

Covid – 19

Wellbeing Service

Directory for Swansea

Local and National Services



For more information on support available in Swansea
please visit:

<https://www.scvs.org.uk/coronavirus>



Contents

	<u>Page</u>
▪ <u>Benefits/Financial Difficulties</u>	7
▪ <u>Black & Minority Ethnic</u>	9
▪ <u>Asylum Seekers and Refugees</u>	9
▪ <u>Carers</u>	12
▪ <u>Children & Young People</u>	13
▪ <u>Community</u>	17
▪ <u>Crime</u>	18
▪ <u>Domestic Abuse</u>	18
▪ <u>Education, Employment & Training</u>	20
▪ <u>Housing, Tenancy & Homelessness</u>	21
▪ <u>Learning & Physical Disabilities</u>	24
▪ <u>Mental Health</u>	26
▪ <u>Older People</u>	32
▪ <u>Substance Misuse & Addictions</u>	33

As the situation around the Coronavirus pandemic evolves, we know that this is a very difficult time for people across the whole of the UK.

This directory lists Swansea based & national support organisations and services that may be useful to you at this time.

This list is by no means exhaustive and is intended to help you make an informed decision in relation to your own circumstances.

For more information on support available in Swansea please visit:

<https://www.scvs.org.uk/coronavirus>

For the current Welsh Government advice please visit: <https://gov.wales/>

For up to date health advice please visit: <https://phw.nhs.wales/>

Direct Signposting Support

The SCVS Team are mapping services across the whole county so that we can signpost you to the support you need - whether that's prescription collection, help with shopping, or just someone to talk to.

We have divided Swansea into 5 areas, to make sure the information is specific to your needs - the person to contact for support is listed next to each area, along with an email and telephone number (please note, we are receiving a tremendous number of enquiries, and will respond to you as quickly as we can - this is not a crisis response service, and only operates 9am - 5pm, Monday - Friday):

City Team - covers the City Centre, SA1

Email: DanielleLockCovid@scvs.org.uk - Danielle Lock (07946 535304)
or Amanda Carr (07791 668966)

Cwmtawe Team – covers Clydach, Llansamlet and Morriston

Email: AmyMeredithCovid@scvs.org.uk - Amy Meredith-Davies (07538 105287)

Penderi Team – covers Brynhyfryd, Fforestfach, Manselton, Blaenymaes

Email: DanielleLockCovid@scvs.org.uk - Danielle Lock (07946 535304)

Llwchwr Team – covers Gowerton, Gorseinon, Penclawdd and Pontarddulais

Email: AmyMeredithCovid@scvs.org.uk - Amy Meredith-Davies (07538 105287)

Bay Team – covers Uplands, Sketty, West Cross, Mumbles, Killay, Gower and the University

Email: ElinorEvansCovid@scvs.org.uk - El Evans (07538 105650) or
Karen Procter (07943 189279)



Taking Care of Yourself in Challenging Times

Feeling worried and anxious during the uncertain times that we're in is very natural. We're all being asked to take extra care of our physical health just now – so here are some tips to help with looking after our mental wellbeing, which is equally as important.

We don't have a choice about what's happening to us, though we do have a choice about how we respond. Worries and anxieties are often focussed on the future and they can quickly lead to feelings of panic and overwhelm. Noticing what we're giving our attention to, recognising when we're in the future and coming back to the present moment and responding wisely and with kindness is very important in supporting us to stay well – both in body and in mind.

Below you'll find a simple exercise and some ideas for taking care of yourself – this approach asks us firstly to stop and pause so we can find out what we're feeling and then secondly to make a wise choice about responding to how we're feeling.

Part One - Stopping and Pausing:

The RAIN Exercise

Step 1: **R** - Recognising what you're feeling and naming it e.g. saying to yourself: "In this moment, I'm feeling worried/afraid/anxious/panicky..."

Step 2: **A** - Allowing what you're feeling e.g. saying to yourself: "It's natural to feel like this, lots of other people are feeling this way at the moment, too..."

Step 3: **I** - Intending to be kind to yourself and softening self-criticism e.g. saying to yourself: "It's ok to feel this...Feeling this way isn't wrong..."

Step 4: **N** - Nourishing and nurturing yourself in the midst of this challenging experience e.g. asking yourself: "What would help me in this moment? How could I look after myself just now? How could I best take care of myself?"

Part Two - Making a Wise Choice: Responding

Your responses to the questions in Step 4 are likely to be different in different moments. Here are some suggestions for ways of responding to your feelings and taking care of yourself – they are all nourishing in different ways and include responses that are intended for supporting, energising, relaxing and equipping yourself in this situation.

Supporting: Staying connected

Being in touch with people that matter to you can help when you're feeling distressed, especially if you're noticing feeling lonely. We are all isolating physically – though there

are lots of options for still connecting socially, though in a virtual way. Taking care about the information you share and receive will be important here though.

Energising & Relaxing: Eating a healthy diet, taking some exercise and getting some rest

Remembering to look after your body by eating well, moving regularly and giving yourself time to rest will be essential in this time – the usual patterns of your day are likely to have changed, so you might like to explore putting in a little structure. This could include making sure that you're eating regular meals, scheduling in some exercise and going to bed at a set time. You might also like to explore different responses that are soothing in times of distress, energising when your mood is low and relaxing when you feel stressed and anxious.

Equipping Yourself: Gathering reliable information

Staying in touch with the guidance about the situation can be challenging, because it's changing so frequently. You might explore choosing to limit the number of times you look at the media, getting updates at a set time of the day and not before going to bed at night or first thing in the morning. Remembering to choose a reliable source of information will be important here and then using the information you find out to help you with planning and preparing, as best as you're able to, in this quickly changing situation.

Learning & Growing: Focussing attention

Changing our usual routines might mean that we have more time than usual at home. Learning something new can be a helpful way of deliberately occupying the attention so that the mind has a break from taking in and trying to make sense of the big changes that are happening at the moment

Noticing Others: Feeling a sense of common humanity

In challenging times, our attention tends to be drawn to what is going wrong. Being aware of others and noticing when they are showing us kindness, sharing things with us, offering us something can help with balancing our attention – so that we see what else is happening, even in the midst of the difficulties that are part of life just now. Remembering also that showing kindness, sharing resources and offering help can also support us with feeling connected to other people who might be struggling, too.

Sarah Millband – Psychotherapy, Counselling, Supervision, Training & Mindfulness - 2020 This resource was created by SCVS (Charity Number 1063242).

BENEFITS & FINANCIAL DIFFICULTIES	
Organisation	How to Access
<p>Citizen's Advice - provides free, independent and confidential advice on legal and financial difficulties.</p> <p>COVID Update: All advisers are still available to give advice over the phone, and where necessary a telephone appointment for this can be made. You can also email any queries. If you would like help to fill in a benefit form for example, the website has a step by step guide to help with this.</p>	<p>Tel: 0300 3309 082 Email: help@citizensadvice.org.uk Web: www.citizensadvice.org.uk</p> <p>Universal Credit claims - Support is available from the Help to Claim team online and over the phone. Go to citizensadvice.org.uk/helptoclaim or phone 08000 241 220. Calls are free and lines are open 8am to 6pm, Monday to Friday.</p>
<p>Consumer Credit Counselling Service (CCCS) - As well as a full debt help service, CCCS provides extra support to vulnerable people (including those with mental health difficulties).</p> <p>COVID Update: The online debt advice tool is available a time that suits you. Don't forget to use our budget form to gather information before starting your debt advice session, either online or over the phone with one of our advisors. A debt advice call takes around 40 minutes to complete, however, please be aware that we are currently operating at reduced capacity, so you may experience a delay when you call us.</p>	<p>Tel: 0800 138 1111 Mon – Fri 9am – 5pm Web: www.cccs.co.uk</p>
<p>Maggies Cancer Caring Centre - offer free practical, social and emotional support for anyone affected by a cancer diagnosis</p> <p>Benefits Advice This service is available for anyone diagnosed with cancer and for people caring for someone with cancer.</p>	<p>Tel: 01792 200 000 Email: enquiries@maggiescentres.org Web: https://www.maggies.org/our-centres/maggies-swanse/</p>

<p>COVID Update: Currently operating via telephone and email.</p>	
<p>National Debtline - an independent charity, dedicated to providing free debt advice by phone and online to people across the UK.</p> <p>COVID Update: We know many people are worried about their finances right now. We are here to help. Like many employers, we are taking steps to look after our staff but we are open to give you the advice and support you need. For instant information and guidance see our Coronavirus fact sheet.</p>	<p>Tel: 0808 808 4000 to speak to an adviser on 9am - 8pm Monday to Friday. Use our Digital Advice Tool to do a budget if you're ready and get online advice about your debt solution options. Webchat with an adviser 9am - 8pm Monday to Friday. Web: https://www.nationaldebtline.org/</p>
<p>Shelter Cymru – Provides information and support on a variety of housing difficulties, such as; bad housing, insecure, homelessness or risk of homelessness) and also provide a specialist debt advice service.</p> <p>COVID Update: Useful advice page on Covid and housing - https://sheltercymru.org.uk/get-advice/coronavirus/</p>	<p>Tel: 07973 341566 Housing and Debt Advice Helpline: 0345 075 5005 (9:30am – 4.00pm, Monday to Friday) Web: https://sheltercymru.org.uk/</p>
<p>StepChange Debt Charity - Debt helpline (free from all landlines and mobiles) is open from 8am to 8pm, Monday to Friday and 8am to 4pm on Saturday. Check online to see what information to gather so you are prepared for the call.</p> <p>COVID Update: Useful advice page on coronavirus and debt: https://www.stepchange.org/debt-info/debt-and-coronavirus.aspx</p>	<p>Tel: 0800 138 1111 Web: https://www.stepchange.org/</p>
<p>Tax Aid - A charity giving free advice for people on low incomes about challenges such as tax debt or self-employment. HMRC</p>	<p>Tel: 0345 120 3779 Web: www.taxaid.org.uk</p>

<p>must make reasonable adjustments for taxpayers with mental health problems – TaxAid can help with those whose problems cannot be resolved with HMRC.</p> <p>COVID Update: TaxAid is also playing our part in supporting vulnerable people, and slowing the spread of the virus, by moving our services online and on the phone.</p>	
---	--

BLACK & MINORITY ETHNIC	
Organisation	How to Access
<p>Black Association of Women Step Out (BAWSO) - service to Black and Minority Ethnic women and children, made homeless through a threat of domestic violence or fleeing domestic violence in Wales.</p> <p>COVID Update: The office is temporarily closed due to the COVID -19 crisis; however, we are still accessible via telephone.</p>	<p>Tel: 01792 642003 Monday – Friday 9am – 16.45 pm 24-hour helpline: 0800 7318147 Web: swansea@bawso.org.uk</p>
<p>Chinese in Wales Association - providing advocacy, advice, information and signposting service (remotely).</p> <p>COVID Update: CIWA is currently offering extended service hours in order to better support our community during this time. Telephone support is open from 9am-6pm Monday to Saturday and webchat communication is available from 9am-9pm Monday to Saturday.</p>	<p>Tel: 01792 469919 Web: https://chineseinwales.org.uk/ Facebook: @Chineseinwales Email: info@chineseinwales.org.uk</p>
ASYLUM SEEKERS & REFUGEES	
<p>African Community Centre – welcomes all people, especially Africans born in Africa or in the diaspora (e.g. African Caribbean, British African etc.) who are currently resident in Wales. They aim to provide</p>	<p>Tel: 07825287334 Email: j.duarte@africancommunitycentre.org.uk or</p>

<p>support to enable individuals to better settle into the local community.</p> <p>COVID Update: The centre is closed until further notice, updates will be posted on social media and the website. Now offering a volunteer counselling service for adult asylum seekers and refugees called Reach: Me.</p> <p>All volunteers are members of BACP. For a referral form, telephone or email:</p>	<p>jessie.jones@africancommunitycentre.org.uk</p> <p>Web: https://africancommunitycentre.org.uk/</p>
<p>Asylum Justice - offering free legal advice and representation to asylum seekers, recognised refugees and other vulnerable migrants. Clients can access telephone advice on the following numbers at the following times:</p>	<p>Tel: Monday evenings between 6 and 8 pm 07983 176230 or 07395 959299</p> <p>Thursday evenings between 6 and 8 pm: Please call: 07983 176230 or 07752 275065</p> <p>Email: Any urgent queries around these times can be e-mailed to: r.brown@asylumjustice.org.uk</p>
<p>Ethnic Youth Support Team (EYST) – It aimed to fill a gap in provision for young BME people aged 11-25 by providing a targeted, culturally sensitive and holistic support service to meet their needs. Since then, EYST has expanded its mission and vision to also meet the needs of BME young people, families and individuals including refugees and asylum-seekers living in Wales.</p> <p>COVID Update: During this period EYST will try and continue to support their Asylum and Refugee clients in the safest way possible for all. If you need support please call the numbers in the specific time slots. A member of the team will answer and</p>	<p>Tel: For enquiries Monday to Friday between 10am – 1pm please call 07394 923317</p> <p>For enquiries Monday to Friday between 1pm – 4pm please call 07512 792182</p> <p>Email: info@eyst.org.uk</p> <p>Web: www.eyst.org.uk</p>

<p>arrange a time for you to have a phone appointment with either Aliya or Sophie.</p>	
<p>Migrant Help – Asylum Helpline. If you are an asylum seeker and live in Wales, you can contact the helpline number for support.</p> <p>COVID Update: During these difficult times, we continue to deliver crucial services to some of the most vulnerable people in our society. We have collated a list of resources available to our clients, from translated advice to information on changes to the asylum process, support available to victims of modern slavery, tips on staying healthy, distance learning and wellbeing support. We will continuously update the information to ensure that our clients get the support they need.</p>	<p>Tel: 0808 8010 503 Helpline available 24/7 Web: www.migranthehelpuk.org</p> <p>https://www.migranthehelpuk.org/news/covid-19-update</p>
<p>Swansea Asylum Seekers Support – we are a volunteer-led registered charity, run and managed by our members, who include asylum seekers, refugees and other local people. We give a warm welcome to people seeking sanctuary in Swansea through our twice-weekly drop-ins, and offer practical support, educational and recreational opportunities.</p> <p>COVID Update: Due to concerns over the current Corona-Virus situation SASS' Friday and Saturday community drop-ins are closed until further notice. SASS provides up to 240 meals every week, a lifeline to many people who also rely on other community groups that are now also closed. We fear food</p>	<p>Tel: Please call 07853 717017 if you or someone you know is desperately in need of help Web: https://sass.wales/ SASS community members and supporters can find updates, useful information and advice on the Swansea Asylum Seekers Support (SASS) Facebook page</p> <p>Useful link for Corona Virus information in multiple languages - https://sass.wales/2020/03/13/corona-virus-guidance-for-asylum-seeking-communities-in-the-uk/</p>

<p>poverty is a major concern. We are working with other organisations to provide emergency assistance to those most needy and vulnerable.</p>	
<p>Welsh Refugee Council - Support for newly granted refugees Universal Credit applications Housing Child Benefit applications Asylum support applications (call Migrant Help first) COVID Update: Your call will be triaged by one of our team and if we are able to help you will be called back by one of our experienced caseworkers. If an interpreter is required we will do our best to have an interpreter available on the phone.</p>	<p>Tel: Swansea – 07918 403 666 Unfortunately, this is not a freephone number, and we would suggest people firstly seek help from Migrant Help, Jobcentre Plus or another organisation offering a freephone number. We are trying to reduce costs to our service users which is why we will call them back if we can help.</p>

CARERS	
Organisation	How to Access
<p>Swansea Carers Centre – provide a range of support services and advice and guidance including benefit advice, counselling service, training, support for parent carers and those caring for someone with dementia, and volunteering opportunities to all carer’s in Swansea.</p> <p>COVID Update: Launching 3 new helpline services to offer carers further support during this period. The helplines will be available from Monday – Friday 9.30am – 4pm.</p>	<p>Tel: Carer Support Helpline: 01792 653344 / 07984 445465 Counselling Support Helpline: 01792 653344 / 07984 445484 Benefits Advice Line: 07984 445493 / 07984 445491 Web: www.swanseacarerscentre.org.uk</p>
<p>YMCA - YMCA Swansea Young Carers Service supports young carers aged 8-25 to have a break from their caring role.</p>	<p>Email: Egija Cinovska: egija@ymcaswansea.org.uk Anne-Marie Rogan: amrogan@ymcaswansea.org.uk</p>

COVID Update: Has switched to providing a remote service.	Web: https://www.ymcaswansea.org.uk/
--	--

CHILDREN & YOUNG PEOPLE	
Organisation	How to Access
<p>Action for Children – provide practical and emotional support to children and young people, ensuring their voices are heard.</p> <p>COVID Update: Useful advice and resources - https://www.parents.actionforchildren.org.uk/covid-19-advice-support?_ga=2.205797460.673383429.1586464739-1648043747.1586343567</p>	<p>Tel: 0300 123 2112 (open 9.00am to 5.00pm, Monday to Friday)</p> <p>Email: ask.us@actionforchildren.org.uk</p> <p>Web: https://www.actionforchildren.org.uk/</p>
<p>Both Parents Matter – Charity that provides information and advice to parents and grandparents who are being prevented from having a relationship with the children they care about.</p> <p>COVID Update: We're still accepting referrals - either self-referring or via a Professionals Referral form. More details about our services - including updates - can be seen on our website.</p>	<p>Tel: Helpline - 08456 004446 10am-7pm weekdays</p> <p>Calls to 0845 number charged at 50p per minute by BT</p> <p>Web: https://www.fnf-bpm.org.uk/</p>
<p>CAMHS (Child & Adolescent Mental Health Services) COVID Update: In line with WG direction and Swansea Bay UHB approach, most face to face outpatient clinic appointments have been stopped. Clinicians are instead contacting families by telephone to offer telephone advice and support, and where necessary (due to clinical need or risk) face to face appointments are being offered on an individual basis. Urgent care is being prioritised, however current staffing levels have necessitated a reduction in our CAMHS</p>	<p>We are also enhancing our Telephone Single Point of Contact service for families, referrers and partner agencies, providing telephone advice, support and referral triage, 9am – 9:30pm seven days per week</p> <p>Tel: 01639 862220</p> <p>Please contact 01639 862744 Monday to Friday 9am to 5pm and via Morriston Hospital Switchboard outside of these hours (01792 702222).</p>

<p>Crisis Team hours of operation to 9am – 5pm Monday to Friday. We hope to limit the impact of this change by co-locating the CAMHS Crisis nurse in Morriston Hospital’s Paediatric Single Point of Access centre as well as drawing on our clinic-based staff to support Crisis assessments.</p>	
<p>Childline – provides emotional support and advice to children regarding a wide variety of issues.</p>	<p>Tel: 0800 1111</p>
<p>Children and Family Court Advisory and Support Service Cymru (CAFCASS Cymru) - We provide expert child-focused advice and support, safeguard children and make sure their voices are heard in family courts across Wales so that decisions are made in their best interests. We may only become involved in a family law case when required by the court. We are not a legal service and cannot provide legal advice.</p> <p>COVID Update: We are adapting the way that we work during this time and will be supporting First Hearing Dispute Resolution Appointments and our participation in court hearings via telephone or video calls. We are also ceasing our DNA testing service until further notice. Unfortunately, we have also had to take the difficult decision to suspend referrals to contact centres and Working Together for Children providers.</p>	<p>Tel: 03000 255 600 Email: cafcasscymrusouthwest@gov.wales Web: https://gov.wales/cafcass-cymru</p>
<p>Family Information Service - The Swansea Family Information Service (FIS) is a one stop shop, providing free, quality, impartial information on a wide range of Childcare, Children’s, Family Support and Family</p>	<p>Tel: 07827 822729 07818 588945 07471 145411 Email: fis@swansea.gov.uk Web: https://www.swansea.gov.uk/fis</p>

<p>related issues and where relevant a signposting service.</p> <p>COVID Update: Can advise parents who are key workers looking for childcare.</p>	<p>Twitter: https://twitter.com/SwanseaFIS</p>
<p>InfoNation - Swansea's one-stop shop for young people. We offer, information, advice and specialist support across a range of issues, to young people, aged 11-25, and their families.</p> <p>COVID Update: in response to concerns about COVID-19 (Corona virus), we are sorry but we cannot offer a drop-in service at this time.</p> <p>A duty service will operate from the Dynevor Centre, across the road on Dynevor Place, for young people who have an appointment that has been arranged with their worker, or is in a crisis situation.</p> <p>Please use the door buzzer if you need to speak to a member of staff.</p>	<p>Tel: 01792 484010 Web: https://www.info-nation.org.uk/ The BAYS+ duty team is available and can be contacted on: 01792 460007. Choices can be contacted on: 01792 472002. Cam Nesa staff can be contacted on their mobiles.</p>
<p>Interplay – Interplay provides access to play and leisure opportunities for children and young people with additional needs aged 2-25 who find it difficult to access the same mainstream play, leisure and social activities as their peers.</p> <p>COVID Update: Currently running virtual services such as group video chats, supported online gaming and a keeping in touch service.</p>	<p>Tel: Swansea - Dai on 07741742290 NPT - Tom on 07741841470 Email: Swansea - dai@interplay.org.uk NPT - tom@interplay.org.uk Web: https://www.interplay.org.uk/ Facebook: @InterplayPlayandLeisure</p>
<p>MEIC – A helpline for young people up to the age of 25. Young people and professionals alike can still speak to a real person and get the support they need, about</p>	<p>Tel: 080 880 23456 Text: 84001 Web: https://www.meiccymru.org/</p>

<p>any concerns they're having from 8am - midnight, every day of the week, when face-to-face provisions such as schools and youth centres close due to the COVID-19 outbreak.</p>	<p>Instant message (IM): www.meic.cymru</p>
<p>National Deaf Children's Society – leading charity for deaf children</p> <p>COVID Update: We've produced a separate post for families and information for deaf young people This includes information about accessible information for deaf parents and deaf young people who use British Sign Language (BSL). There is now a dedicated NHS 111 service available 24 hours a day for deaf people who use BSL.</p>	<p>Tel: 0808 800 8880 Monday to Friday 9am – 5pm Free from all UK landlines and major UK mobile providers SMS: 0786 00 22 888 (SMS) Monday to Friday 9am – 5pm BSL Interpreter: BSL Interpreter Now Monday to Friday 9am – 5pm Contact us by making a free video call with a BSL interpreter Web: https://www.ndcs.org.uk/</p>
<p>NSPCC - worried about a child – call a trained counsellor for 24/7 help, advice and support.</p>	<p>Tel: 0808 800 5000 Email: help@nspcc.org.uk</p>
<p>Swansea Mind - supporting people with their mental health.</p> <p>COVID Update: Currently offering telephone and email support.</p>	<p>Young People (under the age of 21), parents and teachers Tel: 07552 369268 Email: youngpeople@swanseamind.org.uk</p>
<p>The Exchange – Offer psychological support through counselling, play therapy and group work for young people (primary & secondary school aged).</p> <p>COVID Update: Continuing to operate online and over the phone and are welcoming new referrals.</p>	<p>Tel: 03302 02 0283 Email: admin@exchange-counselling.wales</p>
<p>Young Minds – A mental health website for children & young people. Tips, advice and guidance on where you can get support for your mental health during the coronavirus (COVID-19) pandemic</p>	<p>Tel: 0808 802 5544 to speak to the Parents Helpline Text: YM to 85258 - the YoungMinds Crisis Messenger, for free 24/7 support across the UK if</p>

you are experiencing a mental health crisis.
 Web: <https://youngminds.org.uk/>

COMMUNITY	
Organisation	How to Access
<p>FAN (Friends and Neighbours) groups in Swansea – links friends and neighbours in local communities. Holding ‘virtual’ meetings via Zoom, meet for an hour each week and take it in turns listening to each other’s stories and experiences. If you are learning English it can be a good way to improve skills.</p>	<p>Contact Phillipa Wisdom: Tel: 07938978397 Web: www.thefancharity.org Facebook: @THEFANCHARITY</p>
<p>Local Area Coordinators Provide information and advice and can support anyone to build relationships within their community.</p> <p>COVID Update: Able to signpost members of the community to support</p>	<p>Tel: 01792 636707 Email: local.areacoordination@swansea.gov.uk Web: www.swansea.gov.uk/localareacoordination</p>
<p>GivingWorld.org.uk - providing free of charge clothing, food items, toiletries, cleaning and household products so the most vulnerable people in our communities can stay safe and well. To register and access free of charge business surplus stock, please visit:</p>	<p>Web: https://www.givingworld.org.uk/charity/ Browse the available products here: https://products.givingworld.org.uk/product-categories./ Email: admin@givingworld.org.uk</p>
<p>SCVS Volunteering If you know of people who are interested in volunteering locally to respond to our communities needs in light of Covid 19 visit our website.</p>	<p>Web: https://www.scvs.org.uk/coronavirus-vols</p>

CRIME	
Organisation	How to Access
<p>South Wales Victim Focus - Offering help and support to anyone in South Wales affected by crime, currently via telephone, email or text.</p>	<p>Tel: 0300 3030161 Web: www.victimsupport.org.uk</p>

DOMESTIC ABUSE & ABUSE	
Organisation	How to Access
<p>Hourglass - Action on Elder Abuse – Advice and information on abuse of older people.</p>	<p>Tel: 0808 808 8141 Web: https://www.wearehourglass.cymru/wales</p>
<p>Black Association of Women Step Out (BAWSO) - service to Black and Minority Ethnic women and children, made homeless through a threat of domestic violence or fleeing domestic violence in Wales.</p>	<p>Tel: (01792) 642003 Email: swansea@bawso.org.uk Web: https://bawso.org.uk/</p>
<p>Dyn Wales - The Safer Wales Dyn project provides support to Heterosexual, Gay, Bisexual and Trans men who are experiencing domestic abuse from a partner. The Safer Wales Dyn helpline lets you speak confidentially to someone who can listen to you without judging your situation.</p>	<p>Dyn Helpline: 0808 801 0321 Monday – 10am – 4pm Tuesday – 10am – 4pm Wednesday – 10am – 1pm Web: www.dynwales.org Web: www.dynwales.org/swansea</p>
<p>Live Fear Free – Live Fear Free Helpline – Open 24/7 to listen to and support victims of domestic abuse and sexual violence.</p>	<p>Tel: 0808 80 10 800 Text: 078600 77 333 Webchat: www.gov.wales/live-fear-free Email: info@livefearfreehelpline.wales</p>
<p>Relate Cymru - Relate Cymru is the national charity for relationship support in Wales.</p> <p>COVID Update: We have increased the availability of our highly trained counsellors to support everyone’s relationships during this unprecedented time.</p>	<p>Tel: 0300 003 2340 Web: www.relate.org.uk/cymru N.B. There is a charge for some services. Information about live chat and telephone counselling can be found here:</p>

	https://www.relate.org.uk/relationship-help/talk-someone
<p>Swansea Council’s Domestic Abuse Hub and IDVA Project - In light of the COVID-19 outbreak and in line with national Public Health Advice, some changes have been made to our service delivery for those at risk of Domestic Abuse. Swansea Council’s Domestic Abuse Hub and IDVA Project (referral only) continue to operate, providing safety advice and emotional support to those currently at risk, and can be contacted by telephone.</p> <p>As always, if you or someone else is in immediate danger please call 999 and ask for the police.</p>	<p>Tel: 01792 636512</p>
<p>Swansea Women’s Aid – offers empowerment, safety and support for women and children experiencing domestic abuse.</p> <p>COVID Update: Refuges and safe houses – up and running. If a space becomes available, each referral will be assessed on the outcome of a corona virus health risk assessment and current state of play in refuges in relation to the virus and existing residents.</p> <p>DAISE outreach– Drop in suspended. Pre-booked face to face appointments not available and support offered over phone instead. Public number has additional people staffing it so we can handle more incoming calls and support workers lined up to do crisis support/information giving etc. as a back-up to this. If support is not viable over the phone, we are offering 2 face to face appointments a day at Bond St. These can only be booked on the day and will be subject to health risk assessment.</p>	<p>Tel: 01792 644 683</p> <p>Web: http://swanseawomensaid.com/</p>

<p>SWAN – evening outreach offering window service only on Monday and Thursday nights; crisis support being offered face-to-face subject to health risk assessment ; phone support available.</p>	
--	--

EDUCATION, EMPLOYMENT & TRAINING

Organisation	How to Access
<p>Advisory, Conciliation and Arbitration Service -ACAS - Acas gives employees and employers free, impartial advice on workplace rights, rules and best practice and also help to resolve disputes.</p> <p>COVID Update: The helpline is experiencing high demand due to coronavirus. They will try to answer your call as quickly as they can.</p>	<p>Tel: 0300 123 1100 Web: www.acas.org.uk</p>
<p>Better Jobs Better Futures - Supporting people seeking new or better employment.</p> <p>COVID Update: Currently running remotely. Referrals or queries can be sent through to the following email or on the website.</p>	<p>Email: info@betterjobsbetterfutures.wales Web: https://www.betterjobsbetterfutures.wales/</p>
<p>Cyfle Cymru (out of work service) – Cyfle Cymru peer mentors help people to develop confidence, and provide support to access training, qualifications and work experience. We help people affected by substance misuse and/or mental health conditions to gain the skills necessary to enter the world of work.</p> <p>COVID Update: still providing online course and telephone appointments. As long as the individual has the ability to access the internet they can be offered any two accredited courses.</p> <p>They do require initial telephone registration but the courses are open to anyone who is</p>	<p>Tel: (01792) 646421 Email: ask@cyflecymru.com Web: www.dacw.co.uk/about-cyfle-cymru</p>

<p>unemployed and not in receipt of benefits or in receipt of ESA, PIP or Universal Credit and has or has had issues with Mental Health and/or Substance use.</p>	
<p>Swansea Working – offers employment, training and work experience support and also supports people with issues around welfare benefits and financial inclusion.</p> <p>COVID Update: Involved with the coordination of food at this time are all still operating on a remote working basis. Access is available via telephone, email and social media as required.</p>	<p>Tel: 01792 578632 Email: swanseaworking@swanseae.gov.uk</p>
<p>Wellbeing Through Work – confidential service to help maintain your health & wellbeing at home and work. The service is for people who have a contract of employment and living or working in the areas of NPT, Swansea and Bridgend.</p>	<p>Tel: 0845 601 7556 (between 9am – 5pm Monday – Friday) Web: www.wellbeingthroughwork.org.uk Email: wtw@wales.nhs.uk</p>

HOUSING, TENANCY & HOMELESSNESS	
Organisation	How to Access
<p>Bays Project - The Barnardo's Youth Homeless Service provides both statutory and voluntary advice to young people aged 16 to 20 living in Swansea who are homeless or threatened with homelessness.</p>	<p>Tel: (01792) 460007 Email: Bayspartnership@barnardos.org.uk</p>
<p>British Red Cross Swansea Supporting People Programme – You can get support and care from the British Red Cross to help you live independently at home or when you return after a stay in hospital.</p> <p>COVID Update: still providing tenancy support over the phone and supporting patients being discharged from hospital.</p>	<p>Tel: 0344 871 11 11 Local Office: (01792) 772146</p>

<p>Caer Las - can offer support in housing and preventing homelessness, personal development and advice and advocacy.</p> <p>COVID Update: We are doing everything we can to deliver essential services, however flexible we might have to be. Our Solution Focus Team is on hand to offer additional support to clients who may be anxious during this difficult time.</p>	<p>Tel: (01792) 646071 Email: enquiries@caerlas.org</p>
<p>Crisis Skylight South Wales - One to one coaching, learning and activities for people aged 16+ who are homeless or at risk of homelessness.</p> <p>COVID Update: Providing support online and over the phone where possible.</p>	<p>Tel: (01792) 674900 Email: southwales@crisis.org.uk</p>
<p>Hafan Cymru - Hafan Cymru is a charitable housing association that provides accommodation and support to women, men, their children and young people across Wales. Hafan Cymru offers a complete package of support provision to help people with a wide range of needs.</p> <p>COVID Update: Currently running drop in via the telephone.</p>	<p>Tel: 07917 771320 This service will be available: Monday – Thursday 09:00-16.30 and Friday 09.00-16.00 Web: https://www.hafancymru.co.uk/</p>
<p>Platform Floating Support - In Swansea, Platform offers housing related mental health support to people either living in their own home (usually as a tenant of a Local Authority, or Housing Association), or as a tenant living in one of their managed housing properties across Swansea (that they manage in partnership with Housing Associations).</p>	<p>Tel: 01792 774360 or individuals can complete a referral form on line - Web: https://www.swansea.gov.uk/requesttenancysupport</p>

<p>COVID Update: If you're getting support from one of our projects, please remember we are still running and we're here for you. Please contact whoever you normally see at Platform using their mobile number, email, or your <u>local office phone number</u> if you have any questions or concerns.</p>	
<p>Shelter Cymru – Provides information and support on a variety of housing difficulties, such as; bad housing, insecure, homelessness or risk of homelessness). Shelter Cymru also provide a specialist debt advice service.</p> <p>COVID Update: Useful advice page on Covid and housing - https://sheltercymru.org.uk/get-advice/coronavirus/</p>	<p>Tel: (01792) 469400 Housing and Debt Advice Helpline: 0345 075 5005 (9:30am – 4.00pm, Monday to Friday)</p>
<p>Swansea Council Housing Rents Team - If you are worried about paying your rent contact us as soon as possible so that we can do all we can to help you.</p>	<p>Tel: 01792 534094 Email: rentsteam@swansea.gov.uk Web: https://www.swansea.gov.uk</p>
<p>Swansea Young Single Homeless Project (SYSHP) / Llamau - works with 16-25 year olds who need to find and maintain tenancies in Swansea. They help young people: find and keep a home, develop their confidence, skills and opportunities, prevent homelessness and improve their physical and emotional well-being.</p> <p>COVID Update: corona support webpage - https://www.llamau.org.uk/Pages/FAQs/Category/coronavirus-how-to-get-support-if-you-need-it</p>	<p>Tel: (01792) 537530 Email: administration@syshp.org.uk Web: https://www.llamau.org.uk/</p>

<p>Tenancy Support Unit - The TSU provide housing related support and advice to people in order to prevent homelessness and maintain independence.</p> <p>Support from the Tenancy Support Unit is free and available to anyone over the age of 16 who lives within the City & County of Swansea including home owners, housing association tenants, council tenants and those who rent from the private sector.</p> <p>COVID Update: Home visits and face to face work currently in exceptional circumstances only. Support and advice available via phone, email or via the online request button on the webpage.</p>	<p>Tel: (01792) 774360 Email: tsu@swansea.gov.uk</p> <p>Online Referral Form: http://www.swansea.gov.uk/article/9304/The-Tenancy-Support-Unit-TSU</p>
<p>The Wallich - homelessness charity, who give help and advice to homeless and vulnerable people through our 68 projects. Provide tenancy support for those who are at risk of losing their home and also provide a drop-in service.</p> <p>COVID Update: Currently providing a telephone service.</p>	<p>Tel: 01792 957910 Email: swanseapaws@thewallich.net</p>

LEARNING & PHYSICAL DISABILITIES	
Organisation	How to Access
<p>Deaf Blind UK – Charity that supports people affected by sight and hearing loss.</p> <p>COVID Update: General information for users during the emergency, including helpline numbers. Our helpline and wellbeing services are open as usual. We can give you some practical help about how to look after yourself and stay safe, as well as emotional support if you find yourself more isolated than usual. If you</p>	<p>Tel: 0800 132 320 Text: 07950 008870 Email: info@deafblind.org.uk Web: https://deafblind.org.uk/coronavirus/</p>

<p>would like some more regular contact from us during this period, please let us know.</p>	
<p>National Autistic Society – Charity for autistic people and their families.</p> <p>COVID Update: offering support and guidance during the Corona Virus, including a help line.</p>	<p>Tel: 0808 800 4104 Mon – Fri 10am – 3pm Web: https://www.autism.org.uk/services/helplines/coronavirus.aspx</p>
<p>Sensory Team, Swansea - Swansea Social Services has a Sensory Services Team which includes specialist social workers and care managers who support people with sensory loss.</p>	<p>Currently available Monday – Friday from 9am-1pm Tel: 01792 315969</p>
<p>SNAP Cymru – provides information, advice and support for parents, children and young people who have, or may have, special educational needs or disabilities.</p> <p>COVID Update: Currently offering support to via telephone and email.</p>	<p>Tel: 0808 801 0608 or to make a referral, visit: Web: www.snapcymru.org/contact</p>
<p>Your Voice Advocacy - a registered charity that provides advocacy for people with learning disabilities across the areas of Neath Port Talbot and Swansea.</p> <p>COVID Update: Currently helping members to link up with vital services, providing reassurance and supporting members in contacting services who find talking on phone difficult. As an organisation they have created activity packs which are being sent out to help with the boredom and FB page has daily challenges and weekly competitions.</p>	<p>Tel: 07534056109 Email: sandimitchell@yourvoiceadvocacy.org.uk Web: http://www.yourvoiceadvocacy.org.uk/ Facebook: Your Voice Advocacy social events page</p>

MENTAL HEALTH	
Organisation	How to Access
<p>Advocacy Support Cymru (ASC) - a registered charity that specialises in the provision of professional, confidential and independent advocacy for those eligible in secondary care and community mental health settings.</p> <p>COVID Update: Currently offering their service through e mail and telephone.</p>	<p>Tel: 029 2054 0444 Email: info@ascymru.org.uk</p>
<p>Anxiety UK – offering telephone support for people living with anxiety and anxiety-based depression by providing information, support and understanding.</p> <p>COVID Update: Also has a page dedicated to specific support around the coronavirus.</p>	<p>Web: https://www.anxietyuk.org.uk/coronavirus-support-resources/ Web: www.anxietyuk.org.uk Tel: 03444 775 774 / Text Service: 07537 416 905</p>
<p>Bipolar UK – Bipolar UK eCommunity: our eCommunity is a supportive online forum for everyone affected by bipolar. Join via our website - bipolaruk.org/ecommunity. Bipolar UK Peer Support Line: receive a call back from a staff member who has been affected by the illness themselves. To arrange a call back, leave an email info@bipolaruk.org</p> <p>COVID Update: Key links to help during the corona virus: https://www.bipolaruk.org/blog/key-links-to-help-you-during-the-covid-19-pandemic</p>	<p>Tel: 07591 375544 Web: bipolaruk.org Bipolar UK Chatbot: our chatbot has a wealth of information and will be able to answer a number of queries. You can find the Chatbot at the bottom right hand corner of our website: bipolaruk.org</p>
<p>C.A.L.L. - Emotional support and information on Mental Health and related matters.</p>	<p>Tel: 0800 132 737 Text: ‘help’ with your question to 81066 Web: www.callhelpline.org.uk</p>

<p>CALM -Support and information helpline service, open from 5pm until midnight, 365 days a year. Webchat also available.</p>	<p>Tel: 0800 585858 Web: https://www.thecalmzone.net/help/get-help/</p>
<p>City Counselling and Psychotherapy Services</p> <p>COVID Update: During the current crisis we are not seeing clients face to face as per government guidance. We are offering confidential phone, Skye, and Zoom sessions available by appointment.</p>	<p>Tel: 01792 824590 Email: ccsswansea@gmail.com Web: http://www.citycounsellingservices.com/</p>
<p>Connect Project – supporting people identifying as experiencing mental health or learning difficulties.</p> <p>COVID Update: Currently offering telephone support to its members.</p>	<p>Phone Support is available: Monday: 1pm - 4pm, Wednesday: 1pm - 4pm and Friday: 1pm - 4pm. Tel: 01792 465383</p>
<p>Cruse Bereavement Care – offering bereavement support currently via telephone.</p>	<p>Tel: 0808 808 1677 Email: crusecymru@cruse.org.uk Web: https://www.cruse.org.uk/</p>
<p>Gendros Health & Wellbeing - Clients are able to self-refer with a phone call and the provision of some basic details, the client will then be allocated to an available counsellor. Donations are means tested and to be discussed at the initial assessment. We currently have no waiting list and there is no restriction on the number of sessions. Can currently only offer telephone counselling by various social media e.g. WhatsApp. Please leave an answerphone message and somebody will come back to you.</p>	<p>Tel: 07706403035 Facebook: https://www.facebook.com/gendroshealthwellbeing</p>
<p>Hafal Swansea - supporting people with a mental illness and their carers.</p>	<p>Tel: 01792 816 600 Email: hafal@hafal.org Web: www.hafal.org</p>

<p>COVID Update: Currently offering telephone and email support. CLIC is Hafal's online community for people with a mental illness and their carers'. To find out more and join the conversation, visit - hafal.org/clic</p>	
<p>Local Primary Mental Health Services –</p> <p>COVID Update: assessors are still in the surgeries and are doing phone assessments. Therapy for existing appointments also over the phone. Contact GP for referral.</p>	<p>Tel: 01792 517025</p>
<p>Maggies - If someone has had a cancer diagnosis or is supporting a family member or close friend and would like to talk, Maggies can be contacted via email, phone call or video chat. They also offer bereavement support to those who have lost a loved one to cancer.</p> <p>COVID Update: We're here for you during this time. At the moment we can't see people in our centres but we're here for you.</p>	<p>Tel: 0300 123 1801 Email: enquiries@maggies.org Visit our online community Keep up to date with our latest information Web: https://www.maggies.org/</p>
<p>Men's Sheds Cymru - offering a free advocacy service for Men's Sheds, their family and community.</p> <p>COVID Update: In these difficult times happy to speak with anyone needing telephone advocacy even if they are not part of a Men's Shed or even have one in their community. An example is to contact organisations or professionals on client's behalf if they lack confidence to do it themselves.</p>	<p>Tel: 07818588628 Email: Peter.Jones@hafancymru.co.uk</p>
<p>Men's Wellbeing Group – peer support group for men, normally run from Swansea Wellbeing Centre.</p>	<p>https://chat.whatsapp.com/HXjRQqMmz7j8vOlu5BlhPj</p>

<p>COVID Update: This group is currently running online every Friday between 11am and 1pm via this link:</p>	
<p>Mental Health Matters - charity which works with people who have a mental health related issue, other voluntary organisations and statutory services to promote mental well-being.</p> <p>COVID Update: Currently providing telephone befriending support to people with mental health needs.</p>	<p>Tel: 01656 651450 Web: www.mhm.org.uk</p>
<p>Mind Infoline - provides information on a range of topics including types of mental distress, where to get help, drug and alternative treatments and advocacy. Available Monday – Friday from 9am-6pm</p>	<p>Tel: 0300 123 3393 / Text: 86463 Web: info@mind.org.uk / https://www.mind.org.uk/information-support/helplines/ (When pop-up box appears, then Web Chat available)</p>
<p>OCD UK Coronavirus Survival Tips The national OCD charity, run by and for people with lived experience of OCD.</p> <p>COVID Update: Because of the increased media coverage, much of which is unhelpful, we wanted to share some practical suggestions to help you cope and survive the ongoing situation. Our survival tips are to help you differentiate between the recommended public health advice for this virus and OCD induced behaviours, but also to help you combine therapeutic steps whilst engaging in these recommended behaviours.</p>	<p>Tel: 03332 127 890 If you have a query about Obsessive-Compulsive Disorder you can contact the OCD-UK advice line which is usually available between 10am - 4:45pm (Mon - Fri). Please Note that due to volunteer shortages our phone line is not always available at this time, if you're unable to get through please try emailing us via this link - https://www.ocduk.org/contact-us/ Web: https://www.ocduk.org/ocd-and-coronavirus-survival-tips/</p>
<p>Samaritans – Emotional support for those experiencing feelings of distress or despair,</p>	<p>Freephone: 116 123 / Text: 07725 90 90 90 (UK)</p>

<p>including those which could lead to suicide. 24/7, 365 days a year.</p> <p>SANE Helpline – a national out-of-hours mental health helpline offering specialist emotional support, guidance and information to anyone affected by mental illness, including family, friends and carers.</p> <p>COVID Update: The helpline has stopped running in the normal way, but if people call it, there is a number with a voicemail to call and people will be called back. Other ways they are supporting people are explained on the website.</p> <p>Stress Control NHS – teaches skills to help deal with stress.</p> <p>COVID Update: as the NHS can't deliver our Stress Control classes in the community just now, Dr Jim White will, instead, live-stream the classes, free-of-charge, starting on Monday 13th April. You can watch the sessions either in the afternoon or evening.</p> <p>Swansea Counselling Service (SCS) - Clients are able to self-refer with a phone call and the provision of some basic details, the client will then be allocated to an available counsellor. Donations are means tested and to be discussed at the initial assessment. We currently have no waiting list and there is no restriction on the number of sessions. Can currently only offer telephone counselling by various social media e.g. WhatsApp. Please leave an answerphone message and somebody will come back to you.</p>	<p>Email: jo@samaritans.org Web: www.samaritans.org</p> <p>Tel: 0300 304 7000 Web: http://www.sane.org.uk/what_we_do/support/</p> <p>Web: https://stresscontrol.org/</p> <p>Tel: 07759689569</p>
--	---

<p>Swansea Mind - supporting people with their mental health.</p> <p>COVID Update: Currently offering telephone and email support.</p>	<p>Adult Support Tel: 07342 925999</p> <p>Email: admin@swanseamind.org.uk</p> <p>Young People (under the age of 21), parents and teachers Tel: 07552 369268</p> <p>Email: youngpeople@swanseamind.org.uk</p>
<p>Swansea Wellbeing Centre - A refurbished community centre offering a large hall for classes and workshops, a studio for talks and group meetings and treatment rooms for 1:1 therapy & treatments. They have a wellbeing kitchen, regularly providing delicious meals and cookery classes.</p> <p>COVID Update: Offering free telephone consultations and on-line support for the amazing frontline health care professionals and support workers in this crisis.</p> <p>With early morning free meditations to prepare you for the day, lunch break mini relaxation sessions to provide a space for mental clarity and a moment of ease during the challenges of your day.</p> <p>Free/donation evening classes to unwind and promote recovery and rest. We have a listening ear available if you would like to talk 1:1 and invaluable small group support, where you can speak and be truly heard.</p>	<p>Tel: 01792 732071</p> <p>Email: centre@wellbeingswansea.co.uk</p>

OLDER PEOPLE	
Organisation	How to Access
<p>Age Cymru – National charity for older people.</p> <p>COVID Update: offering a ‘check-in-and-chat’ telephone service for anyone over 70 in Wales who lives alone.</p>	<p>Tel: 08000 223 444</p> <p>Email: enquiries@agecymru.org.uk</p>
<p>Age Cymru West Glamorgan – offering a free telephone service for people over 70 or people 50 and living with a health condition or disability to help people get urgent supplies, access services or simply chat.</p>	<p>Tel: 01792 648866</p> <p>Email: enquiries@agecymruwestglamorgan.org.uk</p>
<p>Alzheimers Society – Charity for those living with dementia and their carers.</p> <p>COVID Update: Get information and advice on coronavirus and people affected by dementia.</p>	<p>Tel: 0333 150 3456</p> <p>Web: https://www.alzheimers.org.uk/</p>
<p>Care & Repair Western Bay - a charity supporting & assisting older, disabled & vulnerable people.</p> <p>COVID Update: Our Casework and Technical home visits to complete Healthy Home Checks and Falls Risk Assessments have ceased for the time being and we are providing a comprehensive telephone based service still offering advice and guidance. As part of our response to the Coronavirus situation we are offering a telephone befriending service to all of our clients aged over 70 or self isolating who want a “how are you?” keeping in touch phone call. Our handypersons are completing urgent, essential and hospital discharge works when needed, following all guidelines and with the appropriate PPE.</p>	<p>Tel: 01792 798599</p> <p>Email: enquiries@candrwb.co.uk,</p> <p>Web: https://www.careandrepair.org.uk/en/your-area/western-bay-care-repair/</p>

<p>Musical Memories - for dementia patients and carers.</p> <p>COVID Update: Musical Memories with Ros Evans, daily session on Youtube. Musical Memories Choir have made a CD for people living with dementia to enjoy at home. Contact Helen Hunter who will post CDs.</p>	<p>Tel: 01792 362122 Email: info@redcafe.org.uk Youtube: https://www.youtube.com/channel/UC6F3G5B8Cn4sEBtD3b_X-FA</p>
<p>The Silver Line - free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year.</p>	<p>Tel: 0800 4 70 80 90 Web: www.thesilverline.org.uk</p>

SUBSTANCE MISUSE & ADDICTIONS	
Organisation	How to Access
<p>AADAS – ABM Alcohol & Drug Assessment Service - provide a first point of contact for substance misuse services in Swansea including assessment and referral to appropriate services. They form part of the Community Drug & Alcohol Team (CDAT)</p> <p>COVID Update: Services continuing although all communication is being done via the telephone as opposed to face-to-face. CDAT are working with existing clients but aren't taking on any new ones at present. Service can refer on to other support options within the community i.e. Barod, WCADA,</p>	<p>Address: 42 St James Crescent, Uplands, Swansea, SA1 6DR Telephone: 01792 530719 Opening hours: Monday - Thursday 9.30am - 4.30pm Friday 9.30am -3.30am</p>
<p>ADFAM – gives information and support for the families of drug and alcohol users.</p> <p>COVID Update: Website includes info on supporting those with substance misuse during the pandemic: https://adfam.org.uk/adfam-top-tips</p>	<p>Web: www.adfam.org.uk</p>

<p>Alcoholics Anonymous – Swansea and District Intergroup</p> <p>COVID Update: due to the Covid-19 pandemic all meetings are closed until further notice.</p> <p>Usual Venues:</p> <ul style="list-style-type: none"> - Morriston Tuesday (Centrepoint 20.00) - Llanelli Wednesday (Salvation Army @ 19.30) - High Street - Beginners Wednesday (Matthew's House @ 19.30) - Brynmill Saturday (Brynmill Community Centre @ 12.00) 	<p>Email: ecomm.swansea@aamail.org for meeting updates.</p> <p>National Helpline: 0800 917 7650</p> <p>National Email: help@aamail.org</p>
<p>Barod - provides practical help including needle exchange, information, training and education about drug use. Also provide advice, support and guidance around benefits, housing, health, etc, for all drug users. Undertakes specialist substance misuse assessments and provides a range of one to one help and group activities.</p> <p>COVID Update: Telephone support available for adults and young people experiencing substance misuse issues. People are still able to self-refer to the service via AADAS on 01792 530719 whether they live in Swansea, Neath or Port Talbot.</p> <p>Barod's young people's support service 'Choices', are offering new and existing service users digital support sessions and assessment through phone and text Monday to Friday.</p> <p>Barod are now providing a needle exchange service in Swansea between the hours of 10 – 3pm (Monday to Friday).</p>	<p>Address: 73/74 Mansel Street, Swansea. SA1</p> <p>Tel: (01792) 472002</p> <p>Web: http://barod.cymru/</p>

<p>DAN 24/7 – a free and bilingual telephone drugs helpline providing a single point of contact for anyone in Wales wanting further information or help relating to drugs or alcohol.</p> <p>COVID Update: website includes useful information/links regarding managing, controlling and risk associated with alcohol and substance use during the pandemic: http://www.dan247.org.uk/COVID19.asp</p>	<p>Tel: 0808 808 2234 Text “DAN” to 81066 Web: www.dan247.org.uk</p>
<p>FRANK – 24-hour 7 days a week friendly, confidential drugs advice.</p>	<p>Tel: 0300 123 6600 Text: 82111 Email: frank@talktofrank.com Web: www.talktofrank.com</p>
<p>Help Me Quit – is the single brand for free NHS stop smoking services in Wales.</p>	<p>Tel: 08000852219 Text: HMQ 80818</p>
<p>PSALT - is a Primary Care led organisation that provides substitute prescribing and support to people who are dependent on opiates such as heroin. They provide medication (such as methadone or buprenorphine), to help people manage their dependence and support in order to allow people to regain control of their lives - this includes getting stable housing, returning to work and rebuilding relationships. Referrals are accepted via SBUHB Alcohol and Drug Assessment Service (AADAS) on 01792 530719</p> <p>COVID Update: Due to the nature of the service PSALT are not taking on any new referrals. Existing clients are being supported over the phone. Opening Hours remain the same.</p>	<p>Address: YMCA Swansea. 1, The Kingsway, SA1 5JQ Tel: 01792 475598 Email: admin@psalt.co.uk Opening Hrs: Mon – Fri 9am to 4pm</p>
<p>UK Narcotics Anonymous – a society for recovering addicts for whom drugs had</p>	<p>National Helpline: 0300 999 1212 10am until midnight</p>

<p>become a major problem, that meets regularly to help each other stop using and stay clean. Online and face to face meetings offered.</p> <p>Usual Venue: Quaker House (Pagefield House) The Annexe Page Street, Swansea. SA1 4EZ Meetings take place on the last Sunday of every month.</p>	<p>Web: https://ukna.org/</p>
<p>Welsh Centre for Action on Dependency and Addiction (WCADA) - aims to prevent, treat and reduce the harm caused by alcohol and drugs to individuals, their families and the community.</p> <p>COVID Update: They have implemented reduced working hours 10.00am to 15.00pm Monday to Friday providing: Needle exchange service in Swansea and Neath Port Talbot agencies, Supporting AADAS telephone triage assessments, SWITCH Young Persons Service Neath Port Talbot delivering telephone support and assessments over the telephone/Face Time/WhatsApp/Skype, Change Step telephone and assessment support for veterans and Telephone/Face Time/WhatsApp/Skype support for adults and families affected by substance use and for individuals in crisis.</p>	<p>Tel: (01792) 646421 Email: admin.swansea@wcada.org Web: www.wcada.org Opening Hours: Monday to Friday 10am – 3pm</p>

NOTES

Last updated: April 15th 2020

PLEASE NOTE:

The information provided in this booklet is intended to help you make an informed decision in relation to your own circumstances. You must consider whether you feel they are the right options for you. This is a list of organisations for your reference. This list is by no means exhaustive.

For further information, or if you would like to add or amend an entry please contact the **SCVS Mental Health Development Service:**

Beth Preston, Mental Health Information Officer –

beth_preston@scvs.org.uk

You can download this directory from the
SCVS Mental Health Development Service webpage:
www.scvs.org.uk/mental-health-development-service

This Mental Health Service Directory has been brought to you by the Mental Health Development Service at Swansea Council for Voluntary Service.

Swansea Council for Voluntary Service
Registered Charity Number: 1063242
Company Ltd by Guarantee: 3346236