

# Gloucestershire Helplines and Online Support



## In an emergency call 999 and ask for help or

- Go to the Accident and Emergency (A&E) department at your local hospital or
- Talk to your GP (between 9am-5pm Monday – Friday) or
- Phone NHS Direct by ringing 111 (after 5pm or weekends) or
- Mental health emergency only (age 11+): Gloucestershire Health and Care NHS Trust (GHC) Crisis Team: 0800 1690398 (available 24/7)

## Helplines & Websites:

- **TIC+Chat:** an anonymous, safe, confidential, 1-1 support service for young people in Gloucestershire aged 9-21 [www.ticplus.org.uk/ticpluschat/](http://www.ticplus.org.uk/ticpluschat/) 0300 303 8080
- [www.onyourmindglos.nhs.uk](http://www.onyourmindglos.nhs.uk) mental health support and advice.
- **Childline:** Online help and advice telephone and text chat support  
· [www.childline.org.uk](http://www.childline.org.uk) Phone: 0800 1111
- **Young Minds:** mental health advice and info for young people [www.youngminds.org.uk](http://www.youngminds.org.uk)
- **YoungMinds CRISIS MESSENGER:** 24/7 service, providing free, mental health crisis support for young people across the UK. Text YM to 85258  
[www.youngminds.org.uk/find-help/get-urgent-help/youngminds-crisis-messenger/](http://www.youngminds.org.uk/find-help/get-urgent-help/youngminds-crisis-messenger/)
- **Samaritans:** [www.samaritans.org](http://www.samaritans.org) National Freephone: 116 123 (24-hours).
- **Self-Harm Helpline Rethink Gloucestershire:** Everyday 5pm-10pm  
· Webchat [www.gloucestershireselfharm.org](http://www.gloucestershireselfharm.org) Phone: 0808 8010606 Text: 075374 10022
- **PAPYRUS:** [www.papyrus-uk.org](http://www.papyrus-uk.org) confidential help and advice to prevent suicide.  
· Helpline: 0800 0684141 Text: 07786 209 697 Email: [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)
- **ChatHealth:** NHS School Nursing confidential text chat service 9am-4.30pm Mon-Fri  
· Text: 07507 333351
- **Anxiety UK:** information, support and advice [www.anxietyuk.org.uk](http://www.anxietyuk.org.uk)  
· Monday – Friday 9.30am-5.30pm - Infoline: 03444 775 774 Text: 07537 416 905
- **Hey Sigmund:** Anxiety in children and young people - latest research and news  
· [www.heyigmund.com](http://www.heyigmund.com)
- **NHS young people's mental health** [www.nhs.uk/Livewell/youth-mental-health](http://www.nhs.uk/Livewell/youth-mental-health)
- **Fixers:** stories by young people for young people [www.fixers.org.uk](http://www.fixers.org.uk)
- **Drugs Advice (Frank):** [www.talktofrank.com](http://www.talktofrank.com) Live chat: 2pm-6pm  
· Phone: 0300 123 6600 Text: 82111
- **Homelessness (Nightstop):** [www.gloucestershirenightstop.org.uk](http://www.gloucestershirenightstop.org.uk)  
· Phone: 01452 331330 Email: [admin@glosns.uk](mailto:admin@glosns.uk)

## Self-help apps:

Free to download from your app store

- **Calm Harm** - managing self-harm
- **MindShift** - to help manage anxiety and urges to self-harm
- **Cove** - express your mood with music
- **Stress & Anxiety Companion** – helps you handle stress and anxiety
- **Chill Panda** – relaxation and breathing exercises
- **i am me** - supporting young people's mental health, advice, tips, articles, mood tracker

## Parent Support:

### • TIC+ Parent Support Advice Line:

Mon & Wed 5-9pm Tues & Sat 9.30am-1pm

· Online-chat: [www.ticplus.org.uk](http://www.ticplus.org.uk) Freephone:0800 652 5675

- **Young Minds:** [www.youngminds.org.uk](http://www.youngminds.org.uk) Parent Helpline: 0808 802 5544
- **Family Lives:** [www.familylives.org.uk](http://www.familylives.org.uk) Parent Helpline: 0808 800 2222

