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# Accessing Mental Health Services - Central & West Lancashire

Information for patients.

If you're living in Central & West Lancashire  
and need mental health care, advice or  
support please call **Freephone 0800 0130708**

**We are**

kind ● a team ● respectful ● always learning

**We are  
LSCft**

Lancashire and South Cumbria NHS Foundation Trust provides 24-hour access to mental health care, advice, support and treatment. By calling **0800 0130708**, you can speak to a member of the team and discuss your current mental health needs.

## Who can access the mental health services?

Anyone who lives across Central & West Lancashire who feels that they need urgent mental health care or has an enquiry about their routine care.

Areas include the following, but this is not an exhaustive list:

- Preston
- Chorley
- Leyland
- Bamber Bridge
- Fulwood
- Hutton
- Euxton
- Longton
- Skelmersdale
- Ormskirk
- Barton
- Aughton

You can contact us direct. You do not need to have used any mental health services before or previously been diagnosed with a mental health problem.

Not only can you call us direct, a friend, carer or family member can also call the team if they are concerned for your wellbeing.

You can also be referred by your GP, social care professional or a voluntary organisation.

If you urgently need specialist advice, even if you have not been diagnosed with a mental health problem, you can still talk to a member of the team who can advise you. Call **0800 0130708**.

## What kind of help can I expect?

We will work with you, your family and other agencies to allow quick access to services that will support you.

Our team is made up of qualified mental health clinicians and experienced support staff skilled in talking to people in distress and providing guidance to help you manage the situation and your feelings. They have information on all the health, social and voluntary services available to support you. They will be able to refer you or make you an appointment if it is needed.

From our conversation with you, a member of the team may arrange for you to receive support over the phone or for a mental health practitioner to see you at home, at a GP practice or another mutually agreed place to allow us to gather further information about your current mental health needs. We can also offer you information about other services that could assist you at this time.

The team is supported by clinicians from specialist areas of care such as:

- Children's and young people's mental health services
- Learning disabilities services
- Eating disorder services
- Older people's services

The team recognise that some people need to be seen quickly and in these cases we will aim to provide a telephone response within an hour and, if needed, a face-to-face appointment that same day. The mental health practitioner who attends will help you to work out what support you need and be able to give you advice and information. If they think that you need extra support and help from mental health services they will be able to organise this for you.

## What about confidentiality?

Everyone in the Initial Response Service contact centre and Lancashire and South Cumbria NHS Foundation Trust works to very strict rules about confidentiality; however, there may be instances where it may be necessary to share information with other professionals. If you have any concerns about confidentiality, please talk to a member of staff.

We will keep a record of your contact with our service and also provide your GP with a summary of your contact with us.

For further details on how your information is stored, please visit the Lancashire and South Cumbria Foundation Trust website here:

[www.lscft.nhs.uk/access-to-records](http://www.lscft.nhs.uk/access-to-records)

To view the Trust Privacy Notice please visit the website here:

<https://www.lscft.nhs.uk/privacy-notice>

## Interpreters

If you need an interpreter, please let us know and we will arrange this for you.

## Travel information

For details of local transport, including timetables, please visit Lancashire County Council's website [www.lancashire.gov.uk/roads-parking-and-travel](http://www.lancashire.gov.uk/roads-parking-and-travel)

## What if I have a comment, suggestion, compliment or complaint about the service?

If you want to make a comment, suggestion, compliment, or complaint you can:

- talk to the people directly involved in your care
- ask a member of staff for a feedback form, or complete a form on the Trust website [www.lscft.nhs.uk](http://www.lscft.nhs.uk) (click on 'tell us how we're doing')
- telephone PALS: **0800 234 6088**

We are always looking at ways to improve our services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention.

## How do I contact the Service?

You can contact the team by calling **0800 0130708**.

The team are available 24 hours a day, including weekends and bank holidays.

## Useful local contacts for Central & West Lancashire residents

### Citizen's Advice Bureau

Free advice service to inform people of their rights and responsibilities. Specialist advice available for disabled people and their carers such as money advice, employment, housing and homelessness.

**Leyland Tel:** 01772 424282

Tuesday & Thursday 9.30am to 4pm

**Chorley Tel:** 01257 279807

Monday, Wednesday & Friday 9.30am to 4pm

**Email:** [advice@chorleycab.cabnet.org](mailto:advice@chorleycab.cabnet.org)

### Chorley & South Ribble Welfare Rights Service

Free confidential advice and help with benefit problems. They do no longer assist with filling out of forms.

Chorley Information & Advice Centre

**Tel:** 01257 517272

**Email:** [Leyland@lancswelfarerights.com](mailto:Leyland@lancswelfarerights.com)

### Clayton Brook Community House

A local charity offering a wide range of services and sessions including counselling, P.A.C.T, job search help, parenting courses, Tai Chi plus much more.

61-63 Tunley Holme, PR5 8ES

**Tel:** 01772 698074 **Email:** cbchouse@hotmail.co.uk

**www.cbch.org.uk**

### Lancashire Wellbeing Service (Lancashire County Council):

Support and information service on practical matters such as; Health & fitness, home & garden, home & community safety, learning & leisure, finance, mobility, transport, community groups & involvement, relationships & families, employment volunteering & training.

**Tel:** 03450 138 208 (N-Compass)

**www.lancashire.gov.uk**

### Marriage Care

A national charity specialising in couple's relationships by offering relationship education initiatives, marriage preparation services and relationship counselling.

**Tel:** 0800 389 3801 to find your nearest centre

**www.marriagecare.org.uk**

### Relate

Relate offers advice, relationship counselling, sex therapy, workshops, mediation, consultations and support face-to-face, by phone and through the website.

Hughes House, 160 Garstang Rd, Fulwood, Preston, PR2 8NB.

**Tel:** 01772 717 597

**www.relate.org.uk**

### Trust House Lancashire

Provide specialist support services to women, men and children affected by rape and sexual abuse in Lancashire.

**Tel:** 01772 825288

**Email:** support@trustouselancs.org

### The Women's Centre

Offers a confidential listening service, free counselling, legal advice, weekly relaxation sessions, information and a variety of courses e.g. stress management or assertiveness.

**Tel:** 01257 265342

Tuesday & Friday 10am to 3pm. Open at other times for courses etc.

**Email:** chorleywomen@btconnect.com

### Cruse Bereavement Care

Helps people through one of the most painful times in life – with bereavement support and information

**Tel:** 01772 433645

**www.cruse.org.uk**

### Minds Matter

Mindsmatter offer a variety of services suited to your needs. A range of interactive and non-interactive courses to help you manage stress, anxiety and low-mood.

**Preston Tel:** 01772 773437

**Chorley and South Ribble Tel:** 01772 643168

**West Lancashire Tel:** 01695 684177

## Central Lancashire Haven

The haven is a welcoming and non-judgemental places for individuals struggling socially and emotionally with life challenges or who are in crisis.

Our team of professionals and volunteers offer interactive one-to-one and group support.

The Haven, Blanche Street, Preston, PR2 2RL

Tel: 0330 008 3672

## Veteran's Gateway

[www.lancashire.gov.uk/armed-forces](http://www.lancashire.gov.uk/armed-forces) is a single point of access for veterans to access local services. Includes information on the Covenant and the Lancashire Armed Forces Hub

Online referral form only

## LSCFT Info

[www.lscft.nhs.uk/military-veterans-mental-health-services](http://www.lscft.nhs.uk/military-veterans-mental-health-services) gives information and support available locally to veterans and their families.

## KEY - Under 25's Housing Support Team CSR

They help under 25s with housing issues, can arrange supported living and can do mediation to help with trying to keep them with parents. Also provide support re budgeting etc when they are housed

Tel: 01772 678979

## Lancashire Mind

Provides information for individuals, carers and families experiencing emotional or mental health problems.

80-82 Devonshire Road, Chorley. PR7 2DR

Tel: 01257 231660

Email: [admin@lancashiremind.org.uk](mailto:admin@lancashiremind.org.uk)

[www.lancashiremind.org.uk](http://www.lancashiremind.org.uk)

## National contacts

### NHS 111

Helpline: 111. 24 hours a day, seven days a week.

[111.nhs.uk](http://111.nhs.uk)

### NHS Helpline

Helpline: 0800 915 4640. 9am-6pm, Monday-Friday

Can provide details of help and support in your own area.

### MIND Ed

Helpline: 0300 123 3393

9am-6pm, Monday-Friday

Can provide details of help and support in your own area.

### No Panic

Helpline: 0844 967 4848

10am-10pm everyday

Helpline that helps people who suffer from panic.

## Papyrus Hopeline

**Helpline:** 0800 068 41 41

9am – midnight every day of the year (weekends & bank holidays included)

Helpline that helps people having thoughts of suicide or are concerned for a young person who might be you can contact HOPELINEUK for confidential support and practical advice.

## The Samaritans

**Helpline:** 116 123

24 hours, 365 days a year

Provide confidential emotional support for people who are experiencing feelings of distress.

## Rethink's National Advice Service

**Tel:** 0300 5000 927

10am-2pm, Monday to Friday

Provides advice and information to people with severe mental illness, their families and carers.

## Useful Websites

### Support Line

[www.supportline.org.uk](http://www.supportline.org.uk)

Confidential emotional advice and support to assist people during a crisis.

### NHS Choices - Your health, your choices

[www.nhs.uk](http://www.nhs.uk)

Information about conditions, treatments, local services and healthy lives.

## Self Help Guides

Lancashire and South Cumbria Foundation Trust has a range of FREE self-help guides that cover various issues including, anxiety, stress, self-harm and many more.

Via this QR code:



Alternatively, download the FREE app via the Apple/Android store by searching 'LSCFT'.



## Patient Advice and Liaison Service (PALS)

If you have some concerns, questions or need advice on our services, you can contact the Patient Advice and Liaison Service (PALS) on **0800 234 6088** or email **PALS@lscft.nhs.uk**

**Feeling low and need someone to talk to  
or need urgent help?**

**Please call 0800 0130708  
24 hours a day, 7 days a week**

This leaflet is available in alternative languages and formats upon request. Please speak to a member of our staff to arrange this.

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