Print House, 18 Ashwin Street, London E8 3DL.

Telephone: 0207 923 2628/Helpline: 0800 731 1696.

Email: [office@frg.org.uk](mailto:office@frg.org.uk)

Website: [www.frg.org.uk](http://www.frg.org.uk)

Provides advice and support to families who are involved with social services in child protection procedures, or court proceedings, or who are having problems getting family support services or adequate contact with their child.

### **GINGERBREAD Advice line**

Telephone 0800 018 4318,

Freephone, 10 a.m. to 4 p.m. Monday to Friday.

Website: <http://www.gingerbread.org.uk/information-and-advice/>

Speak to an advice workers for advice on benefits, childcare, C.S.A, contact, divorce, employment, housing, maternity rights and lone parenthood

### **MUSLIM YOUTH HELPLINE (MYH)**

The helpline number 0808 808 2008 (Mondays to Thursdays 6pm-9pm, Fridays 6pm-12am, Saturdays and Sundays 12pm-12am).

Email: [help@myh.org.uk](mailto:help@myh.org.uk)

Website: [www.myh.org.uk](http://www.myh.org.uk).

They operate a free confidential telephone counselling and e-mail enquiries service for young people Young people can contact the Muslim Youth Helpline on a wide-range of social issues, particularly those that are regarded as taboo within their community, such as homosexuality and mental health problems.

### **PARENTLINE PLUS**

Helpline: 0808 800 2222. Website: [www.parentlineplus.org.uk](http://www.parentlineplus.org.uk).

Provides information and support to families, to shape and expand what is understood by parenting and to change and increase the support available to all those who parent and contribute to the welfare of children.

### **NSPCC CHILD PROTECTION HELPLINE**

42 Curtain Road, London, EC2A 3NH.

Telephone: 0808 800 5000, Textphone: 0800 056 0566. (free)

Email: [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

Website: <http://www.nspcc.org.uk/helpline>

There are a number of ways you can contact the Helpline. Whichever you choose, you'll get expert advice from one of our advisers, who are all trained child protection officers.

### **NATIONAL YOUTH ADVOCACY SERVICE**

Telephone: 0800 616 101.

Email: [help@nyas.net](mailto:help@nyas.net),

Website: [www.nyas.net](http://www.nyas.net)

Provides socio-legal advice, information and advocacy services to children and young people up to the age of 25.

### **SEXUAL HEALTH DIRECT**

Telephone: 0845 310 1334 (local rate)

Website: [www.fpa.org.uk](http://www.fpa.org.uk)

Helpline offering information and advice on a whole range of sexual health issues, including contraception, planning a pregnancy, abortion, sexually transmitted infection, general male and female sexual health. Written information sent on request. Ran by Family Planning Association.

### **SEXWISE**

Freephone: 0800 28 29 30. Provides free, confidential information and advice to young people on various matters concerning sex education and sexual health, including, emergency contraception, dealing with peer pressure and sexually transmitted diseases.

### **YOUNG MINDS**

102 Clerkenwell Road, London EC1 5SA

Telephone: 0207 3368445.

Email: [enquiries@youngminds.org.uk](mailto:enquiries@youngminds.org.uk)

Website: [www.youngminds.org.uk](http://www.youngminds.org.uk)

A national charity committed to improving the mental health of all children. Parents information service, leaflets, magazine, seminars and consultancy help young people, parents and professionals to understand when a young person feels troubled and how to find help.



## **Services for Women**

**Adult Survivors of Childhood Abuse**

**Aquila Way Naomi Project**

**Belle Vue**

**Northern Initiative on Women and Eating (NIWE)**

**REACH**

**Safer Families**

**Survivors Project (Richmond Fellowship)**

**Tyneside Rape Crisis Centre**

**Tyneside Women's Health**

**NAME:** Adult Survivors of Childhood Abuse (ASCA)

**ADDRESS:** 2<sup>nd</sup> Floor Clayton Chambers  
59-61 Westgate Road  
Newcastle  
NE1 5SG

**TELEPHONE:** 0191 221 2019

**OPENING HOURS:** 9:00 – 5:00 weekdays

**METHOD OF REFERRAL?**

Via any approach, including self referral

**ANY CHARGES?** No

**AREA COVERED?** All areas

**WHO IS THE SERVICE FOR?**

Male and female survivors of childhood abuse over 16 years old.

**WHAT CAN IT OFFER?** A listening and counselling service. There is also a women's group. The service is also able to provide training that seeks to educate the public about relevant issues.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?**

Service users fill out questionnaires that are used to evaluate the service.

**NAME:** Aquila Way Naomi Project

**ADDRESS:** Central Office – Kings Court, Kingsway, Team Valley trading estate, Gateshead,

**TELEPHONE:** 0191 491 5700

**FAX:** 0191 491 3334

**EMAIL:** [info@aquilaway.org](mailto:info@aquilaway.org)

**WEBSITE:** [www.aquilaway.org](http://www.aquilaway.org)

**OPENING HOURS:** Business hours are 9-5pm. Project is staffed on a 24hr basis.

**METHOD OF REFERRAL?** Usually by telephone by means of self referral or other professionals/agencies.

**ANY CHARGES?**

If on benefits the cost is a £17.00 weekly service charge to residents

**AREA COVERED?**

We take referrals from both in and outside of Gateshead.

**WHO IS THE SERVICE FOR?** Young women aged 16-30years in need of accommodation.

**WHAT CAN IT OFFER?**

24 hr Supported accommodation. Naomi is a shared house with space for 8 young women. Residents would either have their own or a shared room. The lounge, kitchen and bathrooms are shared facilities. Each resident is assigned her own support worker who can offer support in the practical areas such as accessing training, finding employment, managing money, cooking etc.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?**

Weekly resident House Meetings, as well as service user forums and annual reviews.

**NAME:** Belle Vue (Mental Health Matters)

**ADDRESS:** 25 Belle Vue Bank,  
Low Fell,  
Gateshead, NE9 6BQ

**TELEPHONE:** 0191 482 3638

**OPENING HOURS:** Monday-Friday, variable hours between 9.00-5.00pm.

**METHOD OF REFERRAL?** Via Social Services or Healthcare Professionals

**AREA COVERED?** Tyne and Wear

**WHO IS THE SERVICE FOR?** Gender specific-Female.  
Vulnerable adults with enduring mental health problems.

**WHAT CAN IT OFFER?** To work with tenants to maintain and enhance their living and tenancy management skills with a view to accessing independent accommodation at an appropriate point.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Tenants are given the opportunity manage a tenancy. By encouraging social integration and encouraging the development of a structured lifestyle which is founded upon informed decision making and enhanced social, educational and occupational opportunities.



**NAME:** NIWE Eating Distress Service

**ADDRESS:** 2<sup>ND</sup> Floor, 1 Pink Lane  
Newcastle, NE1 5DW

**TELEPHONE:** Admin 0191 221 0233,  
Listening/Information Helpline: 0191 261 7010

**EMAIL:** [niwe@talk21.com](mailto:niwe@talk21.com)

**WEBSITE:** [www.niwe.org.uk](http://www.niwe.org.uk)

**OPENING HOURS:** 10am – 2pm Monday – Thursday (Information and Listening Helpline)

**METHOD OF REFERRAL?** Self Referral

**ANY CHARGES?** No

**AREA COVERED?** North East England

**WHO IS THE SERVICE FOR?** People with Eating Distress

**WHAT CAN IT OFFER?** NIWE offers therapeutic group work for women over 18 and one-off information meetings for people with eating problems and their carers. The Helpline is for people with an eating distress of any age and their carers, both personal and professional. NIWE also offers information to workers and some training to workers and professionals.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Service users are able to join the Management Committee Team. Also, they can join the mailing list to receive Newsletters which invite comments. Service users are encouraged to evaluate the service.

**NAME: REACH (Rape Examination, Advice, Counselling & Help)**

**ADDRESS:** The Rhona Cross Centre  
18 Jesmond Road West  
Newcastle  
NE2 4PQ

**TELEPHONE:** 0191 212 1551

**FAX:** 0191 212 1547

**OPENING HOURS:** Monday - Friday 9.00 am to 5.00 pm

**METHOD OF REFERRAL?** Doctors, voluntary organisations, Police, self, by any approach.

**ANY CHARGES?** No

**AREA COVERED?** All of the Northumbria Police area – Sunderland to Berwick

**WHO IS THE SERVICE FOR?** Males or females over 16 years who have been raped or suffered sexual assault when over 16.

**WHAT CAN IT OFFER?** Forensic examinations carried out by a doctor of your own gender, female counselors available to offer short-term crisis intervention counseling services, access to specially trained police officer if required, possibility for support groups

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Service users are encouraged to complete regular questionnaires asking for ideas/improvements and service reviews.

**NAME:** Safer Families Gateshead

**ADDRESS:** Units 5-6, Enterprise House, Kingsway,  
Team Valley, Gateshead, NE11 0SR

**TELEPHONE:** 0191 433 5600

**FAX:** 0191 433 5606

**EMAIL:** [saferfamilies@gateshead.gov.uk](mailto:saferfamilies@gateshead.gov.uk)

**OPENING HOURS:** 9 am – 5 pm

**METHOD OF REFERRAL:** Open referral process

**ANY CHARGES?** No

**AREA COVERED:** Gateshead

**WHO IS THE SERVICE FOR?** Individuals or families living in the Gateshead area who are affected by domestic abuse.

**WHAT CAN IT OFFER?**

- ? Specialist Risk Assessment - including reports for courts and child protection proceedings.
- ? Violence Prevention Programme - Intensive groupwork for male perpetrators.
- ? Freedom From Fear – Group
- ? Work therapy for female victims.
- ? Jigsaw - Support group for children living with domestic abuse.
- ? Men and Parenting - Parenting programme.
- ? Play Therapy - Individual work with children.
- ? Counselling - For women who have experienced domestic abuse.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Monitoring forms are used to access Service User's satisfaction. A User consultation group is currently being developed.

**NAME:** Survivors Project. (Richmond Fellowship)

**ADDRESS:** 38a High Street East,  
Wallsend, NE27 8PQ (Contact address)

**TELEPHONE:** 0191 287 0151

**FAX:** 0191 287 0152

**EMAIL:** [Tyneside.cst@richmondfellowship.org.uk](mailto:Tyneside.cst@richmondfellowship.org.uk)

**OPENING HOURS:** 9.00 am – 5.00 pm

**METHOD OF REFERRAL?** Self or from anybody involved with person

**ANY CHARGES?** Yes, usually covered by housing benefit

**AREA COVERED?** Referrals are accepted from any area

**WHO IS THE SERVICE FOR?** Female with Mental Health issues

**WHAT CAN IT OFFER?** Accommodation is in 6 self contained flats. Residents are offered a six month assured short hold tenancy, which may be extended if required. Maximum support of three hours per resident, per week.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Residents are able to request sessions in order to establish support needs. The support time available is then directed by the resident in what she feels are her priorities. In addition to individual input, The Richmond Fellowship has a service user forum allowing formal, structured input into its services.

**NAME:** Tyneside Rape Crisis Centre

**ADDRESS:** 3<sup>rd</sup> floor, Bolbec Hall,  
Westgate Road,  
Newcastle upon Tyne. NE1 1SE

**TELEPHONE:** Helpline - 0191 232 9858, Admin 0191 222 0272

**FAX:** 0191 261 0983

**WEBSITE:** [www.tynesidercc.org.uk](http://www.tynesidercc.org.uk)

**OPENING HOURS:** By appointment only. Helpline is open every Tuesday and Thursday 6.30 pm – 8.30 pm.

**METHOD OF REFERRAL?** Various but encourage self-referral where possible.

**ANY CHARGES?** None.

**AREA COVERED?** Tyneside

**WHO IS THE SERVICE FOR?** Women aged 16+

**WHAT CAN IT OFFER?** A confidential service providing counselling, support and information for women aged 16+ who have experienced any form of sexual violence at any time during their life.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Not directly however Service Users' comments are always taken seriously and implemented where appropriate.

**NAME:** Tyneside Women's Health

**ADDRESS:** Swinburne House, Swinburne Street  
Gateshead, NE8 1AX

**TELEPHONE:** 0191 477 7898

**FAX:** 0191 478 2356

**EMAIL:** [tynesidewomenshealth@scotnet.co.uk](mailto:tynesidewomenshealth@scotnet.co.uk)

**OPENING HOURS:** Monday – Friday 9.00 – 5.00

**METHOD OF REFERRAL?** Self Referral

**ANY CHARGES?** No, not usually

**AREA COVERED?** Gateshead and Newcastle

**WHO IS THE SERVICE FOR?** Women with any mental health problem or any woman who feels down

**WHAT CAN IT OFFER?** This project works with women in the area to provide accessible information and support to enable them to care for their own health and wellbeing.

1. Therapeutic courses like Confidence Building, Coping with Depression, Anxiety Management
2. IT training; tasters + workshops in First Aid, Crafts + other activities.
3. Mental Health support groups.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** We have a user forum – each

regular group has representatives who meet and feedback to the management Committee

Users are involved in planning and evaluating services, and are represented on the Management Committee. Our User Development Workers help groups + individuals get involved.



## More Services for Women

### **LOCAL and REGIONAL**

#### **GATESHEAD VICTIMS SUPPORT**

Swinburne House, Swinburne Street, Gateshead, NE8 1AX.

Telephone: 0191 477 8395

Email: [gateshead@vsnorthumbria.org.uk](mailto:gateshead@vsnorthumbria.org.uk)

Opening hours: 8.30 am-4.00 pm

Emotional and practical support for victims of crime

#### **GATESHEAD WOMENS AID**

0191 477 9309

#### **NEWS – NORTH EAST WOMEN'S SELF DEFENCE**

Telephone: 07834725788.

Offering 1 to 10 week courses to all women and girls from 13 years of age, 'NEWS' train in assertiveness, personal safety, confidence building, basic self defence and self-esteem issues. Acknowledging the need to provide courses for specific groups, e.g. black women, older women, disabled women and lesbians, they recruit instructors from a wide range of backgrounds in order to try to meet these needs. If you or your group are interested in such a course, tailored to your needs, please get in touch.

#### **PANAH BLACK WOMEN'S REFUGE AND OUTREACH SERVICE**

Telephone 0191 284 6998

Email: [panahrefuge@hotmail.com](mailto:panahrefuge@hotmail.com)

Support women and children fleeing from domestic violence.

Assistance with legal and benefit issues. Region wide service.

#### **THEM WIFIES**

Floor 2, British India House, Carliol Square, Newcastle NE1 6UF.

Telephone: 0191 261 4090

E-mail: [liz.johnson@themwifies.co.uk](mailto:liz.johnson@themwifies.co.uk)

Them Wifies is a community arts group that has been established for over 25 years. This group exists to combat social isolation and encourages traditionally silenced groups to gain control over their own lives and effect change. Their priority groups are girls, women and women with learning disabilities.

### **TYNESIDE WOMEN'S HEALTH PROJECT**

Swinburne House, Swinburne Street, Gateshead, NE8 1AX.

Telephone: 0191 477 7898

Supports Women's health and wellbeing through courses, drop in, training and groups. Contact for details of latest courses.

## **NATIONAL**

### **AL-HASANIYA MOROCCAN WOMEN'S CENTRE**

Bays 4 & 5 Trellick Tower, Golborne Road, London W10 5PL.

Telephone: 020 8969 2292.

Email: [contact@al-hasniya.org.uk](mailto:contact@al-hasniya.org.uk)

Website: [www.al-hasaniya.org.uk](http://www.al-hasaniya.org.uk)

Promote health and education amongst Moroccan and Arabic speaking women and their families. Offers support and advice.

### **ARC (ANTENATAL RESULTS AND CHOICES)**

73 Charlotte Street, London W1T 4PN.

Telephone: 020 7631 0285.

Email: [info@arc-uk.org](mailto:info@arc-uk.org)

Website: [www.arc-uk.org](http://www.arc-uk.org)

Telephone support and information during antenatal screening and testing, whilst awaiting results of a possible diagnosis of foetal abnormality. Ongoing support is offered whatever decision is made about the future of the pregnancy.

### **JEWISH WOMEN'S AID**

PO Box 2670, London, N12 9ZE

Freephone: 0800 591 203

Email: [info@jwa.org.uk](mailto:info@jwa.org.uk)

Website: [www.somethingjewish.co.uk](http://www.somethingjewish.co.uk)



Organisation ran by Jewish women for Jewish women who have experienced or are experiencing domestic violence. Helpline with 24 hour answer phone. They can provide: face to face individual counselling, outreach support for women living in the community, advice and information on a range of issues, including housing, legal and welfare benefits. Kosher refuge.

### **MUSLIM WOMEN'S HELPLINE**

11 Main Drive, East Lane Business Park, Wembley. HA9 7NA

Telephone: 020 8904 8193, Monday - Friday - 10am - 4pm

Fax: 020 8291 2005

Website: [www.mwhl.org](http://www.mwhl.org)

Telephone listening and information service provides emotional and culturally appropriate support for Muslim women. Information and advice on domestic violence, sexual abuse, marital problems, mental health, health and bereavement. Referrals to specialist services and occasional face-to-face work when needed.

### **National Association of Women's Clubs**

5 Vernon Rise, Kings Cross Road, London WC1X 9EP

Telephone: 020 7837 1434

Email: [nawc@tinyworld.co.uk](mailto:nawc@tinyworld.co.uk)

A Women's Club is a non-political, non-sectarian group open to all women whatever their age or interest. The organisation encourages a development of community spirit resulting in various acts of voluntary service and fund raising to help women less fortunate than ourselves, but above all it provides a real growth of friendship between members.

### **NATIONAL DOMESTIC VIOLENCE HELPLINE**

Helpline: 0808 200 0247

Website: [www.womensaid.org](http://www.womensaid.org)

Helpline for women experiencing physical, emotional or sexual violence in the home. Can refer callers to local refuges and emergency and temporary accommodation across England.

### **RAPE AND SEXUAL ABUSE SUPPORT CENTRE**

PO Box 383, Croydon, CR9 2AW

Telephone: 0845 122 1331 local rate (Helpline hours: Monday-Friday 12 noon-2.30 pm, 7 pm-9.30 pm, Weekend 2.30 pm-5 pm)

Email: [info@rasasc.org.uk](mailto:info@rasasc.org.uk)

Website: [www.rasasc.org.uk](http://www.rasasc.org.uk)

Helpline support and information for survivors of rape or childhood sexual abuse.

## **REFUGE**

2 – 8 Maltravers Street, London, WC2R 3EE.

Telephone 0808 2000 247

Website: [www.refuge.org.uk](http://www.refuge.org.uk) & [www.womensaid.org.uk](http://www.womensaid.org.uk)

24 Hour crisis line providing counselling and advice for women and children escaping domestic violence. Network of refuges across the UK. Outreach service for women for whom English is a 2<sup>nd</sup> language.

## **SOLA (Survivors of Lesbian Partner Abuse)**

Telephone: 020 7328 7389

Email: [solalondon@hotmail.com](mailto:solalondon@hotmail.com)

Telephone and email support and information to women who have experienced emotional, physical and/or sexual abuse by a female partner.

## **WOMEN'S AID**

0808 2000 247 Freephone 24-Hour National Domestic Violence Helpline (run in partnership between Women's Aid and Refuge).

If you need emergency help, please call the police on 999.

Helpline Email: [helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk)

Tel (general enquiries only): 0117 944 44 11

Fax: 0117 924 1703

Email: [info@womensaid.org.uk](mailto:info@womensaid.org.uk)

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

Women's Aid is the national domestic violence charity that co-ordinates and supports an England-wide network of over 500 local services, who work to end violence against women and children and support over 200,000 women and children each year

## *Services for Men*

### ***Local***

#### **HIM2**

St Wilfrid's RC Primary School, Gateshead, NE10 0DJ

Telephone: 0191 4786449

The project's aim is to work with fathers/father figures (this includes natural fathers, step-fathers partners, boyfriends, uncles, grandfathers etc) promoting relationships with their children. They run activity groups for fathers/father figures and their children as well as one to one work and group work around parenting issues alongside encouraging and enabling them to access relevant services.

### ***National***

#### **ABOUT MALEHEALTH**

<http://www.malehealth.co.uk/>

Malehealth aims to provide essential, accurate, easy to use information about the key health problems that affect men. Malehealth say they provide the down-to-earth and practical resources men need to lead healthier, happier lives.

#### **EVERYMAN PROJECT**

1a Waterloo Road, London, N19 5NJ

Telephone: 020 7263 8884 (Helpline hours: Tues, Wed 6.30 pm-9.30 pm)

Helpline for anyone concerned about a man's violence. Counselling for men who want to stop their violent or abusive behaviour. Counselling service available by appointment only. For organisations needing information send an A5 SAE envelope.

#### **FIRE IN ICE**

88 Rodney Street, Liverpool, L1 9AR

Telephone: 0151 707 2614

Self help project run by and for people who have experienced childhood abuse. One to one, group and telephone support. Works with prisoners across UK, including sex offenders.

## **MALE RAPE SUPPORT ASSOCIATION (MRSA)**

162 Dock Street, Fleetwood, FY7 6JB

Telephone: 07932 898 274, 07952 805 785

(Helpline: Mon-Fri 8 am-10 pm)

Email: [malerapemrsa2001@yahoo.co.uk](mailto:malerapemrsa2001@yahoo.co.uk)

Support advice, counselling and a Helpline for male survivors of rape and childhood sexual abuse, and their families and friends. Training for individuals and groups who may come into contact with survivors.

## **MANKIND INITIATIVE**

PO Box 28, Minehead, Somerset, TA24 8YT

Helpline: 01643 863352 (All week 8 pm-9.30 pm)

Email: [Stephen.Fitzgerald.@lineone.net](mailto:Stephen.Fitzgerald.@lineone.net)

Website: [www.mankind.org.uk](http://www.mankind.org.uk)

Provides emotional, legal and practical advice for men and children who have experienced domestic violence.

## **MENS HEALTH MATTERS**

Blythe Hall, 100 Blythe Road, LONDON W14 0HB. Telephone: 020 8995 4448. This is an advice line staffed by qualified nurses specialising in men' health issues.

## **SURVIVORS UK**

2 Leathermarket Street, London, SE1 3HN

Telephone: 0845 122 1201 local rate (Helpline Hours: Tuesday, Thursday 7 pm-10 pm)

Email: [info@survivorsuk.org.uk](mailto:info@survivorsuk.org.uk)

Website: [www.survivorsuk.org.uk](http://www.survivorsuk.org.uk)

Helpline, face to face counselling and support groups for men who have been raped or sexually abused. Provides training and education around issues of rape and sexual abuse for agencies.

## **WARRIORS**

A weight management programme designed specifically for men.

Website: [www.warriors.org.uk](http://www.warriors.org.uk)



## ***Services for Older People***

**Age Concern**

**Alzheimer's Society**

**Community Mental Health Nursing Services For Older People (Health)**

**Dementia Care Partnership**

**Ellison Day Unit**

**Hardman Care Centre**

**Older Persons Team**

**Saltwell Unit**

**Springwell Unit**

**NAME:** Age Concern Gateshead

**ADDRESS:** 341 – 343 High Street, Gateshead, NE8 1EQ

**TELEPHONE:** 0191 477 3559

**FAX:** 0191 478 5307

**EMAIL:** [admin@ageconcerngateshead.org.uk](mailto:admin@ageconcerngateshead.org.uk)

**WEBSITE:** [www.ageconcerngateshead.org.uk](http://www.ageconcerngateshead.org.uk)

**OPENING HOURS:** 9.00am – 5.00pm Monday to Thursday  
9.00am – 4.30pm Friday

**METHOD OF REFERRAL?** Self and any other agencies

**ANY CHARGES?** There are charges for the day centres and social groups & exercise classes. No charges for befriending, advocacy, information & advice.

**AREA COVERED?** Gateshead borough

**WHO IS THE SERVICE FOR?** Older people aged 50 or over

**WHAT CAN IT OFFER?**

Day centres, Intergenerational projects, Information and advice (including drop-in 10-3.30 pm), Befriending scheme, walking groups, Computer sessions for beginners, Line dancing classes, Advocacy, Tea Dance, Social groups for people who are housebound/isolated, Insurance services, Charity Shops, Exercise classes (including Tai Chi & Chairobics)

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?:** In many different ways eg. Members in our daycentres make suggestions for activities & trips & we try to arrange these. We have 175 volunteers & approximately 75% are over the age of 50. The majority of our trustees are also over the age of 50.

**NAME** Alzheimer's Society – Gateshead Branch.

**ADDRESS** 2<sup>nd</sup> Floor  
Computer House  
High Street  
Gateshead NE8 1ET

**TELEPHONE:** 0191 477 7490  
National helpline 0845 300 0336

**FAX:** 0191 478 3131

**EMAIL:** [gatesheadalz@btconnect.com](mailto:gatesheadalz@btconnect.com)

**WEBSITE:** [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

**OPENING HOUR:** Monday to Friday 9 - 5

**METHOD OF REFERRAL?** The person with dementia can refer them-self, carers can refer, and Social Workers, family doctors, Health Visitors or District Nurses can apply for the services of the Branch if they think that it might be appropriate.

**ANY CHARGES?** Unknown

**AREA COVERED?** Gateshead

**WHO IS THE SERVICE FOR?** Older people / anyone. There is no lower or upper age limit on people who can use the Branch's services.

**WHAT CAN IT OFFER?** The Branch can provide advice and information on Alzheimer's disease and other dementias. If you have dementia the Advocacy Service can provide information, offer support and can represent you in meetings with other people if you wish; it can also support carers acting on behalf of someone with dementia. The Carer Support Service can offer carers advice information and a listening ear. The Sitting Service provides relief for

unpaid and informal carers, offering company to the person with dementia in the carer's absence, though not any domestic or personal care services. The person with dementia must be living in the community in their own or the carer's home for the sitting service to be provided.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** There are carers on the Management Committee. The service is directed by the service users needs/wishes.

**NAME:** Community Mental Health Nursing Services for Older People.

**ADDRESS:** Bensham Hospital  
Saltwell Road,  
Gateshead, NE8 4YL

**TELEPHONE:** 0191 445 6691

**FAX:** 0191 445 6693

**EMAIL:** [cpn.bgh@ghnt.nhs.uk](mailto:cpn.bgh@ghnt.nhs.uk).

**OPENING HOURS:** Monday – Friday 9 am- 5 pm

**METHOD OF REFERRAL?** Via a mental health professional within Health i.e. Consultant, Mental Health Liaison Nurse, psychology. GPs refer direct to the Community Mental Health Nurse assigned to their practice.. People who have previously used the service are invited to contact the department to trigger a re-referral if this is needed.

**ANY CHARGES?** No.



**AREA COVERED?** Gateshead.

**WHO IS THE SERVICE FOR?**

Older people (over 65 years) with mental health difficulties and younger people with a dementia.

**WHAT CAN IT OFFER?**

1. A wide range of specialist interventions including cognitive and talking therapies, grief and loss work.
2. A full psychiatric assessment covering the physical, social and psychological.
3. An educational role including advice giving, offering a supportive role for users and carers, drawing on nursing knowledge.
4. Staff help develop strategies to deal with behavioural problems. Progress is monitored including medication and their side effects. The service facilitates multi-disciplinary care co-ordination and liaison with other services or agencies and offers risk assessment and management.
5. A specialist team offers support for people who are prescribed one of the anti-dementia drugs, monitoring medication effects and providing education and support for clients and carers, linking with other services.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** The plan of care is negotiated and agreed with the Service User based on their goals. Audits and reviews of the service include clients' questionnaires asking for their views and what they want from the service. Service Users are also involved in Trust audits and the nursing team work with voluntary and User groups.

**NAME:** Dementia Care Partnership

**ADDRESS:** The Bradbury Centre, Darrell Street,  
Brunswick Village,  
Newcastle NE13 7DS

**TELEPHONE:** 0191 217 1323

**FAX:** 0191 236 5778

**E-MAIL:** [pa@dementiacare.org.uk](mailto:pa@dementiacare.org.uk)

**WEBSITE:** [www.dementiacare.org.uk](http://www.dementiacare.org.uk)

**OPENING HOURS:** 9am – 5pm 24 hour helpline is planned for  
2006-07

**METHOD OF REFERRAL?** Self referral; via social services, GPs etc.

**ANY CHARGES?:** Please contact DCP for up-to-date charges for  
twenty four hour home support, day services and residential short  
breaks.

**AREA COVERED?:** Newcastle and neighbouring authorities.  
Residential short break is a regional facility.

**WHO IS THE SERVICE FOR?** People with dementia of all ages  
and backgrounds and their carers, older people with a functional  
mental illness and their carers

**WHAT CAN IT OFFER?** DCP offers alternative services to  
residential care which are well integrated with the local community.  
DCP places great emphasis on the rights of people with dementia and  
other mental health problems to take their rightful place in society.

With this in mind, DCP provides:

1. 24 hour home support service to enable service users  
to live independently at home.

2. Independent supported living houses for people with dementia (pioneered by DCP) when for whatever reason, 24 hour home support is not feasible. These are set up as ordinary houses in an ordinary street with a commitment to 'home for life'.
3. Day service which offers care, support and facilities for social, leisure, and learning opportunities.

The newly set up regional residential short break will offer breaks for service users and their carers (if required) from one day up to a maximum of 2 weeks. This is incorporated at the Bradbury Centre with facilities such as a restaurant, coffee shop, fitness room, beauty/complimentary therapy and day activities.

In addition to the above, DCP also offers training and support groups for carers, information, advice and support.

### **HOW ARE THE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?**

DCP is very much carer-led as more than two thirds of the board of trustees are carers or former carers.

With every service development a planning and development group is set up involving service users and carers. Where service users are unable to participate in a meeting, they are consulted through focus groups.

Tenants meetings are held in the independent supported living houses. Service users assist in the running of the Bradbury Centre.

**NAME:** Ellison Day Unit

**ADDRESS:** Bensham Hospital, Saltwell Road, Gateshead NE8 4YL

**TELEPHONE:** 0191 445 6660

**FAX:** 0191 445 5180

**EMAIL:** [Helen.Winter@ghnt.nhs.uk](mailto:Helen.Winter@ghnt.nhs.uk)

**OPENING HOURS:** 8.30am – 5.00pm Monday to Friday  
9.00am – 4.00pm Saturdays and Sunday  
(Excluding Bank Holidays)

**METHOD OF REFERRAL?:** Consultant via GP, also CPN and In-Patient wards via their Consultant

**ANY CHARGES?:** No

**AREA COVERED?:** Gateshead borough

**WHO IS THE SERVICE FOR?:** Adults over 65 with mental health problems

**WHAT CAN IT OFFER?:** The Ellison Unit is a 25 place day hospital specialising in the assessment, treatment and rehabilitation of people – generally over the age of 65 years of age – with mental health problems (e.g. dementia, depression).

A full assessment at the Unit normally lasts 6 weeks, with patients normally attending two days per week after which cases are reviewed at a Case Conference, relatives and carers can be invited. Various members of staff involved in the patient's care will discuss the clients case and decide on a plan of action for them. The Day Unit's ambulance will transport patients to and from the Unit.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?:**

Carers and patients are closely involved and it is hoped that a users group will be set up. Nurses visit users at home prior to admission to give information about the Day Hospital and answer any questions they may have.

**NAME:** Hardman Care Centre

**ADDRESS:** Dryden Road  
Low Fell  
Gateshead, NE9 5HP

**TELEPHONE:** 0191 487 4248

**EMAIL:** [hardmancentre@btconnect.com](mailto:hardmancentre@btconnect.com)

**OPENING HOURS:** 8.30am – 4.30pm Monday to Friday

**METHOD OF REFERRAL?:** Self/GP/Nurse/Hospital/Social Services

**ANY CHARGES?** £5.00 daily which covers lunch and transport

**AREA COVERED?** Low Fell, Bede, Birtley, Chowdene, Deckham, Felling, High Fell, Lamesley, Saltwell, Teams, Wrekenton

**WHO IS THE SERVICE FOR?** For those over 50 with a variety of needs, such as: early Alzheimer's, people who have had strokes, people with mental health needs and people feeling isolated.

**WHAT CAN IT OFFER?** “A wide range of activities in a friendly caring atmosphere for people with a variety of needs. Two comfortably furnished lounges are available. Our shop sells confectionery, greetings cards and some groceries. Two mini-buses are available to carry elderly or disabled people to and from the Centre. On Wednesdays we usually have films, talks and demonstrations at 1.45 pm. Hairdressing, chiropody, crafts, carpet bowls and table games are also available. We also have board games and go on outings.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?**

Questionnaires are distributed about the services offered and suggestions from members are always welcomed.

**NAME:** Older Peoples Services (including the 3 Older Persons Mental Health Teams of Gateshead Council.)

**ADDRESS:** See below

**TELEPHONE:** Felling Council Offices Tel 433 8030, Whickham Council Offices Tel 433 8800, Queen Elizabeth hospital has a duty point -Tel 4452200/4452199  
Out of hours emergency number: 0191 4770844

**OPENING HOURS:** Monday -Thursday 8.45-5.00  
Friday-8.45-4.35

**WEBSITE:** [www.gateshead.gov.uk](http://www.gateshead.gov.uk) , then click care and health then click community care and finally click older peoples services

**METHOD OF REFERRAL:** There are Council offices that deal specifically with older peoples needs. You can contact us in the following ways – by letter, by telephone, or by making an appointment to see the duty worker at the local offices.

These are at Felling Council offices, Booth St, Gateshead NE10 9EW Tel 4338030 , Fax 4952110;

Whickham Council offices, Front St Whickham NE16 4EG Tel 4338800, Fax number 4883428 ; and for those who are in patient in hospital, the Queen Elizabeth hospital has a duty point, based in the Hancock building at the Queen Elizabeth Tel 4452200/4452199, fax 4915903

**ANY CHARGES ?** Some services, including assessment, counselling or advice are provided free. Other services do attract charges. You will be advised of these charges and how they apply to your individual circumstance following assessment. Charges leaflets are available at local area offices listed above.

**AREA COVERED?** - Older Peoples services cover the whole of the borough. We have specialist teams serving older people, including 3 specialist teams that work with people who have mental health needs. These teams are based in the east, central and West area of the borough, for your convenience.

**WHO IS THE SERVICE FOR?** Anyone over the age of 65 years

**WHAT CAN IT OFFER?** An assessment of your needs; information and advice; carer support; signposting to other agencies. Some examples of specific services are meals on wheels, assistive technology, aids and adaptations, day opportunities, residential care, extra care housing, and personal care services in your own home. We often provide these services in conjunction with other organisations, eg voluntary and independent organisations, housing services and health services.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Consultation events - where we ask carers and users their opinions; individual feedback in meetings we have with users and carers, and joint care planning. We also have specific feedback forms in our home carer and users pack, and in the comments/compliments leaflet that is issued to users of services. These are just a few examples.

**NAME:** Saltwell Unit

**ADDRESS:** Cragside Court, Queen Elizabeth Hospital,  
Gateshead, NE10 9RW

**TELEPHONE:** 0191 482 0000

**FAX:** 0191 443 6201

**EMAIL:** [brian.johnston@ghnt.nhs.uk](mailto:brian.johnston@ghnt.nhs.uk)

**WEBSITE:** [www.gatesheadhealth.nhs.uk/services/departments/saltwell](http://www.gatesheadhealth.nhs.uk/services/departments/saltwell)

**OPENING HOURS:** Visiting: 2.00pm – 4.00pm and 6.30pm – 7.30pm

**METHOD OF REFERRAL?** Via Consultant Older Persons Psychiatrist

**ANY CHARGES?** No.

**AREA COVERED?** Gateshead borough

**WHO IS THE SERVICE FOR?** Older persons suffering from an organic illness.

**WHAT CAN IT OFFER?** Assisting in an attempt to alleviate negative symptoms of dementia in an attempt to return the individual to independent living or a form of accommodation that will meet the persons needs.

**HOW ARE THE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** N/A

**NAME:** Springwell Unit

**ADDRESS:** Dunston Hill Hospital,  
Whickham Highway, Dunston,  
Gateshead, NE11 9QT

**TELEPHONE:** 0191 445 6466

**FAX:** 0191 445 6413

**OPENING HOURS:** 24 hours/day

**METHOD OF REFERRAL?** Consultant Psychiatrist in old age

**ANY CHARGES?** NHS

**AREA COVERED?** Gateshead (outside referrals negotiated on individual basis).



**WHO IS THE SERVICE FOR?** People over 65 years-usually with dementia, with associated challenging behaviour and difficult to meet needs.

**WHAT CAN IT OFFER?**

Specialist assessment of needs, 24 hour care, Outreach service planned (currently a pilot)

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?**

One-to-one basis with individual care where possible. Advocates used where appropriate on ward. Input into re-provision steering group by Advocacy Service.



## **More Services for Older People**

### **LOCAL**

**EQUAL ARTS**

Swinburne House, Swinburne Street, Gateshead NE8 1AX.

Telephone: 0191 477 5775 Fax: 0191 477 0775

Email: [information@equalarts.org.uk](mailto:information@equalarts.org.uk)

Runs arts projects with elderly people, particularly in residential care homes and sheltered housing schemes.

**GATESHEAD FORUM FOR OLDER PEOPLE**

Gateshead Forum for Older People, Worcester Green Day Centre, Alexandra Road, Gateshead, NE8 1NH

Telephone: 0191 420 6854

Email : [gatesheadforum@gatesheadmail.com](mailto:gatesheadforum@gatesheadmail.com)Website

<http://www.gatesheadforumforolderpeople.co.uk/c>The Gateshead

Forum for Older People is a voluntary organisation, run by 'older

people for older people'. They aim to support the empowerment of older people, to lead fuller lives in their local community. The Forum is a friendly and informal group that is tackling local and national issues at a local level, for instance, recent transport issues and supermarket home delivery services.

### **GATESHEAD MEALS ON WHEELS SERVICE**

Older peoples Services, Prince Consort Road, Gateshead.

Telephone: 0191 433 8301.

Provides meals to older people, physically disabled and people experiencing mental ill-health.

### **NEWCASTLEGATESHEAD STAYING PUT**

Unit F16 Marquis Court, Team Valley Trading Estate, Gateshead NE11 0RU. Telephone: 0191 4824977

Fax: 0191 4824981

Email: [newgatstayingput@anchor.org.uk](mailto:newgatstayingput@anchor.org.uk).

Assists elderly residents living in Newcastle and Gateshead to remain in their own homes by helping with repairs, improvements and adaptations to their properties.

### **NORTH EAST PENSIONERS ASSOCIATION**

Telephone: 0191 274 6491

E-mail is: [nepaproject@btopenworld.com](mailto:nepaproject@btopenworld.com)

The Pensioners Association exists to ensure every pensioner has the right to choice dignity, independence and security. An organisation that campaigns for a better deal for all pensioners on a limited income.

### **LIVE AT HOME SCHEME – CHOPWELL & BLACKHALL MILL**

Telephone: 01207 563 825

A volunteer friendship and support service to older people who are housebound or socially isolated.

### **LIVE AT HOME SCHEME - ROWLANDS GILL & DISTRICT**

Community Centre, Strathmore Road, Rowlands Gill, NE39 1JB

Telephone: 01207 549 200

Fax: 01207 549 230

E-mail: [live@home-rgill.fsnet.co.uk](mailto:live@home-rgill.fsnet.co.uk)

A volunteer friendship and support service to older people who are housebound or socially isolated. Covers Rowlands Gill, Highgate and High Spen. Men's group hold fortnightly meetings.

## **REGIONAL**

### **INDEPENDENT AGE (FORMERLY THE ROYAL UNITED KINGDOM BENEFICENT ASSOCIATION)**

Mantle hill, Bellingham, Hexham, NE48 2LB.

Telephone: 01434 220544

Email: [mantlehill@aol.com](mailto:mantlehill@aol.com)

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

Its main aim is to help older people on low incomes to live with dignity and peace of mind by providing: regular extra income grants, for emergencies equipment, to aid independence, the support and friendship of our volunteers nursing and residential care and help with fees

## **NATIONAL**

### **AGE CONCERN ENGLAND**

Astral House, 1268 London Road,  
London SW16 4ER

Helpline: 0800 00 99 66 It is open 7 days a week from 8am - 7pm.

National Charity that campaigns, provides services and information for older people and their carers. The above information line offers detailed information to older people and their families on a range of issues including benefits, care and housing.

### **ARTHRITIS CARE**

18 Stephenson Way, London, NW1 2HD..

Telephone: 0808 800 4050 Free phone. Monday - Friday 12 - 4pm

Email: [helpline@arthritiscare.org.uk](mailto:helpline@arthritiscare.org.uk)

Website: [www.arthritiscare.org.uk](http://www.arthritiscare.org.uk)

Helplines and other support for people with arthritis, their families, carers and health professionals. Additional telephone service on 020 7380 6555 Monday-Friday 10am-4pm. Local branches and groups.

Helpline for young people with arthritis on 0808 808 2000 Mon-Fri 10am-2pm. Email enquiry service for young people, or their parents, contact [thesource@arthritiscare.org.uk](mailto:thesource@arthritiscare.org.uk)

### **COUNSEL AND CARE**

Twyman House, 16 Bonny Street, LONDON NW1 9PG.

Telephone: 0845 300 7585.

Email: [advice@counselandcare.org.uk](mailto:advice@counselandcare.org.uk)

Website: [www.counselandcare.org.uk](http://www.counselandcare.org.uk)

Free and confidential advice service to older people, carers and professionals.

### **ELDER ABUSE RESPONSE**

Action on Elder Abuse, Astral House, 1268 London Road, LONDON SW16 4 ER.

Telephone: 080 8808 8141.

Email: [enquiries@elderabuse.org.uk](mailto:enquiries@elderabuse.org.uk)

Website: [www.elderabuse.org.uk](http://www.elderabuse.org.uk)

Helpline for victims or anyone concerned about the abuse of an older person.

### **HELP THE AGED - SENIORLINE**

Freephone: 0808 800 6565. Lines open Monday to Friday 9am-4pm

Offers help with claiming benefits or entitlements. Free telephone advice service that aims to promote independence by offering advice or information on a wide range of welfare rights issues. Trained advice workers can help with issues such as: Claiming benefits, Housing Advice, Getting help at home, Entitlement to a bus pass.

### **HELP THE AGED CARE FEES ADVISORY SERVICES**

St Leonard's House, Mill Street, Whitney, Oxford. OX29 4JS

Telephone 0500 76 74 76 (Freephone)

Email: [enquiries@nhfa.co.uk](mailto:enquiries@nhfa.co.uk)

Website: <http://www.nhfa.co.uk>

Telephone and face to face advice for older people and their families. Advice on the best way of meeting care costs, local authority procedures and legal and tax issues.

### **REGISTERED NURSING HOMES ASSOCIATION (RNHA)**

15 Highfield Road, Edgbaston, Birmingham B15 3DU.  
Telephone: 0121 454 2511  
Email: [info@rnha.co.uk](mailto:info@rnha.co.uk)  
Website: [www.rnha.co.uk](http://www.rnha.co.uk)  
Provides information on private nursing homes

### **RELATIVES AND RESIDENTS ASSOCIATION**

24 The Ivories, 6-18 Northampton Street, London N1 2HY  
Telephone : 020 7539 8136  
Email: [advice@relres.org](mailto:advice@relres.org)  
Website: [www.relres.org](http://www.relres.org)

The Relatives & Residents Association works to promote the well-being of older residents of care homes through: Support & Information via the Helpline, Carrying out project work that focuses on specific issues, Influencing policy and practice, Working with local relatives & residents groups in care hom





**Black, Minority and Ethnic  
Community Services**

**Gateshead Asylum Support Service**

**Gateshead Council Move-On Service for Refugees**

**Gateshead Jewish Family Service**

**NAME:** Gateshead Council Asylum Support Service

**ADDRESS:** Housing Services  
Civic Centre  
Gateshead  
Tyne and Wear  
NE8 1HH

**TELEPHONE:** 0191 433 3000

**OPENING HOURS:** 9.00 - 5.00 pm. Monday-Thurs. 9.00-4.30 pm  
Friday

**METHOD OF REFERRAL?** Clients are dispersed to Gateshead by the National Asylum Support Service (NASS)

**ANY CHARGES?** No

**AREA COVERED?** Gateshead borough

**WHO IS THE SERVICE FOR?** Asylum Seekers awaiting a decision on their circumstances from the Home Office.

**WHAT CAN IT OFFER?** Ongoing support for asylum seekers housed in council housing under the contract between Gateshead Council and the Home Office. There is also a duty service during office hours which can offer signposting to asylum seekers housed by private accommodation providers.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?**



**NAME:** Gateshead Council Move-On Service for Refugees

**ADDRESS:** Housing Services  
Civic Centre  
Gateshead  
Tyne and Wear  
NE8 1HH

**TELEPHONE:** 0191 433 3000

**OPENING HOURS:** 9.00 - 5.00 pm. 9.00 - 4.30 pm Friday.

**METHOD OF REFERRAL?**

People granted leave to remain should call at the Move-On Service to consult initially with a member of the Move-On Service.

**ANY CHARGES?** No

**AREA COVERED?** Gateshead borough

**WHO IS THE SERVICE FOR?** People who have been granted Leave to Remain and who wish to settle in Gateshead.

**WHAT CAN IT OFFER?** Assistance to maintain a tenancy, information on managing finances, access to training and education, support to search for employment and links to community groups and community education.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Feedback from Service Users is requested and valued and used to inform and improve the service offered.

**NAME:** Gateshead Jewish Family Service

**ADDRESS:** 7 Oxford Terrace  
Gateshead  
Tyne and Wear  
NE8 1RQ

**TELEPHONE:** 0191 477 5677

**FAX:** 0191 477 2241

**OPENING HOURS:** 9.00 - 5.00 pm., plus weekends and evenings on a flexible basis.

**METHOD OF REFERRAL?** Via Self referral/GP/Nurse/Hospital/Community Based Services.

**ANY CHARGES?** No

**AREA COVERED?** Gateshead borough

**WHO IS THE SERVICE FOR?** Children and families, young people and students, the elderly and people with mental health problems.

**WHAT CAN IT OFFER?** An independent voluntary organisation providing social services to the local Jewish community. It meets the needs of families and children, young people, students, the elderly and those with mental health problems but can offer advice on any area of concern. The Service works closely with the local Community Based Services and health departments and can help people gain access to other community care services.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** The service relies on everyone using or providing the service, working together in partnership.



***More Black, Minority and Ethnic  
Community Services***

**LOCAL**

**AFRICAN COMMUNITY ADVICE N.E**

1 Raby Cross, Byker, Newcastle upon Tyne, NE6 2FF, 0191 265 8110,  
Email: [acane2003@hotmail.com](mailto:acane2003@hotmail.com)  
Website: [www.acane.org](http://www.acane.org)

**AFRICAN COMMUNITY ASSOCIATION**

Sam Smith Pavilion, Benfield School Campus, Benfield Rd, Newcastle upon Tyne, NE6 4NU, 0191 265 1155

**AFRIQUE EN ANGLETERRE**

Rm 112, The Park Centre, Cruddas Park Shopping Centre,  
Westmoreland Rd, Newcastle upon Tyne, NE4 7RW, 07956 172099,

**AFRO-CARIBBEAN PEOPLE'S CLUB**

Constance Okai. 113 Kenton Lane, Gosforth, Newcastle upon Tyne,  
NE4 4LD

**ANGLO-HISPANIC ASSOCIATION**

1pm - 3pm Saturdays  
Salsa Club (upstairs). Westgate Rd, Newcastle upon Tyne  
Telephone: 0191 422 8174, [philipsutton@blueyonder.co.uk](mailto:philipsutton@blueyonder.co.uk)

**ANGELOU CENTRE**

2 Brighton Grove, Fenham, Newcastle upon Tyne, NE4 5NR,  
Telephone: 0191 226 0394,  
Email: [angeloucentre@wwmail.co.uk](mailto:angeloucentre@wwmail.co.uk)

**APNA GHAR - MINORITY ETHNIC WOMEN'S CENTRE**

124 Ocean Road South Shields NE33 2JF  
Telephone: 0191 456 414 . Fax : 0191 456 2872

Email: [apnagar@btconnect.com](mailto:apnagar@btconnect.com)

Run by and for women from minority ethnic communities. Advice and information on benefits, employment, health, housing rights, immigration, nationality, local services, education and training. Legal advice and support. Women's health clinic, with nurse consultant, counsellor and gynaecologist. Older women's lunch club. Young girls' group. Asian language classes. Translation and interpreting service.

### **ASIAN CARERS SUPPORT GROUP**

C/o Callerton Place, Newcastle upon Tyne NE4 5NQ.

Telephone: 0191 272 2877.

### **ASSOCIATION FOR THE PROMOTION OF AFRICAN WOMEN**

Mrs Aimee Sabua. 31 Mostyn Green, North Kenton, Newcastle upon Tyne, NE3 3AL, 0191 284 8598, [africanwomennewcastle@yahoo.com](mailto:africanwomennewcastle@yahoo.com)

### **ASYLUM SEEKERS & AFRO CARIBBEAN GROUP**

c/o Roshni, 10 Dilston Rd, Fenham, Newcastle upon Tyne, NE4 5NP, 0191 273 0972

### **BARNARDO'S BLACK EMPHASIS SERVICE NORTH EAST**

Telephone: 0191 240 4848

### **BECON**

8 Jesmond Road West , Newcastle upon Tyne. NE2 4PQ

Telephone: 0191 245 3850

Email [info@becon.org.uk](mailto:info@becon.org.uk)

BECON is the Black and Minority Ethnic (BME) voluntary and community organisations network for the North East. BECON (Black and Ethnic Minority Community Organisations' Network) is committed to: Challenging oppression and the exclusion of black people; Promoting, supporting and providing information and training opportunities to the BME voluntary and community sector in the North East; Facilitating BME groups to network, support each other, share experiences and resources, and influence decision makers.

### **BLACK AND ETHNIC MINORITY COUNSELLING SERVICES**

St Nicholas Hospital, Jubilee Rd, Gosforth, Newcastle upon Tyne, NE3 3XT, Telephone: 0191 213 0151

### **BOSNIA & HERZEGOVINA CLUB LJIJAN N.E**

Fawdon Community Centre. Fawdon Park Rd, Newcastle upon Tyne,  
NE3 2PJ, 07932 384 275  
Tel: 0191 245 7311

### **CENTRAL AFRICAN COMMUNITY GROUP**

25 Hexham House, Walker, Newcastle, NE6 3HY. 07729 372 181

### **COMFREY PROJECT**

391 West Rd, Newcastle upon Tyne, NE15 7PY, 0191 274 5588  
Organic gardening project for refugees and asylum seekers.

### **DRC WOMENS ASSOCIATION**

126 Gerald St, Newcastle upon Tyne, 0191 272 2328

### **ETHNIC MINORITY TRAINING & EDUCATION PROJECT N.E.**

37a Hadrian Road, Fenham, Newcastle upon Tyne, NE4 9HN, 0191  
2733099, emtep@btopenworld.com, www.emtep.org  
0191 2733099, Fax: 0191 2733009,

### **GATESHEAD AFRICAN COMMUNITY ASSOCIATION**

20 Skiddaw Pl, Beacon Lough, Gateshead, NE9 6YQ, 07729271509,  
gafricom@gatesheadmail.com, [www.gafricom.co.uk](http://www.gafricom.co.uk)

### **GATESHEAD BANGLADESH ASSOCIATION**

53 Coatsworth Road, Gateshead NE8 1QL.  
Telephone: 0191 477 2644.  
To provide support to Bangladeshi people living in Gateshead.

### **GATESHEAD ETHNIC MINORITIES SUPPORT SERVICE**

Telephone: 0191 491 0483  
Email: [enquiries@gateshead.gov.uk](mailto:enquiries@gateshead.gov.uk)  
The Educational Helpline is staffed by the bilingual specialist staff on  
the following times and days:  
Monday 12.30 - 2.30 Cantonese  
Wednesday 12.30 - 2.30 Bengali/Punjabi/Urdu

## **GATESHEAD ETHNIC MINORITIES AND TRAVELLER ACHIEVEMENT SERVICE**

Learning and Culture, Dryden Professional Development Centre,  
Evistones Road, Gateshead, NE9 5UR

Phone:(0191) 433 8692

Fax:(0191) 482 6500

Email:[\*\*enquiries@gateshead.gov.uk\*\*](mailto:enquiries@gateshead.gov.uk)

The Council provides support to children from ethnic communities in the borough to ensure they have equality of educational access and opportunity. The service exists to ensure provision is made for bilingual pupils and children of travelling families.

In addition, the Council offers support to meet the specific educational and social needs of adults from minority ethnic communities through its Community Education Service.

## **GATESHEAD JEWISH FAMILY SERVICE**

7 Oxford Terrace, GATESHEAD, NE8 1RQ.

Telephone: 0191 477 5677.

Provides an independent social service to the local Jewish community.

## **GATESHEAD INTERPRETING AND TRANSLATION SERVICE**

Gateshead Civic Centre. Telephone 0191 433 3444 or 433 2076

Gateshead Council will translate into your own language any printed information about the services that they provide.

## **GATESHEAD LIAISON OFFICER (MINORITY ETHNIC COMMUNITIES)**

The Council wishes to ensure that its services are delivered in an equal, non-discriminatory and culturally appropriate manner. To make sure this happens, the Liaison Officer for black and ethnic minority communities works closely with people from the communities of Gateshead on a wide range of issues affecting those communities.

Tel: (0191) 433 2369

## **GATESHEAD MINORITY ETHNIC LIAISON OFFICERS**

Gateshead Health Centre, Prince Consort Road, GATESHEAD NE8 1NB. Telephone: 0191 443 6820. Or Gateshead Civic Centre, Regent Street, Gateshead NE8 1HH. 0191 477 1011.

### **GATESHEAD VISIBLE ETHNIC MINORITIES SUPPORT GROUP**

Evenings and weekends. Wednesday 1.00pm - 2.00pm drop-in centre  
89 Salcombe Gardens, Low Fell, Gateshead, NE9 6UD, 0191 487  
3059

### **GRUPO LATINOAMERICANO**

15 Fawdon Walk, Brunton Bridge, Newcastle upon Tyne, NE13 7AW,  
Telephone: 0191 271 5673

### **GUJARATI ASSOCIATION (NORTH EAST)**

Telephone: 0191 243 3620

### **IMMIGRATION ADVISORY SERVICE – MIDDLESBOROUGH**

Newham House, 96-98 Borough Road, Middlesbrough, TS1 2HJ  
Telephone: 01642 219 222 (They offer a telephone advice service  
Monday to Friday between 10am - 4pm).

Email: [ukadvice@iasuk.org](mailto:ukadvice@iasuk.org)

Website: <http://www.iasuk.org/>

The Middlesbrough office covers North Eastern England,  
providing independent and confidential advice and representation to  
people with immigration and asylum problems. Open to the public  
Monday to Friday from 10am - 4pm. Appointments can be made over  
the telephone or in person any time during office hours. Clients are  
also welcome to drop into the office for advice and assistance.

### **INDONESIAN N E COMMUNITY (NEC)**

c/o Roshni, 10 Dilston Road, Fenham, Newcastle upon Tyne, NE4  
5NP, 0191 273 0972

### **IRANIAN CENTRE**

Iranian Centre, 412 Lower Flat, Westgate Road, Newcastle upon Tyne,  
NE4 5NH, 0191 272 7957, Fax: 0191 272 7957

### **IVOIRIAN COMMUNITY ASSOCIATION**

Room 112 The Park Centre, Cruddas Park Shopping Centre,  
Newcastle upon Tyne, NE4 7RW, 079560 172099

### **MIDDLE EAST WOMENS GROUP**

Middle East Womens Group. 15 Collingwood Drive, Beaumont Park, Hexham, Northumberland, NE46 2JA, 07763 226 29,  
Email: [newg@hotmail.co.uk](mailto:newg@hotmail.co.uk)

### **MINORITY ETHNIC COMMUNITY SUPPORT SERVICE (MECCS)**

4 Callerton Place, Fenham, Newcastle upon Tyne, NE4 5NQ,  
Telephone: 0191 273 3264

### **MUSLIM COMMUNITY CENTRE GROUP**

c/o 11 Regents Terrace, Gateshead.  
Contact Gateshead Carers Infoline on 0800 328 9241  
For people from an ethnic minority. Meets monthly.

### **MUSLIM WELFARE HOUSE**

Muslim Welfare House. 6 North Terrace, Spital Tongues, Newcastle Upon Tyne, NE2 4AD, 0191 232 3055,

### **NEST ANGOLAN WOMENS PROJECT**

Centre 48, 50 Gibson Street, Newcastle Upon Tyne, NE1 2GL, 078015 38183 / 0191 2322111

### **NEWCASTLE CHINESE COMMUNITY ASSOCIATION**

5 Hunters Road, Gosforth, Newcastle upon Tyne, NE3 1SD  
Telephone: Marty Chan on 07939488002

### **NEWCASTLE CHINESE WOMENS ASSOCIATION**

1st and 3rd Tuesday of every month 2.30pm-4.30pm  
Callerton House, Callerton Place, Newcastle upon Tyne

### **NEWCASTLE ESOL TEAM**

Westgate Community College, West Road, Newcastle upon Tyne, NE4 9LU, Telephone: 0191 241 0211

### **NEWCASTLE INTERPRETING SERVICE**

Milvain Buildings. Newcastle General Hospital, Westgate Road, Newcastle upon Tyne, NE4 6BE, 0191 256 3210 xt 23210



**NAQTHIBANBIA AFLAMIYYA TRUST**

1 Sedgewick Place, GATESHEAD NE8 1TN.  
Telephone: 0191 478 6111.

**NEWCASTLE WELFARE RIGHTS MINORITY ETHNIC COMMUNITY SUPPORT SERVICE**

Callerton House 4 Callerton Place Newcastle upon Tyne NE4 5NQ  
Tel: 0191 211 5970, Fax : 0191 226 1596

Website: [www.newcastle.gov.uk](http://www.newcastle.gov.uk)

Offers welfare rights advice and casework for people from minority ethnic communities.

**NORTH OF ENGLAND REFUGEE SERVICE**

1<sup>st</sup> Floor, 19 Bigg Market, Newcastle upon Tyne NE1 1UN.

Telephone: 0191 222 0406. Open: Mon - Fri 9.30 - 5.

Drop-In - 9.30 am - 1.00pm

1pm - 5pm for appointments & emergencies only

Wednesday pm closed Out of Hours Telephone: 0772 075802

Email: [biggmarket@refugee.org.uk](mailto:biggmarket@refugee.org.uk)

Offers support and advice to refugees. Has contact list for various Black, minority and ethnic community groups.

**NORTH EAST STRATEGIC PARTNERSHIP FOR ASYLUM AND REFUGEE SUPPORT**

2 Jesmond Road West, Jesmond, Newcastle upon Tyne, NE2 4PQ,  
Telephone: 0191 211 6714, [nadeem.ahmad@newcastle.gov.uk](mailto:nadeem.ahmad@newcastle.gov.uk)

**NORTH EAST ENGLAND-SRI LANKA FRIENDSHIP ASSOCIATION**

22 Murrayfield Road, Moorview Park, Newcastle upon Tyne, NE5 3EY

**NORTH EAST ENGLAND AFRICAN COMMUNITY ASSOCIATION**

Benfield Community Association Building, Benfield School Campus,  
Benfield Road, Newcastle upon Tyne, NE6 4NU, 0191 265 1155

**NORTH EAST ERITREAN COMMUNITY ASSOCIATION**

2 Studley Terrace, Newcastle upon Tyne, NE4 5AH, 07733 017386,  
Email: [sirak\\_berhe@hotmail.com](mailto:sirak_berhe@hotmail.com)

**NORTH EAST ETHIOPIAN COMMUNITY ASSOCIATION**

96 Beaconsfield Street, Newcastle upon Tyne, NE4 5JN

**NORTH EAST JEWISH COMMUNITY SERVICES**

Lionel Jacobson House, Graham Park Road, Gosforth, Newcastle upon Tyne, NE3 4BH, 0191 285 1968

**NORTH EAST ZOROASTRIAN COMMUNITY**

Telephone: 0191 236 7443

**PAKISTANI COMMUNITY CENTRE GROUP (Gateshead)**

Meet monthly (Shaheen Rashid. Tel: 0191 490 0121)

For people from an ethnic minority.

**PAKISTAN CULTURAL SOCIETY**

24 Cedar Road, Fenham, Newcastle upon Tyne, NE4 9XX, 0191 274 3030, [pakistanculturalsociety@btconnect.com](mailto:pakistanculturalsociety@btconnect.com)

**PANAH BLACK WOMEN'S REFUGE AND OUTREACH SERVICE**

Telephone 0191 284 6998

Email: [panahrefuge@hotmail.com](mailto:panahrefuge@hotmail.com)

Support women and children fleeing from domestic violence.

Assistance with legal and benefit issues. Region wide service.

**RACIAL HARASSMENT SUPPORT GROUP**

14 Jesmond Road West, Jesmond, Newcastle upon Tyne, NE2 4PQ,

Telephone: 0191 211 6754

**REGIONAL REFUGEE FORUM NORTH EAST**

Currently represent the collective voice and experience of 31 refugee-led community organisations throughout the North East.

Telephone: 0191 261 5910

Email: [georgina.fletcher@refugeevoices.org.uk](mailto:georgina.fletcher@refugeevoices.org.uk)

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

**REFUGEE COUNCIL ONE STOP SERVICE**

Refugee Council One Stop Service. 240-250 Ferndale Road, London, SW9 8BB, 020 7346 6700

### **REFUGEE MOVE ON SERVICE**

YHN House, Benton Park Road, South Gosforth, Newcastle upon Tyne, NE7 7LX, Telephone: 0191 211 6725 xt 26725

### **SAKHI BLACK MENTAL HEALTH FORUM**

c/o Newcastle City Health Project. 14 Great North Rd., Newcastle upon Tyne, NE2 4PS, 0191 232 3357

### **SIKH TEMPLE**

Sikh Temple. Tindal Close, Newcastle upon Tyne, NE4 5SA, Telephone: 0191 273 8011

### **SOUTH MOUNTAIN CHINESE OLDER PEOPLES CLUB**

c/o Ethnic Minorities Team, Callerton House, 4 Callerton Place, Newcastle upon Tyne, NE4 5NQ, 0191 273 3264

### **SUDANESE SOCIETY**

Sudanese Society. PO Box 840, Barrack Road, Newcastle upon Tyne, NE99 4UX, 0191 273 5857

### **THE REFUGEE COUNCIL**

2 Jesmond Road West, Jesmond, Newcastle upon Tyne, NE2 4PQ, Telephone: 0191 245 7311

Email: [info@refugeecouncil.org.uk](mailto:info@refugeecouncil.org.uk),

Website: [www.refugeecouncil.org.uk](http://www.refugeecouncil.org.uk)

### **TURKISH COMMUNITY ASSOCIATION**

Turkish Community Association. Turkish Community Centre, 35 Grainger Park Road, Newcastle upon Tyne, NE4 8SA, 0191 273 9000

### **TYNESIDE IRISH CENTRE (SOCIAL CLUB)**

43-49 Gallowgate, Newcastle Upon Tyne. Telephone: 0191 261 0384 or 0191 261 1873.

### **YOUNG REFUGEES PROJECT**

C/o Children's Society, Room 8, Lynwood Business Development Centre, Newcastle upon Tyne, NE4 6UL, 0191 256 5037, [yound-refugees-project-north-east@childrenssociety.org.uk](mailto:yound-refugees-project-north-east@childrenssociety.org.uk)

## **YOUTH AFRICAN INITIATIVE**

23 Grafton House, Grafton Street, Heaton, Newcastle upon Tyne, NE6 1ST, 0191 240 2745, youthafriican@yahoo.co.uk

## **NATIONAL**

### **AL-HASANIYA MOROCCAN WOMEN'S CENTRE,**

Bays 4&5 Trellick Tower, Golborne Road, LONDON W10 5PL.

Telephone: 020 8969 2292.

To promote health and education amongst Moroccan and Arabic speaking women and their families.

### **CHINESE MENTAL HEALTH ASSOCIATION**

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

Telephone: 020 7613 1008

Fax: 020 7739 6577

Website: [www.cmha.org.uk](http://www.cmha.org.uk)

The Chinese Mental Health Association is a voluntary organisation and registered charity set up to help Chinese people who are sufferers of mental illness.

### **COMMISSION FOR RACIAL EQUALITY**

St Dunstan's House, 201-211 Borough High Street, LONDON, SE1 1GZ

Tel: 020 7939 0000. Fax: 020 7939 0004

Email: [info@cre.gov.uk](mailto:info@cre.gov.uk)

Website: <http://www.cre.gov.uk/>

The CRE advise or assist people with complaints about racial discrimination, harassment or abuse. They also conduct formal investigations of companies and organisations where there is evidence of possible discrimination; if the investigation does find discrimination, the CRE can oblige the organisation to change the way it operates.

### **CONFEDERATION OF INDIAN ORGANISATIONS (UK)**

5 Westminster Bridge Road, LONDON SE1 7XW. Telephone: 020 7928 9889 or Fax: 020 7620 4025.

Represents the needs of the South Asian community in the UK.

### **COUNT US IN PROJECT,**

GLAD, 336 Brixton road, LONDON SW9 7AA.

Telephone: 020 7022 1890.

A project to support disability groups from the black and ethnic minority communities who are usually not well supported.

### **FRIENDS FAMILIES AND TRAVELLERS**

FFT Advice and Information Unit, Community Base, 113 Queens Road, BRIGHTON BN1 3XG. Telephone: 01273 234 777.

Offers advice to the traveller community, both traditional and new.

### **GYPSY COUNCIL (GCECWCR)**

8 Hall Road, Aveley, ROMFORD RM15 4HD. Telephone: 01708 868986.

Offers information and support for gypsies and travellers.

### **IMMIGRATION ADVISORY SERVICE – LONDON**

County House, 190 Great Dover Street, LONDON SE1 4YB.

Telephone: 020 7378 9191 or freephone 0800 435 427.

Telephone Service for those who have been detained or have been refused asylum and have the right to appeal.

### **JEWISH ASSOCIATION FOR THE MENTALLY ILL**

JAMI House, 131 Golders Green Road, London NW11 8HJ

Tel: (Jami Day Centre) 020 8731 7319 Best time to telephone: 9.30am - 5.00pm, Sunday - Thursday (answerphone at other times).

Tel: (Head Office) 020 8458 2223

Web: [www.jamiuk.org](http://www.jamiuk.org)

The Jewish Association for the Mentally Ill (JAMI) is the only Jewish charity concerned exclusively with serious mental illness and the devastating impact it has on the lives of sufferers, their families and all who care for them. JAMI provides guidance, advice and information - including a telephone helpline.

### **JEWISH LESBIAN AND GAY HELPLINE**

Helpline: 020 7706 3123

Address: BM Jewish Helpline, London, WC1N 3XX.

Opening Hours: The helpline is open between 7pm and 10pm on Mondays and Thursdays

Jewish Lesbian and Gay Helpline provides, information, support and counselling to Jewish lesbians and gay men, bisexuals and those unsure of their sexuality. Also provides similar support to families and lovers of Jewish lesbians and gay men.

### **JEWISH WOMENS HELPLINE**

P O Box 2670, London N12 9ZE.

Telephone: 0800 591 203.

Helpline staffed by Jewish women for Jewish women who are experiencing domestic violence, also have a refuge for Jewish women and their children.

### **MINDINFOLINE**

Tel (MindinfoLine): 0845 7660 163 Provide a language line service for those people whose first language is not English. Offer translation and interpreting service.

### **MIYAD – NATIONAL JEWISH CRISIS HELPLINE**

23 Ravenshurst Avenue, LONDON NW4 4EE.

Telephone: 020 8203 6211.

Listening and support to any one in the Jewish community who is in need or distress.

### **MUSLIM WOMENS HELPLINE**

Telephone: 020 8904 8193 or 020 908 6715.

Offers support and advice for Muslim women

### **MUSLIM YOUTH HELPLINE (MYH)**

Helpline 0808 808 2008 (Mondays to Thursdays 6pm-9pm, Fridays 6pm-12am, Saturdays and Sundays 12pm-12am).

Email [help@myh.org.uk](mailto:help@myh.org.uk)

Website at [www.myh.org.uk](http://www.myh.org.uk).

Operates a free confidential telephone counselling and e-mail enquiries service for young people. Young people can contact the Muslim Youth Helpline on a wide-range of social issues, particularly those that are regarded as taboo within their community, such as homosexuality and mental health problems.

**REFUGEE COUNCIL (HEAD OFFICE)**

3 Bondway, London, SW8 1SJ

Telephone: 020 7820 3000

Fax: 020 7582 9929

Website: [www.refugeecouncil.org.uk](http://www.refugeecouncil.org.uk)

**RELATIVES AND RESIDENTS ASSOCIATION – AFRICAN  
CARIBBEAN PROJECT**

5 Tavistock Place, LONDON WC1H 9SN. Telephone 020 7916 0515.

Support for African Caribbean Elders living in residential care, nursing care or sheltered housing.

**VIETNAMESE MENTAL HEALTH SERVICES**

Thomas Calton Centre, Alpha Street, Peckham, London. SE15 4NX

Tel: 020 7639 2288

Fax: 020 7639 0008

Vietnamese Mental Health Services (VMHS) provides services for Vietnamese people with mental health difficulties and their families living in London and beyond. (The Service covers England and Wales.)





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*Gay, Lesbian, Bisexual and Transgender  
Services*

**STAG**

**MESMAC**

**NAME:** STAG

**ADDRESS:** 13 Walker Terrace  
Gateshead  
NE8 1EB

**TELEPHONE:** 0191 490 1699

**FAX:** 0191 490 1706

**OPENING HOURS:** 9.30 - 5.00 pm. Monday-Friday

**METHOD OF REFERRAL?** Any-including self

**ANY CHARGES?** No

**AREA COVERED?** Gateshead/South Tyneside

**WHO IS THE SERVICE FOR?** Gay/Bisexual Men or Men  
Questioning.

**WHAT CAN IT OFFER?**

1. Confidential Advice and support on range of issues related to sexuality and sexual health.
2. One to one support
3. Referral to other appropriate services
4. Social and Support group-meets weekly in safe and pleasant, accessible venue in central Gateshead.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Ongoing Service User consultation. Social group is directly user led.

**NAME:** MESMAC North East

**ADDRESS:** 11 Nelson Street, Newcastle, NE1 5AN

**TELEPHONE:** 0191 233 1333

**EMAIL:** <http://www.mesmacnortheast.com>

**OPENING HOURS:** 9.30 - 5.00 pm. Monday-Friday

**METHOD OF REFERRAL?** Any-including self

**ANY CHARGES?** No

**AREA COVERED?** North East

**WHO IS THE SERVICE FOR?** Gay/Bisexual Men or Men Questioning.

**WHAT CAN IT OFFER?** You can contact us for all kinds of information, such as how to meet other gay and bisexual men, the gay scene, and safer sex. We offer the chance to talk about things like coming out, relationships, sexual abuse, Police and legal issues, and being married. We have a large collection of leaflets and books about gay and bisexual issues which people can use and we provide copies of the free gay papers (e.g. The Pink Paper).

We also provide the following services:

One to one counselling, Sexual health advice, 1-2-1 Support, Free condoms, Anti-violence services, Drop in service, Helpline with 24 hour answer machine, Archive and research resources, Training around homophobia, sexual health etc

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Consultations are normally organised by the local authority and the local primary care trust.





*More Lesbian, Gay, Bisexual and  
Transgender Services*

**LOCAL**

**BPNE (BODY POSITIVE NORTH EAST)**

Telephone: 0191 232 2855

Confidential service providing information, advice and support on all aspects of HIV infection to people either infected or affected by HIV/AIDS. Open 4 days per week. Offers advocacy, drugs outreach and support, holistic therapies, counselling, advice on welfare benefits, housing referrals, respite care, drop in service and complimentary therapies.

**DERWENTSIDE LGB SOCIAL GROUP**

Social group meeting in Consett every Wednesday 7pm - 9pm. Offering social activities, support, advice, free condoms & lube also free Pink Papers and safer sex information.

Telephone: 0191 3744131

**FREEDOM SWIMMERS**

Friendly lesbian, gay & bisexual swimming group. Meets 6.00 p.m. on Thursdays. Also: FREEDOM CYCLISTS organises regular bike rides and FREEDOM CANOEISTS go for a paddle.

Contact: MESMAC on 0191 2331333 for details.

**G.A.P GROUP**

Telephone: 0191 233 1333

Meets Tuesdays 6.30-9.00 pm. Open to young men 16-19 offering a safe place to discuss coming out, gay men and the law, HIV, safer sex, relationships, social activities and trips out.

**GAY AND LESBIAN ALCOHOLICS ANONYMOUS**

Contact: Tony any evening from 10pm onwards  
Tel: 01670 354576

### **GAY MEN'S RUNNING AND 5-A SIDE GROUP**

Telephone: 0786 794 4998  
Meets 3 times a week.

### **GAY MEN TYNESIDE (GMT)**

Telephone: MESMAC on 0191 2331333.  
Website: [www.gay-men-tyneside.org.uk](http://www.gay-men-tyneside.org.uk)  
Offers social activities as an alternative to the commercial gay scene, and is open to gay/bisexual men aged 20 & over. Meets Wednesday evenings, aiming to provide a relaxed and welcoming atmosphere.

### **LGBT NETWORK NE,**

3rd Floor, 11 Nelson Street, Newcastle, NE1 5AN  
Tel: 0191 2772045

Email: [lbineortheast@freeuk.com](mailto:lbineortheast@freeuk.com) or [janet.owen@newcastle.gov.uk](mailto:janet.owen@newcastle.gov.uk)  
The LGBT (Lesbian Gay Bisexual and Transgender) Network NE is a developing network, established in October 2002 to represent lesbian, gay, bisexual and transgender voices. The Network aims to develop the LGBT voluntary and community sector infrastructure across the NE.

### **LESBIAN LINE**

Telephone: 0191 261 2277  
An information, advice and referral service. The line also meets callers and takes callers to group. Also runs a walking group.

### **METROPOLITAN COMMUNITY CHURCH**

Tel: 0191 460 9880 & 0191 265 0171  
<http://www.mcc.org.uk>  
Church run for and by lesbians and gay men. Holds weekly Sunday evening services 6:30pm at St. James United Reformed Church, Northumberland Road, Newcastle. Also call for details of regional weekly meetings.

### **MULTICULTURAL INFORMATION CENTRE**

Telephone: 0191 229 5227 (10 am-3 pm)

Confidential helpline for refugees, asylum seekers and ethnic minorities. Issues such as coming out, support, living in British society etc.

### **NEWCASTLE COLLEGE LGB SOCIETY**

LGB Officers c/o Students' Union, Parsons Building  
Tel: 0191 200 4527

### **NEWCASTLE UNIVERSITY LESBIAN, GAY, & BISEXUAL SOCIETY**

Tel: 0191 239 3936.  
Contact: LGB Officers via Students' Union  
Meets during term time only.

### **NORTHEAST AIDS CARE**

Telephone: 0191 281 5200  
Confidential service providing practical help for people with HIV/AIDS.

### **NORTHUMBRIA UNIVERSITY**

Tel: 0191 227 3737  
Meets during term in the 'Annexe' (Students' Union). Open to non-students. Offers social events, speakers, support, trips out.  
Confidentiality assured.  
Contact: Students' Union

### **OUTPOST HOUSING PROJECT**

Tel: 0191 222 1937  
Temporary accommodation for young lesbians & young gay men (16-25) who are homeless or having difficulty finding somewhere to live.

### **PINK TRIANGLE TRUST**

Tel: 01926 858450  
E-mail: [ceremonies@pinktriangle.org.uk](mailto:ceremonies@pinktriangle.org.uk)  
A gay humanist charity which arranges secular (non-religious) weddings/affirmations and other ceremonies throughout the country.

### **SUSSED**

Tel: 0191 2817322  
Support for people with learning disabilities.

## **TUC LESBIAN GAY BISEXUAL and TRANSGENDER NETWORK.**

LGBT Network,, Northern TUC, Freepost, NEA 11550,  
Newcastle, NE1 1BR.

Email: [gbtnetwork@unionsnorth.org.uk](mailto:gbtnetwork@unionsnorth.org.uk)

Provides support advice and information on workplace issues to all lesbian, gay, bisexual and transgender worker whether they are union members or not. Meets in Newcastle first Friday every month. Strictly confidential service.

## **UNISON Northern Region LESBIAN & GAY GROUP**

Linda Hoffman at Pilgrim Street on 0191 245 0800, or your branch's Equal Opportunities Officer

Email: [northern@unison.org.uk](mailto:northern@unison.org.uk)

Provides support to lesbian & gay members of UNISON

## **YOUNG LESBIANS GROUP**

Telephone: 0191 261 2277

Social and support group for young women under 25 who are lesbians or think they might be.

Meets Wednesdays 7.30-9.30 pm. Information 6-8 pm Mondays.

## **REGIONAL**

### **COMMUNICATION WORKERS UNION (CWU)**

Tel: 0191 211 8723

Support for lesbian, gay and bisexual CWU members in the Telecoms, Postal & Financial industries.

### **GAY OUTDOOR CLUB**

GOC, PO Box 16124, Glasgow G12 9YT (enclosing an A5 SAE)

Tel: 0191 285 2233 Arranges walks & outdoor activities. Also meet regularly with Freedom Swimmers.

### **NORTH EAST GAY BIKERS LGB Motorcycle Club.**

Tel: 0790 4632371 at a reasonable hour.

Runs and Socials

### **PARENTS ENQUIRY NORTH-EAST**



Tel: 0191 455 2868, at any reasonable time.

Email: [penejoan@supanet.com](mailto:penejoan@supanet.com)

Offers advice, support, & group (every 2 months) for parents of gay, lesbian, bisexual and transgendered sons and daughters. Helplines also available.

## **NATIONAL**

### **AT EASE**

28 Commercial Street, London, E1 6LS

Telephone: 020 7247 5164, Sundays 5.00-7.00 p.m.

Advice for lesbians and gay men in the Armed Services

### **BISEXUAL PHONELINE**

0131 557 3620 (Thurs 7.30pm-9.30pm)

### **BROKEN RAINBOW HELPLINE**

Telephone: 08452 60 44 60 local rate (Monday-Friday 9 am-5 pm)

Helpline for gay men, lesbians, bisexuals and transgender people experiencing same-sex, homophobic or transphobic domestic violence. Listening, information and signposting service, that can include safety planning, housing options, victims/survivors legal rights (injunctions) and can discuss the option of making a police report.

### **EACH (Educational Action Challenging Homophobia)**

Office 24, 14 Clifton Road, Clifton, Bristol, BS8 4BF

Freephone: 0808 1000 143 (Mon-Fri 9 am-5 pm, Sat 10 am -12 noon)

Email: [help@eachaction.org.uk](mailto:help@eachaction.org.uk)

Website: [www.eachaction.org.uk](http://www.eachaction.org.uk)

Provides support, training and helpline for young people affected by homophobia. Supports young people in challenging homophobic bullying.

### **FRIENDS AND FAMILIES OF LESBIANS AND GAYS (FFLAG)**

Helpline 01454 852418 (All week 9 am-9 pm)

Email: [info@fflag.org.uk](mailto:info@fflag.org.uk)

Website: [www.fflag.org.uk](http://www.fflag.org.uk)

A national network of telephone contacts who offer support to parents and families of lesbians, gays and bisexuals.

## **GEMMA**

Gemma, BM Box 5700, London WC1N 3XX

email: [gemma@hotmial.com](mailto:gemma@hotmial.com)

Gemma is an organisation for lesbians or bisexual women with disabilities. Their newsletter is available on tape, and in braille and large print on request, from

## **LESBIAN & GAY BEREAVEMENT PROJECT**

Vaughan Williams Centre, Colindale Hospital,  
Colindale Avenue, London, NW9 5HG

Tel: 020 8455 8894 (helpline) 7.00 p.m.-midnight

Tel: 020 8200 0511 (office)

## **LESBIAN AND GAY CHRISTIAN MOVEMENT**

LGCM, Oxford House, Derbyshire Street, London E2 6HG

Contact: 0207 739 1249. Monday-Friday 10 am-6 pm)

Email: [lgcm@lgcm.org.uk](mailto:lgcm@lgcm.org.uk), Website: [www.lgcm.org.uk](http://www.lgcm.org.uk)

Information and support for Christian lesbian/gay community.

## **LONDON LESBIAN AND GAY SWITCHBOARD**

PO Box 7324, LONDON NI 9QS.

Telephone: 020 7837 7324

Helpline for lesbians and gay men offering support and information on a range of issues.

Website: [www.query.org.uk](http://www.query.org.uk)

## **PINK PARENTS**

Box 55, Green Leaf Bookshop, 82 Colston Street, Bristol, BS1 5BB.

Help-line 0117 9044500

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

Extensive website for LGB parents and parents-to-be.

## **REGARD**

Telephone: 0207 738 8097 Email: [regard@dircon.co.uk](mailto:regard@dircon.co.uk)

Lesbian, Gay and Bisexual organisation for people with disabilities.

## **SHAKTI**

c/o London FRIEND, 86 Caledonian Rd, London

Tel: 020 7837 3337

South Asian Lesbian & Gay Network.

**SOLA – (Survivors of Lesbian Abuse/Domestic Violence)**

West Hampstead Women's Centre, 55 Hemstal Road,  
London, NW6 2AD

Telephone: 020 7328 7389. Helpline offering advice, information and support for lesbians who have experienced abuse.

Website: [solalondon@hotmail.com](mailto:solalondon@hotmail.com)

**STONEWALL**

(National lobbying & campaigning group)

Tel: 020 7336 8860

16 Clerkenwell Close, London EC1R 0AA

**GENDER IDENTITY**

**BEAUMONT TRUST**

BM Charity, LONDON WC1N 3XX

Telephone (mobile rate) 07000 287 878,

7pm-11pm Tues and Thurs evenings

Helpline for transsexuals, transvestites and their partners

**GENDER TRUST HELPLINE**

PO Box 3192, Brighton BN1 3WR.

Telephone (mobile rate) 07000 790 347, 9am-5pm Tues to Thurs

Email: [info@gendertrust.org.uk](mailto:info@gendertrust.org.uk)

Website: [www.gendertrust.org.uk](http://www.gendertrust.org.uk)

Information and support for people who are transsexual, gender dysphoric or transgenderist.

**TRANSLIVING INTERNATIONAL**

PO Box 3, Basildon, Essex, SS14 3WA

Telephone 01268 583761

Helpline Monday to Friday 9am- 8pm

Email: [stacy@transliving.co.uk](mailto:stacy@transliving.co.uk)

Website: [www.transliving.co.uk](http://www.transliving.co.uk)

Advice for transvestites, transsexuals and their partners and families



## *Bereavement Services*

**Cruse Bereavement Care Tyneside**

**NAME:** CRUSE BEREAVEMENT CARE TYNESIDE

**ADDRESS:** The St. Gabriel's Centre,  
2, St. Gabriel's Avenue,  
Heaton, Newcastle upon Tyne. NE6 5QN

**TELEPHONE:** Local Helpline: 0191 276 5533  
National Helpline: 0870 167 1677

**EMAIL:** [crusetyneside@tiscali.co.uk](mailto:crusetyneside@tiscali.co.uk)

**OPENING HOURS:** Monday-Friday 10.00am-4.00pm.

**METHOD OF REFERRAL?:** Via any approach, including self referral.

**ANY CHARGES?:** No

**AREA COVERED?:** Gateshead, Newcastle, South Tyneside, North Tyneside.

**WHO IS THE SERVICE FOR?:** Bereaved people

**WHAT CAN IT OFFER?:** Cruse is a national charity which provides a confidential one-to-one support service for bereaved people. The service can also offer support groups.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?:** This is a needs led service and staff hope that it is the service users themselves who direct the service that they receive. However, service users are not involved in discussions about service provision, practice or evaluation.



## *More Bereavement Services*

### **LOCAL**

#### **BEREAVEMENT CARE**

Brunswick Church, Brunswick Place, Newcastle upon Tyne

Telephone: 0191 281 8753

Provides support and counselling for bereaved people on a Friday at the drop in. Drop in Friday 1.30 pm-3.30 pm

#### **BEREAVEMENT HELP LINE**

Help line: 0191 410 9911 Open Monday to Friday 10 am to 4 pm Drop in Croftside Communal Room, Durham Road Birtley Co Durham. Thursday 1.30 pm - 3.30 pm. Offers group and one to one help & support to bereaved persons. Self-referral.

#### **COMPASSIONATE FRIENDS (TYNE AND WEAR)**

Telephone: 0191 267 4569, Telephone before 9 pm.

Service coordinates the befriending of bereaved parents by bereaved parents. The service provides a self help group for bereaved parents (deceased children of all ages). Offers understanding, friendship, advice, working together with those with similar experiences. Meetings, literature, home visits, correspondence, helpline and a quarterly newsletter are available to members. Holds a monthly drop in and a group meeting at St Johns Church Hall, Grainger Street, Newcastle.

#### **TYNESIDE SAMARITANS**

Telephone: 0191 232 7272 (voice) or 01204 31122 (minicom)

Offer a confidential listening service for those in despair or distress

### **REGIONAL**

#### **BEGINNING EXPERIENCE (NORTH EAST)**

Telephone: 0191 422 0742, 7 days a week before 10 pm.

Email: [lizjeynespej@hotmail.com](mailto:lizjeynespej@hotmail.com)

Website: [www.beginningexperience.org](http://www.beginningexperience.org)

Offers support to people coming to terms with grief through separation, divorce and bereavement. Drop in facility and residential weekend with follow up sessions are also available.

## **NATIONAL**

### **CHILD DEATH HELPLINE**

C/o Great Ormond St Hospital, Great Ormond Street, London WC1N 3JH. Helpline: 0800 282 986, Mon, Fri 10 am-1 pm, Wed 1pm-4 pm, 7 days 7 pm-10 pm.

Email: [contact@childdeathhelpline.org](mailto:contact@childdeathhelpline.org)

Website: <http://www.childdeathhelpline.org>

Helpline for anyone affected by the death of a child of any age, offers counselling and information. Helpline staffed by bereaved parent volunteers.

### **COMPASSIONATE FRIENDS**

53 North Street, Bristol, BS23 1EN

Helpline: 0845 120 3785, 7 days 10 am-4 pm, 6.30 pm-10.30 pm

Email: [info@tcf.org.uk](mailto:info@tcf.org.uk)

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

Nationwide service offering support and friendship to parents who have lost a child of any age, who have died from any cause. Also offers support for other family members. Support via telephone, letter, leaflets and newsletter. The Helpline is staffed by bereaved parent volunteers.

### **CRUSE BEREAVEMENT CARE**

Day by Day helpline: 0870 167 1677

email: [helpline@crusebereavementcare.org.uk](mailto:helpline@crusebereavementcare.org.uk)

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

Cruse Bereavement Care exists to promote the well-being of bereaved people and to enable anyone bereaved by death to understand their grief and cope with their loss. The organisation provides counselling and support. It offers information, advice, education and training services.

### **LESBIAN AND GAY BEREAVEMENT PROJECT**



Telephone: 020 7403 5969 (Monday, Tuesday and Thursday 7 pm-10.30 pm)

Bereavement helpline and counselling by Gay Healthy Living Centre.

### **SAMARITANS**

National Number 0345 90 90 90

Offers 24 hours a day confidential listening service for those in despair or distress.

### **SUDDEN DEATH SUPPORT ASSOCIATION**

Dolphin House, Part Lane, Swallowfield, Reading, Berkshire, RG7 1TB

Telephone: 01189 88 97 97, 24 hour answer phone.

Gives help to friends and relatives of people who die suddenly. The Association is run by people who have experienced a sudden and tragic loss and would like to help others in their time of need.

### **SURVIVORS OF BEREAVEMENT BY SUICIDE**

Centre 88, Saner Street, Anlaby Road, Hull L Humberside HU3 2TR

Helpline: 0870 241 3337 (7 days 9 am-9 pm) Telephone: 01482 610 728 (Monday-Friday 9 am-5 pm)

Email: [sobs.admin@care4free.net](mailto:sobs.admin@care4free.net)

Website: [www.uk-sobs.org.uk](http://www.uk-sobs.org.uk)

A self help voluntary organisation of people who have themselves been bereaved by suicide. Offers practical and emotional support to those bereaved by the suicide of a relative or friend. Provides telephone, support, group meetings, support days, bereavement packs and information to both survivors and professionals.

### **WINSTON'S WISH**

The Clara Burgess Centre, Bayshill Road, Cheltenham, Gloucestershire, GL50 3AW.

Helpline: 0845 203 0405 (Family Line) Telephone: 01242 515 157 (general enquiries) Monday-Friday 9.30 am-5.00 pm

Email: [info@winstonswish.org.uk](mailto:info@winstonswish.org.uk)

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

A charity that supports bereaved children and young people and offers information and guidance to their families and anyone concerned about a child after bereavement.





# OTHER DISABILITY SERVICES

**Body Positive**

**Disability Gateshead**

**NAME:**           **Body Positive North East**

**ADDRESS:**    The Sida Centre.  
12 Upper Princess Sq  
Newcastle upon Tyne  
NE1 8ER

**TELEPHONE:**  0191 2322855

**FAX:**           0191 2304053

**EMAIL:**        [bpne@btinternet.com](mailto:bpne@btinternet.com)

**WEBSITE:**

**OPENING HOURS:** Monday to Friday 10.00am –5.00pm

**METHOD OF REFERRAL?** By professional or self referral.

**ANY CHARGES?**     None

**AREA COVERED?**           North east of England

**WHO IS THE SERVICE FOR?**

People diagnosed with the HIV/AIDS and their Carers.

**WHAT CAN IT OFFER?**

Drop in lounge, complimentary therapies, days out, information resource, computer and Internet access and tuition, One-to-one support and group facilitation.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?**

Service users are on our management committee.  
Early questionnaire and feedback forms after events.

**NAME:** Disability Gateshead

**ADDRESS:** DIAS Centre,  
Baltic Business Centre,  
Saltmeadows Road,  
Gateshead, NE8 3DA

**TELEPHONE:** 0191 477 3558 – Helpline  
0191 478 6630 Office

**FAX:** 0191 478 6630

**EMAIL:** [info@disabilitygateshead.org.uk](mailto:info@disabilitygateshead.org.uk)

**WEBSITE:** [www.disabilitygateshead.org.uk](http://www.disabilitygateshead.org.uk)

**OPENING HOURS:** 9.00am-4.00pm Monday-Friday

**METHOD OF REFERRAL?** Via any approach, including self-referral.

**ANY CHARGES?** None.

**AREA COVERED?** Borough of Gateshead

**WHO IS THE SERVICE FOR?** Disabled people and those with an interest in disability.

**WHAT CAN IT OFFER?** The aim of the service is to empower disabled people by providing information and support. The service offers an independent living project. Disability Gateshead is able to offer one to one support to people with complex, intensive support needs. The service can also offer guidance and support and information to carers, family and friends as well as professionals.

**HOW ARE SERVICE USERS INVOLVED IN THE PLANNING AND DELIVERY OF THE SERVICE?** Disabled people lead, plan and deliver the service. Therefore all aspects of the service are delivered from a Service User perspective





## MORE OTHER DISABILITY SERVICES

### **ACTION FOR DYSPHASIC ADULTS GATESHEAD BRANCH**

Telephone: 0191 469 8957

To support Dysphasic patients and provide information.

### **ALZHEIMER'S DISEASE SOCIETY**

Computer House, High Street, Gateshead. NE8 1ET.

Telephone: 0191 477 7490.

Email: [gatesheadalz@btconnect.com](mailto:gatesheadalz@btconnect.com)

To provide information and advice to those people with dementia and their carers.

### **BLAYDON SOCIAL CLUB FOR THE BLIND**

Rugby Club, Hexham Road, Blaydon, Gateshead

(meets every Sunday 7.30 - 10.00pm)

Apply through technical officer, John Orvington at Gateshead Civic Centre 0191 433 3000

### **GATESHEAD BLIND TRUST FUND**

Sensory Support Team, Community Based Services, Civic Centre, Gateshead. NE8 1HH. Telephone: 0191 4333000

Fax: 0191 4782224, Minicom: 0191 4785981

The Trust can provide small amounts of money to registered blind or partially sighted people.

### **GATESHEAD ACCESS PANEL**

Unit K38 The Avenues, Eleventh Avenue, Gateshead, NE1 0NJ.

Tel: 0191 443 0058

Fax: 0191 487 7298

Email [access.gateshead@dsl.pipex.com](mailto:access.gateshead@dsl.pipex.com)

Website: <http://www.access.gateshead.dsl.pipex.com/>

A panel working towards promoting accessible environments to all, gives advice and information on issues relating to access. Also provides advocacy service, Service User Involvement project and volunteering opportunities.

### **GATESHEAD AND SOUTH TYNESIDE DEAF CHILDRENS SOCIETY**

16 Elm Drive, Whitburn, Tyne and Wear NE34 6BG.

Telephone: 0191 529 4303.

To support the interests of local deaf children and their families.

### **GATESHEAD BRANCH DIABETES UK**

214 Prince Consort Road, GATESHEAD, Tyne and Wear NE8 4DX.

Telephone: 0191 477 2667.

Regular meetings and information to provide self help and education.

### **GATESHEAD BREATHE NORTH (BRITISH LUNG FOUNDATION)**

Telephone: 0191 263 0276

Email: [bev.wears@blf-uk.org](mailto:bev.wears@blf-uk.org)

Website: <http://www.lunguk.org/north-east.asp>

To raise money for research into lung disorders and promote lung health education. Also meets on the last Thursday of the month, from 2pm, in Springwell Village Hall.

### **GATESHEAD HARD OF HEARING CLUB**

3 Bute Cottages, Dunston, Gateshead NE11 9PH.

Telephone: 0191 460 8591.

To offer support and advice to hearing impaired people.

### **GATESHEAD MENCAP SOCIETY**

Chowdean Lodge, Lodges Road, Low Fell, Gateshead. NE9 6JF

Telephone: 0191 487 8537

Email: [info@Gatesheadmencap.org](mailto:info@Gatesheadmencap.org).

Website: <http://www.gatesheadmencap.org/>

To provide support to those people with a mental handicap and provide opportunities for recreation and leisure.



## **LINKS IN GATESHEAD**

Learning Difficulties Division, Civic Centre, Regent Street, Gateshead NE8 1HH. Telephone 0191 433 3000 ext. 2410.

To promote friendship between local people and people with learning difficulties who have recently moved to Gateshead.

## **MACMILLAN CANCER RELIEF**

Main Corridor QE1, Queen Elizabeth Hospital, Sheriff Hall, Gateshead NE9 6SX. Telephone: 0191 403 2200 (Mon and Wed 1-5 pm) or 0191 438 0994 (after 6 pm).

To provide Macmillan nurses and to support the terminally ill and their families.

## **M.P.H. ACCESSIBLE MEDIA**

Stonehills Complex, Shields Road, Gateshead NE10 0HW.

Telephone 0191438 6063

Website: [www.mph-uk.com](http://www.mph-uk.com)

Disability media services such as transcription.

## **NORTHERN COLLEGE OF HOMEOPATHIC MEDICINE**

Swinburne House, Swinburne Street, Gateshead, NE8 1AX.

Telephone: 0191 4900276.

Low cost homeopathic clinics for the general public. Also training for homeopaths.

## **PETS AS THERAPY**

Telephone: 0870 730 8484

Fax: 0870 730 8485

Website: [www.petsastherapy.org](http://www.petsastherapy.org)

Volunteers take their registered PAT dogs to visit in Hospitals, Hospices, Residential homes etc. bringing companionship and comfort to thousands of people, often helping in treatments and therapy.

## **SENSORY SUPPORT TEAM**

Civic Centre, Regent Street, Gateshead, NE8 1HH

Telephone: 0191 433 2452

Fax: 0191 478 2224

Minicom: 0191 478 5981

The Team offers specialist support to people who are profoundly deaf and who communicate using British Sign Language.

Social Workers offer assessment to discuss all your needs and will also work with staff from other Divisions to meet legal requirements in respect of mental health, learning disability and children and families work if necessary.

The Duty Service run by the Social Workers with Deaf adults at the Civic Centre is at the following times: Monday (Drop-in Session) 9:00am – 12:00pm Friday (Appointment System) 9.00am – 12.00pm 1:30pm - 3:30pm

### **SHOPMOBILITY**

Indoor Market, Trinity Shopping Centre, Gateshead NE8 1AG  
Telephone: 0191 477 9888

Provides disability access in Gateshead by hiring out powered scooters, powered wheelchairs and manual wheelchairs. Also can assist individuals with sight impairment and hearing loss.

Main Trinity Square shop open Monday, Tuesday, Thursday, Friday and Saturday 10 am -4 pm. Open Wednesdays 10 -1.30 pm.

Also have additional sites at Saltwell Park, the Sage and the Baltic.

### **SIGHT SERVICE**

Sight Service (Gateshead), Bensham Hospital, Saltwell Road, Gateshead, NE8 4YL.

Telephone: (0191) 4785959

Open between 9.30am – 4.30pm, Monday to Friday.

**Email:** [contactus@sightservice.co.uk](mailto:contactus@sightservice.co.uk)

**Website:** <http://www.sightservice.org.uk>

Sight Service offers services and support any person who is living with sight loss and you do not need to be registered blind or partially sighted to access them. We also offer support to families, carers, advocates and friends, plus, the organisation works closely with professionals who work in visual impairment and also other service providers. Specialist services include provision of information, training, displays of specialist equipment, equipment sales, tele-support, home visiting, a pilot low vision service (Gateshead only) and an annual exhibition, plus, a choice of opportunities for socialising, being active or creative, volunteering and work experience.]

## **T.A.L.K. LARYNGECTOMEE NORTH EAST (NEWCASTLE)**

North Speech Therapy Department, C/O Speech Therapy Department,  
Freeman Hospital, High Heaton, Newcastle-Upon-Tyne NE0 9AY  
Telephone: 091-284-3111

## ***REGIONAL***

### **Arcadea (formerly Disability Arts Forum)**

MEA House, Ellison Place, Newcastle Upon Tyne NE1 8XS.  
Telephone 0191 222 0708 (voice) or 0191 261 2238 (Minicom) or 0191  
222 0573 (fax)  
Email: [info@arcadea.org](mailto:info@arcadea.org)  
Website: [www.arcadea.org](http://www.arcadea.org)  
A forum established to promote disability arts in the north.

### **ARTHRITIS RESEARCH CAMPAIGN**

Cumbria, Durham, Northumberland, Tyne & Wear, Teeside:  
21 Roger Street, Blackhill, Consett DH8 5SX  
Tel/Fax: 01207 509976  
Mobile: 07736 157803  
Email: [m.hall@arc.org.uk](mailto:m.hall@arc.org.uk)  
Website: <http://www.arc.org.uk>  
Provides information and local groups.

### **BRITISH DEAF ASSOCIATION NORTH**

13 Wilson Patten Street, Warrington, Cheshire, WA1 1PG  
Email: [north@signcommunity.org.uk](mailto:north@signcommunity.org.uk)  
Videophone IP: 81.6.233.219  
Textphone: 01925 652529  
Telephone: 01925 652520  
Fax: 01925 652526  
Website: [www.bda.org.uk](http://www.bda.org.uk)  
The BDA is the largest Deaf organisation in the UK that is run by Deaf people. The BDA wants to see a society where Sign Language users have the same rights, responsibilities, opportunities and quality of life as everyone else

## **DISABILITY NORTH**

The Dene Centre, Castle Farm Road, Gosforth, Newcastle upon Tyne  
NE3 1PH Telephone: (0191) 284 0480

Fax (0191) 213 0910

Minicom: (0191) 2846659

Email: [reception@disabilitynorth.org.uk](mailto:reception@disabilitynorth.org.uk)

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

Disability North provides confidential, independent and impartial advice and support

## **ENGLISH FEDERATION OF DISABILITY SPORTS NORTH**

House of Sport, University of Durham South End House South Road  
Durham DH1 3TG

Telephone: 0191 334 7207, Fax 0191 334 7201, Minicom 0191 334  
7210, Office Mobile: 07764 291667

Email: [northeast@efds.co.uk](mailto:northeast@efds.co.uk)

Website: <http://www.efds.net>

## **EPILEPSY ACTION**

National Epilepsy Helpline: 0808 800 5050

Email: [helpline@epilepsy.org.uk](mailto:helpline@epilepsy.org.uk)

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

To provide information on epilepsy for individuals and their families.

## **EQUALITY NORTH EAST**

IES Buildings, Horndal Avenue, Aycliffe Industrial Park, Newton  
Aycliffe, County Durham, DL5 6XS

Telephone : 0870 774 3780 or 0870 774 3781

fax : 0870 774 3780 or 0870 774 3781

email : [info@fairplay-ne.co.uk](mailto:info@fairplay-ne.co.uk)

Website: <http://www.equality-ne.co.uk>

Equality North East is jointly funded by One North East and the four regional LSC's and aims to Establish a comprehensive, central information service giving advice and guidance on equal opportunities employment issues.

### **LUPUS UK NORTH EAST GROUP**

St James House, Eastern Road, Romford, Essex, RM1 3NH,

National Telephone: 01708 731 251

Email: [secretary@northeastlupus.org.uk](mailto:secretary@northeastlupus.org.uk)

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

The North East Lupus Group is part of Lupus UK. They hold meetings in Newcastle, Durham, and Middlesbrough, and occasionally in other areas. They have a network of local contacts - people who have Lupus and are willing to talk on a one-to-one basis about any concerns you may have about Lupus. Details of meetings and contacts are given in their quarterly newsletter

### **MENCAP – Northern Region**

20-21 Marquis Court, Team Valley Trading Estate, GATESHEAD  
NE11 0RU. Telephone 0191 487 0444

To campaign for those people who have a learning disability. To provide information and support.

### **NORTH EAST COMMUNITY PSYCHIATRIC NURSE SERVICE FOR THE DEAF**

West Park Centre, Newcastle upon Tyne. Telephone: 0191 256 3103

Textphone: 0191 256 3009, Fax: 0191 219 5052

Email: [joyce.pennington@nmht.nhs.uk](mailto:joyce.pennington@nmht.nhs.uk)

Regional CPN service for deaf people with mental health needs.

Affiliated to the National Centre for Mental Health and Deafness.

### **STROKE ASSOCIATION REGIONAL CENTRE**

17 Marquis Court, Team Valley, Gateshead. NE11 0RU

Telephone : 0191 487 9988 |National Helpline: 0845 30 33 100

Fax: 0191 492 6161

Email: [northeast@stroke.org.uk](mailto:northeast@stroke.org.uk)

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

To support stroke patients, their carers and professionals.

## **NATIONAL**

### **ANN CRAFT TRUST**

Centre for Social Work, University of Nottingham, University Park,  
NOTTINGHAM NG7 2RD. Telephone: 0115 951 5400.

National information service on all aspects of sexual abuse/exploitation  
of adults and children with learning difficulties. Must contact

### **ARTHRITIS CARE**

18 Stephenson Way, London NW1 2HD Phone free: 0808 800 4050  
from 12pm to 4pm Monday to Friday or 020 7380 6555 from 10am to  
4pm (standard call charges)

Email: [helplines@arthritiscare.org.uk](mailto:helplines@arthritiscare.org.uk)

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

Help or information on matters relating to arthritis

### **ASBESTOS SUPPORT GROUP AND MESOTHELIOMA INFORMATION SERVICE**

50b Town Street, Armley, Leeds, LS12 3AA

Telephone: 0113 231 1010 (Tuesday - 10am - 4pm)

Email: [info@asbestos-action.org.uk](mailto:info@asbestos-action.org.uk)

Website: [www.asbestos-action.org.uk](http://www.asbestos-action.org.uk)

Helpline and other information and advice on mesothelioma (form of  
cancer usually caused by asbestos exposure, affecting cells lining the  
chest or abdominal cavities) for the public, patients, carers, health  
professionals. Helpline run by specialist nurse. Free booklet for  
patients and carers. Educational service, conferences and study days.

### **NATIONAL ASTHMA CAMPAIGN**

Providence House, Providence Place, London, N1 0NT

Telephone: 0845 701 0203 Local rate (Monday - Friday - 9am - 5pm)

Fax: 020 7704 0740

Website: [www.asthma.org.uk](http://www.asthma.org.uk)

Helpline and a range of other services for people with asthma, their  
carers and health professionals on all aspects of asthma and related  
allergies. Helpline staffed by asthma nurse specialists offering advice  
and information. Email service via website. Information days. Booklets,  
leaflets and publications including school pack for teachers. Activity

holidays for children. Campaigns to raise awareness of asthma, funds research into causes and treatments. Also has office in Edinburgh.

### **BACKCARE**

16 Elmtree Road, Teddington, Middlesex, TW11 8ST

Switchboard: (0)20 8977 5474 Fax (0)20 8943 5318

Email: [info@backcare.org.uk](mailto:info@backcare.org.uk)

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

The charity for healthier backs

### **BRITISH COUNCIL OF ORGANISATIONS OF DISABLED PEOPLE**

Litchurch Plaza, Litchurch Lane, Derby DE24 8AA.

Telephone: 01332 295551

Email: [general@bcodp.org.uk](mailto:general@bcodp.org.uk)

Website: [www.bcodp.org.uk](http://www.bcodp.org.uk)

This is an organisation representing individuals and disabled people's groups in the UK.

### **BRITISH DEAF ASSOCIATION COUNSELLING SERVICE**

13 Wilson Patten Street Warrington WA1 1PG

Tel (Voice): 01925 652520, Tel (Text): 01925 652529

Tel (Video Phone): 01925 630169, Fax: 01925 652526

Website: [www.bda.org.uk](http://www.bda.org.uk)

Offers counselling for deaf people on issues including the following: drugs, alcohol, relationships, sexual health, rape and sexual abuse, depression, stress, eating disorders.

### **BRITISH HEART FOUNDATION**

Telephone: 0845 0708070

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

Provides information about heart conditions.

### **DEAFBLIND UK**

John and Lucile van Gleese Place, Signet Road, Hampton, Peterborough. Telephone: 01733 358 100 or Fax 01733 358 356.

Website: [www.deafblind.org.uk](http://www.deafblind.org.uk)

To raise awareness of deafblindness and provide training and support.

## **DEAF CHILD AND FAMILY TEAM**

Hightrees, Springfield Hospital, 61 Glenburnie Road, LONDON SW17 7DJ. Telephone: 020 8682 6925. Fax: 020 8682 6461.  
E-mail: [cornerhouse@swistg-tr.nhs.uk](mailto:cornerhouse@swistg-tr.nhs.uk)

## **FIBROMYALGIA ASSOCIATION UK**

PO Box 206, Stourbridge, West Midlands, DY9 8YL  
Telephone: 0870 220 1232 (Monday - Friday - 10am - 4pm)  
Fax: 0870 752 5118  
Email: [fmauk@hotmail.com](mailto:fmauk@hotmail.com)  
Website: [www.fibromyalgia-associationuk.org](http://www.fibromyalgia-associationuk.org)  
Helpline and other support for people affected by fibromyalgia, including carers, health professionals (a condition that can cause chronic fatigue, severe muscle pain and affects the sleep cycle). Welfare benefits information line 01254 832463 Monday and Friday 10am-12 noon. Information pack available, send large SAE. Coordinates 100 local support groups.

## **LEUKAEMIA CARE**

14 Kingfisher Court, Venny Bridge, Pinhoe, Exeter Devon EX4 8JN.  
Telephone: 01392 464 848.  
Offers support for leukaemia and related blood disorders sufferers and their families. No tone

## **LINK, THE BRITISH CENTRE FOR DEAFENED PEOPLE**

19 Hartfield Road, Eastbourne, East Sussex BN21 2AR. Telephone: 01323 638 230 (Voice and Minicom) or 01323 642 968 (Fax)  
Website: [www.lindp.org.uk](http://www.lindp.org.uk)  
This organisation runs a national network of groups and volunteers that provide outreach, self management programmes and research.

## **ME CONNECT INFORMATION AND SUPPORT**

4 Top Angel, Buckingham Industrial Park, Buckingham, MK18 1TH  
Telephone: 0871 222 7824 non-members, 0870 444 1835 members (Monday - Friday - 2pm - 4pm, 7pm - 9pm)  
Fax: 01280 821 602  
Email: [meconnect@meassociation.org.uk](mailto:meconnect@meassociation.org.uk)  
Website: [www.meassociation.org.uk](http://www.meassociation.org.uk)



Information and support service for ME patients, carers, health professionals and other interested parties. Signposting links, specialists' contacts and local independent ME support groups. Also available via email, fax and letter.

### **MENCAP**

123 Golden Lane, London. EC1Y 0RT. Telephone: 0808 808 1111  
Head office of national network of support and advice services for people with learning disabilities.

### **NATIONAL ECZEMA SOCIETY**

Telephone Helpline: 0207 388 3444

### **THE NATIONAL CENTRE FOR MENTAL HEALTH AND DEAFNESS**

John Denmark Unit, Bury New Road, Prestwich, Manchester M25 3BL.  
Telephone: 0161 772 3423 (Voice) or 0161 772 3407 (Textphone)  
FAX: 0161 798 5853  
National Service providing assessment and treatment for deaf people.

### **SIGN - THE NATIONAL SOCIETY FOR MENTAL HEALTH AND DEAFNESS**

5 Baring Road, Beaconsfield, Bucks, HP9 2NB.

Telephone: 01494 687 600

Tel (Minicom): 01494 687 626

Fax: 01494 687622

Websites: [www.signcharity.org.uk](http://www.signcharity.org.uk) & [www.reachingdeafminds.org.uk](http://www.reachingdeafminds.org.uk)

Telephone: Monday – Thursday: 9am - 5.30pm, Friday: 9am - 5pm  
Friday.

National Society for Mental Health and Deafness offers a range of support to Deaf people with mental health problems.

### **ROYAL NATIONAL INSTITUTE FOR DEAF PEOPLE (RNID)**

19-23 Featherstone Street, LONDON EC1Y. Telephone: 0870 60 50 123 (Voice) or 020 72968204/203/288 (Text) or 020 7296 8199 (Fax)  
Check this!

Email: [information@rnid.org.uk](mailto:information@rnid.org.uk)

Website: [www.rnid.org.uk](http://www.rnid.org.uk)

Services include, information, interpreting aids/appliances etc.

## **SCOPE**

6 Market Road, London N7 9PW, England, UK.

Telephone 020 7619 7100 Helpline: 0808 800 3333.

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

The disability organisation in England and Wales whose focus is people with cerebral palsy. Their aim is that disabled people achieve equality: a society in which they are as valued and have the same human and civil rights as everyone else. Provides services, support and information to people with cerebral palsy and their families

## **SENSE- NATIONAL DEAF-BLIND & RUBELLA ASSOCIATION**

11-13 Clifton Terrace, Finsbury Park, London, N4 3SR.

Tel: 020 7561 3384 / 020 7561 3383

Text: 020 7272 9648

Fax: 020 7272 6012

Email: [info@sense.org.uk](mailto:info@sense.org.uk)

Website: [www.sense.org.uk](http://www.sense.org.uk)

This service is open to deafblind people, their families, professionals working with deafblind people and anyone who has a general enquiry about Sense or any aspect of deafblindness.

## **SICKLE CELL SOCIETY**

54 Station Road, London, NW10 4UA

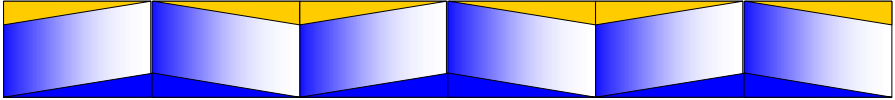
Telephone: 020 8961 7795 (Monday - Friday - 9am - 5pm)

Fax: 020 8961 8346

Email: [info@sicklecellsociety.org](mailto:info@sicklecellsociety.org)

Website: [www.sicklecellsociety.org](http://www.sicklecellsociety.org)

Telephone advice, information and counselling for people with sickle cell disorders, their families and health professionals. Free membership to people with sickle cell diso



***Education, training, employment and  
volunteering opportunities***

**BTCV**

**Connexions Tyne and Wear**

**DISC – Developing Initiatives Supporting Communities:  
Progress 2 Work Link-Up & Connect2**

**Employment Service Direct**

**Gateshead Economic Development Service**

**Gateshead Voluntary Organisations Council (GVOC)**

**Gateshead Young Women’s Outreach Project**

**Linden Training**

**Newcastle step project**

**Shaw Trust Employment**

**The Connect Café**

**The Work Station**

**University of Northumbria Access Guidance Centre**

**University of Northumbria Student Shadowing Scheme**

**Vale Mill Trust**

**NAME: BTCV HQ North East**

**ADDRESS:** Bill Quay Farm, Hainingwood Terrace, Bill Quay,  
Gateshead, NE10 0UE

**TELEPHONE:** 0191 4698431 / 07980 761037

**FAX:** 0191 433 5784

**EMAIL:** [e.hutson@btcv.org.uk](mailto:e.hutson@btcv.org.uk)

**WHAT CAN THIS SERVICE OFFER?**

BTCV provides volunteering opportunities in footpath construction, fence and stile construction, tree planting, hedge maintenance, scrub clearance and pond work. This takes place in a wide variety of locations in Tyne & Wear and Northumberland. Come and make friends, learn new skills and help improve the environment.

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**NAME:** **The Connect Café,  
M H M Employment Services**

**ADDRESS:** 33 High Street, Felling, Gateshead, NE10 9LT

**TELEPHONE:** (0191) 469 1899

**FAX:** (0191) 469 1899

**EMAIL:** [connectcafe@mail.com](mailto:connectcafe@mail.com)

**OPENING HOURS:** Mon – Fri 9.00am – 3.00pm

**METHOD OF REFERRAL?** Referrals via appropriate Mental Health Team. Direct contact can be made with Connect Café or via Employment Coach (0191 2266800)

**ANY CHARGES?** No charges

**AREA COVERED?** Gateshead and surrounding area

**WHO IS THE SERVICE FOR?** For people with enduring mental ill health

**WHAT CAN IT OFFER?** Real employment experience within a supported community based café. Vocational qualifications (NVQ) in catering and hospitality available, as well as possible external training opportunities. It is a two year programme which can be used to enable the individual to enter the employment market.

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**NAME:** Connexions Tyne and Wear

**ADDRESS:** Interchange Centre, West Street, Gateshead NE8 1BH

**TELEPHONE:** 0191 490 1717

**FAX:** 0191 443 4281

**EMAIL:** [helpline@connexions-tw.co.uk](mailto:helpline@connexions-tw.co.uk)

**WEBSITE:** [www.connexions-tw.co.uk](http://www.connexions-tw.co.uk)

**OPENING HOURS:** Monday to Friday 09.30am- 5.30pm,  
Saturday 10 a.m. to 3 pm

**METHOD OF REFERRAL?** Self referral.

**ANY CHARGES?** Dependant on circumstances.

**AREA COVERED?** Whole of Tyne and Wear

**WHO IS THE SERVICE FOR?** Young people and adults

**WHAT CAN IT OFFER?** Offers information and advice on employment options, explores what opportunities there are available for training and education and offers support in looking for work.

**NAME: DISC – Developing Initiatives Supporting Communities:  
Progress 2 work link-up &  
Connect2**

**ADDRESS:** Suite B4 Design Works, William Street,  
Felling, Gateshead, NE10 0JP

**TELEPHONE:** 0191 440 4330

**FAX:** 0191 440 4345

**EMAIL:** [karen.taylor@disc-vol.org.uk](mailto:karen.taylor@disc-vol.org.uk)

**WEBSITE:** [www.disc-vol.org.uk](http://www.disc-vol.org.uk)

**OPENING HOURS:** Monday to Thursday 8.45-4.45, Friday 8.45-4.15

**METHOD OF REFERRAL?** Self, Jobcentre, Any other agency or individual working with people who have social problems.

**ANY CHARGES?** No.

**AREA COVERED?** Gateshead, South Tyneside, Durham

**WHO IS THE SERVICE FOR?** We have **Progress 2 Work Link-Up** aimed at supporting disadvantaged and socially excluded clients make positive advances into the labour market through employment, training and education. With a history of drug, alcohol and previous offending or homelessness. We also have **Connect2** which is aimed at supporting people on Incapacity Benefit with any social issues they may have. These can include: Debt, housing, mental health, social skills, counseling, advice and guidance.

**WHAT CAN IT OFFER?** A tailor made package to support the individual, working on an outreach basis providing advice, guidance and advocacy. Working with other agencies for the benefit of the client. Liaising with Authorative agencies on behalf of the client to resolve issues that may have a detrimental effect on the client. DISC provide a unique and invaluable service to the community.

**NAME:** Gateshead Economic Development Service

**ADDRESS:** Gateshead Council, Civic Centre,  
Regent Street, Gateshead NE8 1HH.

**TELEPHONE:** 0191 433 2858

**FAX:** 0191 433 2028

**EMAIL:** [kerrydunn@gateshead.gov.uk](mailto:kerrydunn@gateshead.gov.uk)

**WEBSITE:** [www.gateshead.gov.uk](http://www.gateshead.gov.uk)

**OPENING HOURS:** Monday-Thursday 9.00am-5.00pm,  
Friday 9 am-4.30 pm

**METHOD OF REFERRAL?** Self referral

**ANY CHARGES?** No

**AREA COVERED?** Gateshead.

**WHO IS THE SERVICE FOR?** Adults 18 years +

**WHAT CAN IT OFFER?** Assists people to find the right job, produce a CV, prepare for interviews, complete application forms and letters. Provides training and one to one guidance.

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**NAME:** Gateshead Voluntary Organisations Council (GVOC)

**ADDRESS:** John Haswell House,  
8/9 Gladstone Terrace,  
Gateshead NE8 4DY

**TELEPHONE:** 0191 478 4103

**FAX:** 0191 477 1260

**EMAIL:** [enquiries@gvoc.org.uk](mailto:enquiries@gvoc.org.uk)

**WEBSITE:** [www.gvoc.org.uk](http://www.gvoc.org.uk)

**OPENING HOURS:** Monday to Friday 8.45 a.m. to 4.45 p.m.

**METHOD OF REFERRAL?** By telephone or call in

**ANY CHARGES?** Cost of materials used. There is no charge for members

**AREA COVERED?** Gateshead borough

**WHO IS THE SERVICE FOR?** Voluntary and Community Groups

**WHAT CAN IT OFFER?** Assists and trains people to become Volunteers. Also offers advice and support about any issue relating to voluntary work.

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**NAME:** Gateshead Young Women's Outreach Project

**ADDRESS:** 12 Gladstone Terrace, Gateshead NE8 4DY

**TELEPHONE:** 0191 477 7759

**FAX:** 0191 477 2480

**EMAIL:** [gywop@gateshead.gov.uk](mailto:gywop@gateshead.gov.uk)

**WEBSITE:** [gatesheadyoungwomensoutreachproject.org.uk](http://gatesheadyoungwomensoutreachproject.org.uk)

**OPENING HOURS:** Monday to Thursday 9 a.m. till 4 pm,  
Friday 9 am – 3 pm

**METHOD OF REFERRAL?** Different for different programmes. Speak with us or see our information booklet. Workers are always keen to chat through appropriateness of referrals

**ANY CHARGES?** No

**AREA COVERED?** Gateshead borough



**WHO IS THE SERVICE FOR?** Young Women age 12 to 25 years of age but mainly targets young women 12 – 19 for involvement in learning programmes. Involves young women including young mothers who need extra support and learning opportunities

**WHAT CAN IT OFFER?** Involves young women including young mothers who need extra support and learning opportunities to help them onto the 'next step' in life. Supportive and nurturing environment. All learners are supported to put together a record of achievement which includes some accredited learning. Project also offers outreach support to all young women who are 18 or under who are pregnant and live in Gateshead.

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**NAME:** Job Seeker Direct

**TELEPHONE:** 0845 6060 234 or Textphone: 0845 6055 255

**EMAIL:** [es.svh@gtnet.gov.uk](mailto:es.svh@gtnet.gov.uk)

**WEBSITE:** [www.employmentservice.gov.uk](http://www.employmentservice.gov.uk)

**OPENING HOURS:** Monday to Friday 8.00-6.00 pm

**METHOD OF REFERRAL?** Open to everyone

**ANY CHARGES?** No

**AREA COVERED?** National (Government agency)

**WHO IS THE SERVICE FOR?** Anyone with issues or queries around disability employment.

**WHAT CAN IT OFFER?** Disability Employment Advisors, and all related literature and information associated. There is a specialist service for mental health.

**NAME:**           **Learndirect Advice**

**ADDRESS:**     Telephone and Website Course advice service

**TELEPHONE:** 0800 100 900 or 0800 101 901

**WEBSITE:**     <http://www.learndirect-advice.co.uk/>

**OPENING HOURS:** 7 days a week, 8am -10pm

**METHOD OF REFERRAL?** Open to everyone

**ANY CHARGES?**     None for the service but individual courses may charge.

**AREA COVERED?**    England and Wales

**WHO IS THE SERVICE FOR?** Adults wishing to access integrated information, advice and guidance.

**WHAT CAN IT OFFER?** Telephone and Website Course advice service delivered by qualified advisors. Learn direct offers more than 550 different courses covering a range of subjects, including management, IT, Skills for Life and languages, at all levels. More than three quarters of the courses are available online allowing people to learn wherever they have access to the internet - at home, at work or at a Learn direct centre. To enquire about Learn direct courses call the helpline on 0800 101 901.

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**NAME:**           **Linden Training**

**ADDRESS:** Park Centre, Cruddas Park, Newcastle NE4 7RU

**TELEPHONE:** 0191 226 3604

**FAX:** 0191 226 3607

**OPENING HOURS:**   Monday-Friday 9.00am-5.00pm

**METHOD OF REFERRA?** Self referral or by G.P. or Key Worker

**ANY CHARGES?** No, all travelling expenses are reimbursed.

**AREA COVERED?** Will take referrals from the Gateshead area

**WHO IS THE SERVICE FOR?** This agency offers training and employment for people who are recovering from a mental health problem. You must have been unemployed for at least 6 months and wish to return to employment. For those aged between 16 and 59 years old. Individuals wishing to use the service must have a care plan in place and contact with their key worker. People using this service should be able to travel independently.

Linden training trains volunteers as well and offers courses to suit their needs.

**WHAT CAN IT OFFER?** The basic level of most courses is GNVQ level 2. For students courses offered include: - Health and Social Care, Information Technology, Performing Arts, Media Studies and for volunteers D32 and D33. Will also help in the filling in of application forms and C.V.'S.

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**NAME:** Newcastle Step Project

**ADDRESS:** C/O Oasis Café, Cruddas park Shopping Centre,  
Westmorland Road, Newcastle Upon Tyne, NE4 7RW

**TELEPHONE:** 0191 2266800

**FAX:** 0191 2386630

**EMAIL:** [simonluddington@newcastlemhm.freeseve.co.uk](mailto:simonluddington@newcastlemhm.freeseve.co.uk)

**OPENING HOURS:** Mon to Fri 9 till 5

**METHOD OF REFERRAL?** Referral is through Care co-ordinator or GP, self referral if support is available to complete risk assessment such as GP, consultant and social worker.

**ANY CHARGES?** No charges

**AREA COVERED?** Newcastle and Gateshead

**WHO IS THE SERVICE FOR?** People who have enduring mental health problems wishing to return to work and retrain for employment.

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**NAME:** **Shaw Trust Employment**

**ADDRESS:** 10 Ellison Street,  
Gateshead NE17 5PF

**TELEPHONE:** Freephone: 0191 478 6969

**FAX:** 0191 477 9160

**EMAIL:** [employment.tyne&wear@shaw-trust.org.uk](mailto:employment.tyne&wear@shaw-trust.org.uk)

**WEBSITE:** <http://www.shaw-trust.org.uk>

**OPENING HOURS:** 9.00am-5.00pm Monday-Thursday,  
9.00am-4.00pm Friday

**METHOD OF REFERRAL?** Self-referral. Phone or walk in.

**ANY CHARGES?** No. The service is free.

**AREA COVERED?** North East.

**WHO IS THE SERVICE FOR?** All on sickness related benefits.

**WHAT CAN IT OFFER?** The service offers work placements, work tasters, and supports people in looking for work. The Service is designed to protect your benefits, in that, people can try out various work experience without risking their benefits.

**NAME:** UNIVERSITY OF NORTHUMBRIA  
ACCESS GUIDANCE CENTRE

**ADDRESS:** Trinity Building, Northumberland Road,  
Newcastle upon Tyne, NE1 8ST

**TELEPHONE:** 0191 227 4323  
**FAX:** 0191 227 3199  
**EMAIL:** [ul.guidance@northumbria.ac.uk](mailto:ul.guidance@northumbria.ac.uk)  
**WEBSITE:** [www.northumbria.ac.uk](http://www.northumbria.ac.uk)  
**OPENING HOURS:** Mon – Thurs 9.00am – 5.00pm  
Fri 9.00am – 4.30pm

**METHOD OF REFERRAL?** Self referral

**ANY CHARGES?** No

**AREA COVERED?** Tyne and Wear

**WHO IS THE SERVICE FOR?** Adults over 19 years old who would like information and advice about returning to learning.

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**NAME:** UNIVERSITY of NORTHUMBRIA STUDENT  
SHADOWING SCHEME

**ADDRESS:** Trinity Building, Northumberland Road  
Newcastle upon Tyne, NE1 8ST

**TELEPHONE:** 0191 227 4323  
**FAX:** 0191 227 3199  
**EMAIL:** [ul.guidance@northumbria.ac.uk](mailto:ul.guidance@northumbria.ac.uk)

**WEBSITE:** [www.northumbria.ac.uk](http://www.northumbria.ac.uk)

**OPENING HOURS:** Mon – Thurs 9.00am – 5.00pm  
Fri 9.00am – 4.30pm

**METHOD OF REFERRAL?** Self referral

**ANY CHARGES?** No

**AREA COVERED?** Any area

**WHO IS THE SERVICE FOR?**

For returning students over the age of 19 years who would like to get a real taste of what university is like and find out whether it's right for you.

**WHAT CAN IT OFFER?**

The Student Shadowing Scheme puts you in touch with a current mature Northumbria student, giving you the chance to follow them as they go through their daily routine. You will be matched with a student who is studying a subject which you are thinking of applying for and you will be able to attend lectures, look around the university's many facilities and ask any questions to may have about student life.

**WHAT CAN IT OFFER?** Offers drop in advice sessions with a member of staff from the Access Guidance Centre or an appointment can be made at the above phone number. Offers advice and information to people wishing to return to education.

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**NAME:** VALE MILL TRUST

**ADDRESS:** Path Head Watermill, Summerhill,  
Blaydon, Gateshead NE21 4SP

**TELEPHONE:** 0191 414 6288

**EMAIL:** [pathheadmill@aol.com](mailto:pathheadmill@aol.com)

**WEBSITE:** [www.gatesheadmill.co.uk](http://www.gatesheadmill.co.uk)

**OPENING HOURS:** April – September 10.00 – 7.00, October – March  
11.00 – 7.00

**METHOD OF REFERRAL?** By Care Trusts, schools and NHS units

**ANY CHARGES?** No, the service is free

**AREA COVERED?** Tyne and Wear

**WHO IS THE SERVICE FOR?** Adult mental health Service Users, children with learning and behavioural difficulties. Anybody!

**WHAT CAN IT OFFER?** Rehabilitation and work experience. Also, the service is regarded as a quiet, safe environment where people who become involved can drop in for support.

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**NAME:** THE WORK STATION

**ADDRESS:** Unit 5, The Village Workshop, Askew Road,  
Teams, Gateshead NE8 22W

**TELEPHONE:** 0191 477 5675

**FAX:** No

**EMAIL:** No

**OPENING HOURS:** Monday-Friday 9.00am-5.00pm

**METHOD OF REFERRAL?** Self referral, Job Centre or via the Civic Centre

**ANY CHARGES?** No, the service is free.

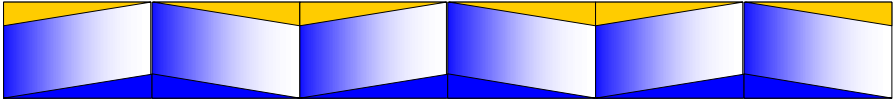
**AREA COVERED?** Gateshead borough

**WHO IS THE SERVICE FOR?** Long term, unemployed adults (18years +), women returners and people who are 50+

**WHAT CAN IT OFFER?** This is a training establishment providing skills and qualifications to those wishing a career in care.







## More Volunteering Opportunities

*We would like to thank Gateshead Voluntary Organisations Council for providing us with a list of Volunteering opportunities. Below are organisations that give people the chance of volunteering.*

### **Tips on deciding which organisation to choose – Some advice from GVOC's volunteering guide:**

**Question 1) Why are you interested in finding out about volunteering?** Research has shown that there are as many different reasons for volunteering as there are volunteers. Some of the most popular reasons to get involved include: to meet other people, to get practical experience for a particular job or due to a change in circumstances e.g. redundancy or retirement.

### **Question 2) What do you hope to gain from your volunteering experience?**

It is worth taking the time to identify your needs. What do you really hope to gain? You should not join an organisation simply because it is desperate for help. Some simple questions to ask yourself are: Do you prefer to work alone or with a group of other like-minded people? Do you want a new challenging activity or would you prefer to do simple, familiar tasks? Try and rule out those activities that you definitely don't wish to try e.g. you may not enjoy working with children or animals.

**Question 3) Have you considered the practical implications of volunteering?** In an ideal world it would be possible to volunteer for any organisation. However there are certain restraints that are imposed upon us. These could include lack of transport (some

organisations are based off the beaten track), shortage of finance (although it is good practice to do so, not all of the organisations listed are in a position to pay volunteer expenses) or lack of Crèche facilities (only a few organisations can help with childcare). Please see the back of this guide.

#### **Question 4) Do you really want to volunteer?**

In some cases it may have been suggested to you that volunteering would be a good idea e.g. as part of a college course or to help you get over an illness or difficult time in your life. Volunteering should not be entered into lightly. As a volunteer you need to be aware that you are taking on certain responsibilities, e.g. time commitment and entering into new relationships.

## ***A-Z of Voluntary Organisations***

**A.D.A.P.T (Action by Differently Abled People in Tynedale)  
Bluebird House, Haugh Lane Industrial Estate, Haugh Lane,  
Hexham, Northumberland, NE46 3PU**

**Contact: Bea Robinson**

**Tel/fax: 01434 600599 Mini-com: 01434 607202**

**Email: [generaloffice@adapt-tynedale.org.uk](mailto:generaloffice@adapt-tynedale.org.uk)**

A.D.A.P.T is a charity based in Hexham. We work in the West Northumberland Primary Care Group area which includes Tynedale, Ponteland and Scots Gap. We provide support, advice, services and training to people with disabilities. Volunteers are involved in all aspects of A.D.A.P.T's activities including advocacy, administration, befriending, driving, one-off projects, management committee and newsletter production. A.D.A.P.T. welcomes volunteers with differing abilities. Training opportunities for volunteers include First Aid, Moving and Handling, Disability Equality, Midas, Deaf Awareness, Confidentiality, Disability Awareness, Wheelchair Handling. Please call for an informal chat. All volunteers are fully supported, trained and paid out of pocket expenses.

**Adult Placement Scheme**

**Shieldfield Centre, 4-8 Clarence Walk, Shieldfield,**

**Newcastle, NE2 1AL**

**Contact: Liz Watson (adults)**

**Tel: 0191 2788106**

**Contact: Sylvia Enright (children)**

**Tel: 0191 2563510**

**Email: [volunteer.carers@newcastle.gov.uk](mailto:volunteer.carers@newcastle.gov.uk)**

Adult Placement volunteers are needed to provide day care, short breaks and/or long term placements to adults with a learning disability or older person who may or may not have a learning disability. A maximum of 21 days per year is allocated to each service user (day care and short breaks). Training and expenses are available

### **Advocacy in Gateshead**

**The Old Bank, Swinburne Street, Gateshead, NE8 1AN**

**Contact: Karen Watson**

**Tel: 0191 478 6472, Fax: 0191 477 8559.**

**Email: [aig@btconnect.com](mailto:aig@btconnect.com)**

We are a project aimed at helping people with a learning disability to have a voice and to be heard. We work both on self-advocacy and citizen advocacy and volunteers would have different responsibilities. **Citizen Advocates** enable people living in the community to play an active role to encourage people to try new experiences, increase their confidence, support them through times of crisis, help with benefits or housing issues, and to speak up for a person's rights. This is done through one-to-one partnerships between a citizen advocate and a person who has a learning disability. The aim being to help them obtain full rights as citizens and not be excluded from the community. **Self-Advocacy** works with groups of people who have a learning disability. Volunteers are needed to facilitate group meetings. Through self-advocacy groups people learn to speak up for themselves both individually and collectively. This includes campaigning locally and nationally about issues which affect people with learning disabilities. We support and train people in gaining confidence, learning about their rights and responsibilities, speaking for themselves and making positive changes in their lives. User involvement is about enabling people with learning disabilities to have a true say in how their services are run. We do this through a forum which is held for 2 hours twice a month. Volunteers are required to help improve people's communication skills. Volunteers would be

expected to work on a one to one basis and as part of a group to enable people to actively participate within a group situation.

### **Age Concern Gateshead**

**341-343 High Street, Gateshead, NE8 1EQ**

**Contact: Ian Hutchinson**

**Tel: 0191 4773559**

**E-mail: [admin@ageconcerngateshead.org.uk](mailto:admin@ageconcerngateshead.org.uk)**

Age Concern Gateshead provides a range of services for older people in Gateshead. We couldn't provide any of our services without the vital help of volunteers and, in return, we offer volunteers training, travel expenses, social opportunities and the chance to be involved in developing services. We always need more volunteers to help with the following: Information and advice: could you help us provide information and advice on a wide range of subjects (such as benefits and consumer information)? Training is provided. Drivers are always required for many of our projects. Helpers are needed at our Daycentres and lots of other volunteering opportunities are available. If you'd like to make a difference to older people's lives, learn new skills and have some fun - please do contact us!

### **Animal Refuge**

**Galloping Green Road, Wrekenton, Gateshead, NE9 7XA**

**Contact: Tracey Holmes**

**Tel: 0191 4875858**

Volunteers must be over 16 to help with general care and welfare of all animals. Telephone for an interview and to find out more information.

### **Bill Quay Community Farm**

**Hainingwood Terrace, Bill Quay, Gateshead, NE10 0UE**

**Contact: Doug, Tuck or Liz**

**Tel: 0191 4335780**

A working farm in the heart of Gateshead specialising in Rare Breeds of Livestock. Opportunities to work with animals are often over-subscribed, but we welcome enthusiastic and self-motivated volunteers to help with site-management, environmental projects, catering, educational visits and event support. Come and visit and you may see an opportunity to become involved. **Bill Quay farm welcomes Partner Volunteers.**

**Body Positive North East**  
**SIDA Centre, Upper Level, 12 Princess Square,**  
**Newcastle, NE1 8EG**  
**Telephone: 0191 2322855 Fax: 0191 2326222**  
**Email: [bpne@btinternet.com](mailto:bpne@btinternet.com)**

Body Positive North East is one of the leading independent HIV and AIDS voluntary organisations. We are a charity and non-profit making company. BPNE provides information and support to men, women and children who are infected or affected by HIV/Aids. We provide practical, emotional and social support throughout the community in the North East. Our premises have a drop-in facility with light refreshments, as well as facilities for complimentary therapies. Computer/Internet access is available.

**Books for Amnesty (Amnesty International)**  
**Unit 5, Charlotte House, 92 Westgate Road,**  
**Newcastle upon Tyne, NE1 4AE**  
**Tel: 0191 2220920**  
**E-mail: [newcastle@booksforamnesty.fsnet.co.uk](mailto:newcastle@booksforamnesty.fsnet.co.uk)**

We aim to raise money for Amnesty International by selling good quality second hand books in a well-organised bookshop. Volunteers will be involved with general shop-running duties, selling, sorting, pricing and displaying books.

**British Red Cross Society**  
***Croft House, Western Avenue, Newcastle upon Tyne, NE4 8SR***  
***Contact: Val Steel, Senior Services Manager***  
***Tel: 0191 2737961***

Red Cross volunteers provide first aid at public events, respond to emergencies and offer a wide range of community services including home from hospital, medical loan and transport.

**BTCV HQ North East**  
**Bill Quay Farm, Hainingwood Terrace, Bill Quay,**  
**Gateshead, NE10 0UE**  
**Contact: Ewan Hutson, Project Officer**  
**Tel: 0191 4698431/07980 761037**  
**E-mail: [e.hutson@btcv.org.uk](mailto:e.hutson@btcv.org.uk)**

BTCV provides volunteering opportunities in footpath construction, fence and stile construction, tree planting, hedge maintenance, scrub clearance and pond work. This takes place in a wide variety of locations in Tyne & Wear and Northumberland. Come and make friends, learn new skills and help improve the environment.

**Cats Protection Gateshead & District Branch**  
**PO Box 169, Newcastle upon Tyne, NE16 6WY**

**Contact: Kathryn Davidson**

**Tel: 0191 4203180**

**Email: [kathryn.davidson@ncl.ac.uk](mailto:kathryn.davidson@ncl.ac.uk)**

We aim to rescue, neuter and re-home stray and abandoned cats and kittens. We have volunteering opportunities in publicity and marketing, fundraising, driving and becoming a 'cat fosterer' or a home checker. Please contact the above number for more information.

**Citizens Advice Bureau - Gateshead**  
**5 Regent Terrace, Gateshead, NE8 1LU**

**Contact: Susan Cleghorn**

**Tel: 0191 4408117**

**Email: [susan@gatesheadcab.org.uk](mailto:susan@gatesheadcab.org.uk)**

Gateshead CAB provides opportunities for volunteers to train as advice workers undertaking generalist advice in areas such as welfare benefits, debt, consumer, employment and family related issues. We also require volunteers to help with administrative tasks such as updating information, filing, answering the ex-directory telephone line, word processing, producing publicity materials, keeping our local information system updated, fundraising, working with the press and media and basic DIY tasks such as gardening, painting etc

Community Links Gateshead

Cultural Volunteers

**Cultural Volunteers**

**St Mary's Visitor Centre, Oakwellgate, Gateshead, NE8 2AU**

**Contact : Catherine Ross**

**Tel: 0191 4775380**

Gateshead Local Authority is encouraging people of all ages to volunteer and get involved in lots of different activities. We need help with: local history, reader groups, IT support and much more including

public events like Gateshead Flower Show. If you are interested please ring for more information

### **Felling Cricket Club**

***High Heworth Lane, Felling, Gateshead, NE10 9XE***

**Contact: Nigel Young**

**Tel: 4384024/07743929248**

**Or Bob Brook**

**Tel: 4208991**

**Email: [ny002a3133@blueyonder.co.uk](mailto:ny002a3133@blueyonder.co.uk)**

We are a local community based cricket club that has recently started to involve volunteers in a more structured way. We are always on the look out for anyone with spare time to help do admin, web-site design and upkeep, driving and many other practical tasks involved in the running of a cricket club. All welcome.

### **Gateshead Access Panel**

**Unit J30, The Avenues, Eleventh Avenue North, Team Valley, Gateshead, NE11 0NJ**

**Contact: Caroline Airs**

**Tel: 0191 4430058 Fax: 0191 4431947**

**E-mail: [caroline.gap@dsl.pipex.com](mailto:caroline.gap@dsl.pipex.com)**

Advocacy for disabled people in Gateshead. The project aims to support and assist disabled people in exercising their rights, challenging discrimination and obtaining services, to empower disabled people and their carers and enable disabled people to enjoy a better quality of life. Volunteer Advocates give information, support individuals in meetings, speak on behalf of individuals who do not feel confident about arguing their own case and take up issues with service providers.

### **Gateshead and South Tyneside Sight Service**

**Bensham Hospital, Saltwell Road, Gateshead, NE8 4YL**

**Contact: Sue Taylor**

**Tel: 0191 4785959**

**Email: [contactus@sightservice.co.uk](mailto:contactus@sightservice.co.uk)**

Volunteers are urgently needed to help with Advice and Information sessions, in Gateshead and a Homevisiting (befriending) Service aiming to offer volunteer friendship and support services, to include

reading mail, help to fill in forms, sending Christmas or birthday cards, choosing from catalogues, putting the clocks back, going out for a walk together etc. to visually impaired people who are housebound, or feel isolated, or just need an occasional helping hand. We are also looking to build up our list of volunteer drivers to support visually impaired people in the Gateshead area and to help run groups on a Wednesday and Thursday.

Gateshead and South Tyneside Sight Service has embarked on a new venture setting up a youth group for young people aged between 11 and 19 years old with a visual impairment. With this in mind we are looking for suitable volunteers to support the young people as they participate in new social and leisure activities. The support required will involve some evening work and maybe some weekends. A police check will be necessary because of the age of the young people in the group. Expenses will be paid within reason.

### **MENCAP**

**20-21 Marquis Court, Tenth Avenue, Team Valley,  
Gateshead, NE11 ORU**

**Contact: Barbara Taylor**

**Tel: 0191 4870444 Fax : 0191 4977000**

**Email: [barbara.taylor@mencap.org.uk](mailto:barbara.taylor@mencap.org.uk)**

Mencap requires volunteers to support people with a learning disability who take part in a wide range of services. Mencap Housing Services require volunteers to share interests with individuals and to encourage them to pursue recreational opportunities in the local community. We also require volunteers to visit people, support people in campaigning activities, help out in leisure groups (Gateway groups) and support MENCAP local societies. We are implementing Quality Standards and access to training to support volunteers in some of the above areas.

### **MESMAC North East**

**Contact: Jeannie Fraser**

**Tel: 0191 2331333**

If you are interested in voluntary work within gay/bisexual volunteer organisations, please contact the above number for more information.

### **Mind Charity Shop**

**30 Ellison Street/ 21a Jackson Street, Gateshead, NE8 1EE**



**Contact: Joan Carter**  
**Tel: 0191 4786610/4789206**

Mind is an organisation that cares for local people in mental distress. Revenue from the shop helps the Mind organisation to carry out its work. Volunteers are needed to hang clothes, till work and customer service.

**Mind in Gateshead**  
**Bute House, Lucy Street, Blaydon, Tyne & Wear, NE21 5PU**  
**Contact: Lisa MacDonald, Volunteer Co-ordinator**  
**Tel: 0191 4140325**

**E-mail: [admin@mindingateshead.org.uk](mailto:admin@mindingateshead.org.uk)**

Mind in Gateshead recruits and trains volunteers to befriend adults experiencing mental ill health. The organisation also offers counselling, reflexology and drop-in services.

**North East Council on Addictions (NECA)**  
**Head Office**  
**Thorne House, 89 West Road, Newcastle upon Tyne, NE15 6PR**  
**Contact: Volunteer Co-ordinator**  
**Tel: 0191 2983544 Fax: 0191 2739371**  
**E-mail: [headoffice@neca.org.uk](mailto:headoffice@neca.org.uk)**

NECA promotes the prevention, recognition and treatment of problems relating to the use of alcohol, drugs, related substances and gambling. Sites throughout the North East offer counselling and alternative therapies. Volunteering opportunities range from counselling, mentoring, support, PR and project work and administration.

**North of England Refugee Service**  
**1st Floor, 19 Bigg Market, Newcastle, NE1 1UN**  
**Tel: 0191 2220406 Fax: 0191 2220239**  
**E-mail: [biggmarket@refugee.org.uk](mailto:biggmarket@refugee.org.uk)**

Voluntary opportunities include reception work in the Newcastle and Middlesbrough offices, to provide current background information when assisting clients with their asylum applications, organising social events, campaigning, lobbying and PR work. It is hoped to set up a Befriending Service and a Young People's group in the near future.

**Northumberland Wildlife Trust**

***c/o Garden House, St Nicholas Park, Jubilee Road, Newcastle,  
NE3 3XT Contact: Derek Hornsby  
Tel: 0191 2846884 Fax: 0191 2846794  
Email: [mail@northwt.org.uk](mailto:mail@northwt.org.uk)***

The Wildlife Trust aims to conserve wildlife and promote nature conservation in Northumberland, Newcastle, North Tyneside and adjacent areas. It also aims to be the main focus for nature conservation in these areas and to provide the means by which everyone, whether actively or passively, can become involved and make a contribution. Volunteers help in a huge range of activities from practical conservation work through fundraising events to survey and clerical work, and for any amount of time from an hour or two occasionally to regular weekly work. Contact Derek for an application pack.

***People's Kitchen  
56 Bath Lane, Newcastle upon Tyne, NE4 5SQ  
Contact: Carol Thompson  
Tel: 0191 2220699***

Volunteers are required to help prepare and distribute food to homeless people and run a "drop-in" type centre at the Allison Centre, 56 Bath Lane, Newcastle, which is open Tuesday, Wednesday and Friday evenings between 6.30pm-9pm and Thursday 1pm-6pm. Volunteers would be asked to serve tea and biscuits, play board games and generally make visitors to the centre feel welcome. We organise a Breakfast Run from the centre Sunday Morning 9am-10am. Also on Monday evening, under the railway arches in Dean Street, from 9pm-10.30 approx. These are the most suitable times for new volunteers.

***Radio Tyneside Network  
The Studios, General Hospital, Westgate Road,  
Newcastle, NE4 6BE  
Contact: Dave Nicholson, MBE  
Tel: 0191 2736970 Fax: 0191 2733358  
Email: [info@RadioTyneside.co.uk](mailto:info@RadioTyneside.co.uk)***

Radio Tyneside is the voluntary broadcasting provider giving a service to hospitals in the Newcastle and Gateshead areas via the ward headset system and to the hospital community on 1575AM 24 hours

per day. Volunteers must be over 21 years and must be prepared to help with fund-raising events and hospital visiting in addition to their studio commitments. Most of the work available is presentation so therefore a good speaking voice is desirable and a knowledge of music from the past 50 years, but there are occasional vacancies for technical operators and knowledge of computers would be desirable. Applications preferred in writing.

### ***Red Cross (British)***

***Area HQ, Croft House, Western Avenue,  
Newcastle upon Tyne, NE4 8SR***

***Contact: Val Steel, Senior Services Manager***

***Tel: 0191 2737961***

**First Aid at public events:** We train volunteers to a high standard of first aid. They attend events all over the area e.g. Concerts at Newcastle Arena, Sporting events at Gateshead Stadium and Leisure Centre, high profile events like the Great North Run, Golf at Slaley Hall and Gateshead Flower Show. We also help at small local events, e.g. horse riding events and firework displays.

**Home from Hospital:** Our volunteers offer support to people to help them settle back into their homes after leaving hospital.

**Fire Victim Support:** Our volunteers work with the fire brigade to support local people who have had fires in their homes during the night and at weekends. **Medical Loan:** This service offers the use of wheelchairs, commodes etc. to the public free of charge.

**Helpfinder Information Service: Contact:** Richard Buckland on 01388 664243 or free phone 08001692030. Volunteer Database Researchers and Information Advisors man our help-finder telephone lines to assist local people solve problems and find information.

### **Retired and Senior Volunteer Programme (RSVP)**

**The Volunteer Centre, Clarence Terrace,  
Chester-le-Street, DH3 3DQ**

**Contact: Carol McAllister**

**Tel: 0191 3891155**

RSVP is part of Community Service Volunteers, a national registered charity. It's aims are to:

**1) encourage anyone over 50 to participate in volunteering,**

**2)** recognise the many skills of older people and provide group support and commitment.

RSVP members really get involved in the community and derive a great deal of enjoyment and satisfaction from their activities.

Volunteers are engaged in a variety of projects such as helping children in schools, GP Medical practices, befriending and other activities. All RSVP members work within a local group structure under the guidance and leadership of a local co-ordinator and are fully insured whilst carrying out their voluntary activities. Whatever your interests, experience and skills we would like to meet you and explain more about what we do. When you join us you choose activities which are both enjoyable and of real benefit to others. We are now seeking to develop in the Gateshead area where we are particularly looking for older people to help in their local school. Popular activities include listening to children read or passing on some particular skill. You don't need any special qualification, just a desire to help children. Interested? - then why not give us a ring. **You can make such a difference.**

**Shelter North East Housing Aid Centre  
1-2 Blackfriars Court, Dispensary Lane,  
Newcastle upon Tyne, NE1 4XB**

**Contact: Volunteer Co-ordinator**

**Tel: 0191 2323778**

North East Housing Aid Centre is part of Shelter's national housing advice network. We would like to recruit volunteers to work in our office

**SSAFA Forces Help**

**MEA House, Ellison Place, Newcastle upon Tyne, NE1 8SX**

**Contact: Mrs Marion Mullen**

**Tel: 0191 2326218 Fax: 0191 2303952**

**Email: [ssafa@lineone.net](mailto:ssafa@lineone.net)**

SSAFA work with families and individuals who are serving and have served in HM Forces. Volunteers visit clients in their homes and advise them on accessing community resources. Assistance is given to obtain financial help from service charities. Bereavement counselling,

advice regarding disability and housing is also offered. Other volunteers assist with administration and fundraising.

**Staying Put Gateshead Anchor Trust**

**Unit 10, Kingsway House, Kingsway, Team Valley Industrial Estate, Gateshead, NE11 OHW**

**Contact : Helen Clark**

**Tel: 0191 4824977**

**Email: [newgatstayingput@anchor.org.uk](mailto:newgatstayingput@anchor.org.uk)**

To provide a gardening service to people over 60's who have no other access to help with gardening. This service covers the Gateshead area.

**St John Ambulance**

**St John House, Westgate Road, Newcastle upon Tyne, NE4 9PQ**

**Contact: Ann Purdy**

**Tel: 0191 2737938 Fax: 0191 2261330**

**Email: [pr@northumbria.sja.org.uk](mailto:pr@northumbria.sja.org.uk)**

The membership of St John Ambulance are trained, unpaid volunteers who provide 'First Aid' cover at a variety of public and sporting events. Some members wish to dedicate their time to community care projects, others go on to advanced training and work with our fleet of front line ambulances and community vehicles. It is possible for members to learn how to be trainers and use their talents teaching First Aid and related subjects. St. John Ambulance offers training for life

**Tanfield Railway**

**Marley Hill Engine Shed, Old Marley Hill, Gateshead, NE16 5ET**

**Contact: George Smith**

**Tel: 0191 4211362**

Would you like to help preserve the world's oldest operating railway and its locomotives and rolling stock? No special skills or qualifications are required, as training will be arranged.

**The Cinnamon Trust**

**10 Market Square, Hayle, Cornwall, TR27 4HE**

**Contact: Moira Butler**

**Tel: 01736 757900 Fax: 01736 757010**

**E-mail: [admin@cinnamon.org](mailto:admin@cinnamon.org)**

**Website:** [www.cinnamon.org](http://www.cinnamon.org)

We require volunteers to provide practical help to owners with their pets ie. Dog walking and general pet care, transport to vets and fostering. We offer elderly owners day to day help with pets offering assistance and reassurance

### **The Comfrey Project**

**391 West Road, Newcastle upon Tyne, NE15 7PY**

**Contact: Mandy Jetter**

**Tel: 0191 2745588**

**E-mail: [comfreyproject@hotmail.com](mailto:comfreyproject@hotmail.com)**

The project is to promote health and wellbeing among Asylum Seekers and Refugees through group based horticultural activities on allotments based in Felling, Gateshead. We are looking for volunteers to work alongside project users in all aspects of cultivating allotments year round and take to part in other activities throughout the year including visits to other gardens and social outings.

### **The Newcastle Advocacy Centre**

**MEA House, Ellison Place, Newcastle, NE1 8XS**

**Contact: Jacqui Jobson**

**Tel: 0191 2327445**

Citizen Advocacy encourages us all to be active citizens and support the most vulnerable people within our communities. We recruit and train volunteers to provide support, friendship and advocacy on a one to one basis, for older people, people with learning disabilities or physical disabilities and people who have mental health problems. No experience is necessary, however citizens Advocacy aims to be long lasting and therefore commitment is essential. We also provide case advocacy for people with mental health problems. This is a short-term issue based advocacy.

### **The Pool Friendship Groups (Edward Lloyd Trust),**

**2/3 St James Terrace, Newcastle, NE1 4NE**

**Contact: Ann Lough**

**Tel: 0191 2693410**

**Email: [ann.lough@edwardlloydtrust.co.uk](mailto:ann.lough@edwardlloydtrust.co.uk)**

Volunteers attend friendship groups on a weekly basis during days/evenings for 3 hours per week to enable people with disabilities

to access community activities. Volunteers are required to go along with them to pubs, cinema's etc. All expenses will be paid and a training programme will be offered.

### **The Wildfowl and Wetlands Trust**

***District 15, Washington, Tyne & Wear, NE38 8LE***

***Contact: Neil Watson - Volunteer Co-ordinator***

***Tel: 0191 4165454 Fax: 0191 4165801***

***Email: [neil.watson@www.wwt.org.uk](mailto:neil.watson@www.wwt.org.uk)***

***Website: [www.wwt.org.uk/washington](http://www.wwt.org.uk/washington)***

WWT is a national charity whose mission is "Saving Wetlands for Wildlife and People". Our Washington Centre comprises a visitors centre and 103 acres of grounds. Volunteering with WWT is an enjoyable, challenging and rewarding experience. If you like working outdoors you could join our grounds team doing grass cutting in the summer and woodland management in the winter. We have a strong educational commitment and help with school parties is always welcome. We have volunteering opportunities in our office, catering opportunities in our canteen and retail opportunities in our shop. You can volunteer as little or as much as you like, all we ask is that you are committed, enjoy meeting people and have a sense of humour (and we've got ducks!).

### **TUC Centre Against Unemployment - Newcastle & Gateshead**

***4 Cloth Market, Newcastle, NE1 1EA***

***Contact: Kevin Flynn***

***Tel: 0191 2324606 Fax: 0191 2210259***

The Centre Against Unemployment advises unemployed and employed people on employment law and welfare benefits. We provide an advice service to people being made redundant and representation up to tribunal level. We campaign for full employment and quality jobs for all unwaged people. Volunteers are required who have an interest in and some knowledge of welfare rights, or would like to be involved in campaigning or interested in administration. We now also run computer courses which are Pre-Clait and Clait.

### **Tyne Sound News**

***PO Box 614, Newcastle upon Tyne, NE99 4YN***

***Contact: Judy Pannell***

**Tel: 0191 2614121**

Tyne Sound News provides a taped service for visually impaired people. Standard 90 min cassette tapes are sent to hundreds of listeners throughout the North East and elsewhere. Four regular productions provide local news, entertainment and information. Teams of volunteers produce the tapes and share a wide variety of tasks, all equally important in ensuring that the service runs smoothly. Some volunteers may edit the weeks news or present the news items, carry out admin duties, record interviews, while others may be involved with the recording and copying of tapes.

**Washington Riding Centre for the Disabled**

**Stephenson District 12, Washington, Tyne & Wear, NE37 3HR**

**Contact: Tracy Steel, Volunteer Co-ordinator**

**Tel: 0191 4162745**

**E-mail: [tracey.steel@ntlworld.com](mailto:tracey.steel@ntlworld.com)**

The riding centre has been open since 1977 and offers a range of riding opportunities to adults and children with special needs. We need volunteers to act as Instructor assistants to ensure these riding sessions continue. We offer ongoing training and support to all our volunteers.

**WRVS Women's Royal Voluntary Service**

**2 Alexandra Gate, Ffoord Pengam, Cardiff, CF24 2SA**

**Contact: Debbie Diggins**

**Tel: 0845 6014670 (The National Recruitment Line)**

**[www.wrvs.org.uk/volunteering/apply/index.htm](http://www.wrvs.org.uk/volunteering/apply/index.htm)**

Working throughout Great Britain, WRVS aims to tackle social isolation and support communities. It's Services help older or housebound people to maintain independence if they have chosen to remain in their own homes, to help families in crisis and to provide on site support for the emergency services and people affected by disaster. In Gateshead our services are based in emergency services and hospitals. For more information on vacancies near you, ring the number above and a local Volunteering Manager will contact you.

**WWOOF - World Wide Opportunities on Organic Farms**

**PO Box 2675, Lewes, East Sussex, BN71RB**

**Contact: Fran Whittle**



**Tel/Fax: (01273) 476 286**

**Email: [hello@wwoof.org](mailto:hello@wwoof.org)**

**[www.wwoof.org.uk](http://www.wwoof.org.uk)**

Wwoof provides details of organic growers throughout the world needing help, in exchange for bed and board stays of varying length. Wwoof UK's bi-monthly newsletter gives details of longer stays, events, developments, training and job opportunities in the organic movement and includes members' contributions and advertisements. ***Please send a s.a.e. for application form and information.***





## ***More Practical and Emotional Support***





## Mental Health Helplines and Websites

### **ALCOHOLICS ANONYMOUS**

PO Box 1, Stonebow House, Stonebow, York, YO1 7NJ

Telephone: (National 24 hour Helpline): 0845 769 7555

Fax: 01904 629091

Website: [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

Alcoholics Anonymous is a voluntary fellowship of men and women who help each other to become and stay sober by sharing experiences and giving mutual support. Members are helped to achieve sobriety by staying away from drink, one day at a time. The only requirement for membership is a desire to stop drinking.

### **ALZHEIMER'S SOCIETY**

Gordon House, 10 Greencoat Place, London SW1P 1PH.

Telephone: 0845 300 0336

Email: [info@alzheimers.org.uk](mailto:info@alzheimers.org.uk)

Website [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

This organisation provides support and information for carers and those suffering from Alzheimer's disease.

### **BEYOND FEAR (DENTAL PHOBIA SELF-HELP)**

PO Box 5005, Derby, DE1 9FS

Telephone: 0845 345 6961

Website: [www.beyondfear.org](http://www.beyondfear.org)

The Beyond Fear website provides information for people suffering from dental fear, anxiety or phobia. It includes a listing of dentists who may be able to help. There is a self-help section with information on therapies such as hypnosis and relaxation and a booklist.

### **BREAKING FREE**

Suite 21-25 Marshall House, 124 Middleton Road, Morden, Surrey, SM4 6RW

Helpline - voice & text: 020 8648 3500

Admin: 020 8687 4134

Website: [www.breakingfree4survivors.co.uk](http://www.breakingfree4survivors.co.uk)

Breaking Free primarily supports women survivors of childhood sexual abuse, by providing a safe, confidential and non-judgemental environment for women to deal with issues arising from their experiences of sexual abuse as children. They also act as an information and signpost agency for male and female survivors, families and friends of survivors and professional bodies.

### **BORDERLINE UK**

PO Box 42, Cockermouth, Cumbria , CA13 0WB

Website: [www.borderlineuk.co.uk](http://www.borderlineuk.co.uk)

Borderline UK is a user-led network of people diagnosed with Borderline Personality Disorder. The primary function of Borderline UK is to provide information and support for people diagnosed with BPD (or related PDs) within the United Kingdom.

### **CHILDWATCH**

206 Hessle Road, Hull HU3 3BE. Telephone: 01482 325 552.

Counselling and support service for adults who have been abused as children.

### **BPDWorld**

PO BOX 1364, Huddersfield, West Yorkshire, HD1 9ZG

Telephone: 0870 005 6787.

Email: [mail@bpdworld.org](mailto:mail@bpdworld.org)

Website: <http://www.bpdworld.org/>

Voluntary organisation committed to raising awareness and reducing the stigma of mental health, focusing on borderline personality disorder (BPD). It does this by providing information, advice and support.

### **DENTAL PHOBIA & ANXIETY WEBSITE**

Website: [www.dentalfear.org](http://www.dentalfear.org)

This Dental Phobia and Anxiety website is produced by a UK Dental Surgeon and provides web-based information for people who find coping with dental surgery difficult or impossible. The author distinguishes between dental fear and the more serious condition of dental phobia which can be successfully treated. The site includes a 'Find a Dentist' facility as well as tips on making appointments and visiting the dentist. It also covers more detailed information

## **DEPRESSION ALLIANCE**

Depression Alliance  
212 Spitfire Studios  
63 - 71 Collier Street  
London N1 9BE

Email: [information@depressionalliance.org](mailto:information@depressionalliance.org)

Website: <http://www.depressionalliance.org/>

We work to relieve and to prevent this treatable condition by providing information and support services. We also campaign to raise awareness amongst the general public about the realities of depression

Offers help to people with depression. Website includes symptoms of depression, treatments for depression, and local groups.

## **EATING DISORDERS ASSOCIATION (EDA)**

First Floor, Wensum House, 103 Prince of Wales Road, Norwich, Norfolk, NR1 1DW

Telephone: 01603 619 090.

Fax: 01603 664 915.

Email: [info@edauk.com](mailto:info@edauk.com)

Website: <http://www.edauk.com>

National charity which provides information and help on all aspects of eating disorders including Anorexia Nervosa, Bulimia Nervosa, Binge Eating Disorder, and related eating disorders

## **EX-SERVICES MENTAL WELFARE SOCIETY (COMBAT STRESS)**

Tyrwhitt House, Oaklawn Road, Leatherhead, Surrey, KT22 0BX

Telephone: 01372 841 600 (7.30am - 5pm, Monday – Friday)

Fax: 01372 841 601

Website: [www.combatstress.org.uk](http://www.combatstress.org.uk)

The Society is the only organisation specialising in the welfare of ex-Service men and women from all ranks of HM Forces and the Merchant Navy who suffer from psychiatric disabilities.

The Society has a regional network of welfare officers who visit patients at home or in hospital, and who assist with the presentation of claims and appeals for War Disablement Pensions. The Society also has three short-stay treatment and respite care homes. Limited financial assistance is available.

## **FELLOWSHIP OF DEPRESSIVES ANONYMOUS**

Box FDA, c/o Self Help Nottingham, Ormiston House, 32-36 Pelham Street, NOTTINGHAM NG1 2EG.

Telephone: 01702 433 838 or Fax: 01482 433 843.

National association for people who experience depression, their families and their friends.

## **FAMILY MATTERS**

13 Wrotham Road, Gravesend, KENT DA11 OPA.

Telephone: 01474 537 392.

Offers support and counselling to adults and children over 8 years of age.

## **FIRST STEPS TO FREEDOM**

1 Taylor Close, Kenilworth, Warwickshire, CV8 2LW

Telephone: 01926 864473.

Fax: 0870 164 0567.

Email: [info@first-steps.org](mailto:info@first-steps.org)

Website: <http://www.first-steps.org/>

Charity which offers help to those who suffer from phobias, panic attacks, general anxiety, obsessive compulsive disorders (excessive washing, checking, unwanted thoughts etc.) and tranquilliser withdrawal.

## **GAMBLERS ANONYMOUS**

P O Box 88, LONDON SW10 OEU.

Telephone: 020 7384 3040.

National service for people who are compulsive gamblers, their families and their friends.

## **GAMCARE**

Suite 1 Catherine House, 25-27 Catherine Place, London SW2E 6DU.

Telephone: 0845 6000 133.

Advice and counselling for people who are affected by a gambling problem.

## **HEARING VOICES NETWORK**

91 Oldham Street, Manchester, Greater Manchester, M4 1LW

Telephone: 0161 834 5768.



Email: [info@hearing-voices.org](mailto:info@hearing-voices.org)

Website: <http://www.hearing-voices.org/>

A voluntary organisation involved in setting up self-help groups that allow people to explore their voice hearing experiences in a secure and confidential way. Information pack and other publications available.

### **SPECIALIST LIBRARY MENTAL HEALTH**

Website: <http://libraries.nelh.nhs.uk/mentalhealth/>

This site aims to meet the information needs of health care professionals who work in the field of mental health. It is also available to the general public.

### **MAD PRIDE**

6 Parkstone Road, London E17 3JB

Email: [mark@ctono.freeserve.co.uk](mailto:mark@ctono.freeserve.co.uk)

Website: <http://www.ctono.freeserve.co.uk/>

Mental Health System Survivors overcoming discrimination in the UK

### **THE MENTAL HEALTH FOUNDATION**

9th Floor, Sea Containers House, 20 Upper Ground, London, SE1 9QB

Tel: 020 7803 1100. Fax: 020 7803 1111.

Email: [mhf@mhf.org.uk](mailto:mhf@mhf.org.uk)

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

Really useful and extensive website on mental health issues.

### **MENTAL HEALTH MATTERS HELPLINE**

PO Box 391, Middlesbrough, TS1 3WX

Mental Health Matters Helpline - Gateshead/South Tyneside

Telephone: 0800 085 1718.

Gateshead, 0800 085 1719 (All week 6pm - 6am)

Fax: 01642 352679

Website: [www.mentalhealthmatters.com](http://www.mentalhealthmatters.com)

Out of hours helpline for people with mental health problems, their carers, families and friends. Offer support and practical advice. Provide information on local services.

## **MIND (NATIONAL ASSOCIATION FOR MENTAL HEALTH)**

15-19 Broadway, London, E15 4BQ

Tel (MindinfoLine): 0845 7660 163, Tel (Admin): 020 8519 2122

Website: [www.mind.org.uk](http://www.mind.org.uk)

Mind is a mental health charity. It works for a better life for people diagnosed, labelled or treated, as mentally ill, and campaigns for their right to lead an active and valued life in the community. MIND also stresses the needs of black people, women, and other oppressed groups. Mind has approximately 240 local associations around the country.

### **MindinfoLine**

MindinfoLine: 0845 7660 163 Provide a language line service for those people whose first language is not English. Offers translation and interpreting service.

## **MIYAD - NATIONAL JEWISH CRISIS HELPLINE**

23 Ravenshurst Avenue, London, NW4 4EE

Telephone: 0800 652 9249 Freephone (Monday - Thursday - 12 noon - 12 midnight, Friday - Open until 1 hour before Sabbath Weekend - 6pm - midnight (Sat. in winter) 12 noon - 12 midnight)

Fax: 020 8203 8727

Website: [www.jmc-uk.org](http://www.jmc-uk.org)

Helpline for anyone from the Jewish community who is in need or distress. Listening and support on issues including suicide, mental illness, loneliness or any other areas of concern. Open every day except over the Sabbath. Also available on 0845 7581 999 (Local rate) Part of the Jewish Marriage Council.

## **NHS DIRECT ONLINE**

Telephone: 0845 4647 (local rate)

Website: <http://www.nhsdirect.nhs.uk/>

NHS Direct Online is a website providing high quality health information and advice for the people of England. It is unique in being supported by a 24 hour nurse advice and information helpline. Good treatment guide and links to more information about mental health.

## **NAPAC – THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**

42 Curtain Road, LONDON EC2A 3NH. Contact by letter.  
Support for adult survivors of childhood abuse.

## **NATIONAL PHOBICS SOCIETY (NPS)**

Zion Community Resource Centre, 339 Stretford Road, Hulme,  
Greater Manchester, M15 4ZY

Telephone: 0870 122 2325.

Email: [nationalphobic@btconnect.com](mailto:nationalphobic@btconnect.com)

Website: <http://www.phobics-society.org.uk>

A user-led organisation, run by sufferers and ex-sufferers of anxiety disorders supported by a high-profile medical advisory panel. They offer therapies i.e. hypnotherapy, CBT and counselling to members who suffer with anxiety/panic/phobias.

## **NATIONAL SELF HARM NETWORK**

PO Box 7264, Nottingham, Nottinghamshire, NG1 6WJ

Email: [info@nshn.co.uk](mailto:info@nshn.co.uk) Website: <http://www.nshn.co.uk/>

A survivor-led organisation committed to campaigning for the rights and understanding of people who self-injure.

## **NATIONAL WOMEN & MENTAL HEALTH INFORMATION LINE**

Threshold (Brighton), 14 St George's Place, BRIGHTON BN1 4GB.

Telephone: 0845 300 0911.

A national information line for women who have mental health problems.

## **NEEDLEPHOBIA**

Website: [www.needlephobia.co.uk](http://www.needlephobia.co.uk)

Needlephobia's correct name is "Belonephobia". It can be defined as a fear of sharp objects such as pins or needles. This website, run by Smith & Nephew, includes information for the general public and professionals affected by this issue with regard to healthcare.

## **NO PANIC**

93 Brands Farm Way, Telford, Shropshire, TF3 2JQ

Telephone: 01952 590005. Helpline: 0808 808 0545.

Fax: 01952 270962.

Email: [ceo@nopanic.org.uk](mailto:ceo@nopanic.org.uk), Website: <http://www.nopanic.org.uk/>  
A charity whose aims are to aid the relief and rehabilitation of those people suffering from panic attacks, phobias, obsessive/compulsive disorders, and other related anxiety disorders.

### **OCD ACTION**

Aberdeen Centre, 22-24 Highbury Grove, London, N5 2EA

Telephone: 20 7226 4000. Fax: 020 7288 0828.

Email: [info@ocdaction.org.uk](mailto:info@ocdaction.org.uk)

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

Charity which provides information, advice and support for people with obsessive compulsive disorder and related disorders

### **OVEREATERS ANONYMOUS**

PO Box 19, Stretford, Manchester, M32 9EB

Telephone: 07000 784985

Website: [www.overeatersanonymous.org](http://www.overeatersanonymous.org)

Overeaters Anonymous is a Fellowship of men and women whose lives have been affected by compulsive overeating, and who meet in order to help each other recover from the compulsion. They welcome everyone who wants to stop eating compulsively. Overeaters anonymous are a twelve step Fellowship based on the same spiritual programme used in Alcoholics Anonymous.

### **PAPYRUS (PREVENTION OF SUICIDE)**

Rossendale GH, Union Road, Rawtenstall, Lancashire, BB4 6NE

Helpline: 0870 170 4000 (national call rates apply),

or 01978 367333

Tel (Admin): 01706 214449, Fax: 01706 214449

Website: [www.papyrus-uk.org](http://www.papyrus-uk.org)

Helpline: Operating times initially 7pm to 10pm Mon-Fri and 2pm to 5pm Sat & Sun, answerphone at other times.

Admin Office Monday - Friday 9.30am - 1.30pm

PAPYRUS is a voluntary organisation committed to the prevention of young suicide and the promotion of mental health and well - being. It was founded in 1997 by parents who had lost a son or daughter to suicide.

## **SAINSBURY CENTRE FOR MENTAL HEALTH**

134 Borough High Street, London, SE1 1LB  
Telephone: 020 7827 8352. Fax: 020 7403 9482  
Email: [publications@scmh.org.uk](mailto:publications@scmh.org.uk)  
Website: [www.scmh.org.uk](http://www.scmh.org.uk)

A charity that researches and develops effective mental health policy and ways of delivering mental health services. Provides a programme of research, evaluation, development, training, publications, conferences and events.

## **SASH (SURVIVORS OF ABUSE AND SELF-HARM)**

20 Lackmore Road, Enfield, Middlesex, EN1 4PB  
Website: [www.freewebs.com/sashpen](http://www.freewebs.com/sashpen)

Contact by post only.

S.A.S.H. is a pen friend network which understands and supports adult survivors of abuse and self harming. Their aim is to allow survivors to contact others in writing, to share thoughts and feelings so they can see and realise they are not alone. Their courage and words will offer comfort, hope and relief to others like themselves. To give back their right to receive the help and support they deserve to begin the healing process.

## **SELF-HARM ALLIANCE**

PO Box 61, Cheltenham, Gloucestershire, GL51 8YB  
Helpline: 01242 578820

(Best time to telephone: 7pm - 8pm Weds-Sunday. Answer Machine at all other times)

Website: [www.selfharmalliance.org](http://www.selfharmalliance.org).

Help and support for anyone affected by self-harm.

## **SANELINE**

1<sup>st</sup> Floor, Cityside House, 40 Adler Street, LONDON E1 1EE.  
Telephone: 0845 767 8000.

Offers advice, support and information on all aspects of mental health.

## **SIARI (SELF-INJURY AND RELATED ISSUES)**

Website: [www.siari.co.uk](http://www.siari.co.uk)

SIARI aims to raise awareness of self-injury, as well as offering hope, and enlightenment to those who self-injure, their kith and kin, and those who work alongside people who hurt themselves.

## **SIGN - THE NATIONAL SOCIETY FOR MENTAL HEALTH AND DEAFNESS**

5 Baring Road, Beaconsfield, Bucks, HP9 2NB

Tel: 01494 687 600. Tel (Mincom): 01494 687 626. Fax 01494 687622

Websites : [www.signcharity.org.uk](http://www.signcharity.org.uk) & [www.reachingdeafminds.org.uk](http://www.reachingdeafminds.org.uk)

The National Society for Mental Health and Deafness offers a range of support to Deaf people with mental health problems.

## **SOCIAL ANXIETY UK**

Website: [www.social-anxiety.org.uk](http://www.social-anxiety.org.uk)

Social Anxiety UK was founded in March 2000 by SA sufferers themselves, who realised there were no UK-based websites for people with social anxiety problems.

SA-UK is a volunteer-led organisation for people with social anxiety problems and their supporters. Their aims are to: Increase awareness and understanding of social anxiety and related issues, provide an environment where those with social anxiety and related problems can find support, advice and encouragement and provide access to reliable information on social anxiety and related issues.

## **REVOLVING DOORS AGENCY**

Unit 29, The Turnmill, 63 Clerkenwell Road, London, EC1M 5NP

Telephone: 020 7253 4038. Fax: 020 7553 6079.

Email: [admin@revolving-doors.co.uk](mailto:admin@revolving-doors.co.uk)

Website: <http://www.revolving-doors.co.uk>

Charity concerned with people with mental health problems in contact with the Criminal Justice system.

## **SAMARITANS**

10 The Grove, Slough, Berkshire, SL1 1QP

Helplines: 08457 90 90 90

Email: [jo@samaritans.org](mailto:jo@samaritans.org)

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

Charity that provides confidential emotional support to any person who

is suicidal or despairing and that increases public awareness of issues around suicide and depression.

### **SANE**

1st Floor, Cityside House, 40 Adler Street, London, E1 1EE

Telephone: 020 7375 1002. SANELINE: 0845 767 8000.

Fax: 020 7375 2162.

Email: [london@sane.org.uk](mailto:london@sane.org.uk)

Website at: <http://www.sane.org.uk/>

Charity concerned with improving the lives of everyone affected by mental illness, provides national telephone helpline offering support and information.

### **SCHIZOPHRENIA ASSOCIATION OF GREAT BRITAIN**

'Bryn Hyfryd', The Crescent, Bangor, Gwynedd, LL57 2AG

Telephone: 01248 354048. Fax: 01248 354048.

Email: [info@sagb.co.uk](mailto:info@sagb.co.uk), Website: <http://www.sagb.co.uk/>

Offers help to everyone who needs information and support, as a sufferer, a relative friend of a sufferer, carer or medical worker.

### **SURVIVORS OF BEREAVEMENT BY SUICIDE**

82 Arcon Drive, Anlaby Road, HULL, Humberside HU4 6AD.

Telephone: 01482 565 387

### **SURVIVORS SPEAK OUT**

44 Seldon House, Stewarts Road, London, SW8 4DP

Telephone: 020 622 5738.

An organisation which aims to improve communication and contact between users and ex-users of psychiatric services, run by current and former users of mental health services.

### **TELEPHONE HELPLINES ASSOCIATION**

Telephone: 0845 120 3767

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

Holds detailed information on over 1,100 services across the UK and internationally.

### **TheSite.org**

Website: <http://www.thesite.org>

TheSite.org they say aim to be the first place all young adults turn to when they need support and guidance through life. They provide fact sheets and articles on all the key issues facing young people including: sex and relationships; drinking and drugs; work and study; housing, legal and finances; and health and wellbeing.

### **THRESHOLD WOMEN'S AND MENTAL HEALTH INFOLINE**

Threshold, 14 St Georges Place, Brighton, BN1 4GB

Telephone (Freephone): 0808 808 6000

Website: [www.thresholdwomen.org.uk](http://www.thresholdwomen.org.uk)

Best time to telephone: Mon & Wed 10am - 12noon, Mon, Tues, Wed, & Thurs 2pm - 4.30pm (24 hour answer phone)

The info line is a national free telephone information service.

The Women and Mental Health Info line is essentially an information and referral service, but all the women who answer the phone are trained in counselling skills and are able to support women calling in distress.

### **TRIUMPH OVER PHOBIA (TOP UK)**

PO Box 344, Bristol, BS34 8ZR

Telephone: 0845 600 9601.

Email: [triumphoverphobia@blueyonder.co.uk](mailto:triumphoverphobia@blueyonder.co.uk)

Website: <http://www.triumphoverphobia.com>

Charity which helps sufferers of phobia or obsessive compulsive disorder to become ex-sufferers

### **YOUNG MINDS**

102-108 Clerkenwell Road, London, EC1M 5SA

Telephone: 020 7336 8445. Fax: 020 7336 8446.

Email: [info@youngminds.org.uk](mailto:info@youngminds.org.uk)

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

Charity committed to improving the mental health of all children and young people.

### **DEPRESSION ALLIANCE**

Suite 212 Spitfire Studios, 63-71 Collier Street, London, N1 9BE

Telephone: 0845 123 2320. Fax: 020 7278 6747.

Email: [information@depressionalliance.org](mailto:information@depressionalliance.org)

Website: <http://www.depressionalliance.org/>



Describes itself as the leading UK charity for people affected by depression, providing information, support and understanding to those who are affected by it.

### **MANIC DEPRESSION FELLOWSHIP**

Castle Works, 21 St. Georges Road, London, SE1 6ES

Telephone: 08456 340 540. Fax: 020 7793 2639.

Email: [mdf@mdf.org.uk](mailto:mdf@mdf.org.uk), Website: <http://www.mdf.org.uk/>

A national user-led organisation and registered charity for people whose lives are affected by manic depression.

### **MENTAL HEALTH FOUNDATION**

9th Floor, Sea Containers House, 20 Upper Ground, London, SE1 9QB. Telephone: 020 7803 1100. Web: [www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)

Best time to telephone: 9am - 5pm, Monday – Friday

The Mental Health Foundation is a registered charity working for the needs of people with mental health problems and those with learning disabilities. The Foundation develops and supports research and community projects. It provides information on mental health issues for the general public and healthcare professionals and continually strives to reduce the stigma attached to both mental illness and learning disabilities and to increase public awareness and understanding. The Foundation publishes a range of well-produced booklets.

### **MIND (NATIONAL ASSOCIATION FOR MENTAL HEALTH)**

Granta House, 15-19 Broadway, Stratford, London, E15 4BQ

Telephone: 020 8519 2122. MindinfoLine: 0845 766 0163.

Fax: 020 8522 1725.

Email: [contact@mind.org.uk](mailto:contact@mind.org.uk), Website: <http://www.mind.org.uk/>

A leading mental health charity in England and Wales, providing a wide range of services and with a large number of local groups

### **OCD-UK**

PO Box 8115, Nottingham, NG7 1YT

Telephone: 0870 126 9506

Website: [www.ocduk.org](http://www.ocduk.org)

OCD-UK is a charity for sufferers of Obsessive-Compulsive Disorder (OCD) which aims to bring the facts about OCD to the UK public, and

to support those who suffer in silence from this often debilitating anxiety disorder, particularly young adults.

### **PNI-SHA POSTNATAL ILLNESS-SUPPORT & HELP ASSOCIATION**

C/o Ashbourne Adult Education, Centre, Cockayne Avenue,  
Ashbourne, Derbyshire. DE6 1JQ

Telephone: 01335 347599, Website: [www.pnisha.org.uk](http://www.pnisha.org.uk)

PNI-SHA is a not for profit charitable organisation which is dedicated to offering information, emotional support and practical help to women and their families, affected by any type of antenatal and postnatal illness. Their aim is to give information to enable women and families to make the right choices about the services and professional help offered to them. Their support and help is accessible to all families regardless of their social status, ethnicity, gender or sexuality.

### **RETHINK**

30 Tabernacle Street, London, EC2A 4DD

Telephone: 0845 456 0455. Fax: 020 7330 9102.

Email: [info@rethink.org](mailto:info@rethink.org), Website: <http://www.rethink.org/>

The largest severe mental illness charity in the UK, with branches in England and Northern Ireland.

### **SAD ASSOCIATION (SEASONAL AFFECTIVE DISORDER ASSOCIATION)**

PO Box 989, Steyning, West Sussex. BN44 3HG

Telephone: 01903 814942 Fax: 01903 879939

Website: [www.sada.org.uk](http://www.sada.org.uk)

Best time to telephone: normal office hours, also detailed answer phone information. The SAD Association is a voluntary organisation and registered charity which informs the public and health professions about SAD and supports and advises sufferers of the illness.

### **STEADY**

Steady @ MDF, Castle Works, 21 St George's Road, London, SE1 6ES Telephone: 020 7793 2600. Website: [www.steady.org.uk](http://www.steady.org.uk)

STEADY is a self management training programme for young people with the mental health diagnosis of bipolar disorder (manic depression) or extreme mood swings. Self management training is designed to give people diagnosed with bipolar disorder a thorough and comprehensive

understanding of the concepts, tools and techniques involved in learning to self manage extreme mood swings. The Steady training course is open to residents of the British Isles aged 18 to 25 years old.

### **TURNING POINT**

New Loom House, 101 Backchurch Lane, London, E1 1LU

Telephone: 020 7702 2300.

Email: [info@turning-point.co.uk](mailto:info@turning-point.co.uk), Website: <http://www.turning-point.co.uk>

Charity with services in 200 locations across England and Wales working in the areas of drug and alcohol misuse, mental health and learning disability.

### **TOGETHER: WORKING FOR WELLBEING**

1st Floor, Lincoln House, 296-302 High Holborn, London, WC1V 7JH

Telephone: 020 7061 3400. Fax: 020 7061 3401.

Email: [info@together-uk.org](mailto:info@together-uk.org), Website: <http://www.together-uk.org>

A charity that supports 2500 people through 100 different mental-health services across England.

### **RICHMOND FELLOWSHIP**

80 Holloway Road, London, N7 8JG

Telephone: 020 7697 3300. Fax: 020 7697 3301.

Email: [enquiries@richmondfellowship.org.uk](mailto:enquiries@richmondfellowship.org.uk)

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

One of the biggest providers of mental health care in England and Wales.

### **THE SCHIZOPHRENIA ASSOCIATION OF GREAT BRITAIN**

"Bryn Hyfryd", The Crescent, BANGOR. Gwynedd. LL57 2AG

Telephone: 01248.354048.

Email: [info@sagb.co.uk](mailto:info@sagb.co.uk)

Website: <http://www.sagb.co.uk/>

They aim to offer help to everyone who needs information and support, as a sufferer, a relative, friend of a sufferer, carer or medical worker.

They will send out a free information pack and try and answer any follow up questions you may have. A newsletter goes out twice a year.

Articles on government policy, medication, research, nutrition are

amongst the topics discussed. They support research into the causes of schizophrenia.

The Association tries to increase understanding of schizophrenia amongst the general public, families affected by the illness and those involved in policy-making decisions

## **USER GUIDE TO THE MENTAL HEALTH ACT**

Website: [www.markwalton.net](http://www.markwalton.net)

The site provides a web-based user guide to the Mental Health Act.

The site includes:

1. A basic introduction to the Act and a practical overview of some of its key points. This is particularly useful if you are not familiar with the Mental Health Act.
2. An index of the different sections of the Act, which features a description, the purpose and effects of that section.
3. A section called 'Your rights under the Mental Health Act' which contains the information in leaflets given to detained patients about their rights. Practice and Guidance notes issued by the Mental Health Act Commission.

# Health Information and Advice

## **LOCAL**

### **ACTION FOR DYSPHASIC ADULTS GATESHEAD BRANCH**

Telephone: 0191 469 8957

Support Dysphasic patients and provide information.

### **ALZHEIMER'S SOCIETY**

Computer House, High Street, Gateshead. NE8 1ET.

Telephone: 0191 477 7490.

Email: [gatesheadalz@btconnect.com](mailto:gatesheadalz@btconnect.com)

Provides information and advice to those people with dementia and their carers.

### **BPNE (BODY POSITIVE NORTH EAST)**

Telephone: 0191 232 2855

Confidential service providing information, advice and support on all aspects of HIV infection to people either infected or affected by HIV/AIDS. Open 4 days per week. Offers advocacy, drugs outreach and support, holistic therapies, counselling, advice on welfare benefits, housing referrals, respite care, drop in service and complimentary therapies.

### **COMMUNITY DENTAL SERVICE (NHS)**

Birtley Clinic, Hexham Villa, Egton Terrace, Birtley, DH3 1LX

Telephone: 0191 4923847, Fax: 0191 4923848

Comprehensive dental care, both prevention and treatment. Anyone with a physical or learning disability, medical problem, mental illness or dental phobia, which makes it difficult for them to attend a family dentist, can contact them.

They also provide a full range of care for people who are housebound, or in community, residential and nursing homes, or who can't access a family dentist for any other reason.

They have a two-surgery dental clinic at Felling Health Centre. They also have dental clinics at Wrekenton Health Centre and Queen Elizabeth Hospital. Orthodontic care is also provided at the QEH.

### **CONTRACEPTION AND SEXUAL HEALTH SERVICES – GATESHEAD (NHS)**

Telephone: 0191 460 2170

Has walk- in clinics and appointment only clinics throughout Gateshead. Ring to find out locations and to receive confidential advice and support. Offers all methods of contraception including emergency contraception, some testing for sexually transmitted infections, counselling and referral for termination of pregnancy, cervical cytology, menopause advice, and preliminary help with psychosexual problems. Also provide a home visit service for those women who cannot genuinely attend their GP or a clinic.

### **DRUG INJECTION ADVICE LINE (DIAL)**

Telephone: 0191 490 1709 14 Regent Terrace, Gateshead, NE8 1LU

Opening Hours : Monday Friday - 10am - 4.30pm

Helpline for carers and relatives of injecting drug users. Information on local services and needle exchanges. Advice and information on sexual health issues, including HIV. Pre and post HIV test counselling. Hepatitis B immunisation advice, and support around hepatitis B and C. Clinic for steroid users. Overdose awareness and basic life support training.

### **GATESHEAD BRANCH DIABETES UK**

214 Prince Consort Road, GATESHEAD, Tyne and Wear NE8 4DX.

Telephone 0191 477 2667.

Regular meetings and information to provide self help and education.

### **GATESHEAD BREATHE NORTH (BRITISH LUNG FOUNDATION)**

Telephone 0191 263 0276

Email: [bev.wears@blf-uk.org](mailto:bev.wears@blf-uk.org)

Website: <http://www.lunguk.org/north-east.asp>

Raises money for research into lung disorders and promote lung health education. Also meets on the last Thursday of the month, from 2pm, in Springwell Village Hall.

### **GATESHEAD MENCAP**

23 Dorchester Gardens, Low Fell, GATESHEAD NE9 6UY.

Telephone: 0191 487 9849.

Provides support to those people with a mental handicap and provide opportunities for recreation and leisure.

### **GATESHEAD NHS TRUST AND GATESHEAD PRIMARY CARE TRUST PATIENT ADVICE AND LIAISON SERVICE (PALS)**

Freephone: 0800 953 0667

Email: [pals@ghnt.nhs.uk](mailto:pals@ghnt.nhs.uk)

The Patient Advice and Liaison Service is a confidential service offering 'On the Spot' help and advice for patients, relatives, carers and staff. They listen to any questions, suggestions, compliments or concerns and can provide information in relation to health, enabling people to make their own choices. Seeing you at a time and place convenient to you – in their office, in GP Practices or on the hospital ward

### **GATESHEAD WALK-IN CENTRE**

Bensham Hospital, Saltwell Road, Gateshead. NE8 4YL

Telephone: 0191 445 5454

NHS Walk-in centres offer walk-in treatment for a range of minor illnesses and injuries such as flu-like symptoms, cuts and wounds, sprains and bruises, diarrhoea and vomiting, burns and scalds. They also provide emergency contraception and information on local services.

Open seven days a week from 7.00am to 10.00pm.

### **GUM Clinic (sexual health)**

Telephone: 0191 219 5011/5013 - 8.30am and 5pm for appointments.

Website: <http://www.gumnewcastle.nhs.uk/>

Provides sexual health services, testing for sexually transmitted diseases, treatment, support and advice

### **HUNTINGDON'S DISEASE ASSOCIATION**

PO Box 110, Whitley Bay, NE25 9WN Telephone: 0191 251 7660.

Provides support and information for people with Huntingdons disease.

### **LUPUS UK NORTH EAST GROUP**

Email: [secretary@northeastlupus.org.uk](mailto:secretary@northeastlupus.org.uk)

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

Offers support and information to sufferers of lupus, their families and friends.

### **MACMILLAN CANCER RELIEF**

Main Corridor QE!, Queen Elizabeth Hospital, Sheriff Hall, Gateshead NE9 6SX. Telephone: 0191 403 2200 (Mon and Wed 1-5 pm) or 0191 438 0994 (after 6 pm).

Runs the Macmillan nurses service and supports the terminally ill and their families.

### **NHS DIRECT ONLINE**

Telephone: 0845 4647 (local rate)

Website: <http://www.nhsdirect.nhs.uk/>

NHS Direct Online is a website providing high quality health information and advice for the people of England. It is unique in being supported by a 24 hour nurse advice and information helpline. Good treatment guide and links to more information about mental health.

### **NEWCASTLE BRANCH OF THE PARKINSONS DISEASE SOCIETY**

10 Seaton Croft, Annitsford, NORTH TYNESIDE NE23 7LA.

Telephone: 01670 540 016.

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

### **NORTHEAST AIDS CARE**

Telephone: 0191 281 5200

Confidential service providing practical help for people with HIV/AIDS.

### **NUTRITION AND DIETETICS (NHS)**

Telephone 0191 445 2074

Opening Hours - 9am to 5pm Monday - Friday

Aim to provide advice, support and training to patients, carers and staff on all aspects of nutrition, on all hospital sites, GP surgeries and community. Areas of Speciality: Obesity: diabetes, supplementation, enteral feeding (in hospital and home), cancer, paediatrics, elderly and health promotion.



## **PODIATRY (CHIROPODY) SERVICE (NHS)**

Appointments and general enquires: 0191 445 6424 or 0191 445 6492

Email [podiatry.general@ghpct.nhs.uk](mailto:podiatry.general@ghpct.nhs.uk)

They provide podiatry treatment in 17 clinical sites, in patients' homes (when they are house-bound) and to those people who require treatment and are in-patients of the Queen Elizabeth and Dunston Hill hospitals. Treatment is based on actual need, either podiatric or medical, and is related to prevention or treatment of lesions i.e. corns, callosity, ulcers etc. Podiatrists provide a full range of treatments.

**Mental health service** - Sessions for those suffering with mental health problems take place at the units in which the patients are living or receiving treatment. Patients who are under 65 years of age need to be referred from their GP practice.

## **STAG Project for Gay and Bisexual Men in Gateshead**

Telephone: 0191 490 1708

Offer confidential information, advice and support on a wide range of sexual health issues to Gay and Bisexual Men.

Open Monday 10am-12pm, Wednesday 5-8pm and Friday 2-4.30pm

## **T.A.L.K. Laryngectomy North East (Newcastle)**

Talk Club, North Speech Therapy Department, C/O Speech Therapy Department, Freeman Hospital, High Heaton,

Newcastle-Upon-Tyne NE0 9AY. Telephone: 091-284-3111

Email: [k.j.fraser@tesco.net](mailto:k.j.fraser@tesco.net)

## **Regional and National**

### **ARTHRITIS CARE**

18 Stephenson Way, London NW1 2HD Phone free: 0800 800 4050 from 12pm to 4pm Monday to Friday or 020 7380 6555 from 10am to 4pm (standard call charges)

Email: [helplines@arthritiscare.org.uk](mailto:helplines@arthritiscare.org.uk)

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

Help or information on matters relating to arthritis

## **ASBESTOS SUPPORT GROUP AND MESOTHELIOMA INFORMATION SERVICE**

50b Town Street, Armley, Leeds, LS12 3AA

Telephone: 0113 231 1010 (Tuesday - 10am - 4pm)

Email: [info@asbestos-action.org.uk](mailto:info@asbestos-action.org.uk)

Website: [www.asbestos-action.org.uk](http://www.asbestos-action.org.uk)

Helpline and other information and advice on mesothelioma (form of cancer usually caused by asbestos exposure, affecting cells lining the chest or abdominal cavities) for the public, patients, carers, health professionals. Helpline run by specialist nurse.

## **NATIONAL ASTHMA CAMPAIGN**

Providence House, Providence Place, London, N1 0NT

Telephone: 0845 701 0203 Local rate (Monday - Friday - 9am - 5pm)

Fax: 020 7704 0740, Website: [www.asthma.org.uk](http://www.asthma.org.uk)

Helpline and a range of other services for people with asthma, their carers and health professionals on all aspects of asthma and related allergies. Helpline staffed by asthma nurse specialists offering advice and information.

## **BACKCARE**

16 Elmtree Road, Teddington, Middlesex, TW11 8ST

Switchboard: (0)20 8977 5474 Fax (0)20 8943 5318

Email: [info@backcare.org.uk](mailto:info@backcare.org.uk)

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

The charity for healthier backs

## **BRITISH HEART FOUNDATION**

Telephone: 0845 0708070

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

Provides information about heart conditions.

## **EPILEPSY ACTION**

National Epilepsy Helpline: 0808 800 5050

Email: [helpline@epilepsy.org.uk](mailto:helpline@epilepsy.org.uk)

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

Offers information on epilepsy for individuals and their families.

## **FIBROMYALGIA ASSOCIATION UK**

PO Box 206, Stourbridge, West Midlands, DY9 8YL

Telephone: 0870 220 1232 National rate (Mon - Fri - 10am - 4pm)

Fax: 0870 752 5118

Email: [fmuk@hotmail.com](mailto:fmuk@hotmail.com)

Website: [www.fibromyalgia-associationuk.org](http://www.fibromyalgia-associationuk.org)

Helpline and other support for people affected by fibromyalgia, including carers, health professionals (a condition that can cause chronic fatigue, severe muscle pain and affects the sleep cycle).

Welfare benefits information line 01254 832463 Monday and Friday 10am-12 noon. Information pack available, send large SAE.

## **INFORMATION ON PSYCHIATRIC MEDICATION**

Mindinfoline, 15-19 Broadway LONDON E15 4BQ. Telephone: (Greater London) 020 8522 1728 or (Outside London) on 0845 7660 163.

## **MENS HEALTH MATTERS**

Blythe Hall, 100 Blythe Road, LONDON W14 0HB. Telephone: 020 8995 4448. This is an advice line staffed by qualified nurses specialising in men' health issues.

## **NATIONAL ECZEMA SOCIETY**

Telephone Helpline: 0207 388 3444

## **ME CONNECT INFORMATION AND SUPPORT**

4 Top Angel, Buckingham Industrial Park, Buckingham, MK18 1TH.

Telephone: 0870 444 1836 non-members any day of the year, at these times:10am-12noon, 2-4pm, 7-9pm, 0870 444 1835 for members

Fax: 01280 821 602

Email: [meconnect@meassociation.org.uk](mailto:meconnect@meassociation.org.uk)

Website: [www.meassociation.org.uk](http://www.meassociation.org.uk)

Information and support service for ME patients, carers, health professionals and other interested parties. Signposting links, specialists' contacts and local independent ME support groups.

## **ROYAL NATIONAL INSTITUTE FOR DEAF PEOPLE (RNID)**

19-23 Featherstone Street, London EC1Y. Telephone: 0870 60 50 123 (Voice) or 020 72968204/203/288 (Text) or 020 7296 8199 (Fax)

Email: [information@rnid.org.uk](mailto:information@rnid.org.uk), Website: [www.rnid.org.uk](http://www.rnid.org.uk)  
Services include, information, interpreting aids/appliances etc.

## **ROYAL NATIONAL INSTITUTE OF THE BLIND**

105 Judd Street, London, WC1H 9NE

Tel: 020 7388 1266 Monday to Friday 9.00am - 5.00pm.

Fax: 020 7388 2034

Email: [helpline@rnib.org.uk](mailto:helpline@rnib.org.uk), Website: <http://www.rnib.org.uk/>

Offers an immediate, expert and confidential service. They are trained to: listen and to give reassurance and advice, put you in touch with specialist advice services and give you details of support groups and services in your area.

## **SCOPE**

6 Market Road, London N7 9PW, England, UK.

Telephone 020 7619 7100 Helpline: 0808 800 3333.

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

The disability organisation in England and Wales whose focus is people with cerebral palsy. Their aim is that disabled people achieve equality: a society in which they are as valued and have the same human and civil rights as everyone else. Provides services, support and information to people with cerebral palsy and their families.

## **SICKLE CELL SOCIETY**

54 Station Road, London, NW10 4UA

Telephone: 020 8961 7795 (Monday - Friday - 9am - 5pm)


24 hour National Telephone Helpline: 0800 001 5660

Fax: 020 8961 8346

Email: [info@sicklecellsociety.org](mailto:info@sicklecellsociety.org)

Website: [www.sicklecellsociety.org](http://www.sicklecellsociety.org)

Telephone advice, information and counselling for people with sickle cell disorders, their families and health workers.



## *Psychologists and Therapists*

### **BRITISH SOCIETY OF CLINICAL HYPNOSIS**

125 Queensgate, Bridlington, East Yorkshire, YO16 7JQ  
Telephone: 01262 403 103 (9.00am - 6.00pm, Monday – Friday)  
Fax: 01262 403 103  
Website: [www.bsch.org.uk](http://www.bsch.org.uk)

The British Society of Clinical Hypnosis is a professional organisation of Hypnotherapists. It can supply details of practitioners in your area from its nationwide database of registered practitioners.

### **BRITISH ASSOCIATION FOR COUNSELLING AND PSYCHOTHERAPY**

BACP House, 35 - 37 Albert Street, Rugby, Warwickshire, CV21 2SG  
Telephone: 0870 443 5252  
Website: [www.bacp.co.uk](http://www.bacp.co.uk)

Best time to telephone: 8.45am - 5.00pm, Monday - Friday  
BACP represents counselling at national and international levels, aims to promote counselling throughout society and to raise standards of training and practice. BACP has an Ethical Framework for Good Practice in Counselling and Psychotherapy to which members must adhere. The information and publications office produces directories on counselling and training resources.

On receipt of a stamped addressed envelope, BACP will send local sections of the 'Counselling & Psychotherapy Resources Directory' and an information sheet about counselling free of charge to individuals seeking a counsellor in their area.

### **NATIONAL REGISTER OF HYPNOTHERAPISTS & PSYCHOTHERAPISTS**

Suite B12, Cross Street, Nelson, BB9 7EN  
Telephone: 01282 716839 (Monday - Friday 9.00am - 5.00pm)

Fax: 01282 698633

Website: [www.nrhp.co.uk](http://www.nrhp.co.uk)

Hypno-psychotherapy aims to help with general relaxation and stress relief and a range of psychological problems. The National Register of Hypnotherapists & Psychotherapists (NRHP) is a professional body representing well-qualified hypno-psychotherapists. A public referral service, for those seeking a reputable hypno-psychotherapist, is provided free of charge by telephone or send a stamped addressed envelope for a local listing.

All members of the Register are required to adhere to a Code of Ethics and are regulated.

### **THE BRITISH PSYCHOLOGICAL SOCIETY**

St Andrews House, 48 Princess Road, East Leicester, LE1 7DR

Telephone: 0116 254 9568

Fax: 0116 247 0787

Website: [www.bps.org.uk](http://www.bps.org.uk)

As the professional body for psychologists in the UK, the Society maintains a Register of Chartered Psychologists, many of whom work within the National Health Service. The Society also publishes a Directory of Chartered Psychologists in which the names of Chartered Psychologists who are available directly for consultation by members of the public are listed under their areas of expertise and within geographical areas.

### **BRITISH ASSOCIATION OF PSYCHOTHERAPISTS**

37 Mapesbury Road, London, NW2 4HJ

Telephone: 020 8452 9823 (Monday - Friday 9.30am - 5.30pm)

Fax: 020 8452 0310

Website: [www.bap-psychotherapy.org](http://www.bap-psychotherapy.org)

Best time to telephone: 9.30am - 5.30pm, Monday - Friday (answer phone at other times). The British Association of Psychotherapists was founded in 1951 and now has well-established training courses based on psychoanalytic and Jungian analytic theories for psychotherapists treating adults, adolescents and children. The Association maintains a register of persons recognised as competent to practise as professional psychotherapists.

## **UNITED KINGDOM COUNCIL FOR PSYCHOTHERAPY**

2nd Floor, Edward House, 2 Wakley Street, London, EC1V 7LT  
Telephone: 020 7014 9955 (Monday - Friday: 9.30am - 4.30pm)  
Fax: 020 7014 9977

Website: [www.psychotherapy.org.uk](http://www.psychotherapy.org.uk)

The Council for Psychotherapy 'exists to promote and maintain the profession of psychotherapy and high standards in the practice of psychotherapy for the benefit of the public'. Only psychotherapists who meet the requirements of UKCP and abide by its ethical guidelines are registered. The council can send regional listings of registered psychotherapists to members of the public. Ring up or send an A4 stamped addressed envelope..

## **BRITISH ASSOCIATION FOR SEXUAL AND RELATIONSHIP THERAPY**

PO Box 13686, London, SW20 9ZH

Telephone: 020 8543 2707

Email: [info@basrt.org.uk](mailto:info@basrt.org.uk)

Website: [www.basrt.org.uk](http://www.basrt.org.uk)

Association holds a list of qualified therapists providing sexual or relationship therapy in the UK.





## *Alternative Therapists*

**The organisations listed below can supply details of various therapies and therapists. Unfortunately we're not able to say if any of these therapies might work for you or whether any particular organisation or therapist can help.**

### **THE SOCIETY OF TEACHERS OF THE ALEXANDER TECHNIQUE**

1st Floor, Linton House, 39-51 Highgate Road, London NW5 1RS

Telephone: 0845 230 7828

Email: [office@stat.org.uk](mailto:office@stat.org.uk)

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

Teaching members of STAT:

Are registered (MSTAT) to teach the Technique after successfully completing a three-year, full-time training course approved by the Society or one of the Affiliated Societies overseas.

Are required to adhere to the Society's published Code of Professional Conduct and are covered by professional indemnity insurance.

### **THE BRITISH ACUPUNCTURE COUNCIL**

63 Jeddo Road, London, W12 9HQ.

Telephone: 020 8735 0400 Fax: 020 8735 0404

Email: [info@acupuncture.org.uk](mailto:info@acupuncture.org.uk)

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

They claim they are the UK's main regulatory body for the practice of acupuncture by over 2500 professionally qualified acupuncturists.

### **THE REGISTER OF CHINESE HERBAL MEDICINE**

Office 5, 1 Exeter Street, Norwich, NR2 4QB

Telephone: 01603 623994

Email [herbmed@rchm.co.uk](mailto:herbmed@rchm.co.uk)

Website: <http://www.rchm.co.uk/>

Provides information about Chinese Herbal Medicine. Also provides lists of practitioners.

### **THE GENERAL CHIROPRACTIC COUNCIL**

General Chiropractic Council, 44 Wicklow Street, LONDON, WC1X 9HL

Telephone: 020 7713 5155 (The General Chiropractic Council offices are open from 9.00 a.m. to 5.00 p.m. Monday to Friday).

Email: [enquiries@gcc-uk.org](mailto:enquiries@gcc-uk.org)

Website: <http://www.gcc-uk.org/>

The GCC were set up to keep a register of chiropractors who meet their standards for their training, professional skills, behaviour and health. We expect chiropractors to have your health and wellbeing at the heart of all they do for you. It is against the law for someone who is not registered with the GCC to make you think that they are a chiropractor.

### **GENERAL OSTEOPATHIC COUNCIL**

176 Tower Bridge Road, London, SE1 3LU

Telephone: 0207 357 6655

Fax: 0207 357 0011

Email [info@osteopathy.org.uk](mailto:info@osteopathy.org.uk)

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

All Osteopaths have to be registered with the GOC under law. They register qualified professionals, set standards of osteopathic practice and conduct. Osteopaths treat a variety of common conditions including changes to posture in pregnancy; babies with colic or sleeplessness, repetitive strain injury, postural problems caused by driving or work strain, the pain of arthritis and sports injuries.

### **THE ASSOCIATION FOR HUMANISTIC PSYCHOLOGY (AHP)**

BM Box 3582, London, WC1N 3XX

Telephone: 0845 707 8506

Email: [admin@ahpb.org.uk](mailto:admin@ahpb.org.uk)

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

Humanistic Psychology seeks to explore and promote a holistic understanding of people. They claim that working with a wide-lensed and multi-faceted vision leads to the study and understanding of people in their entirety. People are seen as whole beings made of

many interacting parts, for example: body, feelings, thoughts, senses, imagination and spirit.

### **NATIONAL INSTITUTE OF MEDICAL HERBALISTS**

Elm House, 54 Mary Arches Street, Exeter EX4 3BA

Telephone: 01392 426022

Fax: 01392 498963

Email: [nimh@ukexeter.freemove.co.uk](mailto:nimh@ukexeter.freemove.co.uk)

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

The National Institute of Medical Herbalists claim to be the UK's leading professional body representing herbal medicine practitioners.

### **THE SOCIETY OF HOMEOPATHS**

11 Brookfield, Duncan Close, Moulton Park, Northampton NN3 6WL.

Telephone: 0845 450 6611

Website: <http://www.homeopathy-soh.org/>

Homeopathy claims to treat people's health holistically and individually.

Organisation provides lists of Homeopaths.

### **BRITISH PSYCHODRAMA ASSOCIATION**

Flat 1/1, 105 Hyndland Road, Glasgow, G12 9JD

Telephone: 0141 339 0141

Email: [jscan@bpad.freemove.co.uk](mailto:jscan@bpad.freemove.co.uk)

Psychodrama employs guided dramatic action to examine problems or issues raised by an individual. It clarifies issues, increases physical and emotional well being, enhances learning and develops new skills. Psychodrama offers the opportunity to practise new roles, see oneself from outside, gain insight and change..

### **ASSOCIATION OF REFLEXOLOGISTS**

27 Old Gloucester Street, London WC1N 3XX,

Telephone : 0870 5673320

Fax: 01823 336646

Email: [info@aor.org.uk](mailto:info@aor.org.uk)

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

Reflexologists claim that stimulating the hands and feet provides a benefit to someone's health.

## **SHIATSU SOCIETY**

Eastlands Court, St Peters Road, Rugby, Warwickshire CV@! 3QP

Telephone: 0845 130 4560

Fax: 01788 555052

Email: [admin@shiatsusociety.org](mailto:admin@shiatsusociety.org)

Website: <http://www.shiatsusociety.org>

Shiatsu is a traditional hands-on Japanese healing art. Its supporters claim it can help in a wide range of conditions - from specific injuries to more general symptoms of poor health. They claim Shiatsu is a deeply relaxing experience and regular Shiatsu sessions can help to prevent the build up of stress in our daily lives.



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## Religious and Spiritual Organisations

### **AL AZHAR MOSQUE**

Laygate, South Shields  
Telephone: 0191 454 0738

### **AMIDA TRUST (BUDDHIST)**

Telephone: 0191 213 2564  
Email: [sujatin@gmail.com](mailto:sujatin@gmail.com)  
Website: [http://lotusinthemud.typepad.com/amida\\_newcastle/](http://lotusinthemud.typepad.com/amida_newcastle/)  
Holds weekly meetings at Newcastle University and Gosforth

### **BEACON LOUGH BAPTIST CHURCH**

Southend Road, Beacon Lough, Gateshead, NE9 6XS  
Telephone: 0191 4223104

### **DURHAM ROAD BAPTIST CHURCH**

**Gateshead**  
Telephone: 0191 488 3433

### **BAHAI FAITH**

28 Parkland, Blaydon on Tyne  
Telephone: 0191 414 4687

### **ST JOSEPH'S CATHOLIC CHURCH GATESHEAD**

High West Street, Gateshead. NE8 1LX  
Telephone: 0191 477 1631

### **CHURCH OF ENGLAND**

St Helen's Church, Belle Vue Bank, Low Fell, Gateshead  
Telephone: 0191 4876510

Email: [brucemh@globalnet.co.uk](mailto:brucemh@globalnet.co.uk)

**CHURCH OF JESUS CHRIST OF LATTER DAY SAINTS  
(MORMONS)**

Cromer Avenue, Low Fell, Gateshead  
Telephone: 0191 482 0473

**COMPASSION MAHAYANA BUDDHIST CENTRE**

15 Station Rd, South Gosforth, Newcastle upon Tyne, NE3 1QD,  
Telephone: 0191 284 3501, Contact: 0191 209 6043  
Email: [info@meditation-newcastle.org](mailto:info@meditation-newcastle.org),  
Website: [www.meditation-newcastle.org](http://www.meditation-newcastle.org)

**CONVENT OF MERCY**

10 Parkhead Road  
Telephone: 0191 281 3887

**EDEN PROGRESSIVE SPIRITUALIST CHURCH**

35 St Cuthberts Place, Gateshead NE8 1TB  
Telephone: 0191 477 8588

**EMMANUEL PENTECOSTAL CHURCH (ASSEMBLIES OF GOD)**

1 Caris Street, Old Durham Road, Gateshead. NE8 3XD  
Telephone: 0191 487 1564

**ERASMUS CHRISTIAN HEALING TRUST**

Oxclose Church, Brancepeth Road, Washington  
Telephone: 0191 416 2001

**GATESHEAD EVANGELICAL CHURCH**

Derwentwater Road, Bensham, Gateshead. NE8 2XX  
Telephone: 0191 477 4303

**GATESHEAD HEBREW CONGREGATION**

180 Bewick Road, Gateshead  
Telephone: 0191 477 3552 or 478 3366

**GATESHEAD AND JARROW METHODIST CIRCUIT**

9 Limetrees Gardens, Low Fell, Gateshead

Telephone: 0191 420 2828

### **GATESHEAD TALMUDIC COLLEGE**

Telephone: 0191 477 2616(office)

### **HINDU TEMPLE**

172 West Road, Baxter Avenue, Newcastle upon Tyne

Telephone: 0191 273 3364

### **HUMANIST SOCIETY**

43 Fern Avenue Jesmond Newcastle upon Tyne NE2 2QU

Email: [johnhodge@blueyonder.co.uk](mailto:johnhodge@blueyonder.co.uk)

They hold meetings and discussion groups for people interested in social issues but who have no religion. They can provide information about non-religious funerals, weddings, and baby-namings

### **ISLAMIC SOCIETY**

Old Medical School, Kings Road, Newcastle upon Tyne

Telephone: 0191 232 6889

### **METROPOLITAN COMMUNITY CHURCH**

Sundays: 6.30 pm. St James' URC Hall, Northumberland Road, Newcastle upon Tyne

Telephone: 07770 543407

The Metropolitan Church is known for welcoming people who are Gay and Lesbian.

### **NEWCASTLE REFORM SYNAGOGUE**

The Croft off Kenton Road, Kenton, Newcastle upon Tyne

Telephone: 0191 284 8621

### **SIKH TEMPLE**

Tindal Close, Newcastle upon Tyne, NE4 5SA,

Telephone: 0191 273 8011

### **SOCIETY OF FRIENDS (QUAKERS)**

Quaker Meeting House, 1 Archibold Terrace, Newcastle upon Tyne

Telephone: 0191 281 2924

**ST MARKS METHODIST CHURCH**

Shipcote Terrace, Gateshead, NE8 1EW  
Telephone: 0191 477 1871

**ST NICHOLAS CHURCH OF ENGLAND CHURCH**

Sunderland Road, Gateshead  
Telephone: 0191 477 1524

**THE SALVATION ARMY**

Oval Park View, Gateshead, NE10 9DS  
Telephone: 0191 469 5789

**UNITED REFORM CHURCH**

4 College Lane, Newcastle upon Tyne  
Telephone: 0191 232 1168

**UNITARIAN CHURCH**

Church of the Divine Unity,  
Ellison Place, Newcastle upon Tyne  
Telephone: 0191 264 9282

**VINEYARD CHRISTIAN FELLOWSHIP (EVANGELICAL)**

Derwent Road, Gateshead, NE8 2XX  
Telephone: 0191 477 4303

**NORTH EAST ZOROASTRIAN COMMUNITY**

Telephone: 0191 236 7443





## ***HousingAdvice***

### ***Emergency Accommodation Services***

#### **GATESHEAD COUNCIL HOMELESS ADVICE AND HELP AND GENERAL HOUSING ADVICE**

Civic Centre, Regent Street, Gateshead. NE8 1HH

Telephone: 0191 433 3000. Monday-Thursday: 8.45am - 5pm,

Friday: 8.45am – 4pm

Out of hours emergencies 0191 477 0844. Fax: 0191 477 8373

Offers Assessment of entitlement to housing for people who are homeless or threatened with homelessness. Housing is provided for people considered in priority need of housing. Temporary accommodation may be available while enquiries are made about eligibility. Also provides General housing advice and information for private and council tenants and homeless people.

They can offer general information and advice for people seeking accommodation who are not homeless or in crisis.

Drop-in, phone or contact for appointment.

#### **NORTH EAST HOUSING AID CENTRE (SHELTER HAC).**

1-2 Blackfriars Court, Dispensary Lane, Newcastle, NE1 4XB

Phone during office hours. Telephone: 0191 232 3778

Fax: 0191 230 2829

Email : [tyneside@shelter.org.uk](mailto:tyneside@shelter.org.uk)

Opening hours: Monday: 10am - 1pm (Advice Line)

Tuesday: Appointments, Wednesday: Closed

Thursday: 10am - 1pm (Advice Line) Friday: Appointments

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## *Housing Support and Assistance*

### **COMMUNITY FURNITURE SERVICE**

Telephone: 0191 256 8377 or Freephone: 0800 917 4397

Offers low cost recycled furniture, low cost removal service, and temporary secure storage. Call in to their warehouse on Mill Lane (just off the West Road).

Monday-Friday 10.00am to 4.30pm. Every second and fourth Saturday 10 till 1.

### **FOUNDATIONS FURNITURE PROJECT**

Telephone: 0191 460 0978

Collects and distributes furniture in the Gateshead area. Welcomes donations of furniture. Will only accept referrals from statutory and voluntary organisations and cannot accept self-referrals.

### **THE PRIVATE RENTED SECTOR TEAM – GATESHEAD COUNCIL**

Millennium House, 207 Coatsworth Road,  
Gateshead, NE8 1SR

Tel: 0191 433 6701. Fax: 0191 433 6704

Private Rented Accreditation Scheme.

### **GATESHEAD HOUSING COMPANY**

Gateshead Civic Centre - Central Regent Street,  
Gateshead, NE8 1HH

Telephone: 0191 433 2730 or 0191 433 2768

(Monday – Thursday 8.45-5pm, Friday 8.45am to 4.35pm)

Fax: 0191 478 2345

<http://www.gatesheadhousing.co.uk>

### **GATESHEAD HOUSING COMPANY NEIGHBOURHOOD RELATIONS TEAM**

Council Tenants should initially contact their local Housing office if they are experiencing problems with neighbours. If problems get worse you can contact the Neighbourhood Relations Team on 0191 433 5566 (South and East Gateshead) or 0191 433 2690 (West of Gateshead)

## **GATESHEAD TENANTS FORUM**

C/o Neighbourhood Management Team, CBS, Civic Centre,  
Gateshead Council. NE8 1HH. Telephone: 0191 433 3000,  
An umbrella group for all the resident organisations in Gateshead.

## **GATESHEAD PRIVATE LANDLORDS ASSOCIATION**

Millennium House, 207 Coatsworth Road, Gateshead, NE8 1SR  
Telephone: 0191 433 6698

Contact for details of privately rented accommodation in Gateshead.

## **NEWCASTLE DUTY POSSESSION SCHEME**

Newcastle Law Centre, 1st Floor, 1 Charlotte Square,  
Newcastle, NE1 4XF.

Telephone: 0191 230 4777 or 0191 227 3909

Email: [newcastlelawcentre@dial.pipex.com](mailto:newcastlelawcentre@dial.pipex.com)

**Type of advice offered:** Advice, Negotiation and Advocacy at hearings.

**Type of cases dealt with:** Rent arrears- both private and social landlords, including applications to suspend warrants. Judicial Review / Housing Benefit.

**Referral to scheme:** Contact co-ordinator will match with Rep on court day if possible or make other referral.

Help outside court times: Contact Newcastle Law Centre or Student Law Office at Northumbria University.

**Service availability:** 1-2 advisors at each session. Clients advised to come at least 30mins before their case is listed. It is rare for a client not to be seen. Cases on days when there is no duty scheme may be deferred on request to the judge.

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## ***Emergency Accommodation for Young People***

### **STEPPING STONES**

11-12 Landsdowne Crescent, Gosforth, Newcastle NE3 1HS

Telephone: 0191 284 3201/0191 284 9035

Fax: 0191 284 9035

Email: [charlotte.steppingstones@www.mail.co.uk](mailto:charlotte.steppingstones@www.mail.co.uk)

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24 hour direct access emergency hostel for young (16-21 year olds) homeless people.

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### **OUTPOST HOUSING PROJECT**

Tel: 0191 222 1937

Temporary accommodation for young lesbians & young gay men (16-25) who are homeless or having difficulty finding somewhere to live.

Contact: Smart or Cliff

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### **NORTH EAST NIGHTSTOP**

2nd floor, Union Chambers, Grainger Street, Newcastle, NE1 5JE

Telephone: 0191 261 8881 Fax: 0191 261 1400

Email: [nightstopne@aol.com](mailto:nightstopne@aol.com)

Offer emergency overnight accommodation in the homes of approved volunteers to homeless people aged 16-25 for a few nights at a time until more permanent and appropriate accommodation can be found.

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## ***Accommodation for People with Mental Health Needs***

### **ENTERPRISE 5 MENTAL HEALTH SERVICES**

29, Wingrove Road, Fenham, Newcastle, NE4 9BF

Telephone: 0191 292 2000. Fax: 0191 292 260

Email: [info@enterprise5.co.uk](mailto:info@enterprise5.co.uk)

Website: [www.entreprise5.co.uk](http://www.entreprise5.co.uk)

Supported tenancies for people with mental health problems

### **GATESHEAD COUNCIL HOUSING AND MENTAL HEALTH WORKER**

Telephone: 0191 433 3994

Advice on housing for people with mental health needs. The Council also runs a 'Single Gateway Scheme' that as part of its service will house people who have been in hospital for their mental health.

People with mental health needs can sometimes receive help in supported living from the Tenancy Support Service of the Council.

### **MENTAL HEALTH CONCERN SUPPORTED HOUSING**

237 Salters Road, Gosforth, Newcastle, NE4

Telephone: 0191 285 5047

The service aims to provide accommodation and support so people are able to live independently. Service Users live in houses provided by MHC and through the support workers they are helped to access the skills and services needed.

### ***Providers of Accommodation for People with Alcohol Issues***

#### **BYKER BRIDGE HOSTEL ACCOMMODATION, COPPERGATE HOUSE (HEBBURN)**

St Silas Church Building, Clifford Street, Byker,  
Newcastle, NE6 9PG. Telephone: 0191-2658621

Website: [www.bykerbridge.org.uk](http://www.bykerbridge.org.uk)

Coppergate provides a safe environment for all homeless people including those with a current alcohol dependency. Consumption of alcoholic beverages is allowed in the communal dining room when meals are not been served.

#### **GATESHEAD HOUSING AND ADDICTION SERVICE**

3<sup>rd</sup> Floor, Portman House, Portland Road, Shieldfield,  
Newcastle-upon-Tyne NE2 1AQ

Telephone: 0191 2299104 / 0191 2612228

This service offers a 6-12 month programme offering advice and support on an individual basis to people whose dependency impacts upon their ability to access, maintain or sustain a tenancy. It can help access advice, education and counselling agencies, help people apply for benefits, and generally support people.

#### **PRAXIS**

Elswick Lodge, 128 Park Close, Newcastle, NE4 6SB

Phone: 0191 273 4558, Fax: 0191 273 2240

Email: [bsharp8008@aol.com](mailto:bsharp8008@aol.com)

Supported housing for people with mental health and drug/alcohol problems. Offers mixed and women only houses.

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## *General Accommodation in Gateshead*

### **Accent North East**

202-206 Linthorpe Road,  
Middlesborough,  
TS1 3QL  
Tel:01642 231414  
Fax: 01642 243105  
[www.accentgroup.org](http://www.accentgroup.org)

### **Aquila Way**

Kings Court, Kingsway,  
Team Valley,  
Gateshead, NE11 0SH  
Tel: 0191 491 5700  
Fax: 0191 491 3334  
[www.aquilaway.org](http://www.aquilaway.org)  
info@aquilaway.org

### **Byker Bridge Housing Association**

St Silas Church  
Building, Clifford Street, Byker,  
Newcastle upon Tyne,  
NE6 1PG  
Tel: 0191 265 8621  
[www.bykerbridge.org.uk](http://www.bykerbridge.org.uk)

### **Cheviot Housing Group**

Beaminster Way East,  
Kingston Park,  
Newcastle upon Tyne,  
NE3 2ER  
Tel: 0191 2383800  
Fax: 0191 2383900

### **English Churches Housing Group**

3 Linden House,  
Sardinia Street,  
Leeds, LS10 1BH  
Tel: 0845 070 7074  
[www.echg.org.uk](http://www.echg.org.uk)

### **Enterprise 5 Housing Association**

Victory House, Balliol  
Business Park,  
Newcastle  
NE12 8EW  
Tel: 0191 292 2000  
[www.enterprise5.co.uk](http://www.enterprise5.co.uk)

### **The Guinness Trust**

West 3, Asama Court,  
Amethyst Road  
Newcastle ,NE4 7Y  
Tel: 0191 273 6233  
Fax: 0191 273 6063

### **Habinteg Housing Association Ltd**

28 Stephenson Court,  
North Shields  
Tel: 0191 2586955  
[www.habinteg.org.uk](http://www.habinteg.org.uk)

**Hanover Housing Association**

Northern Regional  
Office, Thomas Duggan House,  
Manor Lane, Shipley  
West Yorkshire, BD18 3RB  
Tel: 01274 599686

**Home Housing Association**

Mercury House,  
Belmont Business Park,  
Durham, DH1 1TW  
Tel: 0191 332 4930  
[www.homehousing.co.uk](http://www.homehousing.co.uk)

**Johnnie Johnson Housing Trust**

15-16 Telford Court, Morpeth,  
Northumberland, NE61 2DB  
Tel: 0845 604 1027  
[www.jjhousingtrust.co.uk](http://www.jjhousingtrust.co.uk)

**NBHA (North British Housing Association)**

4th Floor, Maybrook  
House, Grainger  
Street, Newcastle, NE1  
5JE  
Tel: 0845 604 4446  
[www.nbh.co.uk](http://www.nbh.co.uk)

**Newcastle & Whitley Housing Trust**

1 Osbourne Terrace,  
Newcastle, NE21 1NE  
Tel: 0191 2390600  
Fax: 0191 2390606  
[www.nwht.org.uk](http://www.nwht.org.uk)  
[info@nwht.org.uk](mailto:info@nwht.org.uk)

**Nomad Housing Group**

Number Five, Gosforth  
Park Avenue,  
Newcastle, NE12 8EG  
Tel: 0191 268 4800  
Fax: 0191 229 7373  
[www.nomadhousing.co.uk](http://www.nomadhousing.co.uk)

**Places for People**

Enquiries, 4  
The Pavilions, Port Way,  
Preston, PR2 2YB  
Tel: 01772 897200

**Railway Housing  
Association**

Banktop House,  
Garbutt Square,  
Neasham Road,  
Darlington, DL1 4DR  
Tel: 01325 482125

**Stonham Housing  
Association**

Meridian House,  
Artist Street, Armley  
Road, Leeds, LS12 2EW  
Tel: 0113 2468660  
Fax: 0113 2468665

**Three Rivers Housing  
Association**

Three Rivers House,  
Abbeywoods  
Business Park, Pity Me,  
Durham, DH1 5TG  
Tel: 0191 386 3974  
[www.threerivershousing.co.uk](http://www.threerivershousing.co.uk)

**Two Castles Housing Assoc.**

154 New Bridge Street,  
Newcastle, NE1 2TE  
0191 2614774  
[www.twocastles.org.uk](http://www.twocastles.org.uk)

**William Sutton Trust**

1 Holywell Close,  
Newcastle, NE4 5BP  
0191 273 2928

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***National Housing Assistance*****CRISIS**

64 Commercial Street, London, E1 6LT  
Telephone: 0870 011 3335  
Website: [www.crisis.org.uk](http://www.crisis.org.uk)

Crisis works year-round across the UK helping solitary homeless people overcome personal problems such as



addictions and mental health issues, fulfil their potential, transform their lives and reintegrate into society.

## **SHELTER**

Ring free on 0808 800 4444.

Website: <http://england.shelter.org.uk>

Shelter has direct contact with over 100,000 individuals and families with housing problems every year. Trained advisers at their housing aid centres, helpline, email advice service and housing support projects give free, confidential, expert advice.

Shelter provides a free national telephone advice line staffed by trained housing advisers. They have helped thousands of people, from finding them a place to sleep to suggesting how to handle mortgage arrears.

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## **Don't Get Mad-Get Organised**

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**A lot has happened to the User movement in general and GMHUF in particular in the five years since the first edition of this directory was produced.**

The Forum now has both a new staff team and some new faces as volunteers. Apart from working on updating the Directory (Which has been a mammoth task for both staff and volunteers), we are now regularly involved in The Autumn Assessment process across the whole of Northumberland, Tyne and Wear, in plain English this means that Forum Volunteers (as members of the Northumberland Tyne and Wear Service User and Carer Network) meet with Users and Carers across the region to find out how local services are meeting their needs and what can be improved, the Forum Volunteers then feedback this information which then dictates the type of questions that are asked by The Strategic Health Authority to the people responsible for delivering local services.

The Forum is also now going to be regularly involved in a yearly 'audit' of some of the Wards at the Tranwell Unit, basically Forum members will interview in-patients to ensure they are properly informed of their rights and given an appropriate level of care during their admission and stay. Forum members were part of this exercise last year and in-patients responded very positively to being interviewed by those who had been in hospital themselves.

Another piece of work we hope to repeat is a Service User 'Benchmarking Exercise'. In October 2004 Forum members interviewed staff from the Mental Health NHS Trust, The Local Primary Care Trust, Gateshead Council and also local voluntary sector Service Providers to measure how involved Service Users were in the day to day running of local services. It is hoped that standards of User Involvement will be adopted by the services concerned and that the exercise will be repeated in the near future to measure progress.

In addition to these big pieces of work, Forum volunteers attend a number of monthly meetings which help decide how services are run in the Gateshead area. We also produce a regular Newsletter to keep Service Users informed of what is happening in the area, we also welcome articles from Service Users giving their opinions. If you would like to be involved in any of these activities or would just like to find out more about The Forum, and then please contact Mish Loraine or Keith Metcalf.

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# A Guide to Mental Health Workers

**There are a surprising number of different kinds of mental health worker. Listed below are descriptions of some of the people you might come across**

## **Advice Worker**

Some advice workers specialise in providing services for people experiencing mental health problems. Their purpose is to assist you to receive the services and benefits you are entitled to. Quite often the forms and procedures for services and benefits are complicated and their job is to independently guide you through the process. They sometimes offer help in finding out about mental health problems and the services that are available. They also normally provide assistance in claiming for welfare benefits, housing and give debt advice.

## **Advocate**

An advocate is someone who represents their own or someone else's interest and speaks out on their behalf. There are many forms of advocacy in mental health:

**Self-Advocacy** is where groups of mental health service users and ex-users act collectively to influence service provision and treatment. Alternatively, they may support someone to act as their own advocate and promote their needs and rights. Examples in the UK include patients councils, user forums or networks such as ... and local self-advocacy projects.

**Citizen Advocacy** is a form of one-to-one advocacy where disadvantaged, disempowered people are paired with ordinary citizens who will support them in obtaining their rights and meeting their need

**Legal Advocacy** in the field of mental health encompasses a broad range of activities ranging from advice to representation. Some activities such as basic advice may be undertaken by non-lawyers with

relevant training e.g. local Mind project workers? Other activities need the skills of fully trained lawyers (solicitors or barristers). Lawyers can act as legal advocates at Mental Health Review Tribunals or Hospital Manager's meetings, which consider whether a detained patient should be released. There are a number of other ways in which a lawyer may be able to help e.g. housing, financial, family and child care legal issues (further information available from your hospital social worker/ward manager or the Law Society).

### **Art, Drama and Music Therapists**

The value of the arts in helping someone work through and recover from a mental health problem is being increasingly recognised in the mental health services. You will often find trained therapists attached to psychiatric hospitals and day centres.

### **Care Manager**

The concept of care management arises from the NHSW and Community Care Act 1990. Care management is targeted at service users and carers whose needs are high priority or complex and are likely to require support from a range of different agencies to enable them to live at home or continue caring. The person who takes on the tasks of care management is the care manager who is accountable to the Social Services department. Their role includes:

1. Designing a care package or plan with relevant agencies
2. Monitoring with you the effectiveness of the
3. Making an assessment of your circumstances
4. Plan and tackling any problems that may arise.

The Care Manager differs from a Care Coordinator (see below) in that they are not involved in direct service delivery nor carry managerial responsibility for services they arrange. Care Managers need not only come from one profession and can come from statutory or voluntary organisations.

### **Care Co-ordinator**

A Care Co-ordinator is a named individual designated as the main contact and support worker for a person who has a need for ongoing care. The Care Co-ordinator does not come from any professional

group but can, for example, be a nurse, social worker or other mental health worker as is thought appropriate for the person's situation. A Care Co-ordinator should not be the same as the Care Manager (see above).

### **Commissioner**

Commissioners are usually from the local Primary Care Trust or Council and choose what mental health services will be provided for the people of Gateshead. They will make available money for a service, select a service provider such as a charity and then monitor it to ensure it is giving a good service.

### **Community Psychiatric Nurses (CPNs)**

CPNs are generally registered mental health nurses with further training, employed by the local NHS Trust or joint NHS-local Council integrated teams, to help people with mental health problems in the community. CPNs work in the community and are often attached to GP surgeries and community mental health teams.

CPNs work with individuals, couples or families and assess needs, plan and implement programmes of care, using a variety of approaches (including counselling, behavioural, cognitive, social, medical and educational techniques). A CPNs role can be very wide and can include:

1. Offering counselling or anxiety management or exploring different coping strategies with people with acute short term acute difficulties
2. Working with people who have had severe mental health problems for many years and require long term support to enable them to establish a rewarding life in the community
3. Administering psychiatrist drugs (e.g. 'depot' injections)
4. CPNs may specialise in many areas including children, elderly people and drug or alcohol problems. Access is usually via your GP or Psychiatrist.

### **Floating Support Workers**

These workers normally provide assistance to help people live independent lives in their own homes. They can offer support in

accessing community services, in running a household and developing social and educational skills

### **General Practitioners (GPs)**

Most of us will first contact our family Doctor (GP) if we have mental health problems. Often the GP will help with the treatment, but sometimes he or she will refer us to someone else, such as a social worker or counsellor (who may be based at the practice) or to a psychiatrist. Up to a third of GPs workload will be concerned with emotional or psychological difficulties. GPs can talk through problems, prescribe medication or make referrals as required.

### **Mental Health Act Commissioner (MHAC)**

The Mental Health Act Commission was set up to protect the rights and interests of patients detained under the Mental Health Act (1983). MHACs can visit and privately interview patients detained in hospitals and mental health nursing homes. They have limited powers to investigate any issues relating to the treatment of detained patients, provided that some power or duty contained in the Mental Health Act is involved. They can also organise second opinions where they are required by the Act.

### **Occupational Therapists (OT's)**

OT's help people to learn or relearn skills and some specialise in working with people with mental health problems. They can help with everyday activities such as planning a return to work, the use of free time and becoming more effective in performing daily tasks.

### **Primary Care Mental Health Workers**

The Primary Care Mental Health Worker provides assessment and mental health help to people 16-65 years who have a range of common mental health problems.

The Workers are aligned to GP practices and the service is normally accessed through GP referral and delivered within the GP practices. The Worker also do group work with the emphasis on management of stress / anxiety as well as depression, i.e. "Stress busters", "Blues busters", and Confidence Building Groups for both men and women. They can also help to facilitate a self help service.



## **Psychiatrists**

Psychiatrists are medical doctors who have undertaken specialised training in the treatment and care of people with mental illness. The psychiatrist may diagnose illness, prescribe medication and other forms of appropriate treatment and decide when to admit people to, and discharge them from, hospital. Some psychiatrists work particularly with children and some with older people. It is possible to see a psychiatrist regularly as an outpatient and this is a good opportunity for you to raise any questions you have about treatment or progress. People are normally referred by their GP.

## **Psychologist**

Clinical psychologists have a degree in psychology and a Masters degree in clinical psychology with a minimum of one year's experience prior to training that enables them to work with adults and children who need help in a variety of situations. Their training centres on the application of scientific principles to the understanding of human experience and action, including thoughts, feeling and behaviour.

Psychologists help children, adolescents, adults and older people in coping with emotional and behavioural problems, difficult life crises and physical and mental disabilities. They use a variety of methods and work in health centres, GP surgeries and hospitals. You would normally be referred through a GP or another health professional.

## **Psychotherapists and Counsellors**

The distinction between psychotherapists and counsellors is not a clear one. Psychotherapists have sometimes had a primary training in one of the above professions and in addition will have received specialist psychotherapy training. They can help people to be more in control of their own lives by exploring emotional difficulties and helping them to understand themselves and their relationships with others. Psychotherapy can be both long and short term, although there is a tendency for more short-term psychotherapy to be available, especially on the NHS. Psychotherapists treat individuals, couples and families. They may have expertise in a particular form of psychotherapy, for example psychodynamic therapy and cognitive behavioural therapy.

Although counsellors may also focus on an individual's means of coping with life, they often specialise in specific problems such as bereavement or loss of employment. Referrals to a psychotherapist or counsellor can be made through your GP or through other professional workers. Many counsellors take self-referrals and work privately. Several GP practices have counsellors attached to the practice and you may be able to have counselling sessions free on the NHS

### **Social Workers**

Social Workers specialising in mental health provide help, advice and information to you and your family about a range of practical and emotional problems. They can refer people to hostels, day centres and other sources of help, such as self-help groups. Social workers are part of community mental health teams and some are **Approved Social Workers** which means they are qualified to assess whether someone needs to be admitted to hospital compulsorily under the Mental Health Act (1983).

To request a general social worker, contact Gateshead Council and ask to talk to the Duty Social Worker. If you are already using mental health services then contact either your community mental health team or if you are in hospital speak to your named nurse.

### **Support, Time and Recovery (STR) Workers**

STR Workers are usually support workers who help service users recover from being unwell through activities in the local community such as education or leisure. They differ from traditional support workers by being more focused on community activity and by arranging to see people at certain times to support these activities.

### **User Development Workers**

These are workers who support service user or a group of service users to express their views about the development and running of the services they receive, whereas Advocates generally support an individual with a personal problem with a service.

# What is Advocacy?

Advocacy helps people to stand up for themselves. Advocacy is very important especially when we feel we are not being listened to or our views are not taken seriously. Advocacy is about having someone on our side, supporting us and helping us find a voice to be heard.

Advocacy helps people to:-

- ➡ Gain and understand information regarding their situation
- ➡ Make choices about possible options
- ➡ Communicate their needs and wishes
- ➡ Have their rights acknowledged and upheld
- ➡ Participate as fully as possible in decisions affecting them
- ➡ Access any services that they are entitled to
- ➡ Use complaint procedures
- ➡ Feel they are not alone. That someone is on their side unconditionally supporting them

What does an advocate do?

- ◆ An advocate is someone who supports another person in communicating their feelings and desires, securing their rights and being as fully involved as possible in decisions that are made about them and their treatment
- ◆ Advocates can be paid or work in a voluntary capacity
- ◆ Advocates supporting people with mental health problems may be ex-users of the psychiatric system themselves
- ◆ An advocate should be able to emphasise, have good listening and communication skills, be supportive and be enable someone to feel safe
- ◆ An advocate does not express a view concerning what they believe to be in the best interests of others
- ◆ An advocate never substitutes their own judgement for the wishes of the person they are assisting
- ◆ An advocate can accompany a user to a meeting and support them in communicating their own needs. At times the user might ask an advocate to speak on their behalf



# Advance Statements for Mental Health..

## *A brief guide*

### ***What is an Advanced Statement?***

An advance statement allows someone to make decisions before they become ill, about their future treatment. These decisions cannot be ignored by a Doctor unless:

1. The advance statement does not apply to the
2. particular situation that arises
3. The advance statement is not clear, or
4. The Mental Health Act is used to override a person's intentions regarding treatment.
5. Being diagnosed as 'mentally ill' or being 'sectioned' does not make someone legally unable ('incompetent') to decide about treatment or to make an advance directive. However the application of the Mental Health Act 1983 (the 'Act') usually means that an advance statement could be overridden in relation to treatment for 'mental disorder'.

### ***How to make an Advance Statement***

#### **1. Written Instructions**

An advance statement does not have to be in writing but a written statement is likely to be better as it would avoid any doubt about what you said. It should include your name, address, the date it was drafted and your signature. It is a good idea to review your advance statement regularly and you should note on your advance statement the date you reviewed your instructions to show they are up to date.

#### **2. Clear Instructions**

It needs to be carefully drafted so that its terms are clear. It does not need to use specific words but it must be obvious to a reader what you

are refusing or consenting to, and in what circumstances (e.g. I do not wish to be treated with ECT in any circumstances).

### **3. Your Understanding**

It is wise to set out in the advance statement why you have come to the conclusion you have, and thereby showing that you have the 'necessary degree of competence' and have not based your decision on the wrong information. In writing your statement it can be important to show your understanding in three different ways:-

- (1) What you understand about the treatment you are consenting to or refusing (e.g. sometimes I hear voices and in the past I have been given Haloperidol to stop me hearing them).
- (2) Your belief about why that particular treatment has been given to you or might be given to you (e.g. Doctors have treated me with Haloperidol in the past to stop the voices because this works with voices heard by other people).
- (3) Your reasons for making your treatment decision (e.g. I have been treated with Haloperidol and I have suffered the following side effects, listing the side effects. I do not wish to be treated with Haloperidol because I prefer to hear my voices than suffer these disturbing side effects).

### **4. Making your advance statement cover all circumstances**

An advance statement must cover the particular circumstances that arise. Therefore you need to think about all the things that might affect your decision in the future. For example if a revolutionary new anti-psychotic drug is discovered between the time you make your advance statement and become unable to make treatment decisions, would you wish a refusal of treatment to apply? If you say nothing about what you would want to happen in such circumstances your advance statement could be taken to mean you did not intend it to apply to the circumstances that have arisen (i.e. to the new drug) You may wish to discuss these circumstances with your key worker or doctor.

## 5. Putting your advance statement on the record

It is important that your advance statement is entered into your medical and nursing notes so that in a mental health emergency it is found and acted on.

## 6. Witnesses

It is advisable to have an advance statement signed by someone who will be able to say you were competent at the time you made it. Having a doctor from your treatment team witness your competence to make an advance statement would avoid the possible argument that you have based your treatment decision on incorrect information or that you were not competent to make an advance statement.

Having an advocate with you when you discuss your advance statement with your treatment team can be a good idea. There can often be a power imbalance between paid professionals and service users and an advocate can help you address this. Your advocate should then also witness your statement, stating that you signed the directive voluntarily, understanding its terms and effects.

### The 'Competence Test'

To make an advance statement you need to be 'competent' or 'have the necessary capacity' and this depends on a three stage legal test. You need to be capable of:

- (1) Understanding and remembering essential information about treatment;  
This means understanding in broad terms what is involved in making the decisions included in your advance statement and the effects of making them, e.g. an understanding of the diagnosis and treatment previously prescribed by your doctor for your mental health problem and the fact that the advance statement would bind your doctor, unless the Mental Health Act was used.
- (2) Believing the essential information about treatment;

This means believing your doctor is motivated by his or her medical knowledge, rather than, for example because the doctor is possessed by the devil and that the information about treatment is relevant to your condition.

- (3) Weighing it in the balance to arrive at your choice;  
This means that you are able to choose and you are not compelled because of, for example, inner compulsions to make only one decision, e.g. not to eat because you think you are evil and do not deserve to live.

### **Do you need help to make an advance statement?**

You may wish to contact a lawyer about making an advance statement. Gateshead Law Centre has the names of lawyers who may be able to help. Free legal advice may be available, depending on your financial circumstances.

### **Content of Advance Statements**

Advance statements may express preferences between treatment options or may list an individual's values as a basis for others to reach appropriate decisions-for example, where clinicians are acting in the best interests of the patient as the patient no longer has the necessary mental capacity to make a choice. They may cover a range of matters including general views and specific points.

A patient can not use an advance statement to authorise unlawful procedures or insist upon inappropriate or futile treatment.

### **Advance Directives and Mental Health**

Advance statements are based on the common law not legislation. Therefore where there is any conflict with existing statute law, advance statements are over-ruled by any such existing law. Accordingly, the terms of the Mental Health Act should take precedence and prevail over advance statements when it comes to treatment for mental disorder (as opposed to treatment for physical disorder).

Although an adult patient with the necessary mental capacity (even one who is compulsorily detained under the Mental Health Act) can



make a legally binding advance statement; this should not apply to treatment under the mental health legislation. Section 63 of the Act in particular enables the RMO to treat a patient for his or her mental disorder without the patient's consent. The fact that there is an advance statement relating to the patient's preferences with regard to psychiatric treatment is irrelevant to the authority given to treat given by section 63.

### **Guidelines for people wishing to make an advance statement**

- 1           Ensure your writing is clear and be clear about your wishes to avoid misinterpretation
- 2           You must be 18 years old or older to make your advance statement.
- 3           The directive is for use in cases of psychiatric illness only
- 4           You must have part 2 completed by your Consultant when you are well and have the capacity to understand
- 5           You must ensure that the document is signed in all the relevant places and witnessed by independent witnesses where applicable
- 6           You do not have to tell anyone about this statement that you do not wish to.
- 7           Please discuss your advance statement with your care co-ordinator, your family and your carer.
- 8           Part 1 of the statement is where you record your wishes for future treatment. You may state those treatments that you are unhappy with e.g. certain drugs, ECT or certain therapies or the manner in which your treatment is given to you, e.g. with respect for your e or dietary needs
- 9           In order for your advance statement to be activated, people have to know it exists and where it is lodged. The forum advises that as well as having your own copy, copies are held by your GP, psychiatrist and care co-ordinator. You may also want friends, family or your carer to keep a copy



## *A-Z Index of Major Services In Gateshead*

24/7 Alcohol & Drug Team	119
Addiction Services	118
Addiction Services- Further Contacts	128
Adult Survivors of Childhood Abuse	211
Advice, Advocacy, User Development and Welfare Rights Services	152
Advice, Advocacy, User Development and Welfare rights Services – Further Contacts	166
Advocacy in Gateshead	153
Age Concern	227
Agoraphobia Support	137
Alternative Therapists	358
Alzheimer’s Society	65, 228
Approved Social Worker Service	22
Aquila Way Housing	66
Aquila Way Naomi Project	212
Aquilaway - St James Project	101
Assertive Outreach Team	23
BCTV	297
Belle vue	102, 213
Bereavement Services	274
Bereavement Services- Further Contacts	276
Black and Minority Ethnic Communities Services	244
Black and Minority Ethnic Communities Services – Further Contacts	248
Blaydon Day Centre	85
Blissful	137
Body Positive	281
Byker Bridge Gateshead Floating Support	189
Byker Bridge Hostel Accommodation (Byker Bridge House and Coppergate House)	103
Byker Bridge Supported Housing in Gateshead: (112	

Durham Road, 143 Durham Road, and 165 Durham Road)	104
Carers Counselling Service	177
Carers Services	176
Carlisle House Day Centre	86
Child and Family Psychiatry Unit	39
Citizens Advice Bureau	67, 154
Citizens Advice Bureau Mental Health Service	155
Coalway Lane	105
Community Bridge Building Service	87
Community Mental Health Nursing Services for Older People	36, 229
Community Mental Health Team Central	24
Community Mental Health Team South & East	25
Community Mental Health Team West	26
Community Services for Adults	22
Connect Café	68,89,297
Connexions Tyne and Wear	298
Contraception and Sexual Health Service	190
Coppergate House	120
Criminal Justice Liaison and Diversion	52
Crisis Resolution and Home Treatment Service	44
Crossroads	69
Cruse Bereavement Care Tyneside	275
Day Opportunities-Services for people recovering from Mental Health Problems	84
Dementia Care Partnership	70, 231
Disability Gateshead	282
DISC – Developing Initiatives Supporting Communities	121,299
Don't Get Mad, Get Organised	376
Dryden Road Self Support Group	178
Dual Diagnosis Service	27, 122
Early Intervention in Psychosis	28
Eating Disorder Unit	53
Education, training, employment and volunteering opportunities	296
Elizabeth House	191
Ellison Day Unit	233
Elmwood Rehabilitation Unit	106

Emotional Well Being Team	40
Enterprise 5	73, 107
Families, children and young people Services	188
Family Link (Children North East)	192
FOCUS (Drug and Alcohol Service User Group)	138
Forensic Personality Disorder	53
G.P's in Gateshead	58
GAIN	156
Gateshead Asylum Support Service	245
Gateshead Borough Youth and Community Service	193
Gateshead Carers Association	74, 180
Gateshead Crossroads	178
Gateshead Economic Development Service	300
Gateshead Housing and Addictions Scheme (GHAS)	108, 123
Gateshead Jewish Family Service	194, 247
Gateshead Law Centre	157
Gateshead Mental Health User Forum	75, 139
Gateshead Move-On Service for Refugees	246
Gateshead NECA	124
Gateshead Out of Hours Service	90
Gateshead Victim support	158
Gateshead Voluntary Organisations Council (GVOC)	300
Gateshead Welfare Rights Service	159
Gateshead Young Women's Outreach Project	195, 301
Guide to Mental Health Workers	388
Hardman Care Centre	234
Health Information and Advice	346
House and Coppergate House)	103
Housing	366
Information on Your Rights As A Service User	376
Job Seeker Direct	302
Keegan Court	109
Launchpad	140
Learn Direct Advice	303
Lesbian, gay, bisexual and Transgender services	262
Lesbian, gay, bisexual and transgender services - Further Contacts	266
Linden Training	303
Manic Depressive Awareness North East	141

Manic Depressive Fellowship	142
Men's Services	224
Mental Health Concern Supported Housing	110
Mental Health Concern	76
Mental health Forum	165
Mental Health Matters Helpline	77, 91
Mentally Disordered Offenders' Specialist Worker	54
MESMAC	264
Mind in Gateshead	78, 92
Mind in Gateshead	92
More Practical and Emotional Support	328
More Services for Carers	182
More Services for families, children and young people	202
More services for older people	238
More services for women	220
More User Led Services	146
More volunteering opportunities	310
National Mental Health Helplines and Websites	330
Newcastle and Gateshead Art Service	93
Newcastle Steps Project	79,94,304
Northern Initiative on Women and Eating	80, 214
Northern Lights Art and Craft Group	95
Occupational Therapy Service	45
OCD Support Group Tyne & Wear/Northumberland	143
Older people Services	226
Older Person's Teams (Including the 3 area mental health teams for older people)	38, 235
Other disabilities Services	280
Other disability services – Further Contacts	284
Parents Enquiry North East	196
Parkside Lodge	111
Pathways (MHM)	81
Pathways Advice Service	160
Pathways Advocacy Service	161
Pathways User Development Service	162
Patient Advice and Liaison Service	164
Patient, Public Involvement (Tweed, Tyne and Wear)	
Mental Health Forum	165
Phoenix House	126

Physiotherapy Service	46
Primary Care Mental Health Team	30
Psychiatry Department	47
Psychological Therapy Services	31
Psychologists and Therapists	354
REACH	215
Regional and Other Services	52
Regional Department of Psychotherapy	56
Relate Northumberland and Tyneside	197
Religious/Spiritual Organisations	362
Residential and Supported Housing	100
Richmond Terrace	112
Safer Families Gateshead	198, 216
Saltwell Unit	236
Self-Harm Team	48
Service Users Perspective	12
Services for People with Disabilities	32
Shaw Trust Employment	305
Silver Linings	144
Social Work Emergency Duty Team	34
Springwell Unit	237
St. Bede's House	113
STAG	263
Statutory Mental Health Services	20
Statutory Services for Children and Young People	39
Statutory Services for Older People	36
Streetwise Young People's Project	127, 199
Survivors Project (Richmond Fellowship)	114, 217
Swalwell Rehabilitation Unit	115
The Work Station	308
Therapeutic Interventions Service	35
Time to Talk	96
Tom Carpenter Centre	97
Tranwell based Services	44
Tranwell Unit – Acute Wards	49
Tranwell Unit – Eighton Ward	51
Tyneside Cyrenians	116
Tyneside Rape Crisis Centre	218
Tyneside Women's Health Project	82, 219

University of Northumbria Access Guidance Centre	306
University of Northumbria Student Shadowing Scheme	306
User Run and Self Help Services	136
Vale Mill Trust	307
Voluntary Sector Mental Health Services	64
Wallsend Self Help Group	98, 145
Women's Services	219
What are Advance Statements?	386
What is Advocacy?	384
When you are in Crisis	14
Young Carers Initiative (Crossroads)	200
Young Parents Group	201
Young People's Mental Health Service	41
Young People's Unit	43