



Keep Safe – Help for Carers

Rethink Carers Service working hours are Monday till Thursday 9.30am -5pm.
We are unable to provide **out of hours** support. Do call 999 if it's an emergency.

Call our landline 0117 9031803.
Don't worry about the metallic voice, if you leave a message it will only be listened to by a member of our Rethink team!

Book a phonecall here:
calendly.com/rethinkbristolcarers/phone-appointment

Email us:
bristolcarers@rethink.org

Whatsapp
07918 162 523

Other Carers Services and support

Carers Support Centre - Supports carers in Bristol & S Gloucestershire

Carersline: 0117 965 2200 | www.carerssupportcentre.org.uk

DHI - For families affected by alcohol & substance misuse

Tel 0117 440 0540 | www.dhi-online.org.uk

Bristol Black Carers - Support for Caribbean, African & Asian Carers in Bristol

Tel 0117 379 0084 | www.bristolblackcarers.org.uk

Care Direct - First point of contact for social services

Tel 0117 922 2700 | www.bristol.gov.uk/residents/social-care-and-health/carers

Wellaware - Local directory of health & community services

Tel 0808 808 5252 | www.wellaware.org.uk

Integrated Carers team

Team at Bristol City Council which processes carers assessments: integratedcarersteam@bristol.gov.uk

Carers Emergency Card

Ensuring the safety of the person you care for if something happens to you. You can also access discounts.
www.carerssupportcentre.org.uk/our-services/carers-emergency-card or call the council on 0117 922 2700

Mental health Support

Mental Health Response Line

A dedicated NHS telephone line for anyone who may be worried about their own or someone else's mental health every day 24/7 Telephone: **0800 953 1919**

Your GP

If you need help for the person you are caring for, make a GP appointment at their GP. This is the first step to getting a mental health service for them, unless it's an emergency.

Out of hours GP services:

When your GP service is unavailable you can phone 111 for the best place to get help for your symptoms.
Online help for a mental health concern: <https://111.nhs.uk/guided-entry/mental-health-help>

Off the Record - Mental health support for young people up to the age of 25

0808 808 9120

Bristol Sanctuary

[The Sanctuary](#) is a safe space to come for support when you can no longer cope or feel very alone. It is at Gloucester House at Southmead Hospital. You can book a session for face-to-face or over the phone mental health support at the Sanctuary by phoning 07709 295 661 Thursdays to Mondays between 6pm and 12.30am. The last appointment is at 11pm.

PALS - Patient advice service for mental health services (Avon and Wiltshire partnership)

Tel 01249 468 2618 awp.pals@nhs.net

www.awp.nhs.uk/contact-us/patient-advice-and-liaison-service-pals

Vitaminds Talking Therapies

Short term, free talking therapies for people suffering from depression, anxiety, post-traumatic stress disorder, excessive worry or low mood. Self referral online or call 0333 200 1893

[NHS Talking Therapies - North Somerset & South Gloucestershire \(vitahealthgroup.co.uk\)](http://nhs.uk/talking-therapies)

Helplines:

Campaign Against Living Miserably (CALM)

The helpline & webchat are free & confidential
Helpline 0800 58 58 58 from 5.00pm – midnight
everyday <https://www.thecalmzone.net/>

LGBT+ Switchboard

Helpline 0800 0119 100 10.00am – 10.00pm
everyday Online Chat: <https://switchboard.lgbt>

Silverline - support for the over 50's

They offer friendship, conversation and support for
older people Experiencing loneliness and isolation.
0800 4 70 80 90 24 hrs a day 7 days a week

Papyrus

For young people under the age of 35 who are
experiencing thoughts of suicide. 0800 068 41 41
Every day 9.00am – Midnight

Womankind – support for women, girls and non-binary people

Helpline 0345 458 2914 or 0117 916 6416
[https://www.womankindbristol.org.uk/helpline/
helpline@womankindbristol.org.uk](https://www.womankindbristol.org.uk/helpline/helpline@womankindbristol.org.uk) Webchat also
available

Samaritans

Call 116 123 for free, everyday, 24 hours a day. You can also
email jo@samaritans.org but it may take several days to get
a response.

MindLine Trans+

Emotional support helpline for people who identify as
Transgender, Agender, Gender Fluid, Non-binary. They don't
record calls or ask for personal details. 0300 330 5468 8pm –
11pm

SANELine

National out of hours mental health helpline. Specialist
emotional support, guidance and information to anyone
affected by mental illness, including family, friends and
carers. Tel 0300 304 7000 Everyday between 4pm – 10pm

Shout

a free, confidential, anonymous text support service, 24/7
Text Shout 85258

Hearing Voices network

A Tuesday afternoon drop in for voice hearers, and training
around supporting voice hearers. Tel 07912 624 296
(answerphone) or email bristol.hearingvoices@outlook.com
See also [Bristol Hearing Voices Network \(hearing-voices.org\)](http://Bristol Hearing Voices Network (hearing-voices.org))

Information

Rethink Advice Service Mon to Fri between 9.30—4pm 0300 5000 927 advice@rethink.org

Royal College of Psychiatrists - Treatments and info <https://www.rcpsych.ac.uk/>

Mind <https://bristolmind.org.uk/>