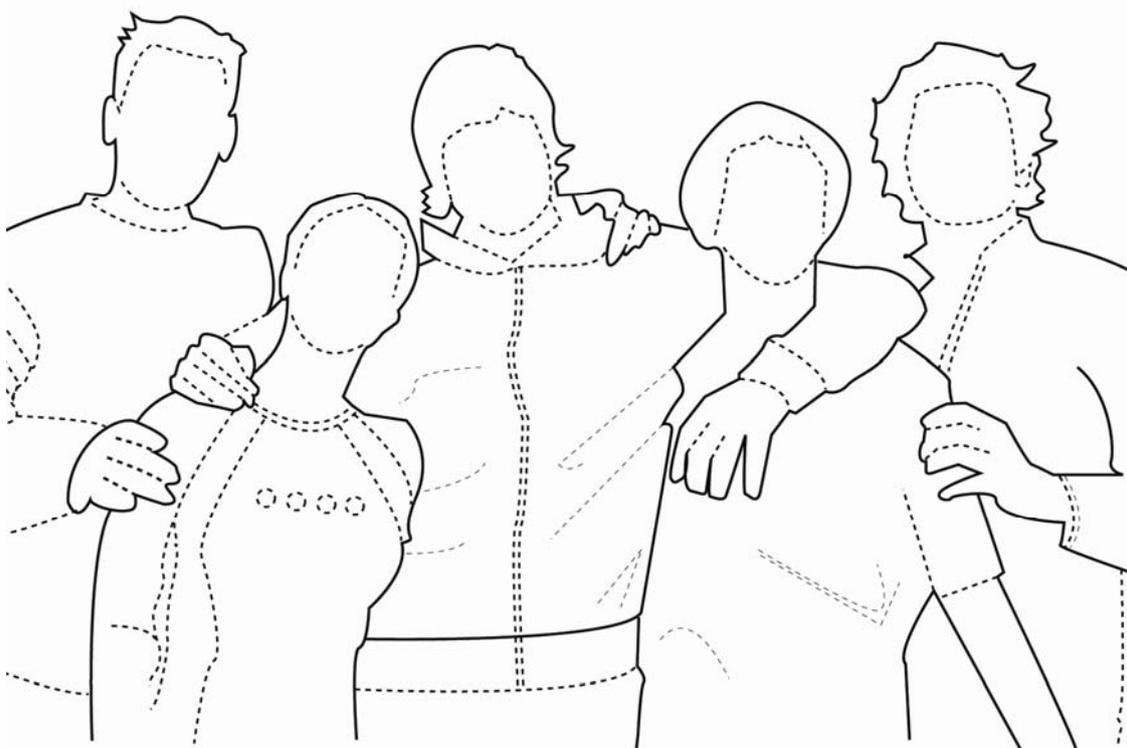




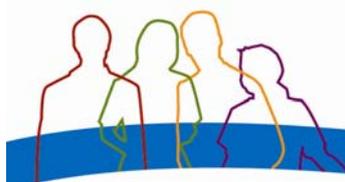
North Staffordshire **NHS**
Combined Healthcare
NHS Trust

A Keele University Teaching Trust

This booklet aims to provide you with information about local mental health services and support groups.



We're here to help
Local services that support mental well-being



Working to improve the health and welfare of local communities

We're here to help

Contents

About this booklet	3
Finance and benefits	4
Helping carers	4
Addaction Staffordshire	5
Adsis	6
Asist	7
Beth Johnson Foundation	8
Brighter Futures	9
Changes	11
Dove Service	12
Healthy Minds	13
Improving Access to Psychological Therapies	14
North Staffordshire Carers Association	15
North Staffordshire MDF	16
North Staffordshire Mind	17
North Staffs Users Group	18
Relate North Staffordshire	19
Rethink	20
Richmond Fellowship	21
Savana	22
Single Point of Access Teams	23
Carers Support	23
Citizen's Advice	24
Communities Together	24
Community Legal Advice	24
Samaritans	24
Staffordshire Mental Health Information	24
Patient Advice and Liaison Services	24

About this booklet

This booklet has been compiled by the Patient Advice and Liaison Service, PALS, of North Staffordshire Combined Healthcare NHS Trust for people who want to know more about local services and organisations that can help during a period of mental distress or illness.

Many people experience times in their life when their mental health is poor. This can be because of events or circumstances, such as bereavement or unemployment, or because of an illness, such as manic depression (bi-polar disorder).

Health and social care organisations provide a variety of services to help, usually starting with your GP, who may offer treatment or medication or may refer you on to other more specialist help. If you prefer, you can make direct contact with the Single Point of Access without a GP referral, see page 23.

In addition to the NHS and social services, there are other helping agencies that offer services and support to people when they are going through a difficult period or suffering from a mental illness.

For many of the services described in this booklet there is no requirement to see your GP first before you can get help. A number of the organisations are there to help carers, too, particularly with information, support and advice.

By providing snapshots of local agencies, the booklet is designed to help you quickly decide whether or not you think a particular service may be helpful. On each page there are contact details for the service or agency and most have web addresses too. Please note that the availability of some services depends on where you live. Please also be aware that there will be a cost if you are calling 'Freephone' numbers from your mobile.

The entries were developed in partnership with the agencies described. In addition, Healthy Minds (see page 13) has provided a financial contribution to the printing costs of this booklet.

For further details of services, contact the individual service or ring PALS on **FREEPHONE 0800 389 9676.**

PALS—We're here to help

Finance and Benefits advice

If you are currently using mental health services, financial and benefits issues should be discussed with you as part of your care plan. If you have any concerns about this, ask your Care Co-ordinator, or the person you see most often in the mental health team, who will be able to connect you to agencies that can help you.

Details of local Citizen's Advice Bureaux (CAB) and Community Legal Advice are shown on page 24.

Helping carers

Carers and relatives have a right to have their health and well being considered, too, known as a "carer's assessment". This is an opportunity to talk about how caring affects their life and whether they need support, information or advice. To find out how to contact someone about Carers' Assessments, turn to page 23.

Details of the North Staffs Carers Association are shown on page 15.

PALS - We're here to help

If you can't find information in this booklet that will help you, please contact the Patient Advice and Liaison Service, PALS.

Whilst PALS are part of the NHS, they have a good knowledge of all the local helping agencies and will be happy to talk to you about your particular needs for information or support. PALS can also help you sort out any problems you might experience when using the NHS or if you wish to make a complaint.



Further details of local PALS are shown on the back page.

PALS—We're here to help

www.pals.nhs.uk

Addaction Staffordshire

Open Access Drug Service

Addaction is Britain's largest specialist drug and alcohol treatment agency. A charity founded in 1967, we now have more than 70 services helping 30,000 people every year. Our clients come from all backgrounds and are of all ages.

Addaction Staffordshire is a service for people aged 18 + who wish to reduce, control or stop their use of street drugs.

Our service is free and confidential and tailored to your needs. We help you to identify your problems and work with you to create a care plan to get you to where you want to. We also provide advice information and support to concerned others.

Contact details

Tel: 01782 637658

Fax: 01782 636921

Mobile: 077899480059

call or txt and we will call you back

Email:

staffordshireproject@addaction.org.uk

We run an open access service from:

- CAB, High Street,
Biddulph: Friday 2.00-4.00
- Cheadle Health Centre,
Well Street, **Cheadle:**
Friday 10-12.30
- Russell Street Centre,
Russell Street, **Leek:**
Monday 10-6 &
Wednesday 2-8
- Fellgate Court, Froghall,
Newcastle under Lyme:
Tuesday 10-6, Wednesday
12-8, Thursday 10-6.

The logo for Addaction, featuring the word "addaction" in a bold, sans-serif font. The "add" is in yellow and "action" is in white, set against a dark grey rectangular background.

Adsis

Alcohol and Dependency Specialists

Adsis is a charity that works with people affected by their own or someone else's alcohol use, and with people experiencing other dependencies. You can self-refer or be referred.

Where and when services are available:

For people in Stoke on Trent and Newcastle:

Monday - Thursday:
08.30 - 16.30,
Friday: 08.30 – 16.00
Open access sessions (no appointment needed) on Tuesday and Friday 11.00 – 15.00.
Evenings Monday and Thursday up to 8.00pm by appointment only.

In Hanley we can offer:

- Advice and information
- Brief Interventions
- Assessment for detoxification
- Structured psychological support sessions

Contact details

Adsis
134 Broad Street
Hanley ST1 4EQ
Tel: 01782 271096
Email:
adminhanley@adsis.org.uk
Website: www.adsis.org.uk

- Alcohol Mental Health worker
- Relapse prevention group
- Auricular acupuncture.

For people in Leek Moorlands area:

Please contact our Hanley office for outreach details of our outreach services.

We have outreach facilities in Leek, Biddulph and Cheadle and we can offer:

- Advice and information
- Assessment
- Structured psychological support sessions (care planned counselling).



Asist (Advocacy Services in Staffordshire)

Asist is an independent charitable company providing a range of advocacy services for persons with disabilities and mental health issues.

These include the Independent Mental Capacity Advocate (IMCA) and Independent Mental Health Advocate (IMHA) Services in Stoke-on-Trent and Staffordshire.

Advocates help people to make sure their voice is heard in relation to the issues and decisions which affect their lives. The service is freely available to users of mental health services, including those who are being treated under a section of the Mental Health Act. For most services, you can call us yourself or ask someone to refer you, however, people needing an IMCA advocate must be referred by a local authority or NHS body.

Where and when services are available:

A Drop-In Project is available at Mental Health Resource Centres across North Staffordshire.

Contact details

Asist, Winton House,
Stoke Road,
Stoke-on-Trent, ST4 2RW

Tel: 01782 845584

Email: help@asist.co.uk

Website: www.asist.co.uk

Times of availability vary and you should check with Asist or your local Centre for details.

A service is also available on-site for patients at Harplands Hospital. The service is normally available during office hours Monday to Friday.

All other projects are available by contacting our main office from 9am -5pm Monday to Friday. These include our adult generic service for persons in Stoke-on-Trent and Staffordshire, a generic service for people of Black, Minority or Ethnic origins in Stoke-on-Trent, and our young persons' generic service for people aged from 12 to 18 yrs in Stoke-on-Trent.



Beth Johnson Foundation

The Advocacy and Dementia Project offers specialist advocacy for older people with dementia. You can self-refer or be referred.

Where and when services are available:

For people in Stoke on Trent and Staffordshire Moorlands:

Tel: 01782 844036

Office hours 9am - 5pm; exceptional circumstances advocacy is available outside these hours.

The project is one of a small number of advocacy services which offer advocacy exclusively to older people.

Contact details

Beth Johnson Foundation,
Parkfield House,
64 Princes Road, Hartshill,
Stoke-on-Trent, ST4 7JL

Tel: 01782 844036

Email: Betty@bjf.org.uk

Website: www.bjf.org.uk



Beth Johnson
FOUNDATION
looking at ageing in new ways

Information available in other formats

The information in this booklet can be made available to you in another language, large print version, in Braille or on audio cassette tape, contact PALS on 0800 389 9676.

Brighter Futures

Among its local services, Brighter Futures runs the Clubhouse Network, the Staffordshire Mental Health Helpline, and the Safe Spaces Network.

The Clubhouse Network

Clubhouse has lots of activities, education and training opportunities available throughout the week. To find out more speak to a support team member at any of the Clubhouses or phone the number shown.

Where and when Clubhouse services are available:

The American Clubhouse:

148 Waterloo Road,
Burslem,
ST6 3HB
Tel: 01782 835220

Monday & Tuesday 9.30am - 4.00pm, Wednesday 9.30am - 2.00pm, Thursday 9.30am - 6.00pm, Friday 9.30am - 4.00pm, Saturday 9.00am - 12.00pm.

Contact details

Tel: see below

Email:

american.clubhouse@virgin.net

Website:

www.americanclubhouse.co.uk

The Observatory:

17 Bucknall Old Road
Hanley
ST1 2AF
Tel: 01782 272799

Monday 'Happy Mondays'
women only: 9.30 - 8.00,
Tuesday 9.00 - 12.00 art group,
Wednesday 12.00 - 4.00 Jam
Factory, Thursday closed &
Friday 'MANdays on Fridays' –
men only: 9.30-4.00.

twentyfourSEVEN

Hillcrest Street
Hanley
ST1 2AA
Tel: 01782 234370

Open access 9am – 9pm, seven days a week.

Overnight service by referral through care co-ordinator only
Freshly cooked meals, snacks, hot and cold drinks available throughout the day.



brighter futures
creative support, housing and employment

Staffordshire Mental Health Helpline

Staffordshire Mental Health Helpline - out of hours mental health helpline.

Worried? Stressed? Feeling Low? - A free and confidential 'safe place' to talk through your concerns for people aged 18+

Where and when services are available:

Tel: FREEPHONE 0808 800 2234
Weekdays 7pm - 2am
Weekends 2pm - 2am

There is also a 'Ring Out Service' for both service users and their carers. For more details:
Tel: 01782 683168
E-mail: address below
Write: FREEPOST, NAT 4422, Stoke on Trent, ST1 5BR.

Contact details

Helpline: 0808 800 2234
Email: staffordshire.helpline@brighter-futures.org.uk
Website:
www.brighter-futures.org.uk

Safe Spaces Network

Safe Spaces Network – providing a safe, supportive environment at weekends to North Staffordshire people in mental distress.

Where and when services are available:

Brunswick House, Hanley, and Phoenix House, Tunstall. Initial referrals from a GP, Social Worker, CPN, psychiatrist, or via the Acute Home Treatment Team.

Contact us for more information, to arrange a visit, or to find out about our Open Days and events.

Contact details

Brighter Futures, Dudson Centre, Hope Street, ST1 5DD
Tel: 01782 811 815
Email:
info@brighter-futures.org.uk
Website:
www.brighter-futures.org.uk



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Changes 12 Steps to Mental Health

Changes provides a recovery focused service for those in mental distress, based on users attending weekly mutual-help groups and following Changes unique 12 step recovery programme.

No referral needed - just come along or phone for a leaflet.

Where and when services are available:

Please phone for times and venues of all groups and work shops:

- **Adult**
18 years + provided in Stoke-on-Trent. Tel: 01782 289592
- **Young Persons**
13 to 25 year olds provided throughout North Staffs
Tel: 01782 286133
- **Changes Positive Years (PY)**
50 years and above -
provided in Stoke-on-Trent
Tel: 01782 206422

Other elements of Changes service provision include:

- **Wellbeing Workshops** Helping with building confidence, self-

Contact details

Changes, 11 Birch Terrace,
Hanley, Stoke-on-Trent,
ST1 3JN

Email:
changes.sot@ntlbusiness.com

Website:
www.changes.org.uk

esteem; challenging and changing unhealthy thinking, developing healthy behaviours, i.e. exercise, relaxation and diet, the link between physical and mental health. 01782 280648

- **Changes Moving Forward:** an Award winning project to support the employment of those recovering from mental distress. 01782 250401
- **Changes BME (Black and Minority Ethnic) Wellness Initiative.** Tel: 01782 280648
- **Changes Recovery Workshops:** Learning to employ Changes 12 step programme to manage and recover from mental distress. 01782 206422.



The Dove Service

The Dove Service offers one-to-one, couple, family and group counselling and support to help people come to terms with their feelings and loss, particularly due to bereavement or illness.

Where and when services are available:

We provide counselling and support within communities; the details will change depending on funding and the projects that we are actively engaged with.

We have a number of sites throughout the city, and are able to see individuals in a range of community settings. If you wish to receive counselling at other times and/or locations we do offer a private counselling service, please contact the head office for further details.

Contact details

The Dove Service
The Dudson Centre
Hope Street, Hanley
Stoke on Trent, ST1 5DD
Tel: 01782 683155 &
683153
Email:
info@thedoveservice.org.uk
Website:
www.thedoveservice.org.uk

Head office opening hours:

Monday, Wednesday, Thursday
9.00 am – 5.00 pm
Tuesday 9.00 am – 8.00 pm
Friday 9.00 am – 4.00 pm
Saturday 9.30 am – 12.30 pm.

We provide workshops to groups on such issues as loss, bereavement, and counselling.

The Dove Service offers training for professionals, individuals, children & young people and those with learning difficulties.

For information on any of the above services or to make a referral to our counselling services please contact us, details above.



Healthy Minds

The Healthy Minds Network has been established in order to improve access to psychological therapies for people living in Stoke on Trent. It is part of the national initiative *Improving Access to Psychological Therapies*, (IAPT), - see next page for IAPT for people in North Staffordshire outside of Stoke on Trent.

If you are feeling low, anxious or stressed you can get a referral through your local GP. Once we have received your details our staff will contact you.

Options could include guided self-help, which can help you manage your depression or anxiety. If this is not suitable we can offer a range of cognitive and behavioural treatment options.

We work together with a large number of organisations locally including, The Dove Service (page 12), Changes (page 11), and Mind (page 17) who can offer complementary support.

Contact details

Burslem Enterprise Centre,
Moorland Road, Burslem,
Stoke on Trent, ST6 1JQ
Tel: 01782 828041
Website: www.rethink.org -
then search for Healthy Minds

We work closely with the Single Point of Access team in Stoke (page 23) to ensure you receive the service that meets your requirements.

Where and when services are available:

We have a number of sites throughout the city, and we are able to see individuals in a range of community services including, libraries, GP's surgeries and children's centres, and in order to make the service even more accessible, your service may be delivered over the telephone.

See above for our main contact details.



Improving Access to Psychological Therapies

The North Staffordshire Psychological Therapies Service offers effective treatment in a variety of ways designed to fit into your life easily and conveniently.

Cognitive Behavioural Therapy (CBT) is offered in a convenient treatment format for people with a low mood and/or anxiety. You can have a programme of structured telephone sessions with a practitioner, supported by a choice of CBT workbooks, or an interactive CBT self-help program via the internet.

Other forms of help and support offered via telephone sessions include advice and support with anti-depressant medication, improving sleep, problem solving and activity scheduling. You can choose a combination of these treatment options.

For people who need to work more intensively on their problems, and are able to travel to see a therapist, regular face-to-face appointments can be offered.

Contact details

IAPT
Bucknall Hospital
Eaves Lane
Bucknall
Stoke-on-Trent
ST2 8DL
Tel: 01782 275135

You can choose to either see your GP, who can refer you to the Psychological Therapies Service, or you can self-refer by simply calling the number above. The service is free.

Where and when services are available:

This service is for people who live in North Staffordshire outside of Stoke on Trent.

A Psychological Wellbeing Practitioner will arrange to call you back at a time that is convenient for you to discuss your problems further in a confidential manner.

Subsequent appointments are usually offered on a weekly basis; the duration of therapy will be based on need and can be discussed with your practitioner.

iapt

Improving Access to Psychological Therapies

North Staffordshire Carers Association

North Staffs Carers Association provides information and supportive services to informal carers living in North Staffordshire.

Carers can contact us directly or via professionals.

Where and when services are available:

We provide information to Carers to support them in their caring role along with emotional support.

Our services include:

- Link Project- File of Information for Carers
- Primary and Secondary Care Link Projects
- Carer Support Workers
- Chat Line Service
- Support Groups and One to One support
- Outreach Support and Activities
- Emotional Well being Project and Imaginative Respite Breaks Project
- Carers Forum
- Newsletters
- Young Carers department.

Contact details

Unit 2 Burslem Enterprise Centre, Moorland Road, Burslem, Stoke-on-Trent, ST6 1JQ

Tel: 01782 834836

Email:
nsca@supanet.com

Website:
www.carersfirst.com

We currently have a mental health carer support worker who provides support to carers of people experiencing mental ill health.

The mental health carer support worker runs a number of support groups for carers living in the North Staffs area.



See also page 23 for details of carer support services from NHS and social care mental health teams.

North Staffordshire MDF The Bipolar Organisation

North Staffordshire MDF is a self-help group for people affected by bipolar disorder/ manic depression.

Where and when services are available:

The group meets on the first Wednesday of each month 7 - 9pm at:

The Sutherland Centre
Belgrave Road
Dresden,
Stoke on Trent ST3 4PN

Tel: Ann 0845 434 9870 (local call rate).

You can make direct contact but please phone Ann before attending for the first time, as we sometimes change venue. January meeting is often cancelled or postponed a week. The group occasionally has guest speakers or social events.

We also have a small library of books/videos about bipolar disorder. Carers of people with bipolar disorder are also welcome.

Contact details

MDF National Office,
Castle Works, 21 St Georges
Road, London, SE1 6ES

Tel: 08456 340 540 (local call rate)

Email: mdf@mdf.org.uk

Website: www.mdf.org.uk



North Staffs Mind

North Staffs Mind provides counselling, befriending, drop-ins and supported accommodation for people with mental health needs.

Some services you can self-refer, others require a professional referral.

Where and when services are available:

Our **adult counselling service** is offered to anyone experiencing mental distress. No referral Needed but by appointment. Office open Monday - Friday 9am - 5pm but counselling appointments available evenings and weekends.

The **children and young people counselling** service is for people aged 11 - 18 experiencing mental distress (some exceptions to this age range).

No referral necessary - young person or parents can refer.

Our **drop-ins** are for people with a history of mental health difficulties and are held at various locations in North Staffordshire, further details from the office.

The **befriending scheme** links a volunteer with someone who has mental health difficulties.

Contact details

North Staffs Mind,
83 Marsh Street, Hanley,
Stoke on Trent
Tel: 01782 262100
Email: reception@nsmind.org.uk

The purpose is to help the client achieve goals they have set in their Care Co-ordination plan through a supportive relationship.

Our **supported accommodation** is for people with ongoing mental health needs.

Younger Mind has a new office base at 78 King St Newcastle for those living in North Staffs area, as well as continuing to operate from Hanley Office. Tel 01782 618803

MindZone - a drop in for 11-18 year-olds experiencing mental distress. Counselling staff on duty, plus peer support and therapeutic activities. Mon 5.30 - 8pm at WRVS Centre, Charles St, Hanley, and Weds 5.30 - 8pm at Changes Building, Water St, Newcastle.



**For better
mental health**

North Staffs Users Group

North Staffs Users Group is a pressure Group for people living in North Staffordshire who have personal experience of mental distress or illness.

Where and when services are available:

People who have experience of mental illness are welcome to join the Group, which is for “users, refusers, survivors & allies of mental health services in North Staffordshire.”

We work with service providers to represent users’ views about their services to bring services into line with service users’ real needs. Your views on services can help us to see where change is needed.

Our outreach workers visit a variety of locations throughout North Staffs, including: the Bennett, Sutherland, Ashcombe, Brandon, Greenfield and Lymebrook Centres, Rethink, Changes, The American, The Observatory and others.

Contact details

NSUG,
The Dudson Centre, Hanley,
Stoke-on-Trent, ST1 5DD

Tel: 01782 683043

Email:
mainoffice@nsug.co.uk

Website: www.nsug.co.uk

To find out when an Outreach worker is to visit your area next, please contact the office or see the display boards in the mental health resource centres, or you can log onto our website and check the Diary page.



Relate North Staffordshire and Stafford

Relate provides relationship counselling for individuals, couples and families.

Who can come to Relate?

Anyone with issues in their relationship can benefit from one to one counselling. You can come on your own or with your partner or family.

What do we do at Relate?

We provide a professional, non-judgmental and confidential relationship counselling service. Our counsellors will always give you the respect you deserve and are great at helping you find the best way forward.

For individuals and couples

Whether you are struggling through a bad patch, thinking about splitting up or are trying to come to terms with a break-up, we can provide you with the options and the tools to look at your relationship.

Family life

We know things like separation, kids getting into trouble, blended families, new babies and money troubles can affect

Contact details

Relate, The Dudson Centre,
Hope Street, Hanley,
Stoke-on-Trent, ST1 5DD

Tel: 01782 683050

Email:
relatenorthstaff@btconnect.com

Website: www.relate.org.uk

the whole family. Relate Family Counselling offers a flexible approach to sorting out problems.

Where and when services are available:

You can make direct contact with the service at the Dudson Centre in Hanley, details above.

Mon - Friday, 10 am - 9.30 pm
Saturday, 10am - 1 pm.

A service is available in Stafford.

relate
the relationship people

Rethink

Rethink is the leading national mental health membership charity and works to help everyone affected by severe mental illness recover a better quality of life.

Rethink has a variety of services across North Staffordshire, including supported housing, drop-ins, and social and vocational opportunities.

Where and when services are available:

There are several services based in Leek, Biddulph, Cheadle and Chesterton available from Monday to Friday. They include day services, housing services, social enterprise and vocational support. You can self-refer but we will need some supporting information. You are welcome to visit the services and find out more.

We have 14 supported housing properties in the Stoke area, contact 01782 333675 for more information. In Newcastle we offer floating support, providing low key support on a non-crisis basis, phone 01782 660907 for details.

Contact details

Area office:

Pennybank House
4, Ashbourne Road
Leek, ST13 5AS

Tel: 01538 398766

Email:

leekdropin@rethink.org.uk

Website: www.rethink.org

If you have access to the internet, a good way to see what services might be available to you locally is to visit Rethink's Website (see above), where you can enter your post code and get information about the services near you.

- **Biddulph - Tel:** 01782 523034
- **Cheadle - Tel:** 01538 757250
- **Leek - Tel:** 01538 398766
- **Meir Day Service - Tel:** 01782 660907, open Wednesdays and Fridays.

rethink
severe mental illness

Richmond Fellowship

Richmond Fellowship Employment Services support clients with employment and training activities. You can contact us direct. For some of our services a referral is needed but we can organise this for you.

Where and when services are available:

We see clients either at our office in Hanley or at a suitable place in the community where the client feels comfortable. We do not see people in their own homes.

We offer:

- Information, advice and guidance
- Assistance to secure voluntary work
- Support to secure paid employment
- Job profiling
- CV building
- Confidence building.

Contact details

Richmond Fellowship
Employment Services,
3 Bucknall New Road,
Hanley, Stoke on Trent,
ST1 2BB

Tel: 01782 205622

Email: nstaffs@richmondfellowship.org.uk



Savana

Savana is a free service for people who have experienced sexual violence, whether recently or in the past. It is accredited by the British Association for Counselling & Psychotherapy (BACP) and Investors in People (IIP).

Where and when services are available:

Tel: 01782 221000

There is an answerphone and we will respond to calls within 24 hours (not weekends).

We provide information, support and individual counselling, which is not time limited.

Our Independent Sexual Violence Advisor (ISVA) – can support people who have experienced sexual violence to access appropriate services such as health, police or housing and support them through the criminal justice system.

We provide training and awareness raising aimed at influencing attitudes and opinions about sexual violence and improving practice related to disclosure of sexual violence.

Contact details

Savana,
Dudson Centre,
Hope Street, Hanley,
ST1 5DD

Tel: 01782 221000

Email: info@savana.org.uk

Website: www.savana.org.uk

Counselling is by appointment - available Monday to Friday from 9am to 7.00pm, hours are flexible to meet demand, at the address above.

Independent Sexual Violence Advisor – available Monday to Friday by appointment – outreach.

We are pleased to accept self referrals or referrals from others with the client's permission. We are happy to provide all aspects of our service to those supporting someone not yet ready to be referred.



Single Point of Access

Advice, support, assessment and treatment of people and their carers whose mental health and social care needs cannot be fully met by their GP alone.

Our NHS and social care joint teams will help you to get the support you need and access to the right services for you.

We work closely with other mental health teams and will refer you to the right services to fit your needs.

Opening hours:
Monday - Thursday 8.30am to 5pm,
Friday 8.30 - 4.30 pm.

Contact details

Newcastle area:
Tel: 01782 296144
Staffordshire Moorlands:
Tel: 01538 481206
Stoke-on-Trent:
Tel: 01782 236130

Carers Support

Carers Support staff within health and social care teams complete assessments and support plans for carers of someone experiencing mental health issues.

In order to qualify for an assessment the carer must be providing regular and substantial support to the person that they care for.

North Staffordshire: The cared for person must reside in North Staffordshire but not in Stoke-on-Trent. Contact the [Single Point of Access](#) for the appropriate area, see left.

Stoke-on-Trent: The cared for person must reside in the Stoke-on-Trent area, but the carer can live outside the area, see below.

Contact details

Stoke Carers Team
Mental Health Centre
Dyke Street
Hanley, ST1 2DE
Tel: 233213 or 233211
E mail:
jayne.aston@northstaffs.nhs.uk

Citizen's Advice Bureaux (CAB)



- **Bentilee:** 01782 408604
- **Biddulph:** 01782 519332
- **Cheadle:** 01538 753189
- **Hanley:** 01782 408600
- **Kidsgrove:** 01782 786529
- **Leek:** 01538 373243
- **Newcastle:** 0844 499 4115

Communities Together

Information and resources on the Voluntary and Community Sector in Staffordshire and Stoke-on-Trent. **Website:** www.communitiestogether.org.uk

Community Legal Advice

A national helpline for benefits, debt, education, employment and housing advice. **Tel:** 0845 345 4 345. **Website:** www.communitylegaladvice.org.uk

Samaritans

Provides confidential support 24-hours a day for people experiencing distress or despair, including feelings which could lead to suicide. **Tel:** 08457 90 90 90 **Website:** www.samaritans.org

Staffordshire Mental Health Information Resource

provides details of a range of mental health services and projects across Staffordshire where you can get help and advice. **Website:** www.staffordshirementalhealth.info

Patient Advice and Liaison Service

North Staffordshire Combined Healthcare has a PALS Office that you can contact for help and information:

FREEPHONE: 0800 389 9676

Email: listening@northstaffs.nhs.uk

Web: www.northstaffs.nhs.uk

Other NHS Trusts in North Staffordshire

- **NHS North Staffordshire PALS:**
Newcastle: 0800 389 8832 (FREEPHONE)
Staffs Moorlands: 0800 030 4563 (FREEPHONE)
- **NHS Stoke on Trent PALS:** 0800 783 2865 (FREEPHONE)
- **University Hospital of North Staffordshire PALS:** 01782 552814 or 552317.

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**Working to improve
the health and welfare of local communities**