

MENTAL HEALTH SERVICES

available over Christmas 2019



Tuesday 24 December
Christmas Eve

Wednesday 25 December
Christmas Day (Bank Holiday)

Thursday 26 December
Boxing Day (Bank Holiday)

Wednesday 1 January 2020
New Year's Day (Bank Holiday)

service closed

service limited

service open

Assertive Contact and Engagement Service - 0117 239 8969

The Assertive Contact and Engagement Service (ACE) is closed on Bank Holidays (Christmas Day, Boxing Day, and New Year's Day) over the Christmas period. Otherwise, the duty telephone number is open as normal between 8am and 5pm on weekdays.



Bristol Hearing Voices Network – 07912 624 296

Bristol Hearing Voices Network promotes positive explanations of voice hearing, intrusive thoughts and other unusual experiences; and gives people a framework for developing their own ways of coping.

The Network usually meets every Tuesday between 3pm and 4.30pm, at Broadmead Baptist Church, Union Street, Bristol BS1 3HY. The meetings on Tuesday 24 December (Christmas Eve) and Tuesday 31 December (New Year's Eve) will not take place because the Church is closed on these days.



Bristol Mind Services – 0117 980 0370

35 Old Market Street, Bristol BS2 0EZ

Bristol Mind works to raise awareness, reduce stigma, and promote good emotional and mental health.

The information and signposting service will be open until 1pm on Tuesday 24 December 2019 (Christmas Eve), and then will close until Thursday 2 January 2020. The service will be limited between Monday 23 December 2019 and Monday 6 January 2020.



Bristol Mindline – 0808 808 0330

Bristol Mindline offers a free listening service to anyone who needs to talk, as well as information on other services that may be able to help you.

The line will be closed on Wednesday 25 December (Christmas Day), Thursday 26 December (Boxing Day), and New Year's Day (1 January 2020). Otherwise, it is open on Wednesdays through to Sundays between 8pm and midnight each evening.



service closed

service limited

service open

Bristol Sanctuary - 0117 954 2952 (phone) / 07709 295 661 (text)

1 New Street, St Jude's, Bristol, BS2 9DX

The Bristol Sanctuary is a comfortable and safe place that is open for people experiencing severe emotional distress to go to for help outside of daytime hours. At the Sanctuary, people can find a quiet space, chat to others, or talk to a support worker.



The service is open as normal throughout the Christmas period, open each evening from Fridays through to Mondays, 6pm to 00:30. The service's telephone and text line will be open between 4.30pm and 1am each evening from Fridays through to Mondays.

Caring in Bristol - 0117 924 4444

Caring in Bristol looks after homeless and vulnerable people. The organisation is providing food and shelter for people who are homeless or vulnerably housed over Christmas 2019.

- Between Monday 23 - Tuesday 31 December 2019, the Day Centre on Trinity Road, Bristol (BS2 0NW) will be open between 10am and 6pm;
- Between Monday 23 - Tuesday 3 December 2019, the Night Centre on Little Bishop Street, Bristol (BS2 9JF) will be open between 10pm and 6am the following morning.



Please note that between Monday 23 and Sunday 29 December, bed access at the Night Centre is restricted to people on the bedlist. To access the bedlist, please visit the day centre during the day. On Monday 30 and Tuesday 31 December, there is open access (i.e. access to the Night Centre is not restricted to the bedlist).

Changes Bristol – 0117 941 1123

43 Ducie Road, Bristol BS5 0AX

Changes Bristol is a mental health charity that provides weekly mutual peer support meetings for those in mental distress.



The peer support group meetings finish on Friday 20 December 2019, and will resume on Thursday 2 January 2020.

service closed

service limited

service open

Community Rehabilitation Service - 0117 909 6630

The Community Rehabilitation Service supports people with long-term mental health and complex needs to gain the skills and confidence to live as independently as possible.

The service is closed on Bank Holidays (Christmas Day, Boxing Day, and New Year's Day) over the Christmas period, and will close earlier than normal on Christmas Eve at 3pm. Otherwise, the service will be open normal operating hours (Monday to Friday between 9am and 5pm).



Crisis Service – 0300 555 0334

The Crisis Service and Crisis Line provides support and specialist intervention for people experiencing an extreme mental health or emotional crisis, 24 hours a day, seven days a week. The service will continue to run with no interruptions over the entire Christmas period.



Dementia Wellbeing Service – 0117 904 5151

The Dementia Wellbeing Service offers a personalised package of support for those living with dementia and their carers, covering all aspects of dementia care.

The service is closed on the Bank Holidays (Christmas Day, Boxing Day, and New Year's Day) over the Christmas period. Otherwise, the service is open as normal between 8am and 8pm Monday through to Friday).



Early Intervention in Psychosis Service - 0117 919 2371

The Early Intervention in Psychosis Service supports people in the early states of psychosis.

The service is closed on Bank Holidays (Christmas Day, Boxing Day, and New Year's Day) over the Christmas period. Otherwise, the service is open as normal between 9am and 5pm, Monday through to Friday.



service closed

service limited

service open

Employment Service - 0117 923 2741

Bristol Mental Health's Employment Service supports people with mental health problems to get back into work, or to remain in work. The service is:

- operating as normal on Monday 23 December (9am to 5pm)
- open between 9am and 12pm on Tuesday 24 December (Christmas Eve)
- closed Christmas Day and Boxing Day
- operating as normal on Friday 27 and Monday 30 December (9am to 5pm)
- open between 9am and 12pm on Tuesday 31 December (New Year's Eve)
- closed Wednesday 1 January 2020 (New Year's Day)
- operating as normal Thursday 2 January (9am to 5pm)



Hope Project – 0117 4288 930

The Hope Project provides short-term emotional and practical support for men, specifically those aged between 30 and 64.

The service is closed on Bank Holidays (Christmas Day, Boxing Day, and New Year's Day) over the Christmas period. Otherwise, the service will be open normal operating hours (Monday to Friday between 9am and 5pm).



Off the Record Bristol – 0808 808 9120

8-10 West Street, Old Market Street, Bristol BS2 0BH

Off the Record (OTR) provides free, confidential mental health support for young people.

The last drop-in appointments will be Saturday 21 December 2019, and the organisation will be closed between Monday 23 December 2019 and Wednesday 1 January 2020 (New Year's Day)(inclusive). The organisation re-opens on Thursday 2 January 2020, with drop-in appointments resuming Saturday 4 January 2020.



Men's Crisis House - 0117 934 9848

The Men's Crisis House provides accommodation to men experiencing mental health problems where hospital admission might be the only other alternative available. The home has ten bedrooms in a large house with 24 hour support, with clients able to stay in the house for up to four weeks.



The house remains open as normal, 24 hours a day, 7 days a week, over the Christmas period. Please note that access is dependent upon availability.

service closed

service limited

service open

Rethink Mental Illness – 0117 903 1805 (Community Support) / 0117 903 1803 (Carers)

St. Paul's Settlement, First Floor, 74 - 80 City Road, Bristol, BS2 8UH

Rethink offer one-to-one face-to-face, telephone support; as well as group support; to anyone (18+) living with or supporting someone with a mental health problem.



The service is closed on Bank Holidays (Christmas Day, Boxing Day, and New Year's Day) over the Christmas period. Otherwise, the service will be open normal operating hours (Monday to Friday between 9am and 5pm).

VitaMinds – 0333 200 1893

VitaMinds offer a variety of talking therapies to support individuals experiencing a range of difficulties, including depression, anxiety and work-related stress.



The service will be operating on reduced opening hours (9am – 5pm) on Tuesday 24 December (Christmas Eve), and between Friday 27 – Tuesday 31 December (9am to 5pm). The service will be closed on Bank Holidays (Christmas Day, Boxing Day, and New Year's Day). Normal operating hours resume on Thursday 2 January 2020.

Women's Crisis House - 0117 924 6459

The Women's Crisis House offers an alternative to psychiatric admission for women who are experiencing a mental health crisis and are unable to cope in the community. The service can support women for up to four weeks .



The house remains open as normal, 24 hours a day, 7 days a week, over the Christmas period. Please note that access is dependent upon availability. The telephone number above can be called between 8am and 6pm daily.

NORTH SOMERSET

service closed

service limited

service open

Addaction North Somerset

35 Boulevard, Weston super Mare, BS23 1PE

Addaction provides treatment and support to people and their families, friends and carers who are affected by alcohol or drugs. Their service is normally open Mondays, Tuesdays and Thursdays between 8pm – 5pm, and Wednesdays and Fridays between 8am – 8pm.



These opening hours do not change over Christmas, with the exception of being closed on Christmas Day (Wednesday 25 December), Boxing Day (Thursday 26 December), and New Year's Day 2020 (Wednesday 1 January 2020).

Cintre Point Weston-super-Mare – 01934 414585

85 Meadow Street, Weston-super-Mare, North Somerset BS23 1QL

Cintre's Weston-super-Mare hub is able to offer services to adults that will help them when facing issues and challenges with everyday life. The Centre is able to give one to one help, advice and support, and runs a range of activities and courses for adults, such as art and groups. This service is now closed until Thursday 2 January 2020.



Clevedon Minor Injuries Unit – 01275 546 852

Clevedon MIU, Clevedon Community Hospital, Old Street, Clevedon, BS21 6BS.

Clevedon Minor Injury Unit offers treatment for adults and children over 12 months of age for a wide range of minor injuries. It is drop-in; appointments are not necessary. All patients are seen by an Emergency Nurse Practitioner.



The service is open between 8am and 9pm, seven days a week, except Christmas Day (Wednesday 24 December), Boxing Day (Thursday 26 December) and New Year's Day 2020 (Wednesday 1 January 2020) when it will be open between 10am and 6pm.

Coast Resource Centre / Recovery Team – 01934 523 700

The Recovery Team assist people who have a mental health recovery worker. The centre is normally open between 9am and 5pm Monday to Friday. These hours do not change over the Christmas period, with the exception of being closed on Wednesday 25 December (Christmas Day), Thursday 26 December (Boxing Day), and Wednesday 1 January 2020 (New Year's Day).



Crisis Team / Intensive Support Service – 01934 836 497

If a person does not have a recovery worker, or needs intensive mental health support or is experiencing a crisis, the crisis team are available 24 hours a day, seven days a week.



NORTH SOMERSET

service closed

service limited

service open

Don't Be Alone at Christmas

Proud Bar, 20 Boulevard, Weston-super-Mare BS23 1NA

Proud Bar in Weston-super-Mare will be opening its doors from Wednesday 25 to Friday 27 December between 3pm and 9pm to provide a place to go for anyone who feels isolated at Christmas, including members of the LGBT+ community.



Mental Health Awareness Portishead (MHAP - Rethink) - 07568 967933

Redcliffe Bay Methodist Church, Queens Road, Portishead, BS20 8HT

MHAP are a group offering sessions for carers that are supporting the wellbeing and mental health of young people.

Sessions usually occur on the second and fourth Wednesday of the month, between 8pm and 9.30pm. Because Christmas Day falls on Wednesday 25 December this year, December's latter session will not take place.



Men's Crisis House - 0117 934 9848

The Men's Crisis House provides accommodation to men experiencing mental health problems where hospital admission might be the only other alternative available. The home has ten bedrooms in a large house with 24 hour support, with clients able to stay in the house for up to four weeks.

The house remains open as normal, 24 hours a day, 7 days a week, over the Christmas period. Please note that access is dependent upon availability.



North Somerset Wellbeing Service - 0333 023 3504

The North Somerset Wellbeing Service is for anyone who needs mental health support outside of GP care. The service supports people to reduce the need to use mental health care specialists, and to help the move from hospital care back into successful community life.

The service is offering a slightly amended timetable over the Christmas period, with no sessions being run on Christmas Eve (Tuesday 24 December), Christmas Day (Wednesday 24 December), Boxing Day (Thursday 26 December) and New Year's Day 2020 (Wednesday 1 January 2020). For more information, call the team on the number above.



NORTH SOMERSET

service closed

service limited

service open

Food Banks in North Somerset

There are a number of Food Banks operating in North Somerset over the Christmas period. The details of these are provided below. For more information about any applicable referral or stamp schemes, please contact the relevant Food Bank on the phone number provided.

Clevedon and District Food Bank - 07722 769529

The Salvation Army 37 Old Street Clevedon

Open Fridays between 9.30am and 11.30am. The Christmas period does not affect these hours.



Nailsea Food Bank - 07927 472649

Southfield Church, 85 Southfield Road, Nailsea, BS48 1SB

Open Fridays between 12.30pm and 2.30pm. The Christmas period does not affect these hours.



Portishead Food Bank - 07379 891130

Gordano Valley Church Office, 4 Combe Road, Portishead, BS20 6BS

Open Fridays between 12pm and 2pm. The Christmas period does not affect these hours.



Weston-super-Mare Food Bank - 01934 708 906

North Street, Weston-Super-Mare, BS23 1QF

Normally open Mondays, Wednesdays and Fridays between 10am and 1pm. Because Christmas Day (25 December) and New Year's Day 2020 (1 January 2020) fall on a Wednesday this Christmas period, the Weston Food Bank won't be open on these days.



Somewhere To Go – 01934 641 880

St. John's Church Hall, Boulevard, Weston-super-Mare, BS23 1NA

Somewhere to Go is a support centre helping rough sleepers and disadvantaged, vulnerable adults. The service offers a welcoming and safe place for people to come, and serves food, and provide activities and signposting.

The service normally operates Mondays, Wednesdays and Fridays between 10.30am and 2pm; and Tuesdays and Thursdays between 8am and 12pm.



The service operates as normal until Tuesday 24 December (Christmas Eve). From Wednesday 25 (Christmas Day) to Sunday 29 December, there will be a day centre at St Paul's Church, Weston-super-Mare (for more information, see the entry under 'Weston Churches and Food'). Somewhere to Go resumes normal hours on Monday 30 December (except closing for New Year's Day 2020).

NORTH SOMERSET

service closed

service limited

service open

VitaMinds – 0333 200 1893

VitaMinds offer a variety of talking therapies to support individuals experiencing a range of difficulties, including depression, anxiety and work-related stress.

The service will be operating on reduced opening hours (9am – 5pm) on Tuesday 24 December (Christmas Eve), and between Friday 27 – Tuesday 31 December (9am to 5pm). The service will be closed on Bank Holidays (Christmas Day, Boxing Day, and New Year's Day). Normal operating hours resume on Thursday 2 January 2020.



Weston Churches and Food

Food and low-cost meals are being provided at various churches based in Weston-super-Mare over the Christmas Period, as part of the 'Winter Warmth' and 'Comfort at Christmas' programmes, on the following days:

- **Monday 23 December 7.30pm – 9pm:** Corpus Christi Church (*14 Ellenborough Park S, Weston-super-Mare BS23 1XW*)
- **Tuesday 24 December (Christmas Eve) 1pm to 8.30pm:** St Paul's Church (*Walliscote Rd, Weston-super-Mare BS23 1EF*)
- **Wednesday 25 (Christmas Day) to Saturday 28 December 8.30pm to 8.30am overnight:** night centre at St Paul's Church (please note the final night centre runs from Saturday 28th night to Sunday 29th morning)
- **Sunday 29 December 7.30pm – 9pm:** Emmanuel Church (*Oxford Street, Weston-super-Mare BS23 1TN*)
- **Monday 30 December 7.30pm – 9pm:** Corpus Christi Church
- **Wednesday 1 January 2020 (New Year's Day) 11.30am – 2pm:** Victoria Church (*38 Station Road, Weston-super-Mare BS23 1XY*)



Weston General Hospital Accident & Emergency Department ('A&E') – 999

Grange Road, Uphill, Weston-Super-Mare, BS23 4TQ

The Emergency Care Department is open between 8am and 10pm seven days a week. These opening hours are not affected by the Christmas period.



NORTH SOMERSET

service closed

service limited

service open

Women's Crisis House - 0117 924 6459

The Women's Crisis House offers an alternative to psychiatric admission for women who are experiencing a mental health crisis and are unable to cope in the community. The service can support women for up to four weeks .



The house remains open as normal, 24 hours a day, 7 days a week, over the Christmas period. Please note that access is dependent upon availability. The telephone number above can be called between 8am and 6pm daily.

YMCA Services

The YMCA provide a number of services assisting with those experiencing accomadation issues over the christmas period.

Outreach will be providing help, advice and support for people who are rough sleeping or at risk of becoming a rough sleeper over the Christmas period, with the exception of Bank Holidays (Christmas Day, Boxing Day, and New Year's Day).



Nightstop can provide temporary and emergency accomadation for homeless young people (aged between 16 and 25) at approved host houses. They will be operating as normal over the Christmas period but will not be able to accept referrals on Bank Holidays (Christmas Day, Boxing Day, and New Year's Day). Call 01924 629 787.

You can alert **Streetlink** about a person sleeping rough. Call 0300 500 0914. The team will be operating as normal over the Christmas period but will not be able to accept referrals on Bank Holidays (Christmas Day, Boxing Day, and New Year's Day).

SOUTH GLOUCESTERSHIRE

service closed

service limited

service open

Adult Care and Children's Services (Access and Response Team – 'ART')

When the public or professionals need to make a referral or raise a concern about a child, the Access and Response Teams (ART) will make the first assessment of what needs to be done to keep or make the child safe.

For concerns about adults, please call 01454 868007. For concerns about a child, please call 01454 866000. There are slight modifications to the contact centre's operating hours over Christmas 2019:

- Monday 23 December 09:00 - 17:00
- Tuesday 24 December 08:30 - 17:00
- Friday 27 December 08:30 - 16:30
- Monday 30 December 08:30 - 17:00
- Tuesday 31 December: 08:30 - 17:00
- Thursday 2 January 2020: normal hours resume



At all other times, please call 01454 615165 for the out-of-hours team, or dial 999 in an emergency.

Men's Crisis House - 0117 934 9848

The Men's Crisis House provides accommodation to men experiencing mental health problems where hospital admission might be the only other alternative available. The home has ten bedrooms in a large house with 24 hour support, with clients able to stay in the house for up to four weeks.



The house remains open as normal, 24 hours a day, 7 days a week, over the Christmas period. Please note that access is dependent upon availability.

Mental Health Crisis Team / Intensive Support Service – 0117 378 4250

If a person does not have a recovery worker, or needs intensive mental health support or is experiencing a crisis, the crisis team are available 24 hours a day, seven days a week.



Off the Record South Gloucestershire – 0808 808 9120

Armadillo Youth, Station Road, Yate BS37 4FW

Off the Record (OTR) provides free, confidential mental health support for young people.



The last drop-in appointments will be on Wednesday 18 December, with drop-ins resuming on Wednesday 7 January 2020.

SOUTH GLOUCESTERSHIRE

service closed

service limited

service open

One You South Gloucestershire – 0117 961 0434

The One You service provides support, signposting, and information for people experiencing difficulties with their mental health. The office is closed for general enquiries from 16:30 on Friday 20 December, and will re-open at 09:00 on Thursday 2 January 2020.

However, the Wellbeing team will be running the following Peer Support and Talking Café sessions:

Monday 23 December:

- Talking Café: 09:30 – 11:00 (*Costa, Kingschase Shopping Centre Kingswood*)
- Peer Support (Made Forever Group): 16:30 – 18:00 (*The Kingswood Estate, Studio 4, Old School House, Britannia Road, Kingswood BS15 8DB*)
- Peer Support (Bradley Stoke Group): 18:30 – 20:00 (*Willow Brook Centre, Savages Wood Road, Bradley Stoke, Bristol BS32 8EF*)



Monday 30 December:

- Talking Café: 09:30 – 11:00 (*Costa, Kingschase Shopping Centre Kingswood*)
- Peer Support (Cranleigh Court Group): 13:00 – 14:30 (*Cranleigh Court Hub, Tyndale Primary, Tyndale Ave, Yate, Bristol BS37 5EX*)
- Peer Support (Yate Central): 19:00 – 20:30 (*Pop Inn Cafe, West Walk, Shopping Centre, Yate BS37 4AX*)

Women's Crisis House - 0117 924 6459

The Women's Crisis House offers an alternative to psychiatric admission for women who are experiencing a mental health crisis and are unable to cope in the community. The service can support women for up to four weeks .



The house remains open as normal, 24 hours a day, 7 days a week, over the Christmas period. Please note that access is dependent upon availability. The telephone number above can be called between 8am and 6pm daily.

VitaMinds – 0333 200 1893

VitaMinds offer a variety of talking therapies to support individuals experiencing a range of difficulties, including depression, anxiety and work-related stress.

The service will be operating on reduced opening hours (9am – 5pm) on Tuesday 24 December (Christmas Eve), and between Friday 27 – Tuesday 31 December (9am to 5pm). The service will be closed on Bank Holidays (Christmas Day, Boxing Day, and New Year's Day). Normal operating hours resume on Thursday 2 January 2020.



NATIONAL SERVICES

service closed

service limited

service open

Campaign Against Living Miserably (CALM) Helpline – 0800 58 58 58

If you identify as male, the CALM Helpline is available 5pm to midnight, 365 days a year, at 0800 58 58 58.



The Kaleidoscope+ Group Crisis Text Line

Trained volunteers are on-hand to provide support 24 hours a day, 7 days a week. Text 'TeamKPG' to 85258



Kooth

Kooth provides anonymous online support for young people at www.kooth.com. Their service operates at the following times this Christmas period:

- Tuesday 24 December (Christmas Eve): 12pm to 8pm
- Wednesday 25 December (Christmas Day): 4pm to 8pm
- Thursday 26 December (Boxing Day): 4pm to 8pm
- Friday 27 December: 12pm to 10pm
- Saturday 28 / Sunday 29 December: 6pm to 10pm
- Monday 30 December: 12pm to 10pm
- Tuesday 31 December (New Year's Eve): 12-8pm
- Wednesday 1 January 2020 (New Year's Day): 4-8pm
- Thursday 2 January: normal hours resume (12pm to 10pm)



Mindline Trans+ - 0300 330 5468

Mindline Trans+ offers a free listening service to anyone who needs to talk, as well as information on other services that may be able to help you.

It is open on Mondays and Fridays from 8pm to midnight. There are no disruptions to this service due to Christmas dates this year.



Papyrus HOPELINEUK

If you're under 35 and struggling with suicidal feelings, or concerned about a young person who might be struggling, you can call the Papyrus HOPELINEUK on 0800 068 4141, email pat@papyrus-uk.org, or text 07786 209 697.

The helpline is available on weekdays between 9am and 10pm, and on weekends/bank holidays between 2pm and 10pm. The bank holidays this Christmas period are Tuesday 24 December (Christmas Eve), Wednesday 25 December (Christmas Day), and Monday 1 January 2020 (New Year's Day).



NATIONAL SERVICES

service closed

service limited

service open

The Samaritans - Call 116 123, or text 07725 909 090.

The Samaritans provide a non-judgemental listening service, 24 hours a day, 7 days a week.



SANeline - 0300 304 7000

If you're experiencing a mental health problem or supporting someone else, you can call SANeline on 0300 304 7000 (16:30pm - 22:30pm every day). There are no interruptions to the service over the Christmas period.



Shout

Shout operate a text service for people experiencing a personal crisis, and operates 24 hours a day. Text 'Shout' to 85258.



Switchboard - 0300 330 0630

If you identify as gay, lesbian, bisexual or transgender, you can call Switchboard on 0300 330 0630, or email christ@switchboard.lgbt, or use their webchat service. Phone operators all identify as LGBT+. The phone line is available between 10am to 10pm everyday, with no interruption to the service over the Christmas period.



YoungMinds - 0808 802 5544

YoungMinds operate a helpline for parents. Normally, the helpline is open between 9.30am and 4pm Monday through to Friday.

Please note that the helpline closes at 12.30pm on Tuesday 24 December 2019 (Christmas Eve), and re-opens at 9.30am on Thursday 2 January 2020.



YoungMinds Crisis Messenger Service

The YoungMinds Crisis Messenger Service is available 24 hours a day, seven days a week. The Christmas period does not affect these hours. Text 'YM' to 85258 for support via text.



Please note that this booklet has been produced in good faith and all the information contained within is correct at the time of publication.

Operating times have been confirmed with the relevant service providers, but may be subject to last minute changes, for which the Independent Mental Health Network cannot be held liable.



Visit www.nhs.uk or dial 111
for free, fast, non-urgent health advice, available
twenty-four hours a day, seven days a week.

For pharmacy opening hours over the Christmas period, visit:
www.bnssgccg.nhs.uk/health-services/pharmacies

**Bristol
Mental
Health** **caring
open
hopeful**



NHS
**Bristol, North Somerset
and South Gloucestershire**
Clinical Commissioning Group