



Lancashire &  
South Cumbria  
NHS Foundation Trust

# Accessing Mental Health Services - Lancaster, Morecambe and South Cumbria

Information for patients.

If you're living in Lancaster, Morecambe and South Cumbria and need mental health care, advice or support please call **Freephone 0800 0130710**.

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Lancashire and South Cumbria NHS Foundation Trust provides 24-hour access to mental health care, advice, support and treatment. By calling **0800 0130710**, you can speak to a member of the team where you can discuss your current mental health needs.

## Who can access the mental health services?

Anyone who lives within Lancaster, Morecambe, South Cumbria and surrounding areas, who feels that they need urgent mental health care or have an enquiry about their routine care.

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

- Barrow in Furness
- Grange over Sands
- Carnforth
- Milnthorpe
- Kendal
- Lancaster
- Morecambe
- Millom
- Ulverston

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

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

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

If you urgently need specialist advice, even if you have not been diagnosed with a mental health problem, you can still talk to a member of the team who can advise you. Call **0800 0130710**.



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## What kind of help can I expect?

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

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

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

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

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

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

## What about confidentiality?

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

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

For further details on how your information is stored, please visit the Lancashire and South Cumbria Foundation Trust website here:  
[www.lscft.nhs.uk/access-to-records](http://www.lscft.nhs.uk/access-to-records)

To view the Trust Privacy Notice please visit the website here:  
<https://www.lscft.nhs.uk/privacy-notice>

## Interpreters

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

## Travel information

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

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

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

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



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

## How do I contact the Service?

You can contact the team by calling **0800 0130710**.

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

## Useful local contacts for Lancaster, Morecambe and South Cumbria residents

### CADAS - Cumbria Drugs and Alcohol Service (Offices in Barrow and Kendal)

**Tel:** 0300 111 4002

### Citizen's Advice Bureau

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

**Tel:** 0808 278 7818

### Combat Stress

Free 24 hour helpline for veterans and serving military personnel and their families.

**Tel:** 0800 138 1619 - 24 hour Helpline

### Cruse Bereavement Care

Bereavement service to offer support

**Cumbria Helpline:** 0300 600 343

**Email:** [cumbria@cruse.org.uk](mailto:cumbria@cruse.org.uk)

**Website:** [www.crusecumbria.org.uk](http://www.crusecumbria.org.uk)

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## Farming Help

Free and confidential support for people who are, or have been, in farming and are suffering financial or emotional difficulties.

**Helpline:** 03000 111999, 7am - 11pm.

## Lancashire Care Freephone Mental Health Helpline

An out of hour's service for people who need emotional support with their own mental health or the mental health of someone they know.

**Tel:** 0800 915 4640

Monday to Friday 7pm - 11pm

Weekends 12 midday - 12 midnight

## Lancashire Wellbeing Service (Lancashire County Council)

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

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

**Website:** [www.lancashire.gov.uk/](http://www.lancashire.gov.uk/)

## LSCFT Info

Gives information and support available locally to veterans and their families.

**Website:** [www.lscft.nhs.uk/military-veterans-mental-health-services](http://www.lscft.nhs.uk/military-veterans-mental-health-services)

## Marriage Care

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

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

**Website:** [www.marriagecare.org.uk](http://www.marriagecare.org.uk)



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## Relate

Relate offers advice, relationship counselling, sex therapy, workshops, mediation, consultations and support face-to-face, by phone and through the website [www.relate.org.uk](http://www.relate.org.uk)

## SAFA – Self Harm Awareness for All

Counselling and support for people with eating disorders and who self-harm in Cumbria.

**Tel:** 01229 832269/07508 035048.

**Website:** [safa-selfharm.com](http://safa-selfharm.com)

## The Birchall Trust

Counselling Survivors of Rape and Sexual Abuse in South Cumbria and North Lancashire. Counselling rooms in Barrow/Kendal/Lancaster/Morecambe.

**Tel:** 01229 820828

**Text:** 07860 025347

**Email:** [enquiries@birchalltrust.org.uk](mailto:enquiries@birchalltrust.org.uk)

## The Bluebell Foundation (South Cumbria)

For support with the loss of a pregnancy, death of a baby, infant or child, or the struggle to conceive

**Tel:** 07516 556081 / 07849 400315

**Email:** [info@bluebell.org.uk](mailto:info@bluebell.org.uk),

**or message through website:** [www.bluebell.org.uk](http://www.bluebell.org.uk).

## Trust House Lancashire

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

**Tel:** 01772 825288

**Email:** [support@trusthouselancs.org](mailto:support@trusthouselancs.org)

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## Veteran's Gateway

A single point of access for veterans to access local services. Includes information on the Covenant and the Lancashire Armed Forces Hub

Online referral form only

**Website:** [www.lancashire.gov.uk/armed-forces](http://www.lancashire.gov.uk/armed-forces)

## Wellbeing and Mental Health

Helpline Monday to Friday 7pm-11pm, Saturday and Sunday noon to midnight.

**Tel (Freephone number):** 0800 915 4640

**Text Service:** Text HELLO to 07860 022846 (standard rate)

## The Well

Whether you're experiencing addiction, or have a family member you're concerned about, we can give you the support you need to make a change.

**Kendal Hub Tel:** 01539 725906

**Morecambe Hub Tel:** 01524 415278

**Barrow in Furness Hub Tel:** 01229 829832

**Email :** [info@thewell2.co.uk](mailto:info@thewell2.co.uk)

**Website:** [www.thewellcommunities.co.uk](http://www.thewellcommunities.co.uk)



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## National contacts

### NHS 111

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

### NHS Helpline

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

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

### MIND Ed

**Helpline:** 0300 123 3393  
9am-6pm, Monday-Friday

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

### No Panic

**Helpline:** 0844 967 4848  
10am-10pm everyday

Helpline that helps people who suffer from panic.

### Papyrus Hopeline

**Helpline:** 0800 068 41 41  
9am – midnight every day of the year (weekends & bank holidays included)

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

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## The Samaritans

**Helpline:** 116 123

24 hours, 365 days a year

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

## Rethink's National Advice Service

**Tel:** 0300 5000 927

10am-2pm, Monday to Friday

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

## Useful Websites

### Support Line

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

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

### NHS Choices - Your health, your choices

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

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



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## Self Help Guides

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

Via this QR code:



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

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**PALS** | Patient  
Advice  
& Liaison  
Service

## Patient Advice and Liaison Service (PALS)

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

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

Please call **0800 0130710**  
24 hours a day, 7 days a week

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

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