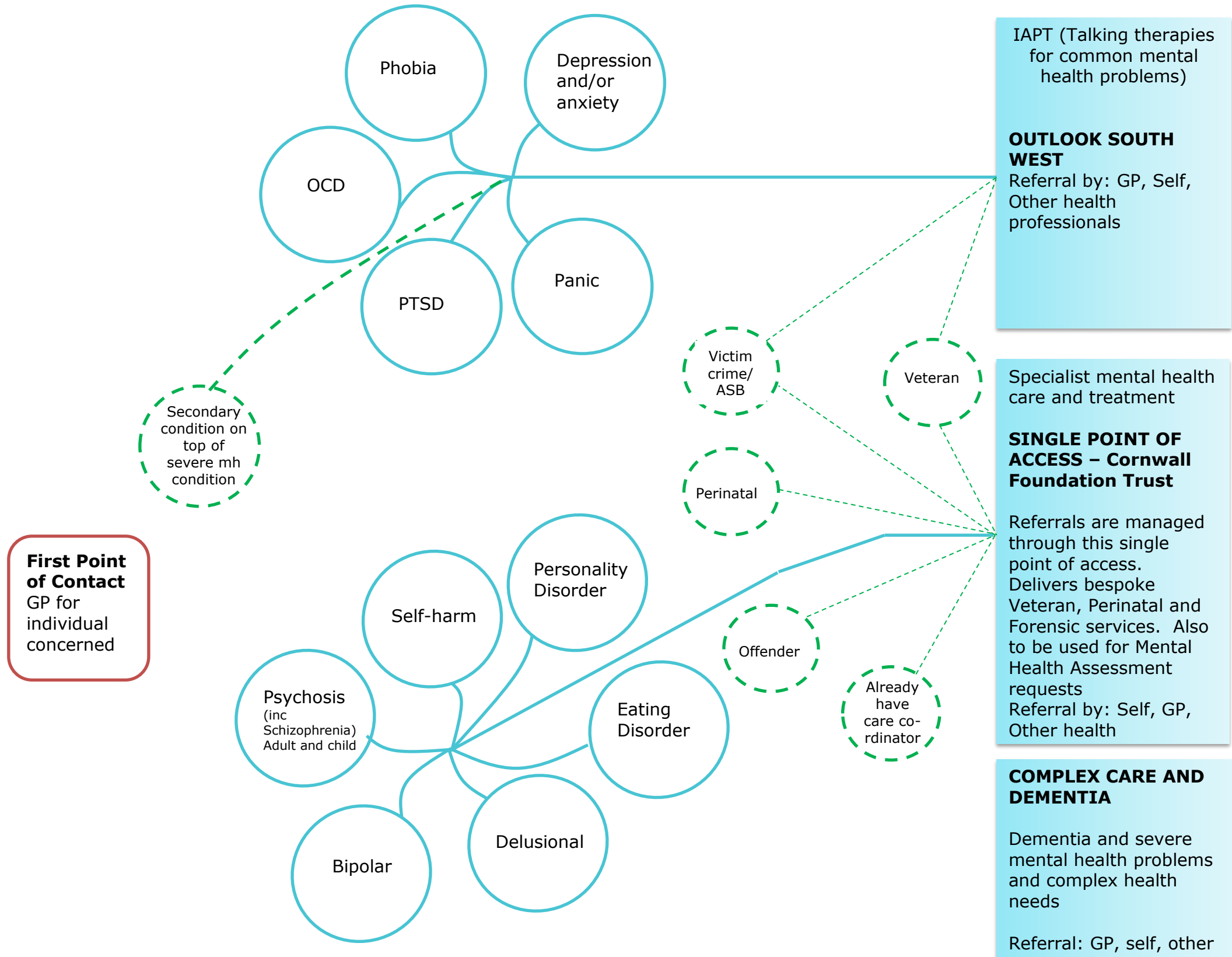


ADULTS

Conditions

Service

Referral



First Point of Contact
GP for individual concerned

Condition (solid circle) Identify by suspected/known condition or individual type Individual type (dashed circle)

Mon – Thurs until 9am - 6.30pm, Friday 9-5pm
01208 871905
[Outlook South West Referral](#)

8.45am – 5.15pm Monday – Friday
0845 207 7711
Option1 East Locality (N. Cornwall and Caradon), Option 2 Mid Locality (Restormel and Carrick), Option 3 West Locality (Kerrier, Penwith and IoS)
cft.eastreferralteam.nhs.net
cft.midreferralteam.nhs.net
cft.westreferralteam@nhs.net
[Out of hours](#) crisis: 01208 251300 (Bodmin Hosp Switchboard)

[Community Mental Health Teams](#)
For local team contact Bodmin Hospital Switchboard 01208 251300

Cpn-tr.LDallocations@nhs.net
[Adult Learning Disability Service](#)



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Specialist Domestic Abuse and Sexual Violence Services

First Light/Barnardo's

What: Integrated Domestic Abuse and Sexual Violence community service.
The service includes

- crisis response for domestic abuse, including IDVA service
- recovery toolkits for Adults, Children and Young People
- domestic abuse prevention programmes for men and women who display abusive behaviour in their relationships
- therapeutic services

Who: Adult and children

Where: Countywide

When:

How: REACH helpline 0300 777 4 777.

For professional advice and information please call 01872 241 711

Online Referrals at

<https://www.firstlight.org.uk/make-a-referral/>

SARC and ISVA

What: Specialist centre for people who have been raped or sexually assaulted including historic.

Who: All age male and female

Where: Truro

When: 24/7

How: 01872 272059

willow.support@firstlight.cjsm.net non secure:

willow.support@firstlight.net

Domestic Abuse and Sexual Violence Workforce Development Training

What: Training packages to suit a wide range of professional needs.

How: <https://www.firstlight.org.uk/dash-and-dash-refresher-training-2017/>

<https://www.eventbrite.co.uk/o/first-light-10774119575>

Non-commissioned Specialist Domestic Abuse and Sexual Violence Services

The Women's Centre Cornwall

What: Recovery and therapeutic programmes for domestic abuse and sexual violence

Who: Women 13+

Where: West Cornwall

How: Rape and Sexual Abuse Helpline 01736 367539 or

<https://www.womenscentrecornwall.org.uk/home/contact/>

CLEAR and CRASAC

What: Offer specialised trauma therapies for domestic and sexual abuse for CYP 0-18 years and 18 years+

Where: Locations throughout county

When: Monday and Tuesday 8.30am – 5.15pm. Rest of week variable

How: 01872 303038 (Adults) or 01872 261147

(Children and young people) help@crasac.co.uk

West Cornwall Women's Aid (WCWAid)

What: Recovery, therapy and educational programmes 16 years+

Where: West Cornwall

When: Mon – Fri 10am – 3pm

How: 01736 367539

Web: <https://www.wcwaid.co.uk/>

Liverty

What: Safe accommodation for women with support and advocacy for those fleeing domestic abuse. Max 20 weeks with resettlement support for 3-6 months once rehoused

Where: Mid – East Cornwall

When: Monday to Friday

How: 01726 871244

Cornwall Refuge Trust

What: Helpline and Women's Refuge – temporary place of safety who have/are experiencing domestic violence

Who: Women and children

Where: Mid Cornwall

How: 01872 225269 <http://www.cwrt.org.uk/>

Working Against Violence Empowering with Support (WAVES)

What: Confidential counselling and support for anyone who aged 16+ and is/has suffered domestic abuse or violence. Service part of CRT

Where: Locations throughout county

When: 24 hour helpline 01872 225629, Central office 01209 204152/07815136743 or

wr@cornwallrefuge.org

Specialist Drug and Alcohol Services

Addaction

What: Specialist drug and alcohol community services including mental health offering support

Where: Bases in Bodmin, Penzance, Redruth, St Austell, Liskeard

How: 0333 2000 325 (24 hours)

<https://www.addaction.org.uk/>

Boswyns

What: Residential assessment, stabilisation and detox

Who: Those who require drug/alcohol detoxification/stabilisation. Includes those with mental health problems at the same time. (excludes psychosis and those requiring hospitalisation)

Where: Hayle

How: Accessed through Addaction Adult Community Service. <http://www.bosencefarm.co.uk/our-services/detox/>

<http://www.bosencefarm.co.uk/our-services/detox/>

Addaction Chy

What: Residential rehabilitation in Truro

Who: For those who have completed detox.

How: Through Addaction Adult Community Service

<https://www.addaction.org.uk/services/addaction-chy>

Bosence

What: 12 step rehabilitation in Hayle

Who: Includes a specialist dual diagnosis service for those with substance misuse and mental health problems.

How: 01736 850006. Funding will be needed for most people to stay. Accessed through Addaction Adult Community service

<http://www.bosencefarm.co.uk/our-services/rehab/>

Community Mental Health Services

Pentreath

What: Primary and Secondary care Vocational workers, community development workers (BME communities), enablement project

Who: People with or recovering from mental ill health.

How: 01726 862727 or info@pentreath.co.uk

Rethink

What: Support groups, café chats and 1:1 support

Who: People experiencing mental ill health

Tel: 01208 815676 <https://www.rethink.org/services-groups/services/cornwall-community-services>

Email: cornwallservices@rethink.org

Non-commissioned community mental health services

Valued Lives

What: Crisis Service, Community Support Service and Wellbeing club in Redruth

Who: Adults and children 8 years +

When: 2pm – 00:00 except Wednesday 14:00 – 23:45

How: 01209 901438 info@valuedlives.co.uk

<https://www.valuedlives.co.uk/>

Nightlink

What: Telephone listening service for anyone who is experiencing or has experienced emotional distress

Who: 18+

When: 7 days a week 5pm – 12am

How: 0808 8000306 <http://www.re-gain.org.uk/projects.htm>

<http://www.re-gain.org.uk/projects.htm>

Non-commissioned services are those which do not deliver under contract with Safer Cornwall.

These services are included to give a wider picture of available services in Cornwall.

The victim care unit has a directory of services to help victims of crime find the support they need.

<http://www.victimcaredevonandcornwall.org.uk/> 01392 475900

The Survivor Pathway Sexual Violence Support Services website provides details of services in Cornwall for both recent and non-recent adult, young person or child victims <https://www.survivorpathway.org.uk/cornwall/>

National Specialist Veteran Services

SSAFA – The Armed Forces Charity (Soldiers, Sailors, Airmen and Families)

What: Provide support with everyday things such as finances, practical assistance, housing etc. Not a mental health diagnosis or counselling service

Who: Military families facing mental health problems including depression, anxiety or dealing with PTSD.

How: Email: Cornwall@ssafa.org.uk

Phone: 01872 863078

Mon – Fri 10am-12pm

Web: <https://www.ssafa.org.uk/>

Royal British Legion

What: Help accessing support including mental wellbeing.
Who: Member of armed forces, reservist, veterans and their families and dependents.

Where: Outreach Launceston and St Austell

How: 0808 802 8080 8am to 8pm, Live Chat or email.

<https://www.britishlegion.org.uk/>

Combat Stress/Rethink 24 hour helpline

What: to get safe help and advice about service-related mental health issues.

Who: For military personnel including veterans and their families

How: 0800 138 1619, combat.stress@rethink.org

<https://www.combatstress.org.uk/>

South West Veterans' Mental Health Service

What: support to overcome mental health difficulties – access to treatment, information and advice

Who: anyone who has served at least a day

When: Mon – Fri 9am – 5pm

How: 0300 555 0112 or awp.swveterans@nhs.net

<http://www.awp.nhs.uk/services/specialist/veterans/>

Active Plus (delivered by veterans for all)

What: Courses and activities to build confidence, motivation and self-belief

Who: those who are unemployed, young and at risk of leaving school without qualifications/work, older people, health conditions including mental health.

Where: Across Cornwall, Devon, Somerset, Dorset and Wiltshire.

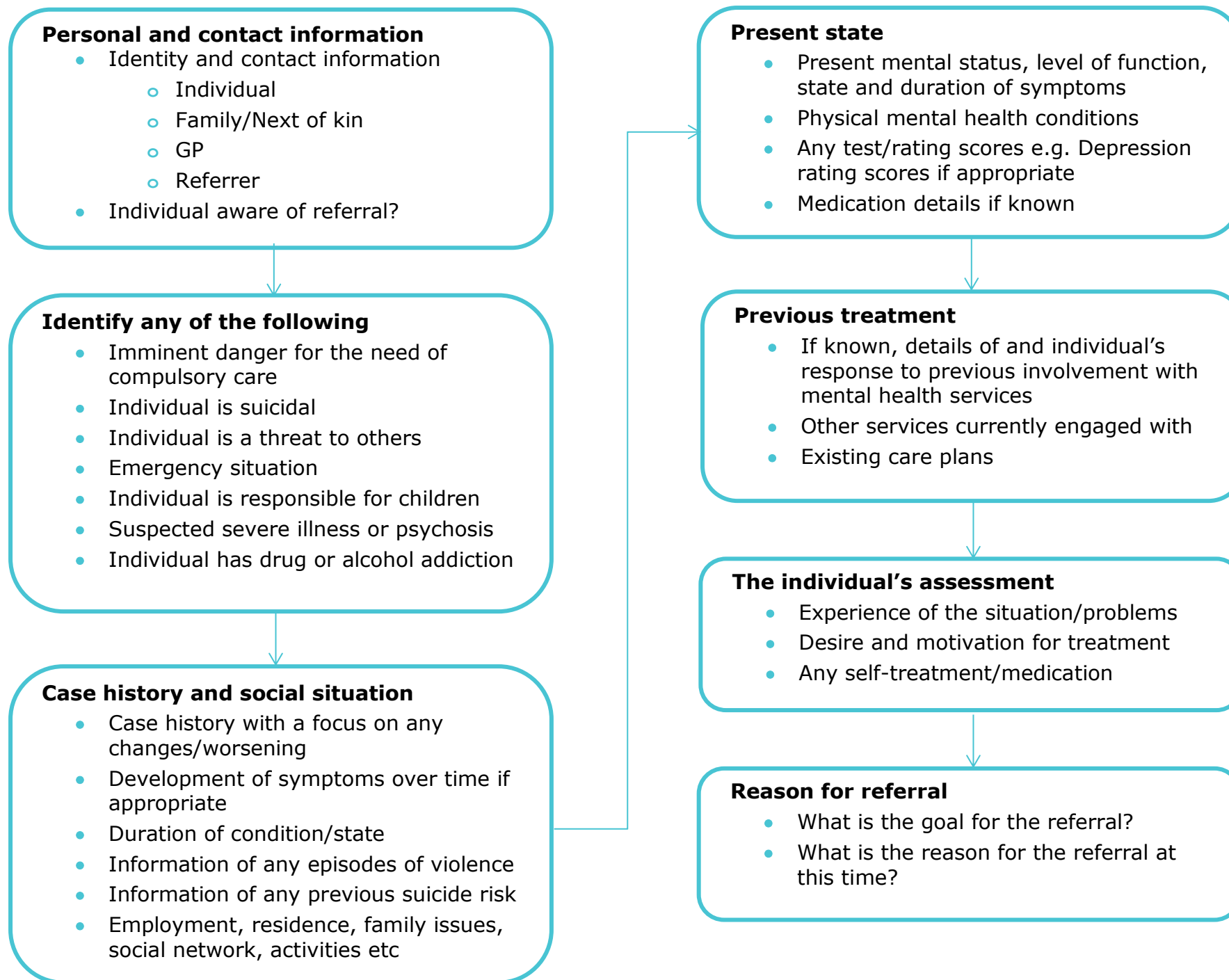
How: admin@activeplus.org.uk 01326 567174

<http://activeplus.org.uk/>



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Mental Health Service Referral – Information to include



Service	Expected Response Time
Outlook South West – Primary Care Psychological Therapies	Initial contact within 5 days of referral receipt. National targets: 75% of people referred to begin treatment within 6 weeks of referral and 95% begin treatment within 18 weeks of referral.
Cornwall Partnership Foundation Trust Secondary Mental Health Care	All referrals acknowledged with 5 days. Referrals allocated to three assessment types: Emergency (within 24 hours), Urgent (within 5 working days), Routine (within 28 days)
Complex Care and Dementia	Referrals received through Community Mental Health Teams triaged and allocated to appropriate service.
Learning Difficulties	Referrals triaged daily Mon-Fri. Urgent referrals seen within 5 working days. All referrals discussed on a Monday and if allocated seen within 20 working days from date referral received.

Mental health helplines

[Samaritans](#)
116 123
jo@samaritans.org

[Saneline](#)
0300 304 7000 4.30pm – 10.30pm

[HOPElineUK](#)
08000684141 – up to age 35.
Monday – Friday 10am-5pm, Evening 7pm-10pm, Weekends 2pm – 5pm.
pat@papyrus-uk.org
Text 07786 209 697

[The CALM Zone](#)
0800 58 58 58
Men only, 7 days a week 5pm - midnight

N.B. Individuals cannot be engaged in both primary care (OSW) and secondary care (CFT) mental health services at the same time unless it is part of a managed care package by CFT.

