

# Where to direct people to go when they need support for their mental health

There are many different options for support. The below is a list of the main services and directories. In an emergency that poses a threat to life, people should always call **999**.

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- **Neighbourhood Mental Health Cafés (urgent support)**

There are now 25 Neighbourhood Mental Health Cafés across LLR. They are open at different time of the week and are there for people to visit when they have an urgent need – they are a drop-in service, no appointment needed – and are run by trained and supportive staff who are there to listen and provide practical support when people need it most.

You can view the locations here: [Neighbourhood Mental Health Cafés](#)

- **NHS 111, mental health option (urgent support)**

This phoneline is staffed by local people in LLR and is open 24/7 for people in a crisis. There is also a text message service now available on **0748 063 5199** (responses within 12 hours).

- **The Samaritans (urgent support)**

When life is difficult, Samaritans are here - day or night, 365 days a year.

You can call them for free on **116 123** or visit [www.samaritans.org](http://www.samaritans.org) to find your nearest branch.

- **Tellmi**

Commissioned by the ICB, [Tellmi](#) is a free digital mental health service for adults and young people aged 11+ who live in Leicester, Leicestershire, and Rutland. To get started and to find out more, click on the link above and download the App from your App Store. Once you register your LLR address details, all the service offers will be available to support you.

- **LLR NHS Talking Therapies**

[LLR NHS Talking Therapies](#) is a free, confidential service available to individuals aged 16 and above, who are registered with a GP and living in Leicester, Leicestershire or Rutland. The service supports people with common mental health difficulties such as low mood, anxiety and stress, including when these are triggered or worsened by life pressure, like work, relationships, health issues or major life changes. You can refer yourself easily online or by phone. **There's no need to go through a GP.** From the point of referral, **you'll be offered a full mental health needs assessment with a mental health professional within**

**14 days.** Access to treatment can typically begin from around 4 weeks, depending on the type of support recommended. A wide range of evidence-based therapies are available, including one-to-one, group, digital and guided self-help options. All tailored to help you manage and feel more in control of day-to-day life.

### **Other LLR Talking Therapies Support**

LLR Talking Therapies also offers the following **four free training programmes** alongside core mental health support/therapy services. As a local mental health provider their role expands beyond treating mental ill health. They are here to support the *mental fitness* of the communities they serve. These training sessions are designed to help people build everyday knowledge and confidence around mental health, strengthen their ability to support themselves and others, and know how to access help early when it's needed. This is part of LLR NHS Talking Therapies commitment to help support and create a community that understands, values, and actively looks after its mental wellbeing.

#### **1. Mental Health Advocacy Training**

*Stand up, speak out, and support mental health.*

Join us for a free, CPD-accredited two-day course that gives you the confidence, tools, and know-how to support someone struggling with their mental health—at work, in your community, or in everyday life. You'll gain skills to recognise distress, offer help, and signpost effectively—while also learning to look after your own wellbeing and keep healthy boundaries. If you're in health, care or the voluntary sector across LLR, this is your chance to become a true mental health advocate.

#### **2. Mental Health Awareness Training**

*Understand more. Help more.*

In just three hours, this friendly and practical session gives you a better understanding of mental health, stress, and crisis response—equipping you to spot the signs and offer early, compassionate support. Perfect for anyone in health or community work, it's also a great refresher for seasoned professionals who want to boost their confidence in active listening, empathy and self-care. Free, online, and open to all across LLR—book your place and make a difference.

#### **3. Monthly Webinar Series**

*Bite-sized learning for busy lives.*

These free, hour-long webinars run every month and explore real-world topics that matter—from stress and sleep to loneliness, trauma, finances and more. You'll pick up helpful tips, tools, and signposting advice to support others—and

yourself. Whether you're a professional, volunteer or simply someone who cares, our expert-led sessions are a flexible, accessible way to grow your mental health knowledge all year round.

#### **4. Taster Sessions**

*Try it, feel it, know what's out there.*

Curious about Talking Therapies? Our free one-hour taster sessions give you a quick and friendly introduction to the support we offer—covering mental fitness, menopause, and living well with long-term health conditions. You'll get a feel for our courses, pick up useful tools, and find out how to refer yourself or someone else. No pressure, just practical insight. Everyone across LLR is welcome.

- **Joy website (directory)**

A large list of support services is now available on the [Joy website](#). The directory can be filtered by location and the type of support or activity people are looking for. The services on the website are provided by statutory partners (eg the NHS, local authority) and voluntary sector organisations (including many commissioned programmes).

- **MyChoice (directory)**

[MyChoice](#) is a directory for care and support services for people living within the Leicester City area. It contains products and services to help people to live as independently as possible.

- **First Contact Plus (directory)**

[First Contact Plus](#) is a First Contact Plus is an online tool which helps adults in Leicestershire find information about a range of services all in one place.

#### **Leicestershire Partnership Trust Website**

[The LPT website](#) has an extensive list of resources and information on support available.