

Facts

- The number will not appear on your phone bill.
- We can send information to you through the post.

Callers' Comments

"Thank you, you have saved my life".

"No one else has ever listened to me".

"You gave me the time to talk and didn't make me feel stupid".

"Thank you for understanding; it's the first time anyone has ever understood me. Without the Helpline I would not be alive today".

Type Talk

Callers who have a hearing impairment can access the service by dialling:
18001 0500 639000

Other sources of information:

The Mental Health Helpline

This provides an information and listening service for people in Lancashire. It is available between 7:00pm and 11:00pm Mondays to Fridays and from 12:00 noon until 12:00 midnight on Saturdays and Sundays. **Freephone 0500 639000.**

Customer Care

If you wish to pay a compliment about the Trust's services, make a comment, raise a concern or complaint, please contact the Customer Care Department on **01772 695315, freephone 0808 144 1010** or email **customer.care@lancashirecare.nhs.uk**

If you have problems reading the print we can provide this leaflet in large print, audio book or Braille.

এই ডকুমেন্ট অনুরোধে বাংলায় পাওয়া যায়।
本文件可以應要求，製作成中文（繁體字）版本。
आ दस्तावेज विनंती करवायी पुस्तकालयी मणी रहेये.
ਇਹ ਦਸਤਾਵੇਜ਼ ਮੰਗ ਕੇ ਪੰਜਾਬੀ ਵਿਚ ਵੀ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।
درخواست پر یہ دستاویز اردو میں بھی مل سکتی ہے۔
W przypadku jakichkolwiek problemów z odczytaniem tekstu z przyjemnością dostarczymy Państwu ulotkę z dużym drukiem, także do odczytu lub tekst w języku Braille.

Copies of this leaflet are available from:
**Mental Health Helpline Admin Office, Parkwood,
East Park Drive, Blackpool FY3 8PW**

Tel: **01253 303699**

Email: **mental.helpline@lancashirecare.nhs.uk**

Website: **www.lancashirecare.nhs.uk**

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Data Protection

Lancashire Care NHS Foundation Trust adheres to The Data Protection Act 1998. The Trust will endeavour to ensure that your information remains secure and confidential at all times. For further information regarding data protection please visit the Trust's website or ask a member of staff for a copy of our leaflet entitled "Sharing Information With Us".

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Mental Health Helpline



**Feeling Low?
Need to talk?**

Do you or the person you care for experience...

- Panic attacks
- Anxiety
- Depression
- Stress
- Sleep problems
- Self harm
- Eating disorders
- Phobias
- Abuse
- Bereavement problems
- Domestic violence
- Relationship problems
- Loneliness
- Schizophrenia
- Bipolar
- Personality disorders
- Dementia
- Difficulty with Children
- Gender issues

A Confidential, Listening and Information service operated by specialist trained volunteers

Freephone 0500 639000

Lines are open: • Mon-Fri: 7pm till 11pm
• Sat-Sun: 12noon till 12midnight

For further information please visit: **www.lancs-mentalhealthhelpline.nhs.uk**

Are you interested in being a volunteer? Please contact the admin office on 01253 303699

The service offers
a confidential* and
supportive listening
ear and information
on sources of help.

What is the helpline?

The helpline is an NHS user-led service that aims to meet callers needs through a provision of information and a listening ear.

Why is it needed?

Many people feel isolated and are unaware of the services and resources available to them.

The helpline aims to promote mental well being and reduce stigma.

Aims

- To provide 'out-of-hours' telephone support to anyone concerned about their own mental health or that of someone they know.
- To provide mental health information and offer details of local and national services/ support groups.
- To provide immediate emotional support for anyone experiencing distress.
- To empower callers through information to make their own choices about how their health care needs may be met.

Who answers the telephone?

Fully trained volunteers answer the line. They offer their time to listen and support callers.

The operators are trained to access a database to provide you with information over the telephone.

Volunteer Recruitment

If you are interested in volunteering for the service please request an application pack by calling: **01253 303699** or email: **mental.helpline@lancashirecare.nhs.uk**

Opening Hours

Monday to Friday
7.00pm till 11.00pm

Saturday & Sunday
12noon till 12midnight

Confidentiality*

Exceptions to confidentiality apply under certain circumstances. You are able to listen to these exceptions when you telephone the service.

