



**Leicestershire  
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# Mental Health Matters

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We want to assure you that we care about your mental health. No matter how you're feeling, we are here to help! This guide contains information around mental health and the support available to you.





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## What is Mental Health?

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Mental health is a state of mental wellbeing that enables people to cope with the stresses of life, realise their abilities, learn well and work well, and contribute to their community. Everyone has mental health. It is an integral component of health and wellbeing that underpins our individual and collective abilities to make decisions, build relationships and shape the world we live in. Good mental health is crucial to personal, community and socio-economic development - WHO

Mental health is different from mental illness (which can also be referred to as having a mental health disorder). Poor mental health and struggling to cope is also different from having a mental illness. A mental illness or mental health disorder is an illness that affects that way people think, feel, behave, or interact with others. There are many types of mental illnesses/ health disorders with different signs and symptoms - NHS





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## Who does it affect?

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Mental health problems can affect anyone.

- 1 in 4 people in Britain will experience a mental health problem in any given year.
- 1 in 6 workers will experience a mental health problem.
- 1 in 10 young people will experience a mental health problem.
- 1 in 10 sufferers say they face stigma and discrimination every day.
- < 28% of people waited more than one year to tell their families about their mental illness.
- 8.5% of sufferers still haven't told their family.

If this affects you, you're not alone. We understand it can be hard to open up and talk about difficult thoughts and feelings, but we're here to help where we can.





# Mental health and stigma

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Due to the stigma around mental ill health, some people may be reluctant to share how they are feeling and not seek support. But speaking about your mental health is the first step to getting support and here at LRWT we want to assure you that we will never discriminate. We are here to support you and will never judge.

**Myth:** Mental health problems are very rare.

**Fact:** 1 in 4 people will experience a mental health problem in any given year.

**Myth:** Young people just go through ups and downs as part of puberty, its nothing.

**Fact:** 1 in 10 young people will experience a mental health problem

**Myth:** People with mental health illnesses are usually violent and unpredictable.

**Fact:** People with a mental health illness are more likely to be a victim of violence.

**Myth:** People with mental illness aren't able to work

**Fact:** We probably all work with someone experiencing a mental health problem.

**Myth:** Its easy for young people to talk to friends about their feelings

**Fact:** Nearly 3 in 4 young people fear the reactions of friends when they talk about their mental health

**Myth:** People with mental health problems don't experience discrimination.

**Fact:** 9 out of 10 people with mental health problems experience stigma and discrimination





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## How can Leicestershire and Rutland Wildlife Trust help?

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If you ever need to chat about your volunteering experience, or if something is affecting your ability to take part, please don't hesitate to reach out, and together we can help find the right kind of support.

- You can arrange to have a phone call or in person meet with the Volunteer Coordinator Paige. Email her on [pferrier@lrwt.org.uk](mailto:pferrier@lrwt.org.uk) or text/ whatsapp/ call on 07539 201204
- Paige will regularly email all volunteers with Mental Health and Wellbeing updates and support from across the whole of The Wildlife Trusts.
- Would you like to see more social gatherings? If there is a particular interest of yours and you would like to be part of a group, please let Paige know and she can help to set this up.





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# External Support

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## Urgent mental health support

If you, or someone you care about, need urgent advice or support for your mental health, help is available over the phone. Call **NHS 111, mental health option**. This number is open **24 hours a day, seven days a week** free of charge and in confidence.

Please note, this service can be busy at certain times and you may have to wait for your call to be answered.

### **NHS 111, mental health option**

You can also text **0748 063 5199** and we will aim to get back to you within 12 hours.

#### **In an emergency**

If you are concerned about an immediate risk of harm – either to yourself or someone else – phone **999**.

You can also call **NHS 111** for physical, medical and mental health issues. [www.signvideo.co.uk/nhs111/](http://www.signvideo.co.uk/nhs111/)

## Quick summary on where to find support for your Mental Health



Where to find the right support in Leicester, Leicestershire and Rutland for you or someone you care about

### **Non-Urgent** I need support for my mental health

Contact your GP Practice from 8am-6.30pm, Monday to Friday.  
Call **0330 094 5595** for NHS Talking Therapies

### **Urgent** I need help with my mental health now

24/7 support is available over the phone, call **NHS 111, mental health option**. This number is open 24 hours a day and is totally free and confidential. You can also text **0748 063 5199** and we will aim to get back to you within 12 hours.

Visit a Neighbourhood Mental Health Café. Full list of venues on our website: [www.leicspart.nhs.uk/service/neighbourhood-mh-cafes](http://www.leicspart.nhs.uk/service/neighbourhood-mh-cafes)

### **Emergency** I have a physical health emergency

Call **999** if there is a threat to life.





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## External Support

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### **GP**

In a non-emergency situation, your first go to person should be your GP. Your GP can provide a range of help, support, information, treatment options and signposting.

### **NHS**

The NHS has a vast range of online help, information and support. You can also search for services within your local area.

**Phone:** 111 (available 24/7, 365 days a year). For D/deaf people or people with hearing loss, use your textphone and call 18001 111.

**Website:** <https://www.nhs.uk/mental-health/>

### **Neighbourhood Mental Health Cafes**

There are Neighborhood Mental Health Cafés spread around Leicester, Leicestershire and Rutland, run by trained and supportive staff, who are there to listen and provide the practical support you may need when you need it most. To find where your closest café is, head to the

**website:** <https://www.leicspart.nhs.uk/service/neighbourhood-mh-cafes/>





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## External Support

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### **Tellmi**

This is a free digital mental health service for adults and young people aged 11+ who live in Leicester, Leicestershire, and Rutland (LLR). Before downloading the app, you can find out more information on the **website here:**

<https://services.thejoyapp.com/en/listings/17365-the-tellmi-digital-mental-health-service-is-provided-by-the-nhs>

### **Better Health - Every Mind Matters**

Helps empower people to look after their mental wellbeing. Their website features lots of NHS approved tips and advice to help you be kind to your mind.

**Website:** <https://www.nhs.uk/every-mind-matters/>





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## Mental health helplines and online support

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### **Samaritans of Leicester, Leicestershire and Rutland**

From their branch in Leicester, they provide confidential, emotional support to those in need of a safe space to talk over problems, feelings, stress or anything that may be worrying them, especially those in extreme despair.

**Phone:** [116 123](tel:116123) free from any phone [0330 094 5717](tel:03300945717) local call charges apply

**Address:** 1a Elmfield Avenue, Leicester, LE2 1RB

**Website:** <https://www.samaritans.org/branches/leicester/>

### **SANEline**

An out-of-hours mental health helpline offering specialist emotional support, guidance and information to anyone affected by mental illness, including family, friends and carers. We are normally open every day of the year from 4pm to 10pm on 0300 304 7000, serving Great Britain and Northern Ireland.

**Phone:** 0300 304 7000 (open 4pm – 10pm, 365 days/year)

**Email:** [support@sane.org.uk](mailto:support@sane.org.uk)

**Website:** <https://www.sane.org.uk/>





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# Mental health helplines and online support

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## **Combat Stress**

If you have served or are currently serving in the UK Armed Forces, you can call the Combat Stress 24 hour mental health helpline.

**Phone:** 0800 138 1619 or text on 07537 173683

**Email:** [helpline@combatstress.org.uk](mailto:helpline@combatstress.org.uk)

**Website:** <https://combatstress.org.uk/>

## **Switchboard**

Provides a one-stop listening service for LGBTQIA+ people on the phone.

**Phone:** 0300 330 0630 (10am – 10pm every day)

**Email:** [hello@switchboard.lgbt](mailto:hello@switchboard.lgbt)

**Website:** <https://switchboard.lgbt/>





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# Counselling/ Talking Therapies

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## **LLR NHS Talking Therapies**

This is a **free**, confidential service available to anyone aged 16+, who is registered with a GP and living in Leicester, Leicestershire or Rutland (LLR). However, there's no need to go through a GP – you can refer yourself online or by phone. The service supports you with common mental health difficulties such as low mood, anxiety and stress, including when these are triggered or worsened by life pressure, like work, relationships, health issues or major life changes.

**Website:** <https://www.vitahealthgroup.co.uk/nhs-services/nhs-mental-health/leicester-leicestershire-rutland/>

## **The Leicester Counselling Centre**

Offers long-term counselling for up to two years to adults in Leicester, Leicestershire and Rutland. They offer support for a variety of issues, including feeling low, depressed, stressed or anxious about something, struggling with a relationship breakdown, past or present abuse, bereavement, family problems, money worries or work-related problems. **There are costs associated with this service.**

**Website:** [www.leicestercounsellingcentre.co.uk](http://www.leicestercounsellingcentre.co.uk)

**Phone:** 0116 255 8801

**Email:** [admin@leicscounselling.co.uk](mailto:admin@leicscounselling.co.uk)





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## Counselling/ Talking Therapies

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### **Leicestershire LGBTQ+ Centre**

Vibrant and inclusive space dedicated to celebrating diversity, fostering community, and providing support to LGBTQ+ individuals in Leicester, Leicestershire, and Rutland.

**Website:** <https://www.leicestershirelgbtqcentre.org/>

**Phone:** 0116 254 7412

### **The Relationships Centre**

Provide affordable counselling and therapeutic support for all types of relationships. At the heart of the service is a commitment to meaningful, face-to-face connection between our experienced practitioners and those they support.

**Website:** <https://www.relationshipscentreleicestershire.org.uk/>

**Phone:** 0116 254 3011





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## Local Support in Leicester, Leicestershire and Rutland

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### **Lamp**

Provides Independent Advocacy to the people of Leicester, Leicestershire and Rutland. They support people to have their views and wishes heard at critical appointments, such as with their GP, Mental Health Team or during physical health consultations.

**Phone:** 0116 255 6286

**Website:** [www.lampadvocacy.co.uk](http://www.lampadvocacy.co.uk)

**Email:** [info@lampdirect.org.uk](mailto:info@lampdirect.org.uk)

### **Age UK**

Services to support the wellbeing of older people and informal / family carers.

**Phone:** 0116 299 2233

**Website:** <https://www.ageuk.org.uk/leics/>

**Email:** [enquiries@ageukleics.org.uk](mailto:enquiries@ageukleics.org.uk)





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## Local Support in Leicester, Leicestershire and Rutland

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### **Loughborough Wellbeing Centre**

Provides a range of support in a safe, social space for adults (18+), as well as the Wellbeing Café and Veteran's Wellbeing Hub in Loughborough and Oakham, Rutland.

**Email:** [admin@loughboroughwellbeing.com](mailto:admin@loughboroughwellbeing.com)

**Website:** [www.thewellbeingcafe.org](http://www.thewellbeingcafe.org)

### **ADHAR**

Providing mental health support for (but not exclusively to) minoritised communities.

**Phone:** 0116 220 0070

**Email:** [admin.box@adharproject.org](mailto:admin.box@adharproject.org)

**Website:** [www.adharproject.org](http://www.adharproject.org)

