

# Mental health services



available over Christmas 2018

- Monday 24 December - Christmas Eve
- Tuesday 25 December - Christmas Day (Bank Holiday)
- Wednesday 26 December - Boxing Day (Bank holiday)
- Tuesday 1 January - New Year's Day (Bank Holiday)

# Bristol Mental Health services

service closed

service limited

service open

## Assertive Contact and Engagement Service

0117 239 8969

The Assertive Contact and Engagement Service (ACE) is closed on bank holidays over the Christmas period. The telephone service is operational for reduced hours on Monday 24, and Monday 31 December, when it will be open 9am - 3pm. Normal service will resume from 2 January.

The women's morning group is open on 28 December at Faith Space, Redcliffe between 10am and 12 pm.

## Bristol Sanctuary

Call: 0117 954 2952 / Text: 07709 295 661

The Bristol Sanctuary is a comfortable, safe place that is open for people experiencing severe emotional distress to go to for help outside of normal working hours. At the Sanctuary people can find a quiet space, chat to others or talk to a support worker.

The service is open normal hours throughout the Christmas period, 7pm - 1:30am Friday to Monday.

The service's telephone line will also be open 5pm - 1:30am Friday, Saturday, Sunday and Monday evenings.

## Bristol Wellbeing Therapies Service

0117 982 3209

Bristol Wellbeing Therapies Service offers a variety of talking therapies to support individuals experiencing a range of difficulties, including depression, anxiety and work related stress.

Services will be open for reduced hours of 9am - 5 pm from Monday 24 December until 31 December, closing for Christmas Day, Boxing Day and New Year's Day. Normal service resumes from Wednesday 2 January.

## **Community Rehabilitation Service**

0117 909 6630

The Community Rehabilitation Service supports people with long term mental health and complex needs to gain the skills and confidence to live as independently as possible.

The service is closed on the bank holidays over Christmas and will close at 2 pm on Monday 24th December. It is open all other working days, 9am - 5pm, Monday to Friday.

---

## **Crisis Service**

0300 555 0334

The Crisis Service and crisis line provide 24/7 support and specialist intervention (including over Christmas) for people experiencing an extreme mental health or emotional crisis. For more information, go to: [www.bristolmentalhealth.org](http://www.bristolmentalhealth.org)

---

## **Dementia Wellbeing Service**

0117 904 5151

The Dementia Wellbeing Service offers a personalised package of support for those living with dementia and their carers, covering all aspects of dementia care.

The service is closed on the bank holidays over the Christmas period. It is normally open 8am - 6pm, Monday - Friday.

---

## **Early Intervention in Psychosis Service**

0117 919 2371

The Early Intervention in Psychosis Service supports people in the early stages of psychosis.

The service is closed on the bank holidays over Christmas. It is usually open 9am - 5pm, Monday - Friday.

## **Employment Service**

0117 923 2741

Bristol Mental Health's Employment Service supports people with mental health problems to get back into work or to remain at work. The service is closed on the bank holidays over Christmas, with reduced hours of 9am - 12 pm on 24 and 31 December. It is usually open 9am - 5pm, Monday - Friday.

## **Men's Crisis House**

0117 934 9848

The Men's Crisis House is open 24/7 over the Christmas period to men experiencing mental health problems where hospital admission might be the only other alternative available. The home has ten bedrooms in a large house with 24 hour support. Access is dependent on availability. Clients can stay in the house for up to four weeks.

## **Women's Crisis House**

0117 924 6459

The Women's Crisis House offers an alternative to psychiatric admission for women who are experiencing a mental health crisis and are unable to cope in the community. The service can support women for up to four weeks and is open 24/7 including over the Christmas period. Please note that access to the Crisis House is dependent on vacancies.

## **Assessment and Recovery Service**

North Team at Greenways: 0117 354 7300

Central & East Team at Speedwell: 0117 955 6098

South Team at Petherton: 0127 579 6200

The service will be accessible for those who need intensive support. It will be open 9 am - 5 pm on 25, 26 December and 1 January. Otherwise the service will be open its usual times (9 am - 5 pm on weekends and 8 am - 8 pm on weekdays).

# Other local health and support services

service closed

service limited

service open

## **Bristol Hearing Voices Network**

0791 262 4296

Bristol Hearing Voices Network promotes positive explanations of voice hearing, intrusive thoughts and other unusual experiences and gives people a framework for developing their own ways of coping.

The Network usually meets every Tuesday at Broadmead Baptist Church, Union Street, BS1 3HY. It will be closed on 24 and 31 December. For more information, go to: [www.bhvn.org.uk](http://www.bhvn.org.uk)

---

## **Bristol Mind Services**

Info line - 0117 980 0370

Bristol Mind works to raise awareness, reduce stigma and promote good emotional and mental health. The information service will be open until 4:30 pm on Monday 24 December, and will then reopen on Thursday 3 January.

---

## **Bristol Mindline**

0808 808 0330

Bristol Mindline offers a free listening service to anyone who needs to talk, as well as information on other services that may be able to help you. It is open Wednesday to Sunday as usual over the holiday period. The telephone line is open 8pm - midnight.

---

## **Caring in Bristol**

0117 924 4444

Caring in Bristol looks after homeless and vulnerable people. Caring at Christmas is the charity's shelter for people who are homeless or vulnerably housed. The 60 bedded hostel (18+) is open 24/7 from 10am on Monday 24 December until 10am on Tuesday 1 January. More information can be found at:

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

---

# Other local health and support services

service closed

service limited

service open

## Changes Bristol

0117 941 1123

Changes Bristol is a mental health charity that provides weekly mutual peer support meetings for those in mental distress. The peer support group meetings finish on Friday 21 December, starting again on Wednesday 2 January. For more information, go to: [www.changesbristol.org.uk](http://www.changesbristol.org.uk)

## Childline

0800 1111 (open all year)

Childline supports anyone under 19 in the UK with any issues.

## Off the Record (OTR)

0808 808 9120

OTR provides free, confidential mental health support for young people. It is closed from 5pm Friday 21 December re-opening on Wednesday 2 January. For information and support whilst closed, they recommend [www.youngminds.org.uk](http://www.youngminds.org.uk)

## Rethink Mental Illness

Community Support - 0117 903 1805

Carer's - 0117 903 1803

Rethink offer 121 face-to-face, telephone support and group support to anyone (18+) living with or supporting someone with a mental health problem.

The service will be closed on 25 & 26 December and 1 January. Usual office hours are 9 - 5 pm, Monday - Friday.

## Samaritans

116 123 (open all year)

Samaritans is a registered charity aimed at providing emotional support to anyone in emotional distress, struggling to cope, or at risk of suicide throughout the United Kingdom and Ireland.

# Other local health and support services

service closed

service limited

service open

## **Bristol Mindline Trans+**

0300 330 5468

Bristol Mindline Trans+ offers a free listening service to anyone who needs to talk, as well as information on other services that may be able to help you. It is open Mondays and Fridays although it will be shut on Monday 24 December (Christmas Eve). The telephone line is open 8pm - midnight.

## **Hope Project**

01174288 930

The Hope Project will provide short-term emotional and practical support for men, specifically those aged between 35 and 64. The service will be closed for the bank holidays, but otherwise open as usual.

## **Winston's Wish**

08088 020 021

The helpline will be open from 9 am until 2 pm on 24 and 31 December, however will be closed in between. Callers will be able to leave a message and request a call back. The ASK email service [ask@winstonswish.org](mailto:ask@winstonswish.org) is running throughout the Christmas period. They aim to reply to emails within 48 hours.

## **University of Bristol**

For more information on what is available to University of Bristol students over the Christmas period, please visit: <http://www.bristol.ac.uk/students/wellbeing/>

## **UWE Bristol**

For more information on what is available to UWE Bristol students over the Christmas period, please visit: <https://www1.uwe.ac.uk/students/healthandwellbeing/wellbeingsservice/contactus.aspx>

Visit [www.nhs.uk](http://www.nhs.uk) or dial 111 for free, for fast, non-urgent health advice 24/7.

For Bristol pharmacy opening hours over the Christmas period, go to: <https://bnssgccg.nhs.uk/health-services/pharmacies/>



**Bristol  
Mental  
Health** .....  
caring  
open  
.....  
hopeful

December 2018

---

For further copies of this leaflet or if you need it in another format, please contact 0117 900 2549.

Disclaimer: All information was correct as at time of publication.