

## Listening Support Line

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 hours to offer one to one listening support.

We are not currently offering face to face support. This service will be operating via telephone on the following days:

Monday to Friday 10.00 am – 5.00 pm  
Please call us on : 07434 869248

## Bereavement Support Service

The loss of a loved one through sudden unexplained death and suicide is a uniquely devastating circumstance. It can create a particularly complex set of feelings in those left behind and leave us with unanswered questions which are hard to resolve. We can help you find the path to the right support, understanding and recovery

The suicide bereavement service is available to families, friends and colleagues and anyone who feels affected by a suicide in Shropshire, Telford & Wrekin.

Call: 07434 869248  
or  
email: [talk2@telford-mind.co.uk](mailto:talk2@telford-mind.co.uk)

## Calm Café

Are you looking for emotional or mental health support in the evening? Are you feeling isolated? Do you need a safe place? Do you need someone to listen?

Our Calm Cafes are available for anyone aged 18 years or over who are finding themselves in a crisis or need support with their mental health.

We provide support and safety to anyone in need by offering coping mechanisms and management techniques to help reduce the risk of crisis.

Our calm cafes are available 5pm - 8pm in the following locations:

**Monday: The Wakes, Oakengates**  
**Tue & Thur: Meeting Point House**  
**Wednesday: Hub on the Hill (must be prebooked)**

For further information or to book on please contact: 07434 869248

## Counselling Service

Our Counselling Team works with both adults and children aged 5 upwards as well as offering counselling for couples.

It is a chargeable service on a sliding scale dependant on household income, starting at £20 per session.

Please email [counselling@telford-mind.co.uk](mailto:counselling@telford-mind.co.uk) to make a referral or further details.

## Social Prescribing

Telford Mind's Social Prescribing service enables GP's, nurses and other professionals to refer patients for support enabling them to take control of their wellbeing and live happier, healthier lives. We place an emphasis on mental health and supporting people with their emotional health and wellbeing needs. The main aim of this service is to support individuals to access community services, projects and activities to benefit their health and wellbeing.

If you are a registered patient at one of the surgeries listed below, please enquire with your surgery about a referral to this service:  
Linden Hall, Newport, Donnington, Shawbirch, Court Street Medical Practice, Stirchley, Woodside, Wellington, Hollinswood & Priorslee, Dawley Medical Practice.

## Support upon Discharge from Inpatient Services

This is a pilot project aimed at improving discharge support and step-down packages for mental health patients.

We have two Peer Support Workers who will offer early community-based interventions to support people with their emotional health and wellbeing whilst integrating back into the community.

We will be working alongside Midlands Partnership Foundation Trust, The Redwoods, Local Authorities and the voluntary sector.

Please contact us for further details.

## Workplace Wellbeing

Telford Mind provides customised mental health support for employers and their employees within Telford and Wrekin. This can include tailored mental health training sessions, one to one listening support and mental health awareness promotional events.

For further information about packages available and costs please email: [talk2@telford-mind.co.uk](mailto:talk2@telford-mind.co.uk)

## About Telford Mind

Telford Mind is an independent voluntary organisation that is affiliated to National Mind. It exists to promote and support better mental health in Telford and Wrekin and surrounding areas.

Telford Mind works to promote recovery, aiming to provide high quality services for people who are experiencing mental health issues and / or emotional distress. It also offers support to people undertaking caring roles.

Telford Mind works to promote independence and inclusion. It challenges stigma. It promotes self-confidence, self-reliance, and designs and delivers appropriate services and activities through service user participation in development and governance.

We are committed to Quality and hold the Mind Quality Mark (MQM). The MQM is a robust quality assurance framework and sets out the required baseline of best practice and legal compliance in all areas of a local Mind's governance and activities.

## Opening Times

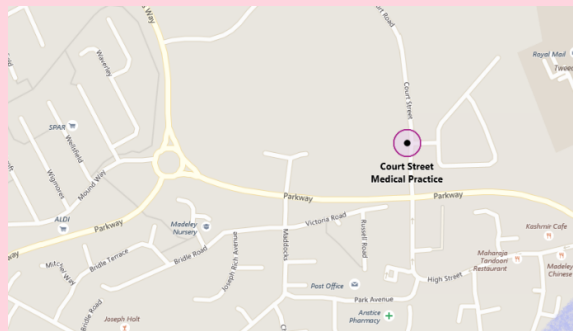
Monday – Friday  
10.00 am – 5.00 pm

Please note that our support workers are working remotely



## Find Us

Court Street Medical Practice,  
Court Street, Madeley, TF7 5EE



**Are you in a Crisis?**

If you are experiencing a mental health crisis, please contact:

**Access Team for Adult Mental Health**

Tel: 0808 196 4501

NHS 111: Please ring 111

Samaritans: 116 123

**Support for people who are experiencing mental health problems or emotional distress**

**Working to ensure that nobody faces a mental health problem alone.**

**Tel: (07434) 869248**

**[talk2@telford-mind.co.uk](mailto:talk2@telford-mind.co.uk)**

**[www.telford-mind.co.uk](http://www.telford-mind.co.uk)**

**Charity Number :516444**