**Helplines, NHS and Somerset Council.**

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| **Organisation** | **Service** | **Contact details** |
| **Medical Emergencies** | **Call 999 if you or someone you know has a life-threatening emergency.**  **NHS 111 can help if you need medical help now but you’re not sure what to do.** | **go to**[**111.nhs.uk**](https://111.nhs.uk/?utm_source=nhsuk&utm_campaign=nhs_services&utm_content=nhs_111)**(for people aged 5 and over only)**  **call 111**  **NHS 111 is available 24 hours a day, 7 days a week.**  **If you have difficulties communicating or hearing, you can:**  **call 18001 111 on a textphone**  **use the**[**NHS 111 British Sign Language (BSL) interpreter service**](https://signvideo.co.uk/nhs111/)**if you’re deaf and want to use the phone service.** |
| **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** | **HELPLINE 0300 1245016 24 hours a day.**  [**https://www.somersetft.nhs.uk/help-in-a-crisis/mental-health-crisis8/if-you-are-worried-about-someones-mental-health**](https://www.somersetft.nhs.uk/help-in-a-crisis/mental-health-crisis8/if-you-are-worried-about-someones-mental-health) |
| **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**  **Somerset Suicide Bereavement Support Service** | **They are a specialised project to help you and your loved ones.** | **0300 330 5463 24 hour service**  [**https://www.mindinsomerset.org.uk/our-services/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](mailto: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**](mailto:SDAS@turning-point.co.uk)  [**https://www.turning-point.co.uk/services/somerset**](https://www.turning-point.co.uk/services/somerset) |
| **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 |
| **Papyrus Prevention of Young Suicide.** | PAPYRUS Prevention of Young Suicide is the UK charity dedicated to the prevention of suicide and the promotion of positive mental health and emotional wellbeing in young people. | <https://www.papyrus-uk.org/>  <https://www.papyrus-uk.org/contact-us/>  Hope line 24/7 0800 068 4141 |

**NHS Somerset Foundation Trust**

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| **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>. |
| NHS Mental Health Support Service | The Somerset FT Mental Health Support 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](mailto: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](mailto: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/> |
| 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](mailto:intensivedementiaservicewest@somersetft.nhs.uk)  **East Team** Magnolia Ward Summerlands Hospital Site 56 Preston Road Yeovil BA20 2BN  Tel: 01935 443602  [intensivedementiaserviceeast@somersetft.nhs.uk](mailto:intensivedementiaserviceeast@somersetft.nhs.uk) |

**Somerset Council**

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| 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**](https://forms.office.com/Pages/ResponsePage.aspx?id=6rDsIanzbkKIaMTvMrikzzXQkdc0toRHrr7pSqZyqV5UQlpCSUxHTkpEOUs1TE04VlFNNTBQUEdYWSQlQCN0PWcu).  If you have any problems, or feedback regarding the Brokerage Tool please email [**communityenterprise@somerset.gov.uk**](mailto: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** |