The information in this guide was correct at the time of going to press. If you spot any errors or omissions please contact us so that we can update any future guides.
Healthwatch Rotherham: Who we are

We exist to make health and care services work for the people who use them.

Everything we say and do is informed by our connections to local people. Our sole focus is to understand the needs, experiences and concerns of people of all ages who use services and to speak out on their behalf.

We are uniquely placed as a national network, with a Healthwatch office in every local authority area in England.

Our role is to ensure that local decision makers and health and care services put the well-being of people at the heart of their work.

We believe that asking people about their experiences can identify problems that if addressed will make services better.

Our Vision

Healthwatch Rotherham will be known by all communities and individuals within the region as delivering on its promises, backed up by robust action and supported by improvements in local services.

Our Mission

To be the first point of contact for all of Rotherham’s communities and individuals, to help them to have a means of improving their own and others’ quality of health, wellbeing and social care.

We will do this by promoting local people’s rights to the following:

- The right to essential services
- The right of access to these services
- The right to a safe, dignified and quality service
- The right to information and education
- The right to choose
- The right to be listened to
- The right to be involved
- The right to live in a healthy environment

Our Values

To be an impartial and trusted friend helping communities and individuals achieve their desired outcomes and to be recognised as a fiercely independent organisation by the citizens of Rotherham.
Healthwatch Rotherham at a glance

- We signpost people to services
- We raise the issues that the public tell us about
- Our volunteers give us many hours of exceptional service
- We provide a free NHS advocacy service
- We have gathered peoples comments about health and social care
- We’ve met hundreds of local people at our community events
“Mental health” relates to your emotional and psychological well-being. Just like physical health (the health of your body), our mental health changes throughout our lives and our minds can become unwell.

Sometimes, when our mental health is not as good as it could be, we begin to struggle with everyday life.

We all develop different coping strategies to manage our mental health. We need to be wary of judging others by our standards when looking at the way they choose to stay well.

Sometimes our coping strategies don’t work. In some cases these strategies may actually make us feel worse.

If you or someone you know is experiencing one or more of the problems listed on the following pages of this booklet; if it has been going on for some time; if the problems are not improving or are getting worse, it could be that you or they need help to feel better.

Many people struggle to get the right advice or information at the right time and even some professionals they come into contact with may not know how to help them find support. They may also find that information is not always clear or up to date or available from one source.

Don’t panic. You are not on your own. Help is out there. This guide will tell you some of the things you can do to improve your health and well-being. It also explains where you can go for help and support in the Rotherham area.

Tony Clabby
CEO

#ROTHERHAMisWONDERFUL
Do I have mental health difficulties?

Some of the problems that you or those around you may notice are:

- Feeling low
- Crying or getting upset a lot
- Not enjoying things like you used to
- Feeling like you’re “supposed to be miserable”
- Feeling like you can’t be bothered
- Excessive worrying or rumination
- Intrusive, upsetting or catastrophic thoughts
- Feeling overwhelmed by stress
- Feeling like you’re “disconnected” from the world or from yourself
- Can’t concentrate or think clearly
- Forgetfulness or confusion
- Hearing voices
- Compulsive or obsessive behaviour eg washing hands, counting things
- Anxiety
- Hypervigilance (constantly looking for threats)
- Restlessness or hyperactivity
- Avoiding people or situations
- Hyperactivity or restlessness
- Anger, aggression or irritability
- Trouble sleeping or staying awake
- Problems eating
- Taking unprescribed medication
- Self harm (various forms, e.g. cutting, scratching, hair pulling, etc)
- Drinking alcohol or taking drugs to cope

Are any of these severe, long lasting, showing no sign of improvement or getting worse?

Everyone struggles at some point in their lives. Sometimes things get on top of us and it’s hard to cope on our own - but you aren’t alone. Help is out there. We’re going to show you how to get it.
One in four of us will have a mental health problem of some kind during our life. The first few steps towards recovery can be very hard but help is available.

**Talk to someone you trust — it really can help!**

Sometimes talking about a problem makes it seem less threatening and can bring a sense of relief. You could talk to your partner, family or a good friend. If this isn’t possible for you there are other people who can give you support and advice.

National organisations exist along with local places where you will find a sympathetic ear. These are listed from page 18.

**Should I go and see my GP?**

Our mental health and our ability to respond to stressful situations is constantly changing in response to our physical health, our environment and the support networks we have to help us stay well and balanced.

Most of the time we are able to manage episodes of poor mental health ourselves without help from a doctor but when these episodes last a long time or get worse it may indicate an issue that needs specialist help. If you feel suicidal or desperate, you should get help straight away.

**Will I have to be seen by a psychiatrist or go into hospital?**

Your GP can refer you to a specialist who is better placed to assess your mental health. The specialist will be able to identify mental health difficulties and help you think about the best course of action for recovery.

Sometimes this specialist will be a psychiatrist, sometimes a psychologist, counsellor or other trained professional. The NHS calls this ‘Secondary Care’.
From 1st April 2014 many people now have a right in law to choose who their Secondary Care provider is. The standard option will usually be the local NHS service but others are available within the private and voluntary sector in Rotherham.

What if I don’t want the help I am offered? Can I refuse?

Some people believe there is a stigma attached to using mental health support services but the reality is, our mental health is every bit as important as our physical health. Taking ownership of your mental health is a step on the road to recovery and a clear sign that you won’t be beaten. Be proud of yourself!

Treatment for mental health concerns is usually optional. You have the right to refuse any clinical intervention if you do not believe it is in your best interests.

The only time you might not be able to refuse treatment is if you are assessed by a qualified professional as being so unwell that you are incapable of looking after yourself or you pose a danger to yourself or to other people.

In a situation like this you may be detained (“sectioned”) under the Mental Health Act 1983; A named doctor will be allowed to make decisions about your medication and where you should be cared for. Anyone who is detained in this way has the right to appeal using free advocacy support. Cloverleaf details are on page 10.

When will I begin to feel better?

Everyone is unique with different personalities, problems and life experience. Recovery time depends on what’s happened and what support you need. It may not always seem like it at first but you CAN recover from mental health difficulties.

If you are receiving help or treatment from your GP or another professional, talk with them about how long these feelings may last.

What do I do if I don’t feel better or I get worse?

Tell your doctor or support worker how you’re feeling. If the feelings are making it impossible to cope in your daily life or you feel suicidal, speak to someone NOW! Contact the Samaritans, your GP or go straight to A&E. It is important to seek help!
I am desperate! What should I do?

If you think you may at risk of harming yourself in some way, it is important to speak to someone as soon as possible. You are only one phone call away from help!

The Samaritans have 24 hour telephone helpline (Freephone 116 123), alternatively you can always contact your GP, the local Access/Crisis Team (01709 302670) or go to the A&E (Accident and Emergency) department at your nearest hospital.

Nobody’s listening! What can I do?

If you feel you aren’t getting the support you need or that nobody is taking your concerns seriously you can speak to an advocacy service. These services can provide information on what to do next and some can act as “your voice” when you feel you aren’t being heard.

Healthwatch Rotherham provide NHS Advocacy support for NHS complaints.

Telephone number: 01709 717130

Email address: info@healthwatchrotherham.org.uk

Website: www.healthwatchrotherham.org.uk
Cloverleaf Advocacy Services work with Sheffield Citizens Advice Bureau (Lead Partner) to deliver Independent Mental Health Advocate Services across Sheffield, Doncaster and Rotherham.

Telephone number: 01724 854952

Email address: sheffield@cloverleaf-advocacy.co.uk

Website: sheffield@cloverleaf-advocacy.co.uk

Talking Things Over

Are you ready to talk to somebody?

Talking Therapy is for anyone who’s going through a bad time or who has emotional problems they cannot sort out on their own.

Talking therapies can help all sorts of people in many different situations. You may be able to get talking therapy on the NHS but there is usually a waiting time. Talking therapy is widely available privately.

Why talking therapy may help

Sometimes it’s easier to talk to a stranger than to relatives or friends. During talking therapy a trained therapist listens to you and helps you find your own answers to problems without judging you.

The therapist will give you time to talk, cry, shout or just think. It’s an opportunity to look at your problems in a different way with someone who will respect and encourage your opinions and the decisions that you make. Usually, you will talk one-to-one with the therapist. Sometimes talking treatments are held in groups or in couples such as relationship counselling.

Talking therapies can help if you are having any difficulties in life including issues relating to your mental health.

🌐 www.nhs.uk/Conditions/stress-anxietydepression/Pages/benefits-of-talkingtherapy.aspx
The types of therapy

“Talking Therapy” is a broad term. It covers all the psychological therapies that involve a person talking to a therapist about their problems.

Although there are many different types of talking therapy they all have a similar aim: to make you feel better. Some people say that talking therapies don’t make their problems go away but they find it easier to cope with them and feel happier.

For some problems and conditions one type of talking treatment may be better than another. Different talking treatments also suit different people. A particular one may be best for you and your situation.

To help you decide which one would be most suitable for you talk to your GP about the types of talking therapy on offer (let them know if you prefer a particular one).

A brief explanation of various talking treatments and how they can help:

Counselling

Probably the best-known talking therapy and the most readily available through your GP’s surgery. On the NHS it usually consists of 6 to 12 sessions each an hour long. You talk in confidence to a counsellor about how you feel about yourself and your situation. They will support you and offer practical advice.

Counselling is ideal for people who need help coping with a current crisis such as: anger, relationship issues, bereavement, redundancy, infertility, onset of a serious illness. It’s aimed more at guiding you through your current situation than looking for past causes.
Cognitive Behavioural Therapy

CBT is aimed at changing the way you think and behave so that instead of feeling hopeless and depressed or running away from problems, you respond much more affirmatively and feel better about things. It is available through your GP’s surgery.

You set goals with your therapist and carry out tasks between sessions. A course typically involves around six to 15 sessions which last about an hour each. There are also self-help books and computer courses which use the concepts of CBT to help you overcome common problems like depression.

Like counselling, CBT deals with current situations rather than events in your past or childhood. In particular CBT can help: depression, anxiety, panic attacks, phobias, obsessive compulsive disorder (OCD), post-traumatic stress disorder and some eating disorders especially bulimia.

Psychotherapy

Unlike counselling and CBT, psychotherapy involves talking more about your past to help you overcome problems you’re having in the present. It tends to last longer than CBT and counselling. Sessions are an hour long and can continue for a year or more.

There are different types of psychotherapy, but they all aim to help you understand more about yourself, improve your relationships and get more out of life. It can be especially useful in helping people with long-term or recurring problems to find the cause of their difficulties.

Family Therapy

This may be offered when the whole family is in difficulty. A therapist (or pair of therapists) meets the whole family and explores the family’s views and relationships to understand the problems they are having.

It helps family members communicate better with each other. Sessions are between 45 minutes and an hour-and-a-half long and usually take place several weeks apart. Family therapy is useful for any family in which a child, young person or an adult (a parent/carer or a grandparent) has a serious problem that’s affecting the rest of the family. Many types of cases are seen by family therapists including; child and adolescent behavioural problems, mental health conditions, illness and disability in the family, separation, divorce and step-family life, domestic violence and drug or alcohol addiction.
**Couples Therapy**

Can help when a relationship is in crisis. Both partners talk in confidence to a counsellor to explore what has gone wrong in the relationship and how to change things for the better. It can help couples learn more about each other’s needs and communicate better. Ideally both partners should attend the weekly hour-long sessions but they can still help if just one person attends.

**Group Therapy**

In group therapy up to around 12 people meet together with a therapist. It’s a useful way for people who share a common problem to get support and advice from each other. It can help you realise you are not alone in your experiences, which is beneficial in itself. Some people prefer to be part of a group or find that it suits them better than individual therapy.

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**Emotional Wellbeing Services**

The services are characterised by ‘Levels’ of need as below:-

**UNIVERSAL** - Primary preventative services aimed at addressing the needs of all children.

**VULNERABLE** - Selective primary preventative services aimed at children with special needs.

**COMPLEX** - Secondary prevention services to support children with multiple needs.

**ACUTE** - Tertiary help or prevention services for children in need of immediate care and protection.
Health Visitors
Health Visitors - Age range 0 - 5 years
Service provided at UNIVERSAL level
Professional and self referral
- Tier 1 Support
- Early Attachment Service

School Nurses
School Nurses - Age range 5 - 16 years
Services provided at UNIVERSAL and VULNERABLE levels
Professional and self referral
- Tier 1 Support

N.B.
Health Visitors and School Nursing services are based in teams.
Parents should phone central admin on 01709 423333, Mon-Fri 8.30am to 5pm.

Family Nurse Partnership
Age range parents under 19 years. Women under 19 years and first pregnancy
Service provided at VULNERABLE Level.
Professional referral
- Tier 1 Support as part of Family Nurse Programme
Telephone 01709 255804
**Child Development Centre**

Age range 0 - 5 years

Service provided at **UNIVERSAL, VULNERABLE and COMPLEX** Level.
- Assessment and care planning for children with development delay in more than one area.
- Primarily based around therapy services coming together to assess holistically the individual child’s case.
- Includes expertise in Paediatrics (medical), Psychology and Education.
- Supporting families in understanding their child’s condition.

**Telephone 01709 428850**

N.B - HVs and CDC can refer directly to RMBC Portage Team

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**Sexual Exploitation Team**

Age range Up to 18 Years

Professional and self-referral

Services provided at **VULNERABLE, COMPLEX and ACUTE** level.
- Disclosures and court cases
- Support with multi-agency investigations and support plans for vulnerable victims or those at high risk of sexual exploitation
- Outreach & Advocacy Support
- Family support - for families of children victims or those high risk of sexual exploitation
- One to One Support for those who have been victim or risk of sexual exploitation
- Group work to children at risk
- Training booklet provided to support Learning Disability Team
- Booklet available for all schools on exploitation
- Training & awareness with parents at evening and coffee morning sessions

**Telephone 01709 823987**
**Educational Psychology**

Age range 0 - 25 Years

Professional Referral (via School)

Service Provided at **COMPLEX** level

- Family & School Support
- Support for children with special educational needs
- Advisory role
- Training
- Transition Support

Telephone 01709 822580

**Social Emotional and Mental Health Team**

Age Range 4-18 years

Professional Referral (via School only)

Services provided at **UNIVERSAL, VULNERABLE** and **COMPLEX** level.

- Advice and support to school staff regarding engaging children in learning, support to all adults working with children with social, emotional and mental health difficulties, including ADHD and Attachment needs, support to schools receiving a child excluded from a previous school, advice to develop classroom practice in managing behaviour.
- Direct one to one work with children

Telephone 01709 334077

**Learning Support Service**

Age range 4 - 18 years

Professional Referral (via School only)

Services provided at **UNIVERSAL, VULNERABLE** and **COMPLEX** level.

- Specialist teachers who advise and support children & young people, practitioners and families regarding quality first learning opportunities including differentiation and support to all adults working with children with severe and persistent learning difficulties or disabilities, including Dyslexia, Downs, Dyscalculia, Autism, coordination difficulties.

Telephone 01709 334077
**Visual Impairment Team**

**Age range 0-25**

Open referral policy based on suspected or diagnosed significant visual difficulty

Services provided at **UNIVERSAL, VULNERABLE** and **COMPLEX** level.
- Assess functional vision
- Give advice on specific visual conditions
- Collaborative working with families, professionals and other agencies and health professionals
- Promote independence by Habilitation Specialist
- Support educational settings by offering direct specialist teaching, in-class support, resources including Braille and Modified large print, environmental audits, and equipment
- Support for children and young people with additional and complex needs

Telephone 01709 336415
Email kathy.esberger@rotherham.gov.uk

**Early Help Locality Teams**

*(These have brought together the previously separate services within RMBC; including Family Recovery Programme, Targeted Family Support, Families for Change, Children’s Centres, Integrated Youth Support Service; including LGBT groups, Youth Start and YOT)*

Age Range 0 -19 years (up to 25 if young person has a disability)

Professional Referral Services provided at **UNIVERSAL**, **VULNERABLE** and **COMPLEX** level.

Advice and support for the whole family on issues such as:
- Parenting - Including Parenting Programmes
- Teenagers
- Behaviour
- Emotional wellbeing
- Drugs and Alcohol
- Domestic Abuse
- Money, Benefits and Housing
- Staying safe - outdoors and online
- And places to go and things to do
Teams are organised into 3 geographical area as follows:

**North Locality covers:**
- Dalton
- Thrybergh
- Rawmarsh
- Swinton
- Wath

**South Locality covers:**
- Maltby
- Wales
- Dinnington
- Aston
- Brinsworth

**Central Locality covers:**
- Clifton
- Winterhill
- Wingfield
- Oakwood
- Town Centre

The Family CAF (FCAF) has been replaced with an Early Help Assessment’ and Team Around the Family (TAF).

A Request for Support from Early Help can be accessed through the following routes;

E form

Alternatively, if you need to talk things through, you can also contact the Early Help Triage Team, prior to submitting a Request for Support Form.

Telephone discussion: 01709 334905
**Children’s Centres**

(These are now part of the Early Help Service; the 12 Centres will offer support and services closely aligned to the needs of the Communities they serve)

Age Range 0-5 years

Professional and Parental Referral via a Request for Support as detailed above

Services provided at **UNIVERSAL, VULNERABLE** and **COMPLEX** level.
- Family Support offered on a one-to-one basis
- Some childcare offered in certain areas
- Groups offered covering a variety of issues including debt advice, SEN support groups, weaning, baby massage

**Early Support (Jackie Parkin)**

Age Range 0-25 years

Professional and Parental Referral

Services provided at **VULNERABLE, COMPLEX** and **ACUTE** level.

Support for families with disabled child/child with special needs
- Multi agency way of working to empower families to coordinate a package of support available to them

**Telephone 01709 336432**

**Autism Communication Team (ACT)**

Age Range 3-19 years

Services provided at **VULNERABLE** and **COMPLEX** level

Professional Referral by setting, form to be signed by LSS teacher who should have been involved
- Observations in classroom and/or playground
- Offer of practical strategies and advice
- Advice on targets and tracking progression

Training Work with the child/young person

**Telephone 01709 336413**
**Portage Team**

Age range 0 - 3 Years

Service Provided at **COMPLEX** and **ACUTE** Level.

Professional & Parental Referral

- Implement a highly structured, intensive teaching programme
- Support with implementation of therapy programmes
- Liaise with a range of other involved professions and relevant organisations
- Provide advice re benefits to parents
- Support transitions into local and specialist provision
- Mentor staff in settings where Portage children attend
- Offer Portage training to parents and professionals

**Telephone 01709 719164**

Health Visitors and CDC can refer directly to Portage

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**Weigh-Up**

Age range : Children, Young People and Adults

Service provided at **UNIVERSAL** level

- The Weigh Up services provide expert advice and support to help people living in Rotherham reach and maintain a healthier weight.
  
  o Any child aged 4-17 years who struggle with their weight, attending a Rotherham School and / or registered with a Rotherham GP.
  
  o Anyone who is over 16 years old, resident in Rotherham and / or has a Rotherham GP with a body mass index of over 25 and is motivated to lose weight

- Friendly experts will help people find the best way to lose weight and provide support throughout their journey.

- The FREE Weigh Up services are offered across Rotherham including Leisure Centres and Community Centres.

**Telephone 01709 722565**

[www.weighup.co.uk](http://www.weighup.co.uk)
**Health Trainers**

*Age range: Minimum age 16yrs, no maximum age*

Service provided at **UNIVERSAL** level

The Health Trainers provide one to one support with lifestyle and behaviour change.

Would you like to?

- Improve your diet.
- Manage your weight.
- Reduce stress/depression.
- Do more physical activity.
- Drink sensibly.
- Lift your mood.
- Lead a healthier lifestyle.

If you answer yes to any of the questions above, the Health Trainer service could be just what you need.

You can refer yourself by asking at your GP surgery or contact Phill Spencer on 01709 255864 or email Phillip.spencer@rotherham.gov.uk

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**Rotherham SEND Information Advice and Support Service (SENDIASS)**

*Age range : 0-25 years*

Service provided at **VULNERABLE** and **COMPLEX** level

- Impartial advice and information and support to parents of children with Special Educational Needs and Disabilities (SEND) and to children (0-16) with SEND around Education, Health and Social Care matters.
- helping parents/children to communicate with schools and other services involved with their child’s special educational needs and disabilities,
- support at official meetings with school or other services involved with their child/young person,
- looking at choices available to meet their child’s needs,
- helping to ensure the child’s views are heard and
- helping to put views in writing.

**Telephone 01709 823627**

[www.rotherhamsendiass.org.uk](http://www.rotherhamsendiass.org.uk)
CAMHS Services - Tier 2 and 3 including Learning Disability

Age range 5 - 18 years (For Mental Health and Learning Disability).
Professional referral.
Services provided at VULNERABLE and COMPLEX levels

Tier 2 and 3 services - for specific areas including;

- Eating disorders including Anorexia & Bulimia
- Self Harming behaviours
- Suspected psychosis
- Mood disorder/Depression
- Severe Behavioural Problems
- Anxiety disorders
- Post Traumatic Stress Disorder (PTSD)
- Obsessive Compulsive Disorder (OCD)
- Suspected Autism Spectrum Disorder (ASD)
- Suspected Attention Deficit Hyperactivity Disorder (ADHD)

In addition, there is a Specialist Multidisciplinary Learning Disability Pathway with dedicated psychology, nursing and therapy staff and a visiting specialist Child Learning Disability Psychiatrist.

Range of interventions offered by CAMHS in the community and at Kimberworth Place;

- CBT
- Psychoanalytical Psychotherapy
- Art Psychotherapy
- Theraplay
- Solution Focused
- Systemic Family Therapy
- Watch Wait and Wonder
- Group work
- Play work

Telephone 01709 304808
'Know the Score’ Young People’s Service - Drugs & Alcohol

Age range 0 - 18 years

This service is the young people’s drug and alcohol service for the young people of Rotherham. There is an open referral process please ring the number below.

Services provided at VULNERABLE and COMPLEX level.
- Drug Treatment & relapse prevention
- Provides advice, education & support
- Provides psychological & physical treatments
- 1:1 work with individual clients
- Group work with vulnerable groups of young people.
- Supports joint working with appropriate agency

Telephone 08000 199951

Rotherham Early Intervention Team

Anyone who has concerns that an individual may be experiencing psychosis, including the person themselves, can contact us for advice, or to make a referral. It is important that the person being referred is aware of this.

Referrals can be made by telephone, in writing, or in person, using the contact details above.

Swallownest Court, Aughton Road, Swallownest, Rotherham, S26 4TH
01709 447446

Rotherham Access Team

A multi-disciplinary team providing initial assessment of all secondary mental health referrals to identify individual need and the most appropriate service to meet that need. The team also incorporates the crisis resolution and home treatment functions.

The Woodlands, Rotherham General Hospital, Moorgate Road, Rotherham, S60 2UD
Telephone: (01709) 302670 (24 hours)
**Rotherham Intensive Community Therapy**
We are a specialist service who strive to deliver excellent care, therapies and interventions to individuals and their carers who are trying to work their way out of a severe and disabling mental health problem.

Some of these problems may include personality disorder, severe anxiety, severe depression, obsessive compulsive disorder, eating disorders, phobias and other difficulties that are likely to be caused by past life experiences which may include trauma.

We are a dedicated and highly skilled team trained in a range of therapies, social work and other evidence based interventions to help guide you towards your own personal goals for recovery.

Our multi-disciplinary team is made up of psychiatric nurses, social workers, community support workers, occupational therapists, psychologists and psychiatrists.

Our aims are to assist you towards reducing distressing symptoms, focussing on personal goals, improving social functioning and enabling you to progress toward a more independent and enriching life.

Heron Building, Swallownest Court, Rotherham, S26 4TH
01709 302230

**Rotherham Community Therapies**
The Community Therapies Team consists of staff from a broad professional background to ensure that we can meet the health and social care needs for people experiencing anxiety, depression, personality disorder, post traumatic stress disorder, obsessional compulsive disorder and phobic disorders where there is disruption to everyday life.

We are a recovery focussed team offering short to medium term interventions to help you develop a personalised approach to enable you to meet your individual needs and fulfil your personal goals and aspirations.

We use a wide range of evidence-based interventions as recommended by NICE both in a group setting and for individual appointments. Groups are education based and you are not expected to give personal details about your life and experiences. This a way of learning new skills in the company of people who have similar problems to you own:

Nurse led clinic - Medicine management in individual appointments with a specialist non medical prescriber supported by a Consultant Psychiatrist.
Social care - To offer basic psycho-social education and social care interventions via individual input or group work.

Occupational therapy - Assessment of daily functioning and graded work with set targets.

Cognitive behaviour therapy - Offered via group and individual work where necessary. This therapy helps you think about yourself, the world and other people and how what you do affects your thoughts and feelings.

Psychology - This is the study of the mind and behaviour and Psychologists use a variety of approaches based on the condition you are experiencing. Discussion at an introductory appointment with the team would help the therapist and yourself decide which approach would be the most helpful to you. Some of the approaches are delivered in a group format.

Referrals to the team are made by your GP to the Access team. Following a brief assessment the Access team will refer your care to the Community Therapies Team for treatment

Ferham Clinic, Kimberworth Road, Rotherham, S61 1AJ
01709 447280

Voluntary Sector

Barnardo’s Rotherham Young Carers Service

Age range 8 - 18 Years

Professional and self referral

Service provided at VULNERABLE level
- Guidance & support around young carer issues
- Training & advice to other services & schools in contact with Young Carers.
- Support to reduce negative social impact on Young Carers

Telephone 01709 377157
Barnardos - The Junction

Age range 4 - 19 Years
Professional and self referral
Service provided at VULNERABLE level
- Services for Children & Young People whose sexual behaviour is a problem
- Support & advice to families
- Training & education
Telephone 01709 377157

Grow

Age range 0 - 19 Years
Professional and self referral
Service provided at UNIVERSAL, VULNERABLE and COMPLEX level.
- Working with young parents & parents to be
- Advocacy support
- Support to parents/families with low income issues
Telephone 01709 511171
**Rotherham and Barnsley MIND: Children, Young people & Families Service**

**Schools Mental Health Service**
Age Range 4 - 19 Years
Borough-wide coverage, subject to individual school ‘buy-in’
Professional and Self Referral (for young people deemed to be Fraser competent)
Service provided at **COMPLEX** and **VULNERABLE** level
- 1:1 Mental Health support for children/young people experiencing emotional distress and/or engaging in unhealthy coping behaviours for period of 1-3 months.

**Telephone 01709 554755**

**Intense Family Support**
Age Range 0 - 19 Years
Borough-wide service for families where 1 or more child subject to child protection plan and family meets ‘Troubled Families’ criteria.
Social care/Families for Change referral
Service provided at **ACUTE** level

**Telephone 01709 334730**
Safe@last
Age range Young people age 16 years and under
Professional and self referral
Service provided at ACUTE level
- Children Help Line & Web chat
- Children’s Refuge
- Support for young people aged 16 years and under who are at risk through running away

Telephone 01909 566977

Rotherham MAST
Age Range 0-19 years
A multi-agency, learning community resource available borough-wide subject to schools buying into, and working in partnership with the service.

Referral at the discretion of individual schools.

Services provided at COMPLEX and VULNERABLE level:
- Counselling/Mental Health support for children and young people.
- Family intervention/Parent support
- Group work
- Parenting groups
- Staff training and consultation
- Staff counselling
- Counselling supervision

Telephone: 01709 812864 Ext 265
Email: sgraham@maltbyacademy.org
South Yorkshire Eating Disorder Association (SYEDA)

Age range 14+
Self referral only
Service provided at UNIVERSAL, VULNERABLE and COMPLEX level.

- SYEDA provides one to one therapeutic and practical support for people experiencing eating disorders and for families and friends. The charity also facilitates support groups, offers a befriending service and delivers education and training sessions in schools, colleges, to professionals and the wider community.
- Treatment and Interventions include;
  - Counselling
  - CBT
  - Occupation Therapy
  - Guided Self Help

Telephone 0114 272 8822

Website - [www.syeda.org](http://www.syeda.org).
Email - [info@syeda.org.uk](mailto:info@syeda.org.uk)

United Multi-Cultural Centre (UMCC)

The primary goal for the UMCC is to deliver training and build on peoples skills and building their confidence enabling them to integrate into society. This is an opportunity for the community to get back into work and gain qualifications that they never had the courage to do before.

Telephone 01709 360036
Website: [http://www.umcc.org.uk/](http://www.umcc.org.uk/)
### Issue: Behavioural Difficulties

<table>
<thead>
<tr>
<th>Symptoms/presenting problems</th>
<th>Refer to:-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Challenging behaviour at Home only</td>
<td>Consider request for support to Early Help Service</td>
</tr>
<tr>
<td>Challenging behaviour at School only</td>
<td>School (Learning mentor etc.)</td>
</tr>
<tr>
<td>• Very Challenging behaviour in both home &amp; School. Note - The CDC will accept referrals for behaviour difficulties where they are associated with additional development concerns, e.g. social communication differences, speech and language delay, gross or fine motor problems.</td>
<td>Child Development Centre (CDC) for under 5 yrs., (discuss with CDC Clinical Lead)</td>
</tr>
<tr>
<td>• For CAMHS; Excessive levels of bullying/fighting; cruelty to animals or other people. Severe repeated acts of the following; destruction to property; fire-setting; theft; lying; truancy from school; running from home; severe tantrums; defiant provocative behaviour; persistence disobedience. Note - these behaviours must have been evidenced for a duration greater than 6months (ICD-10, WHO, 1992).</td>
<td>CAMHS (Routine) for 5 yrs. &amp; over. Note - The referral must include evidence of completed parental training from an early intervention service.</td>
</tr>
</tbody>
</table>
**Issue: Behavioural Difficulties**

A patient may be at normal weight, but still have an eating disorder. Being underweight or extremely underweight is a trigger for early discussion, assessment & clinical investigation.

**Tests to be taken for all referrals:**
- **Bloods** - FBC, U & E, LFT, Thyroid function, random glucose, cholesterol, Mg, Ca, Phosphates.
- **Physical Examination** - peripheral circulation, cardiac abnormality, hydration status, ECG

<table>
<thead>
<tr>
<th>Symptoms/presenting problems</th>
<th>Refer to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eating Issues (Low Level) - Will only eat certain foods</td>
<td>Dietician or Monitoring of BMI centile by School Nurse/GP and eligible for self-referral to SYEDA</td>
</tr>
<tr>
<td>Eating Issues (Routine) - If BMI is less than the 2nd centile. Screen for eating disorders and undertake tests as outlined.</td>
<td>CAMHS (Routine) Eligible for self referral to SYEDA</td>
</tr>
<tr>
<td>Eating Issues (Urgent) - If BMI is less than the 0.4th centile. Screen for eating disorders. GP to do full physical examination and all tests as outlined (in left hand margin). GP to then decide if medically stable or medically unstable.</td>
<td>Paediatricians (Urgent) - If medically unstable. CAMHS (Urgent) - If medically stable (but option to refer simultaneously to Paediatricians). Carers can self refer to SYEDA for support and education</td>
</tr>
<tr>
<td>Obesity - If BMI is above the 95th centile or there is evidence of binge eating or night eating syndrome.</td>
<td>‘Weigh-up services’ (01709 722565) Eligible for self-referral to SYEDA</td>
</tr>
</tbody>
</table>
### Issue: Anxiety Disorders

<table>
<thead>
<tr>
<th>Symptoms/presenting problems</th>
<th>Refer to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Excessive worrying &amp; anxiety about specific situations</td>
<td>School Nurse, School (learning mentor etc), MIND, MAST, Early Help Service</td>
</tr>
</tbody>
</table>
| • Severe, persistent anxiety.  
  • Panic attacks.  
  • Attachment disorders  
  • Severe and disabling phobias (Social and specific phobias). | CAMHS (Routine) |

### Issue: Mood Disorder or Depression

Refer if symptoms present for at least 2 weeks

<table>
<thead>
<tr>
<th>Symptoms/presenting problems</th>
<th>Refer to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low mood, not impacting on daily life and no risk evident (no suicidal thoughts or self harm)</td>
<td>School Nurse, School (learning mentor etc), MIND, MAST, Early Help Service</td>
</tr>
</tbody>
</table>
| • Persistent low mood.  
  • Physical symptoms - poor sleep (or early wakening) or loss of appetite and weight  
  • Cognitive symptoms inc. pervasive negative thoughts  
  • Loss of interest/Social isolation/withdrawal seen at home and school.  
  Suicidal thoughts without planned intent (discuss urgency of referral with team) | CAMHS (Routine) |
| • Suicidal thoughts with planned intent REFER URGENTLY.  
  • Suicidal thoughts without planned intent (discuss urgency of referral with team)  
  • Previous attempts to end life | CAMHS (Urgent) |
Issue: Post Traumatic Stress Disorder
Symptoms Following an event very traumatic to the individual

<table>
<thead>
<tr>
<th>Symptoms/presenting problems</th>
<th>Refer to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Avoidance of reminders of the traumatic event.</td>
<td>• CAMHS (Routine)</td>
</tr>
<tr>
<td>• Persistent anxiety.</td>
<td></td>
</tr>
<tr>
<td>• Repeated enactment of reminders of the traumatic event.</td>
<td></td>
</tr>
<tr>
<td>• Intrusive thoughts and memories - e.g. nightmares.</td>
<td></td>
</tr>
<tr>
<td>• Sleep disturbance.</td>
<td></td>
</tr>
<tr>
<td>• Hypervigilance.</td>
<td></td>
</tr>
<tr>
<td>• Symptoms continuing longer than three months following event.</td>
<td></td>
</tr>
</tbody>
</table>

Issue: Deliberate Self Harm

<table>
<thead>
<tr>
<th>Symptoms/presenting problems</th>
<th>Refer to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Presenting with maladaptive coping strategies but less severe/frequent/recent.</td>
<td>• CAMHS (Routine), MAST</td>
</tr>
<tr>
<td>• Always discuss case with duty team to help guide urgency</td>
<td>• CAMHS (Urgent)</td>
</tr>
<tr>
<td>• Presenting with maladaptive coping strategies (e.g. self-cutting and where recent occurrence).</td>
<td></td>
</tr>
</tbody>
</table>

Issue: Obsessive Compulsive Disorder (OCD)

<table>
<thead>
<tr>
<th>Symptoms/presenting problems</th>
<th>Refer to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Repetitive, intrusive thoughts, images or behaviour affecting daily life &amp; activity.</td>
<td>• CAMHS (Routine)</td>
</tr>
<tr>
<td>• Obsessions/compulsions causing functional impairment.</td>
<td></td>
</tr>
</tbody>
</table>
### Issue: Relationship Difficulties

<table>
<thead>
<tr>
<th>Symptoms/presenting problems</th>
<th>Refer to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• General relationship difficulties</td>
<td>Social Care, School Nurses, Early Help Service, Grow (15-19 years), MIND, MAST</td>
</tr>
<tr>
<td>• Persistent patterns of abnormal functioning in interpersonal relationships. Where family dynamics are fractured and conflicts unresolved.</td>
<td>CAMHS, Social Care, Early Help Services, MST, Intense Family Support, Anti-bullying Officer (School based)</td>
</tr>
</tbody>
</table>

### Issue: Suspected Autism Spectrum Condition (ASC)

<table>
<thead>
<tr>
<th>Symptoms/presenting problems</th>
<th>Refer to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Persistent and severe problems with communication &amp; social &amp; emotional understanding in 2 or more settings - e.g. Home, School. Consider whether referral would be better made by school and/or Educational Psychologist. Note - The CDC will accept referrals where there are problems in 2 or more areas, in association with other developmental issues, e.g. Social Communication.</td>
<td>Child Development Centre (CDC) for under 5 years. CAMHS for 5 years and over. Note - this is a diagnosis service only.</td>
</tr>
</tbody>
</table>

### Issue: Suspected Attention Deficit Hyperactivity Disorder (ADHD)

<table>
<thead>
<tr>
<th>Symptoms/presenting problems</th>
<th>Refer to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>For Children aged 6 years &amp; above only. Initially refer to parent training. Refer if symptoms persist after parenting work. • Poor concentration • Over-activity • Distractibility • Impulsivity All the above onset before 12 years old and persistent and evident in at least 2 settings, e.g. home, school.</td>
<td>CAMHS (Routine). Note - The referral must include evidence of completed parental training from an early intervention service.</td>
</tr>
</tbody>
</table>
### Issue: Psychosis or suspected psychosis

<table>
<thead>
<tr>
<th>Symptoms/presenting problems</th>
<th>Refer to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Criteria for Routine / Urgent referrals - Always discuss with duty team to assist decision making re urgency. If child over 14 refer to early intervention in psychosis team</td>
<td></td>
</tr>
<tr>
<td>• Active symptoms inc.; Paranoia, delusional beliefs &amp; abnormal perceptions, (hearing voices &amp; other hallucinations). Fixed, unusual ideas.</td>
<td></td>
</tr>
<tr>
<td>Negative symptoms inc.; deterioration in self-care &amp; social &amp; family functioning.</td>
<td></td>
</tr>
<tr>
<td>CAMHS (Routine)</td>
<td></td>
</tr>
<tr>
<td>CAMHS (Urgent)</td>
<td></td>
</tr>
</tbody>
</table>

### Issue: Conduct Disorder

<table>
<thead>
<tr>
<th>Symptoms/presenting problems</th>
<th>Refer to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Very severe and persistent behavioural problems, at home, school and in the community, and unresponsive to parent training.</td>
<td></td>
</tr>
<tr>
<td>• If school related - preferable for school/ Educational Psychologist to make referral with relevant background information.</td>
<td></td>
</tr>
<tr>
<td>Note - these behaviours must have been evidenced for a duration greater than 6months (ICD-10, WHO, 1992).</td>
<td></td>
</tr>
<tr>
<td>CAMHS (Routine)</td>
<td></td>
</tr>
</tbody>
</table>

### Issue: Gender Identity Disorder

<table>
<thead>
<tr>
<th>Symptoms/presenting problems</th>
<th>Refer to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial exploration of issues</td>
<td></td>
</tr>
<tr>
<td>• Strong, persistent cross-gender identification.</td>
<td></td>
</tr>
<tr>
<td>• Persistent discomfort in gender role.</td>
<td></td>
</tr>
<tr>
<td>Above causing impairment in social, family and school functioning.</td>
<td></td>
</tr>
<tr>
<td>Early Help Service</td>
<td></td>
</tr>
<tr>
<td>CAMHS (Routine)</td>
<td></td>
</tr>
</tbody>
</table>
Issue: Chronic Fatigue/Somatisation Disorder

<table>
<thead>
<tr>
<th>Symptoms/presenting problems</th>
<th>Refer to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Criteria for Routine referrals - usually to refer to Paediatrician in first instance. • Excessive fatigue. Unexplained medical symptoms.</td>
<td>CAMHS (Routine)</td>
</tr>
</tbody>
</table>

Advice for family and friends

It can be very difficult to see someone we care about suffering or struggling every day.

Many carers struggle to get the right information at the right time and not all professionals they come in contact with know how to help them find support. They also find that information is not always up to date or available from one source. Many carers need information and a conversation to help them start to access the support they need.

MIND provides information on a range of topics including; types of mental health problem, where to get help and medication and alternative treatments

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td></td>
<td>0300 123 3393</td>
</tr>
<tr>
<td>TEXT:</td>
<td>86463</td>
</tr>
<tr>
<td><a href="mailto:info@mind.org.uk">info@mind.org.uk</a></td>
<td></td>
</tr>
</tbody>
</table>
YoungMinds
UK’s leading charity committed to improving the emotional wellbeing and mental health of children and young people.

- Parents & Carers helpline 0808 802 5544 (Monday to Friday 9.30am - 4pm, free for mobiles and landlines)
- www.youngminds.org.uk
- ymenquiries@youngminds.org.uk

Carers4Carers
Carers4Carers is an umbrella group of volunteer carers who help and support other carers, whose loved ones suffer from serious enduring Mental Health problems, we are also campaigning for mental health Carers Right.

Because we have the personal experiences of mental health problems, (expert by experience) we know the stress carers can feel, we aim to help make life better for carers in Rotherham, by having a good social network, and empowering carers

- RAIN Buliding, Eastwood Lane, Rotherham S65 1EQ
- 01709 370947

Forward for Life
Through our varied workstreams including training in suicide prevention and wellbeing, Man Centred Peer Support Programmes, innovative community centred resource development and health and social care sector strategic support (to name but a few), we ensure that stakeholders across the board are effectively engaged at all levels to realise improved quality of life and well-being

- https://forwardforlife.org/

The information was correct at the time of printing. To help us keep the information up to date, if you spot any errors or omissions please let us know.
your voice improving your services

NHS Services
- Family doctors
- NHS Choices website
- NHS Walk-in Centre
- Hospitals
- Accident and Emergency
- 999 - Ambulance
- Dentist
- Pharmacy
- Optician
- NHS 111

Social Care for Children and Families
- Family Information Service
- Children with disabilities
- Parenting and family support
- Childcare advice and information
- Adoption and fostering
- Counselling and support
- Young carers

Public Health
- Stop smoking services
- Health Checks
- Wellbeing service
- Sexual health services
- Substance misuse services
- Health trainers
- Child health

Adult Social Care
- Home care
- Supported living
- Equipment and home adaptations
- Support services for carers
- Residential care
- Day centres

Healthwatch Rotherham
01709 71 71 30
www.healthwatchrotherham.org.uk
Advice and Support for Young People

Life isn’t just difficult for adults. We are all human and we all need help sometimes.

You are not alone and there is help out there. It is important to talk to someone you trust. This could be someone from your family, a friend, someone at school or your GP.

There are also a lot of good Easy-to-Read websites which can help with information, advice and support.

<table>
<thead>
<tr>
<th>Child and Adolescent Mental Health Services (CAMHS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialist NHS services offering assessment and treatment for children and young people with emotional, behavioural or mental health difficulties.</td>
</tr>
<tr>
<td><strong>📞</strong> 01709 304808 (Monday to Friday 9-5, excluding bank holidays. For mental health crisis at all other times go to Rotherham A&amp;E)</td>
</tr>
<tr>
<td><strong>🌐</strong> <a href="http://www.mymindmatters.org.uk">www.mymindmatters.org.uk</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Childline</th>
</tr>
</thead>
<tbody>
<tr>
<td>For young people who need someone to talk to. Calls are confidential and won’t show up on your phone bill. You can speak to a counsellor by phone, email or web chat. You’ll need to create a free Childline account to use their email and web chat services.</td>
</tr>
<tr>
<td><strong>📞</strong> 0800 1111 (Free and Confidential)</td>
</tr>
<tr>
<td><strong>🌐</strong> <a href="http://www.childline.org.uk">www.childline.org.uk</a></td>
</tr>
</tbody>
</table>
### Get Connected
UK’s free, confidential and multi-issue helpline service for young people under 25 who need help, but don’t know where to turn. We help young people find a path to a brighter future.

<table>
<thead>
<tr>
<th></th>
<th>0808 808 4994 11am to 11pm (365 days of the year)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><a href="http://www.getconnected.org.uk">www.getconnected.org.uk</a></td>
</tr>
<tr>
<td></td>
<td><a href="mailto:help@getconnected.org.uk">help@getconnected.org.uk</a></td>
</tr>
</tbody>
</table>

### Kooth.com
Online counselling service for young people up to 20 years old

<table>
<thead>
<tr>
<th></th>
<th><a href="http://www.kooth.com">www.kooth.com</a></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(12pm to 10pm Mon - Fri) (6pm to 10pm weekends)</td>
</tr>
</tbody>
</table>

### Papyrus
A charity for the prevention of young suicide. They have a National Confidential Helpline - HOPELineUK.

<table>
<thead>
<tr>
<th></th>
<th>0800 068 41 41 or TEXT 07786 209697 (Monday - Friday 10am-10pm and Weekends 2pm - 10pm)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><a href="http://www.papyrus-uk.org">www.papyrus-uk.org</a></td>
</tr>
<tr>
<td></td>
<td><a href="mailto:pat@papyrus-uk.org">pat@papyrus-uk.org</a></td>
</tr>
</tbody>
</table>

### Rotherham Crisis Service
For those ages 16+ in need of support.

<table>
<thead>
<tr>
<th></th>
<th>01709 302670 (Monday to Friday 5pm to 9am)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><a href="http://www.mymindmatters.org.uk">www.mymindmatters.org.uk</a></td>
</tr>
</tbody>
</table>
YoungMinds
UK’s leading charity committed to improving the emotional wellbeing and mental health of children and young people.

Parents & Carers helpline **0808 802 5544** (Monday to Friday 9.30am - 4pm, free for mobiles and landlines)

MindEd
MindEd is a free educational resource on children and young people’s mental health for all adults.

www.minded.org.uk

Rotherham Social Prescribing Service for Mental Health

What is Rotherham Social Prescribing Service?
The Rotherham Social Prescribing Service (RSPS) helps mental health patients to access activities and services provided by voluntary organisations and community groups in Rotherham. The service is managed by Voluntary Action Rotherham.

How do I access RSPS?
To access the RSPS you must be currently accessing secondary mental health services, via the Social Inclusion or Community Therapies teams.

Only mental health professionals can refer patients to the RSPS. With your consent, your mental health worker will refer you to the RSPS if your physical and
mental health could be improved by accessing voluntary and community services.

A Voluntary and Community Services (VCS) Advisor will then visit you, often at home, to discuss any services that could help improve your health and wellbeing.

How can my VCS Advisor help me?

If you would like to get out more, your VCS Advisor can arrange for you to attend support groups or social activities within Rotherham. As many people find this daunting, your Advisor can organise for someone to go with you to any new group. VCS Advisors can also help with practical things like benefits, budgeting or debt.

Your VCS Advisor can help you to:

- Improve your health, wellbeing, independence and ability to manage your health condition.
- Access mental health support groups.
- Attend local community social groups.
- Access benefits/debt/welfare rights advice.
- Access services for your carer/s
- Access local voluntary opportunities
- Create a plan of action

VCS Advisor: Diane Hammond
Office: 01709 834468
Mobile: 07738065567
Email: diane.hammond@varotherham.org.uk
Help Directory

Following is a list of services available to people living in the Rotherham area (some of these services are nationwide). Calls to 0800 and 0808 numbers are typically free from landline and some mobiles. Please talk to your mobile network provider if you aren’t sure.

The information below was correct at the time of printing. To help us keep the information up to date, if you spot any errors or omissions please let us know.

Addiction Services

**Rotherham Drug and Alcohol Services**
The service offers a range of interventions at various sites across the borough including supporting service users with difficulties with drug use into treatment to support them with stabilisation and through a journey into recovery and exit from treatment.

<table>
<thead>
<tr>
<th><strong>Addiction Services</strong></th>
<th><strong>Details</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Clearway</strong></td>
<td>01709 382733 Planned appointments only</td>
</tr>
<tr>
<td></td>
<td>Single Point of Contact (Assessment Line) - (01709) 447210</td>
</tr>
<tr>
<td></td>
<td>Carnson House - Recovery Hub - Open Access for people wanting support and activities to help with their recovery - (01709) 447704</td>
</tr>
</tbody>
</table>
RDaSH Know the Score

A young people’s drug and alcohol service for under 19s. Who use drugs or alcohol themselves or who have a friend or family member who uses drugs and alcohol or who want to find out more information about drugs and alcohol.

<table>
<thead>
<tr>
<th>Email</th>
<th>Kimberworth Place, Kimberworth Road, Kimberworth, Rotherham S61 1HE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td><a href="mailto:rdash.ktsreferrals@nhs.net">rdash.ktsreferrals@nhs.net</a></td>
</tr>
<tr>
<td>Phone</td>
<td>08000 199951</td>
</tr>
</tbody>
</table>

Adult learning

Adult Learning Difficulties Club

We are a parent run group for people with learning difficulties. Meetings take place once a week, generally on a Tuesday evening but occasionally on a Wednesday. The ALD Club is dedicated to helping each individual set their own programme of activities.

<table>
<thead>
<tr>
<th>Email</th>
<th>Middleton Hall, Barleycroft Lane, Dinnington, S25 2LE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>Kevan Roe 07887 548 802</td>
</tr>
<tr>
<td></td>
<td>Mick Devine 01709 544873</td>
</tr>
<tr>
<td>Email</td>
<td><a href="http://www.aldclub.co.uk">www.aldclub.co.uk</a></td>
</tr>
</tbody>
</table>

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# Advocacy

## Speak Up Self Advocacy

Learning Difficulties, Autism and Asperger’s Advocate Services.

<table>
<thead>
<tr>
<th>Contact</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>☎️</td>
<td>Unit 2 Fitzwilliam Road, Eastwood, Rotherham S65 1SL</td>
</tr>
<tr>
<td>☎️</td>
<td>(01709) 710199</td>
</tr>
</tbody>
</table>

## Cloverleaf Advocacy

Cloverleaf now offer advocacy in the Sheffield, Doncaster and Rotherham areas. We are also able to provide Mental Health Advocacy for adults aged 18-65 who are accessing mental health services.

<table>
<thead>
<tr>
<th>Contact</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>🌐</td>
<td>2000 Ltd, 1st Floor, 9 Wellington Road, Dewsbury, West Yorkshire, WF13 1HF</td>
</tr>
<tr>
<td>☎️</td>
<td>07769651467</td>
</tr>
<tr>
<td>💌</td>
<td><a href="mailto:enquires@cloverleaf-advocacy.co.uk">enquires@cloverleaf-advocacy.co.uk</a></td>
</tr>
</tbody>
</table>

## Rotherham Advocacy Partnership/Service (RAP)

Rotherham Advocacy Partnerships (RAP) is a well-established and respected independent charity. We provide advocacy for adults and young people (14 years and over) with learning disabilities in Rotherham and surrounding areas.

<table>
<thead>
<tr>
<th>Contact</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>🌐</td>
<td>Osborne House, 1-2 Highfield, Doncaster Road, Rotherham, South Yorkshire S65 1DZ</td>
</tr>
<tr>
<td>☎️</td>
<td>(01709) 365 030</td>
</tr>
<tr>
<td>💌</td>
<td><a href="mailto:admin@rotherhamadvocacy.org.uk">admin@rotherhamadvocacy.org.uk</a></td>
</tr>
</tbody>
</table>

The information was correct at the time of printing. To help us keep the information up to date, if you spot any errors or omissions please let us know.
### Healthwatch Rotherham

Healthwatch delivers the independent NHS Complaints Advocacy

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone Number</th>
<th>Email</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>33 High Street Rotherham S60 1PT</td>
<td>(01709) 7171130 (9.30am - 4.30pm Mon to Fri)</td>
<td><a href="mailto:info@healthwatchrotherham.org.uk">info@healthwatchrotherham.org.uk</a></td>
<td><a href="http://healthwatchrotherham.org.uk">http://healthwatchrotherham.org.uk</a></td>
</tr>
</tbody>
</table>

### Rotherham Parent Carers Forum

Rotherham Parents Forum work with those who provide services for disabled children and their families. The forum shares knowledge, experience and what families tell them to help plan and improve the quality, range and accessibility of services for all disabled children and their families in Rotherham. Partnership working with Health, Education and Social Services creates a culture that ensures families are at the heart of policy that affects them whilst realistically creating the best possible outcomes with the resources available in Rotherham.

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone Number</th>
<th>Email</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Rotherham Parents Forum Limited</td>
<td>01709 296262 (Lines open from 9.15am - 3.00pm Monday to Friday term-time only)</td>
<td><a href="mailto:info@rpcf.co.uk">info@rpcf.co.uk</a></td>
<td><a href="http://www.rpcf.co.uk">http://www.rpcf.co.uk</a></td>
</tr>
</tbody>
</table>
Citizens Advice Bureau (CAB)
The Citizens Advice service offers practical, up to date information and advice on a wide range of topics including debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems. Our advice is available to everyone regardless of race, gender, sexuality, age, nationality, disability, sexuality, age, nationality or religion. We want to ensure that you do not through lack of knowledge on your rights and responsibilities.

The Rain Building Eastwood Lane Rotherham S65 1EQ

03444 111 444 (Advice Line 9am - 5pm Mon, Tues, Weds, Fri & 9am - 7pm Thurs)

http://rotherhamcab.org.uk

South Yorkshire Centre For Inclusive Living (SYCIL)
Provides a comprehensive service which will support and enable disabled people to secure independent integrated living opportunities in order.

Bentley Resource Centre, High Street, Bentley, Doncaster, DN5 OAA

01302 592400

http://www.sycil.org/

enquiries@sycil.org

The information was correct at the time of printing. To help us keep the information up to date, if you spot any errors or omissions please let us know.
Anxiety & Panic Disorder

Anxiety UK
Anxiety UK support anyone with an anxiety condition.

<table>
<thead>
<tr>
<th></th>
<th>08444 775 774 (lines open Mondays - Fridays 9.30am - 5.30pm)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><a href="http://www.anxietyuk.org.uk">http://www.anxietyuk.org.uk</a></td>
</tr>
<tr>
<td></td>
<td><a href="mailto:support@anxietyuk.org.uk">support@anxietyuk.org.uk</a></td>
</tr>
</tbody>
</table>

No Panic
Support for anyone who suffers from panic attacks, phobias, obsessive compulsive disorders, as well as other related anxiety disorders.

<table>
<thead>
<tr>
<th></th>
<th>0844 967 4848 (lines open 10am - 10pm)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><a href="http://www.nopanic.org.uk">http://www.nopanic.org.uk</a></td>
</tr>
</tbody>
</table>

Have your say on Health and Social Care in Rotherham.

Healthwatch Rotherham Mental Health and Wellbeing Guide 49
## Autism Support Services

### The National Autistic Society - NAS
The NAS provide information, support and services to people with Autism or Asperger Syndrome, as well as their families and carers.

<table>
<thead>
<tr>
<th>📞 Helpline: 0808 800 4104 (lines open Monday - Thursday 10am - 4pm, Friday 10am - 3pm)</th>
</tr>
</thead>
</table>

### Autistic Help UK
Working with anyone with Autism and their families.

<table>
<thead>
<tr>
<th>📞 0844 414 5426 (lines open Monday - Friday 9am - 5pm)</th>
</tr>
</thead>
<tbody>
<tr>
<td>🌐 <a href="http://www.autistichelpuk.com">http://www.autistichelpuk.com</a></td>
</tr>
</tbody>
</table>

### Autism Plus Ltd
We support people who have autism, learning disabilities and mental health diagnoses. You can contact us by telephone or web form via our website.

<table>
<thead>
<tr>
<th>🏢 The Exchange Brewery, 2 Bridge Street, Sheffield, S3 8NS</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞 0114 384 0284</td>
</tr>
<tr>
<td>🌐 <a href="http://www.autismplus.org">http://www.autismplus.org</a></td>
</tr>
</tbody>
</table>

### Speak Up
Learning Difficulties, Autism and Asperger’s Advocate Services.

<table>
<thead>
<tr>
<th>🌐 Unit 2 Fitzwilliam Road, Eastwood, Rotherham S65 1SL</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞 (01709) 710199</td>
</tr>
</tbody>
</table>
Rotherham Parent Carers Forum

Rotherham Parents Forum work with those who provide services for disabled children and their families. The forum shares knowledge, experience and what families tell them to help plan and improve the quality, range and accessibility of services for all disabled children and their families in Rotherham.

<table>
<thead>
<tr>
<th>Rotherham Parents Forum Limited</th>
</tr>
</thead>
<tbody>
<tr>
<td>c/o Mangham Manor House</td>
</tr>
<tr>
<td>Scrooby Lane</td>
</tr>
<tr>
<td>Parkgate</td>
</tr>
<tr>
<td>Rotherham S62 6NX</td>
</tr>
</tbody>
</table>

| 01709 296262 (Lines open from 9.15am - 3.00pm Monday to Friday term-time only) |

| http://www.rpcf.co.uk |

| info@rpcf.co.uk |

Armed Forces Support Organisations

Soldiers, Sailors, Airmen and Families Association - SSAFA

Providing support to anyone serving in the Armed Forces, as well as those who used to serve and their families, services include financial assistance, emotional support and a confidential helpline.

| 0800 731 4880 (lines open Monday - Friday 0900-1730) |

| http://www.ssafa.org.uk |
The Royal British Legion  
Offering financial, social and emotional support to anyone who has served or are currently serving in the Armed Forces, and their dependants.

<table>
<thead>
<tr>
<th></th>
<th>0808 802 8080 (lines open every day 0800-2000)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><a href="http://www.britishlegion.org.uk">http://www.britishlegion.org.uk</a></td>
</tr>
</tbody>
</table>

Rotherham Military Community Veterans Centre  
Provide an information service to help all serving and ex-service military personnel and their families who are based in Rotherham and its surrounding towns and villages.

|   | http://rotherhamm cvc.org.uk |

Bereavement

Cruse  
Cruse Bereavement Care is here to support you after the death of someone close.

<table>
<thead>
<tr>
<th></th>
<th>109 Thorne Rd, Doncaster, South Yorkshire, DN2 5BE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>01302 814647</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.cruse.org.uk">http://www.cruse.org.uk</a></td>
</tr>
</tbody>
</table>
**NHS Bereavement Services**

We will give you information about what to do following a death in the hospital. Appointments for registering deaths are between 10am and 12pm, Monday to Friday.

<table>
<thead>
<tr>
<th>Oldfield Centre, Rotherham Hospital, Moorgate Road, Rotherham, S60 2UD</th>
</tr>
</thead>
<tbody>
<tr>
<td>01709 424465 (10am - 4pm Mon - Fri)</td>
</tr>
<tr>
<td><a href="http://www.therotherhamft.nhs.uk/Bereavement_Centre/">http://www.therotherhamft.nhs.uk/Bereavement_Centre/</a></td>
</tr>
</tbody>
</table>

**Miscarriage Association**

Supporting anyone who has been affected by a pregnancy loss

<table>
<thead>
<tr>
<th>01924 200 799 (lines open Monday - Friday 9am - 4pm)</th>
</tr>
</thead>
</table>

**Sands**

The stillbirth and neonatal death charity, support anyone affected by the death of a baby.

<table>
<thead>
<tr>
<th>020 7436 5881 (lines open Monday - Friday 9.30am - 5.30pm, Tuesday &amp; Thursday 6pm - 10pm)</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="http://www.uk-sands.org">http://www.uk-sands.org</a></td>
</tr>
</tbody>
</table>
## Carers

### Rotherham Parent Carers Forum

Rotherham Parents Forum work with those who provide services for disabled children and their families. The forum shares knowledge, experience and what families tell them to help plan and improve the quality, range and accessibility of services for all disabled children and their families in Rotherham.

<table>
<thead>
<tr>
<th>Rotherham Parents Forum Limited</th>
</tr>
</thead>
<tbody>
<tr>
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</tr>
<tr>
<td>Parkgate</td>
</tr>
<tr>
<td>Rotherham S62 6NX</td>
</tr>
</tbody>
</table>

| 01709 296262 (Lines open from 9.15am - 3.00pm Monday to Friday term-time only) |

| http://www.rpcf.co.uk         |
| info@rpcf.co.uk               |

### Carers4Carers

Carers4Carers is a umbrella group of volunteer carers who help and support other carers, who’s loved ones suffer from serious enduring Mental Health problems, we also campaigning for mental health Carers Right.

Because we have the personal experiences of mental health problems,(expert by experience) we know the stress carers can feel, we aim to help make life better for carers in Rotherham, by having a good social network, and empowering carers.

<table>
<thead>
<tr>
<th>RAIN Buliding, Eastwood Lane, Rotherham S65 1EQ</th>
</tr>
</thead>
<tbody>
<tr>
<td>01709 370947</td>
</tr>
</tbody>
</table>
Crossroads Rotherham
Crossroads Care offers a full range of services for all age groups, disabilities or health conditions at any time of day or night. Crossroads Care Rotherham operates an open self referral system, you can therefore contact us directly to make a referral.

<table>
<thead>
<tr>
<th></th>
<th>Unit H, The Point, Bradmarsh, Rotherham, S. Yorks S60 1BP</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>01709 360272</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.crossroadsrotherham.co.uk/">http://www.crossroadsrotherham.co.uk/</a></td>
</tr>
</tbody>
</table>

Carers Telephone Befriending Service
Are you a carer who would benefit from having someone to talk to about the things that matter to you such as; Hobbies, Interests or Current Affairs? Our Free Telephone Befriending Service is for unpaid Carers living in the Rotherham area. Our service helps prevent carers from feeling lonely, isolated and feeling they have no one to talk to.

<table>
<thead>
<tr>
<th></th>
<th>01709 360272</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><a href="mailto:mel.marshall@crossroadsrotherham.co.uk">mel.marshall@crossroadsrotherham.co.uk</a></td>
</tr>
</tbody>
</table>

Chiors / Singing / Music

<table>
<thead>
<tr>
<th></th>
<th>United Choir-Clifton Methodist Church, Lister St., Clifton</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>THURS-19.00-20.30</td>
</tr>
<tr>
<td></td>
<td>01709 850408</td>
</tr>
<tr>
<td>Choir/Group</td>
<td>Location</td>
</tr>
<tr>
<td>-------------</td>
<td>----------</td>
</tr>
<tr>
<td>St. Leonards Church Choir</td>
<td>St. Leonards Church, Dinninington</td>
</tr>
<tr>
<td>Musicality Singing Group</td>
<td>Chislett Centre, Kimberworth Park Rd. Kimberworth Park</td>
</tr>
<tr>
<td>Choral Society</td>
<td>High Street Centre, Rawmarsh</td>
</tr>
<tr>
<td>Thorpe Hesley Village Choir</td>
<td>Holy Trinity Community Centre, Thorpe Hesley</td>
</tr>
<tr>
<td>Thorpe Hesley Brass Band</td>
<td>Holy Trinity Community Centre, Thorpe Hesley</td>
</tr>
</tbody>
</table>
Ask 3 Questions

Normally there will be choices to make about your healthcare. Make sure you get answers to these three questions:

- What are my options?
- What are the pros and cons of each option for me?
- How do I get support to help me make a decision that is right for me?

Your healthcare professional needs you to tell them what is important to you.

Shared Decision Making

http://www.advancingqualityalliance.nhs.uk/SDM/
## Coffee Mornings

<table>
<thead>
<tr>
<th>Location</th>
<th>Days and Times</th>
<th>Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Swallownest Chatterbox - Central Methodist Church, Lodge Lane, Aston</td>
<td>TUESDAY 10.30-12.30</td>
<td>01709 910699</td>
</tr>
<tr>
<td>Craft Café-The Ruddle Centre, Doncaster Rd., Braithwell</td>
<td>WEDNESDAY-12.30-15.00</td>
<td>01709 769308</td>
</tr>
<tr>
<td>Coffee Pot-St. Andrews Church, Bonet Lane, Brinsworth</td>
<td>THURSDAY-10.30-12.45</td>
<td>01709 361630</td>
</tr>
<tr>
<td>Brinsworth Good Companions (Activities &amp; Social) - Brinsworth Community Hall, Brinsworth</td>
<td>FRIDAY 10.00-12.00</td>
<td>01709 910699</td>
</tr>
<tr>
<td>Coffee Pot-St Mary’s Church, Catcliffe,</td>
<td>TUESDAY 10.00-12.00</td>
<td>01709 361630</td>
</tr>
<tr>
<td>Community Café, Clifton Methodist Church, Clifton</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>MONDAY-10.30-11.30</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>01709 850408</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>St. Leonards Church Coffee Mornings, St. Leonards Church, Dinnington</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MON-SAT. 10.00-11.130</strong></td>
</tr>
<tr>
<td><strong>01909 562335</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Coffee Morning-All Hallows Church, Harthill</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FRIDAY-9.30-11.30</strong></td>
</tr>
<tr>
<td><strong>01909 773103</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Grow Coffee Morning, Chislet Centre, Kimberworth Rd. Kimberworth</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>THURSDAY 9.15-11.15</strong></td>
</tr>
<tr>
<td><strong>01709 511171</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Light Refreshment &amp; Chat, St. John’s Church, Morley Rd. Kimberworth Park</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MONDAY 13.00-15.00</strong></td>
</tr>
<tr>
<td><strong>01709 554 446</strong></td>
</tr>
<tr>
<td>Event</td>
</tr>
<tr>
<td>-------</td>
</tr>
<tr>
<td>Coffee Morning with Chat Food &amp; Bric a Brac</td>
</tr>
<tr>
<td>Friday Friends (Craft, Games &amp; Social)</td>
</tr>
<tr>
<td>Maltby Bevan Crescent (Quiz &amp; Social)</td>
</tr>
<tr>
<td>Maltby Redwood Centre Group (Crafts &amp; Social)</td>
</tr>
<tr>
<td>Buzz &amp; Refresh Café</td>
</tr>
<tr>
<td>Venue</td>
</tr>
<tr>
<td>-------</td>
</tr>
<tr>
<td>Guest Speaker &amp; Refreshments, Rawmarsh Methodist Church, Rawmarsh</td>
</tr>
<tr>
<td>Lite Bites &amp; Crafts, Salvation Army, Dale Rd., Rawmarsh</td>
</tr>
<tr>
<td>Coffee Mornings (Archway / Age UK / MU) Rotherham Minster</td>
</tr>
<tr>
<td>Community Café, Bethesda Church, Mansfield Rd., Swallownest</td>
</tr>
<tr>
<td>Honey Pot Café, Swinton Civic Hall, Swinton</td>
</tr>
</tbody>
</table>

The information was correct at the time of printing. To help us keep the information up to date, if you spot any errors or omissions please let us know.
<table>
<thead>
<tr>
<th>Activity</th>
<th>Location</th>
<th>Date/Time</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thorpe Hesley Friday Club (Activity &amp; Social)</td>
<td>Thorpe Hesley Community Centre, Sough Hall Ave., Thorpe Hesley</td>
<td>FRIDAY 13.30 - 15.30</td>
<td>01709 910699</td>
</tr>
<tr>
<td>Coffee Morning, St. Lawrence Church, Tinsley Sheffield</td>
<td></td>
<td>WEDNESDAY 10.30</td>
<td>01709 361630</td>
</tr>
<tr>
<td>Coffee Morning, Treeton Reading Rooms, Treeton</td>
<td></td>
<td>2nd SATURDAY IN EACH MONTH 10.00-12.00</td>
<td>01709 361630</td>
</tr>
<tr>
<td>Todwick Grey Matters (Activities &amp; Social)</td>
<td>Todwick Church Hall, Lindleys Croft, Todwick</td>
<td>FRIDAY 14.00-16.00</td>
<td>01909 771344</td>
</tr>
<tr>
<td>Coffee Morning, Whiston Methodist Church, Whiston</td>
<td></td>
<td>THURSDAY 10.00-11.30</td>
<td>01709 541655</td>
</tr>
</tbody>
</table>
## Counselling Services

**Rotherham Abuse Counselling Service**  
Provide FREE specialist counselling for women, men and young people who have experienced rape, sexual or domestic abuse at any time in their lives, including Child Sexual Exploitation (CSE).

<table>
<thead>
<tr>
<th></th>
<th>01709 835482</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Rainbow House, 38 Moorgate Rd, Rotherham, S60 2AG</td>
</tr>
<tr>
<td></td>
<td><a href="http://rothacs.org.uk">www.rothacs.org.uk</a></td>
</tr>
</tbody>
</table>

**Yorkshire and Humber addiction helpline**

|       | Telephone number 0800 044 8324 |

## Debt and Finance

**National Debt Line**  
National Debtline is a national telephone helpline for people with debt problems in England, Wales and Scotland.

<table>
<thead>
<tr>
<th></th>
<th>0808 808 4000</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><a href="http://www.nationaldebtline.org/">www.nationaldebtline.org/</a></td>
</tr>
</tbody>
</table>

**Citizens Advice Rotherham**  
The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal

<table>
<thead>
<tr>
<th></th>
<th>03444 111 444 (advice line)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><a href="http://rotherhamcab.org.uk/">http://rotherhamcab.org.uk/</a></td>
</tr>
</tbody>
</table>
**Rotherham Laser Credit Union**  
LASER Credit Union is a safe, honest, ethical alternative to the big banks, offering a friendly, convenient service to members.  

<table>
<thead>
<tr>
<th>Phone</th>
<th>01709 836500</th>
</tr>
</thead>
<tbody>
<tr>
<td>Web</td>
<td><a href="https://www.lasercreditunion.org.uk/">https://www.lasercreditunion.org.uk/</a></td>
</tr>
</tbody>
</table>

**Directories**

**Advice in Rotherham**  
Advice in Rotherham is a partnership of advice agencies in Rotherham that aims to;  

- Make sure that everyone in Rotherham has equal access to advice  
- Make sure that advice services are appropriate for people's needs  
- Make sure that people get the right advice first time

| Web   | http://www.adviceinrotherham.org.uk/index.php |

**Rotherham Gismo**  
Rotherham Gismo is your one stop shop for all your voluntary, community and faith sector needs in Rotherham.  

You can find information about the diverse range of voluntary, community and faith groups and organisations in Rotherham.

| Web   | http://www.rotherhamgismo.org.uk/ |

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Domestic Violence

“Domestic violence” refers to any physically, mentally, emotionally or sexually abusive behaviour - either verbal or physical. Anyone can be a victim, regardless of age, gender, origin or beliefs.

**Womens Aid**
We campaign to make changes towards a future where domestic violence is no longer tolerated. We provide training and qualifications to a range of agencies and operate a 24-hour helpine in partnership with Refuge.

<table>
<thead>
<tr>
<th>Phone</th>
<th>0808 2000 247 (freephone 24 hours a day)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://www.womensaid.org.uk">www.womensaid.org.uk</a></td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:helpline@womensaid.org.uk">helpline@womensaid.org.uk</a></td>
</tr>
</tbody>
</table>

**Pitstop - Counselling for Men**
Free professional counselling service for adult survivors of domestic and/or sexual abuse at any time in their life.

<table>
<thead>
<tr>
<th>Phone</th>
<th>01709 835482</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://rwcs.org.uk/">http://rwcs.org.uk/</a></td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:rwcs@live.co.uk">rwcs@live.co.uk</a></td>
</tr>
</tbody>
</table>

**Rotherham Women's Counselling Service**
Offer FREE professional counselling, for men and women, by experienced therapists who provide holistic one to one weekly sessions where you will be able to explore issues safely and in confidence.

<table>
<thead>
<tr>
<th>Phone</th>
<th>01709 830238</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://rwcs.org.uk/">http://rwcs.org.uk/</a></td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:rwcs@live.co.uk">rwcs@live.co.uk</a></td>
</tr>
</tbody>
</table>
### Apna Haq
The mission of the Apna Haq project is to protect Asian women and their children from abuse within the home.

<table>
<thead>
<tr>
<th>Phone</th>
<th>01709 519211 and 01709 519212</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td><a href="mailto:apnahaq@tiscali.co.uk">apnahaq@tiscali.co.uk</a></td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.apna-haq.co.uk/">http://www.apna-haq.co.uk/</a></td>
</tr>
</tbody>
</table>

### Mankind Initiative
We operate a confidential support helpline to provide advice and emotional support for men who are victims of domestic violence or abuse. Our helpline is reliant on donations for funding.

<table>
<thead>
<tr>
<th>Phone</th>
<th>01823 334244 (weekdays 10am to 4pm)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://new.mankind.org.uk">http://new.mankind.org.uk</a></td>
</tr>
</tbody>
</table>

### Men’s Advice Line
We have access to interpreters if your first language isn’t English and we also support Text Relay for the hard of hearing. If you leave a message, we aim to respond within 2 working days.

<table>
<thead>
<tr>
<th>Phone</th>
<th>0808 8010327 (Monday to Friday 9am - 5pm)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://www.mensadvice-line.org.uk">http://www.mensadvice-line.org.uk</a></td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:info@mensadvice-line.org.uk">info@mensadvice-line.org.uk</a></td>
</tr>
</tbody>
</table>

The information was correct at the time of printing. To help us keep the information up to date, if you spot any errors or omissions please let us know.
Rotherham Rise (Women’s Centre)
At Rotherham Rise we provide a service for survivors of domestic or sexual abuse. We also offer counselling and services for children and young adults. We provide safe and clean accommodation for women.

<table>
<thead>
<tr>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>0808 8010327 (Monday to Friday 9am - 5pm)</td>
<td><a href="mailto:enquiries@rotherhamrise.org.uk">enquiries@rotherhamrise.org.uk</a></td>
</tr>
<tr>
<td>0870 8502247 (Accommodation Service)</td>
<td></td>
</tr>
<tr>
<td>0330 2020571 (General Enquiries)</td>
<td></td>
</tr>
<tr>
<td><a href="http://www.rotherhamrise.org.uk">http://www.rotherhamrise.org.uk</a></td>
<td></td>
</tr>
</tbody>
</table>

Rotherham Rise (Men’s Centre)
For men who have suffered domestic or sexual abuse of any kind

<table>
<thead>
<tr>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>01709 912423 (Monday to Friday 9am - 5pm)</td>
<td><a href="mailto:enquiries@rotherhamrise.org.uk">enquiries@rotherhamrise.org.uk</a></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td><a href="http://www.rotherhamrise.org.uk">http://www.rotherhamrise.org.uk</a></td>
<td></td>
</tr>
</tbody>
</table>

Eating Habits

SYEDA
We support a wide range of people from many different backgrounds with a range of different eating disorders. We help anybody who feels that their relationship with food or body image dominates their lives, and we help the people who care about them. Men, women, girls, boys, young and old, all access our services. You don’t have to look a particular way to get support from SYEDA.

<table>
<thead>
<tr>
<th>Phone</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>01142728822</td>
<td>26-28 Bedford St. Sheffield S6 3BT</td>
</tr>
</tbody>
</table>
**ROtherham Institute of Obesity (RIO)**
Specialist centre for weight problems

- The Health Village, Doncaster Gate, Doncaster Rd. Rotherham S65 1DA
- RIO Supervisor Lynn Senior 01709 720193

**Rotherham Community Eating Disorder Service**
The CAMHS Community Eating Disorder Service offers support to children and young people who are experiencing moderate to severe eating disorder and their families.

- Kimberworth Place, Kimberworth Road, Kimberworth, Rotherham, South Yorkshire, S61 1HE
- 01709 304808
- http://www.rdash.nhs.uk/

**Food**

**Food Bank**
We don’t think anyone in our community should have to face going hungry. That’s why we provide three days’ nutritionally balanced emergency food and support to local people who are referred to us in crisis.

- Hope Centre, Grove Road, Rotherham, S60 2ER
- 01709 820896
- stephen@rotherham.foodbank.org.uk

The information was correct at the time of printing. To help us keep the information up to date, if you spot any errors or omissions please let us know.
Food for people in crisis

The Food For People In Crisis Partnership consists of a number of organisations in the Borough that help people deal with emergency situations by providing them with food, whether it’s a parcel to take home or a cooked meal and they also provide other types of support. There are assessment and referral processes to ensure that people who need support are able to access it all year round.

<table>
<thead>
<tr>
<th>Phone</th>
<th>Andrea Cox (Food for People in Crisis) 01709 829821</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td><a href="mailto:foodincrisis@varotherham.org.uk">foodincrisis@varotherham.org.uk</a></td>
</tr>
</tbody>
</table>

Shiloh

We provide compassion and dignity including facilities for washing, showering and laundry. We are open from 9.30am to 1.15pm on Mondays, Wednesdays and Fridays and offer food and hot drinks to anyone who comes in - often by referral from other agencies in the town - with an average of 50 meals served.

<table>
<thead>
<tr>
<th>Phone</th>
<th>Shiloh Rotherham, Millfold House, Westgate, Rotherham, S60 1BD.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td>01709 373 377</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.shilohrotherham.org.uk">http://www.shilohrotherham.org.uk</a></td>
</tr>
</tbody>
</table>
General

**Mind (Rotherham and Barnsley)**
Offers a variety of services to adults with mental health difficulties, including one-to-one support and group sessions.

<table>
<thead>
<tr>
<th>Osborne House, 1-2 Highfields, Doncaster Gate Rotherham, S65 1DZ</th>
</tr>
</thead>
<tbody>
<tr>
<td>01709 919 929</td>
</tr>
<tr>
<td><a href="mailto:contactus@rbmind.co.uk">contactus@rbmind.co.uk</a></td>
</tr>
<tr>
<td><a href="http://www.rbmind.co.uk">www.rbmind.co.uk</a></td>
</tr>
</tbody>
</table>

**The Samaritans of Rotherham**
Samaritans are here to listen. They don’t give advice, but talking to their highly trained staff in confidence can help you to make sense of what you’re going through and remind you that you’re not alone. You do not have to be suicidal to use the Samaritans - they are there no matter what you’re going through or how you’re feeling.

<table>
<thead>
<tr>
<th>01709 36 17 17 (24 hours a day / 365 days of the year) 116 123 (Free to call)</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:jo@samaritans.org">jo@samaritans.org</a></td>
</tr>
<tr>
<td><a href="http://www.samaritans.org">www.samaritans.org</a></td>
</tr>
</tbody>
</table>

**NHS Rotherham Assertive Outreach Team**
Provides support to adults over 18 with severe mental health difficulties.

<table>
<thead>
<tr>
<th>01709 447 444 (Monday to Friday 8am to 8pm)</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="http://www.rdash.nhs.uk">www.rdash.nhs.uk</a> (Adult Mental Health Services)</td>
</tr>
</tbody>
</table>
**NHS Crisis Resolution Team**
The Crisis Team is available to contact outside of working hours, 24 hours a day, 365 days a year, in cases where there is a mental health emergency. You can request to be seen by a mental health practitioner/member of the Crisis Team based at Swallownest Court in Rotherham, and they have a liaison team based at Rotherham Hospital. The Crisis Team and/or a GP may also refer you to secondary mental health services such as counsellors.

<table>
<thead>
<tr>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>01709 302 670 or 01709 302 672 (Crisis Team)</td>
<td><a href="http://www.rdash.nhs.uk">www.rdash.nhs.uk</a> (Adult Mental Health Services)</td>
</tr>
<tr>
<td>01709 447 447 (Swallownest Court)</td>
<td></td>
</tr>
<tr>
<td>01709 820 000 (Rotherham Hospital Switchboard)</td>
<td></td>
</tr>
</tbody>
</table>

**Rethink Advice and Information Helpline**

<table>
<thead>
<tr>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>0300 5000 927 (Monday to Friday 10am - 2pm)</td>
<td></td>
</tr>
<tr>
<td><a href="http://www.rethink.org">www.rethink.org</a></td>
<td></td>
</tr>
</tbody>
</table>

**Rotherham Metropolitan Borough Council (RMBC)**
Provide a range of statutory services to support health and social care needs.

<table>
<thead>
<tr>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Riverside House, Main Street, Rotherham, S60 1AE</td>
<td></td>
</tr>
<tr>
<td>(01709) 382121</td>
<td></td>
</tr>
</tbody>
</table>

The information was correct at the time of printing. To help us keep the information up to date, if you spot any errors or omissions please let us know.
### Citizen Advice Bureau
We offer free, confidential, impartial and independent advice on all aspects of social law.

<table>
<thead>
<tr>
<th>📦</th>
<th>The Rain Building, Market Hall, Eastwood Lane, Rotherham, S65 1EQ</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>03444 111 444</td>
</tr>
<tr>
<td>🌐</td>
<td><a href="http://rotherhamcab.org.uk/">http://rotherhamcab.org.uk/</a></td>
</tr>
</tbody>
</table>

### Voluntary Action Rotherham
Voluntary Action Rotherham is the lead body for supporting, developing and promoting the voluntary and community sector in the Rotherham borough.

<table>
<thead>
<tr>
<th>📦</th>
<th>The Spectrum, Coke Hill, Rotherham, S60 2HX</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>01709 829821</td>
</tr>
<tr>
<td>🌐</td>
<td><a href="http://www.varotherham.org.uk">http://www.varotherham.org.uk</a></td>
</tr>
</tbody>
</table>

### SANE
Offer emotional support to anyone affected by a mental health problem, trained mental health staff are available via the helpline.

<table>
<thead>
<tr>
<th>📞</th>
<th>0300 304 7000 (lines open 4:30 - 10:30pm)</th>
</tr>
</thead>
<tbody>
<tr>
<td>🌐</td>
<td><a href="http://www.sane.org.uk/">http://www.sane.org.uk/</a></td>
</tr>
</tbody>
</table>
Hearing

Action on Hearing Loss

Our service is community based and our Community Support Officer and volunteers provide the service through outreach work, home visits and drop-in services

<table>
<thead>
<tr>
<th></th>
<th>REWS, Chesterton Road, Eastwood Trading Estate Rotherham S65 1SX</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>01709 514268</td>
</tr>
<tr>
<td>🌐</td>
<td><a href="http://www.actiononhearingloss.org.uk/">http://www.actiononhearingloss.org.uk/</a></td>
</tr>
</tbody>
</table>
Medicines piling up and don’t know what to do about it?

Tell us and we’ll sort it

• Call our MedLine on 01709 308999; or
• complete a form at your GP practice or pharmacy; or
• email your telephone number to medicines.waste@rotherhamccg.nhs.uk and we’ll call you.

Please help your NHS
Wasted medicines cost the NHS in Rotherham around £1.5 million a year, money that could be spent on patient care.

www.rotherhamccg.nhs.uk
## Housing / Homelessness

<table>
<thead>
<tr>
<th>First Steps Supported Housing @ Rotherham Mind Adult Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Osborne House 1-2 Highfield Doncaster Road Rotherham S65 1DX</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Rush House Ltd</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rush House is a charitable organisation providing a range of accommodation and support services including advice and independent living skills training to young people aged 16-25 in the Rotherham area.</td>
</tr>
<tr>
<td>18-19 Lindum Terrace, Doncaster Rd. Rotherham S65 1NJ</td>
</tr>
<tr>
<td>01709 369295</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Rush House Tenancy Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>RH tenancy support service is aimed at young people who have their own tenancy and is there for those who need a little support and guidance to settle into their own accommodation.</td>
</tr>
<tr>
<td>18-19 Lindum Terrace, Doncaster Rd. Rotherham S65 1NJ</td>
</tr>
<tr>
<td>01709 369295</td>
</tr>
<tr>
<td><a href="http://www.rushhouse.co.uk">http://www.rushhouse.co.uk</a></td>
</tr>
<tr>
<td><a href="mailto:info@rushhouse.co.uk">info@rushhouse.co.uk</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Stonham or Rotherham Mental Health Tenancy Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>01709 369245</td>
</tr>
</tbody>
</table>
**Action Housing**
Action support vulnerable individuals and familes enabling them to establish and maintain a home.

<table>
<thead>
<tr>
<th>Contact Information</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>01709 821251</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.actionorg.uk">http://www.actionorg.uk</a></td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:info@actionorg.uk">info@actionorg.uk</a></td>
</tr>
</tbody>
</table>

**Target Housing**
Target delivers the highest standard of housing and support to enable vulnerable people to live independently, fulfil their potential and contribute to their communities and wider society.

<table>
<thead>
<tr>
<th>Contact Information</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>01709 723730</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.targethousing.org.uk/">http://www.targethousing.org.uk/</a></td>
</tr>
</tbody>
</table>

**Key Choices**
To qualify to go on Rotherham’s housing register you need to:
- Be aged over 16 years of age
- Have a local connection of three years to Rotherham
- Do not owe any monies to a current or former Landlord

<table>
<thead>
<tr>
<th>Contact Information</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>Riverside House, Main Street, Rotherham</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.rotherhamkeychoices.org.uk">http://www.rotherhamkeychoices.org.uk</a></td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:keychoices@rotherham.gov.uk">keychoices@rotherham.gov.uk</a></td>
</tr>
</tbody>
</table>

The information was correct at the time of printing. To help us keep the information up to date, if you spot any errors or omissions please let us know.
### Shelter
Shelter helps millions of people every year struggling with bad housing or homelessness through our advice, support and legal services.

<table>
<thead>
<tr>
<th></th>
<th>0808 800 4444</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><a href="http://england.shelter.org.uk/contact_us">http://england.shelter.org.uk/contact_us</a></td>
</tr>
<tr>
<td></td>
<td><a href="mailto:info@shelter.org.uk">info@shelter.org.uk</a></td>
</tr>
</tbody>
</table>

### Lighthouse Project for Women
Short-term accommodation, care and support within a safe, secure and structured environment, through a dedicated team of staff and volunteers. During that period carry out needs assessments and allocate case workers to signpost clients to services that will meet their personal and housing needs.

<table>
<thead>
<tr>
<th></th>
<th>01709 364600</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Lighthouse Homes Rotherham Homeless Project, 71 Westgate, S60 1BQ</td>
</tr>
</tbody>
</table>

### Shiloh
Founded in 1992 to provide a place of rest, Shiloh is a Christian drop-in centre open three days a week as a sanctuary for the marginalised of society over 18.
We provide compassion and dignity including facilities for washing, showering and laundry.

Shiloh Rotherham, Millfold House, Westgate, Rotherham, S60 1BD.
During opening hours (9.30am to 12.30pm on Mondays, Wednesdays and Fridays)

<table>
<thead>
<tr>
<th></th>
<th>01709 373 377</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><a href="http://www.shilohrotherham.org.uk/contact-us/">http://www.shilohrotherham.org.uk/contact-us/</a></td>
</tr>
</tbody>
</table>
### Rotherham LGBT
We are a social and support group for the LGBT community in Rotherham, South Yorkshire.

We hold regular monthly meetings in Rotherham, organise social events for members to attend, and raise awareness of LGBT issues.

<table>
<thead>
<tr>
<th>🌐</th>
<th><a href="http://www.rotherham-lgbt.co.uk/">http://www.rotherham-lgbt.co.uk/</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>🌐</td>
<td><a href="mailto:Rotherham.lgbt@gmail.com">Rotherham.lgbt@gmail.com</a></td>
</tr>
</tbody>
</table>

### Rainbow Project
We aim to support the LGBT community with housing, educational, training and support needs. Our long term aim is to open a safe house for those within the LGBT community who find themselves homeless, or in inadequate or unsafe housing conditions.

| 📞 | 07517420748 |
| 🌐 | http://www.therainbowproject.org.uk/contact |
| 🌐 | therainbowproject@outlook.com |

### Rotherham Trans Support
Trans Support offers support and advice to anyone identifying under the trans umbrella. Support for friends and family of trans individuals is also available.

| 🌐 | http://www.trans-support.org/ |
| 🌐 | therainbowproject@outlook.com |
**Men’s Services**

**Mankind Initiative**
A confidential helpline for male victims of domestic violence. We are reliant on donations as our funding is about to run out.

![Contact info]

**Rotherham Abuse and Counselling Service (RACS)**
We provide specialist support and counselling to adult victims of rape and sexual/domestic abuse. Individual and group sessions are available. We’re located close to Rotherham town centre. Clients who complete therapy report significant improvements in confidence, self-belief and symptoms of depression.

![Contact info]

**MENS ADVICE LINE**
Help & support for male victims of domestic violence Mon-Fri 9am-5pm

![Contact info]

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The information was correct at the time of printing. To help us keep the information up to date, if you spot any errors or omissions please let us know.
### Mental Health

#### Mind
Rotherham & Barnsley Mind is committed to promoting good mental health and emotional well-being by providing high quality support in a variety of settings.

<table>
<thead>
<tr>
<th>Website</th>
<th>Address</th>
<th>Phone Number</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>🏠 Osborne House, 1-2 Highfields, Doncaster Gate, Rotherham, S65 1DZ</td>
<td>📞 01709 919 929</td>
<td>📧 <a href="http://rbmind.co.uk/">http://rbmind.co.uk/</a></td>
<td></td>
</tr>
</tbody>
</table>

#### 7 Cups of Tea
Free, anonymous and confidential online text chat with trained listeners, online therapists and counsellors. Anyone who wants to talk about whatever is on their mind can quickly reach out to a trained, compassionate listener through our network. There are simple online exercises which might also help you.

<table>
<thead>
<tr>
<th>Website</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>🍼 <a href="http://www.7cups.com">www.7cups.com</a></td>
<td></td>
</tr>
</tbody>
</table>

### Relationships and Families

#### The Children's Society

<table>
<thead>
<tr>
<th>Website</th>
<th>Phone Number</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞 0300 303 7000</td>
<td><a href="mailto:supporter@childrenssociety.org.uk">supporter@childrenssociety.org.uk</a></td>
<td></td>
</tr>
</tbody>
</table>

#### CHILDLINE

<table>
<thead>
<tr>
<th>Website</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞 0800 1111</td>
<td></td>
</tr>
</tbody>
</table>
### Retirement Age

#### AGE UK
Helping you to make the most of later life. We also publish impartial and informative advice guides.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Address</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>📈</td>
<td>Galax Business Centre, Eastwood Trading Estate, Fitzwilliam Road, Rotherham, S65 1SL</td>
<td>0800 169 2081 (8am - 7pm, 365 days a year)</td>
</tr>
<tr>
<td>📞</td>
<td></td>
<td><a href="http://www.ageuk.org.uk">www.ageuk.org.uk</a></td>
</tr>
</tbody>
</table>

#### Independent Age
Can provide you and your family with clear, free and impartial advice on the issues that matter: care and support, money and benefits, health and mobility

<table>
<thead>
<tr>
<th>Icon</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>020 7605 4200</td>
</tr>
<tr>
<td>🖥️</td>
<td><a href="https://www.independentage.org">https://www.independentage.org</a></td>
</tr>
</tbody>
</table>

#### Rotherham Older People Forum
To enable the voices of older people (aged 50 years and over) in Rotherham to be heard.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>01709 526321</td>
</tr>
</tbody>
</table>

#### Rotherham Pensioners Action Group

<table>
<thead>
<tr>
<th>Icon</th>
<th>Address</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>🎤</td>
<td>MY PLACE St.Annes Rd. Rotherham</td>
<td>01709 543037   Beryl Billington</td>
</tr>
</tbody>
</table>

#### U3A
Social, cultural & educational opportunities for retired people

<table>
<thead>
<tr>
<th>Icon</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>Information officer Ann Hartley 01709 543829</td>
</tr>
</tbody>
</table>
Self Harm

Self-harm is not a form of mental illness, but is in fact a coping mechanism where people hurt themselves in order to help them deal with their feelings. Self-harm and suicide are different things: self-harm is something people do to help them survive.

Harmless

Harmless supports anyone who self-harms, and anyone who cares for someone who self-harms. They also provide clear and easily understandable information about self-harming. You can contact them via email or web form.

<table>
<thead>
<tr>
<th></th>
<th>Harmless, PO Box 10136, Nottingham NG1 9HL</th>
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</thead>
<tbody>
<tr>
<td></td>
<td><a href="http://www.harmless.org.uk">www.harmless.org.uk</a></td>
</tr>
<tr>
<td></td>
<td><a href="mailto:info@harmless.org.uk">info@harmless.org.uk</a></td>
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</tbody>
</table>

Self-help and Recovery

Please remember that self-help websites and services are not intended to replace professional support from your doctor or specialist.

Living Life to the Full

A free self-help website offering tools and information to help you take ownership of yourself and live a happier, more fulfilling life.

<table>
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<tr>
<th></th>
<th><a href="http://www.llttf.com">www.llttf.com</a></th>
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<tbody>
<tr>
<td></td>
<td><a href="mailto:enquiries@livinglifetothefull.com">enquiries@livinglifetothefull.com</a></td>
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</tbody>
</table>
Support Line
We offer confidential emotional support to children, young adults and adults by telephone, email and post. We work with callers to develop healthy, positive coping strategies, an inner feeling of strength and increased self esteem to encourage healing, recovery and moving forward with life. We also keep details of counsellors, agencies and support groups throughout the UK.

<table>
<thead>
<tr>
<th>Contact Information</th>
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<tbody>
<tr>
<td>SupportLine, PO Box 2860, Romford, Essex RM7 1JA</td>
</tr>
<tr>
<td>01708 765 200 (Opening hours vary)</td>
</tr>
<tr>
<td><a href="http://www.supportline.org.uk">www.supportline.org.uk</a></td>
</tr>
<tr>
<td><a href="mailto:info@supportline.org.uk">info@supportline.org.uk</a></td>
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Suicide Prevention
If you’re feeling suicidal, don’t ignore it. Get support now. You can also contact the Samaritans or go to your local accident and emergency unit.

If you are having thoughts of suicide please contact
- Samaritans // Listening service - 24 hours a day, any day CALL 116 123 (UK, ROI)
  EMAIL jo@samaritans.org

CALM // Suicide Prevention support for Men (5pm - Midnight) CALL 0800 58 58 58 // SMS (text message) 07537 4047171

Turn2me
Free online mental healthcare services for people aged 18+ including online support groups and counselling, aimed at preventing suicide. Remain anonymous, express yourself and share experiences without fear or recognition or judgment.

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<tr>
<th>Contact Information</th>
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</thead>
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<tr>
<td><a href="http://www.Turn2me.org">www.Turn2me.org</a></td>
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</tbody>
</table>
Living Life
For over 16’s suffering from depression or anxiety

<table>
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<tr>
<th></th>
<th>Mon - Fri 1pm - 9pm</th>
<th>0800 328 9655</th>
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Forward for Life
Provide Suicide Prevention Training

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<tr>
<th></th>
<th><a href="https://forwardforlife.org/">https://forwardforlife.org/</a></th>
</tr>
</thead>
</table>

NHS Crisis Resolution Team
The Crisis Team is available to contact outside of working hours, 24 hours a day, 365 days a year, in cases where there is a mental health emergency. You can request to be seen by a mental health practitioner/member of the Crisis Team based at Swallownest Court in Rotherham, and they have a liaison team based at Rotherham Hospital. The Crisis Team and/or a GP may also refer you to secondary mental health services such as counsellors.

<table>
<thead>
<tr>
<th></th>
<th>01709 302 670 or 01709 302 672 (Crisis Team)</th>
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<tbody>
<tr>
<td></td>
<td>01709 447 447 (Swallownest Court)</td>
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<td></td>
<td>01709 820 000 (Rotherham Hospital Switchboard)</td>
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</tbody>
</table>

|   | www.rdash.nhs.uk (Adult Mental Health Services) |

Victim of Crime

Victim Support Rotherham

<table>
<thead>
<tr>
<th></th>
<th>Eastwood Lane, Rotherham, S65 1EQ</th>
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<tr>
<td></td>
<td>01709 361076</td>
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</table>
Visually Impaired

Action for Blind People
Provide information and support for people in Rotherham with a visual impairment and their family and carers.

Phone: 01709 823511 (Annabel Wilson)
Website: https://actionforblindpeople.org.uk/

Volunteering

Communication Partners
Communication Partners deals with people living with aphasia and other stroke-related impairments, aiming to help them with communication difficulties.

Wickersley Health Centre, Poplar Glade, Wickersley, Rotherham S66 2JQ
Phone: 01709 423916

Voluntary Action Rotherham
The leading body for supporting, developing and promoting the voluntary and community sector in the Rotherham borough.

The Spectrum, Coke Hill, Rotherham, S60 2HX
Phone: 01709 829821
Website: www.varotherham.org.uk
Email: admin@varotherham.org.uk
Healthwatch Rotherham
A number of volunteering opportunities exist within the Healthwatch Rotherham service. Please get in touch for more details.

<table>
<thead>
<tr>
<th>Email</th>
<th>33 High Street, Rotherham, S60 1PT</th>
</tr>
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<tbody>
<tr>
<td>Phone</td>
<td>01709 71 71 30</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.healthwatchrotherham.org.uk">www.healthwatchrotherham.org.uk</a></td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:info@healthwatchrotherham.org.uk">info@healthwatchrotherham.org.uk</a></td>
</tr>
</tbody>
</table>

**Women’s Services**

**Rotherham Women’s Counselling Service**

| Phone          | 01709 830238 | THURS MORNING 9.30-1030 |

A big thank you to our volunteers, Wendy Colsgrove, Molly Cope and Adam McLoughlin who have helped compile this directory.

Thanks to Healthwatch York for setting the example.

The information was correct at the time of printing. To help us keep the information up to date, if you spot any errors or omissions please let us know.
Choosing the right care, first time

Health services are very busy at the moment. Help us to help those most in need. Follow these steps to use the right treatment:

**Self care**

You can treat most common ailments and illnesses at home by keeping a well-stocked medicine cabinet. This should include:
- Pain relief e.g. paracetamol or ibuprofen
- Children's paracetamol oral suspension and ibuprofen syrups – free from pharmacy if you receive free prescriptions.
- Mild laxatives to relieve constipation.
- Cold relief products.
- Rehydration mixtures to use if feeling dehydrated after a bout of sickness or diarrhoea.
- Indigestion remedy.
- A range of bandages, plasters, non-absorbent cotton wool, elastic bandages and dressings for minor cuts, sprains and bruises.

**Pharmacy first**

Many pharmacies are open early until late and on weekends and bank holidays. You don't need an appointment, and can just pop in and get expert medical help from a qualified healthcare professional. Most pharmacies now have a private consultation area where you can discuss your issues and concerns without being overheard.

**Pharmacy First**

Many of Rotherham GPs and community pharmacies are part of the Pharmacy First scheme which enables you to get medicine direct from the pharmacist without a prescription. Plus if you don't normally pay prescription charges you can get medicine supplied under the scheme FREE OF CHARGE.

For a list of pharmacies in the scheme visit: www.rotherhamccg.nhs.uk/pharmacy-first.htm

**Children**

All children get colds. This is a normal part of growing up and no medicines can prevent them. The best way to look after your child is to make sure they have plenty to drink and if they have a temperature some paracetamol will help. Most doctors don’t recommend cough medicines and antibiotics won’t help a cold.

**NHS 111**

NHS 111 offers confidential health advice and information by telephone. Ring 111 if you are ill and have questions about your health and where to get treatment.

**GP surgeries**

Make an appointment with your local GP if you have an illness or injury that will not go away.