

Mindline Somerset, which is part of Mind in Taunton and West Somerset, respects all its callers and positively supports their rights within the community. We believe in the freedom of people to make informed choices.

### Useful Contacts:

Mind Infoline - London  
0300 123 3393

Samaritans - 24 hours  
01823 288 998

Childline - 24 hours  
0800 1111

WAND  
0808 800 0312

**Should you wish to discuss the service please call the office and ask to speak to the manager**

**01823 334 906**

**[mindline@mindtws.org.uk](mailto:mindline@mindtws.org.uk)**



For better  
mental health



**Mindline**  
Somerset

**Do you need someone to talk to?**

**01823 276892**

**Wednesdays, Fridays, Saturdays and  
Sundays: 8pm - Midnight**

**Mind in Taunton & West Somerset is committed to providing high quality services. We participate in the Quality Management in Mind scheme.**

**Mind in Taunton and West Somerset**  
**Registered Charity Number: 1109626**  
**Company Number: 5148414**

**Mind in Taunton and West Somerset**  
**(Part of Somerset Mind)**  
**Office Number - 01823 334 906**  
**[www.mindtws.org.uk](http://www.mindtws.org.uk)**  
**Mind TWS patron - Laura Gallagher**  
**(World Class Trampoline Gymnast)**



## Mindline Somerset offers:

- A service for anyone who is experiencing or has experienced emotional or mental distress.
- Mindline Somerset also offers support to family members, carers and friends.
- We will listen and hear what you are saying without our opinions getting in the way.
- We are here to provide a friendly ear, to empower you to make your own choices.
- We can signpost you to other services or agencies that may be of help.

Please ask if you would like this information in another language, or other format such as large print, CD or braille.

## You can phone for:

- Listening, support and understanding.
- Encouragement.
- Talking through your options.
- Information.
- Signposting to other services in your area.

## Mindline Somerset's Partnerships

- Mindline Somerset is in partnership with three other helplines (WAND, MindInfoLine and the Samaritans) so if you are unable to get through, or if you call out of hours, you will have the option of being transferred to one of these services. In this way there is always the possibility of talking to a real person at any time.

## Our volunteers:

- The volunteers who answer the telephone are all fully trained and receive ongoing training.
- They are people who have had personal experience of mental ill-health or have an understanding of what mental ill-health may mean for others.

## Confidentiality

- You do not have to say who you are. It is up to you.
- What you say is completely confidential.



**Mind in Taunton and West Somerset provide a wide range of local mental health services. Please contact us for further details (contact details on front and back of this leaflet.)**

## FACT

**Mental distress is very common and can affect anyone.**

**“1 in 4 people, like me, have a mental health problem. Many more have a problem with that.”**

**\_ Stephen Fry, president of Mind**

