

A short guide to services and activities for people with mental health issues



IN Salford

Introduction

This booklet has been produced with the help of people with mental health problems. The booklet has been put together to give you an idea of the range of activities and support available to you. The previous Salford Mental Health Directory we produced was a very large and comprehensive booklet, but we have decided this time to produce a smaller guide, which we hope will provide a starting point for you to find something that suits you.

If you want information on the full range of activities and services across the city, the service directory at www.salford.gov.uk/serviceinfo is our online information resource. It contains details of health and social care services, community centre activities, voluntary organisations, housing, education, leisure and more. You should also visit www.salford.gov.uk which has plenty of information about the ways Salford City Council can help you get the most out of life.

If you're not confident about using a computer, most of the city's libraries run training courses, or you could ask staff, family or friends to look up information for you.

**Information Services
Community, Health and Social Care
Salford City Council
Crompton House
100 Chorley Road
Swinton M27 6BP
Tel: 0161 793 2865
Fax: 0161 793 2849
Minicom: 0161 793 2111
Email: social.services@salford.gov.uk**

Contents

- Introduction..... 3
- Alcohol and drugs..... 5
- Carers..... 7
- Education / Employment 9
- Emergencies.....11
- Health13
- Housing16
- Leisure.....18
- Medical treatments20
- Money.....21
- Personalisation.....23
- Self-help24
- Other groups and support.....26
- Useful contacts27
- Getting involved.....28
- Comments, compliments and complaints30

Alcohol and drugs

There is a close relationship between alcohol problems and mental health. Not only can mental health problems be a consequence of too much drinking, but they can also cause people to drink too much.

At the simplest level, we often drink because we wish to alter our mood or change our mental state. Alcohol can temporarily alleviate feelings of anxiety and depression, or even more serious mental health problems. Drinking to deal with difficult feelings or symptoms is sometimes called 'self medication'. But drinking too much is not a good strategy for managing mental health. It can make your problems worse.

People with more severe mental health problems tend to have more alcohol problems than the rest of the population. This does not necessarily mean that alcohol causes severe mental illness. It may be more linked to 'self-medication'.

Use of drugs or other substances is also related to mental health.

Salford Drug and Alcohol Service

Tel: 0161 909 6525

Specialist drug and alcohol advice, support and treatment to adults aged over 18 who are experiencing problems with their drug and alcohol use. Specialist alcohol workers are based at Salford Royal Hospital to provide alcohol advice and treatment to patients attending hospital. In patient detoxification and rehabilitation services are available for Salford residents and there is also a dedicated Welfare Rights Officer who works within the team.

Salford Drug & Alcohol Service Tenancy Support Scheme

Tel: 0161 603 4289

This scheme works with clients known to drug and alcohol services in Salford. The co-ordinator and tenancy support workers can offer help and advice with housing related issues including pre-tenancy support, help with 'Choice Based Lettings' and support into permanent accommodation.

ASPIRE

Tel: 0161 745 9566

Offers a community based programme of group work to support people throughout the recovery phase of their substance use.

SMART (Salford)

Paddington Close, Churchill Way, Salford M6 5PL

Tel: 0161 743 0167

Text: 07971 913293

Specialist drug and alcohol service for young people aged 21 and under who live in Salford. They offer support, advice and information by phone, text or in person.

Progress 2 Work

Tel: 0161 737 5500

Aimed at any one who may have had problems with drug misuse in the past, or are stabilised in treatment and experience barriers to their progression to work.

Alcoholics Anonymous (A.A.)

National helpline: 0845 769 7555 (24 hours/day)

Local helpline: 0161 236 6569 (11:00am - 11:00pm)

www.alcoholics-anonymous.org.uk

Worldwide fellowship of men and women who share a desire to stop drinking alcohol. They organise meetings open to alcoholics and their families and to anyone interested in solving a personal drinking problem or helping someone else to solve such a problem, and also run a helpline.

Narcotics Anonymous (N.A.)

National helpline: 0800 107 6299

www.ukna.org

Non-profit fellowship of men and women for who drugs have become a major problem. They are recovering addicts who meet regularly to help each other stay drug free. They run meetings in the Salford area.

Alcohol Concern

www.alcoholconcern.org.uk

FRANK

www.talktofrank.com

Information about drugs

Carers

A carer is someone who, without payment, provides help and support to a partner, child, relative, friend or neighbour who could not manage without their help. This could be due to age, physical or mental illness, addiction or disability. Carers come from all walks of life, all cultures and can be of any age.

All too often carers can be so preoccupied with the health and well-being of the person they are caring for, that their own needs take a back seat. Paying more attention to yourself can be beneficial for you, which also benefits the person you care for.

- Eating healthily - doesn't mean living on green beans and carrot juice. Eating as wide a variety of foods as you are able helps you to stay healthy.
- A good night's sleep - don't feel guilty about snatching a few minutes or even hours, whenever you feel tired. If you need help sleeping, think about aromatherapy or reflexology.
- Keep moving - you may feel tired, but regular moderate exercise will help to give you more energy. As a bonus, you'll sleep better too.

Looking after your emotional needs - when you are a carer, it often seems as if everything revolves around the person you care for. Share your problems with a friend, professional or anyone else you can trust.

There is nothing selfish about wanting a break from caring. Just as those who are mentally ill shouldn't feel held back on their recovery by negative attitudes towards their condition, nor should the carer.

You need to take the occasional break. Often this is hard to organise if you are caring on your own and have no family or friends to take over. You may also get into the habit of not having time off, or you may feel strongly that you are the only person who can do the caring job. The person you care for may also make things difficult by refusing to let anyone else but you do the caring. These problems need to be resolved because having time off, even just a few hours, is important.

Caring can be rewarding but it can make great demands on your time, your health and your emotions, and can be very exhausting. If you ever feel at the end of your tether, please do ring your family doctor, Community Health and Social Care or the Carers Centre for help and let them know how you feel.

The Princess Royal Trust Salford Carers Centre

The Princess Royal Trust Salford Carers Centre

1 St. Philip's Place, Salford M3 6FA

Tel: 0161 833 0217

Fax: 0161 833 1992

Email: carerscentre@salford.gov.uk

www.carers.org

www.youngcarers.net. Search YAC Carers Salford on Facebook

www.carerscentre.com

Offers information and advice on a host of topics including benefits, support groups, carer's assessments, local voluntary organisations, training and education. The centre offers free regular newsletters, coffee mornings, activities and events and also a dedicated service for young carers (8-18).

They also run the carers emergency scheme which allows carers to plan alternative care for the person they care for if they are involved in an emergency.

Carers can also get a free carer's leisure pass which entitles you to use all leisure facilities provided by Salford Community Leisure free of charge.

The carers centre also administer the carers flexible grant scheme which can help carers take a break from caring.

Carers Direct

Tel: 0808 802 0202 (Monday to Friday 8:00am – 9:00pm

Saturday and Sunday 11:00am to 4:00pm)

Email: CarersDirect@nhschoices.nhs.uk

Provide free, confidential information and advice to help you as a carer

Making Space

Tel: 0161 702 9368

Tel: 0161 772 4370 (for carers of inpatients at Meadowbrook)

Provide advice and emotional support for carers and families of people with severe mental health problems in the community.

Education / Employment

Adult learning has been identified as an alternative community resource which may be highly appropriate for people with mild to moderate mental health problems.

If anyone is having difficulties or problems most educational establishments offer a range of pastoral support services to help students succeed appropriate to individual students needs.

Pastoral support can provide an avenue to which a student can turn to for some friendly, informal advice often before, or instead of, approaching official support or counselling services. The most common role is to provide advice and support when a student is experiencing academic, disciplinary or personal problems. This may include liaising with a student's department regarding illness, or assisting with academic appeals or disciplinary procedures etc.

Salford College

Tel: 0161 211 5001

www.salfordcc.ac.uk/courses/pcdlcourselist.aspx

Provide a wide selection of courses held at various locations.

Buile Hill Park Garden Centre

Buile Hill Park Garden Centre, The Park House, Eccles Old Road, Salford M6 8GL

Tel: 0161 737 9065

Offers training opportunities for people with mental health problems.

ICT in the community

Tel: 0161 793 2296

Offer 'free' computer classes in lots of venues around the city. We have classes running in most of the libraries and at lots of other venues close to you.

Adult and Community Learning

Tel: 0161 778 0331

Email: community.learning@salford.gov.uk

Offer high quality flexible learning programmes designed around your needs. Most of our courses are free. Adult and community courses include Art and Craft, ICT, Family Learning and literacy skills.

Skills and Work: Supported Employment Services

Cromwell Road, Salford M6 6SB

Tel: 0161 909 6503 (Monday to Friday 9:00am – 5:00pm)

Email: ses@salford.gov.uk

Service to help people who may need a bit of extra help and guidance in getting back to work, as well as assistance in building up their confidence and skills.

Making Space

Contact through Skills and Work.

An Employment Development Worker provides support to users of mental health services who are looking for training, volunteer opportunities and employment.

FST SMaRT

Tel: 0161 743 0800 (Monday to Friday 9.00am - 5.30pm)

www.firststeptrust.org.uk

Provides real work experience to people who are long-term unemployed, who have been excluded from work and employment opportunities because of some kind of disadvantage. This could be a mental health problem or a learning difficulty.

Jobcentre Plus

Baskerville House, New Bailey St, Salford Quays

Tel: 0161 837 1000

Peel House, Monton Rd, Eccles

Tel: 0161 912 8600

5 Worsley Court, High St, Walkden

Tel: 0161 253 8400

71-73 Liverpool Rd, Cadishead

Tel: 0161 253 2700

Government agency supporting people of working age from welfare into work, and helping employers to fill their vacancies. They case manage individuals on training courses and help develop people ready for work before assisting the individual to seek employment

Emergencies

If a person's mental or emotional state gets worse quickly, this can be called a mental health emergency or mental health crisis. In this situation, it's important to get help quickly. Mental Health Crises usually take the form of:

- Suicidal behavior or intention
- Panic attacks or extreme anxiety
- Psychotic episodes

In an emergency where you feel the individual may be a danger to themselves or another person, telephone the local police station for assistance.

Other options are:

- visit your local GP;
- ring NHS Direct for telephone support and advice;
- or go to your local Accident & Emergency department.

If you are an existing patient of the Trust's services, and your condition deteriorates, contact your care co-ordinator if it is during working hours.

If it's outside normal working hours, contact Crisis Resolution and Home Treatment Advice Line:

Crisis Resolution and Home Treatment Advice Line

Tel: 0800 028 8000 (Monday to Friday 5:00pm – 9:00am, Saturday, Sunday and Bank Holidays open 24 hours)

Nearest Accident and Emergency department is at

Salford Royal NHS Foundation Trust

Stott Lane, Salford, Greater Manchester, M6 8HD

Tel: 0161 789 7373

Emergency Duty Team (Social services out of hour's service)

Tel: 0161 794 8888

Textphone: 0161 793 3303

Opening times: Monday to Friday 4:30pm – 8:30am, Saturday, Sunday and Bank Holidays open 24 hours

NHS Direct**Tel: 0845 46 47****Textphone: 0845 606 46 47****www.nhsdirect.nhs.uk**

Trained nurses can give you help and support 24 hours a day.

The Samaritans**Tel: 08457 90 90 90****Textphone: 08457 90 91 92****www.samaritans.org**

Offer a 24-hour confidential telephone helpline. You can also contact them via email or write to them.

Health

For any deterioration in your health you may need to contact your GP.

NHS Choices

Tel: 0845 4647

www.nhs.uk

This website can help you find your nearest GP practice if you are not registered with a GP, and also offer medical advice via the NHS Direct website

Or contact NHS Salford (also known as Salford Primary Care Trust) for help with registering with a GP in Salford

Tel: 0161 212 4800

Health Trainers

Contact John Hudson (Health Trainers Manager)

Tel: 0161 743 0088

The Health Trainers service aims to improve the well-being of local people by encouraging and supporting healthy lifestyle choices, by helping people to make changes they want in their lifestyle to improve their health and well-being, and offering practical advice and good connections into services and support available locally.

Customer Care Team

**Greater Manchester West Mental Health NHS Foundation Trust,
Trust HQ, Bury New Road, Prestwich, Manchester, M25 3BL**

Tel: 0800 587 4793 (Monday to Friday 9:00am to 5:00pm)

Minicom: 0161 772 3614

Email: customercare@gmwnhs.uk

The Customer Care Team provides information, advice and support for patients, families and carers. We can also help you sort out any concerns or queries you may have about the care the Trust provides and will guide you through the different services available from the NHS or other organisations. Customer Care Team also offers anonymity to anyone who wishes it.

Six Degrees

**The Angel Healthy Living Centre, 1 St. Philips Place Salford
M3 6FA**

Tel: 0161 212 4981

We aim to provide an easily and quickly accessible service for people suffering from depression and/or anxiety. The idea is to help people to help themselves as far as possible.

Greater Manchester West Mental Health NHS Foundation Trust

Tel: 0161 773 9121

Mental health social work services are provided through the Greater Manchester West Mental Health NHS Foundation Trust. The Trust provides a range of mental health and substance misuse services for people living in the Salford area, including: inpatient, outpatient, assertive outreach and community services.

Social workers are based in a variety of settings including Community Mental Health Teams, an Assertive outreach team and a rehabilitation service. They are able to provide advice and assistance to people experiencing mental health difficulties on a variety of issues including assessment, care planning, counselling (including psychosocial therapies), hospital admission and community support.

Community Mental Health Teams

Cromwell House Community Mental Health Team

Cromwell House, Cromwell Road, Eccles, M30 0QT

Tel: 0161 787 6000

Ramsgate House Community Mental Health Team

43 Ramsgate Street, Salford M7 2YB

Tel: 0161 708 9512

Prescott House Community Mental Health Team

Prescott Street, off Hilton Lane, Little Hulton, Salford, M38 0ZA

Tel: 0161 702 9368

Salford West Older People Community Mental Health Team

Woodlands Hospital, Peel Lane, Little Hulton, Salford M28 0FE

Tel: 0161 703 1080

Salford East Older People Community Mental Health Team

**Humphrey Booth Resource Centre, 16-18 Worsley Road,
Swinton M27 5WW
Tel: 0161 607 7111**

Specialist Mental Health Team

**Prestwich Hospital, Bury New Road, Prestwich M25 3BL
Tel: 0161 772 3572**

Salford Assertive Outreach Team

**Pendleton House, Broughton Road, Salford M6 6LS
Tel: 0161 351 5300**

There are support workers based in the Community Mental Health Teams who cover the whole city and provide care and support on both a short term and long term basis. If you have severe and enduring mental health needs, we may be able to support you at home or in the community. We can only provide you with community support if you have been assessed as having mental health needs. A qualified mental health professional (CPN, social worker, psychiatrist etc.) must contact us on your behalf. You can also contact us directly at the above addresses.

Housing

Having a stable home life is important in promoting recovery from mental illness. It may be that you have experienced a period of illness which is affecting the type of housing you would like to live in.

You may need to take into account:

- Your health needs now and what support you need
- The different types of housing available to you in your area
- How you will fund the housing you want

It is often helpful to get some advice when choosing suitable housing. People who would be good to consult include: friends and family, support workers, key workers, your care co-ordinator, an advocate, nursing staff, or your psychiatrist.

Housing Advice and Support Service

Crompton House, 100 Chorley Road, Swinton M27 6ES

Tel: 0161 793 2020 (Monday to Friday 9:00am - 12:00pm and 1:00pm – 4:00pm)

Housing Options Drop in Monday, Wednesday, Friday 8:30am – 4:30pm

Pre booked Homelessness Assessment Appointments Tuesday 10:00am - 4:30pm, Thursday 8:30am - 4:30pm

Provides housing advice and information about homelessness and homelessness prevention. Clients in need of emergency temporary accommodation will be assessed on the same day they present.

Salford Rehabilitation, Recovery and Wellbeing Partnership

Tel: 0161 351 5356

Provide supported accommodation and visiting support.

Referrals should be sent c/o Carol Harper (Referrals Coordinator)
Pendleton House

Greater Manchester West Mental Health NHS Foundation Trust – Later Life Community Team

Tel: 0161 876 4195

We provide accommodation and visiting support to people aged over 60 whose primary need is in relation to mental health. Initial enquiries to the service manager.

Meadowbrook - Housing Support

Tel: 0161 772 3770

Provide visiting support to enable clients to live independently, and to successfully maintain their accommodation. Provided by Greater Manchester West Mental Health NHS Foundation Trust

Creative Support

Tel: 0161 792 1642 / 0161 793 1680

www.creativesupport.co.uk

Provide support within the community to tenants to live as independently as possible in their own home and supported housing.

Positive Lifestyles

Tel: 0161 288 3275

Provide supported tenancies offering accommodation and outreach support.

Making Space

Tel: 01925 571680

www.makingspace.co.uk

Provide supported housing and visiting support.

B&M Stepping Stones

Tel: 0161 743 9219

www.bradmereandmerrymeetcare.co.uk

Provide supported housing, community services and residential care.

Carr-Gomm

Tel: 0161 877 8847 / 0161 772 1680

www.carr-gomm.org.uk

Provide supported housing and also provide floating support to people in their own homes.

Leisure

Salford Community Leisure

Contact Natalie Craig, Equality Officer

Tel: 0161 778 0564

There are leisure and swimming facilities near you. The city has sports centres (called Fit City centres) at Broughton, Cadishead, Clarendon, Eccles, Irlam, Ordsall, Pendlebury and Worsley.

All of Salford Community Leisure's sport sessions are inclusive and we encourage people of all abilities to take part in sport and physical activity. In addition to this, there are numerous inclusive sports clubs as well as dedicated disability sports sessions run by Salford Community Leisure and partner organisations.

There are also 11 community centres across Salford with a comprehensive programme of activities running in each.

Facility Support

Contact Caroline Lindsay - Facility Support Officer

Tel: 0161 778 0548

Health walks / Active Lifestyle Team

Contact Jo Bennett, Health Walks Coordinator

Tel: 0161 778 0559

Short organised walks, often led by trained volunteers from the local community. Designed with health in mind they can improve both physical and mental health by offering a safe, relaxed and sociable atmosphere in which to walk.

Salford Libraries

Contact Sarah Spence, Libraries and Information Service Manager

Tel: 0161 778 0800

Local libraries offer computers with free Internet access, plus help available to use them. They also offer a great choice of books, comprehensive information and helpful staff.

SSTAR Network (Salford Support Time and Recovery Network)

Tel: 0797 013 4824 / 0161 707 5007

The service consists of a network of social drop-ins based in community centres and gateway centres within Salford. We provide support in taking part in social and community activities, such as going to the gym, joining local health walks, arts and crafts, days out by bus or train or short holidays. There is also an opportunity to volunteer. We support people who wish to go back to work, education or training. Everyone is welcome even if they just want a place to sit down, have a drink and a chat with people in similar situations.

Salford Community Voluntary Services (CVS)

Tel: 0161 707 7067

Email: volunteer@salfordcvs.co.uk

www.salfordcvs.co.uk

Provides a range of services to both potential volunteers, and to organisations who involve volunteers.

Do-it

Tel: 020 7250 5700

www.do-it.org.uk

National database of volunteering opportunities in the UK.

Drop Ins and User Groups

There are a range of drop ins and user groups within each Community Mental Health Team (CMHT). Contact your CMHT to find out more – contact details on page 14/15.

Medical treatments

Medication – pros and cons

Medication may be prescribed to help you with your mental health problem. Your doctor will normally advise whether medication is appropriate or not.

To help you decide whether medication is for you, it can be worth considering:

- What is the drug designed to do?
- How long will it take to start working?
- How long will I need to take it for?
- Are there any side effects?
- Will I still be safe to drive?
- Are there any potential problems with stopping the drug?
- What other options do I have apart from taking the medication?

Strategies and treatments - an overview

There are various treatment options available and each treatment affects different people differently. Some treatments are best when used in combination with other treatments.

- Self-help strategies include healthy eating, taking exercise, talking about your feelings and keeping in touch with family and friends. This can contribute to better mental health.
- Talking therapies include counselling, cognitive behavioural therapy and psychoanalysis.
- Medication is the most common treatment provided to people with mental health problems.
- Self-management is when people develop an understanding of their illness and how it affects them and working out how to prevent or minimise a deterioration in their mental health. They can learn to control long term mental health problems.
- Complementary and arts therapies have also been found to help some people with mental health problems

Money

Managing personal finances and good mental health go hand in hand. So, if you are struggling to keep control of your income and expenditure, you may find that your mental health is affected. Likewise, if you find that you cannot cope with your feelings or behaviour, your finances may get neglected.

If you find that your finances have become a problem, there is a range of help on offer to make it easier for you to get back onto an even footing.

Salford Citizens Advice Bureau

Tel: 0844 826 9695

www.salfordcab.org.uk

There are five main offices, and weekly advice sessions in over a dozen venues. They provide advice and assistance on all aspects of debt advice; deal with complex employment issues; and offer specialist housing advice under the governments Community Legal Services scheme. There is also a Community Outreach Team who provide home visits to those who require them.

Citizens Advice Bureau (Salford Mental Health Services)

**Prestwich Site, Bury New Road, Prestwich, Manchester
M25 3BL**

**Tel: 0161 772 3506 (Tuesday to Thursday 10:00am – 3:30pm
Monday and Fridays appointment only)**

We offer advice and advocacy to people who use mental health services in Salford, visiting clients at mental health centres around the city. We provide complex benefits advice, including sickness and disability benefits, and also provide advocacy services, including in the NHS Trust.

Moneyline Greater Manchester

Tel: 0161 736 6500

www.moneylinegm.co.uk

A community based organisation which provides access to affordable credit for both individuals and small businesses.

Welfare Rights and Debt Advice Service

Welfare Rights Advice Line: 0800 345 7375

Debt Advice Line: 0800 345 7323

Urdu/Punjabi speaking: 0800 345 7371

Offer free, confidential and independent advice on your welfare benefits, tax credits or debt problems.

National Debtline

Tel: 0808 808 4000 (Monday to Friday 9:00am – 9:00pm

Saturday 9:30am – 1:00pm)

www.nationaldebtline.co.uk

For free specialist advice.

River Valley Credit Union

The Old Bank Building, 6 Great Clowes Street, Lower Broughton, Salford. M7 1RE

Tel: 0161 832 1998.

Community based, non-profit organisation, operated and owned by its members, providing savings and low rate loan facilities.

Consumer Credit Counselling Service

Tel: 0800138 111

www.cccs.co.uk

Directgov

www.direct.gov.uk/en/MoneyTaxAndBenefits/index.htm

Website of the UK government for its citizens, providing information and online services for the public all in one place.

Home Heat Helpline

Tel: 0800 33 66 99

www.homeheathelpline.org.uk

The Home Heat Helpline is a free national service for vulnerable people having difficulties paying their fuel bills

My life, my support , my choice

What is personalisation?

It is a new way of giving people more control over the social support services they use. It means that people are able to live their own lives as they wish, confident that services are of high quality, are safe and promote their own individual requirements for independence, well-being and dignity.

What does personalisation mean for me?

With personalisation, we will advise you and give you information about local activities, groups, support and social care services that you may want to use – whether or not you are eligible for publicly funded services. If you are eligible for publicly funded services, we will encourage you to think about what you want to achieve and what is most important to you.

Person centred planning and self-directed support

Person centred planning means that you will be firmly at the centre in identifying what you want to achieve. We'll then support you to work out the best way of achieving it. You will be able to design the services, support or care arrangements that suit you best.

Self- assessment and personal budgets

You will still need an assessment of what you can do for yourself and where you need some support, but you'll be doing a lot of the assessment yourself. Based on your assessment, we will decide if we can support you and if so, then how much money there is to support you with –this is your personal budget. Within reason, it is then up to you to decide how to use the personal budget. However you decide to use the budget, you will still have to contribute (pay towards) towards the cost of the services you use.

For further information contact your Community Mental Health Team.

Further information available at www.in-control.org.uk

Self-help

Talk about your feelings

Talking about your feelings can be of benefit to your mental health and help you deal with problems. Sometimes talking about things can help you put them into perspective.

Keep active

Regular exercise is of benefit to your mental health as well as your physical health. It can result in better sleep, making you able to concentrate more and feel better.

Eat well

A healthy balanced diet that is good for your physical health is also good for your mental health. You should aim to eat at least three regular meals a day and drink plenty, although not too much alcohol, high-caffeine or sugary drinks.

Drink sensibly

Drinking is sometimes seen as a way to manage our feelings but the effects wear off and often leave us feeling worse than when we started. Too much alcohol can damage you physically as well as making your mental health worse.

Keep in touch

Friends and family can help you deal with problems that arise and can boost your self-esteem. Feeling cared for and part of something is very beneficial to your mental health.

Ask for help

There is nothing wrong in asking for help. We all feel overwhelmed at one time or another and asking for help can often stop things deteriorating even further. Ask family and friends if you can, or there are many services designed to help you.

Take a break

If things are too much at some point, taking a break to go for a walk, watch TV etc can sometimes help. Time for yourself is sometimes very important and can be something very simple such as sitting down for a quiet cup of tea.

Do something you're good at

Activities that you enjoy, or are good at, are a very good way of making yourself feel better. Think of activities you used to do in the past or take up a new hobby.

Accept who you are

We all have different talents and accepting who you are is much healthier than wishing you were somehow different. We all have good qualities, and concentrating on those will help raise your self esteem.

Care for others

Caring for those friends and family around us can help keep those relationships close, and helping the wider community by volunteering can help you feel valued and needed. Caring for pets can be of similar benefit.

Self Help Services CCBT

**Energise Health Centre, 1 Douglas Green, Salford, M6 6ES,
(Tuesday 2:00pm to 6:00pm; Wednesday 4:00pm - 8:00pm;
Friday 2:00pm - 6:00pm)**

**Walkden Health And Social Care Centre, 2 Smith Street,
Worsley, M28 3EZ (Monday 4:00pm – 8:00pm)**

Tel: 0161 226 3871

Email: zioncentreadmin@selfhelpservices.org.uk

www.selfhelpservices.org.uk

Self Help Services is a user-led mental health charity that co-ordinates and delivers a range of services including computerised Cognitive Behavioural Therapy to people affected by depression and/or anxiety.

Other groups and support

Start in Salford

Creative Arts and Wellbeing Centre, Brunswick House, 62

Broad Street, Salford. M6 5BZ

Tel: 0161 351 6000

Email: info@startinsalford.org.uk

www.startinsalford.org.uk

Start in Salford aims to promote emotional well-being and recovery by providing creative arts-based activities and training opportunities for people who are, or maybe at risk of, experiencing mental health difficulties or social exclusion. To become a member of Start in Salford you will need to complete a referral form with your support worker or CPN.

The Angel Healthy Living Centre

The Angel, 1 St. Phillips Place, Salford, M3 6FA

Tel: 0161 833 0495

Email: info@salfordangel.org.uk

www.salfordangel.org.uk

The centre runs classes from arts to exercise and also a community café.

Neighbourhood Management Teams

Part of the work of the neighbourhood management teams is to support local residents to get involved in their community. We want to make sure there are a wide range of opportunities to involve residents. The community development workers can provide information about existing community groups or projects in your area.

See contact details on page 29.

Salford Service Information Directory

www.salford.gov.uk/serviceinfo

The directory has information about groups, services and activities taking place across the city. It allows you to access information about health and social care services, community centre activities, voluntary organisations, housing, education, leisure and more in Salford.

Useful contacts

Hearing Voices Network
Helpline 0114 271 8210
www.hearing-voices.org

National Perceptions Forum
Tel: 0207 840 3085
www.voicesforum.org.uk

The organisation formerly known as the National Voices Forum is a UK user led organisation which aims to give an active voice to people who hear voices in the head, people who have perceptions which the normal people aren't able to observe, people with schizophrenia, psychosis, paranoia, mental illness, hebephrenia, mania, schizophrenic spectrum disorders, and other forms of madness.

Saneline
Tel: 0207 375 1002
Email: sanemail@sane.org.uk.
www.sane.org.uk

SANEline is a national out-of-hours telephone helpline offering emotional support and information for people affected by mental health problems. They also offer an email support service.

Greater Manchester West Mental Health Foundation Trust
Tel: 0161 773 9121
www.gmw.nhs.uk

RealMentalHealth.com
www.realmentalhealthsite.com

A social networking site focusing on mental health treatment and wellness. The online community includes individuals, their family members, loved ones and friends who want to easily and interactively obtain knowledge about symptoms and treatments in a supportive community environment.

Getting involved

Local Health Watch

Tel: 0161 743 0088

Salford's Local Involvement Network (LINK) lets you influence local health and social care services so that Salford citizens get the health and social services they need. Anyone can get involved. Your LINK wants to hear about your experiences of health and social services and your ideas for improvements or changes. Salford LINK is supported by Unlimited Potential.

Mental Health Partnership / Development Board

User Development Worker Clare Mayo 0161 793 3832

The Mental Health Partnership Board enables representatives from Health and Social Care, along with Service User and Carer Representatives, to oversee the development, management and performance of mental health services in Salford.

Four Service User and four Carer Representatives work alongside a range of representatives from health and social care to ensure that mental health services in Salford are developing in the way service users and carers want.

The Mental Health Development Board was developed with service users and carers and provides a space for information raised at the Partnership Board to be discussed in more depth. Representatives of mental health service user and carer groups in Salford sit on this board and act as a consultative group.

Social Networking

Social networking is used to talk about a place online (usually a website or forum) where people can share information and talk about shared interests. Some social networks sites include:

- Facebook
- Twitter
- Flickr

Salford council share some of there news and information on these types of sites and there is a page on Facebook which is currently being trailed to share information about Salford's mental health services and to support people to have a say.

Community Committees

Claremont and Weaste Neighbourhood Management Team

Tel: 0161 789 4081

East Salford Neighbourhood Management Team

Tel: 0161 708 9455

Eccles Neighbourhood Management Team

Tel: 0161-603 4290

Irlam and Cadishead Neighbourhood Management Team

Tel: 0161 606 6786

Little Hulton and Walkden Neighbourhood Management Team

Tel: 779 8071

Ordsall and Langworthy Neighbourhood Management Team

Tel: 0161 603 4092

Swinton Neighbourhood Management Team

Tel: 0161 607 1961

Worsley and Boothstown Neighbourhood Management Team

Tel: 0161 790 4562

Community Committees support residents and make decisions about priorities for the area - be it providing youth activities, improving a local park or improving road safety. Community Committees are open meetings that have been set up to ensure local residents can influence decisions about their neighbourhoods. Each Community Committee has a budget and is supported by its own Neighbourhood Management Team which works to put the priorities into action.

Comments, compliments and complaints

We need to know what you think about our services so that we can improve them. You may have a concern or a complaint about a service or you may have a comment or compliment to make. We want to hear from you whatever you have to say.

We want to hear from you if:

- you receive a service from us
- you receive a service that we've arranged for you
- you receive a service that we provide jointly with a health partner
- you are the representative and acting in the interests of someone who receives a service from us
- we have refused to provide or arrange a service for you, which you believe you are entitled to

You can get in touch with:

- the worker or manager of the service concerned
- any of our adult social services offices
- the city council's complaints line Tel: 0161 909 6540
- the customer care unit at Crompton House. Tel: 0161 793 2233

If your complaint is about a residential or nursing home you can contact the Care Quality Commission which is responsible for registering and inspecting these establishments.

Tel: 0161 880 2300

Advocacy

The following organisations provide an advocacy service - helping you to complain or complaining on your behalf.

MIND in Salford

The Angel, 1 St. Phillips Place, Salford, M3 6FA

Tel: 0161 839 3030 (Monday to Thursday 10:00am – 4:00pm)

www.mind.com

Mental Health advocacy for Salford people aged 18-64.

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**This guide has been produced by Salford City Council
with help from people with mental health problems.**

**This guide can be provided in large print, audio,
electronic and Braille formats.
Please contact Information Services for other formats.**

Tel: 0161 793 2865

Email: social.services@salford.gov.uk

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