



**Alzheimer's
Society**

Together we are help & hope
for everyone living with dementia

External support for employees and volunteers

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This document is a wellbeing resource to assist in the signposting of external resources to volunteers and employees and is not designed to be an exhaustive list.

Bereavement

Cruse

Phone: 0808 808 1677 (Monday to Friday, 9am to 5pm)

Website: cruse.org.uk

Let's Talk About Loss

Peer support for 18-35 year olds

Website: letstalkaboutloss.org

Winstons Wish

Support for young adults and children up to 25.

Phone 08088 020 021 8am-8pm (Monday to Friday)

Website: winstonswish.org

The New Normal

Peer support

Website: thenewnormalcharity.com

Sue Ryder

Online community, counselling.

Website: sue Ryder.org/how-we-can-help/online-bereavement-support

Widowed and young

Peer support network for people aged 50 or under when their partner died.

Website: widowedandyoung.org.uk

The Compassionate Friends

Supporting bereaved families after the death of a child.

Phone: 0345 123 2304. 10am-4pm and 7pm-10pm.

Website: tcf.org.uk

Pet Bereavement and Pet Loss - Blue Cross

Phone: 0800 096 6606. 8.30 am – 8.30pm

Website: bluecross.org.uk/pet-bereavement-and-pet-loss

Dementia

Alzheimer's Society

Helpline: 0333 1503456 (Mon – Wed 9am-8pm, Thurs –Friday 9am-5pm, Sat-Sun 10am-4pm)

Website: alzheimers.org.uk

Dementia UK

Information, support, and Admiral nursing.

Website: dementiauk.org

Dementia Research

Carries out dementia research and answers questions about dementia and dementia research, including how you and your family and friends can get involved.

Phone: 0300 111 5 111

Website: alzheimersresearchuk.org

NHS

NHS website provides information and signposting to support for people living with dementia, families, and carers.

Website: nhs.uk/conditions/dementia/care-and-support/help-and-support

Domestic abuse and victim support

Refuge

Advice on dealing with domestic violence.

Phone: 0808 2000 247 (24-hour helpline)

Website: refuge.org.uk

Rape Crisis

To find your local service phone: 0808 500 2222 (24/7)

Website: rapecrisis.org.uk

Victim Support

Phone: 0808 168 9111 (24-hour helpline)

Website: victimsupport.org.uk

Financial

Money Helper

Government scheme, offers a range of financial advice online.

Phone: 0800 1387777 (English) 0800 1380555 (Welsh); Typetalk: 18001 0800 915 4622

Website: moneyhelper.org.uk

National Debt line

Offers advice online and by phone.

Phone: 0808 808 4000

Website: nationaldebtline.co.uk

Debt Advice Service

Offers money advice online and by phone.

Phone: 0800 043 4050

Website: debtadvicefoundation.org

Step Change

Offers money advice online and by phone.

Helpline: 0800138 1111

Website: stepchange.org

Gambling

Gamblers Anonymous

A free self-help group. Its 12-step programme involves stopping gambling with the help of regular face-to-face and online support groups.

Phone: 0330 094 0322 (24-hour)

Website: gamblersanonymous.org.uk

Gam-Anon

A free self-help group. Its 12-step programme is for those affected by someone else's gambling with the help of regular face-to-face and online support groups.

Website: gamanon.org.uk

National Gambling Helpline

Phone: 0808 8020 133 (24/7)

Website: begambleaware.org

National Problem Gambling Clinic

A specialist NHS clinic for problem gamblers aged 13 and over.

Phone: 020 7381 7722

Website: [National Problem Gambling Clinic: Central and North West London NHS Foundation Trust \(cnwl.nhs.uk\)](http://National Problem Gambling Clinic: Central and North West London NHS Foundation Trust (cnwl.nhs.uk))

GamCare

Focuses on gambling addiction and offers online and phone counselling.

Helpline: 0808 8020 133 (24/7)

Website: gamcare.org.uk

General advice

Citizens Advice Bureau

Phone in England: 0800 144 8848 Wales: 0800 702 2020

Website: citizensadvice.org.uk

Relay UK - if you can't hear or speak on the phone, you can type what you want to say: 18001 then 0800 144 8884. You can use Relay UK with an app or a textphone.

There is no extra charge to use it. Find out how to use Relay UK on the Relay UK website.

Can also chat to a trained advisor online - details on their contact page:

Website: citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us

Health and wellbeing

Age UK

Phone: 0800 678 1602 (8am-7pm)

Website: ageuk.org

Anxiety UK

Charity providing support if you have been diagnosed with an anxiety condition.

Phone: 03444 775 774 (Monday to Friday, 9.30am to 5.30pm)

Website: anxietyuk.org.uk

Bipolar UK

A charity helping people living with bipolar disorder.

Website: bipolaruk.org.uk

Beat

A UK eating disorder charity.

Phone: 0808 801 0677 (adults) or 0808 801 0711 (for under-18s)

Website: b-eat.co.uk

The Black, African and Asian Therapy Network

Home of the largest community of Counsellors and Psychotherapists of Black, African, Asian and Caribbean Heritage.

Website: baatn.org.uk

Black Minds Matter

Black Minds Matter UK is a charity connecting Black individuals and families with free therapy by qualified and accredited Black therapists.

Website: blackmindsmatteruk.com

British Association for counselling and psychotherapy (BACP)

Fee paying therapy directory

Phone: 01455 883300

Website: bacp.co.uk

CALM

CALM is the Campaign Against Living Miserably, for men aged 15 to 35.

Phone: 0800 58 58 58 (daily, 5pm to midnight)

Website: thecalmzone.net

Crisis Text Line

If you're experiencing a personal crisis, are unable to cope or need support.

Shout can help with urgent issues such as:

Suicidal thoughts; Abuse or assault; Self-harm; Bullying; Relationship challenges

Text Shout to 85258 (UK)

Men's Health Forum

24/7 stress support for men by text, chat and email.

Website: menshealthforum.org.uk

Mental Health Foundation

Provides information and support for anyone with mental health problems or learning disabilities.

Website: mentalhealth.org.uk

Mind

Promotes the views and needs of people with mental health problems.

Phone: 0300 123 3393 (Monday to Friday, 9am to 6pm)

Website: mind.org.uk

NHS Direct

Provides a 24-hour/365 day helpline that handles medical and counselling questions.

Phone 111

Website: 111.nhs.uk

Self-help UK

Maintains a comprehensive list of support groups

Website: selfhelp.org.uk/directory

NHS Talking Therapies

Website: nhs.uk/service-search/mental-health/find-an-nhs-talking-therapies-service

No Panic

Charity offering support for people experiencing panic attacks and/or obsessive compulsive disorder (OCD).

Phone: 0330 7729844 (daily, 10am to 10pm).

Website: nopanic.org.uk

OCD UK

A charity run by people with OCD, for people with obsessive compulsive disorder.

Phone: 0332 588112 (Monday to Friday, 9am to 12pm). Email: support@ocduk.org

Website: ocduk.org

PAPYRUS

Young suicide prevention society.

Phone: HOPElineUK 0800 068 4141, (24/7 every day of the year); Text: 07860 039967

Website: papyrus-uk.org

Rethink

Support and advice for people living with mental illness.

Phone: 0808 8010525 (Monday to Friday, 9.30am to 4pm)

Website: rethink.org

Samaritans

Confidential support for people experiencing feelings of distress or despair.

Phone: 116 123 (free 24-hour helpline)

Website: samaritans.org

SANE

Emotional support, information and guidance for people affected by mental illness, their families and carers.

Phone: 0300 3047000 (4pm – 10pm); Textcare service: www.sane.org.uk/textcare

Website: sane.org.uk/support

Self-help UK

Maintains a comprehensive list of support groups at

Website: selfhelp.org.uk/directory

Law

Law Centres Network

Offers legal advice for people who cannot afford a lawyer.

Website: lawcentres.org.uk

LawWorks Clinic Network

A network of nationwide centres offering free initial legal advice.

Website: www.lawworks.org.uk/clinics

Immigration & Nationality Advice - Refugee Action

Advice on asylum process, claiming asylum and support during the process.

Website: refugee-action.org.uk

Learning disabilities

Mencap

Charity working with people with a learning disability, their families and carers.

Phone: 0808 808 1111 (Monday to Friday, 10am to 3pm)

Website: mencap.org.uk

NHS

Advice on support

Website: nhs.uk/conditions/learning-disabilities/diagnosis

LGBTQIA+

Gendered Intelligence

A charity that exists to increase understanding of gender diversity and improve trans people's quality of life.

Website: genderedintelligence.co.uk

LGBT Foundation

LGBT Foundation offer an online Wellbeing Hub and advice, support and information.

Phone: 0345 3303030

Website: <https://lgbt.foundation/>

MindOut

Lesbian, Gay, Bisexual, Trans & Queer Mental Health Service.

Website: [Online Support - MindOut LGBTQ Mental Health Service](#)

NHS

Mental health support and signposting to several LGBTQAI+ support organisations.

Website: [NHS signposting support](#)

Opening Doors

UK charity supporting the LGBTQ+ over 50's community.

Website: [openingdoors.lgbt](#)

Rainbow Project

A health organisation that works to improve the physical, mental & emotional health and wellbeing of LGBTQIA+ people and their families in Northern Ireland.

Website: [www.rainbow-project.org](#)

Stonewall

Website: [www.stonewall.org.uk](#)

Switchboard

Switchboard offers a LGBT+ helpline: 0800 0119 100, open 10am–10pm every day.

Website: [Switchboard](#)

TransActual

Offers information and support to trans and non-binary communities.

Website: [www.transactual.org.uk/who-are-transactual-uk](#)

Menopause**BUPA**

Women's Health Hub

Website: [bupa.co.uk/womens-health](#)

Daisy Network

Charity for those with Premature Ovarian Insufficiency.

Website: [daisynetwork.org](#)

Henpicked

Website: [henpicked.net](#)

National Institute of Medicinal Herbalists

Website: [nimh.org.uk/find-a-herbalist](#)

NHS website

Website: [nhs.uk/conditions/menopause](#)

Queer/LGBTQIA Menopause support

Website: queermenopause.com

Rock My Menopause primary care health forum

Website: rockmymenopause.com

Neurodiversity

ADHD Foundation

UK neurodiversity charity for anyone who lives with ADHD, Autism, Dyslexia, DCD, Dyscalculia, OCD, Tourette's Syndrome and more. Includes a neurodiversity resource library, support and advice with diagnosis.

Phone: 0151 541 9020; Email: info@adhdfoundation.org.uk

Website: adhdfoundation.org.uk

The Dyspraxia Foundation

A charity to support individuals and families affected by dyspraxia/DCD.

Phone: 01462 454986, 9am -1pm, Tuesday – Friday

Website: dyspraxiafoundation.org.uk

Made by Dyslexia

The world's largest community of dyslexic people and allies. Their purpose is to help the world to understand the value of dyslexic thinking. Their 'Employ Dyslexia' section has resources for dyslexic people in the workplace.

Website: madebydyslexia.org

National Autistic Society

A charity providing support, guidance and practical advice for autistic people through their website, branches and helplines.

Website: autism.org.uk

Parenting, family, and services for young people

Young Minds

Information on child and adolescent mental health and services for parents and professionals.

Phone: Parents' helpline 0808 802 5544 (Monday to Friday, 9.30am to 4pm)

Website: youngminds.org.uk

NSPCC

Children's charity dedicated to ending child abuse and child cruelty.

Phone: 0800 1111 for Childline for children (24-hour helpline) 0808 800 5000 for adults concerned about a child (24-hour helpline)

Website: nspcc.org.uk

Family Lives

Advice on all aspects of parenting, including dealing with bullying.

Phone: 0808 800 2222 (Monday to Friday, 9am to 9pm and Saturday to Sunday, 10am to 3pm)

Website: familylives.org.uk

Relate

The UK's largest provider of relationship support and family and couple's counselling.

Website: relate.org.uk

Substance misuse

Alcoholics Anonymous

A free self-help group. Its "12 step" programme involves getting sober with the help of regular face-to-face and online support groups.

Phone: 0800 917 7650 (24-hour helpline)

Website: alcoholics-anonymous.org.uk

Al-Anon

Al-Anon is a free self-help "12 step" group for anyone whose life is or has been affected by someone else's drinking.

Phone: 0800 0086 811 (daily, 10am to 10pm)

Website: al-anonuk.org.uk

Drinkline

A free confidential helpline for people worried about their own or someone else's drinking.

Phone: 0300 123 1110 (weekdays 9am to 11pm)

National Association for Children of Alcoholics

Offers free confidential advice and information to everyone affected by a parent's drinking including children, adults and professionals.

Phone: 0800 358 3456 (Monday to Saturday 10am to 7pm)

Website: nacoa.org.uk

SMART Recovery UK

Run face-to-face and online groups help people decide whether they have a problem with alcohol and drugs, build up their motivation to change and support recovery.

Phone: 0330 053 6022 (9am to 5pm, Monday-Friday)

Website: smartrecovery.org.uk

Cocaine Anonymous

A free self-help group. Its "12 step" programme involves stopping using cocaine and all other mind-altering substances with the help of regular face-to-face and online support groups.

Phone: 0800 612 0225 (daily, 10am to 10pm)

Website: cocaineanonymous.org.uk

FRANK

Free, confidential information and advice about drugs, their effects and the law.
FRANK's live chat service runs daily from 2pm to 6pm.
Phone: 0300 1236600 (24-hour helpline); Text a question to: 82111
Website: <https://talktofrank.com>

Marijuana Anonymous

A free self-help group. Its "12 step" programme involves stopping using marijuana with the help of regular face-to-face and online support groups.
Phone: 0300 124 0373 (callback service)
Website: ma-uk.org

Narcotics Anonymous

A free self-help group. Its "12 step" programme involves stopping using drugs with the help of regular face-to-face and online support groups.
Phone: 0300 999 1212 (10am-midnight)
Website: ukna.org

Supporting older people and carers support

Elderly Accommodation Counsel (EAC)

Help older people make informed choices about their housing and care needs.
Website: eac.org.uk

Housing Options for Older People (HOOP)

housingcare.org/help

Carers UK

Offers advice and support on care giving issues by phone and by online forum.
Phone: 0808 808 7777 (9am – 6pm)
Website: carersuk.org

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