

Mental health services



available over Christmas 2016

Christmas Day and New Year's Day both fall on a Sunday. As a result, Tuesday 27 December and Monday 2 January 2017 are bank holidays.

- Saturday 24 December - Christmas Eve
- Sunday 25 December - Christmas Day
- Monday 26 December - Bank holiday
- Tuesday 27 December - Bank holiday
- Sunday 1 January - New Year's Day
- Monday 2 January - 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 and the telephone service is operational for reduced hours on Wednesday 28, Thursday 29 and Friday 30 December, when it will be open 10am-4pm. The service is usually open 8am-8pm, Monday to Friday. Normal service will resume from 3 January.

Bristol Sanctuary

0117 954 2952

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-2am Friday 23 December, Saturday (Christmas Eve), Sunday (Christmas Day) and Monday (Boxing Day) evenings. The service's telephone line will also be open 5pm-2am 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, but not limited to, depression, anxiety and work related stress.

Services close from 5pm Friday 23 December, re-opening 9am-5pm Wednesday 28 to Friday 30 December. Normal service resumes from Tuesday 3 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, apart from 27 December when it will be open 9am-5pm. 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 (including over Christmas) for people experiencing an extreme mental health or emotional crisis. The crisis line offers specialist intervention to those in mental health crisis. Please note: the line is being redeveloped. For more information, go to: 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-8pm, 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 will be closed from noon on Friday 23 December and will reopen Tuesday 3 January.

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 at Christmas. Please note that access to the Crisis House is dependent on vacancies.

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 meets every Tuesday, including on 27 December, 3pm-4.30pm at Broadmead Baptist Church, Union Street, BS1 3HY. For more information, go to: www.bvn.org.uk

Bristol Mind services

Bristol Mind works to raise awareness, reduce stigma and promote good emotional and mental health. The information service will be open Thursday 22, Wednesday 28, Thursday 29 and Friday 30 December. It is closed over the New Year, re-opening on Tuesday 3 January 2017.

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, including Sunday 25 December (Christmas Day) with the exception of 31 December when it will be closed. The telephone line is open 8pm-midnight.

National Mind Infoline

0300 123 3393

The National Mind Infoline is open 9am-6pm, Monday to Friday, but is closing at 4pm on Friday 23 December. It is closed on the Christmas and New Year bank holidays and reopens on Tuesday 3 January, 9am-6pm.

Other local health and support services

service closed

service limited

service open

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 3pm on Friday 23 December until 10am on Monday 2 January. More information can be found at:

www.caringatchristmas.org.uk/

Changes

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 23 December, starting again on Tuesday 3 January. For more information, go to: www.changesbristol.org.uk

Childline

0800 1111 (open all year)

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

Off the Record

Off the Record provides free, confidential mental health support for young people. It is closed over Christmas and New Year, from Saturday 24 December, re-opening on Tuesday 3 January. For information and support whilst they are closed, they recommend www.youngminds.org.uk

Samaritans

116 123 (open all year)

General health services

Visit 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: www.bristolccg.nhs.uk/RightCareFirstTime





Bristol
Mental
Health caring
open
hopeful



Bristol Clinical Commissioning Group

For further copies of this leaflet or if you need it in another
format, please contact 0117 900 2549. December 2016