Support Services

Crisis Services

Contact **999** Emergency Services is **serious RISK TO LIFE or medical EMERGENCY.**

If you need **URGENT medical advice** and are **unable to contact your GP** and your **situation is not life threatening contact NHS 111**

If you need medical advice and your situation is **not an emergency contact your GP**

Somerset County Council

General helpline	8:30 - 5pm Out of Hours	Monday - Friday	0300 123 2224 0300 123 2327

Provides: onward referral to SCC and other agencies that may be able to help
If looking for care or support for an adult - will refer call through to the Adult Social Care team
If housing issue will refer to the Housing team etc.
Out of hours, there are more limited options available such as homeless team, water and heating.

Somerset First Response Service

Taunton, Minehead or Bridgewater

24 hours a day, 7 days a week		0300 124 5016
Taunton & Wellington	- option 2	
Bridgwater	- option 4	

Provide: Triage for appropriate pathway, can refer on to **'Home Treatment Team'** (used to be known as Health Crisis team - email: CMHTTauntonSPA@SomersetFT.nhs.uk

Deal with people ***in crisis, at risk of mental health remission, who may be a threat to themselves or others.*** Can talk through advice as needed.

Samaritans

https://www.samaritans.org/branches/taunton/
Note the website has an app and links with more information

	24 hours a day, 7 days a week	116 123 (free, any phone) 0330 094 5717 (local call rate)
Email:	jo@samaritans.org	

Office Location: 16 Wood Street, Taunton TA1 1UN
Accessibility: Accessible toilets, Wheelchair accessible, Access to first floor via a stair lift.

Provides: *Support and advice if you're worried about yourself or someone else*

CALM - Campaign Against Living Miserably

www.thecalmzone.net

5pm - midnight	0800 58 58 58

Helpline and web chat via live chat or WhatsApp

Provides: *Suicide Prevention Helpline. Contact their team if:*
- *You can't see a way forward*
- *You have lost someone to suicide*
- *You are worried about someone*

Support Services

Counselling

Taunton Counselling Services - Taunton's affordable service for counselling & therapy

General helpline 01823 282774 May need to leave a message on the answerphone.

When you first make contact you will be offered an initial appointment (IA). The IA takes the form of an extended telephone conversation and there is no charge for this. This is sometimes possible immediately, at other times we will offer you one within a day or two. This conversation, which will be with a senior therapist, allows us to get a sense of you and the issues which have brought you to counselling. You will then be allocated to an appropriate counsellor. We've a large team of counsellors so have a broad range to match you with.

Bridgwater & Wellington Community Counselling CIC

Telephone 01823 765144
Email admin@communitycounsellingcic.co.uk
Website https://www.communitycounsellingcic.co.uk

At Community Counselling CIC, they offer **affordable and confidential counselling in the South West of England**, with dedicated centres in **Bridgwater and Wellington**. Community Counselling CIC provides affordable, appointment-only mental health services in the South West, with local centres in Bridgwater and Wellington and by telephone and online across the region. Each location offers a safe, confidential space to access therapy.

Somerset Drug and Alcohol Service (SDAS)

24 hours a day, 7 days a week 0300 303 87 88

- Email: sdas@turning-point.co.uk
- Website at https://www.turning-point.co.uk/services/sdas

Provides: support anyone with issues involving drugs or alcohol, whatever the age of the person involved. The service can offer early intervention to help people before the problems get worse.
There are treatment options to help people stop using drugs and drinking alcohol. Housing related support is also available.

Mind - *Emotional support and mental health*

https://www.mindinsomerset.org.uk/our-services/adult-one-to-one-support/mindline/

Mindline 24 hours a day, 7 days a week 01823 276 892
0800 138 1692

Free 24 hour confidential telephone support line for anyone who is experiencing or has experienced emotional or mental distress. Live web chat also available. Lots of useful information on their website.

Provides: someone to listen to your issues we can also give information about:

- local services
- how to get help
- basic information on mental health issues.

Have a "Crisis safe space" - can be booked online. Self-referral

Do not trace our calls and your number will not display on our phones. We will not ask for personal details to be shared unless you or someone you know would like us to find immediate help from other services for you or them and that you agree to giving it. We will not pass on any information unless you have said it is ok to do so.

Support Services

No Panic Helpline
https://nopanic.org.uk

10am - 10pm Every day 365 days / year 0300 772 9844

No Panic offers advice, support, mentoring and help for people living with phobias, OCD and any other anxiety-based disorders.

Dementia Support Services
https://somersetdementia.org/support

09:00 - 5pm Monday - Friday 01458 251541

Offers information and practical guidance to help you understand dementia, cope with day-to-day challenges and prepare for the future. The service offers information to people who are worried about their memory and ongoing support to people affected by dementia face to face, over the phone or in writing.

AL-ANON Family Groups - Taunton

Meeting Day: Monday
Meeting time: 19:15 - 20:45
Address" St George's Church Hall, Wilton, Fons George, Taunton, Somerset TA1 3JT
Website at: https://al-anonuk.org.uk/groups/taunton-monday/
National Helpline 0800 0086 811

Meetings for all: All those affected by someone else's drinking are welcome to all meetings (see day/times at top of page), please just be aware that the additional meetings listed below may also be attended by professionals eg medical, educational or others interested in how Al-Anon works.

Somerset Domestic Abuse
https://somersetdomesticabuse.org.uk
8am - 8pm, 7 days a week 0800 69 49 999
select option 2

Provide: local, confidential helpline will provide advice to anyone seeking help with domestic abuse. This includes relatives, friends and work colleagues as well as those who are causing harm.

Financial Issues

Citizens Advice Taunton
Telephone – call 0808 278 7842 free-phone
10am to 4pm Monday - Friday
Online – complete our advice form at: https://citizensadvicetaunton.org.uk/advice-form/
Office Location: St Mary's House, Magdalene Street, Taunton, Somerset, TA1 1SB

Provides: information and advice on any issue and deliver a number of specialist services in issues such as debt, benefits and employment – you may be facing a crisis, or just considering your options.
To get advice, telephone or fill in our online advice enquiry form. Select a location or type of advice you need for more details.

Step Change
https://www.stepchange.org/contact-us.aspx#helpline

24 hours a day, 7 days a week online
Monday - Friday 8am to 8pm
Saturday 9am to 2pm 0800 138 1111

Provides: Online debt advice service is available at a time that suits you.
If you'd prefer to speak to someone, you can call our debt advice helpline.