

Shetland's Mental Health Directory

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Abuse

Adult Protection

Local Services	National Services
<p>Duty Social Work Tel: 01595 744400 For if a person feels at risk, or has concerns that another person is at risk from emotional or physical harm or exploitation.</p>	<p>Adult Support and Protection information from The Scottish Government: http://www.gov.scot/Topics/Health/Support-Social-Care/Adult-Support-Protection</p>
<p>Safer Shetland www.safershetland.com Information for professionals, carers and the general public, on safeguarding adults at risk and protecting vulnerable individuals.</p>	

Child Abuse

Local Services	National Services
<p>Duty Social Work Tel: 01595 744421 For if a person feels a child is at risk from emotional or physical harm or abuse.</p>	<p>Health in Mind – Trauma Counselling Line (adult survivors of child abuse) Tel: 08088 020 406</p>
<p>Shetland Rape Crisis Tel: 01595 745 078 Free and confidential information, advocacy and support for anyone in Shetland (age 13 and over) affected by any form of sexual violence.</p>	<p>NSPCC Childline: 0800 1111 If concerned about a child: 0808 800 5000</p>
<p>Survivors of Sexual Childhood Abuse Information and Resources (SSCHAIR) Tel: 07747 097160 Email: s_a_survivors@hotmail.com Facebook: Sschair Shetland Support for people over 18 years who have been abused sexually as children. Drop in sessions on Tuesdays: 5:30 - 9pm; One to one counselling sessions;</p>	

Workshops on Saturday afternoons; Access to a library of resources and information; Signposting to other services.	
<p>Shetland Women's Aid Tel: 01595 692070 Email: office@shetlandwa.org Facebook: Shetland Women's Aid For women and children who are living with, or have experienced domestic abuse, including emotional, psychological, financial, sexual and physical abuse. Practical, emotional support and counselling.</p>	

Child Protection

Local Services	National Services
<p>Duty Social Work Tel: 01595 744421 For if a person feels a child is at risk from emotional or physical harm or abuse.</p>	<p>Child Protection information from the Scottish Government: https://beta.gov.scot/policies/child-protection/</p>
<p>Safer Shetland www.safershetland.com Information for professionals, carers and the general public, on safeguarding children at risk and protecting vulnerable individuals.</p>	

Domestic Abuse

Local Services	National Services
<p>Shetland Women's Aid Tel: 01595 692070 Email: office@shetlandwa.org Facebook: Shetland Women's Aid For women and children who are living with, or have experienced domestic abuse, including emotional, psychological, financial, sexual and physical abuse. Practical, emotional support and counselling.</p>	<p>Men's Advice Line Tel: 0808 801 0327 Email: info@respectphoneline.org.uk Help and support for male victims of domestic abuse.</p>

<p>Victim Support Local Helpline: 01595 744524 National Helpline 0845 3030 900 Support and information for victims and witnesses of crime.</p>	<p>Refuge National 24 hours domestic violence helpline: 0808 200 247</p>
	<p>Scottish Domestic Abuse Helpline Tel: 0800 027 1234 Lines open 24 hours a day Information and support to anyone affected by domestic abuse.</p>
	<p>Scottish Women's Aid Tel: 0131 226 6606 Email: info@womensaid.scot Lead organisation working towards preventing domestic abuse. Provides information and support.</p>

Sexual Abuse/Rape

Local Services	National Services
<p>Shetland Rape Crisis Tel: 01595 745078 Free and confidential information, advocacy and support for anyone in Shetland (age 13 and over) affected by any form of sexual violence.</p>	<p>Health in Mind – Trauma Counselling Line (adult survivors of child abuse) Tel: 08088 020 406</p>
<p>Shetland Women's Aid Tel: 01595 692070 Email: office@shetlandwa.org Facebook: Shetland Women's Aid For women and children who are living with, or have experienced domestic abuse, including emotional, psychological, financial, sexual and physical abuse. Practical, emotional support and counselling.</p>	<p>Rape Crisis Scotland Email: support@rapecrisisscotland.org.uk Web: www.rapecrisisscotland.org.uk Free and anonymous helpline: 08088 01 03 02 (open daily, 6pm- midnight)</p>

Addictions

Gambling

Local Services	National Services
	<p>Gamblers Anonymous</p>

	<p>www.gamblersanonymous.org.uk Help and support for compulsive gamblers.</p>
	<p>GamCare www.gamcare.org.uk Tel: 0808 8020133 Information, advice, support and free counselling for the prevention and treatment of problem gambling.</p>

Substance Misuse

Local Services	National Services
<p>Substance Misuse Recovery Service Tel: 01595 743006 This service operates from within the Mental Health Department. Provides support and/or structured treatment to individuals who either have their own substance use issues or are affected by someone else's.</p> <ul style="list-style-type: none"> • Drop in informal support • Needle Exchange • Family Support Groups • Recovery Groups • Young Person services 	<p>Alcoholics Anonymous Tel: 0845 769 7555 (24-hour helpline) www.alcoholics-anonymous.org.uk Support group</p>
<p>Families Affected By Drugs and Alcohol Tel: 01595 743923 Facebook: Shetland Families Affected by Alcohol and Drugs Email: carers@shetland.org Peer support group for families that have been affected by drugs and alcohol.</p>	<p>Drink Aware www.drinkaware.co.uk Independent alcohol advice, information and tools to help people make better choices about their drinking.</p>
	<p>FRANK www.talktofrank.com Friendly, confidential drugs advice</p>
	<p>Know the Score www.knowthescore.info Tel: 0800 587 587 9 Information and advice around drugs.</p>

	<p>Narcotics Anonymous www.ukna.org Tel: 0300 999 1212 (daily until midnight) Support group for recovering addicts.</p>
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Advocacy

Local Services	National Services
<p>Advocacy Shetland (Mental health advocacy service) Tel: 01595 743929 Service for anyone in Shetland who find they are unable to speak up for themselves for whatever reason.</p>	
<p>Advocacy Services Aberdeen (for Cornhill) Tel: 01224 557912 Email: asa@advocacy.org.uk</p>	
<p>Shetland Rape Crisis Ana Arnett, Advocacy & Support Worker Tel: 01595 745091 Email: Ana.arnett2@shetland.org Free and confidential advocacy to anyone in Shetland (age 13+) affected by any form of sexual violence. Providing support before, after and during reporting to the police, the police investigation and the court process.</p>	

Autism

Local Services	National Services
<p>Autism Support Shetland (Bruce Family Centre) Tel: 01595 745400 Email: BruceFamilyCentre@shetland.gov.uk Support, information, and practical help and a meeting</p>	<p>National Autistic Society Scotland Autism Helpline: 0808 800 4104 (Mon-Thurs 10am-4pm; Fri 9am-3pm) Web: www.autism.org.uk Information, support and services for autistic people</p>

<p>place for families, carers and professionals involved with people on the Autistic Spectrum, and anyone with an interest in the Autistic Spectrum. Meetings are held once a month at the Bruce Family Centre, Lerwick.</p>	
<p>Community Liaison Nurse (Learning Disabilities & Autism) Post currently vacant; Any clinical concerns please seek advice from GP.</p>	
<p>Eric Gray Resource Centre Tel: 01595 744 400 (Duty Social Worker, Community Care Services) Support services for adults over the age of sixteen who have a learning disability or autistic spectrum condition. Referral through community care services.</p>	

Bereavement

Local Services	National Services
<p>Forget Me Not self-help group Tel: 01595 477 268 The Forget me not service supports people with dementia in care homes and hospital wards who may be isolated and feeling alone, by matching them up with a volunteer. Befrienders offer companionship and support to do the things they enjoy.</p>	<p>Cruse Bereavement Care Scotland Tel: 0845 600 2227 (Mon-Thurs 10am-8pm; Fri 10am-4pm) Help for anyone experiencing bereavement</p>
<p>SANDS local support group (Stillbirth and neonatal death) Email: shetlandsands@hotmail.com Tel: 07341945028 Support for anyone affected by the death of a baby.</p>	
<p>Shetland Bereavement Support Service Tel: 01595 743933 Email: sbss@shetland.org Web: http://www.shetland-</p>	

<p>communities.org.uk/subsites/sbss/ Free and confidential one to one counselling support for adults and children struggling to cope following bereavement, including suicide and sudden death. Contact service to self-refer.</p>	
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Cancer

Local Services	National Services
<p>CLAN Tel: 01595 697275 Email: shetland@clanhouse.org Web: https://clanhouse.org/ Information & Support service for everyone affected by cancer Including a dedicated Children & families Support Worker</p>	<p>Cancer Support Scotland Tel: 0800 652 4531/ 0141 337 8199 Emotional and practical support on a one-to-one basis through community based groups to anyone affected by cancer.</p>
<p>MacMillan Nurses Tel: 01595 743060 Advice and support to cancer patients, their carers and relatives</p>	

Carer's Support

Local Services	National Services
<p>Alzheimer Scotland Carers Group Tel: 01595 72 0343 A monthly support group for individuals whose partners have dementia.</p>	<p>Carers Scotland Tel: 0141 445 3070 Advice, information and support for carers.</p>
<p>Alzheimer Scotland Sons & Daughters Group Tel: 01595 72 0343 A monthly support group for the adult children and grandchildren of a parent/grandparent living with dementia.</p>	
<p>Families Affected By Drugs and</p>	

<p>Alcohol Tel: 01595 743923 Peer support group for families that have been affected by drugs and alcohol.</p>	
<p>Shetland Carer's Support Tel: 01595 743923 Web: https://www.shetlandcarers.org/adult-carers Voluntary Action Shetland provides relevant information and supports unpaid carers in Shetland</p>	

Dementia

Local Services	National Services
<p>Alzheimer Scotland—Shetland Service Tel: 01595 720 347 Range of support and activities for people with dementia, their partners, families and friends to help maintain abilities, relationships and community connections.</p>	<p>Age Scotland Tel: 0800 1244 222 Information, friendship and advice for older people, their carers and families in Scotland.</p>
<p>Alzheimer Scotland Carers Group Tel: 01595 72 0343 A support group for individuals whose partners have dementia.</p>	<p>Alzheimer Scotland 24 hour dementia helpline (freephone): 0808 808 3000 Web: https://www.alzscot.org/ Leading dementia organisation in Scotland</p>
<p>NHS Shetland Dementia Services Assessment, diagnosis, treatment and management of behavioural and psychological difficulties. Initial access via GP referral.</p>	

Disabilities

Local Services	National Services
<p>Community Liaison Nurse (Learning Disabilities & Autism) Post currently vacant; Any clinical concerns please seek advice from GP.</p>	<p>Capability Scotland Tel: 0131 337 9876 Care, education and employment services for disabled children and adults across Scotland.</p>
<p>COPE Ltd Tel: 01595 696889 Email: info@cope.ltd.uk Web: www.cope.ltd.uk Social enterprise and charity which provides employment and skill development for adults with learning disabilities or autism spectrum disorders</p>	<p>Disability Information Scotland Tel helpline: 0300 323 9961 Email: info@disabilityscot.org.uk Help and information for people with disabilities, their families, friends and carers.</p>
<p>Disability Shetland Tel: 01595 743 922 Email: disability.shetland@shetland.org Provides advice & information, clubs and recreational activities.</p>	<p>Enable Scotland Tel: 0300 0200 101 Email: enabledirect@enable.org.uk Personalised support that enables people who have a learning disability to find work, develop their skills and live the life they choose.</p>
<p>Eric Gray Resource Centre Tel: 01595 744 400 (Duty Social Worker, Community Care Services) Support services for adults over the age of sixteen who have a learning disability or autistic spectrum condition. Referral through community care services.</p>	
<p>Independent Living Tel: 01595 744 319 Email: dutyot@shetland.gov.uk Includes: Community Occupational Therapy; Speech and Language Therapy; Support@Home central area. Provide advice, signposting to equipment suppliers, provide equipment and further assessment.</p>	
<p>Long-term conditions support group Tel: 01950 431 576 Support for people living with long term conditions.</p>	

Employment support

Local Services	National Services
<p>COPE Ltd Tel: 01595 696889 Email: info@cope.ltd.uk Web: www.cope.ltd.uk Social enterprise and charity which provides employment and skill development for adults with learning disabilities or autism spectrum disorders</p>	<p>Enable Scotland Tel: 0300 0200 101 Email: enabledirect@enable.org.uk Personalised support that enables people who have a learning disability to find work, develop their skills and live the life they choose.</p>
<p>Employability Pathway < 25 Tel: 01595 744471 > 25 Tel: 01595 745303 Route back into work. Includes access to Condition Management Programme, Moving on Job Brokerage service, Bike Project. Support to access and sustain employment</p>	
<p>Moving On Employment Project Transition Support Service Tel: 01595 743926 Email: movingon@shetland.org Web: www.moep.co.uk Support for young people aged 16-25 with additional support needs and/or autistic spectrum conditions. Tailored 1:1 support through Employability Pathway.</p>	

Family Parenting Support

Local Services	National Services
<p>Bruce Family Centre Tel: 01595 745 400 Email: BruceFamilyCentre@shetland.gov.uk Wide range of services to meet the needs of individual children, including: early intervention, positive parenting, support for parents, childminders and children.</p>	<p>Parentline Scotland Tel: 0800 028 22 33 Email: parentlinescotland@children1st.org.uk Text: 07860 022 844 Web: www.children1st.org.uk Help with everyday parenting problems or concerns about children.</p>

<p>Early Intervention Service Tel: 01595 744055/ 744306 Email: CRSearlyinterventions@shetland.gov.uk Support for children young people and families across a range of areas including: family relationships, boundaries, anger, self-esteem, emotional wellbeing, concerning behaviours, social inclusion, opportunities and transitions.</p>	
<p>Family Mediation and Community Mediation Tel: 01595 743859 Web: http://www.shetland-communities.org.uk/subsites/fms/ Free, confidential service to families experiencing relationship difficulties.</p>	
<p>Parenting Support Group Tel: 01595 745 400 Email: BruceFamilyCentre@shetland.gov.uk Bruce Family Centre – for early intervention, positive parenting and play, support to children and families.</p>	

Financial Support

Local Services	National Services
<p>Citizen’s Advice Bureau Tel: 01595 694696 Advice and assistance regarding benefits, debt, consumer, immigration, pension, energy, housing, employment and legal matters.</p>	<p>Money Advice Service Tel: 0800 138 7777 www.moneyadviceservice.org.uk Advice and guides to help improve your finances; tools and calculators to help keep track and plan ahead; support over the phone and online.</p>

Isolation and Loneliness

Local Services	National Services
<p>Befriending Tel: 01595 743907 One to one support to young people and young adults aged between 7 and 18 and to adults aged 16+. Support for individuals who can benefit from additional input. Service users can take part in a wide range of activities.</p>	<p>The Silver Line Tel: 0800 4 70 80 90 Web: www.thesilverline.org.uk Free confidential helpline providing information, friendship and advice to older people, 24 hours a day, every day.</p>
<p>British Red Cross (Loneliness and social isolation project) Tel: 01595 695 498 Help for adults of all ages to reconnect with their communities.</p>	
<p>Voluntary Action Shetland Tel: 01595 743900 Volunteering opportunities in Shetland</p>	

Mental Health Support Services

Children and Young People

Local Services	National Services
<p>Child and Adolescent Mental Health Service (CAMHS) Consultations, assessments and interventions for children and adolescents. Treatment can include individual therapy, family work and prescribed medication. Access through professional referral.</p>	<p>Harmless Email: info@harmless.org.uk Email and Skype Support for people who self harm, their friends, family and professionals.</p>
<p>Educational Psychology Service Tel: 01595 745588 Email: psychological.service.admin@shetland.gov.uk Advice and support to children, families, schools and other agencies on all aspects of additional support needs, child development and learning</p>	<p>Self Injury Support Free Helpline: 0808 880 8088 (Tues – Thurs 7-9.30pm) Text: 07800 472 908 (Tues-Thurs 7-9.30pm) Support for women and girls, training and resources for all.</p>

	<p>Young Minds Parents helpline: 0808 802 5544 Web: www.youngminds.org.uk Advice and information for parents and young people.</p>

Adults

Local Services	National Services
<p>Community Mental Health Team (CMHT) Tel: 01595 743006 (for further info) Web: http://www.shb.scot.nhs.uk/community/mentalhealth.asp Psychiatrist, Community Psychiatric Nurse (link to be added) Substance Misuse Recovery Service (see addictions) Talking Therapies, Clinical Psychology (link to psychological services page to be added) By GP referral</p>	<p>Breathing Space Tel: 0800 83 85 87 (Mon-Thurs 6pm-2am; Fri-Mon 6pm-6am) www.breathingspacescotland.co.uk A confidential phonenumber and web service for anyone in Scotland feeling low, anxious or depressed.</p>
<p>Health Improvement Team Tel: 01595 807 494 (for further info) Behavioural Activation and on-line CBT by GP referral.</p>	<p>CALM (Campaign against living miserably) Tel: 0808 58 58 58 Web: www.thecalmzone.net Webchat: via website, 5pm-midnight Support to men in the UK, of any age, who are down or in crisis via helpline, webchat and website</p>
<p>Mental Health Community Support Service, Annsbrae House Tel: 01595 744345 Part of the Community Mental Health Team Access via GP or Social Work referral</p>	<p>Harmless Email: info@harmless.org.uk Email and Skype Support for people who self harm, their friends, family and professionals.</p>
<p>Mind Your Head Tel: 01595 74 5035 www.mindyourhead.org.uk Wellness and Wellness Together programmes</p>	<p>Living Life Tel: 0800 328 9655 (Mon-Thur 10am-9pm; Fri 10am-6pm) NHS24 service; Guided self-help and cognitive behaviour therapy. By GP referral</p>
<p>Samaritans Tel: 116 123 Email: jo@samaritans.org</p>	<p>National Self Harm Network Online forum: http://www.nshn.co.uk</p>

Linda Rose Cottage, Charlotte Street, Lerwick Safe place to talk. Face to face support from 7.30-10.30pm, Mon-Wed, 9-10.30pm Thurs & Fri.	Online support forum available 24/7; crisis support, information and resources, advice, discussions and distractions.
Shetland Link-Up Tel: 01595 693313 Drop-in and social support.	NHS 24 Tel: 111 A national telephone based service, can advise on mental health issues.
	Samaritans Tel: 116 123 Email: jo@samaritans.org Listening support service, emotional support, somewhere to be heard.
	Sane Line Tel: 0300 304 7000 Web: www.sane.org.uk Care and emotional support for people with mental health problems, their families and carers. Also textcare service and support forum online.
	Self Injury Support Free Helpline: 0808 880 8088 (Tues – Thurs 7-9.30pm) Text: 07800 472 908 (Tues-Thur 7- 9.30pm) Support for women and girls, training and resources for all.
	Supportline Tel: 01708 765200 Email: info@supportline.org.uk Post: SupportLine, PO Box 2860, Romford, Essex RM7 1JA Confidential emotional support to children, young adults and adults.

Workplace support

Local Services	National Services
NHS Occupational Health Tel: 01595 743080	Working Health Services Scotland Tel: 0800 019 2211

<p>Range of services to help protect NHS staff from work hazards, health problems, and to continue or return to their work.</p>	<p>Free and confidential advice and health support for the self-employed and people working in smaller companies (<250 employees) Condition management, signposting</p>
<p>SIC welfare officer Tel: 01595 744580 Email: staff_welfare.officer@shetland.gov.uk Staff Welfare Officer Wendy Borrill offers support to council staff who are experiencing stress or emotional difficulties.</p>	
<p>UHI Shetland College Student Support Email: klaudia.grubska.@uhi.ac.uk Support for Shetland College students including academic, financial, guidance, careers, general support and student counselling.</p>	

Relationships

Local Services	National Services
<p>Couple Counselling Tel: 01595 743913 Email: ccshetland@shetland.org Relationship counselling (individual and couple)</p>	<p>The Spark Tel: 0808 802 20 88 Free relationship helpline, counselling and relationship support</p>
<p>Family Mediation and Community Mediation Tel: 01595 743859 Web: http://www.shetland-communities.org.uk/subsites/fms/ Free, confidential service to families experiencing relationship difficulties</p>	