



Telford & Wrekin
Co-operative Council

Protect, care and invest
to create a better borough

Adult social care

Useful services and resources

Co-produced with Experts by Experience



Mental Health – Knowing where to go

If you or someone you know is struggling with mental health, help is available. This guide shows where to go for support locally, regionally, and nationally.

Mental health crisis or emergency services

If you are experiencing a crisis that makes you feel unsafe, distressed, or worried about your mental health, or if you are worried about someone's mental health:

Shout for support in a crisis

In a crisis? Text 'STW' to 85258

A free and confidential 24/7 mental health text messaging support service for anyone of any age in Shropshire, Telford and Wrekin who is struggling with how they feel, experiencing distress, or needing mental health support.

Call NHS 111 and select option 2 for mental health urgent support

Alternatively, you can contact our Freephone 24/7 urgent NHS Mental Health Helpline:

Tel: 0808 196 4501

Email: access.shropshire@mpft.nhs.uk

Police – 999

You should only dial 999 in an emergency.

If there is serious risk of injury or harm to you, or someone else.

Shropshire, Telford and Wrekin Access Team

Access is a freephone service receiving mental health referrals for all the NHS adult mental health services, including people with dementia.

Tel: 0808 196 4501

Email: access.shropshire@mpft.nhs.uk

www.mpft.nhs.uk/access-team-contact

Stay Alive

For those at risk of suicide and people worried about someone.

<https://stayalive.prevent-suicide.org.uk/>

Telford Samaritans

If you need someone to talk to, they will listen.

Tel: 01952 256161

Email: jo@samaritans.org



Services available in the community

Talking Therapies

Talking therapies are psychological therapies that you can do in your own time to help with problems like stress, anxiety and depression. Self-refer to Shropshire, Telford & Wrekin Talking Therapies.

Tel: 0300 123 6020

Email: stwtt@mpft.nhs.uk

www.mpft.nhs.uk/stwtt-self-refer

Every Mind Matters

Visit Every Mind Matters website to view the self-help cognitive behavioural therapy (CBT) techniques. Note: this is not a full CBT course but rather some practical self-help tips and strategies based on CBT techniques.

<https://bit.ly/EveryMindMattersCBT>





Services available in the community continued

Women's Aid

West Mercia Women's Aid works for a world that is free from domestic abuse and violence against women and girls, where everyone can live without the fear and reality of all forms of violence, abuse and discrimination.

www.westmerciawomensaid.org

Orange Button Community Scheme

People who are having thoughts of suicide, or who are worried about a friend or family member, can now "push the button" when they see someone wearing a distinctive orange badge, and ask them for information, support, and a listening ear.

<https://www.telford.gov.uk/orangebutton>

Social prescribing

At its most basic, a social prescription offers the kind of help that doesn't come in a tube or bottle. The idea behind social prescribing is for the patient to have more control over their own health and wellbeing and find ways to improve how they feel in a way that suits them.

Tel: 03300 536 456

Email: socialprescribing.teldoc@nhs.net

<https://bit.ly/SocialPrescribingTeldoc>

Calm Cafes

Offers people living in Telford and Wrekin requiring support with their emotional and mental health a space to meet like-minded people and gain support from trained staff.

Delivered by Telford Mind and Telford & Wrekin Council. Providing support and safety to anyone in need by offering coping mechanisms and management techniques to help reduce the risk of crisis. Professionals can also refer and direct you to further services if required.

<https://telford-mind.co.uk/calm-cafe-4>

Telford Mind

If you are in emotional distress, struggling to cope or need somebody to talk to there is always a trained member of staff on duty during our opening house to offer one to one support.

Tel: 07434 869248

Email: talk2@telford-mind.co.uk

<https://telford-mind.co.uk>

Telford After Care Team/Branches

Open door drop-in support available every weekday for people in recovery from addiction, experiencing emotional distress/crisis or mental wellbeing decline. Providing 1-1 support, peer mentoring, group support and wellbeing activities. Also, providing supported housing for people in recovery, short term counselling for situational anxiety through their Listening Service, and Outreach support for people with a dual diagnosis of addiction and mental health difficulty. Address: Strickland House, The Lawns, Wellington, Telford, TF1 3BX

Tel: 01952 899205

www.tacteam.org.uk

Telford Samaritans

Lots on your mind? We'll help you find your own way through it. We won't judge you or tell you what to do. Contact us free, day or night, 365 days a year.

Tel: 116123

Telford STaRS

Provide a free, confidential and easy to access service for anyone needing support for their alcohol or drug use living in Telford and Wrekin.

Tel: 0300 4564291

Email: telfordstars.admin@mpft.nhs.uk

A Better Tomorrow

Peer led supported housing and supported activities. Working in the areas of addiction, mental health, homelessness and domestic abuse. Parklane Centre, Woodside, Telford, Shropshire, TF7 5QZ

Tel: 01952 683707

Email: info@abettertomorrow.org.uk

<https://abtgroup.org.uk>

SSAFA (Soldiers, Sailors, Airmen and Families Association) Forces Help Office

SSAFA helps the armed forces community in a number of ways, though our focus is on providing direct support to individuals in need of physical or emotional care.

Tel: 0204 566 9116

Email: shropshire.branch@ssafa.org.uk

www.ssafa.org.uk/shropshire



Helplines:

Combat Stress

Free specialist mental health treatment and support to former servicemen and women. For more information visit our website www.combatstress.org.uk or call our 24-hour Helpline on 0800 138 1619

Saneline

A UK-wide charity working to improve quality of life for people affected by mental illness. Tel: 0300 304 7000 (4pm – 10pm)
Email: support@sane.org.uk
www.sane.org.uk

No Panic Helpline

Operates between 10am and 10pm every day of the year. It is staffed by trained volunteers. Tel: 0300 772 9844

Out of hours

During the night hours the crisis message is played. The message is a recorded breathing exercise that can help you through a panic attack and help you learn diaphragmatic breathing. You can also access the crisis message 24hrs a day by calling 01952 680835
<http://www.nopanic.org.uk>

Veterans UK helpline (Ministry of Defence)

Open 8am-4pm Monday to Friday. Please email us for enquiries outside these times.

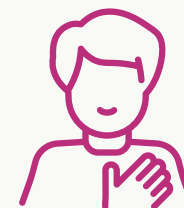
Freephone: 0808 1914 2 18

Email: veterans-uk@mod.gov.uk

Royal British Legion (RBL)

Help, advice and guidance for the Armed Forces community, our aim is making sure everyone can access the support they need. Online chat available 8am-8pm, 7 days a week. Visit the website to find your local branch. Call 0808 802 8080

www.britishlegion.org.uk



Self-help options

Live Well Telford

Live Well Telford is an all-age community directory of services that can help with housing, finances, community connection, and much more – all of which can impact mental health. <https://livewell.telford.gov.uk>

Information on mental health

View and read a range of self-help leaflets. <https://web.nrw.nhs.uk/selfhelp/>

NHS Choices

Listen to a series of Mental wellbeing audio guides to help you through feelings such as anxiety or a low mood.

<https://bit.ly/NHSChoicesSelfHelp>

Reading Well for mental health

Find helpful information and support for managing common mental health conditions or dealing with difficult feelings and experiences.

<https://bit.ly/ReadingWellForMH>



Live Well Hubs

A Live Well Community Hub brings together a range of services, organisations, and groups under one roof providing a one stop shop to help you manage your health, wellbeing, social, financial and care needs with support of a professional. For more information visit: <https://livewell.telford.gov.uk/livewellhubs>

Family Connect

A point of contact for enquiries relating to adult social care in Telford and Wrekin. Monday to Friday from 9am-5pm.

Tel: 01952 385385 (option 2)

Email: familyconnect@telford.gov.uk

Please call the Emergency Duty Team over weekends and during Bank Holidays.

Tel: 01952 676500

Healthy Lifestyles Team

The Healthy Lifestyles team provides a free personal service to motivate, encourage and support local people to make changes



to improve their health and wellbeing. This includes a free stop smoking service. For more information visit:

<https://www.telford.gov.uk/healthylifestyles>

Join: Healthy Lifestyles Facebook page to chat with the team and other like-minded people.

Sign up: to the Healthy Telford Newsletter

<https://healthytelford.com/subscribe-to-blog/>

Mental health applications

You can download apps on your devices to help support you with managing your mental health on a daily basis. These tools offer different kinds of support; some structured, some conversational and most are accessible without sign-up or cost barriers. **Please check pricing prior to download as not all apps are free to use.**

Mindfulness and calm:

- Calm
- Finch
- Mindfulness App

CBT and mood tracking:

- Woebot
- Wysa
- Youper
- What's up?

Peer support and therapy:

- Hub of hope
- SilverCloud
- Talkspace

Gentle companionship:

- Pi – a free, emotionally attuned AI that listens and reflects

AI playbook

www.wm-adass.org.uk/ai-playbook

You may wish to use free AI tools like Pi or Woebot to reflect on your wellbeing, build routines, or understand mental health terms. Just type something like 'Help me make sense of how I'm feeling' or 'Create a calming daily routine'.

Find all of these useful services by scanning this QR code:

