

Directory of Mental Health Services in Cardiff & Vale of Glamorgan

July 2007



**Cardiff & The Vale
Mental Health
Development Project**

Acknowledgements

To the best of our knowledge, the information contained in this Directory is correct at the time of publication. This information has been supplied to us by the agencies contained within the Directory.

Thank you to everyone who has helped to make this Directory a reality.

Cardiff & Vale Mental Health Development Project

Unit 11
Williams Court
Trade Street
Cardiff CF10 5DQ

☎029 2022 2000
Fax: 029 2023 8258

Email: mail@cvmhdp.org.uk
www.cvmhdp.org.uk

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Foreword

I was delighted to be asked to the launch of the 2003 Cardiff & Vale Mental Health Services Directory. I am even more pleased to have been asked to provide a foreword to an updated 2007 edition.

The four underpinning principles of the Welsh Mental Health Strategy; Equity, Empowerment, Efficiency and Effectiveness are all addressed through the development of directories such as this one. However, it is the principle of empowerment that is most significantly addressed. Knowing what services are available and how to access them empowers service users to seek these services themselves or to request referral to them by the professionals overseeing their care.

Standard Two of the Mental Health National Service Framework 'Service User and Carer Empowerment' similarly raises the importance of information with key action five requiring the production of service directories.

The agencies and service user groups involved in the production of this directory can be proud of their achievement. The directory will be enormously helpful for service users, carers and professionals in both its paper format and as a web based resource.

Phillip Chick
*Director of Mental Health
Welsh Assembly Government.*

February 2007



Introduction

This Directory has been compiled by Cardiff & Vale Mental Health Development Project & funded and supported by Cardiff Local Health Board. Support has also been forthcoming from a number of agencies, including Cardiff & Vale NHS Trust, Bro Morgannwg NHS Trust, Vale of Glamorgan Council, Cardiff Council, Vale Local Health Board, and voluntary sector, service user and carer groups.

The Directory includes statutory and voluntary sector mental health services available in Cardiff & the Vale of Glamorgan. Despite our best efforts we are aware that the contents are not exhaustive. However, the Directory is published on the Mental Health Development Project website, and we welcome all additions, amendments and updates.

Comments on all aspects of this Directory are very welcome, and can be addressed to:

Cardiff & Vale Mental Health Development Project

Unit 11, Williams Court
Trade Street
Cardiff CF10 5DQ

 **029 2022 2000**

Fax: 029 2023 8258

Email: mail@cvmhdp.org.uk
www.cvmhdp.org.uk



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1. Legal Matters

- **Mental Health Act 1983**
- **The Mental Capacity Act 2005**
- **The National Health Service and Community Care Act 1990**
- **The Carers (Recognition and Services) Act 1995**
- **The Carers and Disabled Children Act 2000**
- **Carers [Equal Opportunities] Act 2004**



Mental Health Act 1983

A brief summary

The principal legislation which governs the formal detention and care of “mentally disordered” people in hospital in England and Wales, is the Mental Health Act 1983. The reform of the 1959 Mental Health Act followed considerable public and parliamentary debate, where the emphasis of discussion was clearly on the civil rights of the “mentally disordered”, an issue which was successfully brought to the fore by MIND and similar organisations. As a result, the three basic principles of the ‘83 Act are:

1. People’s rights should be safeguarded when being admitted to, or treated in, a psychiatric hospital.
2. Treatment, both in hospital and outside, should be informal wherever possible - and given in the least restrictive conditions possible.
3. The main emphasis of care should be shifted from institutions to care in the community.

The Language used in the Mental Health Act

The term “Mental Disorder” specifies 4 specific categories:

Mental Illness [the act does not define “Mental Illness” this being a matter for clinical judgement]; Mental Impairment; Severe Mental Impairment; Psychopathic Disorder.

An “Approved Social Worker” is an officer of a local authority with relevant competence for the purposes of the Mental Health Act.

A “responsible medical officer” is the doctor, usually a consultant psychiatrist, who is in charge of the care and treatment of a person detained under the Act.

Admission to Hospital

It is the intention of the Act that, wherever possible, people are admitted to hospital “informally”, i.e. without using the formal powers of the Act [Section 131]. In the event of a person being unwilling to go

into hospital it may be possible to compulsorily detain them for assessment and/or treatment in the interests of their own health or safety, or with a view to the protection of others.

The grounds for compulsory admission, assessment or treatment are that the person is suffering from a “mental disorder” of a nature or degree that warrants his/her detention in hospital for assessment and/or treatment and that such admission is necessary in the interests of the health and safety of the person and/or the protection of other people.

The Approved Social Worker has responsibility for co-ordinating the process of mental health act assessment and must be satisfied that compulsory detention is the most appropriate way of providing care and medical treatment. In reaching this decision they will interview the patient in a ‘suitable manner’, which should take into account language and cultural needs of the individual, consider the social circumstances of the case, take account of any previous psychiatric history and consider alternative resources to detention in hospital. The application by the Approved Social Worker must be supported by two medical recommendations.

The role of the Approved Social Worker is crucial to the person’s well being but often very difficult to carry out. Social workers may often find themselves having to arrange the compulsory admission of a person to hospital because there is no adequate alternative care resource in the area.

The patient in hospital

In principle the informal psychiatric patient is in a similar legal position to the patient in a general hospital. However, in an emergency, if it becomes necessary to undertake a mental health act assessment on an informal inpatient the Act allows for a doctor to hold the patient for a period of up to 72 hours to give time for completion of Section 2 or 3. It is also possible for a nurse of the “prescribed class” to hold a patient for period of up to 6 hours to enable a patient to be examined by a doctor.



It is the responsibility of the Hospital Managers to make sure that a detained patient receives information about the powers of detention, their right of appeal to the Hospital Managers, and to the Mental Health Review Tribunal, and their right to refuse certain types of treatment.

Consent to treatment

For patients detained under the Mental Health Act 1983, Part IV of the Act goes to some lengths to ensure that patients comprehend the nature of planned treatment programmes. Drug treatment for mental disorder may be given to a patient with or without the patient's consent during the first three months of detention in hospital. This does not apply to medical treatment for physical illness to which common law applies. At the end of that period the patient's consent or a second opinion will be required to continue with further administration of treatment. A patient's consent or a second opinion is required at any time for ECT [Electro Convulsive Therapy]. These safeguards can be set aside where the need for treatment is urgent.

Mental Health Review Tribunals

The Mental Health Review Tribunal is a statutory independent organisation responsible for hearing patient appeals against detention.

Tribunal panel members consist of a legal member, a medical member, and a lay member. All have experience considered suitable by the Lord Chancellor.

Patients detained under Section 2, 3 and 7 [Guardianship] have right of appeal to a Tribunal as do patients detained under hospital orders. Appeals against compulsory detention can be made by the patient or their nearest relative. Information on how this can be done may be obtained from the Hospital Managers, or from staff on the hospital ward where the patient is detained.

All detained patients who appeal to the Tribunal are entitled to free legal representation

by qualifying for Legal Aid. The Law Society issues a list of solicitors and their employees who have contracts to represent patients before a Tribunal. These solicitors and their employees are suitably competent to represent patients at a mental health review tribunal.

Discharge from Hospital

Informal patients may discharge themselves at any time. Patients detained under compulsory orders may be discharged when their 'Section' expires, or prior to this at the discretion of the responsible medical officer. The patient's nearest relative may apply to discharge a detained patient by giving 72 hours notice in writing to the Hospital Managers. This notice can be overruled by the responsible Medical Officer, if, in their opinion the patient, if discharged, would be likely to act in a manner dangerous to themselves or others.

After Care [s.117]

It is the joint responsibility of both the Health Authority and the Local Authority to provide aftercare for discharged patients previously detained under a treatment [not assessment] order. The form and extent of this aftercare is not defined by the legislation, but should be based on the patients needs. The patient and/or their family cannot be charged for aftercare given under section 117. Aftercare should continue to be provided for as long as the patient needs it and can only end with the joint agreement of both the Health and the Local Authority.

Though not a legal requirement, where some care input from a voluntary organisation [e.g. voluntary housing agency] is an element of the S117 discharge plan, that organisation should be included in discussions of an individual's aftercare needs.

Guardianship

The purpose of guardianship is to enable patients to receive community care within an authoritative framework. That framework should provide a minimum of constraint to allow the patient to achieve as independent a



life as possible within the community, and lessen the risk of hospital re-admission. As such, with the exception of the power to retake a patient, the powers of the guardian are not capable of enforcement but rely on the co-operation of the patient and can be seen as an effective community resource and form of aftercare.

Guardianship can be applied to persons over sixteen years old and suffering from mental disorder as defined in the Act, and where it is necessary in the interests of the welfare of the person and for the protection of others.

The guardian can be a local authority or a nominated private person. Application is made by the nearest relative or an Approved Social Worker with the support of two medical recommendations. The guardian has the power to require the person subject to the order to reside at a specified place, to attend specific places at specific times for the purpose of medical treatment, occupation, education or training, and to give access to the place where that person resides to any medical practitioner, approved social worker or other person specified by the guardian.

Mental Health Act Commission **[s.120-121]**

The Commission is independent of the Hospital. It is a special Health Authority that carries out functions on behalf of the Secretary of State and the National Assembly for Wales. The Commission performs functions of a public nature and is therefore a "public authority" for the purposes of the Human Rights Act 1998. The members of the Commission [known as Commissioners] are drawn from doctors, lawyers, nurses, social workers, psychologists and other specialists as well as interested lay persons. The Mental Health Act Commission reviews the operation of the Act and the way it's powers of detention and consent to treatment provisions are exercised, and also ensures the rights of detained patients are being upheld. The Commissioners visit all hospitals and units where patients are detained under the Act. They can interview patients,

examine legal documentation, investigate complaints and monitor deaths of detained patients. Perhaps most importantly they prepare a report every two years which is laid before Parliament.

The Commission issues practice notes on special issues related to the Act. It has produced the Mental Health Act 1983 Code of Practice, a copy of which should be made regularly available on all hospital wards.

Power of Attorney

Many patients, particularly people who are elderly mentally infirm, will have granted a power of attorney to a relative or friend to enable them to deal with their property and money. A 'power of attorney' is a form of legal document which appoints the person given the power as an agent on behalf of the person who gives the power. The difficulty with a power of attorney is that, immediately the person who gives the power has severe mental health problems to the point where they are no longer capable of dealing with their own legal and financial affairs, the power of attorney lapses in law, and anyone continuing to act under such a power may be themselves at risk in law. It is also liable to exploitation, particularly where the relative or friend of an elderly person has an interest in the property they are administering.

Enduring Power of Attorney

Enduring Power of Attorney is a legal method of enabling someone else known as an Attorney to manage a person's affairs, usually when that person has become incapable or has found the management of their affairs too difficult. It was introduced to provide for people who later became incapable through mental disorder and can remain in force while that individual is incapable, provided it has been registered with the Public Trust Office. It was designed to be a cheaper and less restrictive form of managing someone's affairs than the Court of Protection. It is drawn up on a standard form available from the stationer's office and it is recommended that this should be done by a solicitor. It must be completed on behalf



of the donor of the power and the signature of the donor must be witnessed. The Attorney must also sign to confirm that they understand the power to act on behalf of the donor and that they will register as and when the person becomes incapable.

Court of Protection

The Court of Protection is an office of the Supreme Court in England and Wales that is required to manage the property and affairs of mentally disordered people. The Court can only deal with financial, legal, business and property transactions. It has no power over any form of medical treatment, nor can it dictate about a person's social circumstances. Communicating with the Court is almost always by correspondence or telephone. Applications are made by solicitors, local authorities, social service departments and relatives. The application form must be accompanied by a completed certificate of the patient's property and the medical certificate together with the appropriate fee.

Advice is available from their personal application branch at:

**Guardianship Office
Protection Division
Stewart House
24 Kingsway
London WC2B 6HD**

☎ **020 7664 7000**

[see also Enduring Power of Attorney]

'Receivership' is just another name for action under the Court of Protection.

Appointeeship

In cases where it is not possible to use the Court of Protection because less money is involved, but the person is incapable of managing their affairs, and no preparation has been made in advance, an appointeeship can be established. The appointee is usually a social worker or other professional person who has been officially appointed. It may also be a relative. The person's benefit book will

have the appointee's name printed on it. It is a practical method to ensure management of a person's affairs, but is done infrequently because of the rules and regulations around professionals taking it up. Appointeeship is a statutory procedure governed by the Social Security [Claims and payments] regulations 1987.

Mental Capacity Act 2005

The Mental Capacity Act 2005 provides for the first time, a statutory framework for assessing whether a person has capacity to make decisions and defines how others can make decisions on behalf of someone who lacks capacity. It will be implemented in England and Wales in April 2007.

It is accompanied by a code of practice. It is intended to help and support people who have difficulty in making decisions themselves, or who want to plan ahead in case they are unable to make decisions in the future.

The Act will directly affect those who have reduced capacity to make decisions. These will include people with dementia, severe learning disabilities, severe brain injuries, mental health problems, autism and other conditions.

The Act relates to any decision involving people who have reduced capacity. These decisions can be financial or related to care and treatment and are not restricted to any one environment. The Act will be operational in a person's home, in hospitals (both medical and mental health), in care homes, in supported housing, in General Practitioners' surgeries and dental practices.

In summary the Act:

- Provides a definition of lack of capacity
- Amends common law test for capacity
- Requires consultation with representatives
- Gives advance decisions statutory status
- Allows substitute decision making in healthcare and welfare situations
- Regulates research



All staff that work with people that have reduced capacity will be directly affected by the Act. In addition, relatives, carers, advocates and people who work for voluntary services will be affected by, and required to use the Act if they are involved with people who have reduced capacity.

From April 2007 the Act will supercede all existing guidance on capacity. Its authority as statute means that any codes of practice or guidance or policies that do not follow its requirements will be invalid.

Any service or person working with someone who lacks capacity will have to follow the Act. A lack of knowledge of the Act will not be accepted as a valid defence in law.

National Health Service and Community Care Act 1990

Under the 1990 National Health Service and Community Care Act any adult aged 18 or over who is eligible for and requires services from the Local Authority has the right to a full assessment of their needs, and the services provided should be individually tailored to meet those assessed needs.

The two main stipulations are:

- Everyone who requires services has the right to a full assessment of their needs and to be fully involved in that assessment
- Everyone assessed who is eligible has the right to expect that the services they receive are tailored to meet their needs where reasonably practicable.

An assessment can be initiated by either a change in need, a change in circumstances or upon a request from an individual and/or their carer/advocate for an assessment. This assessment is organised by the Local Authority who must arrange for a named Case Manager to be responsible for the assessment and care planning.

The individual has a right to participate in the full assessment of their needs. Others who may contribute could include the individual's advocate or carer.

A person may be charged for any services provided following a financial assessment, although many people will be exempt from charges depending on their legal status [especially under the Mental Health Act 1983] or their level of income. All plans should be reviewed at least once a year.

The Carers (Recognition & Services) Act 1995

The Carers (Recognition & Services) Act 1995, which came into effect on 1st April 1996 was the first piece of legislation to recognise fully the crucial role played by carers. The Act contains two main elements for carers:

- A carer's right to ask for an assessment of their ability to care
- Local authorities' duty to take into account the results of this assessment when looking at what support to provide to the person cared for (the service user)

The Act covers three groups of carers:

- Adults (people aged 18 or over) who care for other adults
- Adults who care for ill or disabled children (under the age of 18)
- Young carers under the age of 18 who care for a relative

To be eligible for an assessment carers must be:

- Providing, or intending to provide, a substantial amount of care on a regular basis.

Under this Act an assessment is available on request when a local authority carries out an assessment of the person cared for in respect of services under:

- The NHS & Community Care Act 1990
- The Children Act 1989
- The Chronically Sick & Disabled Persons Act 1970



The Carers & Disabled Children Act 2000

The Carers & Disabled Children Act 2000 which was implemented in Wales in August 2001, aims to build upon the Carers Act of 1995 and to give local authorities new and important powers to provide services directly to carers. This legislation is intended to enable local authorities to develop new services to support carers. It will offer help to carers who need practical support to continue caring by making it easier for carers and disabled people to get services that will enable both to have a better quality of life.

What the new legislation will do for Carers:

- Give carers, over the age of 16, the right to an assessment of their own needs, even when the cared for person does not want to be assessed.
- For the first time, local authorities will be able to provide carers with services in their own right. Services to carers are not defined as such. Local authorities may provide any services which, in their view, will support the carer in their caring role and help them to maintain their own health and well being. These services are however subject to charging arrangements.
- Local authorities will be able to provide vouchers and direct payments to carers and disabled people, so that they will have more freedom to choose the types of services they require.
- Young disabled people aged 16 & 17 will be able to receive direct payments to purchase their own support services to meet their assessed needs under the Children Act 1989. This is intended to bring about improvements in the quality of life of people who would like to manage their own support.

The assessment

A carer's assessment under The Carers and Disabled Children Act 2000 is carried out at the request of the carer in order:

- To determine whether the carer is eligible for support
- To determine the support needs of the carer (i.e. what will help the carer in their caring role and help them to maintain their own health and well being)
- To see if those needs can be met by social or other services

Outcomes for the carer could be delivered in a number of ways:

- Advice, information or social work as part of the care management process
- A modification of the package for the cared for person that provides the carer with additional breaks etc., through the delivery of additional or more convenient community care services to the cared for person
- The provision of "Carers' Services" through the Act
- Sign-posting to community services that the carer can access directly and that are free of charge (such as carers' centres and support groups etc.)

Under the Act, carers have a right to ask for an assessment. Good practice advocates that local authorities should have a policy of offering carers an initial assessment in circumstances where the carer is providing support to a community care service-user.

Carers (Equal Opportunities) Act 2004

What will the Act achieve?

The Act will give carers more choice and opportunities to lead a more fulfilling life, by ensuring that they receive information about their rights to assessment, and to training and work opportunities. It should achieve three main things:



- Ensure that work, life-long learning and leisure are considered when a carer is assessed.
- Give local authorities new powers to enlist the help of housing, health, education and other local authorities in providing support to carers.
- Ensure that carers are informed of their rights.

Importantly the Act stresses that the services in question could be provided either to the carer or to the disabled person. This would be important where, for example, leisure services work to support the disabled person, whilst the carer does other things, or joins them in the leisure activity.

Work, training, education and leisure

The Act amends both the Carers (Recognition and Services) Act 1995 and the Carers and Disabled Children Act 2000 by ensuring that carers' assessments must include consideration of whether carers work, wish to work, and are undertaking or wish to undertake, education, training or any leisure activity.

Duty to inform

The Act states that the local authority must inform the carer, including a person with parental responsibility for a disabled child

- That he or she may be entitled to a carer's assessment
- The assessment must take into consideration the carer's wish, or need to work, have a break or enter training or life-long learning opportunities, whilst caring
- Other parts of the local authority should ensure that they work with social services, if social services ask for their assistance, to deliver the aims set out by the Act.

Children with caring responsibilities

The Act also includes children under the age of 16 with caring responsibilities. Informing children of their right to an assessment must be undertaken in the context of family assessments and undertaken in an appropriate manner.

Co-operation between authorities

A local authority can request any local education authority, housing authority, or health authority to assist in the planning of carers' services.



2. Statutory Services

- 2.1 **Adult Mental Health General Services**
- 2.2 **Adult Mental Health: Specialist Services**
- 2.3 **Mental Health Services for Older People**
- 2.4 **Child & Adolescent Mental Health Services**
- 2.5 **South Wales Police – Mental Health Unit**





2.1 Adult Mental Health: General Services

- **City and County of Cardiff Council**
Adult Mental Health Services, Emergency Duty Services, Forensic Services, Day Services, Community Alcohol and Drug Team, City Centre Team, D.A.R.T., Tenant Support Team
- **Vale of Glamorgan Council**
Adult Mental Health Services, Support Social Workers, Mentally Disordered Offenders Service, Dual Diagnosis Services, G.P. Liaison Services, Appropriate Adult Scheme, Emergency Duty Services
- **Cardiff and Vale NHS Trust [Cardiff & Eastern Vale of Glamorgan]**
Community Mental Health Teams, General Practitioners, Crisis Resolution and Home Treatment Teams, Crisis House, Crisis Recovery Unit, Inpatient Services, Day Services, Rehabilitation Services, Mental Health Occupational Therapy Service, Vale Carers Support Group
- **Bro Morgannwg NHS Trust (Western Vale of Glamorgan)**
Community Mental Health Team, Crisis Resolution and Home Treatment Team, Out of Hours Services, Inpatient Services, Rehabilitation Services, Outpatient Services, General Practitioners



2.1 Adult Mental Health General Services City and County of Cardiff Council

Adult Services Overview

Organisation

The Families and Communities Service exists to fulfil the Local Authority's responsibilities to assist and support vulnerable adults living in Cardiff. These responsibilities and types of assistance are wide ranging. They arise from various pieces of welfare legislation introduced over the last fifty years. Whilst this legislation permits considerable discretion as to the precise nature of the assistance provided, there is an over-arching duty on the local authority to assist those vulnerable members of the Cardiff population to live safely, with dignity, and with the right to retain control over their own lives. Any social service intervention against the expressed wishes of those individuals will be exceptional and only taken if those individuals present a serious risk to themselves or others.

General Enquiries:

**City and County of Cardiff, Adult Services,
County Hall, Atlantic Wharf, Cardiff, CF10
4UW**

☎029 2087 2000

Adult Mental Health Services

Social work staff are an integral part of the Community Mental Health Teams [CMHTs], which are led by Cardiff and the Vale NHS Trust. They provide social work support, assessments by an Approved Social Worker [ASW], under the Mental Health Act 1983, and assessments under the NHS and Community Care Act 1990 and other legislation, ie Carers Recognition and Services Act. The staff are based in the 5 sector CMHTs and provide a visiting service to the Sealock Centre.

Referrals

Referrals can be made through the CMHT serving your area.

Emergency Duty Services

This is an out of hours service, inclusive of Approved Social Workers.

Contact

☎029 2039 6873

Forensic Services

Social Workers are an integral part of the Community Forensic Team led by the Cardiff and Vale NHS Trust, and are based in Whitchurch Hospital [see page 45]

Day Services Centres

Meteor Street Day Services

42 Meteor Street
Adamsdown
Cardiff Cf24 0HX
029 20489333

Ty Canna Day Services

40 Market Road
Canton
Cardiff CF5 1RZ
029 20641530

Both day services aim to provide a range of flexible services focused on our service users daytime and evening needs. We can provide these services at either of the above centres, in the community (using local resources) or in our service users own home.

We provide the relevant information and support to enable our service users to make informed choices in order to reach their full potential. Additionally, our centres are used as a resource for providing information on mental health issues.

Voluntary groups also use our centres as venues for mental health focused self-help groups.

We actively encourage our service users to get involved in planning and developing our services.



Outreach Service

The outreach service is provided by both services. The aim is to help our service users develop their 'life skills' for example, increasing confidence in social situations - using public transport, participating in leisure activities, increasing independent living skills- shopping/meal planning/budgeting or developing educational, training or work skills.

Drop In

A friendly, supportive drop-in is provided at both centres:

Sunday to Friday (including some evenings) at Ty Canna Day Services and Monday to Friday at Meteor St. Day Services.

Social activities are also arranged from each service, which may include day trips; use of local leisure centres; theatre visits; meals out etc.

Referrals:

To gain access to any part of our Day Services requires a 'Unified Assessment' to be completed by a member of a Community Mental Health Team and approval given by the L.A. Service Manager for Mental Health.

Community Alcohol & Drug Team [C.A.D.T.]

Services

The Community Alcohol and Drug Team is managed by the City and County of Cardiff. They offer services to anyone who is experiencing difficulties as a result of alcohol or drug use. The following services are available:

- Individual, marital and family counselling
- Telephone counselling
- Information on local agencies
- Consultation for professionals and public
- Community Care Assessment and Care Management Social Work Service
- Strengthening families programme for parents/carers and their youth aged 10-14

- Training Courses
- Family Support Development Worker

The service is open from 9.00am to 5.00pm Monday to Thursday.

9.00am to 4.30pm Friday.

A social worker is also based in the Community Addictions Unit [C.A.U.] led by Cardiff and Vale NHS Trust.

Contact

Community Alcohol and Drug Team [C.A.D.T.], House 54, Cardiff Royal Infirmary, Newport Road, Cardiff CF24 0SZ.

☎ **Counselling Team - 029 2046 8555**

Community Care Team 029 2046 8568

Fax: 029 2046 8594.

Social Services Manager Rhoda Emlyn-Jones.

The City Centre Team

Services

The City Centre Team is managed by the City and County of Cardiff. The Team works with vulnerable people who are not using services for some reason or are reluctant to use services. Where suitable services exist, our role is to link with and support access to these services. Based in Marland House, Cardiff, this multi-disciplinary team consists of outreach workers, social workers and housing officers. The focus of the Team's work is to engage and help vulnerable people of all ages who find themselves in need on the streets of the City Centre. These children and adults sometimes find it difficult to work with traditional services and this team will be trying to find new ways to work with them in a positive way.

Contact

City Centre Team, Marland House, Central Square, Cardiff CF10 1PN.

☎ **029 2087 1223**



DART - Disability Advice and Resource Team

Aims and Objectives

The service aims to promote access to and support students with disabilities to attend adult education opportunities in Cardiff. The Mental Health Project aims to identify the barriers that prevent adults with mental health problems taking up educational opportunities and help overcome them by a) providing courses catering specifically for people with mental health problems, and b) providing information, advice and support to access/attend adult education classes.

Services

The Service provides:

- Courses catering specifically for people with mental health problems, and
- Information, advice / guidance on adult education opportunities in Cardiff

Opening hours 9am - 5 pm Monday - Friday
There is wheelchair access to the DART Office and the majority of venues, and help / support for students with hearing / visual impairments and learning disabilities.

Referrals

People can self refer by contacting Lois Danks at DART, or referrals can be made via day centres, hospital , CMHT staff, voluntary sector etc.

Contact

**Lois Danks, DART, Room 305, The Friary Centre, The Friary, Cardiff
CF10 3FA**
☎ **2064 4696**
☎ **029 2023 2913**
✉ **ldanks@cardiff.gov.uk**

City & County of Cardiff Tenant Support Team

Aims and Objectives

This Team aims:

- To assist and enable tenants of the City & County of Cardiff to live independently.
- To minimise the risk of tenants failing in their tenancies.
- To work in partnership with statutory and voluntary organisations.
- To ensure that vulnerable individuals receive support as and when appropriate which will lead to successful long-term maintenance of their tenancies.

The Service

The Local Authority have entered into a scheme to provide support for applicants from all over Cardiff who are identified as needing support to help them overcome any problems that may affect their ability to maintain their tenancy. The Housing Social Care Officers will assess a person's needs and offer basic advice and assistance. If further on-going support is required they can match specific support needs with a Support Provider via the Tenant Support Scheme.

The Local Authority work with a number of support providers who can offer different levels of support based on a person's individual needs. This support is funded through the Welsh Assembly.

Referrals

The Tenant Support Team is NOT a direct access service. If an individual feels that they would benefit from some extra help via the Tenant Support Team and Scheme, then they need to contact their housing officer, Support Worker, Social Worker etc., and request that a referral is made to the Team.



We can help if an individual is

- Struggling with moving into Council property.
- Struggling with getting utilities connected.
- Struggling with filling in forms.
- Finding it difficult coping in general and would benefit from some help.
- Struggling with more specific issues such as those relating to mental health
- At risk of losing a Tenancy

These are just a selection of problems, we appreciate there may be many more.

Contact

**Tenant Support Team, Wilcox House,
Dunleavy Drive, Cardiff
CF11 0BA**

☎ 029 2053 7342

Fax: 029 2053 7386

Email: TenantSupportTeam@Cardiff.gov.uk



Vale of Glamorgan Council

Community Services

Organisation

The Council's purpose and principal aim through the directorate, is to make available a comprehensive range of services which address the learning and social care needs of individuals in the Vale of Glamorgan - from early childhood and throughout our lives. In partnership with local, regional and national organisations the Directorate intends through its operations, planning and delivery to:

- Enable and empower individuals to achieve their full potential
- Offset disadvantage, whether due to social or individual factors, and protect children and vulnerable adults from harm.
- Improve the accessibility of individuals to educational and social care provision
- Commission and provide a wide range of complex services to meet the needs and preferences of people of all ages.
- Improve joint practices for the planning and monitoring of all services.

Adult Mental Health Services

Social Workers employed by the Vale of Glamorgan Community Services Department provide social work support, assessments by an Approved Social Worker under the Mental Health Act 1983, assessments under the National Health Service and Community Care Act 1990, and assessments for Carers under the Carers and Disabled Children Act 2000. The team are based at the Amy Evans Centre in Barry and in Hafan Dawel in Penarth and cover the geographical area of the Vale of Glamorgan. Liaising with both Cardiff and Vale NHS Trust and the Bro Morgannwg NHS Trust, staff also work closely with colleagues based in the CMHT in Llantwit Major.

Community Support Workers

The Support Workers attached to the Vale

Mental Health Team function as an integral part of the Team. Working under close supervision of the Case Manager, they perform a valuable supporting / monitoring role with clients who have a serious mental illness. All the clients who receive this service have been assessed and qualify for Community Care funding. The Community Support Worker service has been increased and developed since the introduction of the Community Care Act. Its main function within the mental health specialism is to provide urgent and long awaited support to people who were previously otherwise inadequately provided for.

Specialist Services

A Dual Diagnosis Social Worker works closely with mental illness/substance misuse services in the Vale of Glamorgan. The remit of the social worker is to assist those people who fit the criteria to access appropriate services.

Community/GP Liaison Officers work with those people who have mild to moderate mental ill health, signposting and assisting people to access relevant available community services. They are based in CMHT's in the Vale of Glamorgan and take referrals direct from GP's.

Mentally Disordered Offenders – Senior Social Work Practitioners [SSWP's] provide a service to those clients who have an identified mental illness and have been in contact with the Criminal Justice System.

Referral

For the Social Work and Community Support Worker services referrals can be made directly to the Team Manager at the Amy Evans Centre.

Contact

Team Manager, Amy Evans Centre, 190 Holton Rd., Barry
☎: 01446 733331
Fax: 01446 746541



Appropriate Adult Scheme (Vulnerable Adults in the Police Station)

Available 10.00 am to 5.00 pm Monday-Friday.

The service provides an Appropriate Adult to assist vulnerable people who for some reason are subject to questioning and detention by the police at Barry Police Station. Their role is to ensure the vulnerable adult's welfare is looked after. It involves protecting the person's rights, explaining police procedures and ensuring relevant people are contacted. Barry Police Station is the only station in the area with a custody area and therefore all detained persons in the Vale of Glamorgan are taken to Barry.

The Appropriate Adult attends at police interview to help facilitate communication and ensure that it is conducted fairly and that the police comply with the 'Codes of Practice'.

Referral is made by the Custody Sergeant to the Scheme Co-ordinator, Sue Power, who is based at the Amy Evans Centre, Barry.

Contact

☎01446 733331

Emergency Duty Services

An out of hours service, inclusive of Approved Social Workers is provided by the City & County of Cardiff on behalf of the Vale of Glamorgan.

Contact

Emergency Duty Services

☎029 2044 8360



Cardiff & Vale NHS Trust Cardiff & The Eastern Vale of Glamorgan

General Mental Health Services Directorate

The Trust provides mental health services for clients (and their carers) between the ages of 16 - 70 with serious and enduring mental health problems. General mental health service provision within Cardiff and Vale NHS Trust is based on a neighbourhood model of care. The main focus has been the development of 8 Community Mental Health Teams, (CMHTs).

Area of Benefit

General mental health services are provided across Cardiff and the Eastern Vale of Glamorgan. Some specialist services are provided on a South Wales basis.

Community Mental Health Teams (CMHTs)

There are five CMHTs in Cardiff and two in the Eastern Vale of Glamorgan providing mental health service provision to clients aged 18 - 65 with a diagnosis of serious or enduring mental health problems. This is a statutory sector service delivered through a partnership between Health and Social Services and other voluntary sector providers.

Referrals are made on an area basis, according to GP catchment areas. (See page 22)

The CMHTs aim to:

- Promote health
- Prevent mental illness
- Provide a local response to local people
- Provide a range of services including assessment, diagnosis and treatment using a range of therapies, techniques and social interventions as well as general and specific support and advice.

Services

The Teams include a range of disciplines including psychiatry, psychology, physiotherapy, nursing, occupational therapy and social work. They also have a function to signpost referrals to other agencies where the presenting problem is not a core focus of the CMHT. This would include referrals for counselling, drug and alcohol problems, and other problems that are not the remit of the CMHT. The Teams are happy to provide telephone advice about the best way to access an urgent or emergency assessment. Carers may also access the teams for a Carers Assessment.

Opening Hours

The CMHTs are open 9am - 5 pm Monday to Thursday, and 9am - 4.30 pm Friday, apart from the NE and SE Teams, Cardiff, which open to 5 pm.

Out of Hours Service

There is also a weekend psychiatric nursing service available for clients already known to the Trust Mental Health Services. This is a home visiting service. Open Saturdays, Sundays and bank holidays from 9 - 5 pm.

Contact

Whitchurch Hospital ☎029 2069 3191 and ask for the weekend CPN Service.

Languages

Interpreters can be accessed for most languages as required. In addition each team may include staff who speak other languages (see below).

Referrals

Access to the service is made by referral, referrals being made by GP, other service providers and in some instances self referral, provided the person being referred is aware that the referral is being made. Official referral forms are available in the NE and SE CMHTs.



Cardiff Community Mental Health Teams [CMHTs]

○ *Hamadryad CMHT (South West Cardiff & Grangetown & Butetown)*

This Team covers the areas of Grangetown, Butetown, Riverside, Canton, Pontcanna and Upper Grangetown, Cardiff. Languages spoken are English with some staff speaking Welsh and Sinhala.

Contact

Hamadryad Centre, Hamadryad Road, Butetown, Cardiff CF11 6UQ

☎029 2046 3488 Fax:029 2048 5894

○ *The North West CMHT (Gabalfa Clinic)*

The North West CMHT based in Gabalfa Clinic provides a service for the areas of Whitchurch, Rhiwbina, Thornhill, Llanishen, Heath, Lisvane, Gabalfa, Mynachdy, Tongwynlais, and Taff's Well. Languages spoken are English and there is wheelchair access.

Contact

Andy Lodwick, Clinical Nurse leader, or Duty Worker available for advice between 12 noon and 5 pm Monday to Friday.

**North West Community Mental Health Team,
The Gabalfa Clinic, 213 North Road, Cardiff CF14 3AG**

☎029 2069 3941 Fax:029 2062 7954

○ *West Cardiff CMHT (Pendine Centre)*

The West CMHT provides a service for the areas of Ely, Caerau, Drope, Fairwater, Pentrebane, Radyr and Llandaff. Languages spoken - English. There is wheelchair access.

Contact

Lorraine Jones, Clinical Nurse Leader, or the duty worker available for advice between 12 noon and 5 pm Monday to Friday. West CMHT, The Pendine Centre, 124-126 Cowbridge Road West, Cardiff

☎029 2057 8778 Fax: 2057 8450



○ ***The South East CMHT (The Links)***

The South East Team provides a service for Central Cardiff covering Roath, Adamsdown, Splott, Cathays, and part of Trowbridge . Wheelchair access is possible via Longcross St and all consulting rooms are on the ground floor: The SE CMHT does not have any formal arrangements to provide for languages spoken other than English, however, interpreters can be accessed for most languages as required.

Contact

Paddy Smith, Team Administrator, Mike Lehave, Clinical Nurse Leader, The Links Centre, Old CRI Buildings, Longcross St., Cardiff. CF23 OSZ

☎029 2033 5555 Fax: 029 2033 5310

○ ***North East CMHT (Pentwyn Health Centre)***

The North East CMHT provides a service to Lisvane, Cyncoed, Pentwyn, Llanderyn, St Mellons, Trowbridge, Rumney, Llanrumney. Besides the weekday service, this team provides a weekend psychiatric nursing service available for clients already in the care of the team. Wheelchair access is possible via the car park and all consulting rooms are on the ground floor. The NE CMHT does not have any formal arrangements for languages spoken other than English, however, interpreters can be accessed for most languages as required.

Contact

Steven Pakes, Clinical Nurse Leader, Pentwyn Health Centre, Brynheulog, Pentwyn, Cardiff CF23 7JD

☎029 2073 1466 Fax: 029 2054 9212



Eastern Vale of Glamorgan Community Mental Health Teams

○ *Eastern Vale CMHT (Hafan Dawel)*

This team provides a service to Penarth, Dinas Powys and Sully. In addition to the normal CMHT opening hours, a weekend service is provided to existing clients only. Welsh speaking staff available by request. Disabled parking and wheelchair accessible via lift.

Contact

East Vale Community Mental Health Team, Hafan Dawel, Afon House, (NFU Mutual Building), 19 Stanwell Road, Penarth, Vale of Glamorgan, CF64 2XZ

☎029 2071 0203 Fax: 029 2070 2931

○ *Amy Evans CMHT*

This team provides a service in Barry and its surrounds, Rhoose, and areas East of the River Thaw.

Contact

Geoff Charnock, Clinical Nurse Leader, Amy Evans Centre, 190 Holton Road, Barry CF63 4HN

☎01446 733331 Fax: 01446 722621



General Practitioners – Cardiff & East Vale of Glamorgan

For referral purposes, the GPs are linked to CMHT areas, shown in the following lists.

Cardiff

- North East
- North West
- Cardiff West
- South East
- South West and Grangetown/Butetown

Eastern Vale

- East Vale
- Barry



North East CMHT
Pentwyn Health Centre, Bryn Heulog, Pentwyn CF3 7JD
☎ 029 2073 1466

Name	Address	☎	Fax
Cyncoed Medical Centre	Darlington Drive, Pontprennau, Cardiff.	2054 5260	2076 4262
St. Davids Medical Centre	Pentwyn Drive Pentwyn CF23 7SD	2073 3032	2054 1392
Pontprennau Medical Centre	33 Kenmare Mews, Pontprennau	2073 9999	
Willowbrook Surgery	Strathy Rd., St. Mellons CF3 0SH	2036 0555	
Danetree Surgery	98 Wentloog Rd., Rumney	2079 7746	2079 0231
Wellwood Surgery	63 Wellwood Llanedeyrn	2073 6905	
Trowbridge Health Centre (Satellite)	Abergele Rd, Trowbridge	2077 7257	
Brynderwen Surgery	Crickhowell Rd., St. Mellons	2083 9703	2083 9730
UWCM	Llanedeyrn Health Centre CF3 9NW	2073 1671	2054 1097
Rumney Medical Practice	840-842 Newport Rd., Cardiff	2079 7751	2036 1971
Llanedeyrn Health Centre	Maelfa Shopping Centre Llanedeyrn CF3 9NW	2073 1671	2054 1097
	Ball Road, Llanrumney Cardiff	2079 2661	2079 4537
	Siloam Baptist Church, Burnham Avenue, Llanrumney, Cardiff.	2077 7515	



North West CMHT**Gabalfa Clinic, 213 North Road, Cardiff CF14 3AG****☎ 029 2069 3941**

Name	Address	☎	Fax
Bishops Rd. Medical Centre Branch Surgery	1, Bishops Road, Whitchurch, Cardiff. 1 St. Michaels Close, Tongwynlais	2052 2455 2081 0311	2052 2686
Dr. P. Hart etc. Branch Surgery	104 Caerphilly Rd., Birchgrove Rhiwbina Clinic	2052 0444 2062 7959	
Llwynbedw Medical Centre	82-86 Caerphilly Rd., Birchgrove	2052 1222	2052 2873
Cathedral View Medical Centre	Llanidloes Road, Gabalfa, Cardiff	2052 2811	2052 0201
North Road Medical Practice Health Centre	182 North Road, Gabalfa Newborough Av., Llanishen	2061 9188 2075 8042	2061 3481
	210/212 Whitchurch Rd.	2062 1282	2052 0210
	46 St. Isan Road, Heath	2062 7518	22052 2886
Dr. Thomas etc.	Taffs Well Medical Centre, Cardiff Rd.	0844 477 0950	
Meddygfa Llwyncelin Practice	Park Road Surgery, Whitchurch Whitchurch	2035 7601	2061 7619
Whitchurch Village Practice	Park Road Surgery, Whitchurch	2062 9600	
Medical Centre	Excalibur Drive, Thornhill	2075 0322	2075 7705
Branch Surgery	67 Thornhill Rd., Rhiwbina	2074 7762	2076 1315
Llanishen Court Surgery	Llanishen	2075 7025	2074 7931
Llandaff North Medical Centre	99 Station Rd., Llandaff North	2056 7822	2056 7814
Crwys Medical Centre	Wedal Rd., Heath Cardiff.	2052 4140	2064 0523
Rhiwbina	Groes Lon	2061 4695	



Cardiff West CMHT
Pendine Centre, 124–126 Cowbridge Road West, Cardiff
☎ 029 2057 8778

Name	Address	☎	Fax
Westways Surgery	1 Wilson Rd., Ely	2059 2351	2059 9956
Woodlands Medical Centre	1 Greenfarm Rd., Ely	2059 1444	2059 9204
Ely Bridge Surgery	23 Mill Rd., Ely	2056 1808	2057 8871
Caerau Lane Surgery	Caerau Lane, Ely	2059 1855	2059 9739
Greenmount Surgery	25 Church Rd., Caerau	2059 3003	2059 1771
Fairwater Health Centre	Plasmawr Rd. Fairwater	2056 6291	2057 8870
Byways Surgery	74 Pwllmelin Rd, Fairwater	2056 2895	2056 0702
The Health Centre	Park Rd., Radyr	2084 2767	2084 2507
Danescourt Surgery	4 Rachel Close, Danescourt	2057 8686	2055 5001



South East CMHT
Links Centre, 60 Newport Road, Roath, Cardiff CF23 OSZ
☎029 2033 5555

Name	Address	☎	Fax
Four Elms Medical Centre	103 Newport Rd., Roath	2048 5526	2048 2871
Branch Surgery	Stirling Close, Pengam Green, Cardiff	2048 9292	2043 7756
Roathwell Surgery	116 Newport Road, Roath	2049 4537	2049 8086
Clifton Surgery	151-153 Newport Rd., Roath	2049 4539	2049 4657
Minster Rd. Surgery	Minster Rd., Roath	2047 3999	2043 6952
Cloughmore Surgery	106 Splott Rd., Splott	2046 2848	2046 2034
The Surgery	74 Penylan Rd., Roath	2049 8181	2049 1507
Roath House Surgery	100 Penylan Rd., Roath Park	2046 1100	2045 1623
City Road Surgery	187 City Rd., Roath	2049 4250	2049 1986
The Surgery, Albany Rd.	24 Albany Rd., Roath	2048 6561	2045 1403
Cathays Surgery	137 Cathays Terrace, Cathays	0870 4280 633	2038 8771
The Medical Centre	151 Crwys Rd., Cathays	2039 6987	2064 0523
Splott Rd. Surgery	23 Splott Rd., Splott	2046 2742	



**South West Cardiff & Butetown
Hamadryad Centre, Hamadryad Road, Butetown, Cardiff CF11 6UQ
☎029 2023 3533**

Name	Address	☎
Dr. Bentley Dr. E.W. Davies	Riverside Health Centre, Canton Crt., Wellington St., Riverside, Cardiff Or 31 Penhill Rd., Cardiff	0870 8902 621 Fax: 2064 0949
The Taff Riverside Practice	Riverside Health Centre, Wellington St., Riverside, Cardiff	029 2080 3200 Fax 2080 3209
Dr. A.C. Rothwell	Riverside Health Centre Wellington St., Riverside, Cardiff Or	029 2034 2113 Fax 2034 2686
Kings Rd. Surgery	180 Kings Road, Canton, Cardiff	029 2038 8803 Fax 2039 4981
Meddynfa Canna	27 Wyndham Crescent, Canton, CF11 9EE	029 2039 0722 Fax 2039 4433
Dr. K. Hasan Dr. A.W. Sabir	St. Davids Court, 68a Cowbridge Rd. East, Canton Or 90 Salisbury Rd., Cathays, Cardiff	0870 8902 612 Fax 2030 0273 029 2030 0280
Meddygfa Lansdowne	Sanatorium Road, Canton	029 2039 5115 Fax 2039 4846



**South West Cardiff & Butetown
Hamadryad Centre, Hamadryad Road, Butetown, Cardiff CF11 6UQ**
☎ **029 2023 3533**

Name	Address	☎
Dr. A. M. G. Anwar	4 Corporation Rd., Grangetown, Cardiff	029 2023 1259 Fax 2064 0494
Dr. S.G. Lush	32 Corporation Rd., Grangetown, Cardiff	029 2022 6057 Fax 2064 0524
Saltmead Practice	Saltmead Practice, 107 Clare Road, Grangetown, Cardiff	029 2034 1103 Fax 2064 4706
Dr. P. Kumar Singh	148 Clare Road, Grangetown, Cardiff	029 2038 8081 Fax 2038 8832
Grangetown Health Centre	Grangetown Health Centre, Cambridge St., Grangetown, Cardiff	0844 4771 892
Butetown Health Centre	Butetown Health Centre, Loudon Square, Butetown, Cardiff	029 2048 3126 Fax 2047 1879
Grange Surgery Health Centre	150 Clare Rd., Grangetown, Cardiff	029 2023 1109 Fax 2034 2122



East Vale CMHT**Hafan Dawell, 19 Stanwell Road, Penarth, Vale of Glamorgan CF64 7XB****☎029 2071 0203**

Name	Address	☎	Fax
Redlands Surgery	Redlands Surgery, Redlands Rd, Penarth	029 2070 5013	029 2071 2599
Stanwell Syrgery	The Health Centre, Stanwell Road, Penarth	029 2070 3039	029 2071 2047
Station Rd Surgery	15/16 Station Road, Penarth	029 2070 2301	029 2071 2048
Albert Rd Surgery	Albert Road, Penarth	029 2070 0911	029 2071 1735
Sully Rd Surgery	25 South Road, Sully	029 2053 0255	029 2053 0689
The Health Centre	75 Cardiff Road, Dinas Powys	029 2051 5455	029 2051 5177
The Group Practice	75 Cardiff Road, Dinas Powys	029 2051 2293	029 2051 5318

Barry CMHT**Amy Evans Centre, 190 Holton Road, Barry CF63 4HN****☎01446 733331**

Name	Address	☎
St. Brides Surgery	The Surgery, St. Bride's Way, Gibbonsdown, Barry	01446 744877 Fax 01446 744900
High Street Family Practice	37/39 High St., Barry	01446 733355 Fax 01446 733489
Towers Surgery	Towers Surgery, 163 Holton Rd., Barry	01446 734131 Fax 01446 420002
Porthceri Surgery	Porthceri Surgery, Barry	01446 735365 Fax 01446 700682
Ravenscroft Surgery	36/38 Tynewydd Rd, Barry	01446 733515 Fax 01446 701326
Dr. A. Weatherup	98 Salisbury Rd, Barry	01446 720049 Fax 01446 733691
The Practice of Health	31 Barry Road, Cadoxton	01446 700350 Fax 01446 420795
Court Road Surgery	Court Road Surgery, 29 Court Road, Barry	01446 733181 Fax 01446 420004
The Willows Surgery	230-232 Holton Road, Barry	01446 420222 Fax 01446 749003
Rhose Medical Centre	54 Font y Gari Road, Rhose, Vale of Glamorgan	01446 710383



Crisis Resolution and Home Treatment Teams (CRHT teams)

South Cardiff & Vale CRHT Team:
Areas covered are Links, Hamadryad, Hafan Dawel and Amy Evans CMHTs.

North Cardiff CRHT Team:
Areas covered are Gabalfa, Pendine and Pentwyn CMHT's.

The CRHT Teams aim to act as 'gatekeepers' to mental health services, rapidly assessing individuals with acute mental health needs. To provide immediate multidisciplinary community-based treatment 24 hours a day, 7 days a week. To ensure that services are provided in the least restrictive environment, as an alternative to inpatient care for a maximum of 8 weeks. To remain involved with the client until the crisis is resolved and the client linked to ongoing care. To be actively involved in discharge planning and to facilitate early discharge if inpatient care has been necessary.

- Rapid assessment
- Signposting to other services where necessary
- Intensive home treatment with high frequency of visits at home where indicated
- Nursing, social work, psychology and psychiatrist input
- Formulation of Relapse Prevention Plans through education and collaboration

Referrals

Referral to the CRHT Team is made through the CMHT's Mon - Friday 9-5, and via the GP at other times.

Contact

South Cardiff & Vale CRHT Team:
Jayne Tottle, Team Leader
☎029 2090 6222
Fax: 029 2090 6221

North Cardiff CRHT Team:
Andrew Moody, Team Leader
☎029 2033 6250
Fax: 029 2033 6516

Crisis House

The Crisis House is a jointly funded project between Gofal Cymru, Cardiff & Vale NHS Trust and Cardiff Local Health Board.

The aim of the project is to provide short term crisis accommodation for adult clients with severe and enduring mental illness who are experiencing crisis in their mental health.

The project will seek to provide a holistic approach to aiding recovery. The service aims to prevent the possible stigmatization of hospital admission. The creation of a safe, comfortable and supportive environment that is responsive to individual need is essential to an individual's recovery. The Crisis House will provide a 24 hour service staffed by Support Workers employed by Gofal Cymru and will be supported by the Crisis Resolution and Home Treatment Teams.

The Crisis House will promote continuity of care between itself and community based services, focusing on the psychosocial needs of service users for a maximum of 7 days.

Referrals to the Crisis House may only be made for individuals receiving care through the Crisis Resolution & Home Treatment Service, and individuals must have a home address, i.e. individuals of no fixed abode will not be admitted to the Crisis House.

The multidisciplinary team will draw up a focused support plan detailing:

- (i) The Objectives to be met
- (ii) The number and frequency of visits by the Crisis Resolution and Home Treatment Team. This will be flexible enough to respond rapidly to changes in the clinical situation.
- (iii) The interventions offered to the individual detailing by whom, when and where the intervention will take place.
- (iv) Support planning will require the active involvement of the client, taking account of the views, input and concerns of family/carers



(v) Support planning will involve actively planning for the client to return home within 7 days.

Support plans will be reviewed as required, but within 4 days of initial agreement of the plan at a designated team meeting, including crisis house staff and Crisis Resolution and Home Treatment Team.

The Crisis Resolution and Home Treatment Team will remain involved throughout the period that accommodation is required in the Crisis House.

Crisis Recovery Unit

The Crisis Recovery Unit (CRU) will offer services to individuals being treated by either of the two Crisis Resolution & Home Treatment Teams that operate in Cardiff and the Vale of Glamorgan. It is planned to become operational early in 2007.

The CRU will provide assessment, therapeutic intervention and support, in a safe environment, for individuals experiencing a mental health crisis. It is designed to provide a flexible and responsive assessment and treatment service. The service will support clients of both Cardiff Crisis Resolution & Home Treatment Team, providing a more intensive and consistent therapy that may not be available in a community based setting.

The service will provide respite for both Service Users and Carers, reducing tension and de-escalating difficult social situations. In some circumstances it will enable carers to return to work, if necessary. The service will normally operate from 8 a.m. to 6 p.m. seven days a week. Hours of opening may be reduced at weekends, according to demand. Service users will attend on a sessional basis as required, as part of a CPA Care plan.

The Crisis Recovery Unit will promote a relaxed, non-threatening environment for service users in crisis or following a crisis. A range of treatments and activities will be provided. Service users will collaborate in the development of individually designed treatment programmes. These programmes will provide a balance of therapeutic

interventions, recreational activities and “time out” in a non-pressured setting.

Meals will not normally be provided, but help will be available to obtain these if required and facilities to support clients to provide for themselves. These points of contact are recognised as excellent opportunities for establishing rapport, assessment in “normal” situations and informal therapy.

Inpatient Services

Supporting each Community Mental Health Team [CMHT] are in-patient facilities based at Whitchurch Hospital as well as the University Hospital of Wales at Monmouth House, and the Llanfair Unit at Llandough Hospital.

A number of hospital beds are aligned to each CMHT to resume continuity of care for clients if admission is required.

A five bedded Intensive Care Service is available within Whitchurch Hospital for clients needing higher levels of nursing and medical care over short periods of time.

Day Services

Day Hospital Services (Acute and Rehabilitation)

Tegfan Day Hospital

The Day Hospital aims to provide a service for clients from the Cardiff area that are suffering with serious or enduring mental health problems, providing assessment and treatment as appropriate.

Services

There is a day hospital facility on the campus of Whitchurch Hospital, providing day services for people suffering with major mental health problems. The day hospital is open between the hours of **9am and 4 pm Monday to Friday**, with nominal places for up to 95 people a day.

Attendance is for assessment and / or



treatment and / or care. The service provides a full range of psycho-social and medical interventions. Liaison with CMHTs to provide joint working is a key element of the service.

Referrals

Access to the service is on a referral only basis, electronically via PARIS. Paper based:- [the forms to be used are CPA/UA forms 1 & 2 {also entitled Referral forms 1 & 2} as found on Intranet, CPA tab mental health home page or on Outlook public folders] , made to the service by:

- Community Mental Health Teams and their staff
- Inpatient wards and their staff team
- Consultant psychiatrists within Cardiff and the Vale
- Referrals to be forwarded to Bet Broughton at Tegfan Day Hospital, Whitchurch Hospital or fax 029 2033 6375.

Contact

Tegfan Day Hospital:
Sheila Lawrence, Day Services Manager,
Tegfan Day Hospital, Whitchurch Hospital,
Cardiff CF14 7XB
☎029 20336596 Fax: 029 2033 6375
Email:
sheila.lawrence@cardiffandvale.wales.nhs.uk

Bet Broughton, Office Manager, address as above.
☎029 2033 6402 Fax as above
Email:
betty.broughton@cardiffandvale.wales.nhs.uk

Vale Day Services

Services

The Day Service operates within the Barry and Penarth community. The Service is designed to operate within a Vocational Rehabilitation framework and undertakes a significant role in maintaining the client in their community setting. Clients have access to a multi-disciplinary health care team which has bases in Barry and Penarth as well as providing community and outreach services.

Referrals

Referrals are accepted from health care professionals within mental health services for the area.

Contact

For more information please contact:
Alison Fear, Day Services Co-ordinator,
Hafan Dawel, 19 Stanwell Road,
Penarth CF64 7XB
☎029 2071 0203

Rehabilitation Services

A wide range of services are available to aid in the recovery and rehabilitation of persons suffering from serious mental health problems. Different types and levels of support are available, delivered through individually tailored care plans. Care plans are agreed with involvement from service users and carers (where appropriate), in the context of the multi-disciplinary team. This team consists of doctors, nurses, occupational therapists, physiotherapists, pharmacists, and access to any other specialist who may be able to help the person (e.g. psychologist). The range of services available reflects the complex and enduring needs of the client group. Care plans are designed to empower individuals to realise maximum potential in all areas of their lives.

Referrals

Referrals for the rehabilitation services are accepted from other departments within the Trust's Mental Health Services. All referrals are screened by the Rehabilitation Managers at a fortnightly meeting and co-ordinated by Jayne Strong, Clinical Nurse Leader at the Patient Resource Centre, Whitchurch Hospital.

Specific Provision

Inpatient

There are two inpatient wards at Whitchurch Hospital. These focus on individuals with severe enduring mental health needs who at times exhibit challenging behaviour and need structured therapeutic interventions to



maintain their independence and rebuild skills and confidence to enable social integration. Clients are assessed and follow a pathway of care through the service to other rehabilitation facilities or to community placements.

Ward East 4 (Ty Henry) A 13 bedded unit which provides rehabilitation and continuing care to persons with complex physical and mental health needs.

Ward West 2A (Ty Hyfrydd) a 14 bedded unit which provides rehabilitation and continuing care to persons with complex and challenging enduring mental health needs.

Community Based

Park Road Houses A 14 bedded unit on the outskirts of the hospital. This is a fast track (6 – 12 month stay) rehabilitation unit where individuals are supported and encouraged to learn or relearn independent living skills, e.g. shopping, cooking, budgeting, using public transport etc. A very well established psycho-education group that assists members with medication management, symptom awareness and relapse signatures, within the context of an evidenced-based model, is a key element of the service. This unit caters predominantly for a younger client group who following a period of intensive rehabilitation will progress to independent living or supported accommodation.

Phoenix Community [formerly Bromley Drive] “Slow Track” rehabilitation units provided in partnership with Glamorgan and Gwent Housing Association. The facility is run as a core and cluster model. It consists of a main [core] house which fulfils an assessment and intensive rehabilitation function, and two [cluster] houses which are opposite each other and provide lower levels of support. The core house has seven rehabilitation beds and one respite bed. It can also cater for disabled clients. One cluster house has four beds, the other has five.

Pen-yr-Ynys A ten bedded rehabilitation unit in Barry Island providing rehabilitation and

respite to the Eastern Vale of Glamorgan. The Unit incorporates a psycho-educational programme, structured individual rehabilitation programmes, and an outreach service for clients who have been discharged from the unit. The unit receives consultant psychiatrist cover from the local community mental health team. Two of the beds are respite beds. www.penyryynys.co.uk

Supported Housing The service consists of three shared houses which provide ongoing support to persons with enduring mental health needs in partnership with Glamorgan and Gwent Housing Association and United Welsh Housing Association. Nursing support is available every day including weekends.

Patient Resource Centre Whitchurch Hospital

A variety of services are available run in partnership with other statutory and non-statutory organisations. These range from educational courses to ‘advice clinics’. The broad aim of the Centre is to improve the social inclusion of service users, particularly through engagement in valued occupations and employment.

Ty Canol, Whitchurch Hospital

Ty Canol provides social, recreational and leisure opportunities to inpatients. Activities include sport, quizzes, pool competitions, ‘play station’, listening library, table tennis, gardening, etc. All activities are supported by nursing staff and volunteers. Ty Canol also houses a ‘Cyber-café’ where individuals are supported by volunteers to use the internet, send and receive email etc.

Voluntary Work in the Mental Health Service Group

A range of voluntary work opportunities are available, working with adults of working age and older people. The Voluntary Services Co-ordinator places and supports volunteers. Applications are welcomed from those using mental health services



Contact

(for all Rehabilitation Services)
Kathy Smith, Senior Nurse, Manager
or Jayne Strong, Clinical Nurse Leader,
Rehabilitation Service, Whitchurch
Hospital, Cardiff CF14 7XB.
 ☎029 2033 6410
 or 029 2061 6708

Mental Health Occupational
Therapy Service (covers Cardiff,
Eastern and Central Vale)

Aims & Objectives

The Occupational Therapy Service offers needs led therapeutic interventions to adult and older people with mental health problems to facilitate recovery and enable people to maintain and develop skills in the areas of self-care, productivity and leisure.

Occupational Therapists work with mental health service users, their relatives and carers, and network with a wide range of statutory and voluntary services to deliver a comprehensive rehabilitation service promoting service user empowerment, recovery and social inclusion.

Mental Health Occupational Therapy Services are integral to:

- Acute Inpatient Services
- Inpatient and community based rehabilitation services
- Mental Health Services for Older People
- Crisis Resolution Home Treatment Teams
- Crisis Recovery Unit
- Day Services
- Community Mental Health Teams
- Neuropsychiatry Services
- Forensic Services
- Substance Misuse Services
- HMP Cardiff

Referrals

Referrals are accepted from clinical staff within secondary services and in CMHT's from primary and secondary care sources through the team's established referral process.

Contacts:

Cardiff
Mary Pakes, Strategic Lead Occupational
Therapist, Mental Health, or Julia McHugh,
Head Occupational Therapist, Cardiff
Services

Both based at Whitchurch Hospital, Park
Rd., Whitchurch, CF14 7XB
 ☎029 2033 6527
Email:
 mary.pakes@cardiffandvale.wales.nhs.uk
 julia.mchugh@cardiffandvale.wales.nhs.uk

Vale of Glamorgan – Cherry Stewart, Head
Occupational Therapist, Vale Services,
Hafan Dawel, 19 Stanwell Rd., Penarth,
CF64 2X2
 ☎029 2071 0203



Adult Mental Health Services Vale Carers Support Group

Area Covered: Barry and the Vale of Glamorgan

This is a Carers Support Group (Adult Mental Health) run by the Community Psychiatric Nurses, Kim Tallett, and Alex Nash from the Amy Evans Community Mental Health Team, Barry.

Aims and Objectives

The Carers group offers a supportive and informative service to carers in the Vale of Glamorgan who are caring / responsible for someone with severe mental health problems.

Services

The Carers Group meets the last Wednesday of the month at the Amy Evans Centre, 190 Holton Road, Barry, from 7 pm until 8.30 pm. It gives carers the opportunity to meet on a monthly basis to express their anxieties/concerns with regards to the person they are caring for, in a supportive, informative and non-threatening environment. The Group also works in collaboration with Hafal which provides access to information, advice, support and advocacy to carers and families of individuals with long term or severe mental illness.

Referrals

Referrals are accepted from GPs, other agencies, members of the CMHT, and carers themselves.

Contacts

**Kim Tallett, Community Psychiatric Nurse,
The Amy Evans Centre
190 Holton Road,
Barry, CF63 4HN.
☎01446 733331
Fax: 01446 722621**



Bro Morgannwg NHS Trust [Western Vale of Glamorgan]

Bro Morgannwg NHS Trust provides services for the population of the Western Vale of Glamorgan.

The range of services provided by the Mental Health Directorate includes the following:

- Community Mental Health Team – based at Llantwit Major
- Out of Hours Service 9am-5pm provided Saturdays and Sundays from the Community Intensive Support Service based at Glyn Cynffig.
- Acute Inpatient Service at Coity Clinic including a Psychiatric Intensive Care Unit.
- Day Hospital Services at Coity Clinic.
- Day Care Services integrated with Bridgend County Borough Council at Ty'r Ardd
- Continuing Care / Rehabilitation Services provided at Glanrhyd Hospital
- Outpatient Services
- Crisis Resolution and Home Treatment Team at Coity Clinic

Western Vale Community Mental Health Team (Llantwit Major)

Community Care – services are centred around a multi-disciplinary and multi-agency Community Mental Health Team [CMHT] based at Llantwit Major in the Western Vale of Glamorgan. The Community Mental Health Team provides support to people aged 17 years [out of full-time education] up to 64 years of age. New clients over 65 years are referred to the Elderly Mental Health Service. The majority of clients suffer from a serious or enduring mental illness, although there is an increasing demand on services for people who require psychological intervention. The CMHT operates on a multi-disciplinary basis and consists of a Psychiatrist, Psychologist, Community Psychiatric Nurses, Nurse Therapist, Occupational Therapist, Social Worker, and administration support.

The Mental Health Service has multiple aims,

which include providing treatment in order to aid people in their recovery from a crisis, caring for those with continuing mental health problems, and maximising the individual's potential in living a normal life within their community.

Opening Hours for Access

The CMHT presently operates between the hours of 9.00 am and 5.00 pm., Monday to Friday. An Out of Hours service operates Saturday and Sunday 9.00 a.m. - 5.00.p.m. provided by the Bro Morgannwg NHS Trust Community Intensive Support Service.

A Crisis Resolution Home Treatment Service is available between 9.00am and 9.30pm seven days a week with assessments provided by the Junior Doctors on duty between the hours of 9.30pm and 9.00am.

Referrals

Referrals are made to the CMHT via a single point of access between the hours of 9am-5pm Monday to Friday. All referrals for admission to acute inpatients are via the Crisis Resolution Home Treatment Service.

Contact

Llantwit Major Health Centre Boverton Road, Llantwit Major

☎01446 791130

The team also holds Consultant Psychiatrist, Nurse Therapist and Clinical Psychology sessional clinics at Cowbridge and Llantwit Major Health Centres enabling people who live in the area to receive a more local service.

Out of Hours Service

The Out of Hours service is provided from within the Community Intensive Support Service based at Glyn Cynffig, Kenfig Hill, and is available between 9am and 5pm Saturday and Sunday. This is provided in addition to the existing CMHT.



Referral

The Out of Hours Service is strictly a referral service, accepted from CMHTs, psychiatrists, and acute wards at the Coity Clinic. GPs, carers, voluntary agencies are able to contact this service via its single point of access for advice/information.

Contact

**Mr Kevin James, Team Manager,
Community Intensive Support Service,
Glyn Cynffig Hostel.**

For further information:

☎01656 670506.

Inpatient Facilities Services

Adult Acute Inpatient Services are provided at Coity Clinic, Princess of Wales Hospital. The Clinic has 40 acute inpatient beds which include 8-10 beds for elderly functional illness and one detoxification bed, together with a five bed purpose built Psychiatric Intensive Care Unit, purpose built ECT Suite and Acute Day Hospital providing a range of assessment, diagnostic and treatment support facilities. These wards admit people with severe mental illness and the Unit is identified as a place of safety under Section 136 of the Mental Health Act 1983.

Contact

**Ward 14, Coity Clinic, Princess of Wales
Hospital, Coity Road, Bridgend, CF31 1RQ**

☎01656 752267

Ward 21, address as above

☎01656 752264

Coity Clinic Day Hospital

The Day Hospital provides 20 places Monday to Friday and serves a number of key functions: - providing support to individuals to prevent admission, giving support to those people recently discharged, providing therapy for inpatients, and as a base for referrals for individual and group counselling - including anxiety management, relaxation etc.

Referrals are made via GPs, CMHT's, Crisis Resolution Home Treatment Team, and Consultant Psychiatrists.

Contact

**Coity Clinic Day Hospital, Princess of
Wales Hospital**

☎01656 752683

Crisis Resolution and Home Treatment Services

Crisis Resolution and Home Treatment Services were implemented on the 1st April 2006. These services provide intensive support for people in a mental health crisis in their own home or in other suitable alternatives. The Crisis Resolution and Home Treatment Service is the single point of access for assessment for admission to acute inpatient beds. It is designed to provide prompt and effective home treatment, including medication, as an alternative to hospital admissions and gives support to informal carers. The team will act as a gatekeeper to acute inpatient care and will also support the early discharge for those individuals who are assessed as not appropriate to be treated at home and who are admitted to Acute Inpatient Services. This team also undertakes initial mental health assessments in A & E, accepts referrals from the GP's., and liaises with the District General Hospital wards.

Referrals

Referrals are made by GP's and CMHT's.

Continuing Care/Rehabilitation Services

Continuing Care/Rehabilitation and Respite Care Services are provided in Raglan and Morgannwg Wards, Glanrhyd Hospital. Referrals are made directly consultant to consultant.

Day Care is provided for those clients with long term mental health problems and as from August 2006 this will be provided through an integrated health and social care provision based at Ty'r Ardd, Bridgend. The focus of the new ARC [Assisted Recovery in the Community] service is to support access to a range of community based social and



recreational activities. This service also has close links with Further Education departments and employers who are able to meet the requirements of our clients.

A weekly Clozapine Clinic is held at Coity Clinic Mental Health and Well Being Outpatients Centre [as from August 2006].

Contact

Raglan Ward, Glanrhyd Hospital, Bridgend
☎01656 753844

Morgannwg Ward, Glanrhyd Hospital, Bridgend

☎01656 753920

Ty'r Ardd Day Centre, Sunnyside, Bridgend, CF31 4AR

☎01656 766250

Outpatient Facilities

Outpatient Clinics are provided for clients of the Western Vale at the Mental Health and Well Being Centre, Coity Clinic, Princess of Wales Hospital. Locality Clinics are also held at Cowbridge Health Centre once monthly, and at Llantwit Major Health Centre twice monthly.

Referrals

Referrals are made via GP's to the single point of access for referrals within the CMHT and are reviewed at the weekly referral allocation meeting,



General Practitioners – Western Vale of Glamorgan

Address	☎	Fax
Eryl Surgery, Station Rd., Llantwit Major, Vale of Glamorgan, CF61 9ST	01446 793444	01446 713115
Cowbridge Health Centre, Old Hall Grounds Cowbridge Vale of Glamorgan, CF71 7AH	01446 772383	01446 774022
Cowbridge Health Centre Old Hall Grounds Cowbridge Vale of Glamorgan, CF71 7AH	01446 772237	01446 775883
Regional Medical Centre, RAF St Athan, Vale of Glamorgan CF62 4WU	01446 797479	
Eryl Surgery, Gileston Road, St. Athan.	01446 751010	
The Surgery, The Square, St. Athan.	01446 751751	
The Clinic, Boverton Road, Llantwit Major.	01446 794080	





2.2 Adult Mental Health: Specialist Services

Cardiff and Vale NHS Trust

- **Psychology and Counselling Services (Cardiff and Eastern Vale of Glamorgan)**
- **Counselling Service in Primary Care (Cardiff and Vale of Glamorgan)**
- **Community Addiction Unit (Cardiff and Vale of Glamorgan)**
- **Low Secure and Community Forensic Service (Cardiff and Vale of Glamorgan)**
- **Mother and Baby Unit (Cardiff and Vale of Glamorgan)**
- **Welsh Neuropsychiatry Service**
- **Traumatic Stress Services (Cardiff and Eastern Vale of Glamorgan)**
- **Department of Liaison Psychiatry**
- **Bulimic Disorder Service (Cardiff and Eastern Vale of Glamorgan)**

N.B Bro Morgannwg NHS Trust

The Vale LHB has invested in the Cardiff & Vale NHS Trust Substance Misuse Service to provide services to the population of the Western Vale.

Psychology Services are an integral component of the Western Vale CMHT.



Psychology and Counselling Services

Cardiff & Eastern Vale

Psychologists work in all the Mental Health Directorates of the Mental Health Services within Cardiff & Vale NHS Trust. They provide specialist psychological assessment, advice and therapy for a wide range of mental health problems.

They are based with the multi-disciplinary teams including Community Mental Health Teams, teams for older adults and specialist services. They are part of services covering the whole age range.

Access to this service is through the multidisciplinary teams. If you are not sure how to contact the right service you can contact the Psychology Department, Cardiff and Vale NHS Trust

Contact

☎ 029 2033 6578 for information.

Western Vale

Psychology Services are an integral component of the CMHT in the Western Vale.



Counselling Service in Primary Care

This service operates in GP Practices in Cardiff and the Vale of Glamorgan. Counsellors in the practices provide brief, structured counselling for clients referred with common mental health problems.

The service is open to adults aged 18 plus and is available within GP practice hours in each local GP practice.

Referrals

Referrals are normally made by a GP [clients must be registered with a GP].

Contact

**Dr. Jenny McBride, Clinical Director of
Psychology and Counselling Services,
Whitchurch Hospital, Cardiff**

☎ 029 2033 6153 Fax: 029 2033 6133



Community Addiction Unit (C.A.U.) (Clinical Director Addictions, Dr. Richard Pates)

The Community Addiction Unit provides the following services to Cardiff and the Vale of Glamorgan:

Maintenance prescribing programmes

- Community Alcohol/Drug Detoxifications
- In-patient Alcohol/Drug Detoxifications
- Therapeutic Day Programme
- Psychiatric Assessment
- Psychological Treatments for Alcohol Clients
- Health Screens - Hepatitis B, C, HIV
- Urine Screening
- Blood Investigations
- Harm Reduction Service
- Needle Exchange
- Sexual Health Advice and Support
- Individual / Family counselling
- Supportive Counselling
- Psychological treatments
- Counselling for adult survivors of childhood sexual abuse
- Needle fixation
- Antabuse and Campral Therapy
- Occupational Therapy
- Physiotherapy
- Dietary Advice
- Cognitive Assessment
- Preparation, detoxification and rehabilitation for those residing at the Salvation Army Hostel
- Rapid access prescribing service for those currently in criminal justice systems

Referrals The service is fully multi-disciplinary. Clients may self refer or be referred by their GP., or may be referred by other types of health care, such as General Hospitals, or Mental Health Services, Criminal Justice Referrals and Homeless Hostels

Inpatient Services

Inpatient Services are situated on the Adfer Ward, Whitchurch Hospital.

Contacts

Cardiff:

House 56, Cardiff Royal Infirmary,
Newport Road, Cardiff CF24 0SZ
☎029 2046 1742 Fax 029 2046 1768

[Please see also services of the City & County of Cardiff Community Alcohol Team]

Vale of Glamorgan:

Newlands, 26, Newland Street, Barry
CF62 8EA

☎01446 700943 Fax: 01446 721896

[This service operates in a shared base accommodating NHS and Local Authority drug and alcohol services, the latter being the Vale Drug and Alcohol Team. This service offers counselling, social work and group work services]



Low Secure and Community Forensic Services

The Low Secure and Community Forensic Service, inclusive of a Court Assessment Scheme, Prison Inreach/Outreach Service and a Mental Health Probation Worker, is based at Whitchurch Hospital, Cardiff. These are multi-professional teams including social workers that provide specialist mental health assessment, treatment and support to mentally disordered offenders and those at risk of offending in Cardiff and the Vale of Glamorgan, some of whom may be subject to Home Office Restriction.

These services are an integral part of the Mental Health Service Group, which provides low secure service inpatient, outpatient and community assessment and treatment, either directly or through supporting other professionals and agencies.

The Teams operate under the principles of Home Office Circulars 66/90, 125/95, and the National Assembly Adult Mental Health Strategy (AMHS Aim 4), to ensure close co-operation between agencies and to ensure effective commissioning of services. (Please also see page 12 for reference to City and County of Cardiff Social Work contribution to the Teams).

Mission Statement

The Low Secure and Community Forensic Services aim to provide a comprehensive service provision at a low secure level and eventually will provide a seamless service to offenders and others at risk of offending from the Cardiff and Vale area. This will be a joint working initiative in conjunction with other agencies and service providers through the UK, at all levels of security.

Service Philosophy

In line with the adult Mental Health Strategy for Wales, (AMHS), the philosophy of these services is to provide effective, evidenced based care (AMHS 6.1.) to the service population. The emphasis is on care and

treatment based on flexible, needs led, supportive services for users, carers/relatives and appropriate statutory and voluntary agencies. The Low Secure and Community Forensic Service also strive to maximise service users' ability to function safely within the community without offending.

Aims of the Service

1. To integrate and / or maintain clients in the community at the earliest appropriate point, with sufficient support, treatment and supervision to minimise the risk of premature readmission.
2. To provide a comprehensive level of, assessment, treatment, support and monitoring of the clients medical, psychological and social needs. (AMHS aim 7)
3. To collaborate and work effectively with clients, their families and other agencies to reduce any known risks associated with offending and recidivism.
4. To provide ongoing assessment and monitoring with respect to identified risk, specifically risk and dangerousness, to include public safety. (AMHS 4.5).
5. To provide a comprehensive, supportive community service to the low secure inpatient facility based at Whitchurch Hospital.

Contact

Low Secure and Community Forensic Services, Whitchurch Hospital:

☎029 2069 3191



Mother & Baby Unit

A 3 bedded Mother and Baby Unit, operating 24 hours a day, is based on the Heath Site, University Hospital of Wales, on the ground floor of Monmouth House. This unit provides in patient peri-natal care for mothers and babies up to one year old for the Bro Taf area, which includes Cardiff and the Vale of Glamorgan.

This unit is part of a wider service including peri-natal community care.

Referrals

Referrals are accepted from primary and secondary care. The consultant is Sue Smith.

Contact

**☎ Direct Line 029 2074 4066/6101
or Heath Hospital main number
029 2074 7747**

N.B.

There are plans to move this unit to the Llanfair Unit, Llandough Hospital, mid 2007.



Welsh Neuropsychiatry Service

The Welsh Neuropsychiatry Service at Whitchurch Hospital, consists of:-

- In-patient services - thirteen beds
- Day assessment services
- Community Services - 100 plus
- Out-patients including complex Epilepsy Clinic
- Vocational Rehabilitation [STAR Project] based in Cardiff and Swansea

The client group, aged between seventeen and sixty-five years of age, consists of people with acquired brain damage with associated psychiatric disorders with or without challenging behaviours. The service is available to the population of Wales.

RTA victims etc.

- HM Prisons
- Employment Service

Contact

Gwen Phillips, Clinical Director or Phil Selby , Clinical Nurse Leader, Welsh Neuropsychiatry Service, Whitchurch Hospital , Whitchurch

☎: 029 2033 6551

Fax: 029 2062 1273

Email:

sue.dickson-

davies@cardiffandvale.wales.nhs.uk

pat.louthan@cardiffandvale.wales.nhs.uk

Staffing

The Unit contains the following staff:-

- Medical staff
- Specialist nurses, both ward, day hospital and community based
- Specialist Occupational Therapies
- Specialist Speech and Language Therapist
- Consultant Clinical Psychologist
- Senior Psychiatric Social Worker
- Physiotherapist

Referrals

Sources of referrals to the multi-disciplinary team are:

- General Practitioners
- Rookwood Hospital
- General Hospitals
- Mental Health Services - both hospital & community
- Social Services
- Forensic Services
- Learning Difficulties Services – both hospital & community
- Neurosciences Directorates, e.g. University Hospital of Wales
- Epilepsy Services
- Legal Profession, e.g. solicitors acting for



Traumatic Stress Service

This outpatient service is based at the University Hospital of Wales and provides clinics there, and in Penarth for Cardiff and Eastern Vale of Glamorgan. It provides an assessment and treatment service for individuals who are thought to be suffering from post traumatic stress disorder. It offers evidence based treatment including trauma focussed cognitive behaviour therapy, eye movement desensitisation and reprocessing, and medication.

Referrals

Referrals are accepted from local G.P.'s and secondary care professionals.

Contact

Dr. Jonathan Bisson, Traumatic Stress Service, Monmouth House, University Hospital of Wales, Heath Park, Cardiff CF14 4XN

☎: 029 2074 2284



Department of Liaison Psychiatry

The Department provides a service to the medical wards at the University Hospital of Wales, Rookwood Hospital, and Cardiff Royal Infirmary as well as to Holme Towers. Patients between the ages of 16 and 65 are assessed as inpatients by the consultant and Senior House Officer.

A psychiatric liaison nurse assesses inpatients at the Cardiff Poisons Unit at Llandough Hospital.

A psychiatric liaison nurse assesses patients presenting to the emergency unit.

Referrals

Inpatients are referred via a specific liaison psychiatry referral form available on all wards within the hospitals covered.

Physicians are also able to refer patients who are not already under the care of a psychiatrist in the community as outpatients.

G.P. referrals are taken for patients who present with mental health difficulties related to medical problems, where these medical problems have been fully investigated.

A second opinion service is provided to Community Mental Health Teams to help with management of patients whose mental health difficulties are being exacerbated by chronic physical difficulties.

A cognitive behavioural psychotherapist sees patients who have been assessed and referred by the consultant liaison psychiatrist and Senior House Officer but is unable to take referrals directly.

Contact

Room 222, Monmouth House, University Hospital of Wales, Heath Park, Cardiff CF14 4XW

☎: 029 2074 3940

Fax: 029 2074 3928

Email:

linda.allen@cardiffandvale.wales.nhs.uk



Bulimic Disorders Service *Cardiff and Eastern Vale of Glamorgan*

The Bulimic Disorders Service is a psychology led outpatients service providing 16-20 sessions of cognitive behavioural therapy for adults with a bulimic disorder. Clients also have access to a specialist dietician.

The client group served are adults aged over 18 who have been experiencing difficulties for at least six months. They must be registered with a general practitioner within Cardiff and the Vale of Glamorgan and have been assessed by their local Community Mental Health Team for the Cardiff and Vale NHS Trust area.

Referrals

Referrals are accepted from Cardiff and Vale community mental health teams.

Contact

Ms. Toni Hoefkens, Consultant Clinical Psychologist, Dr. Debbie Woodward, Consultant Clinical Psychologist, Psychology and Counselling Directorate, Whitchurch Hospital.

☎: 029 2033 6578

Fax: 029 2033 6133



2.3 Mental Health Services for Older People

- **Cardiff & Eastern Vale of Glamorgan**
 - Community Teams
 - Day Hospitals
 - Inpatient Services
 - Memory Team
 - Practice Development Unit

- **Western Vale of Glamorgan**
 - EMI Community Nursing Team, Bridgend
 - Inpatient Services
 - Assessment & Continuing Care
 - Outpatient Services
 - Respite Care
 - Hospital Day Care

- **Vale of Glamorgan Council**
 - Community Mental Health Services for Older People



Mental Health Services for Older People – Cardiff & Eastern Vale of Glamorgan

This service is for people of any age suffering from dementia [such as Alzheimers] or for older people who develop other forms of mental illness late in life [normally 65 years of age upwards]. Assessing the needs of carers and supporting them in their caring role is a vital part of the work.

Mental Health Services for Older People in Cardiff & the Eastern Vale of Glamorgan are provided by:-

- City & County of Cardiff Council
- Vale of Glamorgan Council
- Cardiff & Vale NHS Trust

The services provided are listed below, and include the following:-

- Community Teams
- Day Hospitals
- Inpatient Services
- Memory Team
- Practice Development Unit

Community Teams

Organisation

There are 3 community teams serving the Cardiff area, and 1 serving the Eastern Vale. The teams are the main point of access for assessment, treatment and referral to specialist support services. The teams are multi-agency and multi-disciplinary, with Health staff employed by Cardiff and Vale NHS Trust and Social Work staff employed by Cardiff and the Vale Local Authorities.

Services

The Community Teams provide a comprehensive assessment of an individual's needs, draw up a "Care Plan" together with the client and carer and then ensure that the plan is implemented and monitored.

A "Care Package," made up from a range of appropriate statutory, voluntary and private care providers is then drawn up by the client's "Case Manager." The client and their carer(s) are fully involved in this process. Carers may also access the Carers Assessment.

Referral

Anyone can refer to the community teams, by writing, telephoning or visiting.

GPs can refer to a Consultant in Older Age Psychiatry via the appropriate team.

Teams are open from 8.30am to 5pm Monday to Thursday, 8.30am to 4.30pm Friday.

Contacts for Cardiff

Cardiff South and East Community Team

(covers Grangetown, Butetown, Riverside, Canton, Llanrumney, Trowbridge, New St. Mellons, Rumney, Splott, Tremorfa, Adamsdown, Cathays, Plasnewydd)

Address: CMHT for Older People, St. David's Hospital, Cowbridge Road East, Cardiff CF11 9BX
☎ 029 2053 6868
Fax: 029 2053 6870

Cardiff West Community Team

(covers Tongwynlais, Whitchurch, Llandaff, Llandaff North, Gabalfa, Fairwater, Radyr, St. Fagans, Ely, Caerau [Creigau, Pentyrch - Local Authority only. Nantgarw, Taff's Well - Cardiff & Vale NHS Trust only])

Address: Highfields Centre, Allensbank Road, Heath, Cardiff. CF14 2XG
☎ 029 2076 6531
Fax: 029 2062 8917



Cardiff North Community Team

(covers Lisvane, Rhiwbina, Llanederyn, St. Mellons, Llanishen, Heath, Cyncoed, Roath, Pentwyn)

Address: Highfields Centre, Allensbank Road, Heath, Cardiff. CF14 2XG

☎ 029 2076 6531

Fax: 029 2062 8917

Contact for Eastern Vale

Vale of Glamorgan CMHT for Older People

(covers Penarth, Barry, Rural Vale to River Thaw)

Address: Gardenhurst Resource Centre Holmesdale Place, Penarth, CF64 3BB

☎ 029 2071 1555

Day Hospitals

Organisation

There are 2 day hospitals serving the Cardiff area, and 1 day hospital serving the Eastern Vale area.

Services

The day hospitals provide a service 5 days per week (Mon. - Fri.), and ambulance transport is available for all users of the service. The day hospitals provide assessment, treatment and social activity programmes geared to the needs of each individual, delivered by a range of specialist medical, nursing and therapy staff.

The Day Hospital in Cardiff will be providing an intensive, time limited, multi disciplinary assessment and treatment. At the end of this assessment period and following consultation with the person and if appropriate their carers, and using the Care Programme Approach, a plan for future care will be agreed. If a need for Day Services is identified, access to these services would be arranged.

A functional illness assessment service is provided at Whitchurch Hospital and Barry Hospital for those people over 65 who develop a late onset mental health problem.

Referral

Day hospital attendance is arranged by the individual's Case Manager, in conjunction with the appropriate Consultant in Old-Age Psychiatry.

Contacts for Cardiff

Cardiff South

Address: Turnbull Day Hospital, St. David's Hospital, Cowbridge Road East, Cardiff, CF11 9BX

☎ 029 2053 6854

Cardiff North and West

Address: Hafan Day Hospital, Whitchurch Hospital, Park Road, Whitchurch, Cardiff, CF4 7XB

☎ 029 2033 6533

Contact for Eastern Vale

Address: Morfa Day Unit, Barry Hospital, Colcot Road, Barry, Vale of Glamorgan. CF62 87Y

☎ 01446 704 004



In-Patient Services

Organisation

In-patient services for older people with mental health problems are provided by Cardiff and Vale NHS Trust. Services are spread over 3 sites: Whitchurch Hospital, St. David's Hospital, Barry Hospital.

Services

Assessment and treatment facilities for people with dementia or suspected dementia are provided in Whitchurch Hospital and Barry Hospital. Intermediate care services are provided in Whitchurch Hospital, Barry Hospital and St. David's Hospital.

A functional illness assessment service is provided at Whitchurch Hospital and Barry Hospital for those people over 65 who develop a late onset mental health problem.

Respite care services are available to provide planned breaks for carers under severe stress from the burdens associated with "caring." This is a limited resource that is allocated according to need. Respite care is also available within private residential and nursing homes - contact local Social Services for advice.

Referral

All referrals are made to the appropriate consultant in Old Age Psychiatry, or, in an emergency, via the out of hours mental health system contactable at Whitchurch Hospital.

Eastern Vale

Contact

Barry Hospital, Colcott Road, Barry, CF62 8YH

☎01446 704000



Memory Team

[This service is provided by the Medicine and Rehabilitation Directorate]

Services

The Memory Team is a multi-professional team specialising in the early identification and assessment of people with memory problems. Full medical, nursing and psychological assessment leads to appropriate diagnosis, support, and regular clinic follow-up. Referral to other services is made to ensure the most appropriate longer term support is secured for clients and their carers.

Referral

Referrals to the Memory Team are generally via an individual's General Practitioner, but the team will discuss referrals from any source in the first instance.

Contact

Address: Cardiff Memory Team, Academic Centre, Llandough Hospital, Penarth. CF64 2XX

☎029 2071 6961

Contact

Practice Development Unit, Whitchurch Hospital, Park Road, Whitchurch.

☎029 2033 6074/6073

e-mail: pdu@cardiffandvale.wales.nhs.uk

Practice Development Unit

Organisation

The Practice Development Unit is managed by Cardiff and Vale NHS Trust. The Unit supports mental health services for older people in Cardiff and the Eastern Vale.

Services

The Unit is multi-disciplinary, supporting high quality care for the client group and their carers. The Unit's role includes service evaluation, planning, research, development, specialist training and consultancy work. The Unit produces a journal - "Signpost to Older People and Mental Health Matters."

The Unit maintains a resource, therapeutic materials and book library, and is also the South Wales element of the Welsh Dementia Services Development Centre, a UK wide network for the sharing of information and co-ordination of services.



Mental Health Services for Older People - Western Vale of Glamorgan

[Please note: within Bro Morgannwg NHS Trust the term Elderly Mentally Ill – E.M.I – is used]

EMI Services in the Western Vale are provided by:

- Vale of Glamorgan Council
- Bro Morgannwg NHS Trust.

The services provided are listed below and include the following:

- Community EMI [Nursing] Team
- Inpatient Services
- Assessment & Continuing Care
- Outpatient Services
- Respite Care
- Hospital Day Care

Community EMI [Nursing] Team

Two nurses, one full time, the other part time, are based in Bridgend and the EMI Team provides care to those people over the age of 65 years with a diagnosis of a mental health problem/dementia.

The service is provided Monday to Friday 9.00 a.m. - 5.00 p.m.

Referrals can be made by Consultant Psychiatrists and General Practitioners although other statutory and voluntary agencies are able to access for advice.

Contact

3rd Floor, Brackla House, Bridgend
☎01656 645678

Inpatient Services

Inpatient services are provided at the Coity Clinic, Princess of Wales Hospital, on Ward 15 which has twenty beds. Ten beds are outlined for use by elderly clients with a functional illness.

Referrals

Referrals to the unit can be made by consultant Psychiatrists, G.P.s, Accident and

Emergency Department, medical wards, CMHTs, or self/carer.

Contact

Ward 21 Coity Clinic Princess of Wales Hospital, Coity Road, Bridgend, CF31 1RQ

☎[Ward 21] 01656 752264

Assessment and Continuing Care

This is available for those elderly clients diagnosed with an organic illness such as dementia.

Contact

Ward 15, Glanrhyd Hospital, Bridgend Rd., Bridgend, CF31 4LN

☎[Ward 15] 01656 752250

Outpatient Services

There are two clinics held weekly at the Coity Clinic. On the first Tuesday of each month an Early Dementia Clinic is held, and on the first Friday of each month a lithium clinic is held.

Referrals The Clinics must be accessed via the Outpatients Department, Coity Clinic, Princess of Wales Hospital, Bridgend.

Contact

Coity Clinic, Princess of Wales Hospital, Bridgend.

☎01656 752256

Respite Care

These are provided on Ward 21 [Coity Clinic Princess of Wales Hospital], Morlais Ward [The Croeso Centre, Brynceithin] and Wards 2 and 15 [Glanrhyd Hospital].

Referral via the Consultant Psychiatrist or Community Psychiatric Nurse.



Contact

No contact details given

Hospital Day Care

A Day Hospital is provided in Bridgend in the Coity Clinic, Princess of Wales Hospital, and in Glanrhyd Hospital.



Community Mental Health Services for Older People in the Vale of Glamorgan

Vale of Glamorgan Council

The Community Mental Health Services for Older People in the Vale of Glamorgan are based in Penarth.

The Team provides a service to people over the age of 65 years who have a late-onset functional mental illness and to people of any age who are diagnosed as having dementia. The Team accepts referrals from any source. Carers may also access a Carer's Assessment.

The Team in Penarth is a multi-disciplinary team, consisting of community psychiatric nurses, social workers, an occupational therapist, a physiotherapist and a psychologist. The health staff are employed by the Cardiff and Vale NHS Trust and the social workers by the Vale of Glamorgan Council.

The Health staff work in the area covered by the Trust which extends to the Thaw river.

Social workers work with people in the whole of the Vale of Glamorgan.

Health services in the Western Vale are provided from Bridgend by the Bro Morgannwg NHS Trust.

Contact

**Vale of Glamorgan CMHT for Older People,
Gardenhurst Resources Centre,
Holmesdale Place, Penarth, CF64 3BB.**

☎ 029 2071 1555



2.4 Child and Adolescent Mental Health Services [CAMHS]

Cardiff and the Vale of Glamorgan

- Community Service – Cardiff
- Community Service – Vale of Glamorgan
- Inpatient Services – Cardiff and Vale of Glamorgan



Child and Adolescent Mental Health Services - Cardiff and the Vale of Glamorgan

Community Service - Cardiff

The Specialist Child and Adolescent Mental Health Services (CAMHS) in Cardiff are provided by Cardiff and the Vale NHS Trust in association with the City and County of Cardiff, and are based at St David's Hospital, Canton.

Aims

The service aims to provide a range of interventions for children and young people and their families experiencing psychiatric, psychological and emotional difficulties.

The team offers help at the secondary and tertiary level of referral with mental health disorder, ie those problems in children, adolescents and their families which cannot be resolved solely with the help of primary services.

The Service

The service is multi-disciplinary and consists of Specialist Community Nurses, Child Psychiatrists, Family Therapists, Child Psychologists and a Child Psychotherapist.

The types of referral range from young people with serious mental illness, to those who are experiencing significant loss and disruptions in family relationships. Currently the service is provided for children and young people aged 0 - 16 years, or for those in full time education up to the age of 17.

The development of links with the young person's family and environment are very important elements in the work. A range of interventions are provided including individual, family and group sessions and consultations with referring professionals.

There are a number of specific services provided by CAMHS including the Drug and Alcohol Misuse Service. The service also offers support to primary care professionals working with children and families through

our primary mental health team. If you would like more information please contact Paul Mason or Debbie Savery.

Referral

Most referrals are made via a GP, but referrals will also be accepted from Social Workers, Educational Psychologists, Paediatricians, Health Visitors, and Voluntary Agencies. Emergency referrals will only be accepted from GP's. The out of hours on call service can be accessed by the Whitchurch Hospital switchboard ☎029 2069 3191

Contacts

East Cardiff Dr. Helen Holmes, West Cardiff Dr. Azra Sabir, Central Cardiff Dr. Sayed Elsayed - Consultants in Child & Adolescent Psychiatry.
Primary Care Team: Paul Mason, Debbie Savery. ☎029 2053 6730
St David's Hospital, Cowbridge Rd. East, Cardiff, CF11 9XB

Community Service - Vale of Glamorgan

Aims:

The Vale Specialist CAMHS Team is an integrated multi-disciplinary child mental health service clinically led by a Child Psychiatrist. The Team comprises of an Educational Psychologist, Community Psychiatric Nurses, Child Psychiatrist, and other medical staff, Clinical Nurse Specialist, Child Psychologist and Specialist Social Workers.

The Team offers help at the secondary and tertiary level of referral with mental health disorder, ie. those problems in children, adolescents and their families which cannot be resolved solely with the help of primary services.



The Service

CAMHS aims to deliver services within the context of the racial, cultural and religious background of the family.

The types of referral range from young people with serious mental illness to those who are experiencing significant loss and disruptions in family relationships. Currently the service is provided for children and young people aged 0-16 years or for those in full-time education up to the age of 17.

The development of links with the young person's family and environment are very important elements in the work. A range of interventions are provided including individual, family and group sessions and consultations with referring professionals.

There are a number of specific services provided by CAMHS including the Drug and Alcohol Misuse Service.

Referral

Most referrals are made via a GP, but referrals will also be accepted from Social Workers, Educational Psychologists, Paediatricians, Health Visitors and Voluntary Agencies.

Emergency referrals will only be accepted from GP's. The out of hours on call service can be accessed by the Whitchurch Hospital switchboard. ☎029 2069 3191

Contact

Dr. John Talbot, Consultant in Child and Adolescent Psychiatry, Llandough Children's Centre, Llandough Hospital
☎029 2071 5593

Inpatient Services – Cardiff and the Vale of Glamorgan

Harvey Jones Adolescent Unit, Whitchurch Hospital.

The Unit is part of Cardiff and the Vale NHS Trust and serves the South Wales area.

Aims

The service aims to provide a therapeutic environment for inpatient assessment and treatment to young people experiencing severe psychiatric difficulties.

The Service

The service is provided for young people aged 11 to 17 years. Hospital inpatient provision is provided 7 days a week for up to 14 people. There are 2 day patient places.

Admissions are accepted from across the South Wales area. Most are planned in advance and may take 3 - 4 weeks, but urgent referrals take priority and a young person may be seen within 3 working days for initial assessment.

Liaison with the young person's family and environment are key elements in the care and treatment package. Treatment includes medication, group work, education, family and individual therapy. Nurses, psychiatrists, teacher, social worker, art therapist, psychologist, occupational therapist, dietician and child psychotherapist all staff the unit.

Two of the 14 beds are used as a high care area for existing patients who need intensive care.

Referrals

Referrals may be accepted for young people who are presenting with a range of clinical conditions including depression, anorexia nervosa, psychosis and obsessive compulsive disorder. Referrals may also be made where a detailed assessment is required for a young person on an inpatient basis.



Referrals are usually made via a community based Child and Adolescent Consultant Psychiatrist.

Contact

Dr Peter Halford: Consultant in Child and Adolescent Psychiatry

☎ Reception - 029 2033 6302

Nursing Office, including out of hours - 029 2033 6303

Senior Nurse Manager - 029 2033 6304



2.5 South Wales Police – Mental Health Unit

South Wales Police - Mental Health Unit

Heddlu De Cymru

South Wales Police Area:

Cardiff, Vale of Glamorgan, Merthyr, Rhondda Cynon Taf, Neath, Port Talbot, Bridgend, Swansea

South Wales Police Mental Health Liaison Officer

Detective Constable Penny Roberts covers the South Wales Police area and has primary responsibility for liaison between partners who deal with mental health matters. The Police's role in mental health issues usually stems from dealing with persons under sections 135/136 of the Mental Health Act 1983. Professional and effective involvement ensures that the patient can access safety and care at a time when they are vulnerable.

South Wales Police is an agency which will use referral processes when dealing with mental health matters.

Contact

Detective Constable Penny Roberts South Wales Police Mental Health Liaison Officer, Drugs Prevention and Policy Unit, Communities in Partnership, Port Talbot Police Station, Station Road, Port Talbot, SA13 1JB

☎01639 889149

email:

penny.roberts@south-wales.pnn.police.uk





3. Voluntary Sector Services

- A – Z of services covering Cardiff and the Vale of Glamorgan, including user and carer groups



4 Winds User Led Association

Cardiff & the Vale

Voluntary Sector - User Led Group

Charity No. 1071770

Summary of aims & objectives:

- To provide a warm, welcoming and supportive atmosphere for people who have experience of mental health difficulties
- To enable users of the centre to become involved in its running and future development
- To enable groups to form e.g. self-help/practical activities

Services: The 4Winds is a user-led resource/drop-in centre providing a welcoming meeting place for people experiencing mental health difficulties, and services and information on mental health issues. Opening times are:

Monday	1pm-5.00pm, also a social evening at Chapter Arts Centre 5.30pm-7.30pm
Tuesday	2pm-7.30pm
Wednesday	1pm-5.00pm [women only]
Thursday	2pm-7.30pm
Friday	1pm-5.00pm
Saturday	1pm-5.00pm
Sunday	1pm-5.00pm

Women only on Wednesday 1.00pm-5.00pm

Resources available - regular training opportunities, kitchen with access to cooking facilities, computer room, resource room including small library of books for loan, meetings room and general drop-in sitting rooms. Access is limited in the ground floor area. Unfortunately there is not a lift on the premises.

Languages: English, Hindi, Gujarati

Referrals

- No referral necessary, just pop in during opening hours, or ring for more information

Contacts: *Susan Jones*, 65 Clare Road, Grangetown, Cardiff. CF11 6QP

 **029 2038 8144**

Fax: 029 2038 8151

Email: 4winds1@supanet.com

www.1c4winds1.co.uk



Advocacy Matters [Wales]

Cardiff & the Vale

Voluntary Organisation

Charity No. 1055211

Summary of aims & objectives:

- Advocacy Matters [Wales] exists to promote the independent voice and to protect the rights and choices of individuals with a disability. The organisation's vision is that individuals with a disability are recognised as equal citizens who participate in society and control their own lives.

Services:

- Advocacy Matters [Wales] offers a range of advocacy services, including citizen advocacy, independent advocacy, and participation workers
- Accessible offices are open 9am-5.30pm Mon-Fri
- Answermachine out of hours

Referrals

- Anyone can make a referral including self referral

Contacts: Canton House, 435 Cowbridge Rd. East, Cardiff CF5 1JH

 **029 2023 3733**

Fax: 029 2023 3707

Email: info@advocacymatterswales.co.uk



Age Concern - Cardiff & Vale of Glamorgan

Cardiff & the Vale

Voluntary Sector

Charity No. 260189

Summary of aims & objectives:

- Promoting the welfare of older people.

Services:

Variety of services for people over 60, ie Advocacy, Counselling, Hospital Discharge Service, Good Neighbours, Welfare Rights, Aging Well Programme [opportunities to participate in social and physical activities]. Insurance Services. Monday-Friday 9.00am-5.00pm.

Referrals:  **Cardiff:** 029 2052 7197
Vale: 01446 795632
 Open referral system

Contacts: *Phil Vining*, 91-93 Caerphilly Road, Cardiff

 **029 2052 7197**

email: info@age-concern-cardiff.org.uk



Age Concern - Counselling Service Cardiff

Voluntary Sector

Aims & Objectives:

To provide support to adults aged 50 and over who are experiencing emotional difficulties.

Services:

Mobile counselling service for people aged 50+ experiencing emotional difficulties e.g. loneliness, depression, bereavement.

Referrals:

Open referral system by potential clients themselves, health professionals, social services, family members.

Contacts: Janet Jones, Age Concern Counselling Service, 12a Royal Buildings, Stanwell Road, Penarth CF64 3ED

 **029 2070 7974**

Fax: 029 2070 3747

email: janet.jones@age-concern-cardiff.org.uk



Age Concern - Hospital Discharge Service Cardiff & the Vale

Summary of aims & objectives:

- To provide short-term support for disadvantaged/frail elderly persons just after discharge from hospital
- To prevent the necessity for re-admission due to socio-economic circumstances
- To explore the clients' perception of need
- To facilitate inter-organisational co-ordination and co-operation
- To help improve the individual's quality of life

Services:

We provide short-term intensive support for anyone 60 years old and over on discharge from hospital. The service is available 365 days a year apart from bank holidays. It is predominantly a 9am to 5pm service seven days a week offering practical and emotional support and also liaises between the client and statutory, private or voluntary organisations.

The service does not provide specialised support to EMI clients. However, it does support clients with a mental health illness who have accessed acute services.

Referrals: As long as the criteria is met, anyone can access the service [with the clients consent] via the telephone or in person.

Contacts: *Amanda O'Shea*, Team Leader, *Ceri O'Callaghan*, Service Administrator, Hospital Discharge Service, Age Concern Cardiff & the Vale of Glamorgan, Ty John Pathy, 13-14 Neptune Court, Vanguard Way, Cardiff CF24 5PJ



029 2043 6699

Fax: 029 2047 1418

email: ageconcerncardif@btconnect.com



Al-Anon Family Groups [inc. Alateen]

All of Britain

Voluntary & Self-Help

Summary of aims & objectives:

Al-Anon is worldwide and offers understanding and support for families and friends of problem drinkers, whether the alcoholic is still drinking or not.

Services:

Local group meetings can be accessed by contacting the helpline number below. This is open to receive calls from people in distress from 10am-10pm with an answerphone outside these hours. The caller will be answered and directed to their nearest meeting.

Alateen is a part of Al-Anon for young people aged 12-20 who have been affected by someone else's drinking, usually a parent's. There are always two properly screened sponsors who are Al-Anon members present at meetings. Contact the helpline number below for information.

Referrals: Self-referral or other

Contacts: Al-Anon Family Groups U.K. & Eire, 61 Great Dover Street, London SE1 4YF.

 **020 7403 0888**

Fax: 020 7378 9910

email: enquiries@al-anonuk.org.uk

www.al-anonuk.org.uk



Alcohol Services for All [ASFA]

Cardiff & the Vale

Service Users Forum

Summary of aims & objectives:

To provide a forum, a voice, for people who have experienced an alcohol problem, to discuss existing provision and help to develop better services

Services:

- The Forum meets about six times a year in various locations across Cardiff and the Vale. It runs a newsletter and provides a range of training events. It also helps to organise the "Message in a Bottle" theatre group, and lobbies on various alcohol related issues.

Referrals: Zoe Livingstone, Acting Secretary

Contacts: Zoe Livingstone, The Fitzhamon Centre, 57b Fitzhamon Embankment, Cardiff



029 2038 8003

Fax : 01633 220196 [mark fao David Hiscox]



Alcoholics Anonymous

All of Britain and the World

Self-help voluntary sector local and national organisation

Summary of aims and objectives:

Alcoholics Anonymous is a fellowship of men and women who share their experiences, strength and hope with each other so that they may solve their common problem and help others to recover from alcoholism.

There are no dues or fees for AA membership – we are self-supporting through our own contributions. AA is not allied with any sect, denomination, politics or organisation, does not wish to engage in any controversy, neither endorses nor opposes any causes. Our primary purpose is to stay sober and help others to achieve sobriety. The only requirement for membership is a desire to stop drinking.

Services:

- Some literature is produced in Braille
- Some meeting venues have wheelchair access
- Some meetings are non-smoking or women only
- AA welcomes people of all ages and both sexes
- As AA exists all over the world almost all languages are spoken
- Cities have much more AA than the rural community because there are more people in cities. The AA is well established in Barry, Penarth and Cardiff. Phone the national helpline number below for details of meetings.

Referrals: Self referrals, or other. Prospective AA members could just turn up at a meeting but it is more usual for telephone contact to be made first when a newcomer can talk with and question an AA member and sometimes then [if necessary] be taken along to a meeting.

Contacts: National Office: PO Box 1, Stonebow House, Stonebow, York.
Local address: AA Telephone Room, Canton United Church, Theobald Rd., Cardiff



National Helpline No.

0845 769 7555 local rate



Cardiff Group No. 029 2037 3939

www.alcoholics-anonymous.org.uk



All Wales Saheli Association

All Wales community based project

Summary of aims & objectives:

Mission statement: Developing positive futures to enrich and maximise the quality of the lives of Moslem and Asian women and that of their children in Wales. Saheli is a user-led community based service with their key objective to support Asian and Moslem families.

Services:

- Saheli operate an open door policy with the intent to support Asian and Moslem clients who have difficulty in accessing mainstream services.
- They work closely with mainstream service providers and clients ensuring that religious, cultural and language barriers are taken into consideration.

Referrals: Open referral system

Contacts: 2 St. Martins Row, Albany Road, Roath, Cardiff

 **029 2049 6920**



All Wales User & Survivor Network

All Wales

Voluntary Sector

Charity No. 1090213

Summary of aims & objectives:

The US Network is one of Wales' largest independent mental health system User/Survivor led organisations, which aims to provide an effective voice for the mental health systems' users and survivors.

Services:

The US Network is involved in the following activities:

- Training on the issues and concerns of survivors
- Organising conferences
- Running workshops
- Producing independent information via a regular newsletter, and various publications
- Opening hours - Monday-Friday 9.30am - 3.30pm

Referrals: not applicable

Contact: *Jeff Williams. US network, Baglan Suite, Llys Kearns, Jersey Marine, Swansea, SA1 8QL*

 **01792 470246**

Mob: 07977 067920

email: jeff@walesnetwork.freemove.co.uk

www.usnetwork.co.uk



Alzheimer's Society

Cardiff & the Vale

Local branch of national Voluntary Organisation Charity No. 296645

Summary of aims & objectives:

Information, Advocacy, Practical and Emotional Support, Training.

Services:

- Telephone Helpline.
- Telephone Befriending service.
- A range of carer's support groups and supported social events.
- A wide range of information and fact sheets on dementia, caring and related topics.
- Support to access local services.
- Cardiff carer's advocacy project.
- Quarterly newsletter.
- Carer's welfare grants
- Young people with dementia project.
- Specialist day care service with transport
- Training in dementia care.
- Cardiff carer's peripatetic information and support bus which also offers free complementary therapies.
- 'Face to face' family support sessions.
- Outreach service offering home visits as needed. (Information, liaison and support service).
- Support with making difficult decisions.

Referrals: Open referral system

Contacts:

**Branch contacts;-Dawn John, Branch Manager,
Kim Pena & Joanne Cope, Carer's Support Services,
Linda Moule, Day Care Services Manager,
Samantha Pearce, Cardiff Carer's Advocate,
Samantha Jarman, Cardiff Carers Peripatetic Information and
Support Bus Worker.**

Heol Don Resource Centre, Heol Don, Whitchurch, Cardiff CF14 2XG

 **029 2052 1872**

Fax: 029 2061 5255

email: enquiries@alzheimers-society.org



Alzheimers Society - Wales Office

Wales

National Voluntary Organisation

Charity No. 296645

Summary of aims & objectives:

- Provide help and support to people with Dementia, Carers' and professionals. To provide support to branches across Wales. To give talks, presentations to carers and professionals, and to campaign to improve services.

Services:

- Advice & Information leaflets. Details about local branches and services across Wales.
- Open Monday-Friday 9am-5pm
- English and Welsh speakers
- Wheelchair access to building

Referrals:

Telephone, fax or email for advice and requests for information/advice sheets and details about a branch in their area.

Contacts: *Ian Thomas, Director for Wales*, Alzheimer's Society, 4th Floor, Baltic House, Mount Stuart Square, Cardiff CF10 5FH

 **029 2043 1990**

Fax : 029 2043 1999

Email: rows@alzheimers.org.uk



Ategi

Cardiff & the Vale, also Rhondda Cynon Taf & Caerphilly

Voluntary Sector - charitable organisation

Summary of aims & objectives:

Ategi aims to provide high quality individual support and assistance to people in order for them to exercise their right to an ordinary life in the community and add value to their lives.

Services:

- Domiciliary Support to all vulnerable Adults and Adult Placement Service
- Service provided 24 hours, 7 days a week
- Office open 9.00am-5.00pm Monday - Thursday, 9.00am-4.30pm Friday
- 24 hour on-call service also available

Referrals: Referrals may be made by self-referral, Local Authority, or through carer representatives.

Contacts: *Andrew Price*, 38 The Parade, Roath, Cardiff CF24 3AD.

 **029 2045 1900**
 email: enquiry@ategi.co.uk



Awetu

All Wales Black & Minority Ethnic Mental Health Group

Voluntary Sector

charity no. 1072162

Summary of aims & objectives Awetu strives to support all black and minority ethnic people confronted by mental illness through the delivery of its own services and by influencing the services provided by others in order that they are effective and sensitive to the needs of their users. The aim is to offer support to help those isolated by their illness rebuild their lives within their communities of origin, adopting an holistic approach, promoting recovery and independence by empowerment and self-discovery.

Services:

At present Awetu provides home visits to those clients that need emotional and practical support in the home, e.g. tenancy issues, accompanying clients on hospital visits, assistance with form filling etc, to enable clients to sustain independent lives by increasing their self-esteem and supporting them to pursue interests which will improve their health, well-being and independence. Awetu visit individuals who have been red-admitted to hospital and have formed relationships with the major psychiatric hospitals and clinics in Cardiff; Awetu staff make regular ward rounds to assess the needs of BME patients, to build a relationship with people before they are discharged and to act as a resource regarding cultural issues for the staff. Awetu also runs an art and craft class and provides BME mental health awareness raising sessions.

Awetu has carried out research into the mental health needs and access to services for BME people living in Cardiff.

Referrals: People can access our services through referral by their G.P., Social Worker, CPN or Psychiatrist. If a friend or family member does refer a client to Awetu we would still need to have background details of the client via a referral form.

Contacts: *Suzanne Duval*, Director, *Farida Mohamed*, Community Development Worker, *Intisar Ibrahim* and *Sadia Sadiq*, Outreach Workers, Children and Young People's Worker, *Hayley Driscoll*

Awetu, Princes Trust Cymru Building, 120-122 Broadway, Roath

 **029 2048 8002**

email: awetu@btconnect.com

www.awetu.org.uk



Barnardos Marlborough Road Partnership

Cardiff [also Newport]

Voluntary Sector - National Organisation Charity No. 216250

Summary of aims & objectives:

To help young people acquire the skills, knowledge and awareness necessary to live more independently in the community.

Services:

- Supported housing for young people- Cardiff
- Supported housing for young families - Cardiff & Newport
- Supported housing for black young people - Cardiff
- Floating support for Black and Minority Ethnic young women fleeing domestic abuse - Cardiff
- Intensive support service for Young Parents - Cardiff
- Consultation work and support with young people who have experiences of mental health services - Cardiff

All services can be accessed by telephone during office hours 9.00-5.00pm. Please contact the Project for accessibility details.

Referrals:

Referrals from any Agency, also self-referrals. Most services are for 16-21 year olds. There are some specific criteria for all services, but please contact the Project for information.

Contacts: Sally Jenkins, 46 Marlborough Road, Roath, Cardiff CF23 5BX

 **029 2049 7531**

Fax: 029 2045 3083

email: sally.jenkins@barnardos.org.uk



Barry ACE

Vale of Glamorgan

Self-help Womens Group

Summary of aims & objectives: To provide self-help and mutual support

Services:

Approximate numbers - 12 optimum

Wednesday 10.30am - 12.00 midday

English language only. No special access provided

Referrals: Through social workers, G.P.s, counsellors [the O.T. Dept. at Sully Hospital used to refer]

Contacts: *Eileen Wareham*, 17 St.Mary's Avenue, Barry

 **01446 407855**



British Red Cross - Vale of Glamorgan

Local service of national charity

Charity No. 220949

Summary of aims & objectives:

The British Red Cross aims to provide a range of community services to assist vulnerable people in crisis.

Services:

The British Red Cross day care service on Barry Island works in partnership with Cardiff & Vale NHS Trust and the Vale Social Services to provide weekday care facilities for EMI and elderly service users throughout the Vale of Glamorgan. Private day care places are available and also through the year a number of carers respite break sessions are held on weekends.

The British Red Cross Western Vale day care service in St. Athan works with Vale Social Services to provide weekday care facilities for EMI and elderly service users throughout the Western Vale of Glamorgan.

Referrals:

People can access services via referral from various sources.
Barry Island – through Social Workers, Health Professionals, or by self-referral.
St. Athan – through Social Workers.

Contacts:

Barry Island – Sharon Stephens, Service Co-ordinator, Barry Day Care Centre, British Red Cross, Breaksea Drive, Barry Island, Vale of Glamorgan CF62 5TN

 **01446 745800**

Fax: as above

Email: sstephens@redcross.org.uk

St. Athan – Susan John, Project Manager, Western Vale Day Centre, British Red Cross, The Gathering Place, East Campgate, Cowbridge Rd., St. Athan CF62 4WA

 **01446 750893**

Fax: as above

Email: sjohn@redcross.org.uk

Website: www.redcross.org.uk



Cadwyn Housing Association [Tenant Support Service] Cardiff and Caerphilly

Voluntary Sector

Summary of aims & objectives:

- o Cadwyn provides homes to people in housing need, providing the support service to tenants whose support needs can be met by this service.
- o The tenant support service provides time-limited and agreed support to 20 tenants who need it, in order to ensure as far as possible that they are able to maintain tenancy

Services:

- Opening hours 9.00am-5.00pm, Monday to Friday
- Client group – tenants with general needs, including issues around mental health, drugs and alcohol, as well as young people and other groups.
- Availability – via referral [self or agency] and needs assessment
- Languages – we are members of language line which gives access to most languages. We also have staff who are able to sign in BSL.
- Accessibility – wheelchair access, hearing induction loop.,
- One tenant support officer is a specialist in mental health issues

Referrals:

- o Via self and agency

Contacts: *Director of Housing and Community Services,*
Cadwyn Housing Association, 197 Newport Road, Cardiff CF24 1AJ

 **029 2049 8898**

Fax: 029 2046 4222

email: mail@cadwyn.co.uk



Cardiff Action for Single Homeless

Cardiff

Homeless - Voluntary Sector

Charity No. 703074

Summary of aims & objectives:

Our main aim is to provide warmth, shelter, support, advice and companionship to homeless and vulnerable people.

Services:

- We have a Day Centre which is open from 9am-9pm seven days a week
- 11 supported shared accommodation houses with 38 spaces
- We provide a drop-in centre - we support users in accessing services like housing, health, education, employment etc
- We have access to services, including a G.P., Nurse Practitioner and a CPN
- Monthly mobile dentist & chiropodist
- Emergency unit with 20 bedspaces [direct access]
- Between the 1st November and 31st March an extra 12 spaces are available at the night centre

Referrals:

Self referral, and referred by other agencies

Contacts: Mr. Layton Jones, Cardiff Action for the Single Homeless, The Huggard Centre, Tresillian Terrace, Butetown, Cardiff CF10 5JZ

 **029 2034 9980**

Fax: 029 2023 0283

email: LaytonJones@c-a-s-h.org.uk

www.c-a-s-h.org.uk



Cardiff & Vale Coalition of Disabled People [CVCDP]

Cardiff & the Vale of Glamorgan

Summary of aims & objectives:

We campaign on a local and national level to make a positive difference to the daily lives of all disabled people.

Services: CVCDP advise a range of statutory, private and voluntary sector organisations on disability equality issues, encouraging them to adopt a Social Model approach to their work. CVCDP Advocacy Service will be available from Spring of 2007.

We run an Independent Living Scheme, working with people who receive Direct Payments. The scheme provides information, support and training to disabled people who wish to employ people to provide their personal support. Clients supported are referred from Mental Health Impairment, Older People, Older People Mental Health, Children's Services and Learning Difficulties Social Work Teams

CVCDP offer advice and signposting to the disabled in the Cardiff and Vale of Glamorgan area., and campaign/work with service providers to help to ensure that they deliver the services we have a right to.

We have established and now successfully run SPEAK – CVCDP's Youth Forum where young disabled people have the opportunity to consult with their peers to discuss and act upon issues relevant to them.

Membership of CVCDP is free. Application form available from the office or in the CVCDP Newsletter.

Referrals:

Independent Living Scheme – see above.
Otherwise contact details below

Contact: Annie Hall Cardiff and Vale Coalition of Disabled People (CVCDP), 60, Cowbridge Road West, Ely, Cardiff CF5 5BS.

 **029 2025 5611**

Fax: 029 2025 5621

Email: info@cvcdp.org

www.cvcdp.org



Cardiff & Vale Crossroads - 'LEAN ON ME' Mental Health Project

Cardiff & Vale

Voluntary Sector

Charity No. 513673

Summary of aims & objectives:

The Lean On Me Project provides carers who are looking after a relative or friend a break from their caring role whilst a professional support worker supports the cared for person. The Project offers support to the cared for person by introducing them to additional health, social care and wellbeing activities that are chosen by the individual.

Services:

LEAN ON ME

- 9am-6pm Monday to Friday
- Client Group 16+ years – equal opportunities access
- Community based Support

Cardiff & Vale Crossroads also provide carer centred services to:

- Children and adolescents
- Parent carers
- Young Carers
- Elderly Persons
- Elderly frail persons
- Persons enduring terminal illness
- Adults and children with disabilities
- Adults enduring mental illness
- Adults and children with learning disabilities
- BME Community/Multicultural

Referrals: All referrals must undertake a carers assessment from their local CMHT in order to access the 'respite service'. The CMHT will liaise with Crossroads Lean on Me Project regarding services required.

Contacts: *Claire Wood* Scheme Manager, Unit 5, Norbury House, Norbury Road, Fairwater, Cardiff CF5 3AS.

 **029 2057 7300**

Fax: 029 2057 7300

Email: claire@cardiffvalecrossroads.org.uk



Cardiff & Vale Mental Health Development Project [CVMHDP]

Cardiff & the Vale

Local Mental Health Development Service

Charity No. 1081806

Summary of aims & objectives:

The Project aims to benefit those people who experience mental health problems by assisting the work of voluntary organisations, mental health service user and carer groups.

Services:

The Project provides a local mental health development service for voluntary sector groups with an interest in mental health, mental health service users and carers.

The work of the CVMHDP includes support to the voluntary sector, user and carer groups in relation to training and development, information sharing, co-ordination of joint working and involvement in the planning and provision of services. The work is tailored to the needs of the constituency by the production of an annual workplan.

Some examples of the work of the CVMHDP include:

- Servicing and/or facilitation of various networks, including:

- Cardiff & Vale Mental Health Forum
- Bro Taf Voluntary Sector Mental Health Network
- Cardiff & Vale Service User Forum
- Carers Involvement Group [Carers of Older People with mental health needs]

[some of these networks are serviced by the User and Carer Involvement Development Projects outlined below]

- Information – regular newsletter and maintenance of Cardiff & Vale Mental Health Services Directory – available on our website see address below
- Support for voluntary sector groups on funding advice and service development in relation to mental health.
- Training - circulation of information and co-ordination of training opportunities in relation to the needs of the constituencies.

Cardiff and Vale Service User Involvement Development Project - works with people who use adult mental health services and service providers, to develop effective ways for service users views to influence the development and delivery of services.



Examples of the SUIDP's work include:

- Supporting the Service User Forum to have a voice in the planning and delivery of mental health services
- Co-ordinating opportunities for training - e.g. building skills for greater involvement
- Supporting the development of service user involvement in the recruitment of mental health staff in statutory services
- Working with statutory and voluntary sector services to develop service user involvement, policy and practice within all aspects of their services

Cardiff & Vale Older People's Carer and Service User Involvement Project

Initiated by Carers of older people with mental health needs, this Project was developed in liaison with the CVMHDP, who now manage both the Cardiff & Vale Development Workers.

The Development Workers promote and formalise carer and where possible service user involvement in the joint planning process and implementation of services.

The main responsibilities of this Project are:

- to work with carers to identify and support their needs in relation to involvement
- actively promote their involvement in the joint planning process groups
- ensure that their voices are heard
- provide support to carers in meeting, raising, discussing and responding to issues about mental health services
- assisting carers to prepare for, attend and participate in meetings with service providers, commissioners etc. and to respond to consultations
- include, where possible, all the above with service users of older people's mental health services.

Referrals: People requiring support or information may contact the Project direct and/or join any of the networks as appropriate.

Contacts: *Linda Newton [Director], Daniel Smith [Service User Involvement Development Worker], Jane Patreane [Cardiff] Matthew Salisbury [Vale] - Older People's Carer and User Involvement Development Workers, Carol Cooke [Office Manager], Caroline Evans [Information & Admin. Worker].*

Unit 11, Williams Court, Trade Street, Cardiff CF10 5DQ.

 **029 2022 2000**

Fax: 029 2023 8258

email: mail@cvmhdp.org.uk

www.cvmhdp.org.uk



Cardiff & Vale Patients Council

Cardiff & the Vale

User Led [Voluntary]

Summary of aims & objectives:

Our aim is to actively involve service users and carers in the improvement, development and monitoring of mental health services. Our objectives - to create a forum for mental health service users; to contribute to the development of mental health services within hospitals and the wider community; to monitor quality standards, Patients Charter standards and provide local resolution of complaints in line with the Wilson Report.

Services:

- Our service is provided for mental health service users and carers/families. We provide daily open door sessions for advice and support [Mon-Fri 10.00am-3.00pm] for advice, information on other services and voluntary organisations and self-help groups.
- We have notice boards in all patient areas, help with complaints, compile and complete surveys regarding care, services etc.

Referrals:

Any service user can self-refer by telephone, or visit our 'drop-in' centre, open 10.00am-3.00pm Monday-Friday

Contacts: *John Evans, John Preece [volunteer]*

Cardiff & Vale Patients Council, Whitchurch Hospital, Park Road, Whitchurch, Cardiff CF4 7XB

 **029 2033 6373**



Cardiff Concern Christian Counselling

Cardiff & the Vale

Counselling Service [voluntary/local]

Charity No. 1007504

Summary of aims & objectives:

Cardiff Concern is a faith - based counselling service that has been in operation since 1990. Counselling is offered free of charge to all sections of the community and to those of all faiths or none.

Services:

- Counselling for a range of issues including:
Marriage / relationship difficulties, domestic abuse, eating disorders, depression and anxiety, bereavement, addiction.
- Appointment system 9.00am-9.00pm
- Counselling in Welsh if required
- Client group - everyone over 16
- Regal House not suitable for wheelchair access but alternative premises can be arranged on request
- Satellite counselling premises:
Croft Cottage, Sully
Beacon Centre, Harrison Drive, St Mellons

Referrals:

By telephone - personal referral only but agency can recommend.
No fixed charge, voluntary donations are welcome.

Contacts: *The Counselling Co-ordinator*, Cardiff Concern,
Regal House, Gelligaer Lane, Cathays CF14 3SS

 **029 2066 4410**



Cardiff Institute for the Blind

Cardiff & the Vale

Local Independent Voluntary Organisation

Charity No. 214131

Summary of aims & objectives:

Mission Statement:

Cardiff Institute for the Blind exists to enable visually impaired people within the counties of Cardiff and the Vale of Glamorgan to live a full and normal life. The Institute seeks to influence the policies and practices of other organisations, individuals and service providers, in the light of its experience and research. The Institute, in accordance with the resources available, complements the range of services provided, by directly contributing to its own set of services.

Services:

- Information & Advice
- Home Visiting Service
- Hospital Support Service
- Computer Training
- Resource Centre & Mobile Resource Centre
- Clubs
- Befriending
- Volunteer Transport
- Range of Lending Libraries
- Contact Line
- Volunteering Opportunities
- Hours of opening: Monday-Thursday 8.45am-4.45pm, Friday 8.45am-3.45pm

All the above are accessible to any person with a visual impairment, regardless of registration, living within our catchment area. Services are available in both English and Welsh. We do not specifically provide mental health services, but we adhere to our equal opportunities programme and have in the past worked closely with the rehabilitation team based at Whitchurch Hospital. Volunteers do not have to be visually impaired.

Referrals: Self referrals and referrals from other professionals and organisations, both voluntary and statutory

Contacts: *Carys Henry, Head of Services*, Cardiff Institute for the Blind, Shand House, 20 Newport Road, Cardiff CF24 OYB

 **029 2048 5414**

Fax: 029 2046 5222

email: carys@cibi.co.uk www.cibi.co.uk



Cardiff Mind Ltd.

Area covered: Cardiff [residents only]

Voluntary Sector Agency

Charity No. 1020633

Summary of aims & objectives:

Cardiff Mind aims to:

- reduce discrimination and stigmatisation
- encourage service users to increase self-esteem, confidence and good health
- help people with mental health problems to develop independence, self-awareness, coping strategies and the ability to make informed choices
- provide services which meet individual need and reflect individual preferences
- improve and raise awareness of mental health and the voluntary sector
- enable individuals to participate in the evaluation and development of services
- improve and maintain the environment in which Cardiff Mind provides services
- encourage and develop the confidence of people with mental health problems to take up mainstream economic and social activities
- improve the quality of management and governance of Cardiff Mind
- maintain financial visibility and a dynamic organisation by continuing to develop new and innovative services

Services:

- **Day Services** – a range of groups, activities and social events for men and women who have or are recovering from mental health problems
- **Floating Support** – support for individuals and families who have experienced mental health difficulties. Support focuses on helping people to maintain tenancies and live successfully in the community. There are two schemes, one for Cardiff County Council tenants and one with Cardiff Community Housing Association. Also provides domiciliary care services to help individuals to develop independent living skills.
- **Mindworks** – the Project supports people with mental health difficulties to find and maintain voluntary work, employment training and education. Mindworks also has its own environmental gardening project, Mind Diggers.
- **Supported Accommodation Services** – Accommodation for men and women who have experienced mental health difficulties [accommodation is shared houses and flats]. Not 24 hour staffed.
- **Women in Mind** – a range of services for women aged 18 and over.
 - Free counselling service for men and women – waiting list in operation
 - Weekly support and activity groups
 - Short term outreach support for individuals
 - Directory of Counsellors and Therapists [the Pink List, published every two years]
 - Training on mental health and related issues for workers in other agencies



Referrals

- **Day Services** – self-referral or other agency
- **Floating Support** – for Cardiff County Council tenants a referral has to be made to the Council Tenant Support Team, For Cardiff Community Housing individuals can self-refer to Cardiff Mind. For domiciliary care contact Cardiff Mind. Individuals will need to have a community care assessment.
- **Mindworks** – self-referral, families, friends or other agencies
- Women in Mind - self-referral only for counselling service. Self or agency referral for other services

Contacts: 106 Newport Rd., Roath, CF24 1DL

 **029 2040 2040**

call and ask to speak to the relevant team

Fax: 029 2040 2041

Email : admin@cardiffmind.org



Cardiff People First

Cardiff

Charity No. 1109221

Summary of aims & objectives:

To work with people who have a learning disability, in order to promote independence, rights and responsibilities, and to create opportunities through support and development. We also seek to challenge discrimination against people who are labelled as having a learning disability or difficulty.

Services:

- Campaigning for more equal rights and services
- Self advocacy
- Training – for other organisations and statutory services
- Wishing Well Project – for people with a learning disability and mental health difficulties
- Local Groups – for people to get involved in their community
- Young People's Group – 14-25 year olds
- Community Voices – to support people within BME communities with a learning disability to have a voice

Referrals:

Self referrals, or through Support Workers/Carer. People have the choice of whether they want to become a member.

Contacts: Ashlea Harris- Director, Cian O'Donohue- Training Co-ordinator, Andrea Jones- Wishing Well Project, Davida Hewlett- Young People, Dilly Rothwell- Local Groups, Uzma Ali/ Fehmida Ahmed- Community Voices

Canton House, 435-451 Cowbridge Rd. East, Canton, Cardiff CF51JH



029 2023 1555

Fax No. 029 2023 1566

Email: cardiffpeople1st@btconnect.com



Cardiff Women's Safety Unit

Cardiff

Charity No. 1071243

Summary of aims & objectives:

Cardiff Women's Safety Unit aims to increase the safety of victims of domestic abuse and their children, keeping them if possible in their own homes.

Services:

- The Unit offers a one-stop shop for victims of domestic abuse providing all-round advocacy services from legal support to housing and welfare advice and even acupuncture and hypnotherapy. We also have a specialist nurse based in the emergency unit at the University Hospital of Wales

Referrals:

Telephone the number below. Open to service users, the police, and other agencies

**Contacts: 5th Floor, Friary House, Greyfriars Place, Cardiff
CF10 3AE**

 **029 2022 2022**

Fax No. 029 2022 2023



Cardiff YMCA Housing Association Cardiff

Single Homeless Hostel with support available Charity No. 1015485

Summary of aims & objectives:

To offer temporary accommodation to homeless single people and help them gain access to appropriate accommodation

Services:

- Generic single homeless 18 years plus, male and female
- 24 hour hostel with Monday-Friday 9-5 support
- Wheelchair access - 12 single ground floor rooms with adapted bathing facilities
- Some rooms available for carers

Referrals:

Direct access, self referral, referrals from agencies

Contacts: *Housing Team or Support Work Manager*

 **029 2046 5250**

Fax: 029 2047 1826



Carers' Centre

Cardiff & the Vale

Voluntary Sector

Summary of aims & objectives:

We provide information, support, advice and advocacy to anyone who is caring for a member of their family or friend - in any situation and of any age.

Services:

- Client Group - Carers
- Helpline 10-4 Monday-Friday 029 2022 1421
- Languages - English, Urdu, Bengali, Somali
- Carers can also call in to the Centre during those hours
- Loop system available

Referrals: Self referral or other organisations. Any carer.

Contacts: *Sue Hutton, Carers Facilitator*, Carers Centre, Pembroke House, 1 Conway Road, Canton, Cardiff

 **029 2022 1439**



Church Army, Cardiff & immediate surrounding areas

Voluntary Sector

Charity No. 226226

Summary of aims & objectives:

- To provide safe and secure accommodation
- To provide in partnership, relevant support and education towards independent living skills
- To provide in partnership relevant support in accessing training or employment or re-entering education
- Exit support
- To use all models of good practice that are authentic for the young person reflecting Church Army ethos 'Sharing Faith Through Words and Action' within a multi-faith framework

Services:

- 13 bed spaces - 16-21 year old male and female
- Access by interview
- 24 hour staffing
- English and access to Welsh via worker based at sister agency
- One to one support but also using any outside agency relevant to young persons needs and choice.
- Breakfast provided

Referrals: By telephone referral, via Cardiff County Council Homeless Dept., or Housing Options Project

Contacts: *Susan Way, Church Army, DC@Ty Bronna, Clos Ty Bronna, Fairwater, Cardiff CF5 3ER*

 **029 2055 6929**

Fax: 029 2019 0190

email: staff@tybronna.org.uk

s.way@churcharmy.org.uk

www.tybronna.org.uk



Church Army - The Amber Project

Cardiff & the Vale, plus wider Voluntary Sector

Voluntary Sector

Summary of aims & objectives:

- To provide information and support to young people [16-25] who self-harm
- To provide 'safe-space' to enable young people to explore the issues which underpin their need to self harm through group work and counselling
- To encourage young people to value and look after themselves
- Work with young people to help increase their levels of self-esteem and confidence

Services:

- Weekly drop-in/activity based workshops
- Inform group work at 4Winds, Clare Rd., Grangetown, Friday evenings 7.00pm-9.00pm
- Counselling service at Ty Bronna, Clos ty Bronna, Fairwater – contact Caryl Stock through referral information.
- Awareness raising
- Regular series of theatre workshops
- Booklet written for young people with experience of self-harm "Louder Than Words"

Referrals: Self referral, or any agency working with young people

Contacts: *Caryl Stock*, The Amber Project, Room 1, The Quaker Meeting House, 43 Charles St, Cardiff CF10 2BG

 **07905 905437/029 2034 4776**

email: amber.project@churcharmy.org.uk



Citizens Advice Bureau - Cardiff

Cardiff [will accept some enquiries from other areas]

Limited Company, member of the National Association of Citizens Advice Bureau

Summary of aims & objectives:

- To ensure that individuals do not suffer through ignorance of their rights and responsibilities or of the services available, or through an inability to express their needs effectively.

And equally...

- To exercise a responsible influence on the development of social policies and services, both locally and nationally.

In pursuing these aims the service provides **free** to all individuals an **impartial, independent** and **confidential** service of information, guidance and support and makes responsible use of the experience so gained. We also give advice on housing, debt, employment, immigration, welfare rights and much more.

Services:

The main bureau is open:

- For drop-ins: Monday to Friday 10am - 12.30pm
- For telephone advice: Monday to Friday 1pm - 3pm, Tel: 029 2034 6499

Community Advice Sessions

Venue	Open Door
ELY Michaelston Adult Centre Michaelston Road	Friday 9.30am - 12.00pm
ELY Ely Library Grand Avenue	Tuesday 1.45pm - 4.15pm
GRANGETOWN Grangetown Health Centre Cambridge Street	Wednesday 1.45pm - 4.15pm
BUTETOWN Butetown Health Centre Loudon Square	Friday 1.45pm - 4.15pm



Venue	Open Door
TROWBRIDGE Trowbridge Health Centre Abergele Rd	Wednesday 9.30am - 12.00pm
LLANRUMNEY Llanrumney Medical Centre Ball Road	Thursday 1.45pm - 4.15pm
LLANEDEYRN The Powerhouse	Tuesday 9.30am - 12.00pm

***PLEASE BE AWARE THAT THE ABOVE SESSIONS ARE
OFTEN BUSY AND YOU MAY NOT BE SEEN IF THE
SESSIONS ARE FULL***

ACCESSIBILITY

The bureau has wheelchair access and toilet facilities for people with disabilities. All the outreach locations are wheelchair accessible.

Referrals: Individuals are able to access the service in the following ways:

- Attending the main bureau or an outreach session
- Telephone the advice line

Contact: First Floor, Castle House, Castle Street, Cardiff CF10 1BS

 **029 2034 6490**



Citizens Advice Bureau - Vale of Glamorgan

Vale of Glamorgan

Advice Services - Voluntary Sector/Registered

Charity No. 1089294

Summary of aims & objectives:

To provide free, confidential and impartial advice to everybody, regardless of race, gender, sexuality, age, disability or religion. To assist people to deal with their problems and help them to decide what to do. If cases are complicated or ongoing, we write and confirm advice and make clear the actions that can be taken.

Services

Office	Open Days	Open Times
119 Broad Street, Barry CF62 7TZ	Monday Wednesday Friday	10.00am-1.00pm 10.00am-1.00pm 10.00am-1.00pm
Rear of 79 Eastgate Cowbridge, CF71 7AA	Monday [Emergencies only] Friday	10.00am-1.00pm 10.00am-1.00pm
The Old School Wine Street Llantwit Major CF61 1RZ	Tuesday Wednesday	10.00am-1.00pm 10.00am-1.00pm
West House Cottage Stanwell Road Penarth CF64 2ZA	Monday Tuesday Friday	5.00pm-7.00pm 10.00am-1.00pm 10.00am-1.00pm

We are funded by the Legal Services Commission to provide full coverage of all Welfare Benefits issues to eligible clients, and other general issues. We are also funded by the National Assembly to provide advice to clients in Clinical Settings [primary care, clinics, GP surgeries]. We regularly attend the Amy Evans Centre and Hafan Dawel. When funding permits, we hope to extend our Mental Health Service to the clinic at Llantwit Major. The Assembly-funded service is called Better Advice Better Health [BABH]

Referrals: [a] BABH may be contacted by telephoning 01446 722793.

Appointments can be made through our two Admin. Staff [Julie & Mo]. One or both are available every day until 2.00pm. **Clinical Staff and Carers** can make referrals for BABH or Welfare Benefits

[b] **Clients** wishing to access the Legal Services Welfare Benefits Unit should first approach one of the Vale CAB offices, or telephone **0845 120 3756**.

The adviser will then take initial information before making a referral. We offer appointments every day of the week.

Contacts: 119 Broad Street, Barry, Vale of Glamorgan CF62 7TZ

 **01446 722793**



Crossroads in the Vale [EMI] - Caring for Carers

Vale of Glamorgan

Voluntary Sector

Summary of aims & objectives: The over-riding purpose of the organisation is to support the carer of someone who late in life has developed a mental illness such as dementia and severe depression, living in the Vale of Glamorgan. To meet this aim, the organisation recruits and trains Care Workers to provide respite care which may be in a domiciliary, social or day care setting. This service reduces stress in families/persons responsible for care, avoids the unnecessary admission to hospital or residential care, supplements and complements existing statutory services, and maintains a high standard of care.

Services:

- Discussion with the Carer about their own needs and the needs of the person they care for
- On-going reassessment of Carer's needs and those of the person for whom they care
- Trained care workers who will provide emotional and practical support in a domiciliary setting to the Carer and cared-for person, covering many parts of the 24 hour day, 365 days a year as resources permit.
- Free individual Counselling Service provided by qualified counsellor
- Carers Support Groups and Social Groups; advice support and information

Care for the cared-for person is also available in:-

- Day Centres in Penarth, Dinas Powys
- Weekly lunch and social clubs in Penarth and Barry
- Afternoon clubs in Penarth and Barry

Transport is provided to and from some of the group activities. Care Workers are responsible for the confused or depressed individual in a friendly social atmosphere, in order to increase their self esteem and quality of life. The service is run by paid trained staff.

Referrals: Easy access - a telephone call to the office from Carers themselves, friends, relatives and health/social services staff

Contacts: *Elizabeth Brown, Norma Purser*, Room 24, West House, Stanwell Road, Penarth, CF64 2YG

 **029 2070 0057**

Email: care@crossroads-vale.org.uk



Cruse Bereavement Care

Cardiff & the Vale

Voluntary Sector/Charity

Charity No. 208708

Summary of aims & objectives:

Support for bereaved people of all ages.

Services:

- One-to-one counselling and bereavement support
- Bereavement and friendship groups
- Gateway Centre [every Tuesday morning]
- Counselling helpline

Referrals: Referrals via enquiry line 029 2022 6166. Open Monday, Wednesday and Friday mornings from 10.00am - 12.00 midday. Answerphone at other times.

Contacts:

 **029 2022 6166 - enquiry line**



Depression Alliance Cymru

All Wales

Charity No. 1108411 Co. No. 5181571

Summary of aims & objectives:

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

Services:

- Office hours Monday-Friday 10.00am - 4.30pm [Admin only, not drop-in]
- We offer publications to the general public which offer advice and information on depression and related topics
- We have support groups throughout Wales [details are available from jacquir@dacymru.org]
- For our members we offer additional services, e.g. pen-friend scheme and internet group

Referrals: No referral is necessary to access either membership of the organisation or the self-help groups

Contacts: *Helen Robinson*, Depression Alliance Cymru, 11, Plas Melin, Westbourne Road, Whitchurch, Cardiff CF14 2BT

 **029 2069 2891**

Fax: 029 2052 1774

email: admin@dacymru.org

www.dacymru.ik.com



Dyn Project

Cardiff

Voluntary Sector

Charity No. 1071243

Summary of aims & objectives:

The Dyn Project is a safety planning and advocacy service for gay, bisexual, transgender and heterosexual men who experience domestic abuse in the Cardiff area. The Project is managed by Safer Cardiff.

Services:

The Dyn Project can provide a range of services depending on the situation including;

- Immediate safety measures
- Access to an effective direct and consistent range of support services
- Joint work with other agencies so you may only need to approach one organisation
- Information on criminal and civil options to increase your safety
- Advice on the collection of evidence and prosecution if appropriate. A specialist police officer is based within the Unit who can advise on this.
- A Forum for men who have experienced domestic abuse to discuss this with others in a similar position

Referrals: Referrals can be made directly by an individual or by any agency or group supporting an individual. Calls to the project number go directly to the project worker.

Contacts:

 **029 2048 9500/0797 420 3925**

Email: dynproject@safer.cardiff.freeuk.com



FFLAG Wales

[Families & Friends of Lesbians and Gay Men]

Branch of national organisation

Summary of aims & objectives:

- To relieve emotional distress suffered by lesbian, gay and bi-sexual people and their families and friends - to do this by means of a confidential telephone helpline, support groups and the provision of information so that families and friends may be helped to understand, accept and support lesbians, gay men and bi-sexuals with love and pride
- To raise public awareness of issues of sexual orientation with a view to working towards the elimination of homophobia

Services:

- Telephone helpline
- Support Groups
- Literature

Referrals: Self-referral

Contacts:

Janet: ☎ 0845 652 0322

Jane & Andy: ☎ 0845 652 0321

email: janet.jeffries@btopenworld.com



Foundation Housing / Tai Sylfaen

Cardiff & the Vale, Newport & Carmarthen

Summary of aims & objectives:

- To provide a wider range of quality housing and support services to meet the needs of our existing and future tenants

Services:

- There are projects catering for families in Cardiff and the Vale of Glamorgan, for young people in Cardiff and Carmarthen, and for the elderly in Newport.

Referrals:

- Vale – open access policy for families who are homeless or threatened with homelessness and require support. Application forms available from Vale office
- Young Persons Project Cardiff – 18-25 year olds, self referral or via agencies for those homeless or threatened with homelessness and who require support.
- Carmarthen Young Persons Project – referrals via Carmarthen Council's Homelessness Dept.
- Newport Project – referrals via Newport Housing Trust
- Cardiff Housing Projects – referrals via Cardiff Council's Homelessness Dept.
- Cardiff Support Projects - there are several different projects. Please contact the Cardiff office for details of current arrangements.

Contacts:

- Cardiff Housing & Support Teams – Cardiff Office, Dowlais Court, Vale Road, Splott, Cardiff CF24 3EB ☎029 2046 0107 Fax : 029 2046 0108 email : Cardiff Housing Team – housing.manager@taisylfaen.f2s.com
Cardiff Support Team – support.manager@taisylfaen.f2s.com
- Cardiff Young Persons Project - Flat 1, Princes St., Roath, Cardiff CF24 3P.s ☎029 2042 9923 Fax: 029 2049 2174 email: yp@taisylfaen.f2s.com
- Vale Project – 82 Holton Rd. Barry CF63 4HE ☎01446 741500 Fax: 01446 742 111 email: vale@taisylfaen.f2s.com

Newport Older Persons Project call ☎01633 274166

Carmarthen Young Persons Project ☎01267 229583



Gofal Cymru

Cardiff & Vale of Glamorgan

Voluntary Sector

Charity No. 100889

Summary of aims & objectives:

Gofal Cymru is a mental health charity providing a range of community based services for people who experience mental health problems which includes people with other support needs, e.g. drug and alcohol problems.

Services:

- Tenant Support Scheme in Cardiff providing support to council tenants with mental health problems, accessed through the local authority tenant support team
- Housing Support & Advice Project - information, advice & support on housing issues
- Vale Resettlement Support Project

Referrals

- Tenant Support Scheme – referral to team
- Housing Support & Advice Project - open referral, contact team for referral form [individuals, agencies, professionals]
- Vale Resettlement Support Project - referral only through Vale of Glamorgan - homelessness team

Contacts: *Richard Bundy*

51 Wellfield Road, Cardiff CF24 3PA

 **029 2045 3840**

Email: cardiffteam@gofalcymru.org.uk

Michelle O'Sullivan, 240, Holton Road, Barry, Vale of Glamorgan
CF63 4HS

 **01446 742941**

Fax: 01446 733707



Hafal

Wales wide service

Voluntary Sector

Charity No. 1093747

Summary of aims & objectives:

To support individuals and families coping with and recovering from severe mental illness by providing information, advice and practical support.

Services:

- Information and advice
- Employment and training services
- Housing
- Drop-ins
- Resource centres
- Carers services
- User-led initiatives
- Conference and training
- This office is the registered office for all Hafal services in Wales
- Disabled access by arrangement

Referrals: Open referral system

Contact: *Bill Walden-Jones*, Chief Executive, *Alun Thomas*, Deputy Chief Executive,



01792 816600

Fax: 01792 813056

email: hafal@hafal.org

www.mentalhealthwales.net



Hafal Cardiff Carers Advocacy

Cardiff

Voluntary Sector

Summary of aims & objectives:

- To provide advocacy information and support for families of people suffering with severe mental health problems

Services:

- Advocacy – in the hospital and community setting
- Family support to carers by offering home visits, information, advice etc.
- Open Monday-Friday 9am-5pm

Referrals: Open referral from any source including CMHT's or Carers themselves

Contact: *Junaid Iqbal*, Cardiff Carers Advocate
Hafal National Resource Centre, Ysgubor Fawr, c/o Museum of Welsh Life, St. Fagans, Cardiff



029 2056 5959

Email : cardiffcarersadvocacy@hafal.org



Hafal Cardiff Carers Support Group

Cardiff

Summary of aims & objectives:

Mutual support and help to carers of people with serious mental health problems

Services:

Monthly meetings [see below] giving carers - and particularly new carers - opportunities to gain knowledge from other carers and exchange experiences, obtain information from Hafal and external sources

Meetings held at Ty Canna Day Centre, Market Road, Canton, Cardiff.
Wheelchair accessibility.

Referrals: Group meetings held at 7.00pm on second Tuesday of each month. Informal Access: referral unnecessary.

Contacts: *Lynda Woollard. Junaid Iqbal*, Ysgubor Fawr, Museum of Welsh Life, St. Fagans, Cardiff CF5 6DU

 **029 2056 5959**

Fax: 029 2056 5959

Email: Cardiff@hafal.org



Hafal Family Support & Advocacy Service

Western Vale of Glamorgan & Bridgend

Voluntary Sector

Summary of aims & objectives:

Services for Carers in Bridgend and the Western Vale of Glamorgan

Services:

- Home visits and breaks for carers - visiting as far as Boverton, Llantwit & Cowbridge
- Out of hours telephone helpline 5pm-8pm weekdays, and 10am-2.00pm weekends [☎01772 886963]
- Information & Advice
- Advocacy & Mediation service for carers, providing contact with others by telephone, support in a crisis on an individual and group level
- Carers Support Group - meets first Thursday of the month, 7.00pm-9.00pm in Ty'r Ardd Day Centre, Sunnyside, Bridgend
- Befriending Group - meets last Tuesday of the month, 1.00pm-3.00pm in the Carers Centre, 71 Nolton St., Bridgend

Referrals:

Open referral from any source or carers themselves

Contacts: *Pat Nolan*, Unit 49, Tondu Enterprise Centre, Bryn Road, Tondu, Bridgend CF32 9BS

☎ **01656 729191**

Fax: 01656 723187

email: bridgendhafal@yahoo.co.uk



Hafal Family Support Service

Vale of Glamorgan

Voluntary Sector

Summary of aims & objectives:

To provide advocacy, information and support for families of people suffering with severe mental health problems.

Services:

- Advocacy - in the hospital and community setting
- Family Support to carers by offering home visits, information, advice etc.
- Open Monday-Friday plus out of hours support by phone.

Referrals: Open referral from any source including CMHTs or carers themselves

Contacts: *Michelle Hammond*, Amy Evans Community Mental Health Team, Holton Road, Barry, Vale of Glamorgan

 **01446 733331**

Mobile: 07989 473375



Hafal National Resource Centre, St. Fagans

Voluntary Sector Project

Summary of aims & objectives:

- To offer work opportunities and training in horticulture, IT, office practice, crafts, catering, carpentry and retail skills

Services:

- Work related activities
- Confidence building and assertiveness skills
- Preparing for work skills
- Retail outlet in Canton open 9am-5pm Monday-Friday
- Wheelchair access

Referrals: Open referral or through CMHT's, GP's, Housing Associations, Drop-Ins, Day Services etc.

Contact: *Lynda Woollard or Fred Dymott*, Hafal National Resource Centre, Ysgubor Fawr, c/o National History Museum, St. Fagans, Cardiff CF5 6DU

 **029 2056 5959**

Fax no as above

Email : cardiff@hafal.org



Hafod Care Association

Cardiff, the Vale & Rhondda Cynon Taff

Housing Association

Summary of aims & objectives:

Hafod Care aims to provide comprehensive integrated services to individuals, with serious and enduring mental health problems.

Services:

- A range of supported housing solutions for people with enduring mental health problems
- Tenant Support Services
- Domiciliary Care Services

Referrals

- Referrals are made through local Community Mental Health Teams

Contacts: *Allan Williams*

Address: St. Hilary Court, Copthorne Way, Culverhouse Cross, Cardiff CF5 6ES

 **029 2067 2300**

Fax: 029 2067 5898

Email: allanw@hafodcare.org.uk

www.hafodcare.org.uk



Hafod Care Association

Cardiff & the Vale

Voluntary Sector

Charity No. 28830R

Summary of aims & objectives:

- Supporting occupants to feel safe and secure in their homes and within the community.
- That occupants have opportunities to extend their skills, interests and friendships.
- That occupants feel more able and better equipped to manage a home and live in the community as a result of receiving support.

Services: Low level on-going support for tenants with mental health issues.

Referrals: A referral form can be requested from the number below and completed by the referring agent.

Contacts:

 **029 2022 9290**

Fax: 029 2070 2775

Website : janek@hafodcare.org.uk



Headway Cardiff

South East Wales

Registered charity affiliated to Headway -
The Brain Injury Association [National] Charity No. 1063221

Summary of aims & objectives:

- To promote an understanding of all aspects of acquired brain injury
- To provide information, support and services to people with acquired brain injury and their families

Services:

The group provides:

- Headway House day centre open Tuesday and Friday 10.00am – 4.00pm, Wednesday 11am-3pm
- Support, access to publications and information
- Telephone help and information line
- Quarterly social event
- A counselling service for people affected by brain injury and their families
- Headway House day centre open Monday 9.30am - 2.00pm, Tuesday and Friday 10.00am - 4.00pm and Wednesday 11.00am - 3.00pm. The day centre gives service users an opportunity to share experiences, develop new and existing skills, improve social interaction, gain confidence and self-esteem and make new friends through a range of activities.
- Head Start - a young persons community based social reintegration 12 month programme
- Monthly Carers group

Referrals:

Social Services, GP's, Nursing Staff, Consultants, Therapists etc. and Self Referral

Contacts: Julie Smith, Administration & Development Manager
Lisa Lambly, Day Centre Manager

At: Headway Cardiff, Rookwood Hospital, Llandaff, Cardiff CF5 2YN

 **029 2057 7707**

Email : headwaycardiff@tiscali.co.uk



Home Access

Vale of Glamorgan

Voluntary Sector

Charity No. 1057582

Summary of aims & objectives:

- To advise and help people to find accommodation in the Vale who homeless, and threatened with homelessness or otherwise.
- To provide a bond deposit in the form of a bond certificate worth up to £200, and further support if needed

Services:

- Available to anyone from 16 plus
- Opening times 9.00am-1.00pm Monday-Friday
- Wheelchair access
- Clients can drop-in or telephone for an appointment [the latter is advised] or contact us and explain over the phone. A personal visit is advised.

Referrals: By telephone, drop-in, or by other agencies. Anyone can make a referral, ie Self, Citizens Advice Bureaux, Social Services, Voluntary Agency etc.

Contacts: *Clare Grafton and Cheryl Lee*, Home Access, Tabernacle Baptist Church, Plassey St. Penarth, CF64 1EN

 **029 2070 2690**

Fax: 029 2070 2775



Inroads Cardiff & Vale Street Drugs Project

CARDIFF [see separate entry for Vale of Glamorgan]

Voluntary Sector - Registered Charity

Summary of aims & objectives:

To offer a confidential service, providing advice, support, information and counselling, to those affected by substance use/misuse [including family and friends] in the Vale of Glamorgan and Cardiff

Services:

- Opening hours 10.00am-4.00pm Monday to Friday
- Early morning drop-in 9.30am-10.30am Monday to Friday
- Drop in Centre [Monday, Wednesday, Friday 12.00pm – 4.00pm]
- Appointments
- Referrals to other agencies
- Telephone support line
- Needle Exchange [Monday-Friday 9.30am-4.30pm]
- Needle Exchange outreach Tuesday, Thursday & Friday
- Young persons worker [including under 16's]
- Mobile Service
- Home visits
- Outreach service
- Youth Offending Team workers
- Auricular Acupuncture
- Reflexology
- Relapse Prevention Group
- AFFECT User Group
- Women only drop-in [Thursday pm]

Referrals: Anyone can make referrals ie Self, Family/Friend, GP/Health Worker, Probation, Social Services, other Support Workers. Referrals can be made in person, by calling at the Agency, or by letter, or phone call.

Contacts: **Steve Lyons**, Co-ordinator, Inroads, 43 Lower Cathedral Road, Riverside, Cardiff CF11 6LW

 **029 2040 7407**

Fax: 029 2023 5136

email: mail@inroads-dp.co.uk

www.inroadswales.org



Inroads Cardiff & Vale Street Drugs Project

Vale of Glamorgan [see separate entry for Cardiff]

Voluntary Sector - Registered Charity

Summary of aims & objectives:

To offer a confidential service, providing advice, support, information and counselling, to those affected by substance use/misuse [including family and friends] in the Vale of Glamorgan and Cardiff

Services:

- Opening hours Monday-Friday 10.00am-4.00pm, except Tuesday, which is 10am-1pm
- Drop in Centre Wednesdays & Thursdays 12 noon -3pm
- Appointments
- Telephone support line
- Needle Exchange [Monday and Friday, 10.00am-4.00pm]
- Young persons worker [including under 16's]
- Mobile Young Persons info service
- Home visits
- Outreach service
- Youth Offending Team worker
- Auricular Acupuncture by appointment
- Reflexology by appointment

Referrals:

Anyone can make referrals ie Self, Family/Friend, GP/Health Worker, Probation, Social Services, other Support Workers. Referrals can be made in person, by calling at the Agency, or by letter, or phone call.

Contacts: Steve Lyons, Co-ordinator [Cardiff & Vale] 42 Holton Rd., Barry CF634HD



01446 404040

Fax: 01446 411015

email: vale@inroads-dp.org.uk

www.inroadswales.org



Inspirations Women's Group

Barry & the Vale of Glamorgan

User-led Group

Summary of aims & objectives: n/a

Services:

- Offers a warm welcome, support and advice to women who have experienced mental health problems. Trips are also organised.

Referrals: self-referral

Contacts: *Samantha Reynolds*

 **01446 746191**



Islamic Social Services Association - Wales

Cardiff & the Vale

Voluntary Sector with User Involvement [user-led]

Summary of aims & objectives:

We at the Islamic Social Services believe there are social problems for all of society. Muslims and non-Muslims alike, the only difference is how they are addressed. Our aim is to help and support members of the community, through the service we provide. We are fully committed to providing a confidential and sensitive service.

Services:

- Advice and information
- Befriending
- Chaplaincy
- Counselling
- Mediation
- Workshops

Referrals: You can contact us direct to make a referral by telephone or ask your support worker to fill out a referral form. Anyone looking for help or advice from an Islamic perspective can make referrals.

Contacts: Dr. Abdallah Yassim & Sadia Sadiq, Unity Centre, 51-52 Loudon Square, Butetown, Cardiff CF10 5JN

 **029 2048 8964/07891 588 996**

Fax: 029 2022 2550



Jigsaw Counselling Service

Cardiff & the Vale

Voluntary Sector with User Involvement [user-led]

Summary of aims & objectives:

To provide a professional counselling service at low cost to users

Services:

- Appointments only, Wednesday evening 5pm-8pm.

Referrals: Self-referral, G.P., C.M.H.T., other professionals/organisations

Contacts: Telephone No. below - ask for 'Jigsaw'

 **07811 630888**



Linc-Cymru Housing Association Ltd

Cardiff & South Wales Valleys

Voluntary Sector

Summary of aims & objectives:

- To make a contribution to communities so that they are places where people choose to live
- To work with others to offer housing solutions and services that make a positive difference to people's lives

Services:

- Client group - various
- Opening hours 8.30am-5.00pm Monday-Friday

Referrals:

Open waiting list, also referral by other organisations

Contacts: *Customer Service Centre*

387 Newport Road, Cardiff CF24 1GG



Freephone 0800 0720 968

Email: info@linc-cymru.co.uk



Llamau Ltd. - Women's Services

Cardiff

Voluntary Organisation

Summary of aims & objectives:

Women's services is the women only arm of Llamau's supported housing. It offers advice, assistance, and provides safe supported accommodation.

Women's services is aimed at females over 16 years old who are homeless or threatened with homelessness and do not have children living with them.

Services:

- supported temporary accommodation for vulnerable homeless or inappropriately housed single women aged 16 plus
- Support staff undertake thorough assessment of need and identify with tenants support needs, priorities and the most appropriate move-on options
- Areas of support include money management, addiction issues, mental health issues, abuse issues, education/training and employment issues, social and life skills
- Safe and secure supported accommodation with a maximum stay of two years comprising 25 self-contained units across Cardiff and two 24 hour supported direct access projects

Referrals: Women can access the service by either contacting us direct for an application pack or asking a support worker to do this for them. Anyone can make referrals.

Contacts: *Yasmin Ibrahim [Lead Worker]*, or the Administrator, Women's Services, Llamau Ltd., 23 Cathedral Rd, Cardiff, CF11 9HA

 **029 2023 9585**

Fax: 029 2038 8740

Email: yasminibrahim@llamau.org.uk



Llanishen Good Neighbours

Cardiff

Local community support

Summary of aims & objectives:

To provide aid and assistance, other than financial, to persons who are in need, hardship or distress and are resident in the Llanishen, Thornhill, Lisvane, Heath, Lakeside, Roath Park and Cyncoed areas of Cardiff.

Services:

- Transport
- Shopping
- Befriending/companionship
- General "neighbourly" tasks

Referrals: Referrals are informal by telephoning the office. We accept referrals from any source.

Contacts: *Duncan J. Pugh [Co-ordinator],*

Llanishen Good Neighbours, Parish Hall, Heol Hir, Cardiff CF14 5AE

 **029 2075 0751**

Email: llanishengoodneighbours@hotmail.com



MDF the BiPolar Organisation Cymru Wales

Charity Reg. No. 293340

Summary of aims & objectives:

Group Aims

- to enable people affected by bi-polar to take control of their lives
- to educate the public and caring professions about bi-polar disorder and mental health issues
- to encourage and assist research into better methods of treatment
- to challenge the stigma, misinformation and ignorance surrounding mental illness
- to promote effective self-management techniques of depression and mania
- to promote the benefits of MDF membership

Group objectives

- to provide a regular meeting place [at least once monthly] where people can gather in a supportive and non-threatening atmosphere
- to educate people about all aspects of the condition with particular reference to encouragement of self-management techniques
- to provide people with opportunities for social interaction
- to encourage informal networks of support and befriending
- to facilitate communication with the Organisation at both national and regional level and to receive its literature and magazines
- to liaise with the Organisation and other agencies to pursue better facilities and treatment for mental health problems
- to be financially self-supporting

Services:

- Quarterly magazine – “Pendulum”
- Regular Wales magazine – “Pendil”
- Training, talks and presentations
- Books and specialist publications
- Self-management training courses
- 24 hour legal advice line [employment, law, state benefits, debt]
- Travel insurance and life assurance schemes
- Self-help groups - MDF Bi-Polar self-help groups are a network of groups throughout Wales which subscribe to the general principles of the MDF – the Bi-Polar Organisation.



Referrals: Anyone can refer, including self-referral

Contact: *MDF the Bi-Polar Organisation Cymru*, 22-29 Mill Street,
Newport, South Wales NP20 5HA

 **Helpline No: 08456 340080**

 **Office no. 01633 244244**

email: info@mdfwales.org.uk
website : www.mdfwales.org.uk



Mental Health Matters [BCB]

Bridgend County Borough

Voluntary Sector

Charity No. 517016

Summary of aims & objectives: We promote and support people to enjoy mental and emotional wellbeing.

Services:

- Sunny Blue Drop In – 63 Nolton Street, Bridgend, aims to provide a social base where you can pop in for a chat and a coffee. Occasional social events are organised. We also provide information, support and links to other services and organisations. Tea and coffee are available at a reasonable cost.
- Befriending Scheme – this is a self referral scheme that matches Volunteer Befrienders with people who experience mental health related issues, who feel they have become isolated and lonely. People are encouraged to take part in social or community based activities that we generally take for granted, e.g. shopping or having a chat over a cup of coffee.
- Housing and Tenancy Support Services – we enable people to maintain their tenancy or to access appropriate housing. We aim to provide support to enable people to access other services.
- Information/Training Service – we provide information on mental health services and other related services that are available locally and nationally; information on mental/emotional health issues: training to raise awareness of mental health and emotional wellbeing issues and information sessions at Coity Clinic on Wednesdays between 10.15am and 11.45am.
- Advocacy Service – we work with people who experience mental health problems to have their voice heard and acted upon when dealing with primary and secondary health and social care providers. We can support people to attend a range of appointments such as psychiatrist, benefits and care reviews. This service is based at Wyndham St. and can be contacted on 01656 651450
- Lobbying & Campaigning
- Training & Education
- Wheelchair access is limited
- Languages spoken - English

Referrals: Referrals are accepted from all sources. We encourage self-referral.

Contacts: *Drew Phillimore [Information Training Officer]* 63 Nolton Street, Bridgend CF31 3AE

 **01656 767045**

Fax: 01656 663397

email: mhm.matters@talk21.com



Mental Health User Group - Eastern Vale of Glamorgan

Self help group for adult service users

Summary of aims & objectives:

- We are a self help group for people who have, or have had mental health problems. We aim to support, advise and promote independence, and lobby for improved services.

Services:

Our services include:

- Practical advice and help
- Representing the concerns of members in the implementation of service changes and developments
- A buddy system is operation to visit newly discharged patients who may be in crisis

Referrals: We get referrals from all local GPs, Councillors, Solicitors and relatives of existing members. We produce posters and leaflets to leave in other public buildings.

Contacts: *Robin Williams, 24 Gwyn James Court, Sundew Close,
Penarth CF64 2QL*



029 2071 1371



Mind Cymru

Wales Wide

Voluntary Sector

Charity No. 219830

Summary of aims & objectives:

Mind Cymru is the Wales-based office of Mind [the National Association for Mental Health].

Mind's Mission Statement

Our vision is of a society that promotes and protects good mental health for all, and that treats people with experience of mental distress, fairly, positively, and with respect.

The needs and experiences of people with mental distress drive our work and we make sure their voice is heard by those who influence change.

Our independence gives us the freedom to stand up and speak out on the real issues that affect daily lives.

We provide information and support, campaign to improve policy and attitudes, and, in partnership with independent Local Mind Associations, develop local services.

We do all this to make it possible for people who experience mental distress to live full lives and play their full part in society.

Values

- **Informed** – people with experience of mental distress drive all we do
- **Diversity** – we respect everyone's experience and ensure inclusion is a part of our work
- **Partnership** – we are committed to working with our networks and all who will help us achieve our mission
- **Integrity** – our independence ensures our integrity – we are never compromised
- **Determined** - we will never give up challenging discrimination and campaigning for better mental health

Services:

- Raising public awareness of mental health issues; campaigning, conferences
- Mindlink – a national network of mental health service users and survivors
- MIND OUT Cymru – A lesbian, gay and bisexual mental health network
- Diverse Minds – a network of black and minority ethnic service users
- User Involvement
- Supports over 20 Local Mind Associations in Wales, which provide direct services to their communities.



A full description of these services is available from Mind Cymru.

Visit www.mind.org.uk

Mind Info Line - a National Mental Health help line 0845 766 0163, Mon-Fri
9.15am - 5.15pm

Referrals: Not applicable

Contacts: *Claire Williams*, 3rd Floor, Quebec House, Castlebridge,
Cowbridge Road East, Cardiff CF11 9AB

 **029 2039 5123**

Fax : 029 2034 6585



Mind in the Vale of Glamorgan

Vale of Glamorgan

Voluntary Organisation

Charity No. 1066411

Summary of aims & objectives:

Mind in the Vale of Glamorgan aims to develop services which:

- Are based on the wishes, needs and rights of people who use the service
- Work to support and empower people with mental health problems
- Assist in developing 'good practice' in mental health services
- Raise public awareness of mental health services

Services:

The organisation runs four projects, listed below. Each project has a separate entry in this Directory.

- Tynewydd Centre [Mental Health Resource Centre] Barry
- Doves Centre [Mental Health Resource Centre] Penarth
- Rainbow Project [Mental Health Resource Centre with outreach sessions and groups.] West [rural] Vale
- Travellers in Mind [café and catering based work experience project and art gallery]
- Skillshare Project [matching vocational and artistic skills to community needs]

Referrals: All Mental Health Resource Centres are open referral. Referrals for vocational support and/or work experience [Travellers in Mind and Skillshare] via main office 01446 730792

Contacts: Paul Clarke, Director, 29 Tynewydd Road, Barry CF62 8HB.

 **01446 730792**

Fax: 01446 700524

email: mindinvaleofglam@onetel.com



Mind in the Vale of Glamorgan – Doves Centre Vale of Glamorgan

Voluntary Sector – Mental Health Resource Centre

Summary of aims & objectives:

Mind in the Vale's Mental Health Resource Centres aim to provide:

- Social activities shaped by the people who use the service
- Information on a wide range of issues and resources
- Support for people in developing the skills, experience and confidence they need to find fulfilling occupations
- Assistance in helping people get the help and support they need from other organisations

Services:

- In addition to providing information, advice and support in a friendly setting, the Doves Centre also organises activities and courses and hosts a range of user-led self-help and social groups.
- Resources include a users computer with internet access, an art room, a garden, a pool table and close links with a wide range of resources in the local community.
- Opening hours: Monday, Tuesday, Thursday, Friday 10.00am-4.00pm. Wednesday 10.00am-1.30pm. Saturday & Sunday closed.

Referrals: Open access

Contacts: *Project Manager*, Doves Centre, 56 Windsor Road, Penarth, CF64 1JJ

 **029 2035 0330**

Email: mindinvaleofglam@onetel.com



Mind in the Vale of Glamorgan – Rainbow Centre

Vale of Glamorgan

Voluntary Sector - Mental Health Resource Centre

Summary of aims & objectives:

Mind in the Vale's Mental Health Resource Centres aim to provide:

- Social activities shaped by the people who use the service
- Information on a wide range of issues and resources
- Support for people in developing the skills, experience and confidence they need to find fulfilling occupations.
- Assistance in helping people access the help and support they need from other organisations

Services:

- The Rainbow Project organises a range of drop-in sessions providing information, advice and support to people recovering from mental health problems in the rural West Vale of Glamorgan. In addition the Project also supports a range of groups including user-led self help and social groups, and well-being groups [offering a holistic approach to mental health]. We also offer a variety of courses, activities and outings.
- Opening hours for Drop-In sessions – Monday & Tuesday 10am-2pm Rainbow Centre. Friday 10am-4pm Rainbow Centre. Groups include Monday 2pm-4pm 50plus group; Wednesday 10am-1pm Young Persons Group; Wednesday evening 6.30pm-10.30pm Young Persons User-Led Group; Thursday 10.30am-11.30am Community Based Activities.
- New sessions and courses are being arranged in various West Vale locations all the time – contact for details

Referrals: All resource centres are open referral

Contacts: *29 Crawshaw Drive, Llantwit Major*
Please send post to Project Manager, Mind in the Vale main office,
29 Tynewydd Rd, Barry CF62 8HB

 **01446 796416**

Email: mindinvaleofglam@onetel.com



Mind in the Vale of Glamorgan – Skillshare Project *Vale of Glamorgan*

Voluntary Sector - vocational development

Summary of aims & objectives:

Mind in the Vale of Glamorgan's Skillshare Project aims to help people recovering from mental health problems share their skills with each other and match them to needs in the community. The groups help people gain confidence, develop skills, contribute to the community and take steps back towards work, volunteering, education and the arts.

Services:

The Skillshare Development Worker supports the development of skilled groups [e.g. gardening, DIY, catering, art etc] which people recovering from mental health problems with appropriate skills or interests can form or access. Skillshare groups are then matched to needs in the community and within Mind in the Vale.

Anyone interested in forming or joining such a group should contact the Skillshare Development Workers [see below].

Individual's skills, ambitions, and the obstacles people faced are assessed using a vocational profile pack owned by the service users which helps them ensure that the skillshare groups fit in with their capabilities and ambitions.

The Skillshare Project also links in with and can help people access the Spectrum Arts Partnership, a unique Vale of Glamorgan partnership of Arts and Mental Health Agencies and artists, musicians, writers etc. with experience of mental health problems helping people explore and develop their creative and artistic skills.

Referrals: Contact us on the number below for further information. Self-referral welcome.

Contacts: *The Skillshare Development Worker*

 **029 2035 0320**

Email: mindinvaleofglam@onetel.com



Mind in the Vale of Glamorgan – Travellers in Mind *Vale of Glamorgan*

Voluntary organisation – voluntary work experience

Summary of aims & objectives:

Travellers in Mind is a supported work experience project based in the café at Barry Railway Station. It aims to help people recovering from mental health problems to:

- Readjust to a working environment
- Gain confidence and self esteem
- Utilise existing skills
- Develop new skills including outside catering
- Move on into work

The café also functions as the Travellers Gallery with exhibitions of work created by people recovering from mental health problems [contact Skillshare for more details]

Services:

The café provides volunteer work experience in a friendly and welcoming work environment with support to move on to vocational or educational goals. The café opens Monday-Friday from 7am-1pm. It also provides the base for Catering in Mind which provides a catering service across Cardiff and the Vale using the Project's refrigerated van. A sandwich run to local offices and a specialist diet cake baking service are also provided.

People have a chance to learn a range of skills including:

- Catering skills
- Handling money
- Customer service
- Health & hygiene
- Food preparation
- Baking
- Driving
- Business skills

Placements at the café will be tailored to people's vocational needs in the context of the vocational profile pack [see Skillshare]



Referrals: Contact the number below to find out more and to initiate the referral process. Vocational needs are identified using the vocational profile pack. Self-referrals welcome.

Contacts: *Project location is Travellers Café Gallery, Barry Railway Station Café, Broad St., Barry*
Please send post to: Project Manager, Mind in the Vale main office, 29 Tynwydd Rd., Barry CF62 8HB



01446 730792

Email: mindinvaleofglam@onetel.com



Mind in the Vale of Glamorgan – Tynewydd Centre

Vale of Glamorgan

Voluntary Sector - Mental Health Resource Centre

Summary of aims & objectives:

Mind in the Vale's Mental Health Resource Centres aim to provide:

- A social centre with activities shaped by the people who use it
- Information on a wide range of issues and resources
- Support for people in developing the skills, experience and confidence they need to find fulfilling occupations
- Assistance in helping people get the help and support they need from other organisations

Services:

- In addition to providing information, advice and support in a friendly setting, the Tynewydd Centre also organises activities, courses and events using a variety of community venues and resources and hosts a range of user-led self-help and social groups.
- Other resources include a user computer with internet access, a therapeutic garden, access to musical instruments etc. Good value lunches are also provided.
- Opening hours – Monday, Tuesday, Thursday, Friday 10.00am-4.00pm
Wednesday Drop-In closed. User led groups in morning and afternoon
Saturday – Drop-In closed
Sunday – 10.00am-2.00pm

Referrals: Open access

Contacts: *Tynewydd Centre Manager*, Tynewydd Centre,
29 Tynewydd Road, Barry, CF62 8HB.

 **01446 746191**

Email : mindinvaleofglam@onetel.com



National Autistic Society - Cardiff & Vale Branch

Cardiff & Vale

Parents/carers/interested professionals - support group

Summary of aims & objectives:

Cardiff & the Vale NAS Branch is a newly formed parent led voluntary group who meet regularly to exchange information, advice and support in a sociable and friendly atmosphere.

We are committed to raising awareness and understanding of autistic spectrum disorders in the Cardiff & Vale area.

We are committed to equal opportunities for all and the development of a working partnership with professionals and with other voluntary organisations.

Services:

Regular group meetings are to be held with the opportunity for parents, carers and professionals to meet each other. We aim to hold our meetings at various venues across Cardiff & the Vale. We welcome anyone who has concerns and would like to know more about this condition. No diagnosis is necessary

Referrals: Anyone can refer

Contacts: For more information on how to access the timetable of events throughout the year please contact Lynda Morgan at Lynda.morgan3@ntlworld.com or Rita Greenway at rita.greenway@talk21.com. Alternatively please contact Karen Shaw at NAS Cymru – South Wales Regional Officer, Glamorgan House, Monastery Rd., Neath Abbey, SA10 7DH.



01792 815915

Fax: 01792 815911

Email: karenshaw@nas.org.uk



New Pathways

Cardiff & the Vale of Glamorgan

Voluntary Sector

Charity No. 1029186

Summary of aims & objectives:

- To alleviate the pain and mental torture resulting from trauma.
- To understand the whole problem of trauma, re-educate and challenge to bring about change
- To achieve sustainable progress
- To measure our successes by listening to the clients needs and feelings
- To use safe, therapeutic methods and materials, allowing the client to explore feelings
- To develop into a larger agency which will enable us to provide a more effective and efficient service

Services:

- Face to face counselling for men, women and children
- Telephone counselling for men, women and children
- We counsel people who have suffered trauma, violence, rape or sexual abuse
- 24 hour answerphone, minicom, limited wheelchair access
- We are able to counsel people who are deaf/hearing impaired, using sign language [children and young people only]

Referrals

- Self referral by telephone or letter
- By G.P.s, Psychologists, voluntary/statutory agencies or groups

Contacts: Libby Jones, Manager, Willow House, 57/58 Lower Thomas Street, Merthyr Tydfil CF47 0DA

 **01685 379310**

Fax: 01685 384640

Email : enquiries@newpathways.co.uk

www.newpathways.co.uk



NewLink Wales

Wales

Voluntary Sector

Charity No. 1085545

Summary of aims & objectives:

We exist to support organisations and agencies who operate front line services to substance misusers. Our aim is two-fold:

- 1) To recruit, train, place and support volunteers with agencies whose remit includes substance misuse.
- 2) To provide training for existing workers and professionals working with agencies whose client group may include substance misusers.

Services:

NewLink Wales provides:

- Volunteering opportunities for people who wish to work with and support substance misusers/drinkers in various placement agencies registered with NewLink Wales
- MILE [Mentoring in Learning & Education] – a volunteering programme for ex-service users.
- Trained and skilled volunteers to placement agencies whose remit includes substance misuse
- Training for existing workers and professionals working in agencies whose client group may include substance misusers. Training is at various levels and is DANOS compliant. Some courses are accredited to the University of Wales in Newport and we also offer NVQ's to support workforce development
- In-house courses which can be designed and delivered to support agencies specifications
- A full annual training schedule – our programme can be sent upon request
- Substance misuse information services to black and minority ethnic communities – our Axis BME referral project acts as a bridge between communities and treatment providers, providing a confidential base giving support to people in making choices about issues relating to substance misuse.
- A number of BME volunteers speaking various languages trained to work with clients who experience substance misuse difficulties and who wish to speak to someone in their own language.

Organisations who take out membership with NewLink Wales are able to become placements for volunteers and are also entitled to discounts on their training courses.



Referrals: By telephoning our office. Anyone can make referrals.

Contacts: *Shirley Yendell, Chief Executive Officer*, Meridian Court,
North Road, Cardiff CF14 3BE

Training – *Debbie Woodroffe*

Volunteering – *Suzi Moore* [or ask for Volunteer Co-ordinator]



029 2052 9002

email: newlink-sw@supanet.com

www.newlink-sw.org.uk

Further contacts:

**Axis BME Project - Sarah Benson, *BME information Nowad Hashi*, -
1st Floor, 8 Coopers Yard, Trade Street, Cardiff CF10 5DF(029 2064
5666 email: bmeaxis1@btconnect.com**

Training – *Debbie Woodroffe*

Volunteering – *Suzi Moore* [or ask for Volunteer Co-ordinator]

☎029 2076 4411



Newydd Housing Association

Vale of Glamorgan

Registered Housing Association servicing social housing needs

Summary of aims & objectives:

To support people and communities by providing housing and related services

Services:

General needs and sheltered accommodation. People who apply should be able to live independently, or with very little support.

Referrals: Lettings are made via Homes4U, registration forms are available on request.

Contacts: Customer Service Adviser, 121 Broad Street, Barry,
Vale of Glamorgan CF62 7AL



01446 701501

Fax: 01446 701565

email: enquiries@newydd.co.uk

www.newydd.co.uk



NSPCC *Cardiff & the Vale*

National Voluntary Sector Charity

Charity No. 216401

Summary of aims & objectives:

See services below.

Services:

- Children's Work: Provides a therapeutic environment for children and young people to work through their experiences of domestic violence, be it past or present
- From April 2006 we will be running the "Caring Dads" programme. This course is for men who are experiencing difficulties in terms of their violent or abusive behaviour within the family who want to improve relationships with their children.
- Partner Support - to keep partners of men on the programme aware of what is happening and assist and support them in safety planning.
- Mothers Support Group - to provide support to mothers in talking to their children about abuse they have witnessed.

Referrals: Other agencies [Social Services, GPs, etc., etc.] by phone or letter. Self referral by phone.

Contacts: *Helena Jones [DVPS Children's Services Manager]*,
Domestic Violence Prevention Service [DVPS] Team, 44 The Parade, Cardiff
CF24 3AB

 **029 2044 5201**

Fax: 029 2044 5227



Obsess Group - Cardiff

Membership open to all areas that do not provide facilities shown below

Self help and support group - voluntary

Summary of aims & objectives:

Self help and support group which is normally facilitated by a psychologist, where relevant information can be shared amongst members.

Services:

- Client group - OCD sufferers.
- Times of opening - 6.00am - 7.30pm first Tuesday of every month - information is accessible via NHS Trust Psychologists.

Referrals:

No self referral. First point of contact for potential 'users' of the group are two psychologists:

Jenny McBride: ☎029 2033 6114 or

Ian Hughes: ☎029 2033 5555

Contacts: as above

 **029 2033 6114 or 029 2033 5555**



Ogwr D.A.S.H. Ogwr [Bridgend area]

Drugs & Alcohol Self-Help Group

Summary of aims & objectives:

A drugs and alcohol self-help group offering "treatment", ie counselling to drugs/alcohol users, families and friends. Voluntary harm reduction for those with drug and alcohol problems, families and friends.

Services:

Client group: Drug and alcohol users, families & friends. Needle exchange, safer sex advice, information, counselling, assessment. Monday 9.00am - 6.00pm [under 18's only]. Tuesday - Friday 9.30am - 6.00pm [closed 1-2 for lunch].

Minicom and wheelchair access.

Offers DoT approved drink/drive courses.

Referrals: Self referrals or other organisations, by telephone or walk-in.

Contacts:

 **01656 650686**

Fax : 01656 653319

Minicom : 01656 653312



Pen yr Enfys

Voluntary Sector

Charity No. 519530

Summary of aims & objectives:

See other entries

Services:

Pen yr Enfys – Residential Services, Dyfrig House
 Pen yr Enfys – Residential Services, Glan yr Afon
 Pen yr Enfys – The Fitzhamon Centre
 Pen yr Enfys – Way Beyond Blue

Referrals: See individual entries following this one

Contacts: Director/Steve James

Central Services Manager: Dave Roberts

Address: 182a Cowbridge Rd. East, Canton, Cardiff CF11 9NE

 **029 2038 8715**

Fax : 029 2038 8717

Email : admin@penyrenfys.org



Pen yr Enfys Residential Services - Dyfrig House *Cardiff & the Vale, Wales & England*

Voluntary Sector/Independent Sector

Charity No. 519530

Summary of aims & objectives:

- Primary stage alcohol free rehabilitation service providing hostel accommodation and personal development opportunities for people who have a problem around alcohol

Services:

- We offer a varied intervention and resettlement programme with a client centred approach
- One to one counselling
- Group work to include e.g.. Alcohol education, relapse prevention, anger management
- Practical life skills and development services to include budgeting, cooking, debt counselling and social activities
- Dyfrig House is staffed 24 hours, seven days a week and offers a service to up to 21 males and females who must be eligible to claim housing benefit
- Catchment area: Wales and England – will accept from outside area
- People accepted with mental health problems, learning difficulties, Wernicke Korsakoff syndrome dependent upon level of need and ability to self care and self cater
- Minimum age 18
- After care and follow up, halfway house, contact encouraged
- Length of stay – as long as necessary dependant upon ability to retain commitment to addressing their alcohol related issues

Referrals: Self-referral or direct access, health professionals, probation, social workers, etc.

Contacts: *Tracey Robinson* [Manager], Dyfrig House, 53a Fitzhamon Embankment, Riverside, Cardiff CF11 6AN

 **029 2023 2127**

Fax: 029 2022 6660

email: dyfrig@penyrenfys.org

www.dyfrighouse.f9.co.uk



Pen yr Enfys - Residential Services: Glan yr Afon Cardiff & the Vale

Voluntary Sector

Charity No. 519530

Summary of aims & objectives:

Glan Yr Afon is a second stage rehabilitation hostel for men and women over the age of eighteen with alcohol related problems

Services:

- We are able to offer support on an individual basis, assist in cooking, budgeting, shopping and all necessary skills needed for independent living. Unfortunately we do not have facilities for people in wheelchairs. Staffed weekdays only, out of hours support from Dyfrig House.

Residents must be eligible to claim housing benefit.

Referrals: Referrals from Dyfrig House or other organisations, but the applicant must be in the process of recovering from an alcohol problem and be alcohol free. Also they must be registered with Cardiff City Council.

Contacts: *Tracey Robinson [Project Manager]* Glan Yr Afon, 53, Fitzhamon Embankment, Riverside, Cardiff CF11 6AN

 **029 2023 2127**

Fax : 029 2022 6660

Email : glanyrafon@penyrenfys.org



Pen yr Enfys - The Fitzhamon Centre

Cardiff & the Vale

Voluntary Organisation

Charity No. 519530

Summary of aims & objectives:

To provide positive opportunity to those seeking to change problem drinking behaviour through informal and formal means.

Services:

- Drop-in day facility – pool, t.v. and social
- One-to-one and/or counselling
- Auricular acupuncture
- Detoxification programme where appropriate
- Short/long term involvement
- Open Monday and Tuesday 10.00am-6.00pm, Wednesday to Friday 10.00am-8.00pm.

Ideally not intoxicated to use full facilities.

Referrals: Self or any agency/individual with service user agreement.

Contacts: *Steve Young [Manager], Larry Beck [Drop-In Co-ordinator], Wendy Jones [Project Worker/Counsellor]*, 53b Fitzhamon Embankment, Riverside Cardiff CF11 6AN

 **029 2038 8003**

Fax: 029 2022 6660

Email : fitzhamon@penyrenfys.org



Pen y Enfys - Way Beyond Blue

Cardiff & the Vale, Wales & England

Voluntary Sector

Charity No. 519530

Summary of aims & objectives:

To provide people with an opportunity to find a life beyond alcohol/substance use.
 To provide groups and workshops
 To provide a multi-model counselling service including counselling with images
 To provide personal development planning
 To provide opportunities to gain/regain both social and living skills
 To encourage and explore change, choices and opportunities
 To encourage social interaction via sport, leisure and the arts
 To provide alcohol education, relapse prevention and practical skills such as budgeting and cooking
 To encourage peer group support and support networks
 Programme length for Pathways to Change – we offer a flexible range to meet purchaser/service user need
 The Development Project is running one day blocks and/or one-to-one work

Services:

Open weekdays 9.30am-4.30pm
 Client Group: people with problems around alcohol and substances
 Catchment area: Cardiff, the Vale, and South Wales
 Minimum age 18
 Small IT suite
 Leisure participation scheme
 Pathways to Change [Therapeutic Day Programme]
 Development Service [Life Skills Project]

Referrals: Self referrals, Statutory Organisations.

Pathways to Change referrals subject to Social Services assessment and funding.

Contacts: Dr. Rhoda Luzio, Manager or Rixon Davis.

Way Beyond Blue, Unit 9, Williams Court, Trade Street, Cardiff CF10 5DQ

 **029 2022 2039**

Fax : 029 2034 5245

Email : waybeyondblue@penyrenfys.org



Penarth Youth Project - the Info Shop

Penarth & surrounding area

Local Voluntary Registered Charity

Charity No. 1092495

Summary of aims & objectives:

Provides information services responding to the needs of young people.

Services:

- Information services and support to young people aged 11-25 years. Also free counselling by appointment only.
- Shop open hours Monday & Tuesday 3pm-9pm Wednesday - closed Thursday 3pm-5pm Friday 3pm-7pm
- Health Zone Clinic, providing free contraception and pregnancy tests for young people, Glyndwr Hall, Penarth. Open Wednesday 3pm-4.15pm
- Computer/Internet access
- Career Development [in association with Careers Wales]
- Housing Advice [in association with Llamau Housing]
- Drugs/Alcohol advice [in association with Inroads]
- Duke of Edinburgh Award Scheme
- Volunteering opportunities
- Wheelchair access to shop, counselling room, and toilet facilities

Referrals: Self referral through drop-in service

Contact: Information Shop, Penarth Youth Project, 1a Stanwell Road, Penarth, Vale of Glamorgan CF64 2AB

 **029 2040 5305**

Fax: 029 2040 5205

Email: penarthyouthproject@hotmail.com



Race Equality First [REF]

Cardiff & the Vale

Voluntary Sector

Charity No. 1001035

Summary of aims & objectives:

REF works with others to make equality real for people in Cardiff / Vale of Glamorgan.

Services:

- Provision of free, independent, confidential advice and assistance to victims of racial harassment
- Representation of clients at employment tribunals as well as attending discrimination and grievance hearings
- Consultancy and advice on issues such as race legislation, effective equal opportunities development
- Facilities: Library
- **Opening times:** Monday-Thursday 9.00-5.30, Friday 9.00am-4.30
- Wheelchair access

Referrals: Visiting office during office hours, telephoning office at any time [24hr answerphone]. All referrals welcome and assessment made.

Contacts: Race Equality First, The Friary Centre, The Friary, Cardiff CF10 3FA

 **029 2022 4097**

Fax: 029 2022 9339

email: info@raceequalityfirst.org.uk



Relate Relationship Counselling Service

South East Wales

Counselling & Psychosexual Therapy

Charity No. 500557

Summary of aims & objectives:

- To enhance the quality of couple, parental and family relationships
- To avoid unnecessary relationship and marriage breakdown
- To limit the damage which accompanies poor relationships
- To increase the prospect of subsequent relationships succeeding

Services: Couple counselling, individual relationship counselling. Psychosexual therapy. Accessible to all members of society. Open Monday-Friday and Saturday morning. Outreach posts in Newport, Pontypridd, Caerphilly and Rhoose. We offer mediation and counselling for young people.

Referrals: At the moment we have 6 Counsellors, so we will see as many people as possible. We welcome and promote self-referrals.

Contacts: *Jan Westlake*, 43 Charles Street, Cardiff

 **029 2049 9349**

Email : jan.westlake@virgin.net
www.relate.org.uk



Riverside Advice Centre

Cardiff

Voluntary Sector

Charity No. 1080314

Summary of aims & objectives:

To provide a comprehensive, quality, impartial, independent and free advice centre.

Services:

- Specialist Welfare Rights advice service to people suffering from Mental Health Disorders
- Legal Services Commission Specialist Help Provider in Welfare Benefits, Housing and Debt
- Help with Appeals and Tribunals
- Hospital Visits
- Home Visits for the housebound
- Outreach sessions
- Open Door Drop In
- Women Only Advice Sessions
- Advice in English, Urdu, Hindi, Punjabi, Interpretation in minority ethnic languages

For more information on times and locations of advice sessions, or to book an appointment, telephone 029 2034 1577

Referrals: Contact in the first instance to determine the most appropriate way forward. Subject to workload and availability, the service is open to all Cardiff residents.

Contacts: Administration Workers, Riverside Advice, 41a Lower Cathedral Rd., Riverside, Cardiff CF11 6LW

 **029 2034 1577**

Fax: 029 2039 7775

email: all.info@riverside-advice.co.uk



RNID Cymru

All Wales

Charity/Voluntary Sector

Charity No. 207720

Summary of aims & objectives:

We are a charity working to change the world for the UK's 9 million deaf and hard of hearing people. Our vision is a world where deafness and hearing loss are not barriers to opportunities and fulfilment.

Services:

Services include:

- Communication services
- ETSS - Employment Training & Skills Services
- Community Projects
- Campaigning & Research
- Information & Resources
- Young People's Support Service

Client Group: Deaf people, deafened and hard of hearing people, their families and friends

Times of opening: Monday-Friday 9.00am-5.00pm
Languages spoken: Welsh, English, BSL

Referrals: not applicable

Contacts: *Glenys Jones*, RNID Cymru, Tudor House, 16 Cathedral Road, Cardiff CF11 9JL

 **029 2033 3034**

Textphone : 029 2033 3036

Fax: 029 2033 3035

email: midcymru@rnid.org.uk

www.rnid.org.uk



Salvation Army Centre, Cardiff

Cardiff

National Charitable Organisation

Charity No. 214779

Summary of aims & objectives:

Key Aims:

1. To seek to empower the service user and facilitate long-term solutions to their housing and support needs.
2. To identify the best available options for the service users rehousing
3. To make best use of the housing resources available as fairly as possible and without discrimination to those on the resettlement programme
4. To ensure that service users referred to other organisations are suitable for those organisations
5. To seek to support service users regarding skills and knowledge required in order for successful move on. Areas include:-
 - Welfare Benefits – seeking to maximise the clients income
 - Training and employment/career choices
 - Tenancy rights
 - Cooking/Domestic skills – if these are sought
 - Social skills/networking
 - Budgeting skills
 - Coping skills/basic skills
6. To promote positive relationships that overcome isolation and encourage interaction within the wider community

Objectives:

1. Promote independence of our service users
2. Ensure that service users feel consulted, informed and able to participate
3. Develop more partnership working
4. Provision of spiritual programme
5. Assist in the prevention of homelessness
6. Maximise and develop services in order to meet identified strategic need
7. Improve communication and relationships externally and within the Centre
8. To increase staff knowledge and expertise

Services:

Outreach Bus Service

The Centre employs three outreach workers who work alongside local authority workers on a converted double decker bus which they use as a base for their work with rough sleepers. The outreach workers see between 25-45 rough sleepers each night. They provide advice and support as well as referrals to other agencies including the accommodation service at Ty Gobaith.

Accommodation & Support

The Centre has 66 units of accommodation. 12 of these units are self-contained flats 16 rooms are set aside for homelessness nominations made by the local authority, 28 of the rooms are available on a direct access basis.

When a person accesses one of these rooms they will be assessed and be expected to agree to a resettlement plan.



The Bridge Programme

10 rooms have been specially adapted for a residential treatment service for homeless people with addictions.

The Programme has been developed and agreed with Cardiff & Vale Local Health Trust, and has been based on the Social Learning Theory Model, which focuses on the causes and consequences of substance misuse. Workers on the Unit will use motivational interviewing techniques to help service users think about their reasons for using substances and to make choices and take action on this basis.

The programme is split into three phases. [1] Preparation [2] Detox and [3] Therapeutic Aftercare. Each phase of the programme will involve a timetable which will include Group Therapy, Diary Group, Complementary Therapies, Art Therapy, Fitness Session, one-to-one assessment and support, group activities and so on.

Tenancy Support Service

The Centre also employs six full-time staff that support people living in their own tenancies. The emphasis is on preventing homelessness occurring in the first place or re-occurring after successful resettlement. Referrals are from the local authority/from the Centre.

Service User Group [who can access the services?]

The Centre has a diverse service user group with varying support needs. The age range for accommodation at the Centre is 18 plus. Both males and females are accepted. The only criteria is that someone be homeless with a support need.

Referrals: Agency referral between hours 7.30am and 8.00am. Discussion via the telephone regarding the appropriateness of the referral to the Centre. Referring agency may be asked for information regarding the client for admission purposes. Then the client would have interview with the duty manager with risk assessment.

Self Referral is 24 hour dependent on availability. Interview and risk assessment as above. Supporting agencies may be required to input into the risk assessment.

No waiting list policy is in place. Rooms cannot be held open for referrals for more than 2 hours, however at the discretion of the Duty Manager, planned admissions requiring longer time may be possible depending on circumstances.

Contacts: Hugh Irwin, Centre Manager, Ty Gobaith, Salvation Army Social Services Centre, Bute Street, Cardiff

 **029 2048 0187**

Fax: 029 2048 0708

email: hugh.irwin@salvationarmy.org.uk



Salvation Army Corps / Community Centre Cardiff & the Vale

Charity No. 214779

Summary of aims & objectives:

We are an international Christian organisation caring for the spiritual and social needs of the community.

Services:

- Practical help and assistance
- Community shop – Monday-Friday 9.00am-2.30pm Saturday 10.00am-1.00pm – furniture and clothing
- Food, furniture and clothing free of charge to people in genuine need on production of a letter of referral
- Community Café open Monday-Thursday 10.30am-1.30pm. Access is via the Community Shop. All are welcome.
- Wheelchair access/hearing loop

Referrals: Self referral and from social services. All enquiries welcome.

Contacts: *Corps Officer*, Salvation Army, Walker Road, Splott, Cardiff

 **029 2046 1755**



Samaritans

Cardiff & the Vale, and the Valleys

Voluntary Organisation

Charity No. 247419

Summary of aims & objectives:

The Samaritans is a registered charity, founded in 1953, which provides confidential and emotional support to people in crisis. The Samaritans' vision is to make Samaritan befriending available, at any hour, for everyone passing through crisis and at risk of suicide. The Samaritans aim to provide society with a better understanding of suicide and the value of expressing feelings that may lead to suicide.

Services:

Our telephones are manned 24 hours a day, 365 days a year. In addition we see callers to the door between 8am and 10pm. We are here to listen to anyone who is despairing or suicidal.

Referrals: Self referring or third party

Contacts: The Director, Samaritans, 75 Cowbridge Road East, Canton, Cardiff CF11 9AF

 **029 2034 4022**



SNAP Cymru

Wales wide

All Wales Voluntary Sector Organisation

Summary of aims & objectives:

To advance the education of children / young people with special educational needs/disability.

To provide information, advice and support to enable children, young people and their parents or guardians to participate fully in society and to assist them in their understanding of relevant legislation and participation in life choices.

To facilitate the partnership between families and professionals in decisions relating to education and inclusion.

Services:

Parent Partnership Services

- Helpline: Mon, Tues, Fri 10am-4pm, Wed & Thurs 10am-8pm
- Independent parental supporter [with IPS]
- Disagreement Resolution
- Advocacy for children and young people red: SEN/disability
- Training for parents, carers, young people and professionals
- Welsh and other ethnic languages available
- Open 9.30-4.30 Monday-Friday

Referrals: Parents and carers can self refer for the free independent parental supporter service; school workers, schools and LEA's and other relevant agencies can refer for IPS and commission other services and training

Contact: 10 Coopers Yard, Curran Road, Cardiff CF10 5NB

 **029 2038 4868**

HELPLINE 0845 1203 730

Minicom: 029 2039 0001

Fax: 029 2037 1876

Email: headoffice@snapcymru.org

www.snapcymru.org



Solace - Cardiff

Cardiff & Vale of Glamorgan

Summary of aims & objectives:

Solace is a community orientated development service, which exists to support people in Cardiff and the Vale of Glamorgan whose lives have been affected through providing care for an older relative or friend with memory problems, Alzheimers, depression or mental illness.

Services:

Parent Partnership Services

- Client group – Carers of older people with memory problems/dementia diagnosis, depression or mental illness
- Telephone helpline 11am-7pm [answerphone when staff are unavailable]
- Monthly Carers Support Group meetings
- A drop-in facility on Monday, Tuesday and Wednesday at 1 Park Rd. between 11am-4pm [by appointment]
- A drop-in facility on Thursdays at St. David's Hospital between 10am-4pm [open drop-in]

All calls and visits to Solace will be treated with the utmost confidentiality and all callers have the right to remain anonymous.

Referrals: Self referrals, GP's, Community Mental Health Teams for Older People, a friend/relative, Memory Teams, departments within the Cardiff & Vale NHS Trust.

Contacts: Janice Becquer-Moreno, 1 Park Rd., Whitchurch, Cardiff CF14 7BP.

 **029 2052 9848**

Office No. 029 2052 9832



South Wales Mental Health Advocacy

*Cardiff, the Vale, Bridgend, Neath, Port Talbot, Swansea,
Torfaen, Blaenau Gwent & Caerphilly*

Voluntary Sector

Charity No. 1071121

Summary of aims & objectives:

To provide a formal advocacy service to people who are in and day patients of psychiatric hospitals in Cardiff and the Vale

Services:

- We run advocacy services at set times/days in Whitchurch, Llandough Llanfair Unit and UHW hospitals
- Our service is aimed at adults and young people - unfortunately we cannot provide a service to people with dementia, nor to relatives, friends and carers
- We can be contacted, outside of session times, by telephone
- Languages spoken - English
- We can produce leaflets in large print

Referrals: Referrals by speaking to us at a ward session or telephoning our office. Anyone can refer to us; but we would ask that the referrer ensures that the person they are referring has given their consent

Contacts: *Robert Merrell*, PO Box 745, Cardiff CF14 2YF

 **029 2062 5777**

Fax : 029 2061 4310

Email: robertmswmha@yahoo.co.uk



The South Wales Obesity & Eating Disorders Association

Charity No. 1116899

Summary of aims & objectives:

SWOEDA provides a holistic treatment service for people over the age of 18 who are clinically obese or have a weight management problem or who are suffering from an eating disorder - anorexia, bulimia, binge eating. The service aims to help individuals make their first steps towards taking responsibility and regaining control of their weight problem or eating disorder, steps that often seem like a daunting and impossible experience to many sufferers. SWOEDA aims to help people develop their confidence and knowledge to be able to make the necessary changes to their lives and be able to permanently adopt those changes to make a lasting difference to their weight, general health and psychological well being. SWOEDA realises that for some losing weight is not just as simple as making the necessary lifestyle and dietary changes. Quite often debilitating underlying psychological issues or faulty beliefs about food and nutrition can hinder any attempt to lose weight or tackle the eating problem, or can even be the real cause of the problem.

Services:

Services include:-

- One to one psychological counselling, helping to alleviate any psychological difficulties, promote educated thinking and encourage behaviour changes.
- Nutritional counselling providing dietary assessment, dietary interventions, education and guidance.
- A 12 week weight management programme is available for individuals who have a BMI of 30 and over which incorporates psychological and nutritional counselling with dietary and one to one supervised exercise prescription.
- Fortnightly self-help groups providing ongoing support and education.

Referrals: Both self-referrals and G.P. / other organisations are welcome. Contact the centre, see below.

Contacts: *Sarah Morgan*, Elite Fitness, Unit 2, Fairwater Industrial Estate, Norbury Rd., Cardiff CF5 3AU.

 **07979 878893**



Taff Housing - Tenant Support Project Cardiff

Housing Association

Summary of aims & objectives:

- To be the preferred provider of community based housing and support
- To deliver customer focussed high quality services which give value for money
- To be flexible, innovative and responsive in customer service

Services:

The support services department provides temporary supported accommodation to young homeless women, mothers and babies in three projects in Cardiff.

Accommodation may be offered to pregnant women, mothers with a baby up to the age of two years, and young single women who are aged between 16 and 25, homeless and with support needs.

Each project specialises in offering a comprehensive support package tailored to meet the needs of the individual and to equip them to move on to independent living.

Applying for accommodation

Ty Enfys and **Ty Seren**: Homeless women aged 16-25 with support needs may apply to these projects.

Ty Haul: Ty Haul is a move-on facility for women from Ty Seren who no longer require the level of support offered at that project, although applicants from other supported housing projects may also be considered.

Floating Support: The service consists of five teams who support:

- Taff Housing Association tenants/applicants
- Cardiff Council tenants
- Forensic clients
- Older people [covers Cardiff & Newport]
- Vale of Glamorgan Council tenants

A support worker can help in the following areas:-

•moving into a new home •claiming benefits •managing money •tenancy advice-inc. rent arrears •neighbour disputes etc. •forms & paperwork •advice and emotional support •mental health difficulties •alcohol and drug use •acquiring daily living skills •accessing other support agencies

Referrals: Please contact the numbers below for criteria.

Contacts: Alexandra House, 307-315 Cowbridge Rd. East, Cardiff CF5 1JD.

☎029 2025 9169 Fax: 029 2025 9199

Ty Enfys: ☎029 2049 4729

Ty Seren & Ty Haul: ☎029 2049 7379

Email: General Enquiries info@taffhousing.co.uk

To apply for housing/ info about application process
allocations@taffhousing.co.uk www.taffhousing.co.uk



Terrence Higgins Trust Cymru

South Wales

Independent Voluntary Sector

Summary of aims & objectives:

- To reduce the spread of HIV and STIs and promote good sexual health
- To provide services which improve the health and quality of life of those affected
- To campaign for greater public understanding of the personal, social and medical impact of HIV and sexual ill health.

Services:

National rate helpline – THT Direct 0845 12 21 200 (weekdays 10am-10pm, weekends 12noon-6pm)

Community Support

Face-to-face counselling

Support groups for:

HIV-positive African women
 HIV-positive gay men
 HIV positive children and their caregivers
 Carers and bereaved
 as well as a Patients Forum.

Trust fund that makes grants available to people with HIV in South Wales

HIV awareness training to external agencies

Awareness raising activities such as World AIDS Day.

Information and leaflets to professionals in related fields.

Outreach for Gay men (CHAPS Cymru) and Africans living in the UK

Weekly social care clinics at GUM Depts

FASTEST: 1-hour HIV testing on Tuesdays 6-8pm

Contact for Wales HIV Network – bringing services users and providers, planners etc together throughout Wales.

Contact also for Southeast Wales LGB Forum

Referrals: ♦Anyone regardless of HIV status can access our Helpline for support and HIV information in the first instance. ♦Self-referrals for community support and counselling are acceptable but we may need a reference from your social worker or health adviser before we can work under any long-term care package. ♦Trust Fund applications must be made by a social worker.

Contacts: **Rob John**, National Manager, Terrence Higgins Trust (THT)
 Cymru, Canton House, 435-451 Cowbridge Road East, Canton, Cardiff CF5 1JH

/Fax 029 2066 6465

email: info.cymru@ttht.org.uk

www.ttht.org.uk



Tros Gynnal – The Maze Advocacy Project Cardiff

Voluntary Sector

Charity No. 1099878

Summary of aims & objectives:

Tros Gynnal is a Welsh Charity supporting some of the most vulnerable children and young people in Wales by providing independent advocacy, participation, and family group conferencing services.

Services:

- The Maze Advocacy Project provides an independent advocacy service for children and young people in Cardiff who are experiencing mental health difficulties.
- The service is open to children and young people aged between 6 and 19 years old who live in the City and County of Cardiff and will offer advocacy, information and support. Young people may be experiencing a range of difficulties such as anxiety, depression, phobias, self-harm, eating disorders or psychosis. By working in a creative, rights based and young person centred way, the service will help them to express their views and more actively participate in the decision and discussions about their care and treatment.

Referrals: self referral

Referrals can be taken from a third party [e.g. parent, carer, professional, friend] but only with the express consent of the individual concerned.

Contacts: Ruth Holgate, Senior Practitioner, The Maze Advocacy Project, Tros Gynnal, 12 North Rd., Cardiff CF10 3DY

Young People's Freephone No: 0800 970 9882

Main No: ☎ 029 2037 4479

**Email : cardiff@mazeadvocacy.net
www.mazeadvocacy.net**



Trothwy Cyf - Cardiff Move-On

Cardiff

Supported Housing Project, part of the Trothwy CIF

Charity No. 27448R

Summary of aims & objectives:

The aim of Move-On is to assist people to develop skills to live independently in the community.

We provide support to tenants of Housing Associations in Cardiff offering assistance with resettlement and ongoing support.

Services:

- We provide floating support to people in their own homes for up to two hours per week
- We support people with a range of identified support needs such as learning difficulties, physical disabilities, mental health, substance misuse etc. Our client group is anyone from the age of 16.

Referrals: People need to speak to their housing officer to make a referral

Contacts: Project Co-ordinator, Emlyn House, 4 Dock Chambers, Bute St., Cardiff CF10 5AG

 **029 2045 3030**

Fax: 029 2045 1797



Trothwy Cyf - Fynnon Project

Cardiff & the Vale

Floating Support - part of Trothwy Cyf

Charity No. 27448R

Summary of aims & objectives:

To access permanent/appropriate housing for people with substance misuse problems and to provide floating support, to help maintain their tenancies

Services:

- Floating support/relapse prevention work
- Fynnon works across tenure

Referrals: Completed HAPS form direct to Project. Self referrals welcomed.

Contacts: *Adrian Lloyd*, Tai Trothwy, 5 Dock Chambers, Bute Street, Cardiff CF10 5AG

 **029 2045 3030**

Fax: 029 2046 3025

Email : adrianlloyd@gwalia.com

www.trothwy.com



United Welsh - Oak House

Cardiff

Housing Association - Supported Housing

Summary of aims & objectives:

Oak House assists supports and enables clients to achieve their goals.

The ultimate aim of the project is to resettle and red-integrate clients into permanent accommodation of their own.

Services:

Oak House is a 20 bed dry hostel for homeless people with mental health, drug or alcohol problems or those escaping domestic abuse.

A comprehensive care and support plan is drawn up for each clients utilising a key working system and promoting the empowerment of the client.

Referrals: Self referral or referral by a professional body

Contacts: 340 Newport Road, Penylan, Cardiff CF24 1RT

 **029 2044 4524**

Fax: 029 2044 4525

Email: oakhouse@uwha.co.uk



United Welsh - PREP Projects Cardiff

Housing Association/Supported Housing

Summary of aims & objectives:

PREP provides accommodation to men and women who are homeless or inappropriately housed and who have additional support needs such as mental health problems, drug and alcohol problems, offending issues, learning difficulties, physical disabilities, and older people. Referrals are only accepted from people aged over 18 who have no independent children living with them.

PREP is committed to providing a holistic and individual service working towards empowerment and independence by way of mutually agreed support plans. All tenants are encouraged to do things for themselves including budgeting, menu planning, shopping, cooking, cleaning, socialising and accessing community activities. Tenants can receive support from staff with benefit entitlement etc. Where necessary staff also advocate and mediate for tenants.

Services:

Four of the projects are temporary, the maximum length of stay being two years. PREP will aim to identify and secure suitable permanent accommodation and provide practical support and assistance when moving on [to obtain household items, connect utilities etc.] Resettlement support can be provided for an agreed time once individuals have moved into permanent accommodation to ensure maintenance of tenancy and the well-being of the tenant.

Staff and clients work in conjunction with other professionals including social work teams, district nurses, CPN's, further education/training agencies, housing agencies and day centres.

- PREP 184 - shared 4-bed home in Grangetown, Cardiff, for people with medium to high support needs. The aim of PREP 184 is to provide a homely relaxed atmosphere in which tenants can develop towards independent living. Tenants at PREP 184 often move on to more independent projects to promote independence gradually. Tenants share a bathroom, lounge, kitchen, dining area, utility room, garden and garage. Staff are available here seven days a week Monday to Friday 9.30am to 5pm, weekends 11am to 3.30pm, with a 24 hour emergency on call system for when staff are not on the premises. The PREP office is based here.
- PREP 197, PREP 40 and PREP 53 - These projects consist of nine self contained furnished flats and one bedsit in Grangetown and Llandaff for tenants with medium support needs. Staff provide support in tenant's homes via a keyworker system although reactive support is also provided. Tenants also have access to the emergency on-call system.



The aim of PREP 40 is to prepare tenants to move on to independent accommodation.

- PREP 21 – this consists of a three bedroomed shared house in Rumney, Cardiff for tenants with low support needs. This accommodation is permanent although tenants may move on if they desire or no longer have support needs. Tenants share a lounge, kitchen, bathroom, garage/games room and there is a fourth bedroom used as an office or private room for visitors.

Referrals: Referrals to PREP are accepted from individuals, agencies and other organisations.

Contacts: *If you required further information or to make a referral please contact the PREP team*

 **029 2064 1490**

Email : prep@uwha.co.uk



Vale Centre for Voluntary Services

Vale of Glamorgan

Voluntary Sector/Local/County Voluntary Council

Charity No. 1062388

Summary of aims & objectives:

The Vale Centre for Voluntary Services is an independent charity. It has a flourishing membership of voluntary and community organisations active in the Vale of Glamorgan. It helps to improve the quality of life of individuals and communities by supporting voluntary groups. It develops and co-ordinates voluntary action and challenges discrimination.

Services:

- Support for voluntary [non-profit] organisations through development [e.g. setting up, legal structures], training, funding advice, practical services [e.g. printing, equipment loan] representation and networking information [e.g. newsletter, fact sheets & Directory of Members]...
- Office hours 10am-4pm
- English spoken by all staff, Welsh by some; all correspondence given equal consideration in either language
- Building and VCVS meeting room are fully wheelchair accessible
- All info leaflets available in large format, "Vista" [magazine] available on audio tape and email.

Referrals: VCVS provides a service that is available, through membership, to all voluntary and community organisations based in or serving the Vale of Glamorgan. For small organisations [income less than £10,000], membership is free.

One of the services that it provides is the publication of a Members Directory that lists organisations by interest [e.g. Mental Health] and a copy of this is available on request.

Contacts: *Vale Centre for Voluntary Services*, Barry Community Enterprise Centre, Skomer Road, Barry CF62 9DA



01446 741706

Fax: 01446 421442

email: vcvs@valecvs.org.uk

www.valecvs.org.uk



Vale People First

Vale of Glamorgan

User led self-advocacy organisation

Summary of aims & objectives:

Vale People First is a self advocacy organisation for and led by people with a learning disability who live and work in the Vale of Glamorgan. We strive for respect, changes and opportunities to become full and valued members of society.

Services:

- Vale People First is involved in future service planning provision, self advocacy and campaigning for equal rights and services.

Referrals: Anyone can refer

Contacts: *Liz Davidson, The Hub, Barry YMCA, Court Road, Cadoxton, CF63 4EE*

 **07866 564741**



Victim Support South Wales - Cardiff

Voluntary Sector

Charity No. 1095397

Summary of aims & objectives:

Victim Support is a national charity for victims of crime. Staff and trained volunteers based in local branches provide support, information and practical help to people who have suffered crimes, ranging from burglary to the murder of a relative. Our witness service based in the magistrate's and crown courts helps witnesses and their families before, during and after a trial.

Services:

- Emotional and practical support to victims of crime
- Open 8.30am-4.30pm weekdays
- 24 hour answerphone
- Volunteers visit the homes of victims or support in the office or a neutral venue
- Advice leaflets in different languages
- Braille advice folders
- Pre-trial visits
- Quiet place for witnesses to wait while going into court away from defendants in public
- Criminal Injuries Compensation Authority application assistance
- Help with home security

Referrals: Self-referral, Police, GP's, Social Services, Hospitals, CAB, any other agency.

Contacts:

Phillip Cole, Visiting Service ☎ 029 2057 8408

Judith Jones, Witness Service Crown Court, ☎ 029 2066 6046

Perminda Choda, Witness Service Magistrates Court,

☎ 029 2045 3055



Victim Support South Wales - Vale of Glamorgan

Vale of Glamorgan

Supporting Victims of Crime

Charity No. 1095397

Summary of aims & objectives:

Victim Support is the National Charity for victims of crime. Staff and trained volunteers based in local branches provide support, information and practical help to people who have suffered crimes ranging from burglary to the murder of a relative. Our witness service based in the Magistrates and Crown Courts, helps witnesses and their families before, during and after a trial.

Services:

- Emotional and practical support to victims of crime
- 9.00am - 5.00pm weekdays
- 24 hour answerphone
- Volunteers visit the homes of victims
- Advice leaflets in different languages
- Braille advice folders

Referrals: Self-referral, Police, G.P's, Social Services, Hospitals, C.A.B., any other agency.

Contacts: *Heather Powney*, Vale of Glamorgan Victim Support, Police Station, Gladstone Road, Barry CF63 1TD

 **01446 746049**



Voices from Care [Cymru]

Wales Wide

Voluntary Sector

Summary of aims & objectives:

Voices from Care aims and objectives are firmly rooted in furthering improvements in the care system and drastically improving outcomes in the lives of young people in or leaving care. Of utmost importance is the empowerment of young people to enable them to improve their own lives through education, better housing, friendship and building on self-esteem. Voices from Care helps young people to trust in others as well as themselves.

Services:

- 100% confidentiality
- Training
- Advocacy
- Befriending
- Advice & Support - on leaving care, benefits, housing, drugs, rights etc.

Voices from Care work with young people who are or have been in Local Authority Care [Residential or Foster Care].

Referrals: Self-referral or referral by any agency [with service user's permission]

Contacts: *Voices from Care*, 39 The Parade, Roath, Cardiff CF24 3AD

 **029 2045 1431**

Fax: 029 2048 9136

email: info@vfcc.org.uk

www.voicesfromcarecymru.org.uk



Voluntary Action Cardiff

Cardiff

Registered Charity

Charity No. 1068623

Summary of aims & objectives:

1. To support the development of cohesive and flourishing voluntary and community sectors in Cardiff through the delivery of a range of support and capacity building services including information, advice and training.
2. To develop social capital by facilitating liaison, collaboration and consultation in the voluntary sector and between the voluntary sector and the public and private sectors.
3. To promote social justice through community action that challenges powerlessness, prejudice, discrimination and deprivation

Services:

- Development support for voluntary organisations
- Printing and copying services
- Quarterly newsletter and other regular mailouts
- Equipment loan

Referrals: n/a

Contacts: *Heidi Morris*, Shand House, 2 Fitzalan Place, Cardiff CF24 0BE

 **029 2048 5722**

Fax : 029 2046 4196

Email : enquiries@vacardiff.org.uk

www.vacardiff.org.uk



Wales & West Housing Association

Wales Wide

Housing Association

Summary of aims & objectives:

WWHA exists to develop and support sustainable communities through the provision of quality homes and services

Services:

- Accommodation provided includes flats, houses, Scheme Manager supported sheltered housing for people aged 60 and over [or 55 with supporting medical evidence] and accommodation designed for people requiring housing with care and support.
- Information available in larger print, Braille, audio tape, or in another language

Referrals: Referrals through local authorities and via application for housing.

Contacts: Wales and West Housing Association, 3 Alexandra Gate, Ffordd Pengam, Cardiff CF24 2UD. North Wales: Unit 2, Acorn Business Park, Aber Rd., Flint, North Wales CH6 5YN

 **0870 013 1930**

Minicom : 0800 052 5205

email: info@wwha.co.uk

Website : www.wwha.net



Walkfree

Cardiff & the Vale

Self-help group

Summary of aims & objectives:

A self-help group for people with panic, anxiety and social phobia.

Services:

Walkfree is a service for people suffering from panic attacks, anxiety and social phobia. A number of meetings are held during the week in various venues:

- Canton – Ty Canna [Tuesday 7pm-9pm]
- Newport Road – Longcross St., Roath, Cardiff [Wednesday 7pm-9pm]
- Llanedeyrn – Powerhouse [Tuesdays 11.15am-1.15pm]

Referrals: Through GPs, Psychologists, CPNs and Counsellors. Clients are required to telephone the number below and a referral form is completed with the administrator over the telephone and sent to the appropriate facilitator for their local group.

Contact: Psychology Department, Whitchurch Hospital, Whitchurch, Cardiff, CF4 7XB

 **029 2062 4448**



Wallich Clifford Community

Cardiff, Bridgend, Swansea, Carmarthenshire Blaenau Gwent, Ceredigion, Powys, Newport & Monmouthshire

Registered Charity & Company Limited by Guarantee. Charity No:1004103

Summary of aims & objectives:

Mission Statement

To crusade against homelessness: deal with its causes, its existence and its consequences for people.

Vision Statement

To eradicate the suffering caused by homelessness.

Beliefs

We believe that all people have the right:

- To have a home
- To be accepted regardless of their past
- To have the opportunity to obtain the things that lead to respect and to self-respect

Operational Values

We will: -

- Be creative in our thinking and our solutions
- Be professional in all aspects of our work
- Deliver results to those who rely on us
- Be passionate in our missions
- Be compassionate to those in our care

Services:

The Wallich Clifford provides a wide range of services to meet the needs of diverse groups of people. We cater for homeless and potentially homeless people who often find that help is not readily available elsewhere. At present we operate around 30 projects across Wales and continually seek to expand our portfolio according to levels and types of need.

Service Summary

- Direct access hostels: immediate accommodation and help for homeless people without a referral from another agency
- Shoreline Housing: for long term street drinkers
- Tenancy Support: support for vulnerable people in their own tenancies
- Rough Sleepers Intervention Team: provision of humanitarian aid – hot food, sleeping bags and information – to rough sleepers providing a route off the streets
- Mediation: Mediation services to young people in danger of becoming homeless through dispute with their parents or carers
- Vesta Projects: Accommodation and support for homeless people with a drug addiction



- Education Projects: Accommodation for people committed to training and learning
- Community Housing: Supported shared houses and residential flats for people with dual diagnosis [mental health problems AND substance misuse]
- Night Shelter: Short term accommodation [on a nightly basis] for rough sleepers

Referrals: See following page for referrals and contact numbers for each project. Full information on each project is listed on website www.cvmhdp.org.uk – go to Online Directory Voluntary Sector Services

Contacts: *Central Services at Wallich Clifford Community*

Severn House, 1 Severn Road, Canton, Cardiff, CF11 9EB

See following page for individual project contact numbers.

 **029 2066 8464**

Fax: 029 2066 8461

**Email: community@wallichclifford.net
www.wallichclifford.com**



Wallich Clifford referral information & contact numbers for individual projects

Cardiff

Riverside Project

Referral - initially through referral form and interview. Referral MUST be completed by agency worker. NO self referrals.

Contact : PO Box 98, Cardiff CF11 6XH. ☎029 2064 0265

Cardiff Rough Sleepers Intervention Team

Referral – referrals can be made through external agencies or be self-referrals. Individuals can be met anywhere in Cardiff.

Contact : 8 Clare Rd., Riverside, Cardiff. ☎029 2039 9739
mobile: 07969 401012

Community House Team

Referral – access via standard referral form initially. Self-referrals NOT accepted. The team accept referrals from agencies involved with the individuals. Based on information received the team decide whether to interview leading to possible selection for one of the houses/waiting list.

Contact: PO Box 91, Cardiff CF24 1YH. ☎029 2049 5419

Night Shelter

Referral – referrals are normally made only by the Wallich Clifford Community Breakfast Run, Cardiff County Council's City Centre Team, or Cardiff County Council's Tresillian House. However, other agencies can make referrals direct in an emergency.

Contact: Wallich Clifford Community Night Shelter, 8 Clare Road, Cardiff CF11 6QL. ☎029 2039 9739

Shoreline Project

Referral – Initially through referral form and interview. Allocation in consultation with residents already housed. Anyone can refer. We accept self-referrals.

Contact: PO Box 98, Cardiff CF 11 6XH. ☎029 2064 0265

Sir Julian Hodge Centre

Referral – The hostel is direct access. People can call into the hostel, telephone, be referred by any voluntary or statutory agencies, or self-refer.

Contact: 52 Broadway, Roath, Cardiff CF24 1NG. ☎029 2049 5219



Bridgend

Bridgend Rough Sleepers Intervention Team

Referral – Referrals can be made through external agencies or be self-referrals. Individuals can be met anywhere in the Borough or at the Wallich Clifford drop-in centre. Contact: Wallich Clifford Drop-In Centre, 5a Market Street, Bridgend.

☎01656 674184 Mobile: 07905 425107

Bridgend Solutions Worker

Referral – Referrals can be made through external agencies or be self-referrals. Contact : Wallich Clifford Drop-In Centre, 5a Market Street, Bridgend.

☎01656 674184 Mobile: 07905 425107

Bridgend Tenancy Support and Bond Board

Referral – Referrals can be made through external agencies or be self-referrals. Contact : Wallich Clifford Drop-In Centre, 5a Market Street, Bridgend.

☎01656 674184 Mobile: 07905 425107 Fax: 01656 665496



Weston Spirit

Wales wide

National Youth Work organisation

Charity No. 327937

Summary of aims & objectives:

To provide high quality personal and social development programmes for young people in order to assist them to lead more purposeful and fulfilling lives.

Services:

Personal and social development programmes:

- Membership
- Themed short courses
- Peer mentoring
- UP2U awards
- Challenge days
- Intro days
- Issue based sessions
- Youth worker training

Referrals: Self-referrals and via partner agencies

Contacts: *Cardiff Centre – Julie Griffiths, Youth Development Co-ordinator, Amy Stuart-Torrie, Youth Development Worker*

 **029 2022 5585**

Fax : 029 2023 2063

Email : julie.griffiths@westonspirit.org.uk

amy.st@westonspirit.org.uk

www.westonspirit.org.uk

Alternatively contact Paul Glaze, National Manager for Wales, on

 **029 2082 1097**



Women's Aid - Cardiff

Voluntary Sector

Summary of aims & objectives:

Cardiff Women's Aid [CWA] offers advice, information, emergency temporary accommodation [REFUGE], Outreach services and counselling to women [and their children if they have any] who are fleeing domestic abuse.

Services:

The information centre is open 9am-4.30pm Monday to Friday. No appointment is necessary. Telephone advice can be given if preferred. The information centre offers advice, information and access to safe accommodation either within CWA or with another Women's Aid group or referral to the homeless department of Council for accommodation.

- Emergency on-call service outside office hours including weekends and bank holidays
- Three direct access refuges and one second stage refuge.
- Outreach project
- Counselling project
- Community development work
- Freedom programme

Referrals: Women can refer themselves or can be referred by any agency or family member/friend.

Contacts: Cardiff Women's Aid, 16 Moira Terrace, Adamsdown, Cardiff CF24 0EJ

 **029 2046 0566**

Fax : 029 2048 4097



Women's Aid - Vale of Glamorgan

Vale of Glamorgan

Voluntary Sector Charity

Charity No. 1034188

Summary of aims & objectives:

Open door policy, offering information and support to any woman who requests it, whether or not they are resident in the refuge. V.G.W.A. partly exists to provide temporary emergency accommodation to women and their children who are suffering/experiencing domestic abuse [D.A.] D.A. can be physical, mental or sexual from a partner, ex-partner or family member.

Services:

- Practical and emotional support to women and their children [if any] who are suffering the effects of D.A.
- Information - enabling women and their children [if any] to make informed decisions on the options open to them
- Assisting women suffering D.A. in gaining confident independence from their abusers, leading ultimately to the empowerment of the women through the encouragement of self-help.
- Emergency temporary accommodation if necessary
- Five bedroomed refuge within the Vale of Glamorgan
- Access to accommodation through other Women's Aid organisations in most parts of Britain
- Times of opening - 10am-3pm Monday-Friday
- 24 hour telephone on-call service in operation seven days a week
- Outreach service to women living in the community

Referrals: Any person or organisation can refer

Contacts: Vale of Glamorgan Women's Aid, 222 Holton Road,
Barry CF63 4HS



01446 744755

24 hour on-call 01446 746981



The Women's Workshop - Cardiff Training Centre

Cardiff & the Vale

Voluntary Sector - User Led Group

Charity No. 1071770

Summary of aims & objectives:

We are a women-only learning centre providing a meeting space and free learning opportunities for groups and individual women from across Cardiff & the Vale.

Services:

- Safe supportive women-only environment
- Small Group work
- Range of courses - personal development, ESOL, Craft, IT etc.
- School friendly hours
- Accessible building
- Prayer room
- Occasional crèche facilities
- Personalised learning advice

Referrals: Any woman can self-refer. We also take referrals from support workers, social workers, CPN's etc.

Contacts: *The Women's Workshop*, Clarence House, Clarence Road, Cardiff Bay CF10 5FB.

 **029 2049 3351**

Fax: 029 2048 2122

Email: info@womensworkshop.org.uk

Website: www.womensworkshop.org.uk



Youthlink Wales

All Wales

**Local branch of national
Voluntary Organisation**

Charity No. 1020257

Summary of aims & objectives:

Promotion of safer life choices through peer education among young people.

Services:

- Support to young people in developing peer education projects
- Umbrella services to other peer education projects in Wales
- The Sorted Project [operating in Cardiff] works with young people aged 14-25 to
 - a] raise awareness of issues around substance misuse and mental health and
 - b] to support young people to address these issues pro-actively with their peers.

Referrals: Young people can self refer for volunteering opportunities. The service delivered to young people by young people can be arranged by contacting Youthlink Wales.

Contacts: *Tim Phillips*, 91a Cardiff Road, Caerphilly CF83 1FQ



029 2088 5711

Fax: 029 2088 8727

Email : youthlink@youthlinkwales.org

4. Telephone Helplines & Information Services

- **By category**
- **Other Useful Contacts**




4. Telephone Helplines & Information Services by Category

Below are listed a selection of telephone lines, which is not exhaustive. Please contact the Mental Health Development Project for any further inclusions for the Project website – www.cvmhdp.org.uk

National Telephones Helplines Association 0845 1203767

A directory covering various helplines in Scotland, Wales and Ireland; runs training for organisations on helpline skills, support and supervision skills, and publications.

Cost: £15.00  020 7939 0641
38 Great Putney St,
London
W1R 3DE

Abuse

Action on Elder Abuse 0808 808 8141
(Open 9am –5pm Mon-Fri)
Helpline for older people who are being ill - treated, abused or are in fear of any form of abuse.

See also Rape and Sexual Abuse

Adoption

Adoption UK 0870 7700 450
Open 11am-4pm Mon-Fri
Office Number 01295 752 240
(Open Mon-Fri 9am-5pm)

Helpline supporting families before during and after adoption. Also offers membership (£30-35 a year) and produces a monthly magazine. Write to Adoption UK, 46 The Green, South Bar Street, Banbury, OX16 9AB. Or contact the Website at www.adoptionuk.org.uk

After Adoption Wales

Open Mon, Wed, Thurs, 9am-6pm, Tues
9am-8pm, Fri 9am-4pm
ACTION line 0800 0568 578

TALK adoption for young people under 26
0808 808 1234

Advice and support for adopted adults, birth mothers and families having difficulties with adopted children.
www.afteradoption.org.uk

Aids

Aids Helpline 0800 567 123
Admin and fax 029 2066 6465
Open 10am-5pm Monday-Friday
Provides free support and advice.

Alcohol and Drugs

Alcoholics Anonymous 0845 769 7555
www.alcoholics-anonymous.org.uk

Council for Information on Tranquillisers And Anti-depressants [CITA] 0151 474 9626
Helpline 0151 932 0102
open 10am – 1pm
www.citawithdrawal.org.uk

Drinkline 0800 917 8282
Open 24 hours
Provides confidential information and service to callers about alcohol related addictions.

Narcotics Anonymous 020 7730 0009
Provides confidential advice to help people who consider themselves an addict and organises help groups where people can share their experience with other users.
www.ukna.org

National Drugs Helpline (24 hours)
0800 776 600
Provides free advice, support and information to those worried about drug addiction.
Website address www.ndh.org.uk

Overcount 01387 770404
Open 11am - 3pm Mon-Fri, 7pm-10pm Tues
evenings



Professional drugs information service specialising in misuse and addiction to non prescribed over the counter drugs and medicines. Free confidential service to clients, friends, families and professionals which includes specialised withdrawal programmes.
www.grieved.fsnet.co.uk

PADA 08457 023867 (24 hours)
Advice, support and information for parents, family and friends of drug misusers.
Email: padahelp@btineternet.com
Admin line: 0151 356 1996
www.pada.org.uk

Quitline 0800 002 200
Helpline for smokers wanting to stop & people trying to remain ex-smokers.
www.quit.org.uk

Release 0207 7299904
Open 11.00am-5.30pm Legal
Drugs and helpline for drug users, family, friends and professionals.
Admin. No. 020 7729 5255
www.release.org.uk

Also Release Drugs Helpline 0207 7494053/0845 4500 215
Two lawyers and three drugs advisers available to give help and advice on issues relating to drugs
Open 10.30pm – 5.30 pm Mon – Fri

Re-Solv 0808 800 2345
(Mon-Fri 9am - 5pm. Answerphone giving information and emergency contact at other times)
Provides information and support to those worried about solvent abuse.
Also referral service.
30A High Street, Stone, Staffordshire. ST15 8AW. Website address www.re-solv.org.

Anxiety & Phobias

First Steps to Freedom 0845 1202 916
Helpline open 10am - 10pm everyday.
Offers support and advice on anxiety related mental health problems such as phobias, panic attacks, obsessive compulsive disorder, anorexia, bulimia, and tranquilliser

withdrawal.
Website: www.first-steps.org
Office: 9am - 5pm 01926 864473

National Phobic Society (NPS) 0870 122 2325
Telephone helpline providing support and information on counselling and alternative treatments for people with anxiety disorders.
Write to: NPS,c/o Zion Community Resource Centre, 339 Stretford Rd, Hulme, Manchester, M15 4ZY. Or visit the website at www.phobics-society.org.uk

No Panic 0808 8080 545
Open 10am - 10pm every day
For people with panic and phobias and OCD.
Will also give info re local groups and specialist helplines if possible.
www.no panic.org

Triumph Over Phobia (Top UK) 0845 600 9601
Can provide general information and also information on local self help groups. Or contact the website address www.triumphoverphobia.com
Email: info@triumphoverphobia.org.uk

Bereavement

Compassionate Friends 08451 232 304
Helpline open 10am-4pm and 6.30pm-10.30pm Self help group of bereaved parents and other family members offering support and friendship when a child has died of any age and any cause. 53 North St, Bristol, BS3 1EN
Office No. 08451 203 785
Main website: www.tcf.org.uk
Website for bereaved siblings www.tcfsiblingsupport.org.uk

Cruse Cymru Bereavement Line 0870 167 1677
Opening hours:- Mon-Fri 5pm-9pm. Tue, weekends 3pm-5pm
www.crusebereavementcare.org.uk



Lesbian and Gay Bereavement Project 020 7403 5969
Monday and Thursday 7.30pm-10.30pm .
Vaughan Williams Centre, Colindale Hospital,
London
NW9 5HG

SoBs: Survivors of Bereavement by Suicide 0870 2413337
SoBs exists to meet the needs and break the isolation of those bereaved by the suicide of a close relative or friend.
Available 9am-9pm every day.
<http://sobs.admin.care4free.net>

Stillbirth and NeoNatal Death Society (SANDS) 020 7436 5881
Offers a helpline and UK wide network of local self help groups. Monday-Friday 10am-5.30pm answerphone outside these hours.
Head Office: 10am-5pm Monday-Friday 020 7436 7940
Email: helpline@uk-sands.org
[www. Uk-sands.org](http://www.Uk-sands.org)

Foundation for the Study of Infant Death (Cot Death) 020 7233 2090
24 Hour Helpline for bereaved or concerned parents. Tel. 0207 2228001 (Office Hours)
www.sids.org.uk

Sudden Death Support Association
01189 733 939 – 24 hour answerphone
Provides volunteer support to people dealing with a sudden bereavement. See section Pregnancy, Abortion, and Miscarriage

Black and Minority Ethnic Support

Muslim Women's Helpline 0208 904 8193
Mon-Fri 10am-4pm 0208 908 6715
This service provides spiritual counselling, referrals to consultants and all forms of help. The service is religiously and culturally sensitive to the needs of Muslim women of all sects. Men may also approach this helpline
www.mwhl.org

Asian Family Counselling Service 0208 571 3933/020 8813 9714
Counselling service available 9am-5pm Monday-Friday. Provides marital and individual counselling within the Asian community.

Joint Council for the Welfare of Immigrants 0207 251 8706
115 Old St, London, EC1V 9RT.
(open Tues and Thurs 2pm-5pm) General helpline for individuals and organisations without a franchise for information on immigration, nationality and Asylum law.
www.jcwi.org.uk

Wah Sum Helpline
local rate 0845 122 8660

Mon-Fri 10am-8pm
Wah Sum Helpline is the first mental health helpline dedicated to serving the Chinese community nationwide. This is a confidential helpline run by trained bi-lingual workers and volunteers. This helpline offers emotional support, information and advice to callers.
www.cmha.org.uk

Carers

Carers UK 0808 808 7777
Helpline open: 10am-12.00pm. 2pm-4pm Wed & Thurs. Provides advice on dealing with stresses and strains and financial problems that caring can bring. Advice also available for young carers. Carers can write for advice, if they wish, to;
River House, Ynys Bridge Court, Gwaelod y Garth, Cardiff, CF15 9SS. Website address www.carersuk.org

Counsel and Care 0845 300 7585
Helpline open 10am – 12.00pm, 2pm – 4pm Mon-Fri except Wed pm.
Also enquiries no. 9am-5pm Mon-Fri 020 7241 8555
www.counselandcare.org.uk
See also Dementia



Children, Families & Young People

Contact-a-Family 0808 808 3555

Open Tues-Fri 10am-4pm Mon 10am-4pm & 5.30pm-7.30pm

Telephone service for parents and carers of children with disabilities or special needs, including learning difficulties, physical disabilities, medical conditions, rare syndromes and behavioural difficulties.

Text phone no. 0808 808 3556

www.cafamily.org.uk

Cry-sis 0845 1228 669

Open 9am-10pm

A helpline and support group giving practical support and sympathetic understanding.

www.cry-sis.org.uk

Family Rights Group 0800 731 1696

Open Mon-Fri 10am-12 noon and 1.30pm-3.30pm

Helpline for families whose children are involved with social services. Provides telephone and written advice.

www.frg.org.uk

Gingerbread 0800 0184318

(Open Mon-Fri 10am-4pm)

National Advice Line offering support and information and a network of self help groups to lone parents. Web site address

www.gingerbread.org.uk

Parentline Plus 0808 800 2222

Helpline for parents, offering listening information and counselling on various parenting problems. Helpline open 24 hours a day 365 days a year.

www.parentlineplus.org.uk

Young Minds Parents Information Service

Information service 0800 018 2138

General Enquiries 0207 336 8445

General enquiry no. open 9.30am-5.30pm office hours.

Information service open 10am-1pm Monday and Friday, and 1.00pm-4.00pm Tues, Wed, Thurs, and 6.00pm-8.00pm Wed.

A telephone service providing information and advice for parents, professionals or anyone else with a concern about the mental health of a child.

48-50 St. Johns St., London EC1M 4DG

www.youngminds.org.uk

Counselling / Psychotherapy / Talking Treatments

Careline 0208 514 1177

Mon-Fri 10am-1.00pm & 7pm-10pm

Office No. 020 8514 5444

Offer confidential telephone counselling advice for anyone on any issue.

www.carelineuk.org

Childline Cymru 0800 1111

Free 24hr helpline for children up the age of 18 to provide confidential counselling for any child or young person with any problem.

Childline also provides counselling by letter at, Childline, Freepost 1111, London, N1 0BR.

Website address www.childline.org.uk

Cardiff Women in Mind 029 2040 2050

Open 9.30-12.30pm weekdays, if no-one available you can leave details on answerphone.

Provides a list of counsellors in the South Wales area for women.

Churches Counselling Service in Wales 01437 764384

Free confidential one to one counselling sessions or by donation in the Wales area. Contact the above telephone number. They will find and allocate a counsellor in your area. All counsellors are volunteers.

Connect 141-121 0808 808 4121

Mon-Fri 3pm-9pm

Charity offering free phone counselling and support in Wales for young people aged 11-25. Provides expert counselling when needed. No waiting list, no complicated access.



Dementia

Alzheimer's Society Helpline 0845 300 0336
Helpline open Mon-Fri 8.30am-6.30pm.
A charity for people with all forms of dementia, their families and carers.

SOLACE

029 2052 9848
open 10am-10pm. Provides ongoing telephone information and support to carers of older people with mental health problems.

See also section on carers

Depression

Depression Alliance Cymru

0845 7633 0557
Open 10am-5pm Mon-Fri. Provides information on depression and self-help groups run by Depression Alliance Cymru.
www.dacymru.ik.com

MDF - the Bipolar Org Cymru

08456 340080
Open Mon-Fri 9.30am-4.00pm Telephone helpline offering information support and access to a network of self-help groups and self-management training programmes for people with bi-polar disorder [manic depression] their relatives and friends.
www.mdfwales.org.uk

SAD Association

(Seasonal Affective Disorder) 01903 814 942
Offers information about Seasonal Affective Disorder, a depression which is affected by lack of daylight during the winter months.
PO Box 989, Steyning, West Sussex, BN44 3HG
www.sada.org.uk

Disability

Changing Faces 0845 4500 275
Provides free and confidential help, support and information for anyone who has a disfigurement, their families and friends.
www.changingfaces.org.uk

Disability Wales 0800 731 6282
Freephone Helpline providing signposting and information. Open Mon, Wed, Fri: 10am - 1pm

Positive Image 01559 370414
Free Telephone Counselling Service for any physical or emotional self image issues.
(NB This is not a crisis helpline)

Domestic Violence

Domestic Violence Helpline

0808 2000 247
24 hour helpline. Free to call from payphones and landlines [and from most mobiles, check with your service provider]. Gives support to women experiencing domestic violence and makes referrals to refuges.

Respect phoneline

0845 122 8609
The phoneline is open 10am-1pm Mon and Fri, and 2pm-5pm Mon and Fri, and 10am-1pm, 2pm-8pm Tues and Wed
Text phone no. 18001 0845 122 8609
The Respect phoneline is a service for any perpetrator of domestic violence who is looking for information and advice to help them stop being abusive. We also receive calls from front line workers who come into contact with perpetrators of domestic violence. We also subscribe to language line for people whose first language is not English.

Everyman

020 7263 8884
Provides a helpline and counselling programme for men who wish to stop being violent. Helpline open 6.30pm-9pm Tues and Wed.
www.everymanproject.co.uk

Eating Disorders

Eating Disorders Association

Adult Helpline 0845 634 1414
Mon-Fri 10.30am-8.30pm
Sat 1pm-4.30pm



Youth Helpline 0845 634 7650
 Mon-Fri 4.00pm-6.30pm
 Sat 1pm-4.30pm

Provides information, help and support for people affected by eating disorders. Offers a range of services including helplines, self help network and membership.

Email: helpmail@edauk.com
www.edauk.com

Emotional Distress

Bristol Crisis Service for Women

0117 925 1119

Telephone counselling for any women in distress, with a particular focus on self injury. Offers listening, telephone counselling and information on local services. Also produces publications and runs training on self injury.

Open: Fri: 9pm - 12.30 am Sat 9pm - 12.30am Sun: 6pm - 9pm
www.users.zetnet.co.uk/bcsw

Careline

020 8514 1177

Crisis telephone counselling service for the general public on any issue, including relationship difficulties, depression, mental health, child abuse, bullying, rape and sexual assault, domestic violence, addictions, stress. Face to face counselling for adults. Referrals to other agencies and support groups throughout the country. Open: Mon - Fri 10am - 1pm, 7pm - 10pm

Email: careline@totalise.co.uk
www.carelineuk.org
 See section 'counselling'

HOPELineUK

0870 170 4000

Open 7pm-10pm Mon-Fri and 2pm-5pm Sat & Sun

If the helpline is busy or if you are calling outside these hours you can leave a message on the answerphone.

HOPELineUK is staffed by professionally qualified advisers who can give support, practical advice, and information to anyone who is concerned that a young person they know may be suicidal.
www.papyrus-uk.org

Lifeline

08456 525252

Christian run helpline offering information and a listening ear to the general public on a range of emotional and spiritual issues. Can refer people on to relevant organisations.

Open: Mon - Sun: 9am - 12 midnight.

Email: lifeline@premier.org.uk

Website: www.premier.org.uk

The Samaritans

08457 909090

The above number is a single number for all branches.

Offers 24 hour confidential emotional support for anyone in crisis. Encourages people to talk about suicidal feelings before they become overwhelming.

Website: www.samaritans.org.uk

See voluntary sector section for local branch information.

Supportline

020 8554 9004

Confidential emotional support to any individual. The helpline is primarily a preventative service aimed at reaching people before they get to a point of crisis.

The helpline covers a wide range of issues including domestic violence, depression, abuse, bullying and stress. Information is also available on other support groups, agencies and counsellors throughout the UK. Open: times vary - ring for details. Admin No. 02085549006

Email: info@supportline.org.uk

Website: www.supportline.org.uk

Epilepsy

Epilepsy

Freephone 0808 800 500

Open Mon-Thurs 9am-4.30pm & Fri 9am-4pm . Offers information, advice and listening support to sufferers of epilepsy. Run by the British Epilepsy Association. Admin. No. 0113 391 0300.

Website address www.epilepsy.org.uk

National Society for Epilepsy

01494 601 400

(open Mon-Fri 10am-4pm)

Admin. No. 01494 601 300

Helpline for people with epilepsy, their families, parents or carers and health



professionals. Offers information, emotional support, informal counselling and referrals to other agencies.

www.epilepsynse.org.uk

Epilepsy Wales 08457 413 774 local rate
Open Mon-Fri 9am-4.30pm. Helpline offering advice and information for people with epilepsy, their families, carers, health and social care professionals.
Address: PO Box 4168 Cardiff CF14 0WZ
www.epilepsy-wales.co.uk

Gambling

Gamblers Anonymous 020 7384 3040
Gives free confidential advice to anyone affected, directly or indirectly, by gambling.
www.gamblersanonymous.org.uk

Gambling Anonymous 0121 233 1335
Telephone helpline : also runs self help groups locally in Cardiff and Penarth and Swansea.

Gamcare 0845 600 0133
Open 24 hours
Offers free confidential telephone advice and counselling to anyone who feels they may have a problem with gambling.
www.gamcare.org.uk

Health

Mens Health Helpline 0208 995 4448
Open Mon 7pm - 9pm (nurse available)

NHS Direct 0845 46 47
7 days a week 365 days a year. 24 hour hotline providing a confidential service from a qualified nurse on any health queries.
Website address www.nhsdirect.wales.nhs.uk

Sexual Health Information Line 0800 567123
Open 24 hours. Provides advice and information on sexual health, contraception etc. They have a

database of appropriate agencies and clinics in your local area.

www.playingsafely.co.uk

Tenovus Cancer Information Helpline 0808 808 1010
Free helpline for patients and their families.
Open: 9 - 4.30 Mon - Fri except Wed pm.
www.tenovus.com
email tcic@velindre-tr-wales.nhs.uk

Legal Advice

Liberty - Legal Advice line 0845 123 2307
Open 6.30pm-8.30pm Mon and Thurs & 12.30pm-2.30pm Wed
Liberty runs a telephone advice line for members of the public who have queries about public law and human rights. The line is staffed by volunteer solicitors and barristers. Write to 21 Tabard St, London, SE1 4EA.
www.liberty-human-rights.org.uk

Mind Legal Advice Line 0208 519 2122
(Ext.299 or wait for operator
(Open 2pm-4.30pm Mon, Wed & Fri)
Provides advice on legal issues surrounding mental health.

Medication

UK Psychiatric Pharmacy
Group medication helpline 0207 919 2999
Open 11am-12.30pm & 2pm-5pm Mon-Fri, excluding bank holidays. Confidential information to patients and carers on medicines used to treat mental illness.

Mental Health - National Helplines and Information Lines

More details of helplines relating to specific diagnoses listed alphabetically

Assist (Assistance Support and Self Help in surviving Trauma) 01778 560800
Telephone support and counselling for people



experiencing post traumatic stress disorder (PTSD). Also provide face to face counselling and support, critical incident debriefing and clinical assessment for PTSD & anything trauma related.

Open: Mon - Fri : 10am - 4pm

Office No. 01788 551919

Email:assist@traumatic-stress.freeserve.co.uk
www.traumatic-stress.freeserve.co.uk

C.A.L.L 0800 132 737

Open Mon-Fri 7pm-11pm, 10am-2pm and Sat/Sun Noon-Midnight

An all Welsh out of hours mental health telephone helpline service providing emotional support, information on local and national services. They can also provide literature on a range of subjects, symptoms and treatments. Callline also includes help for rural stress.

www.Callhelpline.org.uk

Depression Alliance Cymru

0845 7633 0557

Open 10am-5pm Mon-Fri. Provides information on depression and self-help groups run by Depression Alliance Cymru.
www.dacymru.ik.com

Hafal (Previously NSF Wales)

Information Line: 01792 816600

Hafal is a Wales-based organisation, which helps people with severe mental illness through projects around Wales.
www.hafal.org

MDF Cymru 08456 340080

Open Mon-Fri 9.30am-4.00pm Telephone helpline offering information support and access to a network of self-help groups and self-management training programmes for people with bi-polar disorder [manic depression] their relatives and friends.
www.mdfwales.org.uk

Mind Information Line 08457 660 163

A Telephone information service. Open 9.15am-5.15pm Mon-Fri
The services include an information line about counselling groups, local support

groups, option on treatments, how to access community care, and provides support for people disclosing sexual abuse or who are suicidal. Granta House 15-19, Broadway, Stratford, London, E15 4BQ
Visit the website at www.mind.org.uk

OCD Action 020 7226 4000

Open Tues & Wed 9am-5pm & Thurs 11am - 5pm. Aberdeen Centre, 22 – 24 Highbury Grove, London. Advances the awareness and treatment of OCD [Obsessive Compulsive Disorder]
www.ocdaction.org.uk

Rethink (Previously NSF) 020 8974 6814

-National advice service line. See above.
General Enquiries 0845 456 0455
Advice service providing information on mental illness issues.
Open Mon – Fri 10am – 3pm.
www.rethink.org

Samaritans 08457 909 090

Local Number 029 2034 4022
24 hours a day 7 days a week service that provides emotional support and advice on a number of topics including mental health and depression.
www.samaritans.org.uk

Saneline 08457 678 000

Open 12 noon – 11pm Mon-Fri and 12noon – 6pm weekends. Provides a listening support service and an up to date information database to enable people to make their own choices.
www.sane.org.uk

Schizophrenia Association of Great Britain 01248 354048

Information and advice for people affected by schizophrenia, their families and friends.
Open Mon - Fri 10am-3pm
www.sagb.co.uk

Women and Mental Health Info Line 0808 808 6000

Open Mon-Thurs 10am-12noon, and 2pm-4.30pm
www.thresholdwomen.org.uk



Young Minds Parents Information Service

Information service 0800 018 2138
 General Enquiries 0207 336 8445
 General enquiry no. open 9.30am-5.30pm
 office hours.

Information service open 10am-1pm
 Monday and Friday, and 1.00pm-4.00pm
 Tues, Wed, Thurs, and 6.00pm-8.00pm
 Wed.

A telephone service providing information
 and advice for parents, professionals or
 anyone else with a concern about the
 mental health of a child.
 48-50 St. Johns St., London EC1M 4DG
www.youngminds.org.uk

Money

National Debt Line 0808 8084000
www.nationaldebtline.co.uk

**Consumer Credit
 Counselling Service** 0800 1381111
 Open 8am-8pm Mon-Fri
 Free resource for families and individuals
 with debt problems.
www.cccs.co.uk

Neurological Conditions

**CJD (Creutzfeldt Jakob Disease)
 Support Network Helpline** 01630 673 973
 Provides information for professionals, also
 practical and emotional support for those
 affected by any strain of CJD, their families
 and friends.
www.cjdsupport.net

ME Association 0870 4441836
 Helpline – ME Connect as above
 Open 7 days a week, 10am-12noon, 2pm-
 4pm and 7pm-9pm.
 Telephone information line and listening ear.
 Open Mon, Tues and Thurs 2 - 4 pm; Wed
 and Fri 10am - 2pm. ME - otherwise known
 as chronic fatigue syndrome. MEA is a UK
 membership organisation empowering

members to manage their illness through
 information and training; and also funds
 social health and educational research.
 Admin 01280 818968
 Email: meconnect@meassociation.org.uk
www.meassociation.co.uk

Parkinsons Disease Society 0808 800 0303
 Open Mon-Fri 9.30am-5.30pm
 Helpline for people with Parkinsons Disease,
 friends, relatives and carers.
www.parkinsons.org.uk

The Stroke Association 0845 3033 100
 Helpline for information and support.
 .Regional Office 029 2052 1728
 72 Merthyr Rd., Whitchurch, Cardiff CF14
 1DJ. Office hours 9am-5pm
www.stroke.org.uk

Post Natal Depression

**National Meet a Mum
 Association** Helpline 0845 120 3746
 Lines open 7pm-10pm Mon to Fri. Offers
 support and friendship to all new mothers
 through a nationwide network; also offers a
 helpline for mothers experiencing Post Natal
 depression. Visit the website at
www.mama.co.uk

Pre Menstrual Problems

**National Association for
 Pre Menstrual Syndrome** 0870 7772177
 Open Wed, Thurs, Fri only, answerphone at
 other times. Helpline staffed by practice
 nurses with experience of physical and
 mental health problems associated with
 PMS.
www.pms.org.uk

Pregnancy, Abortion and Miscarriage

**British Pregnancy
 Advisory Service** 08457 304 030



Telephone action line to make appointments and receive advice on any aspect of pregnancy.

Opening times: Mon-Fri 8am-9pm. Sat 8.30am-6pm. Sun 9.30am-2.30pm.
www.bpas.org

Ante-Natal Results Services (ARC)

020 7631 0285
Open Mon-Fri 10am-5.30pm. Supports people when an abnormality is diagnosed in their pregnancy or who have experienced a termination in their pregnancy because of this. Write to 73 Charlotte St, London W1T 4PN. Admin. No. 020 7631 0280
www.arc-uk.org

Miscarriage Association

01924 200 799
Open Mon-Fri 9am-4pm
Telephone service, can put people in touch with local contacts and support groups on the topic of miscarriage during pregnancy. Can also provide written information at: Care Of Clayton hospital, Northgate, Wakefield, West Yorkshire, WF1 3JS.
Admin. No. 01924 200 795 www.miscarriage-association.org.uk

Rape and Sexual Abuse

Breaking Free 020 8648 3500
Supporting women survivors of child sexual abuse. www.breakingfree4survivors.co.uk

Childline 0800 1111
Free helpline for children up to the age of 18. See also Counselling section.

NSPCC 0808 100 2524
Textphone service for hard of hearing 0808 100 1033
Opening times: The helpline is available in English or Welsh between 10am-6pm Mon-Fri. Outside these hours your call will be transferred to the 24 hour child protection helpline in London, English language only. For parents, children, abusers, professionals or anyone wanting help and advice. Email: helplinecymru@NSPCC.org.uk
www.nspcc.co.uk

Safeline 0808 800 5005
Open Mon, Wed, Fri, 7pm – 10pm, Tues and Thurs, 7.30pm-9.30pm. This is a 24 hour answerphone service. Voluntary organisation based in UK which has been established by people who were themselves sexually abused as children.
www.safelinewarwick.co.uk

Sexuality and Gender

London Lesbian and Gay Switchboard 0207 837 7324
24 hour helpline offering advice and guidance to people of a Gay sexuality. www.ligs.org.uk

FFLAG

Families and Friends of Lesbians and Gays
Information and support group for families and friends of lesbians and gays. Phones: Janet 029 2062 6852. or Jane & Andy 01633 431 243

The Gender Trust 07000 790347
Helpline open 7pm-10pm Mon-Fri. Membership organisation giving information and support for transsexual people, their families and partners; also information and support for professionals - inc. employers, human resources, medical, advice services.
www.gendertrust.org.uk

Women of the Beaumont Society 01684 578281
Open 8-11pm everyday except Wednesdays. There is an answerphone outside of these hours. Offers support and advice for everyone concerned with transvestite and transsexual matters, including partners and families.
www.gender.org.uk/wobsuk
www.beaumontsociety.org.uk

Translving International 01268 583761
Helpline catering for all aspects of gender orientation. Open 9am-8pm Mon-Fri
www.translving.co.uk



Self Harm

Basement Project 01873 856 524

Provides information about abuse and self harm to survivors, families and friends and workers.

P0 Box 5 Abergavenny, NP7 5XW.

<http://freespace.virgin.net/basement.project/default.htm>

See also section on Emotional Distress - Bristol Crisis Service for Women.



Other Useful Contacts

Counselling Organisations

British Association of Counselling (BAC)

0870 443 52521

Regent Place, Rugby, Warwickshire, CV21 2PJ
Provides listings of members of BACP.

Counsellors can be accessed on the website at www.counselling.co.uk

UK Council for Psychotherapy

0207 014 9955

UKCP, 2nd Floor, Edward House, 2 Wakley Street, London, ECN 7LT

Operates a national register of psychotherapists and information about different types of therapy.

website: www.psychotherapy.org.uk

email: ukcp@psychotherapy.org.uk

British Hypnotherapy Association

0207 723 4443

67 Upper Berkeley Street, London, W1H 7QX.

Therapists with at least of 4 years training in helping people understand and resolve their emotional problems and relationship difficulties.

Prevention of Professional Abuse Network (POPAN)

0207 622 6334

1 Wyvil Court, Wyvil Rd, London, SW8 2TG.

POPAN is concerned with the abuse of patients and clients by health and social care professionals. Provides information support for those who are abused. Contact the website at www.popan.org.uk

Complementary Therapies

Institute of Complementary Medicine

0207 237 5165

Open 10am-5pm PO Box 194, London SE16 7QZ

Administers the British Register of Complementary Practitioners. To find a practitioner through them please write to the above address enclosing a stamped address envelope and 2 loose stamps. Or visit the website address www.i-c-m.org.uk

Aromatherapy Organisations Council

0870 774 3477

PO Box 19834, London, SE25 6WS Mon - Fri, 10am - 2pm Provides information about

training schools, practitioners, and professional associations under their umbrella. Visit their website at www.aoc.uk.net

Association of Reflexologists

0870 567 3320

5, Fore Street, Taunton, Somerset, TA1 1HX.

Members of the public can call for a list of practitioners in the area. Or contact the website www.aor.org.uk

British Acupuncture Council

0208 735 0400

63 Jeddo Rd., London, W12 9HQ.

Can provide free lists of local practitioners both by way of letter email and fax. info@acupuncture.org.uk

Disability and Health

Disability Wales

029 2088 7325

Bridge House, Caerphilly Business Park, Van Road, Caerphilly CF83 3AW.

The umbrella organisation of disability groups in Wales, working to promote the rights, recognition and support of all disabled people in Wales. An information service is available on a wide range of disability issues.



Headway 0115 924 0800
 4 King Edward Court, King Edward Street,
 Nottingham, NG1 1EW
 The Brain Injury Association, Headway UK,
 provides information on all aspects of brain
 injury.
 Helpline: 0808 800 2244
 Website: www.headway.org.uk

- Raising awareness and understanding of information rights and obligations.
- Enforcing freedom of information and data protection legislation.

Website: www.ico.gov.uk

Learning Disability

**Learning Disability Wales
 (formerly SCOVO)** 029 2068 1160
 Fax 029 2075 2149
 41 Lambourne Crescent, Cardiff Business
 Park, Llanishen, Cardiff, CF14 5GG. The
 collective voice of the voluntary sector and we
 promote the right of children and adults with
 learning disabilities to have valued lives. We
 provide regular and up to date information and
 training. We work with members to lobby and
 campaign. We champion best practice through
 special projects.
 Enquiries@learningdisabilitywales.org.uk
 Website: www.learningdisabilitywales.org.uk

National Self help Organisations

Hearing Voices Network 08451 228641
 2nd Floor, 7a Lever St., Manchester M1 1SL.
 A UK wide service run by experienced
 people. Provides information and support
 about coping mechanisms. Produces a
 newsletter, also provides information
 regarding self help groups.

National Voices Forum 020 7330 9126
 Contact Rachel Brett, Royal London House,
 5th Floor, 22-25 Finsbury Square, London,
 EC29 10S.
 Website: www.voicesforum.org.

Legal Matters

**Mental Health Act
 Commission** 0115 943 7100
 Maid Marian House, 56 Hounds Gate,
 Nottingham
 The commission visits all hospitals where
 patients are detained to check that the
 Mental Health Act is being used properly. The
 MHAC is a special Health Authority to
 safeguard the interests of patients who are
 detained in hospitals or nursing homes
 across the country. They help patients to
 process complaints through the NHS system,
 and investigate some of these complaints.

Neurological Conditions

Parkinsons Disease Society 0207 931 8080
 215 Vauxhall Bridge Rd, London, SW1V 1EJ
 The society's mission is the conquest of
 Parkinsons Disease and the alleviation of the
 suffering and distress it causes through
 effective research, education, welfare and
 communication.
 Visit the website at www.parkinsons.org.uk

**Huntingdons Disease
 Association** 0207 022 1950
 Downstream Building, 1 London Bridge, SE1
 9BG.
 Helps to raise awareness and gives
 information on Huntingdons Disease.
 Visit the website address www.hda.org.uk

**The Information Commissioner
 Information Line** 01625 545 745
 · Promoting public access to official information
 and protecting personal information.



Others

Centre for Mental Health

Service Development 01443 482935
Business School, University of Glamorgan,
Treforest, Pontypridd, CF37 1DL. Part of the
Institute for Applied Health & Social Policy,
Kings College, London.

Mental Health Foundation 020 7803 1100

9th Floor, Sea Containers House, 20 Upper
Ground, London, SE1 9QB.
Undertakes research and development and
can provide information. Not a front line
service.

email: mhf@mhf.org.uk

Website: www.mentalhealth.org.uk

Mental Health Media 0207 700 8171

356 Holloway Road, London N7 6PA
Tackling stigma and discrimination by
representing the service user voice across all
media

Website: www.mhmedia.com

Sainsbury Centre for Mental Health 0207 403 8790

The Sainsbury Centre for Mental Health is
funded by the Gatsby Charitable foundation
to improve quality of life for people in the UK
with severe mental health problems. It's work
currently focuses on tackling unemployment
among people with mental health conditions,
and on improving the mental health of those
who are imprisoned in the UK.

Website: www.scmh.org.uk

Welsh Dementia Services 01248 382092

Development Centre
University of Wales, Normal Site,
Holyhead Rd., Bangor. LC57 2PX
Professor Bob Woods
Information Officer Lesley Prendergast
email: dcdc@bangor.ac.uk





5. Indexes

- **Voluntary Sector Agencies by Category**
- **Telephone Helpline & Information Services by A-Z**



Voluntary Sector Agencies by Category

Detailed below are the voluntary services listed by category or type of service. Please note that this is not an exhaustive list – information is taken from the service information listed by agencies in the Directory. Please see main directory entries for full details.

Alternatively, if there is no reference to the service you need, please contact the Mental Health Development Project on 029 2022 2000, email mail@cvmhdp.org.uk.

Accommodation (including support linked to accommodation)

Agencies listed as providing accommodation and/or support to people linked to their accommodation – e.g. floating support, hostels, supported accommodation schemes etc.

Barnardos Marlborough Road Partnership
 Cadwyn Housing Assoc.
 Cardiff Action for the Single Homeless (CASH)
 Cardiff Mind Ltd.
 Cardiff Move On (Trothwy Cyf)
 Cardiff YMCA Housing Association
 Church Army
 Foundation Housing/ Tai Sylfaen
 Gofal Cymru
 Hafod Care Association
 Linc-Cymru
 Llamau Ltd – Women's Services
 Mental Health Matters
 Newydd Housing Assoc.
 Pen Yr Enfys – Residential Services
 Salvation Army Centre, Cardiff
 Taff Housing Tenant Support Project
 Trothwy Cyf – Fynnon Project
 United Welsh – Oak House & Prep Project
 Wales & West Housing Assoc.
 Wallich Clifford Community
 Women's Aid Cardiff
 Women's Aid Vale of Glamorgan

Accommodation Housing Advice and Information

Gofal
 Home Access

Advice/Information

A large number of agencies provide information and/or advice as part of their service, either about their organisation, or on mental health issues related to the service they provide. These agencies may or may not provide advice in addition to this information.

4 Winds User Led Association
 All Wales User & Survivor Network
 Age Concern
 Awetu
 Alzheimer's Society
 Barnardos Marlborough Road Partnership
 Cardiff Action for Single Homeless
 Cardiff & Vale Mental Health Development Project
 Cardiff & Vale Patients Council
 Cardiff Institute for the Blind
 Carers Centre
 Cardiff Mind
 Cardiff Move On
 Church Army – The Amber Project
 Citizens Advice Bureau – Cardiff
 Citizens Advice Bureau – Vale of Glamorgan
 Crossroads in the Vale
 Depression Alliance Cymru
 Dyn Project
 FFLAG South Wales
 Gofal Cymru
 Headway
 Hafal
 Home Access
 Inroads
 Islamic Social Services Association
 MDF – The BiPolar Organisation Cymru
 Mental Health Matters, Bridgend
 Mental Health User Group – Eastern Vale of Glamorgan
 Mind in the Vale of Glamorgan
 Mind Cymru
 National Autistic Society
 Obsess
 Ogwr Dash
 Penarth Youth Project
 Pen yr Enfys – The Fitzhamon Centre
 Race Equality First
 Riverside Advice Centre
 RNID – Royal National Institute for the Deaf and Hard of Hearing People

Salvation Army
 SNAP Cymru
 Solace
 Terrance Higgins Trust Cymru
 United Welsh
 Victim Support – Cardiff
 Victim Support – Vale of Glamorgan
 Voices from Care
 Wallich Clifford
 Women's Aid Cardiff
 Women's Aid Vale of Glamorgan

Advocacy

Agencies that are listed as providing advocacy services as all or part of their service.

Advocacy Matters
 Age Concern
 Alzheimer's Society
 Carers Centre
 Cardiff Women's Safety Unit
 Cardiff People First
 Dyn Project
 Hafal Family Support Services – Cardiff & the Vale
 Hafal Cardiff Carers Advocacy
 Penarth Youth Project – the Info Shop
 Race Equality First
 SNAP Cymru
 SWMHA – South Wales Mental Health Advocacy
 Tros Gynnal – The Maze Advocacy Project
 Vale People First
 Voices from Care

Alcohol

Agencies that are listed as providing, as part of their service, support to people who have problems with alcohol.

Alcoholics Anonymous
 ASFA – Alcohol Services for All
 Al Anon Family Groups/Alateen
 Ogwr Dash
 Pen yr Enfys – The Fitzhamon Advice Centre
 Pen yr Enfys – Residential Services
 United Welsh – Oak House & Prep Project
 Wallich Clifford

Bereavement

Cruse Bereavement Care

Black and Minority Ethnic Services

Agencies that are listed as providing services appropriate and sensitive to the needs of black and minority ethnic people. This can include access to minority ethnic languages.

4 Winds Association [language access]
 All Wales Saheli Association
 Awetu
 Barnardos Marlborough Road Partnership
 Cadwyn [language access]
 Cardiff & Vale Crossroads
 Cardiff People First
 Carers Centre [language access]
 Church Army [language access]
 Citizens Advice Bureau – Cardiff [language access]
 Islamic Social Services Association
 Mind Cymru [Diverse Minds]
 Newlink
 Race Equality First
 Riverside Advice [language access]
 SNAP Cymru

Campaigning/Awareness Raising

Services that include as one of their aims, raising awareness about the needs of those using mental health services.

All Wales User & Survivor Network
 ASFA – Alcohol Services for All
 Awetu
 Cardiff People First
 Church Army – The Amber Project
 Depression Alliance Cymru
 FFLAG South Wales
 Headway
 Mental Health Matters
 MDF – The BiPolar Organisation Cymru
 Mind Cymru
 Obsess
 Race Equality First
 RNID – Royal National Institute for the Deaf and Hard of Hearing People
 National Autistic Society
 Terrence Higgins Trust Cymru
 Vale People First

Carers/Family/Friends

Services specifically aimed at supporting carers themselves or by providing a respite service [see Respite section]

Al Anon Family Groups / Alateen
 Alzheimer's Society



British Red Cross
 Carers Centre
 Cardiff & Vale Crossroads
 Cardiff & Vale Patients Council
 Cardiff YMCA Housing Association
 Crossroads in the Vale
 Gofal Cymru
 Hafal Family Support Service, Vale, Western Vale
 Hafal Carers Support Group, Cardiff
 Headway
 Inroads
 National Autistic Society
 Ogwr Dash
 SNAP Cymru
 Solace

Children and Young People

Services that are provided wholly or in part for children and young people.

Alateen/Al Anon
 Barnardos Marlborough Road Partnership
 Cardiff People First
 Church Army
 Church Army – The Amber Project
 Foundation Housing/Tai Sylfaen
 Inroads
 NSPCC
 Penarth Youth Project
 SNAP Cymru
 Tros Gynnal – The Maze Advocacy Project
 Voices from Care
 Weston Spirit
 Youthlink Wales

Counselling

Services where counselling is listed as forming a specific service available.

Age Concern
 Cardiff Concern Christian Counselling
 Cardiff Mind [Women in Mind]
 Church Army – The Amber Project
 Crossroads in the Vale
 Cruse Bereavement Care
 Headway
 Inroads
 Islamic Social Services Association
 Jigsaw
 New Pathways
 Ogwr DASH
 Penarth Youth Project
 Pen yr Enfyf – Way Beyond Blue
 Relate South Wales

South Wales Obesity and Eating Disorders Association
 Terrence Higgins Trust Cymru
 Women's Aid Cardiff

Development [local]

Agencies which provide a development or support service for other voluntary sector agencies.

Cardiff & Vale Mental Health Development Project
 Vale Centre for Voluntary Services
 Voluntary Action Cardiff

Drop-in/Day Services/Resource Centres

Services including resource centres, services providing access to daily activities, social activities, and places where people can drop in without an appointment.

4 Winds User Led Association
 Alzheimer's Society
 Awetu
 Cardiff Action for Single Homeless
 Cardiff Mind
 Church Army – The Amber Project
 Headway
 Inroads
 Mental Health Matters
 Mind in the Vale of Glamorgan
 Penarth Youth Project – The Info Shop
 Pen yr Enfyf – The Fitzhamon Advice Centre
 Solace

Education/Training

Services providing education and training opportunities to groups or individuals.

4 Winds User Led Association
 Alzheimer's Society
 Awetu
 Cardiff Action for Single Homeless
 Cardiff Institute for the Blind
 Cardiff Mind
 Cardiff People First
 Church Army
 MDF – The BiPolar Organisation Cymru
 Mental Health Matters
 Mind in the Vale of Glamorgan
 Newlink Wales
 NSPCC
 Penarth Youth Project – Info Shop
 Race Equality First
 RNID – Royal National Institute for the Deaf



and Hard of Hearing People
 SNAP Cymru
 Vale People First
 Voices from Care
 Women's Aid
 Women's Workshop

Emergency/Out of Hours Services

Agencies listed provide some sort of service that is out of hours or a service that can be accessed in a crisis. This can include emergency services, including for example, beds for homeless people. Please see p12 & 17 for how to access emergency services for people who are mentally distressed.

Cardiff Action for Single Homeless
 Cardiff YMCA Housing Association
 MDF – The BiPolar Organisation Cymru
 Women's Aid

24 Hours

Services listed as providing support 24 hours a day.

Cardiff Action for Single Homeless
 Cardiff YMCA Housing Association
 Church Army
 MDF – The BiPolar Organisation Cymru (24 hour legal advice info line)
 Pen yr Enfys – Dyfrigg House
 Salvation Army
 Samaritans
 Wallich Clifford Community
 Women's Aid – Cardiff and the Vale of Glamorgan

Employment/Valued Occupation [inc. volunteering and training opportunities]

Services working to improve employment prospects and providing or accessing valued occupation.

4 Winds User Led Association
 Cardiff Action for Single Homeless
 Cardiff Mind Ltd
 Church Army
 Hafal National Resource Centre, Cardiff
 Mental Health Matters
 Mind in the Vale of Glamorgan
 Newlink Wales
 Wallich Clifford Community
 Women's Workshop
 Youthlink Wales

Gender

Agencies which provide wholly or in part services that are sensitive to the issues of gender orientation.

Dyn Project
 FFLAG South Wales
 Mind Cymru [Mind Out Cymru]

Home Visits/Outreach

Services listed as providing advice and support in the home, or away from the service base. This includes respite for carers but does not include agencies providing supported accommodation. [See accommodation section, including support linked to accommodation]

Age Concern
 Alzheimer's Society
 Cardiff Mind [Women in Mind]
 Cardiff Institute for the Blind
 Citizens Advice Bureau – Cardiff
 Crossroads in the Vale
 Hafal
 Inroads
 Riverside Advice Centre
 Women's Aid
 Victim Support

Men

Services that are provided either wholly or in part for men.

Dyn Project
 NSPCC

Older People's Mental Health Services

Services for older people with dementia or late onset mental illness. Also services for younger people with early onset dementia.

Alzheimer's Society – Cardiff & the Vale
 Alzheimer's Society – Wales
 British Red Cross
 Crossroads in the Vale
 Crossroads Wales
 Solace

Resources

Agencies who have specified that they have access to resources in cash or in kind for individuals or agencies.

Alzheimer's Society



MDF – The BiPolar Organisation Cymru
 RNID – Royal National Institute for the Deaf
 and Hard of Hearing People
 Salvation Army Community Centre
 Cardiff & Vale Mental Health Development
 Project
 Home Access
 Terrance Higgins Trust
 Vale Centre for Voluntary Services
 Voluntary Action Cardiff

Respite

Respite services. Those listed are mainly for carers- there are no services currently for service users.

Alzheimer's Society
 British Red Cross
 Cardiff & Vale Crossroads
 Crossroads in the Vale

Self Help Groups

Self help groups- who aim to empower members of the groups through mutual support. There may be some professional input to give support to the group, but most self help groups run independently. Self help groups cover a wide range of need- please see individual entries for details.

This list is not exhaustive. You are welcome to contact Cardiff & Vale Mental Health Development Project for information about other groups.

4 Winds User Led Association
 Al Anon Family Groups/Alateen
 Alcoholics Anonymous
 Barry Ace
 Church Army – The Amber Project
 Crossroads in the Vale Carer Support Groups
 Cruse Bereavement Care
 Depression Alliance Cymru
 FFLAG Wales
 Inspirations Women's Group
 Inroads
 MDF – The BiPolar Organisation Cymru
 Mental Health User Group – Eastern Vale of Glamorgan
 Obsess
 Ogwr DASH
 South Wales Obesity and Eating Disorders Association
 Walkfree

Social Activities

Agencies listing that they either provide social activities directly- e.g. trips, meals or those that provide space within their service for social activities, such as drop ins or day centres.

4 Winds User Led Association
 Alzheimer's Society
 Awetu
 Cardiff Institute for the Blind
 Cardiff Mind
 Crossroads in the Vale
 Headway
 Mind in the Vale of Glamorgan
 Salvation Army Community Centre

Substance Misuse

Inroads
 Newlink [training]
 Trothwy Cyf – Fynnon Project
 United Welsh – Oak House and Prep Project
 Wallich Clifford Community

Support

Support may include practical help around the home, help with personal care and/or other activities, befriending and emotional support.

4 Winds User Led Association
 Age Concern
 Alzheimer's Society
 Awetu
 Ategi
 Barnardos Marlborough Road Partnership
 Cadwyn Housing Association Tenant Support Service
 Cardiff Action for Single Homeless
 Cardiff & Vale Crossroads – Lean on Me
 Cardiff Institute for the Blind
 Cardiff Mind
 Cardiff Move On (Trothwy Cyf)
 Cardiff YMCA Housing Association
 Church Army – The Amber Project
 Crossroads in the Vale
 Depression Alliance Cymru
 Dyn Project
 Hafod Care Association
 Inroads
 Llamau Ltd. – Women's Services
 Llanishen Good Neighbours
 Mental Health Matters
 Mind in the Vale of Glamorgan



National Autistic Society
 NSPCC
 Pen yr Enfys
 Race Equality First
 RNID – Royal National Institute for the Deaf and Hard of Hearing People
 Salvation Army
 Samaritans
 Tai Trothwy – Fynnon Project
 United Welsh – Prep Project
 Victim Support
 Voices from Care
 Wallich Clifford Community
 Weston Spirit
 Women's Aid – Vale of Glamorgan

Telephone Services/Hotlines

Agencies that include a specific telephone service- for information/advice or telephone counselling. Please see also p191 for telephone helplines and information lines.

Alcoholics Anonymous
 Al Anon
 Alzheimer's Society
 Cruse Bereavement Care
 FFLAG South Wales
 Headway
 Inroads
 MDF – The BiPolar Organisation Cymru
 NSPCC
 Samaritans
 Solace
 Terrance Higgins Trust Cymru
 Women's Aid

User/Carer Groups

Groups established to give mental health service users and carers a voice in deciding the nature of the service they receive.

All Wales User & Survivor Network
 ASFA – Alcohol Services for All
 Carers Involvement Group [Older People's Mental Health] – see Cardiff & Vale Mental Health Development Project entry
 Cardiff People First
 Cardiff & Vale Patients Council
 Cardiff & Vale Service User Forum – see Cardiff & Vale Mental Health Development Project entry
 Depression Alliance Cymru
 Hafal Carers Group
 MDF – The BiPolar Organisation Cymru
 Mental Health User Group – Eastern Vale of Glamorgan
 Mind Cymru [linked to Service User Groups]

Vale People First

Wales Wide

Agencies which operate on a Wales-wide basis.

Alcoholics Anonymous
 All Wales Saheli Association
 All Wales User & Survivor Network
 Alzheimer's Society Wales
 Awetu
 Depression Alliance Cymru
 FFLAG South Wales
 Gofal Cymru
 Hafal
 MDF – The BiPolar Organisation Cymru
 Mind Cymru
 Newlink
 RNID – Royal National Institute for the Deaf and Hard of Hearing People
 Samaritans
 SNAP Cymru
 Voices from Care

Welfare Rights Advice

Age Concern
 Citizens Advice Bureau
 Riverside Advice Centre

Women


Services that are provided either wholly or in part for women.

4 Winds User Led Association
 All Wales Saheli Association
 Barry Ace
 Cardiff Mind [Women in Mind]
 Cardiff Women's Safety Unit
 Inroads
 Inspirations Women's Group
 Riverside Advice Centre
 Llamau Ltd. – Women's Services
 Women's Aid
 Women's Workshop



Telephone Helpline & Information Services by A-Z

A

Organisation	
Action on Elder Abuse	0808 808 8141
Adoption UK	0870 7700 450
After Adoption Wales	0800 0568 578
Aids Helpline	0800 567 123
Alcoholics Anonymous	0845 769 7555
Alzheimer's Society (helpline)	0845 300 0336
Anti-natal Results Services (ARC)	020 7631 0285
Asian Family Counselling Service	0208 571 3933
Assist (Assistance Support and Self Help in Surviving Trauma)	01778 560 800

B

Basement Project	01873 856 524
Breaking Free	020 8648 3500
British Pregnancy Advisory Service	08457 304 030
Bristol Crisis Service for Women	0117 925 1119

C

C.A.L.L	0800 132 737
Cardiff Women in Mind	029 2040 2050
Careline	0208 514 1177
Carers U.K. National Helpline	0808 808 7777
Changing Faces	0845 450 0275
Churches Counselling Service in Wales	01437 764 384
Childline Cymru	0800 1111
CJD(Creutzfeldt Jacob Disease) Support Network Helpline	01630 673 973
Compassionate Friends	08451 232 304
Connect 141-121	0808 808 4121
Consumer Credit Counselling Service	0800 1381111
Council for Information on Tranquillisers and Anti-Depressants	0151 932 0102
Contact- a -Family	0808 808 3555
Counsel and Care	0845 300 7585
Cruse Cymru Bereavement Line	0870 167 1677
Crysis	0845 1228 669



D

Drinkline	0800 917 8282
Depression Alliance Cymru	0845 7633 0557
Disability Wales	0800 731 6282
Domestic Violence Helpline	0808 2000 247

E

Eating Disorders Association (EDA)	
Adult Helpline	0845 634 1414
Youth Helpline	0845 634 7650
Epilepsy Helpline - British Epilepsy Association	0808 800 500
National Society for Epilepsy Helpline	01494 601 400
Epilepsy Wales	08457 413 774
Everyman	020 7263 8884

F

Family Rights Group	0800 731 1696
FFLAG	029 2062 6852
First Steps to Freedom	0845 120 2916
Foundation for the Study of Infant Death (Cot Death)	0207 233 2090

G

Gamblers Anonymous	020 7384 3040
Gambling Anonymous	0121 233 1335
Gamcare	0845 600 0133
Gender Trust, The	07000 790 347
Gingerbread	0800 0184318

H

Hafal (Previously NSF Wales)	01792 816 600
Hope Line U.K.	0870 170 4000

J

Joint Council for the Welfare of Immigrants	0207 251 8706
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L

Lesbian and Gay Bereavement Project	0207 403 5969
Lesbian and Gay Switchboard [London]	0207 837 7324
Liberty Legal Advice line	0845 123 2307
Lifeline	08456 525 252



M

MDF - The Bipolar Organisation Cymru	0845 640 080
ME Association	0870 444 1836
Mens Health Helpline	0208 995 4448
Meet a Mum Association	0845 120 3746
Mind Information Line	08457 660 163
Mind legal Advice Line	0208 519 2122
Miscarriage Association	01924 200 799
Muslim Women's Helpline	0208 908 6715

N

National Debt Line	0808 8084000
National Drugs Helpline	0800 776 600
National Phobic Society (NPS)	0870 122 2325
Narcotics Anonymous	020 7730 0009
NHS Direct	0845 46 47
No Panic	0808 808 0545
NSPCC	0808 100 2524
	Textphone service for hard of hearing 0808 100 1033

O

OCD Action	020 7226 4000
Overcount	01387 770404

P

PADA	08457 023867
Parentline Plus	08088 002 222
Parkinsons Disease Society	0808 800 0303
Positive Image	01559 370 414
Pre Menstrual Syndrome National Association	0870 777 2177

Q

Quitline	0800 002 200
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R

Release	0207 729 9904
Respect	0845 122 8609
Rethink (Previously NSF)	020 8974 6814
Re-Solv-	0808 800 2345



S

SAD Association(Seasonal Affective Disorder)	01903 814 942
Safeline	0808 800 5005
Samaritans	08457 909 090
Saneline	08457 678 000
Schizophrenia Association of Great Britain	01248 354 048
Sexual Health Information Line	0800 567123
Stillbirth and NeoNatal Death Society SANDS	020 7436 5881
Sudden Death Support Association	01189 733 939
SOLACE	029 2052 9848
The Stroke Association	0845 3033 100
Supportline	020 8554 9004
Survivors of Bereavement by Suicide [SOBS]	0870 241 3337

T

Transliving International	01268 583761
Tenovus	0808 808 1010
Triumph Over Phobia (Top UK)	0845 600 9601

U

UK Psychiatric Pharmacy Group Medication Helpline	0207 9192999
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W

Wah Sum Helpline	0845 122 8660
Women and Mental Health Info Line	0808 808 6000
Women of the Beaumont Society	01684 578 281

Y

Young Minds Parents Information Service	0800 018 2138
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- **Voluntary Sector Agencies, Service User
and Carer Groups**

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

 029 2022 2000 Fax: 029 2023 8258
Email: mail@cvmhdp.org.uk
Website: www.cvmhdp.org.uk