



Directory of Services and Support for Unpaid Carers, Family and Friends.

Helplines

Organisation	Service	Contact details
Medical Emergencies	<p>Call 999 if you or someone you know has a life-threatening emergency.</p> <p>NHS 111 can help if you need medical help now but you're not sure what to do.</p>	<p>go to 111.nhs.uk (for people aged 5 and over only)</p> <p>call 111</p> <p>NHS 111 is available 24 hours a day, 7 days a week. If you have difficulties communicating or hearing, you can:</p> <p>call 18001 111 on a textphone</p> <p>use the NHS 111 British Sign Language (BSL) interpreter service if you're deaf and want to use the phone service.</p>
Somerset NHS Foundation Trust Mental Health Crisis.	If you feel that someone is imminently at risk to themselves or others due to a mental health crisis, please contact the First Response Service	<p>HELPLINE 0300 1245016 24 hours a day.</p> <p>https://www.somersetft.nhs.uk/help-in-a-crisis/mental-health-crisis8/if-you-are-worried-about-someones-mental-health</p>
MIND in Somerset	Somerset Mindline and Crisis Safe Space. This helpline is the first port of call for mental health help. The Mindline staff will refer you to your local Home Treatment Team or Crisis Safe Space if you need their services.	01823 276892 Freephone 0800 138 1692 24 hours a day 7 days a week.
Mind in Somerset	They are a specialised project to help you and your loved ones.	0300 330 5463 24 hour service



Somerset Suicide Bereavement Support Service		https://www.mindinsomerset.org.uk/our-services/somerset-suicide-bereavement-support-service/
Samaritans	Call a Samaritan for free	Call 116 123 for free 24 hours a day.
Carers UK	Help and advice for carers. UK helpline	UK Helpline Service available Monday to Friday 9am to 6pm 0808 808 7777 https://www.carersuk.org/help-and-advice/ Email advice@carersuk.org any time.
Drug Fam	Help, advice and support to anyone who is affected or bereaved by a loved one's harmful use of drugs, alcohol or gambling.	HELPLINE 0300 888 3853 from 9am to 9pm 7 days a week, 365 days a year. https://drugfam.co.uk/
SANE	National out of hours helpline for anyone affected by mental illness	HELPLINE 0300 304 7000 from 4pm to 10pm https://www.sane.org.uk
Somerset Drug and Alcohol Service (SDAS)	They offer a range of services including support for friends and family.	HELPLINE 0300 303 8788 (phone lines open 24/7) Email SDAS@turning-point.co.uk https://www.turning-point.co.uk/services/somerset

NHS Somerset Foundation Trust

Name	Information	Contact details
GP Surgeries	You can contact your GP surgeries by visiting their website, using the NHS App or by calling them. You can order repeat prescriptions online. There is more on GP appointments and bookings on the NHS website. Register as a carer with your GP practice. A carer Champion is a member of the practice staff who coordinates the identification and support of carers within that practice.	https://www.nhs.uk/nhs-app/ https://www.nhs.uk/nhs-services/online-services/how-to-order-a-repeat-prescription/ https://www.nhs.uk/nhs-services/gps/gp-appointments-and-bookings/



First Response Service and Home Treatment Teams.	They provide home treatment services to adults living in the community who require intensive, daily support and who are at risk of being admitted to an inpatient unit.	https://www.somersetft.nhs.uk/home-treatment-team/#:~:text=Our%20teams%20include%20community%20psychiatric,start%20with%20a%20telephone%20conversation.
Carers Assessment Service	The Somerset FT Carers Assessment Service complete carers assessments and support carers of anyone with a mental health condition known to Somerset FT's mental health services. They offer a carers course as part of their service.	https://www.somersetft.nhs.uk/carers-service-and-triangle-of-care/sample-page/caring-for-someone-with-a-mental-health-condition/ Tel 01749 836606 Email carers@somersetft.nhs.uk
Community Mental Health	They work across Somerset to provide specialist mental health services for working age adults living with severe, complex or enduring mental health conditions such as acute depression, psychosis, complex trauma or anxiety. Referrals to their service are made by a GP. Patients are encouraged to make an initial appointment with their GP to discuss their needs.	https://www.somersetft.nhs.uk/community-mental-health-service-cmhs/ Out of Hours – Emergency Duty Team. Tel 0300 123 2327
Early Intervention in Psychosis (STEP)	Specialist service for people experiencing or at risk of their first episode of psychosis. Adults, but will accept from 14 years working with CAMHS.	https://www.somersetft.nhs.uk/early-intervention-in-psychosis/
Eating Disorder Service	NHS service for adults across Somerset. Team of dieticians, clinical nurse specialists and psychologists who work with people with a range of eating disorders. Linked to eating disorder charities BEAT, SWEDA and Recovery College.	https://www.somersetft.nhs.uk/eating-disorders-service-for-adults/
Personality Disorder Service	They offer a range of services to support people with a personality disorder.	https://www.somersetft.nhs.uk/personality-disorder-service/#:~:text=We%20offer%20a%20range%20of,as%20group%20or%20individual%20therapy
Somerset Autism Spectrum Service	They are a specialist multidisciplinary NHS team comprising of Psychology, Nursing and Occupational Therapy.	https://www.somersetft.nhs.uk/somerset-autism-spectrum-service/ Tel 01278 720266 (often on answer machine but we will respond as soon as we can) Email: somersetautismspectrumservice@somersetft.nhs.uk
Somerset Recovery College	Free courses for recovery and wellbeing. Register online	https://somersetrecoverycollege.co.uk/



Specialist Psychological Interventions	They provide specialist psychological assessment and a range of therapeutic support if you are an adult (aged 18 onwards) and experiencing mental health difficulties such as panic, anxiety, depression and psychological disorders such as eating, obsessive compulsive and post-traumatic stress. They work in locations across Somerset including Wells, Yeovil, Bridgwater, Taunton, Minehead and Frome.	https://www.somersetft.nhs.uk/specialist-psychological-interventions/
Talking Therapies (Somerset Partnership NHS)	Busy NHS Mental Health Service for over 18's	Tel: 0300 323 0033 (self-referrals)
Intensive Dementia Service	The intensive dementia support service supports patients with dementia, or those thought to have dementia, who are in crisis and need intensive short-term assessment and treatment.	https://www.somersetft.nhs.uk/intensive-dementia-support-service-idss/ West Team Wellsprings Hospital Site Pyrland House Cheddon Road Taunton TA2 7AU Tel: 01823 426240 Email: intensivedementiaservicewest@somersetft.nhs.uk East Team Magnolia Ward Summerlands Hospital Site 56 Preston Road Yeovil BA20 2BN Tel: 01935 443602 intensivedementiaserviceeast@somersetft.nhs.uk



Somerset Council

Name	Information	Contact details
Carers in Somerset	General information about unpaid carers and links to other services.	https://www.somerset.gov.uk/care-and-support-for-adults/carers-in-somerset/
Connect Somerset	Information and advice for people in Somerset to get the help they need. Community Directory. Find Micro providers to provide local support for the cared for. Use the brokerage tool to connect directly with micro providers who have capacity to provide support.	https://connectsomerset.org.uk/information-and-advice/about-connect-somerset/ https://connectsomerset.org.uk/community-directory/ https://connectsomerset.org.uk/help-at-home-micro-providers/find-an-registered-micro-provider/ If you need support to use the tool, please contact Somerset Village Agents . If you have any problems, or feedback regarding the Brokerage Tool please email communityenterprise@somerset.gov.uk
Carers Assessment	Information and advice about carers assessments	https://connectsomerset.org.uk/information-and-advice/caring-for-someone-3/assessments-entitlements-and-financial-support/#Carers-assessments For a carers assessment phone 0300 123 2224 If the person you care for has a mental health problem phone 01749 836606 or 01749 836633

Support and advice for Unpaid Carers

Name	Information	Contact details
Somerset Carers (CCS)	Free support and information for unpaid carers in Somerset. Register as an unpaid carer.	https://somersetcarers.org/ Call the Advice Line: 0800 31 68 600 or 01823 331222



	<p>Carers Hub of information, advice and activities. Carers groups online and in person.</p> <p>Support for anyone supporting someone living with a mental health condition.</p>	<p>Email: carers@somersetccc.org.uk Carers Hub: https://somersetcarers.org/carers-hub/ Carers Groups: https://somersetcarers.org/carers-groups/</p> <p>Open Mental Health Carers Project: For further information contact katherineomh@somersetccc.org.uk</p>
Rethink	Carers Hub providing information and support for anyone supporting someone living with a mental health condition.	https://www.rethink.org/advice-and-information/carers-hub/
Second Step	<p>Mental health charity in the Southwest offering housing, support and hope to thousands of people with mental health and other problems.</p> <p>Housing solutions are for adults who are homeless, or at risk of homelessness and also have a mix of mental health needs, drug and alcohol problems, debt or have been involved in the criminal justice system.</p>	<p>Tel: 0117 909 6630 Email: admin@second-step.co.uk Website: www.second-step.co.uk</p>
Mind in Somerset Recovery and Wellbeing Workers	Recovery and Wellbeing Workers, enable people with emotional, mental health and well-being needs to aspire towards and achieve their own goals.	<p>https://www.mindinsomerset.org.uk/our-services/adult-one-to-one-support/recovery-and-wellbeing-workers/ Contact through Mindline or complete a self-referral form.</p>
Somerset and Wessex Eating Disorders Association (SWEDA)	SWEDA offers a range of services throughout Somerset. Support for family members.	<p>https://swedauk.org/ https://swedauk.org/resources/i-am-supporting-someone-with-an-eating-disorder HELPLINE 01749 343344</p>
Diversity Voice	A charity offering support and advice in different languages. Refugee welcome hubs.	<p>0300 075 0105 communities@diversityvoice.org.uk</p>
2BU Youth support for LGBTQ+ young people.	Support for parents and carers.	https://www.2bu-somerset.co.uk/parents
Young Somerset	Support for parents and carers.	https://www.youngsomerset.org.uk/parents-and-carers
Somerset Parent Carer Forum	Connecting and empowering carers of children and young people with additional needs from birth to 25 years.	<p>www.somersetparentcarerforum.org.uk Tel 01458 259384 07543 680365</p>



		admin@somersetparentcarerforum.org.uk
Royal Navy Family and People Support	Support for families of naval service personnel.	https://forum.royalnavy.mod.uk/ 0800 145 6088 Yeovilton 01935 5444/5446
Dementia Wellbeing Service	The Somerset Dementia Wellbeing Service is a collaboration between dementia services who are working together to improve diagnosis, enhance support and provide a consistent service for people with dementia and their carers in Somerset.	https://somersetdementia.org/ Somerset Dementia Connect Phonenumber 01458 251541
Age UK	They provide support to those living with dementia in Somerset and North Somerset as well as their families and carers.	https://www.ageuk.org.uk/somerset/ Call age UK Somerset 01823 345610
Young Dementia Network	An online community of people living with young onset dementia, their family and friends.	https://www.youngdementianetwork.org Email youngdementianetwork@dementiauk.org
Alzheimers Society	They offer information and practical guidance to help you understand dementia, cope with day-to-day challenges and prepare for the future.	https://www.alzheimers.org.uk/support-services/Somerset%20Local%20Services/Dementia%20Support%20Somerset/regional Call 01458 251541 Office opening times Monday-Friday 0900 - 1700

Activities and Peer Support.

Organisation	Service	Contact details
Open Mental Health Locality Hubs	When an individual contacts Open Mental Health for support, they are referred to one of the locality hubs across Somerset. Within these hubs sits a team of professionals who together will discuss which Open Mental Health services are best placed to support a person on an individual basis.	https://openmentalhealth.org.uk/localities/
WATCH	They provide peer support and activities to isolated adults across Somerset.	https://watchproject.org.uk/
Ark at Egwood	Land based day service for people of all ages, needs and abilities.	https://arkategwood.com/



Peer Connections	Peer Connections is a free peer mentoring service that offers support to anyone aged 18+ and living in Somerset who experiences challenges with their mental health.	https://openmentalhealth.org.uk/individuals/peer-connections/
Every Mind Matters	Expert advice and practical tips to help you look after your mental health and wellbeing, so discover what works for you.	Every Mind Matters One You (www.nhs.uk)
SparkIT	Help to improve the health and wellbeing of digitally excluded individuals. Provides loans of IT equipment, IT helpdesk and support in local areas by digital champions	Spark iT SPARK (sparksomerset.org.uk) . Tel: 01458 550973
SASP (Somerset Activity & Sports Partnership)	They provide physical activities and sport to increase health and happiness.	https://www.sasp.co.uk 01823 653990
MIND Peer Support	They provide activities and peer support throughout Somerset.	https://www.mindsomerset.org.uk/our-services/peer-support/

Mendip Area

Health Connections	Health Connectors work for the GP practices in the Mendip area. They have a directory of local information, groups and services in the community that can help you to improve your health and well being.	01373 468368 https://healthconnections mendip.org/mendip-directory/
The POD Charity	This charity supports young people and adults with additional needs, young carers and their families.	www.thepodcharity.org.uk Mobile 07709 231536 RISE, Whittox Lane, From BA11 3BY
Refreshing Days for Carers	They provide carers wellbeing days.	www.ammerdown.org The Ammerdown Centre, Radstock Somerset BA3 5SW 01761 433709.

Sedgemoor Area



Wellbeing Sedgemoor	Wellbeing Sedgemoor supports people in the community and at work with a range of health wellbeing and welfare needs. They help people access information and support.	https://wellbeingsedgemoor.org/ Tel 01458 550973 Email: support@sparksomerset.org.uk Directory of support for mental well being: https://wellbeingsedgemoor.org/support-for-your-mental-wellbeing/
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South Somerset

Wellbeing South Somerset	Activities, groups or services in the community to help improve health and wellbeing.	https://wellbeingsouthsomerset.org/directory/
The Balsam Centre	Their services cover all age groups, and they provide activities and health and wellbeing service.	https://balsamcentre.org.uk/ Telephone 01963 31842 Email: info@BalsamCentre.org.uk Address: The Balsam Centre, Balsam Park, Wincanton, BA9 9HB

Taunton and West Somerset Area

West Somerset Living Better Health Coaches	They are a team of health coaches who work across West Somerset, in GP surgeries, at the living better hub in Minehead and in community venues.	https://www.livingbetter.org.uk/ Call the team 01643 803030
Young Somerset Bold and Brave	They provide opportunities for young people and the community.	https://www.youngsomerset.org.uk/pages/category/bold-brave Bold and Brave shop 14 Riverside Place, Taunton Monday to Friday 9.00am – 5.00pm, Saturday 10.30 – 4.30 pm Bold and Brave Café, Taunton Library Monday to Saturday 9.30 to 3.00pm



Taunton Creative Well-being Groups	Art therapy groups and courses for children and adults in the community and hospital setting who have experienced various mental health difficulties.	www.janehallarttherapy.uk www.meetup.com/taunton-creative-well-being-group Email janarttherapy@gmail.com Based in Taunton.
Neroche Woodlanders	Social enterprise based at Young Wood on the edge of the Blackdown Hills near Taunton. They work with nature to improve people's lives.	http://www.nerochewoodlanders.org/
Somerset Nature Connections	Somerset Nature Connections helps people access natural spaces with a focus on supporting mental wellbeing and physical activity. Courses available in the Quantocks and Blackdown Hills.	https://www.somersetwildlife.org/wildlife/nature-wellbeing/somerset-nature-connections

Courses and Training

Name	Information	Contact details
Carers Trust	Free online courses for carers	https://carers.org/studying-and-training/free-online-courses-for-carers
Open Learn	Free online courses. Search for mental health and well being courses.	https://www.open.edu/openlearn/free-courses/full-catalogue



Abri	Employment Support and Training	https://www.abri.co.uk/media-hub/employment-training-and-support-at-abri
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National Websites

Name	Information	Contact Details
Carers UK	National Charity providing expert information and advice for unpaid carers.	https://www.carersuk.org
Carers Trust	National Charity providing expert information and advice for unpaid carers.	https://carers.org
Centre for Mental Health	Mental health research and policies. Publication giving information for mental health carers	https://www.centreformentalhealth.org.uk/publications/supporting-carers
Cruse Bereavement Support	Cruse is a national charity working with the NHS to provide support, advice and information to children, young people and adults when someone dies.	https://www.cruse.org.uk/ Helpline 0808 808 1677
Bereavement Advice Centre	The Bereavement Advice Centre advises people on what they need to do after a death	https://www.bereavementadvice.org/
Mobilise Online	Mobilise is an online service for unpaid carers. They provide help and advice as well as practical tips for supporting someone with a mental health diagnosis	https://www.mobiliseonline.co.uk/ https://www.mobiliseonline.co.uk/carers-guide-to-mental-health-caring