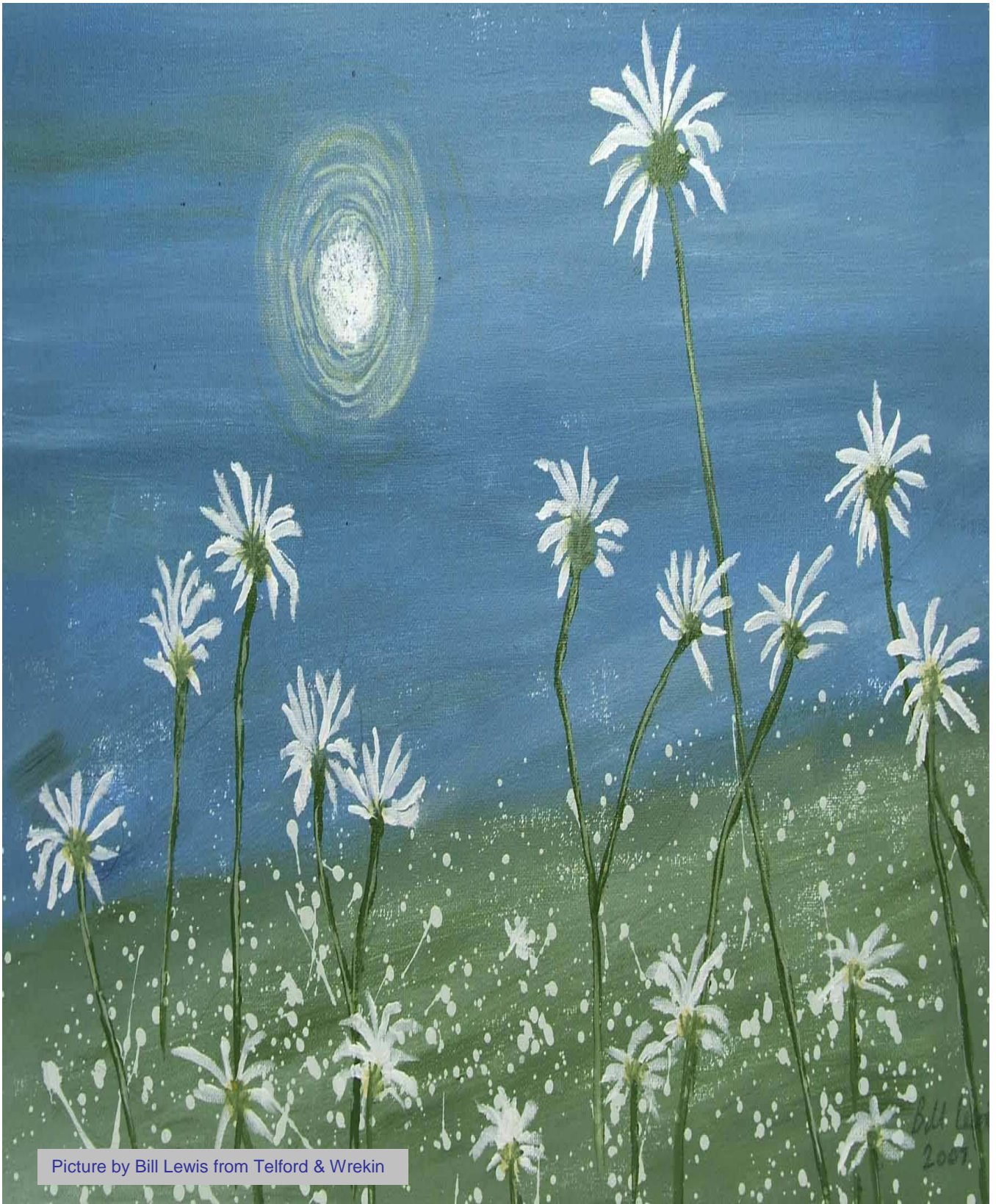


Telford & Wrekin Mental Health Services Directory



Picture by Bill Lewis from Telford & Wrekin

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Books on Prescription

'Books on Prescription' has been created as one way to increase patient access to effective psychological treatments of common mental health problems.

When patients contact their GP in times of emotional difficulties there are many different interventions that may be appropriate.

'Books on Prescription' (B.O.P) is an addition and /or alternative to medication for emotional and relationship problems.

Easily accessed locally through the library services.

There are 32 books compiled by mental health practitioners.

These books cover a range of adult psychological problems frequently presented to GP's, Counsellors, and other mental health professionals.

Most of the books are informed by the principles and practice of Cognitive Behavioural Therapy (CBT) and present self-help versions of the kind of therapy that would be offered by a psychologist or counsellor.

A leaflet which explains the scheme, answering queries regarding how to access this service, and a booklet giving an overview of each book, can be found in your local GP surgery/health centre and your local library.

Abuse

Local Agencies:

Axis

Address: Jubilee House, 74 High Street,
Madeley, Telford

Helpline: 01952 278000

Admin Number: 01952 278000

Opening Times:

Monday - Thursday 10am -1pm, 2pm-4pm

Confidential counselling service for adult survivors of childhood sexual abuse. Also deals with sex therapy matters and rape

RISQ

Address: 14 Deercote, Telford, TF3 2BH

Helpline: 01952 200070

Opening Times:

Monday - Friday 3.30pm - 5.30pm, Sat 2pm - 4pm

Confidential counselling service for young people in Telford & Shropshire up to 25 years, who have experienced abuse

National Agencies:

Elder Abuse Response

Helpline: 0808 808 8141

Website: <http://www.elderabuse.org.uk>

Address:

Opening Times:

Monday - Friday 9 am - 5 pm

Confidential helpline service providing information & emotional support for those involved when an older person is abused

Family Matters

Helpline: 01474 537392

Website: <http://www.familymattersuk.org/>

Address:

Opening Times:

24 hours with voice mail if no response

Helpline and free one to one counselling for men, women and children of all ages who have survived childhood sexual abuse, rape or sexual assault.

National Association for People Abused in Childhood

Helpline: 0800 085 3330

Website: <http://www.napac.org.uk/>

Address:

Opening Times:

Monday - Friday 10.30 am -3 pm & 5.30pm - 9pm

Helpline for adult survivors of any kind of childhood abuse

Rape Crisis Federation

Helpline: 0115 941 0440

Website: <http://www.rapecrisis.org.uk/>

Address:

Opening Times:

Mon, Tues 2pm - 8pm, Thur, Friday Sat 10 am - 1pm

Umbrella organisation - resources, support, details of nearest rape crisis centre, basic information that survivors of sexual violence, Friends and family need

Women's Aid National Support Service

Helpline: 0808 2000 247

Admin Number: 01952 381921

Website: <http://www.womensaid.org.uk/>

Address:

Opening Times:

24 hours

National advice & referral agency for women & children experiencing physical, sexual or emotional abuse in their homes

Advice / Information

Local Agencies:

Trading Standards

Address: Darby House, Lawn Central. Telford

Helpline: 08454 040506

Environmental Health

Address: Darby House, Lawn Central. Telford

Helpline: 01952 381818

Telford Town Centre CAB

Address: Meeting Point House, Southwater
Square, Telford

Helpline: 01952 291101

Website: <http://www.adviceguide.org.uk>

Address:

Opening Times:

Monday & Thursday 10.00 am - 3.15 pm

Madeley CAB

Address: The People's Centre, High Street,
Madeley, Telford

Helpline: 01952 585824

Website: <http://www.adviceguide.org.uk>

Address:

Opening Times:

Tu, Thu, Fri 10am - 3pm, Mon, Tue, Fri 7.30 - 8.45pm

Shifnal Library

Address: Broadway, Shifnal, TF11 8AZ
Helpline: 01952 461018
Opening Times:
Mon 2-5, Wed. 10-1, 2-5, 5.30-7.30 Fri. 10-1, 2-5
Sar.9.30-1

Telford Library

Address: St. Quentin Gate, Town Centre,
Telford
Helpline: 01952 382915
Admin Number: 01952 382918
Website <http://www.telford.gov.uk/libs1>
Address:

There are 9 local libraries including a mobile library in the Telford & Wrekin area

I.L.P. Independent Living Partnerships

Helpline: 01743 210820
Website Address: <http://www.ilp-ltd.com>

Assess daily living requirements. Provide equipment

Disability Resource Centre

Address: Lancaster Road, Harlescott,
Shrewsbury
Helpline: 01743 444599
Website Address: www.shropshiredisability.org.uk
Information and advice on disability issues, blue badge parking scheme, hearing and visual impairment

Shropshire Dyslexia Association

Address Roy Fletcher Centre, Shrewsbury
Helpline 01743 231205
Website <http://www.gables45.freerve.co.uk/sda/index.htm>
Address .htm

Tel: 08452 519003 National Helpline

Community Council of Shropshire

Address: 1 College Hill, Shrewsbury
Helpline: 01743 360641
Website <http://www.shropshire-rcc.org.uk>
Address:

Rural and community initiatives to enhance peoples lives

Support Help & Advice for Relatives & friends of Prisoners. SHARP)

Address: Shrewsbury
Helpline: 01743 245365
Opening Times:
Monday - Friday 9am to 5 pm

Dial Shropshire Telford & Wrekin

Address: Allison House, Oxon Business Park,
Shrewsbury
Helpline: 08456 025561
Opening Times:
Monday - Friday 9.30 am - 3.00 pm

Free independent advice on all aspects of disability

Reference & Information Services Community Information Point

Address: 1A Castle Gates, Shrewsbury
Helpline: 01743 255380
Website <http://www.shropshire.gov.uk/community.nsf>
Address:

Shropshire Library's central collection of reference books and information resources. Free access to computers

Community Health & Enterprise Centre

Address: Madeley
Helpline: 01952 583779

A community resource and information centre offering a range of free courses - access to the internet, stress management, counselling skills, arts & crafts etc

Citizens Advice Bureau

Address: Local offices
Website <http://www.nacab.org.uk>
Address:

Community Information Points Broseley Library

Address: Bridgnorth Road, Broseley
Helpline: 01952 884119

National Agencies

UK National Workplace Bullying Advice Online

Website <http://www.bullyonline.org>
Address:

Free confidential insight & information on bullying & related topics, including stress, PTSD & trauma and bullying related suicide

Women's Health

Helpline: 0845 123 2319
Website <http://www.womens-health-concern.org/>
Address:

Opening Times:

Mon & Tue 10 - 2, wed Thur, Fri 10 - 1

Independent service to advise, reassure and educate women on health concerns

SSAFA (Soldiers, Sailors & Airmen's Families Assoc.)

Helpline: 01743 344220

Opening Times:

Tuesday 11am - 1pm. Local office open most mornings

Local branches in Bridgnorth, Shrewsbury, Telford, Oswestry & North Shropshire. Support for serving, ex - service people and their dependents. Tel: 0207403 8783
National Office

Women's Nutritional Advisory Service

Helpline: 01273 609699
Website <http://www.naturalhealthas.com>
Address:

Helping women overcome their symptoms of premenstrual syndrome, menopause, irritable bowel syndrome and a host of other conditions

Royal Agricultural Benevolent Institution

Helpline: 01865 727888
Admin Number: 01865 724931
Website <http://www.rabi.org.uk/>
Address:

Opening Times:
Monday - Thursday 9 -5, Friday 8.30 -4.30

Helping those in need in the farming industry. Welfare, advice, care and financial provision to those people who find themselves in times of hardship or distress

General Medical Helpline

Helpline: 020 8994 9874
Website <http://www.medicaladvisoryservice.org.uk/>
Address:

Opening Times:
Monday - Sun 6 pm - 8 pm

Covers general medical queries. Advice and referrals to specialist organisations and help lines

Andrea Adams Trust (Bullying)

Helpline: 01273 704 900
Website <http://www.andreaadamstrust.org>
Address:

Advice on workplace bullying

Salvation Army - Family Tracing Service

Helpline: 0845 6344747
Admin Number: 0207 367 4747
Website <http://www.look4them.org.uk>
Address:

Opening Times:
Monday - Friday 8.15 - 3.45

Dyslexia Action

Helpline: 0121 354 6855
Website <http://www.dyslexiaaction.org.uk/>
Address:

Opening Times:
Monday - Friday 9 - 5, Sat 9 - 1.30

Services and support for people with dyslexia and literacy difficulties.

Men's Health Helpline

Helpline: 020 8995 4448
Website <http://www.medicaladvisoryservice.org.uk/>
Address:
Opening Times:
Monday 7 pm - 9 pm

Enquiries related to men's health issues

Message Home

Helpline: 0500 700 700
Website <http://www.messagehome.org>
Address:

Support & advice for people of any age who have left home and may wish to return or send a message, or need help in finding alternative options

National Association for Gifted Children

Helpline: 0845 450 0221
Website <http://www.nagcbritain.org.uk>
Address:

Opening Times:
Monday - Thursday 9.15 - 4pm

Help, support and encourage high ability children and their families and to enable children from all backgrounds, including children with learning difficulties, to convert their potential into achievement

Net Doctor

Website <http://www.netdoctor.co.uk/>
Address:

Medical advice from panel of health professionals. Information on diseases, medical conditions and treatments

At Ease

Helpline: 0207 247 5164
Website <http://www.atease.org.uk/>
Address:

Opening Times:
Sundays 5 pm to 7 pm

Free independent and confidential advisory service for people in the Forces

Advocacy

Local Agencies:

SIAS

Helpline: 01743 492275
Admin Number: 07708 691581
Opening Times:

Monday - Friday 9 am - 5 pm

Provides advocacy services offering independent, confidential support and information to the individual, not to relatives, professionals or the statutory services

Shelton Age Concern Advocacy Initiative

Address: 3 Mardol Gardens, Shrewsbury, SY1 1PR
Helpline: 01743 233123

Provides advocacy services offering independent, confidential support and information to the individual, not to relatives, professionals or the statutory services

Alcohol

Local Agencies:

Alcoholics Anonymous

Address: Various local meetings
Helpline: 0845 769 7555
Website: <http://www.alcoholics-anonymous.org.uk/>
Address: anonymous.org.uk/
Opening Times:
24 Hours

Confidential helpline for people with alcohol dependency. Various Many local weekly meetings available contact helpline for times and dates

Shropshire Community & Mental Health Service

Address: New House, Drug & Alcohol Unit, Shelton Hospital
Helpline: 01743 492009
Admin Number: 01743 492031

Drug & alcohol detox unit. Counselling assessments etc. Referrals through Social Services Community Substance Misuse Team

Impact Alcohol Advisory Service

Address: 48a Walker Street, Wellington, Telford
Helpline: 01952 223165
Opening Times:
Monday - Friday 9am - 5pm

Information, advice & counselling for anyone concerned about their own or someone else's drinking

Community Substance Misuse Team Tier 2

Address: Matthew Webb House, Dawley
Helpline: 01952 381730
Admin Number:
Website Address: <http://www.telford.gov.uk/Health+Social+Care/Substance+misuse/>

Community Substance Misuse Team Tier 3

Address: Portico House, 22 Vineyard Road, Wellington, Telford
Helpline: 01952 381777

Confidential service for drug users, their families, friends etc. Information, needle exchange, advice, counselling, etc

Aquarius

Address: Thornhurst, 1 Connaught Road, Chapel Ash, Wolverhampton
Helpline: 01902 420041
Opening Times:
Monday - Friday 9am - 5pm

Day service for alcohol counselling

National Agencies:

Drinkline National Helpline

Helpline: 0800 9178 282
Opening Times:
Monday - Friday 9 am - 11 pm

Government alcohol helpline - advice & counselling

Promis Treatment Centre

Address: Kent
Helpline: 01304 841700
Website Address: <http://www.promis.co.uk/>
Opening Times:
Monday - Friday 9am - 5 pm

In patient & day patient for addiction, depression & OCD

Al-Anon including Alateen

Helpline: 020 7403 0888
Website Address: <http://www.al-anonuk.org.uk/>
Opening Times:
24 Hours

Support Organisation for families & Friends of problem drinkers. Local groups

Turning Point

Helpline: 0207 481 7600
Website Address: <http://www.turning-point.co.uk>

National charity helping people with drink, drug, mental health & learning disabilities. Local projects

Alcohol Concern

Admin Number: 020 7264 0510
Website: <http://www.alcoholconcern.org.uk>
Address:

National voluntary agency for alcohol misuse. Policy and information on alcohol

Benefits & Financial Advice

Local Agencies:

Business Debt Line

Address: Birmingham
Helpline: 0800 1976 026
Website: <http://www.bdl.org.uk>
Address:

Free & confidential debt counselling for the self-employed and small businesses

Job Centre Plus

Address: Telford House, Southwater Way,
Telford TF3 4PD
Helpline: 01952 652800
Website <http://www.jobcentreplus.gov.uk>
Address:

National Helpline 0845 6060 234. Advice and help finding jobs, income support, job seekers allowance, incapacity benefit etc

Revenues & Benefits Customer, Services Team

Address: Telford & Wrekin Council, Telford
Helpline: 01952 380000
Website <http://www.telford.gov.uk>
Address:

Advice on council tax, business rates, housing benefits etc

National Agencies:

Social Security Abroad Helpline

Helpline: 0845 915 4811
Opening Times:
Monday - Friday 8am - 5pm

Enquiry service for overseas retirement pensions

Pensions Direct Customer Services

Helpline: 0845 606 0265
Website <http://www.thepensionsservice.gov.uk/>
Address:
Opening Times:
Monday - Friday 8am - 8pm

Information about pensions and pensioner benefits, for those planning for the future, about to retire or already retired.

National Debt Line

Helpline: 0808 808 4000
Website
Address: <http://www.nationaldebtline.co.uk>
Opening Times:
Monday - Friday 9am - 9pm, Sat 9am - 1pm

Debt helpline giving advice with debt problems. Free debt self. help pack

Consumer Credit Counselling Service

Helpline: 0800 138 1111
Website <http://www.cccs.co.uk/>
Address:
Opening Times:
Monday - Friday 8am - 8pm

Independent counselling to help solve debt problems and support with money management

Benefits Enquiry Line

Helpline: 0800 88 22 00
Website <http://www.direct.gov.uk>
Address:

Advisory service for disabled, sick people, carers and their representatives

Child Benefit Helpline

Helpline: 0845 302 1444

Child Support Agency

Helpline: 08457 133 133
Website <http://www.csa.gov.uk>
Address:

Disability Living Allowance Enquiry Handling Service

Helpline: 08457 123 456
Website <http://www.direct.gov.uk>
Address:

National helpline for new disability claims and queries for existing matters

Bereavement

National Agencies:

Support After Murder or Manslaughter (SAMM)

Helpline: 020 7735 3838
Website <http://www.samm.org.uk/>
Address:
Opening Times:
Monday - Friday 9 am - 5 pm

Supporting those bereaved by homicide. Self help organisation.

Survivors of Bereavement by Suicide

Helpline: 0844 561 6855
Website Address: <http://www.uk-sobs.org.uk>
Opening Times:
Monday - Friday 9 am - 9 pm

Meets the needs and breaks the isolation of those bereaved by the suicide of a close relative or friend. Local meeting held

Roadpeace

Helpline: 0845 450 0355
Website <http://www.roadpeace.org>
Address:

Emotional and practical support to bereaved families and injured road traffic victims

Compassionate Friends

Helpline: 08451 23 23 04
Website: <http://www.tcf.org.uk/>
Address:
Opening Times:
7 days a week 10 am - 10.30 pm

Support & friendship for bereaved parents & their families by those similarly bereaved by the death of a child of any age.

The Laura Centre

Helpline: 0116 254 4341
Website Address: <http://www.thelauracentre.org.uk/>
Opening Times:
Monday 9 - 5, Tuesday, We, Thursday 9 - 6, Friday 9 - 4

Information / counselling for those affected by the death of a child or young person, and for bereaved children / young people

Bereavement / Adult

Local Agencies:

Hamar Help & Support Centre

Address: Royal Shrewsbury Hospital,
Shrewsbury
Helpline: 01743 261035
Website Address: <http://www.sath.nhs.uk/cancer/advice/Hamar.asp>

Opening Times:
Monday - Friday 9.30 - 5pm

Offers counselling, support & advice for people with cancer & other serious illnesses, their families and those who care for them & bereavement counselling

Cruse Bereavement Care (Shropshire)

Address: Roy Fletcher Centre, 12 -17 Cross
Hill, Shrewsbury
Helpline: 0845 606 6812
Admin Number: 0870 167 1677
Website Address: <http://www.crusebereavementcare.org.uk/>

Opening Times:
Monday - Friday 9 am - 10 pm

To promote the well-being of bereaved people, help to understand their grief and cope with their loss

Bereavement / Child

National Agencies:

Care of Next Infant

Helpline: 020 7233 2090
Website Address: <http://www.fsid.org.uk/>

Support for families of subsequent babies following a cot death

Cruse Youth

Helpline: 0808 8081677
Website Address: <http://www.rd4u.org.uk/>
Opening Times:
Monday - Friday 9.30 - 5pm

Counselling and support for the bereaved 12-18 year olds. Practical advice, telephone helpline, publications & leaflets

Miscarriage Association

Helpline: 01924 200 799
Website Address: <http://www.miscarriageassociation.org.uk/>

Opening Times:
Monday - Friday 9 am - 4 pm

Information and support on pregnancy loss

Child Bereavement Charity

Helpline: 01494 446 648
Website Address: <http://www.childbereavement.org.uk/>
Opening Times:
Monday - Friday 9 am - 5 pm

A charity that cares for grieving families by training & supporting the professional carers.

Stillbirth & Neonatal Death Society (SANDS)

Helpline: 020 7436 5881
Website Address: <http://www.uk-sands.org/>

Supports parents & their families when their baby has died before, during or shortly after birth. Telephone support & home visits

National Child Death Helpline

Helpline: 0800 282 986
Website Address: <http://www.childdeathhelpline.org.uk/>
Opening Times:
Monday - Friday 10 am - 4 pm, every night 7 pm - 10 pm

Helpline for anyone affected by the death of a child of any age, from prebirth to adult, under any circumstances, however recently or long ago

Bereavement / Suicide

National Agencies:

Papyrus

Helpline: 08000 68 41 41
Website: <http://www.papyrus-uk.org/>
Address:
Opening Times:
Monday - Fr 10 till 2, 7 - 10pm & 2 - 5pm weekends

Raising awareness and supplying information about suicide prevention in young people

Bullying

National Agencies:

Andrea Adams Trust (Bullying)

Helpline: 01273 704 900
Website Address: <http://www.andreaadamstrust.org>

Advice on workplace bullying

Bully Online

Website Address: <http://www.bullyonline.org/>
Opening Times:
24 Hours

Free, confidential online help and information on all forms of bullying

Carers

Local Agencies:

Compton Hospice

Address: 4 Compton Road West,
Wolverhampton, WV3 9DH
Helpline: 01902 774500
Website Address: <http://www.compton-hospice.org.uk/>

Opening Times:
Monday - Friday 9 am - 5pm

British Red Cross, Home from Hospital Service and Support At Home

Address: Shrewsbury
Helpline: 01743 280073

Supports patients and carers in the post discharge period by providing practical care and support for up to 6 weeks

Intermediate Care Team

Address: Telford & Wrekin Council, Telford
Helpline: 01952 381301

Social worker assessed service - personal care, practical care - not nursing care.

Hope House Children's Respite Hospice

Address: Nant Lane, Morda, Oswestry
Helpline: 01691 671999
Website Address: <http://www.hopehouse.org.uk/>
Address:

Children's hospice/respite care. Referrals from parents, families, GPs & social workers

Cross Roads - Caring for Carers

Address: 3a The Guildhall, High Street,
Newport
Helpline: 01952 812434
Website Address: <http://www.crossroads.org.uk/>

improving the lives of carers by giving them time to be themselves and have a break from their caring responsibilities

Severn Hospice

Address: Bicton Heath, Shrewsbury
Helpline: 01743 236565
Website Address: <http://www.severnhospice.org.uk/>

Adult hospice and respite

Carers Contact Line Telford & Wrekin

Address: Telford & Shrewsbury
Helpline: 01952 240209
Admin Number: 01743 341995

Information and support for carers, develop carers networks and initiatives across Shropshire

British Red Cross (Shropshire)

Address: Sutton Lodge, Betton Street, Belle
Vue, SY3 3NY
Helpline: 01743 280 070
Website Address: <http://www.redcrossfirstaidtraining.co.uk>

Emergency response, transport, escort, medical loans, youth services, skin camouflage, training, therapeutic care, first aid courses, young carers respite project

Commission for Social Care Inspection

Address: Chapter House South, Abbey
Lawn, Abbey Foregate
Helpline: 01743 284300
Website Address: <http://www.carestandards.org.uk>
Opening Times:
Monday - Friday- 8.30 - 5.30

The Commission covers all Care Homes, all private & voluntary health care and all independent health services. Covers Telford & Wrekin and Shropshire.

National Agencies:

bettercaring.com Website

Helpline: 0845 644 1701
Website Address: <http://www.bettercaring.com>

Bettercaring is a comprehensive care home search engine and a source of vital information on social care

Carers UK

Helpline: 0808 808 7777
Admin Number: 020 7922 8000
Website Address: <http://www.carersuk.org>
Opening Times:
Wed & Thursday 10-12, 2- 4pm

Database of all registered care homes in the UK

Children & Adolescents

Local Agencies:

Telford College of Arts & Technology

Address: Haybridge Road, Wellington,
Telford, TF1 2NP
Helpline: 01952 642 200
Website Address: <http://www.tcat.ac.uk/>

Student support & advice

Shropshire Health for Youth (SHY)

Address: Princess House, The Square,
Shrewsbury, SY1 1JZ
Helpline: 01743 283382

Various centres in the local region

Confidential service for young people to talk & deal with health issues, contraception, pregnancy tests, drug and alcohol issues, sexual and mental health

Shrewsbury Diocesan Catholic Children's Society

Address: Meeting Point House, Southwater
Square, Telford
Helpline: 01952 292888
Website Address: <http://www.cathchildsoc.org.uk/>

RISQ

Address: 14 Deercote Telford TF3 2BH
Helpline: 01952 200070
Opening Times:
Monday - Friday 3.30 pm - 5.30 pm, Sat 2 pm - 4 pm

Free and confidential health service for young people up to 25 years in Telford & Shropshire

National Agencies:

Get Connected

Helpline: 0808 808 4994
Website Address: <http://www.getconnected.org.uk/>
Opening Times:
7 days a week 1 pm - 11 pm

Free Helpline finding young people the best help whatever the problem. Provides free connection to local/national services and can text information to caller's mobile

Youth Access

Helpline: 020 8772 9900
Website Address: <http://www.youthaccess.org.uk/>

Provide information of youth agencies to young people nationwide

Young Minds

Helpline: 0800 018 2138
Website Address: <http://www.youngminds.org.uk/>
Opening Times:
Mon & Fri 10am-1pm, Tue, Wed & Thur 1pm - 4pm, Wed 6-8pm

Information for anyone concerned about the mental health of a child

Missing Children Website

Website Address: <http://www.missingkids.org.uk/>

Childline - The Line

Helpline: 0800 884 444
Website Address: <http://www.childline.org.uk/>
Opening Times:
Mon - Fri 3.30 pm - 9.30 pm Sat & Sun 2.00 pm - 8.00 pm

Special helpline for children living away from home

Childline

Helpline: 0800 1111
Website Address: <http://www.childline.org.uk/>
Opening Times:
24 Hours

Free, national helpline for children and young people in distress, will refer onto agencies

CALM Helpline for Young Men

Helpline: 0800 58 58 58
Website Address: <http://www.thecalmzone.net/>
Opening Times:
Daily 5 pm - 3 am

The Campaign Against Living Miserably is for all young men aged 15-35. The campaign offers help, information and advice via a phone and web service

NSPCC

Helpline: 0808 800 5000
Admin Number: 020 7825 2500
Website Address: <http://www.nspcc.org.uk/>
Address:

Child protection helpline

Complimentary medicine

Local Agencies:

Natural Health Centre

Address: 4 The Professional Centre, Bank
Farm Rd, Radbrook Green
Helpline: 01743 248878
Website Address: <http://www.natural-health-centre.com>
Opening Times:
Monday - Friday 9 - 5 and Sat mornings

Not-for-profit partnership to provide professional, affordable natural therapies for Shropshire

The Castle Clinic

Address: 23 St. Mary's St Bridgnorth, WV16
4DW
Helpline: 01746 768886

The Marches Centre for Complementary Health

Address: The Pharmacy, Church Street, Bishops Castle
Helpline: 01588 638408
Website Address:
<http://www.hk4health.co.uk/mypage/bencalder.htm>

Grange Natural Therapy Centre

Address: Ellesmere
Helpline: 01691 623495

The Ancora Centre

Address: Telford
Helpline: 01952 593193
Website Address: <http://www.ancora.co.uk>
Address:

Holistic Clinic

Address: 36 Lower Raven Lane, Ludlow
Helpline: 01584 879756
Website Address: <http://www.holisticclinic.co.uk/>
Opening Times:
Monday - Friday 9 - 6, Sat 9 - 12

Newport Clinic of Alternative Medicine

Address: Newport
Helpline: 01952 813219

Counselling

Local Agencies:

Relate

Address: Roy Fletcher Centre, 12 -17 Cross Hill, Shrewsbury
Helpline: 01743 344010
Website Address: <http://www.relatesandh.org.uk/>
Opening Times:
Monday - Thursday: 10am - 9 pm, Friday: 10am - 2pm

Relationship counselling, sex therapy, counselling for young people, telephone counselling by appointment, counselling service for staff of an external organisation

RISQ Telford

Address: 14 Deercote Telford TF3 2BH
Helpline: 01952 200070
Opening Times:
Monday - Friday 3..30 - 5.30pm, Sat 2-4pm

Confidential counselling service for young people in Telford & Shropshire up to 25 years

Primary Care Mental Health Team

Address: Upper House, Church Street, Madeley
Helpline: 01952 381691

Referrals by GP

Mind

Address: Alan Goodall Centre, 76-83 Severn Walk, Sutton Hill
Helpline: 01952 588367
Website Address: <http://www.telfordmind.co.uk/>

Advice, Information, therapy, counselling, day trips, drop in. Recommended for useful fact sheets

Marriage Care Counselling Service

Address: Shrewsbury Centre, The Sisters of Mercy Convent
Helpline: 01743 245491

Confide (Counselling Services)

Address: Roy Fletcher Centre 12-17 Cross Hill, Shrewsbury
Helpline: 01743 351319
Website Address: <http://www.confide.org.uk/>
Address:

Individual counselling sessions. Service covers Telford, Wrekin and Shropshire

Axis

Address: Jubilee House 74 High Street Madeley Telford
Helpline: 01952 278000
Admin Number: 01952 278000
Opening Times:
Wed & Thur only

Confidential counselling service for adult survivors of childhood sexual abuse. Also deals with sex therapy matters and rape

National Agencies:

British Psychological Society

Helpline: 0116 254 9568
Website Address: <http://www.bps.org.uk/>

The representative body for psychology and psychologists in the UK

British Psychoanalytic Council

Address: National
Helpline: 020 7267 3626
Website Address: <http://www.bacp.co.uk/>

British Association for Counselling & Psychotherapy

Helpline: 0870 443 5252
Website Address: <http://www.bacp.co.uk/>

Provides information and contacts of local private counsellors on receipt of SAE or accessed from the website

Marriage Care

Helpline: 0845 660 6000
Website Address: <http://www.marriagecare.org.uk>
Opening Times:
Helpline 10 - 4 pm Monday - Friday

Relationship counselling, marriage preparation and relationship education (schools). Including helpline

Doctors Surgeries

Local Agencies:

Aqueduct

Address: Majestic Way, Aqueduct
Helpline: 01952 591555

Bethesda

Address: Dale Arce Way, Hollinswood
Helpline: 01952 381691

Bethesda

Address: Church Road, Malinslee
Helpline: 01952 630105

Dawley

Address: Webb House, King Street, Dawley
Helpline: 01952 630500

Donnington

Address: Wrekin Drive, Donnington
Helpline: 01952 605252

Hadley

Address: The Health Centre, High Street, Hadley
Helpline: 01952 249251

Hollinswood

Address: Downs Mead, Hollinswood
Helpline: 01952 201144

Holliwell

Address: Hollinswood
Helpline: 01952 293949

Ironbridge

Address: Trinity Hall, Dale Road, Coalbrookdale
Helpline: 01952 432588

Lawley

Address: Farriers Green, Lawley
Helpline: 01952 560012

Leegomery

Address: 27 Lawton Farm Way, Leegomery
Helpline: 01952 255855

Madeley

Address: Health Centre, Church Street, Madeley
Helpline: 01952 585566

Madeley

Address: Church Close, Madeley
Helpline: 01952 586616

Malinslee

Address: Church Road, Malinslee
Helpline: 01952 501234

Newport

Address: Wellington Road, Newport
Helpline: 01952 811677

Newport - Linden Hall

Address: Station Road, Newport
Helpline: 01952 820400

Oakengates, 27 Limes Walk

Address: 27 Limes Walk, Oakengates
Helpline: 01952 620077

Oakengates, Lions Street

Address: Charlton Medical Practice, Lions Street
Helpline: 01952 620138

Shawbirch

Address: 5 Acron Way, Shawbirch
Helpline: 01952 641555

Stirchley

Address: Sardino Road, Stirchley
Helpline: 01952 660444

Sutton Hill

Address: Maythorne Close, Sutton Hill
Helpline: 01952 586471

Woodside

Address: Wensley Drive, Woodside
Helpline: 01952 586691

Wellington

Address: Victoria Avenue, Wellington
Helpline: 01952 226000

NHS Direct

Helpline: 0845 4647
Opening Times:
24 hours

24 hour nurse led general health advice and information service - part of the NHS. Confidential service

Out of hours G P provision

Address:
Helpline: 08450 202131

Domestic Violence

Local Agencies:

Telford Women's Refuge

Helpline: 01952 381921
Opening Times:
9 - 5 Mon - Friday out of hours 01743 246058 (24 hours)

Self referrals or referrals from agencies accepted. Can offer emergency accommodation

West Mercia Constabulary

Address: Malinsgate Police Station
Helpline: 01952 444888
Website Address: Emergency call 999
Opening Times:
24 hours

Offers advice, support & information to victims of domestic violence. Reporting of incidents of domestic violence and/or assault should be via contacting the police in the normal way

Women's Aid Telford, Wrekin & Shropshire

Helpline: 0800 783 1359
Website Address: <http://www.womensaid.org.uk>
Opening Times:
24 hour helpline

National advice & referral agency for women & children experiencing physical, sexual or emotional abuse in their homes

Victim Support Telford & Shropshire

Helpline: 01743 362812
Opening Times:
Monday - Friday 9am - 5pm, weekends 9am - 7pm

Provides support & advice to victims of crime & support both men & women who are or have experienced domestic violence.

Birmingham & Solihull Women's Aid

Address: Birmingham
Helpline: 0121 685 8550

Support, advice and accommodation for women escaping domestic violence

Local solicitors will offer help & legal advice . See local yellow pages

National Agencies:

Refuge 24 Hours

Helpline: 0808 2000 247
Website Address: <http://www.refuge.org.uk/>
Opening Times:
24 hours

24 hour domestic violence helpline for women and children

Mankind

Helpline: 01273 510447
Website Address: <http://www.mankinduk.co.uk/>

Support for men experiencing domestic violence, sexual abuse, attack or assault.

Drugs

Local Agencies:

Community Substance Misuse Team Tier 2

Address: Matthew Webb House, Dawley
Helpline: 01952 381730
Website Address: <http://www.telford.gov.uk/Health+Social+Care/Substance+misuse/>

Community Substance Misuse Team Tier 3

Address: Portico House, 22 Vineyard Road, Wellington, Telford
Helpline: 01952 381777

Confidential service for drug users, their families, Friends etc. Information, needle exchange, advice, counselling, etc

Narcotics Anonymous Shropshire

If you think you have a drug problem then Narcotics Anonymous can help. Local support available
Helpline: 07815 903 859

New House

Address: New House, Drug & Alcohol Unit,
Shelton Hospital
Helpline: 01743 492009
Website Address: St Austin's Friars 01743 273380

Out patients prescribing services

Drug & alcohol detox unit. Counselling, assessments, etc.
Referrals through Social Services Community Substance Misuse Team.

Drugs Anonymous Telford Helpline

Address:
Helpline: 01952 249131

Confidential advice, help and support for families of drug and alcohol abuse. Meetings in Telford and support in outlying areas.

Choices - Shropshire's Drug Awareness Project

Address: Harlescott, Shrewsbury
Helpline: 01743 440202

Drug awareness project based in Telford & Wrekin and Shropshire aimed at young people in schools, youth clubs, etc

National Agencies:

Tranquilliser Project

Helpline: 0117 962 8874
Admin Number: 0117 962 2509
Opening Times:
Monday - Thursday 10.00 am - 4.00 pm

Support for anyone undergoing involuntary addiction to prescribed minor tranquillisers or sleeping pills (Benzodiazepines) and anti-depressants and who wishes to withdraw from them

Families Anonymous

Helpline: 0845 1200 660
Admin Number: 020 7498 4680
Website Address: <http://www.famanon.org.uk>
Opening Times:
Mon - Fri 1 - 4pm, 6 - 10 pm, Sat/Sun 2 - 10 pm

For relatives and friends concerned about the use of drugs or related behavioural problems. Helps set-up self-help groups

Frank About Drugs, National Helpline

Helpline: 0800 77 66 00
Website Address: <http://www.talktofrank.com>
Opening Times:
24 Hours

24 hour Helpline for drug users and their friends and families

Mainliners Limited

Helpline: 020 7022 1890
Website Address: <http://mainliners.org.uk/>
Opening Times:
Monday - Friday 10 am - 5 pm

HIV prevention charity working with ex & current drug users, people living with & at risk of hepatitis C & other blood borne viruses

Adfam

Helpline: 020 7553 7640
Website Address: <http://www.adfam.org.uk/>

National charity working with families and friends of drug users

Release

Helpline: 0845 4500 215
Website Address: <http://www.release.org.uk>
Opening Times:

Monday - Friday 11am - 1pm & 2 - 4 pm

Specialist heroin and legal advice

Re-Solv, The Society for the Prevention of Solvent & Volatile Substance Abuse

Helpline: 01785 810762
Website Address: <http://www.re-solv.org>

Opening Times:
Monday - Friday 9 am - 5 pm

Dedicated to the prevention of solvent and volatile substance abuse

Council for Involuntary Tranquilliser Addiction

Helpline: 0151 932 0102
Admin Number: 0151 474 9626
Website Address: <http://www.citawithdrawal.org.uk/>
Opening Times:
Everyday 10 - 1pm

Help, support and information for those addicted to tranquillisers and anti-depressants

Eating Disorders

Local Agencies:

No Panic

Address: Telford
Helpline: 0808 808 0545
Admin Number: 01952 590005
Website Address: <http://www.no-panic.co.uk/>
Opening Times:
24 hour helpline

Relief & rehabilitation of sufferers and their carers, of panic attacks, phobias & OCD. This is a countywide and national charitable organisation

Eating Distress Therapy

Address: The Lodge, Chaddeslode, 131 Abbey
Forge, Shrewsbury. SY2 6AX
Helpline: 01743 343623

Eating Disorders Self Help Group

Address: Roy Fletcher Centre, Shrewsbury
Helpline: 01743 367048
Admin Number: 01743 241127
Opening Times:
Meetings on alternate Saturday mornings 10.30 -12 noon

Support group for sufferers/ ex-sufferers of any eating disorder - Anorexia, Binge Eating, Bulimia, Compulsive Eating etc

National Agencies:

Anorexia & Bulimia Care (ABC)

Address: P.O. Box 173, Letchworth
Helpline: 01462 423351
Website Address: <http://www.anorexiabulimiacare.co.uk/>

Support all those who suffer because of eating disorders and their associated problems.

Beat

Helpline: 0845 634 1414
Website Address: <http://www.b-eat.co.uk/Home>
Opening Times:
Mon-Fri 10 - 8.30, Sat 1 - 4.30. B/H 11.30 - 2.30

Information & help on all aspects of eating disorders including anorexia, binge eating disorders & related eating disorders

Overeaters Anonymous

Helpline: 07000 784985
Website Address: <http://www.oagb.org.uk/>

Self help groups for compulsive eaters. Fellowship and support throughout the UK

Promis Treatment Centre

Address: Kent
Helpline: 01304 841700
Website Address: <http://www.promis.co.uk>

Help for anyone with an addiction e.g. alcohol, drugs, food, gambling, nicotine, shopping

Employment & Education

Local Agencies:

Potential 4

Address: Telford
Helpline: 07815 745889
Admin Number: 07815 898265

Art project/course for people experiencing mild/moderate anxiety and/or depression. Self referral or via a Health Professional. Run by Telford College of Arts & Technology

Telford Employment Link

Address: Station House Madeley, Telford, TF7 5EF
Helpline: 01952 381503

Telford College of Arts & Technology

Address: Haybridge Road, Wellington, Telford, TF1 2NP
Helpline: 01952 642 200
Website Address: <http://www.tcat.ac.uk/>

Workers Education Service

Address: Madeley People's Centre, High Street, Madeley, Telford
Helpline: 01952 583 886
Website Address: <http://www.westmidlands.wea.org.uk/shropshire>

Courses run at many venues include return to learn, maths, active retirement, tai chii & computers. Free to those receiving benefits. Help with transport, child care costs or crèche facilities.

Shrewsbury College of Arts & Technology

Address: Bridgnorth College Campus, Bridgnorth
Helpline: 01746 764431

Jobcentre Plus Wellington

Address: 67 New Street, Wellington, TF1 1NW
Helpline: 01952 652700
Website Address: <http://www.jobcentreplus.gov.uk>

Help finding a job and giving people of working age the help and support they are entitled to if they cannot work

Jobcentre Plus Telford

Address: Telford House, Southwater Way, Telford TF3 4PD
Helpline: 01952 652800
Website Address: <http://www.jobcentreplus.gov.uk>

Help finding a job and giving people of working age the help and support they are entitled to if they cannot work

Jobcentre Plus Madeley

Address: Church Street, Madeley TF7 5RH
Helpline: 01952 656000
Website Address: <http://www.jobcentreplus.gov.uk>

Help finding a job and giving people of working age the help and support they are entitled to if they cannot work

Employment Opportunities for People with Disabilities

Address: 508b The Big Peg, 120 Vyse Street, B'ham B18 6NF
Helpline: 0121 314 5024
Website Address: <http://www.opportunities.org.uk/>

Creating routes into employment for people with all disabilities and medical conditions

Connexions Careers Service

Address: 1st Floor, Victoria House, Shrewsbury
Helpline: 01743 284428
Website Address: <http://www.shropshire.gov.uk/youth.nsf>

Advice and guidance service for 13 - 19 year olds

Training for Employment (Shropshire County Training Ltd)

Address: Telford
Helpline: 01952 200677
Website Address: <http://www.shropshire.gov.uk/countyttraining.nsf>

Comprehensive training service to industry, commerce and the public sector, advising on training solutions, delivery and evaluation of training programmes

Next Step Shropshire, Telford & Wrekin

Address: Meeting Point House, Southwater Square, Telford
Helpline: 01952 382946
Admin Number: 01952 382949
Website Address: <http://www.nextstepstw.org.uk/>

Network of organisations offering a combination of information, advice & guidance about learning or work. Generally for people with little or no qualifications

National Agencies:

Remploy Interwork

Helpline: 0845 601 5878
Admin Number:
Website Address: <http://www.remploy.co.uk/>

Free service supporting people with health problems and/or disabilities in finding paid employment. Local contact and interviews.

Ethnic Minorities

Local Agencies:

Pakistani Welfare Association

Address: Tan Bank Mosque, Wellington, Telford

Translation & Interpretation Service

Address: PO Box 59, Civic Offices, Telford

TF3 4WZ

Helpline: 01952 382122
Website Address: translationandinterpretation@telford.gov.uk

Telford West Indian Association

Address: 1 High Street, Hadley
Helpline: 01952 256840

Telford Central Mosque

Address: 41 Tan Bank, Wellington

Telford African Welfare Association

Address: 176 Burford, Brookside, Telford
Helpline: 01952 591312

Regent Street Mosque

Address: 44 Regent Street, Wellington
Helpline: 01952 261436

Race Equality Council for Telford & Shropshire

Address: 26 Church Street, Wellington, Telford TF11DS

Works towards elimination of racial discrimination, promotes equality of opportunity, good relations, between different ethnic groups

Guru Nanak Darwar Sikh Temple

Address: 19a Church Parade, Oakengates, Telford
Helpline: 01952 616442

Bangladeshi Welfare Society

Address: Telford
Helpline: 01952 412001
Admin Number: 07976 260747

The society meets monthly and covers Telford & Wrekin and Shropshire with the aim of 'Bringing the Community Together'

Asians Women's Health Group

Address: Castle Farm Community Centre, Hadley
Helpline: 01952 583886
Opening Times: Meets each Tuesday noon till 2 pm

Pre retirement group for women over 55 of all beliefs or religions

Asian Women's Group

Address: Woodside Community Centre, Wensley Green, Woodside
Helpline: 01952 588886
Opening Times:

Meets every Thursday afternoon 1.00 - 3.00 pm

Guru Nanak Sikh Temple

Address: 1 Hadley Park Road Hadley, Telford
Helpline: 01952 411730

National Agencies:

AKWAABA AYEH (formally the mental health shop)

Address: Leicester
Helpline: 0116 2471525
Website Address: <http://www.akwaabaayah.com>

Advice & support for African, African Caribbean and Asians who experience mental health difficulties and their carers

NAFSIYAT

Helpline: 0207 686 8666
Website Address: <http://www.nafsiyat.org.uk/>
Opening Times:

Monday - Thursday 9 am - 5.30 pm

Inter-cultural therapy centre. Psychotherapy for clients from diverse backgrounds. Training & supervision also available

Vietnamese Mental Health Services

Helpline: 020 7639 2288
Website Address: <http://www.vmhs.org.uk/>

Support to Vietnamese people who are suffering from mental health problems. Outreach and counselling services

Refugee Council

Helpline: 0121 622 1515
Admin Number: 020 7346 6700
Website Address: <http://www.refugeecouncil.org.uk/>
Direct help and advice to asylum seekers in the UK

Equality & Human Rights Commission

Helpline: 08457 622 633
Website Address: <http://www.equalityhumanrights.com>

Gambling

National Agencies:

Gamblers Anonymous

Helpline: 0121 233 1335
Admin Number: 020 7384 3040
Website Address: <http://www.gamblersanonymous.org.uk>

Opening Times:
24 hour help available

Help for adults of any age to overcome their gambling problems. Gam-Anon offers support to their families and friends

Gamcare

Helpline: 0845 6000 133
Admin Number: 020 7378 5200
Website Address: <http://www.gamcare.org.uk>
Opening Times:
Every day 8 am to midnight

Confidential service open to individuals experiencing gambling problems and their carers, families etc. Information, advice and counselling available.

Promis Treatment Centre

Address: Kent
Helpline: 01304 841700
Website Address: <http://www.promis.co.uk>
Address:

Help for anyone with an addiction e.g. alcohol, drugs, food, gambling, nicotine, shopping

Gay, Lesbian & Bi Sexual

Local Agencies:

Gender Matters

Address: Leegomery Community Centre, Telford
Helpline: 0844 8700 178
Website Address: <http://www.gender-matters.org.uk/>
Opening Times:
Tuesday - Thus 10 am - 1 pm

Confidential counselling, support & information to transsexual, transvestite & transgender people, their families & friends. Drop-in service offered

Lesbian & Gay Switchboard

Address: West Midlands
Helpline: 08452 578255
Website Address: http://www.telfordmind.co.uk/Directory_sexuality.htm

Opening Times:
Monday - Friday 7.00 -10.00 pm

Confidential advice & information. Available every night of the year

Rainbow

Address: PO Box 189, Shrewsbury, SY1 1YW

Group for Lesbian & gay voluntary youth organisation for people up to 20 - 21 years of age. Support, befriending & advice.

The Bridge Centre

Address: 4 Belmont, Shrewsbury
Helpline: 01743 344474
Opening Times:
4 pm - 8 pm Wednesday

Sexual health and counselling service for gay and bisexual men

Male - Out

Address: 4, Belmont, Shrewsbury, SY1 1TE
Helpline: 01743 343711

HIV/STI prevention project for gay & bi-sexual men

National Agencies:**Gay & Lesbian Association of Doctors & Dentists**

Website <http://www.gladd.co.uk/>
Address:

Website only support service for gay and lesbian doctors/dentists

Acceptance

Helpline: 01795 661463
Website <http://www.ukselfhelp.info/acceptance/>
Address:
Opening Times:
 Tuesdays - Friday 7.00pm - 9.00 pm

Help & support for parents & families having difficulties accepting a gay son or daughter

Health Authorities & Trusts**Local Agencies:****Telford & Wrekin Primary Care Trust**

Address: Sommerfeld House, Sommerfeld Road Trench Lock, Telford
Helpline: 01952 222322
Website <http://www.telfordpct.nhs.uk>
Address:

South Staffs Primary Care Trust

Address: Anglesey House, Towers Business Park, Rugeley, Staffs
Helpline: 01889 571700

South Staffs & Shropshire Health Care Foundation Trust

Address: Corporation Street, Stafford, ST16 3SR
Helpline: 01785 257888
Website <http://www.southstaffshealthcare.nhs.uk/>
Address:

Shropshire County Primary Care Trust

Address: William Farr House, Mytton Oak Road, Shrewsbury
Helpline: 01743 261300
Website <http://www.shropshirepct.nhs.uk>
Address:

Royal Shrewsbury Hospital NHS Trust

Address: Shrewsbury
Helpline: 01743 261000

Robert Jones & Agnes Hunt Orthopaedic & District Hospitals NHS Trust

Address: Oswestry
Helpline: 01691 404000
Website <http://www.rjah.nhs.uk/>
Address:

Patient Advice & Liaison Service (PALS)

Address: Telford PCT
Helpline: 0800 032 1107
Admin Number: 01952 265188
Website Address: 01743 492181 direct line

Help & support with problems/concerns on patient care. Provides information on & a guide through the NHS services available. Signposts to other specialist support & advice agencies/groups

NHS Executive West Midlands

Address: Birmingham
Helpline: 0121 224 4600

National Care Standards Commission

Address: Shrewsbury
Helpline: 01743 284300
Website <http://www.csci.org.uk/>
Address:

The Commission covers all Care Homes, all private & voluntary health care and all independent health services. Covers Telford & Wrekin and Shropshire

ICAS Independent Complaints Advocacy Service

Address: Telford Wrekin & Shropshire
Helpline: 0845 337 3054

If a patient or carer has experienced problems, will help, guide and support them through the NHS complaints procedure

Princess Royal Hospital NHS Trust

Address: Apley Castle, Telford
Helpline: 01952 641222

National Agencies:**NHS Direct**

Helpline: 0845 4647
Opening Times:
 24 hours

24 hour nurse led general health advice and information service - part of the NHS. Confidential service

Health Visitors

Local Agencies:

Aqueduct

Address: Majestic Way, Aqueduct
Helpline: 01952 596677

Bethesda

Address: Church Road, Malinslee
Helpline: 01952 630105

Bethesda

Address: Dale Arce Way, Hollinswood
Helpline: 01952 630105

Dawley

Address: Webb House, King Street, Dawley
Helpline: 01952 630508

Donnington

Address: Wrekin Drive, Donnington
Helpline: 01952 615123

Hadley

Address: The Health Centre, High Street,
Hadley
Helpline: 01952 248262

Hollinswood

Address: Downs Mead, Hollinswood
Helpline: 01952 630105

Holliwell

Address: Hollinswood
Helpline: 01952 630105

Ironbridge

Address: Trinity Hall, Dale Road,
Coalbrookdale
Helpline: 01952 587379

Lawley

Address: Farriers Green, Lawley
Helpline: 01952 560012

Leegomery

Address: 27 Lawton Farm Way, Leegomery
Helpline: 01952 248262

Madeley

Address: Health Centre, Church Street,
Helpline: 01952 585566

Madeley

Address: Church Close, Madeley
Helpline: 01952 581109

Malinslee

Address: Church Road, Malinslee
Helpline: 01952 630105

Newport

Address: Wellington Road, Newport
Helpline: 01952 825059

Newport - Linden Hall

Address: Station Road, Newport
Helpline: 01952 810229
Website Address:

Oakengates, 27 Limes Walk

Address: 27 Limes Walk, Oakengates
Helpline: 01952 613430

Oakengates, Lions Street

Address: Charlton Medical Practice, Lions
Street
Helpline: 01952 612234

Priorslee

Address: Priorslee Surgery Glenn Cottage,
Priorslee
Helpline: 01952 630105

Shawbirch

Address: 5 Acron Way, Shawbirch
Helpline: 01952 248262

Sutton Hill

Address: Maythorne Close, Sutton Hill
Helpline: 01952 586360

Stirchley

Address: Sardino Road, Stirchley
Helpline: 01952 596677

Wellington

Address: Victoria Avenue, Wellington
Helpline: 01952 226031

Woodside

Address: Wensley Drive, Woodside
Helpline: 01952 587379

Provides homeless young people, mainly men (16 - 32 years) in need, with safe supportive accommodation

Holidays & Respite

National Agencies:

Small families.co.uk

Helpline: 01763 226567
Website: <http://www.smallfamilies.co.uk/>
Address:

Holiday company specifically set up to provide single parent escorted family holidays both in the UK and abroad

H.E.L.P. Holiday Endeavour for Lone Parents

Helpline: 01427 668717
Website: <http://www.helphols.co.uk>
Address:

Providing reduced cost holiday accommodation for lone parents regardless of income

takefamily.com

Helpline:
Website: <http://www.takefamily.com/>
Address:

Creates single parents trips in the UK and abroad

Homelessness

Local Agencies:

Newstart Women's Project

Address: 4 Station Hill, Oakengates
Helpline: 01952 620007
Opening Times:
9 am - noon

Provides homeless young women (16 - 32 years) in need, with safe supportive accommodation

Stay Homeless Project

Address: 4 Station Hill Wesley House, Oakengates
Helpline: 01952 616830

Telford & Wrekin Council

Helpline: 01952 381925
Website Address: <http://www.telford.gov.uk/Housing/Homelessness/>

Brunel House

Address: Telford
Helpline: 01952 506165
Opening Times:
Help line 7 pm to midday daily

National Agencies:

Shelter

Helpline: 0808 800 4444
Website: <http://www.shelter.org.uk/>
Address:
Opening Times:
8 am - midnight every day

Hospitals & Hospices

Local Agencies:

Whitchurch Community Hospital

Address: Claypit Street, Whitchurch
Helpline: 01948 666292

Severn Hospice

Address: Bicton Heath, Shrewsbury
Helpline: 01743 236565

Website Address: <http://www.severnhospice.org.uk/>

Adult hospice and respite

Shelton Hospital

Address: Bicton Heath, Shrewsbury
Helpline: 01743 261000

Hope House Children's Respite Hospice

Address: Nant Lane, Morda, Oswestry
Helpline: 01691 671999

Website: <http://www.hopehouse.org.uk/>
Address:

Children's hospice/respite care. Referrals from parents, families, GPs & social workers

Bridgnorth Community Hospital

Address: Northgate, Bridgnorth, Shropshire
Helpline: 01746 762641

Bishops Castle Community Hospital

Address: Union Street, Bishops Castle, Shropshire SY9 5AJ
Helpline: 01588 638220

Rehabilitation, respite, terminal care, medical care & assessments

Ludlow Community Hospital

Address: Gravel Hill, Ludlow, Shropshire, SY8

Helpline: 1QX
01584 872201

Tenbury & District Community Hospital
Address: Worcester Road, Tenbury Wells,
WR15 8AP
Helpline: 01584 810643

Mental Health Services

Local Agencies:

Shropshire, Telford & Wrekin Mental Health Helpline
Helpline: 0800 195 1700

Freephone mental health helpline providing support, information and advice

Crisis Resolution Home Treatment Service
Address: The Gate House, Castle Lodge,
Attwood Terrace, Dawley
Helpline: 01952 632452

Rapid response and assessment of a mental health crisis in the community offering acute psychiatric care at service users homes or other community facilities

Shropshire Grow
Address: Education Dept. Princess Royal
Hospital
Helpline: 01952 272025
Opening Times:
Wednesdays 5.30 pm - 7.00 pm

Mutual help group for recovery from mental health problems

Shropshire Mind Mental Health Service
Address: Suite 3 & 4, Observer House Holywell
Street, Shrewsbury
Helpline: 01743 368647
Website: <http://www.shropshiremind.org/>
Address:

Support those in mental distress throughout Shropshire

Relatives Support Group
Address: Shelton Hospital, Shrewsbury
Helpline: 01743 492093
Support group for relatives of patients in Shelton Hospital.

North Wrekin CMHT
Address: Bridge Road, Wellington, Telford,
TF1 1RY
Helpline: 01952 381640

South Wrekin CMHT
Address: Upper House, Church Street,
Madeley, TF7 5BW
Helpline: 01952 381670

Central Wrekin CMHT
Address: 14 Leonard's Street, Oakengates,
Telford TF2 6EU
Helpline: 01952 381605

No Panic
Address: Telford
Helpline: 0808 808 0545
Admin Number: 01952 590005
Website Address: <http://www.no-panic.co.uk/>
Opening Times:
24 hour helpline

Relief & rehabilitation of sufferers and their carers, of panic attacks, phobias & OCD. This is a countywide and national charitable organisation

Telford Mind, The Alan Goodall Centre,
Address: Sutton Hill Day Centre, 77 - 83
Severn Walk, Sutton Hill
Helpline: 01952 588367
Website: <http://www.mind.org.uk>
Address:

Support for people who are experiencing isolation, anxiety, depression, phobias or just in need of company. Drop in sessions for sufferers and their carers

Manic Depression Fellowship
Address: The Day Centre, 62 Wrekin Road,
Wellington
Helpline: 07832 355961
Admin Number: 08456 340 540
Website: <http://www.mdf.org.uk/>
Address:
Monday - Friday 10am - 5 pm

Self help group meetings at centre 1st Wed of the month. The Bipolar Organisation works to enable people affected by bipolar disorder to take control of their lives

Listen & Care Self Help Group
Address: The Old Stables, Pool Farm Avenue,
Leegomery
Helpline: 01952 254504
Opening Times:
Monday - Friday 9.30 am - 3.30 pm

Support for people experiencing loneliness, anxiety, depression, phobias or just in need of a friend. Self help group for people who have or who are experiencing mental health difficulties

Ex-Services Mental Welfare Society (Combat Stress)
Address: Newport
Helpline: 01952 822750

Admin Number: 01372 841600
Website <http://www.combatstress.org.uk/>
Address:
Opening Times:
Monday - Friday 9 am - 5 pm

An organisation specialising in the care of men & women of all ranks discharged from the armed services or merchant navy suffering from mental health problems

Centre for Psychological Therapies

Address: Doseley Road North, Dawley, Telford, TF4 3AL
Helpline: 01952 506838
Website <http://www.shropsych.org/dawley.htm>
Address:
Opening Times:
Mon & Tues 9 - 5.15, Wed 9 - 7.30, Thurs 9 - 6, Fri 9-5

A range of psychological therapies offered either on an individual or a group basis, The multidisciplinary team comprises nurses, occupational therapists, counsellors and an art therapist. Anxiety management, assertive skills, art therapy, psychotherapy,

CAMHS Child & Adolescent Mental Health Service

Address: Monkmoor Campus, Woodcote Way, Shrewsbury
Helpline: 01743 282373
Admin Number: 01743 254800
Website <http://www.telfordmind.co.uk/>
Address:

Anxiety Group

Address: Muxton, Telford
Helpline: 01952 605151

Self help group to support individuals experiencing anxiety, panic attacks, phobias etc

Shrewsbury Systems Survivors

Address: The Gateway, Shrewsbury
Helpline:
Opening Times:
Last Wed of the month 7 - 9 pm

An informal group that all has some experience of mental health services, either as an out patient, in patient or carer

National Agencies:

Unwind (Pain & Stress Management)

Address: 3 Alderlea Close, Gilesgate, Durham DH1 1DS
Helpline: 0191 384 2056
Opening Times:
Monday - Friday 3 pm - 4 pm

Publications (books/booklets), audio cassettes by mail order, relating to the control of stress & pain. S.A.E. A5 size for full list.

The Trauma Clinic

Helpline: 020 7323 9890
Website <http://www.traumaclicn.org.uk/>
Address:

Treatment for adults who are experiencing emotional difficulties, usually as a result of serious adversity or trauma, stress, anxiety or depression

The Mental Health Foundation

Helpline: 020 7803 1101
Website <http://www.mentalhealth.org.uk/>
Address:

Information about mental health and mental health problems. Different programmes for adults and children.

Triumph Over Phobia (TOP UK)

Helpline: 0845 600 9601
Website <http://www.topuk.org/>
Address:

National network of self-help groups to help people with phobia or obsessive compulsive disorder (OCD) to overcome their problems using graded self-exposure

Together - Working for Wellbeing (MACA)

Helpline: 020 7780 7300
Admin Number:
Website <http://www.together-uk.org>
Address:

Mental health charity providing a wide range of community services & tenancy support

SANE

Helpline: 0845 767 8000
Admin Number:
Website <http://www.sane.org.uk/>
Address:
Opening Times:
Daily 1 pm to 11 pm

Campaigns to combat the prejudice & intolerance surrounding mental illness. SANELINE provides information & support for people with mental health problems & those who support them.

Young Minds

Helpline: 0800 018 2138
Website <http://www.youngminds.org.uk/>
Address:
Opening Times:
Mon & Fr 10-1, Tues, Wed & Thurs 1 - 4pm, Wed 6-8 pm

Information for anyone concerned about the mental health of a child

British Society for Mental Health & Deafness

Helpline: 01206 274075
Website <http://www.bsmhd.org.uk/>
Address:

Assist (Post Traumatic Stress Support)

Helpline: 01788 560800
Website: <http://www.traumatic-stress.freeserve.co.uk/>
Address:
Opening Times:
Monday - Friday 10 am - 4 pm

Offers help & support to individuals & families who experienced trauma and provide professional therapy where appropriate

Depression UK

Helpline: 0870 7742340
Website: <http://www.depressionuk.org/>
Address:

National charity for people with depression & their carers. Information line open 365 days a year. Pen friend and phone friend schemes & independent self help groups plus newsletter

First Steps to Freedom

Helpline: 0845 120 2916
Website Address: <http://www.first-steps.org/>
Opening Times:
Mon - Thurs 10 am - 10 pm, Fr, Sa & Su 10 am - midnight

Advice, help & support for those who suffer from phobia's, OCD, anxiety, panic attacks, anorexia, bulimia & those who wish to come off tranquillisers

Hearing Voices Network

Helpline: 0845 122 8641
Website: <http://www.intervoiceonline.org/>
Address:

Information & advice. Self help groups

Mental Health Act Commission

Helpline: 0115 943 7100
Website: <http://www.mhac.org.uk/>
Address:

National Phobic Society

Helpline: 08444 775 774
Website: <http://www.phobics-society.org.uk/>
Address:

National organisation run by & for sufferers of anxiety disorders. Provides a national network of services

Rethink

Address: National
Helpline: 0208 974 68 14
Website:
Address: <http://www.rethink.org/>
Opening Times:
10am to 3pm Mon, Wed & Fri; 10am to 1pm Tues & Thu

Works to help everyone affected by severe mental illness recover a better quality of life.

Older People

Local Agencies:

Intermediate Care Team, CASS Team, Rapid Response

Address: Darby House, Lawn Central. Telford
Helpline: 01952 381301

Magiplugs

Address: Steve Keay, Home Improvement Officer
Helpline: 01952 381859
Website: <http://www.magiplug.com>
Address:

Order direct from website

Special bath/sink plugs which release excess water down the plug hole to prevent flooding if the taps are left running

Princess Royal Hospital Liaison Team

Address: Princess Royal Hospital
Helpline: Internal 4020

Community Mental Health Nursing Dept

Address: Darby House, Lawn Central, Telford
Helpline: 01952 202071

Beech Ward

Address: Whitchurch
Helpline: 01948 660836

Green Gym

Address: Contact Heather Brown
Helpline: 01952 587 418

Website: http://www.telfordpct.nhs.uk/patient_information/health_promotion.htm
Address:

A conservation & health project accessed by all abilities. Gives positive impact on mental well-being.

The Memory Clinic

Address: The Stables, Chaddeslodge House
130 Foregate, Shrewsbury

Admin Number: 01743 344588

Website:
Address: http://shropshirepct.nhs.uk/hosp_health_services/mental_health/sfop_website/sites/memory_clinic/webpage
Admin Number: 01743 344588
Assessment of people with memory problems, provides ongoing monitoring and liaises with the community team where people need more intensive support.

Millbrook Day Centre

Address: Attingham House, Block A, Beeches Site, Ironbridge
Helpline: 01952 433730
Website Address: http://www.telfordpct.nhs.uk/patient_information/health_promotion.htm

Memo Minders

Address: Steve Keay, Home Improvement Officer
Helpline: 01952 381859
Website Address: http://www.telfordpct.nhs.uk/patient_information/health_promotion.htm

These play a pre recorded message to advise a person to do, or not to do something. E.g. to ensure they take their keys when they leave the property.

Walkabout Wrekin

Address: Contact Jenny Stretton
Helpline: 01952 686332
Website Address: http://www.telfordpct.nhs.uk/patient_information/health_promotion.htm

A programme of weekly walks for older adults.

Early Onset Dementia

Address: Shelton Hospital,
Bicton Heath, Shrewsbury
Helpline: 01743 261000

Bee Active Training

Address: Various locations across Telford
Helpline: 01952 686310
Website Address: <http://www.tandwseniors.org.uk/beeactive.php>

Exercise programme designed to help senior citizens and disabled people stay fit. Classes cost £1.50. Combine standing & seated exercises to music

Alzheimer's Society

Address: The Roy Fletcher Centre, 12 - 17 Cross Hill, Shrewsbury
Helpline: 01743 341800
Website Address: <http://www.salz.org.uk/>

Age Concern (Telford & Wrekin & Shropshire)

Address: 3 Mardol Gardens, Shrewsbury, SY1 1PR
Helpline: 01743 233123
Admin Number: 01952 587821
Website Address: <http://www.ageconcern.org.uk/>

Information, advocacy, local day centres, benefits advice, campaigning, neighbour care visiting schemes, leisure activities, lunch clubs, parish links, insurance, etc

National Agencies:

Counsel & Care

Helpline: 0845 300 7585
Admin Number: 0207267 0877
Website Address: <http://www.counselandcare.org.uk/>
Opening Times:
Monday - Friday 10 am - 4 pm

Advice, information & advocacy to elderly people, carers and professionals

Elder Abuse Response

Helpline: 0808 808 8141
Website Address: <http://www.elderabuse.org.uk>
Opening Times:
Monday - Friday 9 am - 5 pm

Confidential helpline service providing information & emotional support for those involved when an older person is abused

Help The Aged Senior Line

Helpline: 0808 800 6565
Website Address: <http://www.helptheaged.org.uk/en-gb>
Opening Times:
Monday - Friday 9 am - 4 pm

Advice available about welfare benefits community care, residential care & housing options

Parents, Families, Children

Local Agencies:

Children & Families Service, Social Work Team

Address: The Mount, 1 Haygate Road, Wellington
Helpline: 01952 385700

Children & Families Service

Children & Families Service, Social Work Team

Address: Highfield House, Wrekin Road, Wellington
Helpline: 01952 385838
Family & Adolescent Support 16+Team

Mediation Works

Address: 16 Queen Street, Wellington
Helpline: 01952 520091
Website Address: <http://www.mediation-works.co.uk/>

Helps couples in the process of separation or divorce to resolve disputes/come to mutually acceptable agreements. Counselling for children available

Life Group

Address: Bridgnorth
Helpline: 01746 761124

Pro life group who support single mothers in residential homes

Home Start - Telford & Wrekin

Address: Meeting Point House, Southwater Square, Telford
Helpline: 01952 201330

Offers support to families with under fives through volunteers who visit families in their homes

Parent Power

Address: Telford
Helpline: 01952 613430

Local health visitors throughout Telford run a course for the behavioural management of young children. Contact above number for more details

Children's Information Service (Shrewsbury)

Address: Telford & Wrekin, Civic Offices, Telford
Helpline: 01952 385385
Website Address:

Information regarding child minders & nurseries

Shropshire Child Contact Centre

Address: Shrewsbury
Helpline: 01743 718052
Website Address: <http://www.shropshire.gov.uk/childrenscentres.nsf>

Contact centres based in Oswestry, Shrewsbury, Telford & Whitchurch. For children of separated/divorced families to meet 'absent' parent or family members

National Agencies:**NSPCC**

Helpline: 0800 800 5000
Admin Number: 020 7825 2500
Website: <http://www.nspcc.org.uk/>
Address:

Crysis

Helpline: 0845 228 669
Website Address: <http://www.cry-sis.org.uk/>
Opening Times:
 Daily 9 am - 10 pm

Emotional support & practical advice to parents of crying/demanding babies and toddlers

National Family Mediation

Helpline: 01392 271610

Admin Number: 01392 271945
Website:
Address: <http://www.nfm.org.uk>
Opening Times:
 Monday - Friday 9am - 5 pm

National service to couples that have decided to divorce or separate. Mediation helps parents who live apart stay close to their children

N C T (National Childbirth Trust)

Helpline: 0870 444 8707
Website: <http://www.nct.org.uk/home>
Address:
Opening Times:
 Monday - Friday 9 am 5 pm

Provides information on maternity issues, ante-natal classes, breast-feeding & post natal support. .

Parentline Plus

Helpline: 0800 800 2222
Admin Number: 020 7284 5500
Website: <http://www.parentlineplus.org.uk/>
Address:

Offers help and support through an innovative range of free, flexible, responsive services - shaped by parents for parents

Meet-a-Mum Association (MAMA)

Helpline: 0845 120 3746
Website: <http://www.mama.co.uk/>
Address:
Opening Times:
 Monday - Friday 7 pm - 10 pm

Support and friendship for mothers experiencing Post Natal Depression. Organises support groups

Gingerbread (National Council for One Parent Families)

Helpline: 0800 018 5026
Website: <http://www.gingerbread.org.uk/>
Address:
Opening Times:
 Monday - Friday 9 - 5 & Wed 9 - 8

Advice & information for one parent families, fact sheets, group meetings and referrals to other agencies

Family Rights Group

Helpline: 0800 731 1696
Website: <http://www.frg.org.uk/>
Address:
Opening Times:
 Monday - Friday 10 - 12 & 1.30 - 3.30 pm

Advice & support to families whose children are involved with or require social care services or involved in child protection or court proceedings

FPA (Family Planning Association)

Helpline: 0845 122 8690
Website: <http://www.fpa.org.uk/>

Address:

Confidential helpline and enquiry service on all aspects of contraception, family planning and sexual health

Contact A Family

Helpline: 0808 808 3555
Admin Number: 0121 415 4624
Website: <http://www.cafamily.org.uk>
Address:

National organisation which supports families whose children have disabilities and special needs

Centre for Fun & Families

Address: Leicester
Helpline: 0116 2234254
Website: <http://www.funandfamilies.co.uk>
Address:

Helps families experiencing behaviour problems with their children/young people. Training for professionals & parent groups, advice for teenagers in avoiding conflict with adults

Missing Children Website

Website: <http://www.missingkids.org.uk/>
Address:

Sexual Health

*Local Agencies:***Sexual Health Service**

Address: Princess House, The Square,
Shrewsbury, SY1 1JZ
Helpline: 01743 283382
Opening Times:
Monday - Friday 9 am - 5 pm

Helpline to book appointments within Telford & Shrewsbury for all sexual health matters

The Bridge Centre

Address: 4 Belmont, Shrewsbury
Helpline: 01743 344474
Opening Times:
4 pm - 8 pm Wednesday

Sexual health and counselling service for gay and bisexual men

Gender Matters

Address: Leegomery Community Centre,
Telford
Helpline: 0844 8700 178
Website Address: <http://www.gender-matters.org.uk/>
Opening Times:
Tuesday - Thus 10 am - 1 pm

Confidential counselling, support & information to transsexual, transvestite & transgender people, their families & friends. Drop-in service offered

Gender Advisory Bureau

Address: PO Box 711, Telford, TF9 9BD
Helpline: 0845 241 7665
Website: <http://www.genderadvisorybureau.com/>
Address:

*National Agencies:***Brook National Helpline**

Helpline: 0800 0185 023
Website: <http://www.brook.org.uk>
Address:
Opening Times:
Monday - Friday 9 am - 5 pm

Advice regarding sex related issues. Centres across the country

Shoplifting

*National Agencies:***Crisis Counselling for Alleged Shoplifters**

Helpline: 0208 954 8987
Opening Times:
Monday - Friday 9.30 - 6 pm

Counselling and general advice to persons accused of alleged shoplifting offences for the purpose of giving moral support etc. CCAS does not condone deliberate stealing

Smoking

*National Agencies:***ASH - Action on Smoking & Health (UK)**

Website: <http://www.ash.org.uk>
Address:

Anti-smoking lobbying group. Information, networking and outreach. Website details health issues and fact sheets

Give Up Smoking.co.uk

Helpline: 0800 169 0 169
Website: <http://www.givingupsmoking.co.uk>
Address:

NHS website giving advice on why, how to give up smoking and to remain non-smoking. Comprehensive advice and information on tobacco and its risks

Quit

Helpline: 0800 00 22 00
Website: <http://www.quit.org.uk/>
Address:
Opening Times:
Every day 9am - 9pm

Advice and support for people wanting to quit smoking

Social Care

Local Agencies:

Central Wrekin CMHT

Address: 14 Leonard's Street, Oakengates,
Telford TF2 6EU
Helpline: 01952 381605

North Wrekin CMHT

Address: Bridge Road, Wellington, Telford,
TF1 1RY
Helpline: 01952 381640

South Wrekin CMHT

Address: Upper House, Church Street,
Madeley, TF7 5BW
Helpline: 01952 381670

16 + Team

Address: Highfield House, Wrekin Road,
Wellington
Helpline: 01952 222971

Disabled Children's Team

Address: Glebe Centre, Glebe Street,
Wellington
Helpline: 01952 522780

Youth Offending Service

Address: 2nd Floor Euston House, Euston
Way, Telford TF3 4LY
Helpline: 01952 385985

Older People Services, Central South & North

Address: Darby House, Lawn Central. Telford
Helpline: 01952 381280

Occupational Therapy Team

Address: Fourth Floor, Darby House, Lawn
Central, Telford
Helpline: 01952 381380

Joint Community & Learning Disability Team

Address: 40 Tan Bank, Wellington
Helpline: 01952 381420

Intermediate Care Team, CASS Team, Rapid Response

Address: Darby House, Lawn Central. Telford
Helpline: 01952 381301

Disability & Sensory Impairment Team

Address: Darby House, Lawn Central. Telford
Helpline: 01952 381220

Community Substance Misuse Team Tier 2

Address: High Street, Dawley
Helpline: 01952 381730

Community Substance Misuse Team Tier 3

Address: Portico House, 22 Vineyard Road,
Wellington, Telford
Helpline: 01952 381777

Children & Families Service, Social Work Team

Address: The Mount, 1 Haygate Road,
Wellington
Helpline: 01952 385700

Children & Families Service

Child & Adolescent Mental Health Service – North Telford

Address: Glebe Centre, Glebe Street,
Wellington, South Telford
Helpline: 01952 522720

Social Care out of hours

Address: Telford
Helpline: 01952 676500

Child & Adolescent Mental Health Service

Address: Glebe Centre, Glebe Street,
Wellington
Helpline: 01952 522710

Statutory Services

Local Agencies:

Police

Address: Wellington
Helpline: 08457 444 888

Police

Address: Malinsgate, Telford,
Helpline: 08457 444 888

Magistrates Court Witness Service

Address: The Shirehall, Abbey Foregate, SY2
6LU
Helpline: 01743 458500
Admin Number: extn 264

West Mercia Probation Service (Telford)

Address: Telford Square, Malinsgate, Telford
Town Centre, TF3 4JP
Helpline: 01952 214100

West Mercia Probation Service (Shrewsbury)

Address: 135 Abbey Foregate, Shrewsbury,
SY2 6AS
Helpline: 01743 231525

The Borough of Telford & Wrekin

Address: Civic Offices, P O Box 213, Telford,
TF3 4LD
Helpline: 01952 380000
<http://www.telford.gov.uk>

Telford County Court

Address: Telford Square, Malinsgate, Telford
Town Centre, TF3 4JP
Helpline: 01952 238280

Shrewsbury Crown Court

Address: The Shirehall, Abbey Foregate, SY2
6LU
Helpline: 01743 260820

Crown Court Witness Service

Address: The Shirehall, Abbey Foregate, SY2
6LU
Helpline: 01743 340570

H M YOI Stoke Heath

Address: Market Drayton, Shropshire, TF9 2JL
Helpline: 01630 636 000

H M Prison Shrewsbury

Address: The Dana, Shrewsbury, SY1 2HR
Helpline: 01743 273 000

H M Coroners South Shropshire

Address: The Police Station, Lower Galdeford,
Ludlow, SY8 1SA
Helpline: 08457 444888
Admin Number: extn 4608

H M Coroners (Telford & Wrekin)

Address: Edgbaston House, Walker Street,
Wellington, TF1 1HF
Helpline: 01952 641651

H M Coroners (Mid & North Shropshire)

Address: 9 Swan Hill, Shrewsbury, SY1 1NW
Helpline: 01743 272380

Magistrates Courts

Address: Telford, Bridgnorth & Ludlow
Helpline: 01952 204500

Support / Advice***Local Agencies:*****Anorexia & Bulimia Care (ABC)**

Address: P.O. Box 173, Letchworth
Helpline: 01462 423351
Website Address: <http://www.anorexiabulimiacare.co.uk/>

Support all those who suffer because of eating disorders and their associated problems.

Eating Disorders Self Help Group

Address: Roy Fletcher Centre, Shrewsbury
Helpline: 01743 367048
Admin Number: 01743 241127
Opening Times:
Meetings on alternate Saturday mornings 10.30 -12 noon

Farm Crisis Network

Address:
Helpline: 0845 367 9990
Website <http://www.farmcrisisnetwork.org.uk/>
Address:
Opening Times:
Monday - Friday 8.30 - 4.30

Supporting farming people & families resolving their problems

Hamar Help & Support Centre

Address: Royal Shrewsbury Hospital,
Shrewsbury
Helpline: 01743 261035
Website <http://www.sath.nhs.uk/cancer/advice/>
Address: Hamar.asp
Opening Times:
Monday - Friday 9.30 - 5pm

Offers counselling, support & advice for people with cancer & other serious illnesses, their families and those who care for them & bereavement counselling

Headway Shropshire

Address: Hols worth Park, Oxon Business Park,
Shrewsbury
Helpline: 01743 365271
Website <http://www.headwayshropshire.org.uk/>
Address:

Information, support and services to people with acquired brain injury and their carers. Books and leaflets, day opportunities, one to one support for carers, information about referral & funding

SIAS (Shropshire Independent Advocacy Service)

Address: Shelton Hospital, Shrewsbury
Helpline: 01743 492275
Website: <http://www.shropsych.org/shropshireadvocacy.htm>
Address: <http://www.shropsych.org/shropshireadvocacy.htm>
Opening Times:
Monday - Friday 9am - 5 pm

Whole remit of mental health issues dealt with. Working with people who have mental health issues (16 - 60+ years).

Shropshire Rural Stress Support Network

Helpline: 0870 707 4445
Website: <http://www.ruralsupportwestmids.org/>
Address:

Free & Confidential advice to people living in rural areas experiencing crisis. Support from volunteers & sign posting to appropriate agencies

Shropshire Buddies & Body Positive

Address: 4 Belmont, Shrewsbury
Helpline: 01743 350075
Website: <http://www.sbuddiesandbp.org/>
Address:
Opening Times:
Monday - Friday 10 am - 4 pm

HIV support organisation for those affected and their families. befriending, information and group support

Terence Higgins Trust

Address: 4 Park Street, Wellington, TF1 3AE
Helpline: 01952 221 410
Website: <http://www.tht.org.uk/>
Address:
Opening Times:
Monday - Friday 9 am - 5 pm

Provides information, advice and help on issues relating to HIV/AIDS

Shropshire & Wrekin M E Support

Address: Shrewsbury
Helpline: 01743 369015
Website: <http://www.shropshiremegroup.org.uk/>
Address:

Telephone network support, advice and information

Clinical Nurse Specialist HIV/AIDS

Address: Shrewsbury
Helpline: 01743 261666
Admin Number: 07974 135744

Information and advice about HIV/AIDS, treatment options, emotional support etc

Samaritans - Shrewsbury

Address: Swan House, Coleham Head, Shrewsbury
Helpline: 08457 90 90 90
Admin Number: 01743 .369696

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

Address:
Opening Times:
24 hours

24 hour confidential & emotional support line for anyone in crisis

Samaritans - Telford

Address: 115 King Street, Wellington, Telford
Helpline: 08457 90 90 90
Admin Number: 01952 256161
Website: <http://www.samaritans.org/>
Address:
Opening Times:
24 hours

24 hour confidential & emotional support line for anyone in crisis

M S Support Group

Address: Hamar Centre, Royal Shrewsbury Hospital North
Helpline: 01691 662123
Opening Times:
First Thursday of each Month

Offers support, information & an opportunity to do exercise.

Alzheimer's Society

Address: The Roy Fletcher Centre, 12 - 17 Cross Hill, Shrewsbury
Helpline: 01743 341800
Website: <http://www.salz.org.uk/>
Address:

Provides practical and emotional support to carers, relatives and friends of people with dementia. Branch runs local support groups which meet regularly

Parkinson's Disease Society

Address: 14 Castle Road, Bays ton Hill, Shrewsbury, SY3 ON
Helpline: 01743 872597
Admin Number: 0808 800 0303
Website: <http://www.parkinsons.org.uk/>
Address:

Provides aid, advice, information and support to those suffering from Parkinson's Disease, and to their families and carers

Eating Disorders Self Help Group

Address: Roy Fletcher Centre, Shrewsbury
Helpline: 01743 367048
Admin Number: 01743 241127

Opening Times:
Meetings on alternate Saturday mornings 10.30 -12 noon

Age Concern (Telford & Wrekin & Shropshire)

Address: Access House, Halesfield 17, Telford
TF7 4PW
Helpline: 01952 587749
Admin Number: 01952 587821
Website <http://www.ageconcern.org.uk/>
Address:

CJD Support Network

Address: PO Box 356, Market Drayton, TF9 4WN
Helpline: 01630 673973
Admin 01630 673993
Number:
Website <http://www.cjdsupport.net/>
Address:

Support with any form of CJD, accurate and up-to-date information on CJD, case co-ordination support and helpline. Newsletter and information booklets

National Agencies:**Seasonal Affective Disorder Association**

Address: PO Box 989, Steyning, West Sussex,
BN44 3HR
Helpline: 01903 879939
Website <http://www.sada.org.uk/>
Address:

Informs the public & health professionals about SAD & supports and advises sufferers of the illness

Counsel & Care

Helpline: 0845 300 7585
Website <http://www.counselandcare.org.uk/>
Address:
Opening Times:
Monday - Friday 10 am - 4 pm

Advice, information & advocacy to elderly people, carers and professionals

Young Minds

Helpline: 0800 018 2138
Website <http://www.youngminds.org.uk/>
Address:
Opening Times:
Mon & Fr 10-1, Tues, Wed & Thurs 1 - 4pm, Wed 6-8 pm

Information for anyone concerned about the mental health of a child

Action for M E

Helpline: 0845 123 2380
Website <http://www.a4me.org.uk/>
Address:

Telephone support, information and support groups for sufferers of ME

Tourette Syndrome (UK) Association

Helpline: 0845 4581 252
Website <http://www.tsa.org.uk/>

Address:

Opening Times:
Monday - Friday 9 am - 5 pm

Aims to raise awareness and educate the public and relevant health professionals. Support for sufferers and their families

The Association for Postnatal Illness

Helpline: 020 7386 0868
Website Address: <http://apni.org/>
Opening Times:
Monday - Friday 10 am - 2 pm

Provides information and support to mothers suffering post natal illness. Information packs sent to parents & health authorities about the illness

The National Autistic Society

Helpline: 0845 070 4004
Website <http://www.nas.org.uk/>
Address:

Advice and information to individuals with autism and their families offering support. Regional support groups

The British Association of Skin Camouflage

Helpline: 01625 871129
Website <http://www.skincamouflage.net/>
Address:
Opening Times:
Monday - Friday 9 am - 5 pm

Advice on choosing & using camouflage products. Advice to G P's on choosing products for use on prescription

Rural Stress Helpline

Helpline: 024 7641 2916
Website Address: to follow by end of Jan 08

Information & guidance, assists initiatives to identify and respond to local needs in rural areas.

Positively Women

Helpline: 020 7713 0222
Website <http://www.positivelywomen.org.uk/>
Address:
Opening Times:
Monday - Friday 10 - 1 & 2 - 4

Support and information for women living with HIV and their children

Victim Support Telford & Shropshire

Address:
Helpline: 01743 362812
Opening Times:
Monday - Friday 9am - 5pm, weekends 9am - 7pm

Provides support & advice to victims of crime

AVERT Averting Aids and HIV

Helpline: 01403 210202
Website: <http://www.avert.org/>
Address:

Free information services. Information booklets downloadable from website

Bristol Crisis Service for Women

Helpline: 0117 925 1119
Website: <http://www.users.zetnet.co.uk/bcsw/>
Address:
Opening Times:
 Friday & Sat 9 am - 12.30, Sun 6 pm - 9 pm

Confidential helpline service for women in emotional distress. Information & training regarding self-injury

British Epilepsy Association

Helpline: 0808 800 5050
Admin Number: 0113 2108 800
Website: <http://www.epilepsy.org.uk/>
Address:

Offers information & advice about epilepsy

Dyspraxia Foundation

Helpline: 01462 4554 986
Website: <http://www.dyspraxiafoundation.org.uk/>
Address:
Opening Times:
 Monday - Friday 10 am - 1 pm

Information, promotes better diagnostic treatment for dyspraxic children, raises public awareness & puts parents in touch with other sufferers locally

Body & Soul

Helpline: 020 7923 6880
Website: <http://www.bodyandsoulcharity.org/>
Address:

Information, advice & support for young people and adults who are positive or affected by HIV/AIDS

Beat

Helpline: 0845 634 1414
Website Address: <http://www.b-eat.co.uk/Home>
Opening Times:
 Mon-Fri 10 - 8.30, Sat 1 - 4.30. B/H 11.30 - 2.30

Information & help on all aspects of eating disorders including anorexia, binge eating disorders & related eating disorders

Overeaters Anonymous

Helpline: 07000 784985
Website: <http://www.oagb.org.uk/>
Address:

Self help groups for compulsive eaters. Fellowship and support throughout the UK

HIV Helpline

Helpline: 0800 567 123
Website Address:

Confidential advice and support

National Self Harm Network

Website: <http://www.nshn.co.uk/>
Address:

Produces comprehensive information pack and can put people in touch with experienced trainers who have first hand experience of self-injury

Dystonia Society

Helpline: 0845 458 6211
Website: <http://www.dystonia.org.uk/>
Address:

Supports people who have any form of the neurological movement disorder, and their families, through the promotion of awareness, research & welfare

National Society for Epilepsy

Helpline: 01494 601 400
Website: <http://www.epilepsynse.org.uk/>
Address:
Opening Times:
 Monday - Friday 10 am - 4 pm

Advice & information and emotional support for people affected by epilepsy and help & information to professionals

Huntingdon's Disease Association

Helpline: 020 7022 1950
Website: <http://www.hda.org.uk/>
Address:

Provides advice, support & counselling

National Association for Premenstrual Syndrome

Helpline: 0870 777 2178
Website: <http://www.pms.org.uk/>
Address:

Help, information & support to PMS patients, their families. Also a national programme of clinical education for health professionals

Multiple Sclerosis Resource Centre

Helpline: 0800 783 0518
Admin Number: 01206 505 444
Website: <http://www.msrg.co.uk/>
Address:
Opening Times:
 24 hours

Providing support to anyone affected by MS. Magazine, booklets & leaflets available.

Motor Neurone Disease Association

Helpline: 08457 62 62 62
Website: <http://www.mndassociation.org/>
Address:

Provides information, advice and support to patients, their families & professionals

Meet-a-Mum Association (MAMA)

Helpline: 0845 120 3746
Website: <http://www.mama.co.uk/>
Address:

Opening Times:
Monday - Friday 7 pm - 10 pm

Support and friendship for mothers experiencing Post Natal Depression. Organises support groups

Mainliners Limited

Helpline: 020 7022 1890
Website: <http://mainliners.org.uk/>
Address:

Opening Times:
Monday - Friday 10 am - 5 pm

HIV prevention charity working with ex & current drug users, people living with & at risk of hepatitis C & other blood borne viruses

M E Association

Helpline: 08704 441 836
Website: <http://www.meassociation.org.uk/>
Address:

Opening Times:
Daily 10 - 12, 2 - 4 & 7 - 9

National information and support service informing & supporting people with ME/CFS and their families

Transport

Local Agencies:**British Red Cross, Home from Hospital Service and Support At Home**

Address: Shrewsbury
Helpline: 01743 280073

Supports patients and carers in the post discharge period by providing practical care and support for up to 6 weeks

Dial a Ride

Address: Telford
Helpline: 01952 201591

Parent Partnership in Transport

Address: Meeting Point House, Southwater Square, Telford
Helpline: 01952 211434

Shropshire Traveline

Helpline: 0870 608 2608
Website Address: Countywide bus information
Opening Times:
Monday - Saturday 7 am - 10.30 pm

Voluntary Car Scheme

Address: Meeting Point House, Southwater Square, Telford
Helpline: 01952 211477

