

*Hartlepool's*

# Beautiful Minds

celebrating good mental health

Mental Health Directory  
2019



**HARTLEPOOL**  
**BOROUGH COUNCIL**

## What is this booklet about?

Most people will experience mental health problems at some point in their life. Hartlepool's Beautiful Minds is a partnership project comprised of a range of organisations working across Hartlepool that deliver mental health services. The project is dedicated to promoting good mental health. This booklet is designed to give residents of Hartlepool knowledge of mental health services that can offer support and advice as well as ways to self help.

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# Dementia Advisory Service

## The Bridge



Villiers Street  
Hartlepool, TS24 7SA  
Phone: (01429) 868587  
Email: [thebridge@hospitalofgod.org.uk](mailto:thebridge@hospitalofgod.org.uk)  
Website: [www.hospitalofgod.org.uk](http://www.hospitalofgod.org.uk)

### Who the Service is for:

The Dementia Advisors provide information and support for people who are living with dementia (or who are concerned about their memory), their carers, friends and families.

The Bridge is situated in the town centre. You can visit, phone or email Monday—Friday, 9.00 am—5.00 pm. Alternatively, a home visit can be arranged.

### Our free service includes:

- Dementia advice
- Information to enable people to live well with dementia
- Support to carers, family and friends
- Signposting to other services
- Practical and emotional support
- IT access to services and advice

For more information about the service, please contact a member of the team.

# Hartlepool 50+ Forum

c/o Healthwatch Hartlepool  
The Orcel Centre  
Wynyard Road  
Hartlepool  
TS25 3LB  
Phone: (01429) 288146

## Who the service is for:

The Forum welcomes all people aged 50+ who live in Hartlepool.

## For more information:

Contact Healthwatch Hartlepool on (01429) 288146.

## Description of Service:

The purpose of the Forum is to enable people age 50+ in Hartlepool to have a voice on matters which are important to them, whilst providing organisations and agencies with a mechanism to consult with people age 50+ on a range of issues that relate to planning and developing services.

Members of the 50+ Forum lobby for the rights of older people on a local, regional and national basis. The Forum has elected representatives on many groups and partnerships across Hartlepool and the North East who feed the views of older people into key decision making.

# Healthwatch

Healthwatch Hartlepool

The ORCEL Centre, Wynyard Road, Hartlepool, TS25 3LB

Tel: (01429) 288146

Email: [yoursay@healthwatchhartlepool.co.uk](mailto:yoursay@healthwatchhartlepool.co.uk)

Website: [www.healthwatchhartlepool.co.uk](http://www.healthwatchhartlepool.co.uk)

Healthwatch is the new independent consumer champion for both health and social care. It has two distinct forms - Local Healthwatch at local level and Healthwatch England at national level. The aim of local Healthwatch is to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality. Local Healthwatch will also provide or signpost people to information to help them make choices about health and care services.

## Local Healthwatch will also:

- Have a seat on the local Health and Wellbeing Board ensuring that the views and experiences of patients, carers and other service users are taken into account within key local strategies such as the Joint Strategic Needs Assessment (JSNA)
- Enable people to share their views and concerns about local health and social care services and help to build a picture of where services are doing well and where they can be improved
- Be able to alert Healthwatch England or the Care Quality Commission (CQC) where appropriate, to concerns about specific care providers and other health and social care issues
- Provide people with information about their choices and what to do when things go wrong
- Give authoritative evidence based feedback to organisations responsible for commissioning or delivering local health and social care services
- Help and support Clinical Commissioning Groups (CCGs) to make sure that local services really are designed to meet citizens' needs
- Be inclusive and reflect the diversity for the community it serves

# **'HART'**

## **(Hartlepool Action Recovery Team)**

### **Drug & Alcohol Treatment Services**

#### **Location of Services:**

Whitby Street  
Hartlepool  
TS24 7AB

#### **Description of service**

A commissioned clinical service through Addaction, which offers a substitute prescribing service for those with substance misuse issues including initiation, titration, stabilisation and reduction regimes, BBV (Blood Borne Virus) vaccinations and counselling.

Linked to that service we have:-

- The James Cook University Hospital Hepatitis team providing a fortnightly Hepatitis C treatment clinic supporting clients testing positive for Hepatitis C
- A midwife from Hartlepool Hospital who provides a weekly pre and post natal clinic.

A Psychosocial recovery support element, which was recently brought in-house is now provided by Hartlepool Borough Council. We offer an NBPS (Neurological, Biological, Psychological, Sociological) model.

The team provide a wide range of evidence based, needs led, interventions on drop in, 1-1 and groupwork basis, including:

- Assessment
- NBPS Structured Group Work Programme
- 12-Week Intensive Community Recovery Programme

# **'HART'**

## **(Hartlepool Action Recovery Team)**

### **Drug & Alcohol Treatment Services**

#### Description of Service: (continued)

DRR (Drug Rehabilitation Requirement) and ATR (Alcohol Treatment Requirement) are assessed alongside a probation officer; if treatment is required clients will be seen on a 1-1 basis x 2 appointments (fast track)

CRC (Community Rehabilitation Company) offer a DRR group on a Tuesday evening.

Any NPS (National Probation Service) DRR clients are seen on a 1-1 basis as pre-arranged with the individual's probation officer.

All ATR clients are referred to the NBPS team on an individual basis.

- Support groups
- Preparation for Residential Rehabilitation and Detoxification
- CRAFT (Community Reinforcement and Family Training) / Family Intervention
- HART Young People's Service offer a range of services for young people up to the age of 18 yrs. The service provides support around substance misuse treatment, prevention and early interventions.
- HART support young people in achieving the recovery goals using structured care planning and we support young people to make informed decisions and stop them making decisions they may later regret.

# Incontrol-able CIC

## Supporting Disabled People in Hartlepool through Information, Advice and Guidance services

Centre for Independent Living  
Burbank Street Hartlepool, TS24 7NY  
Phone: (01429) 401742 Email: [info@incontrol-able.co.uk](mailto:info@incontrol-able.co.uk)  
Website: [www.incontrol-able.co.uk](http://www.incontrol-able.co.uk)

### Who the Service is for:

Incontrol-able CIC is the only nationally recognised Disabled People's User Led Organisation (DPULO) across Teesside. Our Management Board is made up of 75% Disabled People, making us 'Experts by Experience' that is person centred and promotes independence through our services and projects.

### Getting the Service:

Incontrol-able CIC provides FREE services to Disabled and Older People who live in Hartlepool. We deliver projects and services that provide individuals with Information, Advice and Guidance.

We are based at the Centre for Independent Living and can be contacted via telephone, e-mail, website and social media. Please see our website for more details: [www.incontrol-able.co.uk](http://www.incontrol-able.co.uk)

### Description of Service:

We support the Hartlepool Advocacy Hub. Our role within the Hub is to identify Advocates from the Framework to provide General, Mental Health and Mental Capacity advocacy support. For further information and to download the referral forms, please visit our dedicated website [www.hartlepooladvocacyhub.com](http://www.hartlepooladvocacyhub.com) This is a FREE service to Hartlepool residents and patients who meet the eligibility criteria.

If you require any further information, please do not hesitate to get in touch with us on the contact details above.

# Blue Rose Thinking CIC

E [info@bluerosethinking.co.uk](mailto:info@bluerosethinking.co.uk)  
T 01429 401743 | M 07704 223 354

Centre for Independent Living, Burbank Street  
Hartlepool, TS24 7NY

**Who the Service is for:** We are a FREE service for any adults in Hartlepool who are feeling socially isolated and lonely; but especially those people with additional support needs.

**Getting the Service:** We have a simple referral form that can be collected from community venues, downloaded via the internet, or provide information over the telephone.

## Description of Service:

Blue Rose Thinking CIC is a not-for-profit organisation established to reduce the impact of social isolation in our community for people with physical and emotional well-being support needs.

*The organisation was established in memory of our friend Kim, who sadly passed away in 2017.*

One of our aims is to establish a Community Choir – being able to sing is not a priority!

# Age UK Teesside

## Hartlepool Befriending Service

The Dorothy Rose Suites (29-32)  
The TAD Centre  
Ormesby Road, Middlesbrough

### Who the Service is for:

- Residents aged over 65
- Who live alone
- Are lonely and isolated

### Getting the Service:

Referrals are taken from various sources ie social services, community agencies. Family and friends. Residents can self refer.

### Description of Service:

- To provide befriending to older people in the community and visit clients in their own homes.
- To build a relationship with the client to reduce their loneliness and/or isolation
- Attend community activities/groups with the client (if appropriate)

Befriending can include company and conversation at an older person's home, help with small daily living tasks, a visit to a local venue or short walk and/or introduction to community groups/activities.

For further information contact:

Pamela Cairns

Befriending Co-ordinator

Tel; 07808 306184 Email: [pamela.cairns@ageukteesside.org.uk](mailto:pamela.cairns@ageukteesside.org.uk)

The service is delivered by Age UK Teesside and supported by Hartlepool Borough Council.

# Hartlepool Carers

19A Lowthian Road  
Hartlepool  
TS24 8BH

Phone: (01429) 283095 Email: [staff@hartlepoolcarers.org.uk](mailto:staff@hartlepoolcarers.org.uk)

## Who the Service is for:

Hartlepool Carers provide support and information to carers in their role. A generally accepted definition of the term carer is as follows:

*“A carer spends a significant proportion of their life providing unpaid support to family, friends or neighbours. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.”*

## Getting the Service:

Carers and/or professionals can refer into Hartlepool Carers directly on (01429) 283095.

## Description of Service:

Hartlepool Carers offer a bespoke package of support for each carer based on the outcome of an initial assessment. Some carers will be allocated an advisor to work with them on a 1-1 basis, to refer, signpost and/or advocate for them until they feel their caring role is more manageable.

Hartlepool Carers offer all carers the opportunity to engage in numerous peer support groups, social outings, relaxation, therapies and even beauty treatments to promote carer wellbeing.

Hartlepool Carers has separate young carers' groups and a young adult carers' group too.

All carers can also call the office for advice and telephone support as and when needed.

# Bringing Communities Together

The Centre of Creativity and Wellbeing  
Durham Street  
Hartlepool  
TS24 0HQ  
Tel: 01429 597750

## Who the Service is for:

We are a diverse centre and include everyone in the community that are looking for a relaxing environment, with onsite support and activities to promote wellbeing.

## Getting the Service:

You can self refer or referral by another organisation.

## Description of Service:

Within our Centre Of Creativity and Wellbeing, we offer some wonderful services, ensuring a friendly, safe and relaxed environment.

Come along and enjoy our Be Crafty Art and Craft Room with ongoing workshops including Mindfulness based Art Therapy sessions. This is available to both adults and children.

Be Mindful with our mindfulness meditation and guidance service. Relax with Reiki sessions or enjoy an Indian head massage or hot stone massage. Have the 'Me' time you deserve. Discuss relaxation techniques with our Pain Management Practitioner or just to help ease the stress and anxiety of everyday life.

## Bringing Communities Together

### Description of Service: (continued)

Relax in our Bistro while children enjoy our Play Area and Sensory Room, with support for parents and creche facilities available so parents/carers can have some time to themselves enjoying the activities we have available.

Be skilled in our training room, with ongoing courses and workshops available.

Be supported within the centre by our wonderful staff, always on hand to listen.

We also have a Bistro where you can relax and enjoy a nice meal.

# Improving Access to Psychological Therapy Services (IAPT)

Alliance Psychological Services Ltd - Phone: 01642 352747

Hartlepool & East Durham Mind - Phone: 01429 269303

Insight Healthcare/Talking Therapies - Phone: 0300 555 0555

Starfish Emotional Wellbeing in Teesside - Phone: 01642 672987

Middlesbrough & Stockton MIND - Phone: 01642 218361

wecantalk.org - Phone: 01642 263121 (option 4)

## Who the Service is for:

IAPT is a programme that helps people suffering from depression and anxiety disorders find the best type of therapy for them.

## Being referred:

Just speak to your GP and they will put you in touch with one of your local IAPT providers or you can contact them direct. They will work with you to explore the problems you are facing and identify how best to deal with them.

## Description of Service:

1 in 4 of us will experience problems with our psychological (mental) wellbeing at some point in our lives. Problems like mild depression, anxiety, stress, panicking, nervousness, isolation and loss of sleep make it hard for us to cope with our daily life. We have a team of qualified, experienced professionals and counsellors specially chosen to work alongside your local GP.

IAPT offers patients treatment combined where appropriate with medication, which traditionally has been the only treatment available. It can help patients suffering from:

- Low mood and/or depression
- Loss of interest and pleasure
- Post-traumatic stress disorder
- Poor concentration
- Sleep problems
- Anxiety
- Feelings of worthlessness, hopelessness and guilt
- Obsessive Compulsive Disorder (OCD)

# MINDskills Recovery College

Gaynor Goad, Project Manager

MINDskills Recovery College

Enterprise House

8 Yarm Road

Stockton-on-Tees, TS18 3NA

Phone: (01429) 269303 [www.catalyststockton.org/](http://www.catalyststockton.org/)

## Who the Service is for:

Any person living in the Hartlepool or Stockton-on-Tees area aged 16 or over experiencing mental health, social or emotional difficulties. You can enrol yourself or someone can refer you for enrolment.

## Description of Service:

This is a new service to improve mental health, develop social skills and maintain positive wellbeing. The College aims to help you to become a specialist in your own care, understand what makes you feel well so that you can use the skills learnt when you need them most.

We provide informal workshops for those wishing to understand recovery, identity, relationships, unhealthy thinking and behaviours, self-care, mindfulness, relaxation and physical health. There are various peer support groups that those enrolled in the college can access. Those that have been involved in the Recovery College and would like to become a peer mentor, there are opportunities to gain an accredited qualification.

## **Useful Contacts:**

### **Samaritans**

**Phone:** freephone 116 123 (24 Hour UK Helpline)

**Website:** [www.samaritans.org.uk](http://www.samaritans.org.uk)

### **Harbour Hartlepool Refuge**

**Phone:** 03000 20 25 25 (24 hour)

**Website:** [www.myharbour.org.uk](http://www.myharbour.org.uk)

### **SANE (Mental Health Charity)**

**Phone:** 0300 304 7000

**Website:** [www.sane.org.uk](http://www.sane.org.uk)

### **Cruse Bereavement Care**

**Phone:** freephone 0808 808 1677 (UK helpline )

**Website:** [www.cruse.org.uk](http://www.cruse.org.uk)

## **Useful Contacts:**

**Rethink** Rethink Mental Health (Advice and Information Service)

**Phone:** 0300 5000 927

**Website:** [www.rethink.org](http://www.rethink.org)

## **Mental Health Matters**

**Website:** [www.mental-health-matters.com](http://www.mental-health-matters.com)

**Alcoholics Anonymous: Phone:** 0800 9177 650  
email: [help@aamail.org](mailto:help@aamail.org)

**Narcotics Anonymous: Phone:** 0300 999 1212

**Gamblers Anonymous: Website:** <http://www.gamblersanonymous.org.uk/>

# Hartlepool's Beautiful Minds Partners

