

Rydon Ward Information for Patients



**Rydon Ward, Wellsprings Hospital Site, Cheddon Road, Taunton,
Somerset, TA2 7AZ**

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Firstly, let us welcome you to Rydon Ward.

We recognise that coming into hospital is often a very stressful experience — the environment is unfamiliar, and the routine is very different from life at home, and you may have come into hospital against your will.

Our Mission Statement

This is what our team aim to deliver to you:

To provide a safe, supportive and effective service that is of the quality we would expect for ourselves or our family, providing an environment that encourages independence, resilience and recovery and aims to enable people to return to their home and communities as quickly as possible.

Care and treatment will be effective, collaborative, holistic and individualised and will involve families and carers, wherever possible. To make a difference by improving the health and wellbeing of those that use our service with staff that are hopeful, honest and respectful with time to listen.

Basic Information about the ward

Rydon Ward is a mental health inpatient ward in Taunton, Somerset. Rydon Ward has 15 beds, for males and females.

The Ward is a supportive environment for people experiencing acute difficulties with their emotional or psychological health or safety.

This booklet provides information and offers some helpful advice to make your experience being on the ward more comfortable and to help you make the most of your admission.

Mealtimes

We try to provide a healthy and balanced diet for everyone, however, should you have individual requirements that we should be aware of such as a low-fat diet, low sodium diet or special diet due to religious or spiritual beliefs please let a member of nursing or catering staff know.

Hot drinks including tea, coffee and hot chocolate are available to you between 06:00 — 00:00. There are also cold drinks and a selection of fruit juices that will be available with your meals. Fresh semi-skimmed milk can be found in the refrigerator in the dining room. A hot water boiler is also provided for your convenience.

Breakfast 08:00 — 08:45

Lunch 12:30 — 13:15

Tea 17:30 — 18:15

Supper – 21:00 till late

1. Day of Admission

1.1. What to Bring:

If you have time to pack some things, here are some suggestions about what you might want to bring or that someone could get for you following admission:

- Several changes of underwear, a few changes of clothing and shoes
- Nightwear, dressing gown and slippers
- Toiletries
- Diary, notebook and writing materials
- A watch (a non-expensive model is recommended)
- Telephone numbers, address book, mobile phone and charger
- Snack food, cigarettes, nibbles and chocolate
- Books, magazines and reading glasses
- Family photos and book
- Bedside clock, personal stereo, radio with headphones and batteries
- Earplugs

These are suggestions that might make your stay more comfortable. However, we do advise everyone not to bring valuables or more money than necessary for day-to-day purchases.

For information on how to keep your valuables safe please speak to a member of staff.

We recommend that you do not bring:

- Large amounts of cash, cheque books and credit cards
- Anything of sentimental value

As the ward cannot be responsible for these and if lost the ward will not reimburse these.

1.2. Items that are not allowed on the ward:

- Alcohol and any non-prescribed or illicit drugs (if illegal drugs are found these will be confiscated and the police will be called)
- Sharp objects or anything that could be considered a weapon
- Energy drinks
- Metal tins/cans
- Chemicals/poisons
- Glass items
- Plastic bags
- Offensive material
- Candles or incense burners

1.3. Items that are Required to be Kept Safely by the Nursing Staff:

- Razors
- Dental floss
- Charging or power leads – (items can be charged within the property cupboard) following risk assessment from nurses, may be allowed.
- Craft supplies – (wool, needles scissors etc.)
- Aerosols
- Mirrors

If you do bring these items, we will place them in our property cupboard. This is a locked cupboard on the ward, and you will have your own container in the cupboard. You will be able to access these items with support from the nursing staff.

These lists are not exhaustive, and the team may restrict access to other items if it is felt there is an associated risk. You should expect that any decisions are explained to you fully regarding any restricted access.

1.4. Admission Procedure:

The most important thing when you arrive on the ward is to welcome you, and ensure that you are safe.

When you first arrive on the ward you will be met by a member of staff and shown to your room where you can leave your belongings. You will be shown where you can get a hot or cold drink, watch television and make a phone call. You can also expect to be shown the sitting room and introduced to other residents when you ready.

There are formalities to be completed regarding your admission which will be done in as comfortable and relaxed way as possible.

Staff will want to know more about you so that they can discuss and agree a plan of treatment and care for you. There are also some personal details that they will need for your records.

They will want to know about what led up to your admission, how you view your situation at the moment and what you have found helpful before when you have been unwell.

1.5. Immediate Practical help:

If you have had to come into hospital suddenly, there may be things that you need to sort out or people you may want to contact. For example, you may need to:

- make arrangements for someone you care for — children, elderly relatives, sick or disabled relatives or friends
- make arrangements for your pets
- have clothing and personal things brought in

- make safe arrangements for money, cheque books and credit card
- make sure that your home is safe and secure, doors locked, windows closed, heating off, deliveries cancelled
- be able to pay urgent bills
- cancel / re-arrange appointments
- contact work, friends or other key people – we can support you to do this.

1.6. Medical Check-up:

With your consent, the doctor will perform a routine physical examination and will arrange some other routine investigations such as a blood, ECG and urine test. Your physical health is important, and can make a difference to how you are generally feeling. Please mention to the doctor or the nurse any issues you might be worried about. They will also ask you about your general health, if you smoke or drink or take any drugs, if you have had or are having treatment for any illness for example diabetes, high blood pressure, rheumatoid arthritis. During your hospital stay you will be able to get help with your general health needs including advice on diet, help to reduce or stop smoking, drinking alcohol or taking drugs.

You will be encouraged to mobilise and remain as active as you can within your capabilities to reduce the risk of VTE (a blood clot forming in the vein). All patients will receive an initial VTE assessment within 24 hours of admission. This will ensure that all inpatients who are deemed at risk for VTE receive the correct and appropriate care.

The doctor will want to know whether you have been prescribed any medication and how well you thought it suited you. If you do have any medication with you, please give it to the nurse. The doctor will prescribe any medication that you will need during your stay on the ward, and this will be reviewed regularly.

1.7. Bag and Clothes Search:

As part of the admission process, nursing staff will want to check your belongings. This is to ensure you have not brought anything into hospital that might be considered dangerous. You are able to be present during this procedure.

2. Daily Routine

2.1. General routine

On the ward, you will be expected to be as independent as possible in terms of taking care of your personal hygiene, getting up, dressed and following your agreed timetable. You will be expected to be responsible for tidying your bedroom. You will also be responsible for your own laundry. A washing machine, tumble dryer and ironing board are available.

If you are experiencing difficulties in any of these areas, staff will be there to prompt, encourage and assist you. Please ask if you need help — staff are here to help you.

2.2. Staff Shift Arrangements

The ward is staffed 24 hours a day, primarily by nurses and nursing assistants. Nurses normally work in these shift patterns over a 24 hour period, ensuring the care and safety of all service users and everyone on the ward.

Early shift — 07.00 - 15.00
Late shift — 11.30 - 19.30
Long day — 07.00 - 19.30
Night shift — 19.00 - 07.30

2.3. Visiting Arrangements

Family and friends are always welcome on the ward during visiting times; however if you don't want to see someone, you don't have to. You can let one of the nurses know if you would prefer not to have certain people visit. Visitors are asked to respect the privacy of other patients on the wards, and comply with ward safety regulations.

Please note, that at certain times during your admission, it might be appropriate for nursing staff to prevent certain individuals from visiting the ward. If this is the case this will be discussed with you and a reason given for this decision.

Every effort will be made to find quiet, private spaces for you to sit with your visitors. If children are likely to visit you, it is important that this is planned ahead, and a room booked for the visit. Please talk to a member of staff so this can be arranged.

In order to protect the dignity and safety of our patients, no visitors are allowed in bedrooms or in the dining area during mealtimes.

2.4. Night routine

Communal areas of the ward including the garden and dining areas are locked at midnight. This is to promote a healthy sleep pattern and allow you to participate in activities during the day.

Staff will facilitate reasonable access to areas of the ward if needed but will encourage you to try and obtain sleep.

2.5. General Ward Facilities

Telephone - There is a phone on the ward that will accept incoming calls. There is also an interview room where you can make a call in private if you wish to do so.

Showers - all bedrooms are ensuite.

Bath - available between 06.00 and 22.00. If you wish to use the bath outside of these times, please speak with the nurse in charge.

Laundry - there are washing machines and tumble dryers in the laundry room which may be used. Please ask a member of staff to show you how to use them. There is also an iron and ironing board available.

Quiet rooms - there are two sitting rooms, though one is designated for females only.

TV and DVD - there is a TV and DVD system available in the sitting rooms. Please use these facilities considerately and ask other people present before changing the channel or watching a DVD.

Music - there is a CD player available for use. We ask that when playing music, consideration be given to other patients who may not like loud music.

Games - there are a variety of board games and a pool table available.

Mail - post is delivered to the wards once a day — usually around 11.30am.



3. Ward Rules

3.1. Electrical Equipment

If you bring in any electrical items — e.g. shavers, hair clippers, and radios — hospital electricians must test them for safety before you are able to use them. Staff on the ward can arrange for this to take place.

3.2. Videoing and Photography

Mobile phones often have the function to record and take still and moving images. All patients have the right to confidentiality, and it is therefore prohibited to use these functions on the ward where there is a risk that other patients may be seen or heard.

3.3. Smoking

Smoking is only allowed in the outside designated area, which will be pointed out to you by staff. Smoking is not allowed in any other area. Everyone admitted to Rydon Ward will be offered support to stop smoking and will have access to a smoking cessation worker who will be able to provide an assessment and offer suggestions on possible methods to help you stop smoking.

3.4. Alcohol and Illicit Substances

Whilst you are an inpatient, alcohol is not to be consumed on the ward or while you are on leave from the hospital. If you would like to reduce your alcohol use, please mention this to a member of staff.

We want to make sure that the hospital is a safe place for all patients and for these reasons our policy on alcohol and illicit drugs is very strict. Alcohol and illicit drugs are not permitted on the wards under any circumstances. Anyone possessing or bringing in these substances may be asked to leave. The police may also be informed

3.5. General Conduct

We want to make your stay here as positive an experience as possible. You can help us by following some simple 'ward rules':

- Treat other patients, staff and visitors with dignity and respect
- Ask staff to help you if you have any worries or concerns. They will try their best to help you resolve them.
- Do not threaten or physically assault other patients, staff or visitors. You may face prosecution if you do so.
- Do not enter other patients' bed spaces, or staff offices, without permission, and only if they are with you.
- Please do not ask other patients to lend you money or property. If you need help with financial matters, please discuss it with one of the nurses.
- Be considerate by keeping your bed space clean and tidy, and try to keep noise down to a minimum level during the evenings and through the night.
- Please attend groups and meetings that are part of your care and treatment plan.

4. Keeping you Safe

4.1. Observation

Staff will check the whereabouts and wellbeing of all patients every hour. Some patients may require more frequent checks for a variety of reasons, including when you first arrive on the ward.

Observations are discussed and updated by the nursing team on a daily basis taking into account all risk assessments and treatment plans; however you will be involved in these decisions as much as possible.

Whilst staff try to ensure that your dignity and privacy are maintained at all times, some levels of observation may feel intrusive. Please be assured that it will be lowered as soon as possible.

Observation Levels are:

- Level 4 – A nurse is assigned to you throughout the day and night and will be within arms reach at all times. This includes supervision in the bathroom and toilet.
- Level 3 – A nurse is assigned to you throughout the day and night and remains within eyesight at all times. This includes supervision in the bathroom and toilet.

- Level 2 – A nurse will check on you at various intervals each hour throughout the day and night. This can vary between 5, 15, and 30 minutes.
- Level 1 – This is what we call ‘general observations’, which means that a member of staff will check on your whereabouts every hour.
- Between midnight and 0600 at your request we may leave the Vistamatic windows open to reduce noise disturbing your sleep. Unless requested these windows will be shut to maintain privacy and dignity.

4.2. Leaving the Unit with Permission

For the first few days of an admission everyone is expected to stay on the ward. Following this leave can be discussed and agreed with the ward team. Unless you have been told otherwise by the team you are free to leave the ward as needed. Ward staff will spend time with you before you leave to ascertain your plans and when you expect to return. They will check your welfare and make a note of the clothing you are wearing before you leave.

Going home overnight and at weekends will be part of your plan of care as you begin to feel better, as will attending activities that you might have already been involved in before admission such as going to the gym, classes, groups or day centres.

4.3. Leaving the Unit without Permission

If we discover that you have left the ward without speaking to staff or do not return from leave at the agreed time, we will start our missing person’s procedure and inform your next of kin and the Police.

4.4. Fire safety

The ward is fitted with a fully automatic fire detection system, which has heat and smoke detectors and key operated manual alarm call points. In the event of any of the above being activated the fire incident manager or nurse in charge will investigate the fire alarm and if required telephone the fire service for assistance.

All rooms are fitted with smoke detectors and there are fire alarm points clearly marked throughout the ward. In the event of a fire the alarm will sound loudly and continuously. Please follow staff instructions immediately. They will know exactly what to do to make sure that you are able to leave the building safely.

In the event of the fire alarms sounding, the nurse in charge of the wards will ensure that the incident is handled safely and effectively — you will not be expected to deal with the fire yourself.

In the event of the fire alarms sounding please go to the main reception area on the ward unless told to do otherwise by the nursing staff.

Nursing staff will then direct you as to whether it is safe to return to other areas of the ward or if you will need to evacuate the building.

In order to reduce the risk of fire we ask that you observe the following safety guidelines:

- Do not smoke in your bedroom or other undesignated area, as this is likely to trigger the alarms and increase the chances of a fire occurring.

4.5. Security

During office hour's access to the ward is permitted through the main front doors however access to the ward at night is controlled by an intercom system. All visitors and patients arriving on Rydon ward will need to report to the main reception before being permitted access to either ward. Recordable CCTV cameras monitor internal communal areas and external aspects of the building. The front door is securely locked at night. All windows have restrictors that prevent them from being opened wide.

Emergency alarms to summon help are placed in all rooms. When the alarms are activated, staff will immediately arrive at the point of the alarm to manage any situation that poses a risk to staff or patients on the ward. You may notice that staff carry a small black cylindrical device on their person. This is part of a personal protection system called Pinpoint. Should a member of staff encounter difficulties such as violence or aggression or come across someone who needs urgent assistance they can use the device to summon help.

5. Your Care and Treatment

5.1. Ward Team

The team based at Rydon Ward is made up of a variety of different professionals including:

- Psychiatrists
- Nurses
- Healthcare assistants
- Occupational therapist
- Catering and cleaning assistants
- Doctors
- Ward Clerk/Admin

Staff who are directly involved in your support will introduce themselves to you. If you are uncertain who a person is, please ask.

Your individual treatment and care plan will be based on an assessment of your needs on admission, in consultation with you and if appropriate your family or carer. Many professionals may be involved in your care at any point throughout your recovery. Your programme will be designed to suit you as an individual and cater for your specific needs. It is important that you follow your programme consistently to help you in your recovery.

5.2. Nurses

The nurse in charge of the ward is called the ward manager and is supported by clinical leads and a team of nurses which include staff nurses and healthcare assistants.

5.3. Named Nurse/Keyworker

A staff nurse will be allocated as your named nurse/keyworker and will be responsible for planning and organising your care in partnership with you.

You will also be allocated a nursing team member on each shift who will make themselves known to you and be available for support as needed.

5.4. Activity Programme

This programme will be negotiated between yourself and either your keyworker or the occupational therapist and may include:

- Participation in educational groups, identified as relevant to your needs.
- Participation in social activities provided by the activities organiser, to help structure your stay and provide valuable time out of the ward environment.
- Daily living activities, such as bed-making, laundry, shopping, cooking etc. to help you maintain / restore your normal routine, therefore supporting and promoting recovery.
- Activities as part of an occupational therapy assessment.
- Planned individual sessions with identified staff.

A timetable of groups and activities can be found on the notice board in the main sitting room. The timetable is constantly reviewed and is subject to change, dependent on the changing needs of patients.



The groups and activities provided are written up daily on the white board, with start times and locations to let you know where you should be, at what time. Should you wish to join in with groups or activities which have not yet been identified as part of your treatment plan, please speak to a member of staff.

5.5. 'Have Your Say' Meetings

These meetings are held on the ward by the Occupational Therapy staff as an opportunity for you to voice your concern about general issues on the ward. Some of these issues may include food, activities, ward environment and anything else you wish to raise. The meeting is not to discuss individual care; any personal issues should be raised individually with a member of the team.

The purpose of this meeting is to encourage you to have a say in the way that we plan and develop services on the ward and to give you a greater voice in the care that you receive. It

will also help us gain a better understanding of how we can try to make you feel more comfortable and safe in hospital.

The meeting is held on Fridays in the main sitting room at 11:30am.

5.6. Consultant Psychiatrists and Junior Doctors

On admission you will be allocated a Consultant Psychiatrist who will be responsible for your care and treatment whilst you are in hospital. Psychiatrists are doctors (as distinct from psychologists, who have no medical training).

The psychiatrist will work with you and other members of the team to provide appropriate treatment and assist in your recovery. The specific areas of expertise of the consultant include accurate diagnosis, physical medicine and prescribing medication.

The consultant should see every patient on an individual and regular basis.

Each consultant has at least one junior doctor (previously called SHO or Senior House Officer) working with them on the ward. This doctor is responsible for dealing with the day to day medical issues that arise on the ward and for collecting information to present to the consultant ready for when you are reviewed. The doctor will therefore talk to you to take a history and will also undertake a physical assessment which includes physical examination (with your consent). The doctor may also ask for blood and urine samples (with your consent) to assist in diagnosis.

5.7. Medication

As part of your treatment in hospital it might be necessary for you to take medication prescribed by your consultant. Your consultant or nominated deputy will discuss this with you. A registered nurse will administer your medication regularly each day.

It is also possible to meet with a member of the Trust pharmacy service who attends the ward weekly on a Tuesday. Please let a member of staff know if you would like to arrange this.

You will be reminded about taking medication; however for your information the main times for the administration of medication are:

Morning:	08:00
Midday:	12:00
Evening:	17:00
Night:	22:00

Staff are able to supply you with information leaflets for any of the medication that you are taking. If this has not been offered, please ask a member of staff who will then arrange this for you.

5.8. Ward review / appointment

This meeting is an opportunity for you to meet with new members of the ward team and others involved in your care to discuss your treatment, progress and future plans. Most of the people in the meeting will be familiar to you, but any who are not will be introduced to you.

Although this may feel a bit daunting, it is an excellent opportunity for you to be actively involved in contributing towards a discussion about your wellbeing and any changes to your plan of care. It can sometimes help to have someone else with you who can express your concerns and ask questions. You can invite a friend, relative or other carer to attend the review / appointment with you.

5.9. Leave

As part of your recovery, you may, following discussion with your consultant psychiatrist, be allowed a specified amount of time at home or with your family. This usually starts with a few hours, gradually building up to the possibility of spending a weekend or longer at home. If you go on leave for periods of longer than two days, please take your property with you, as we cannot guarantee the safety of items left behind.

5.10. Discharge

Prior to your discharge a meeting will be set up with everyone who will be involved in providing your continuing treatment and aftercare. This meeting is often referred to as an RCPA meeting, which stands for Recovery Care Programme Approach. You are the most central and important person in this process, and it is important that you attend this.

During this meeting you and your support team will discuss what continuing needs you have and how these can best be met to ensure your complete recovery. This will include immediate follow up within seven days following your discharge, and longer term follow up from a doctor and / or your care coordinator.

In addition to this the consultant might discuss your continuing need for medication and how you receive this after discharge. If you have a relative or friend who will be involved in providing your support and aftercare following discharge it is also important that they attend.

When you are ready to leave hospital your consultant and nursing staff will give you:

- Details about your 48 hour follow up and any further follow up with a doctor or your care coordinator. Everyone who is discharged from an inpatient ward is required to be seen within the first seven days after discharge.
- A supply of your current medication, either in the form of a prescription that you can collect from your local pharmacy, or the actual medication dispensed into containers with instructions about when and how many you need to take.
- A copy of the care plan that was agreed with you as part of your RCPA. If this is not given to you on discharge it will follow in the post.

5.11. Access to General Advice

There may be a number of areas where you would appreciate some further advice or guidance. There are people linked to the hospital who can help you with a number of areas of concern. Please ask a member of staff if you want to talk to someone about:

- Benefits
- Housing
- Religious / spiritual practices
- Information about medication
- Information about the Mental Health Act
- Information about employment

5.12. Family Liaison

We know that family members and friends are often affected when there are mental health issues in the family; they also have an important part to play in supporting a person who has been admitted to the ward. Where they are closely involved they may also have needs of their own.

We would like to meet with relatives / friends most closely involved in supporting you, ideally within the first seven days after you come into the ward. The meeting offers the opportunity to share information about services and hear the views of as many key people as possible.

If you haven't been offered a meeting and would like one, please talk to a member of staff on the ward.

5.13. Meeting your Spiritual or Religious Needs

Somerset NHS Foundation Trust provides for the spiritual needs of all patients and a part-time chaplain visits the ward on a weekly basis, but appointments can be available at other times. In addition, the chaplain can, where appropriate, accompany patients to a place of worship. Communion can also be brought to the ward and the chaplain is happy to participate in discussion groups if patients would find this helpful.

The chaplain, although Christian, seeks to offer support to any patients who are seeking to discover a spiritual path appropriate to their own needs and is willing to speak with anyone wishing to know more. For patients of other faith traditions e.g. Buddhist, Jewish, Muslim, a contact list is held by the chaplain who will be happy to ask a representative from the appropriate faith community to visit the ward.

5.14. Advocacy

There is an advocacy service which is independent from the hospital. The advocate can provide support and information and help you in getting your views and needs heard. They will encourage and support you to gain the confidence to speak and represent yourself in

the ward rounds and other meeting. Advocates have regular drop in sessions at the ward and will visit you at other times by appointment. Information about the advocacy service can be found on the notice board, or by asking a member of staff.

5.15. Service Users Complimentary Holistic Project (SUCH)

The SUCH project provides access to complimentary and holistic treatments. The beneficial effects of these treatments, particularly for people who are experiencing mental health problems, are now widely acknowledged. The trained therapist offers the following treatments for patients every Wednesday morning:

- Indian Head Massage
- Reflexology
- Holistic Massage
- Aromatherapy Massage

If you would like to attend one of these sessions, please see OT staff who will add your name to the appointment list.

Mental Health and Carer Helplines

Al-Anon Family Groups	0207 403 0888	Answerphone
Alcoholics Anonymous	0845 769 7555	24 hrs 7 days a week
Alzheimer's Society	0845 300 0336	8.30am-6.30-pm
Autism Helpline	0845 070 400	Monday-Friday 10am-4pm
Battle Against	0117 966 3629	Daily 9am-8pm
BME Mental Health Networking	0207 582 0512	
Carers Counselling Service	0800 174 319	24hrs, 7 days a week Free and confidential
CITA (Council for Involuntary Tranquillizer Addiction)	0151 932 1012	Daily 10am-1pm
CRUSE – bereavement counselling line	0870 167 1677	Weekdays 9.30am-5pm
Depression Alliance	0845 123 2320	Information on how to download information pack www.depressionalliance.org – you are also able to leave name and address to receive an information pack
Domestic Abuse	0800 694 9999 Free phone line support service (DAFFS)	24 hours 7 days a week
Drink Line	0800 917 8282	Monday-Friday 9am-11pm
First Steps to Freedom Help for people with phobias, OCD, anxiety, panic, anorexia, bulimia and those wanting to come off tranquillizers. Also advice/support for carers/people with borderline personality disorder	0845 120 2916	Daily 10am-4pm
Frank – National Drugs Helpline	0800 776600	24 hours 7 days a week
Gamblers Anonymous	0845 634 0540	Monday-Friday 9am-5pm

Mankind Offers support on surviving male sexual abuse or assault	01273 510447	Monday-Friday 10am-4pm
MIND Information Line	0845 766 0163	Monday-Friday 9.15am-5.15pm
MIND Minehead	01643 708765	9.30am-11am for information
Mindline (Somerset)	01823 276892	Wednesday-Sunday 8am-midnight
Narcotics Anonymous	0845 373 3366	Daily 10am-10pm
National Carers Helpline	0808 808 7777	Wednesday and Thursday 10am-12pm and 2pm-4pm
New Directions (MIND in Sedgemoor)	01278 446935	Tuesday 11am-3pm Wednesday 11am-3pm and 6pm-10pm Thursday and Friday 11am- 3pm Saturday and Sunday 11am-5pm
NHS Helpline	111	24 hour advice line
Night-time Anxiety	0808 808 0545	10am-10pm every day (answer phone service only)
No Panic for people suffering from panic attacks, phobias and OCD, and other anxiety related disorders	0808 808 0545	Daily 10am-10pm Answer phone crisis line
Parents Against Drugs Abuse	0845 702 3867	Leave a message and contact number
Prisoners Family and Friends Service	0808 808 3444	Monday-Friday 10am-5pm
Rethink National Advice	020 8974 6814	Monday, Wednesday, Friday 10am-3pm Tuesday and Thursday 10am-1pm
Samaritans	0845 790 9090	24 hours
Saneline for people with a mental health problem and carers	0845 767 8000	7 days a week 12noon-2am
SOBS (Survivors of Bereavement by Suicide)	0870 241 3337	Daily 9am-9pm



Somerset Emergency Social Work Duty Team	01458 253241	Evenings, weekends and bank holidays
Somerset Change offers an outreach and advocacy service to anyone affected by domestic abuse	0800 694 9999	Monday-Friday (not bank holidays) 9am-5pm
Somerset Gay Health	01823 327078	Monday-Friday 9am-5pm
SWEDA (Somerset and Wessex Eating Disorders Association)	01458 448600	Wednesday 10am-1pm Thursday 4pm-7pm
Transvestite/Transsexual Helpline	01793 420262	This line is not continuously staffed
Triumph Over Phobia	0834 600 9601	Monday-Friday 9am-5pm
Turning Point (helps people with drug and alcohol problems)	01278 447044	Monday, Wednesday, Thursday 9am-5pm Friday 9am-1pm
Women's Aid National Helpline for women facing violence within the home	0808 200 0247	24 hours
Young Minds	020 7336 8445	Monday-Friday 9.30am-5.30pm