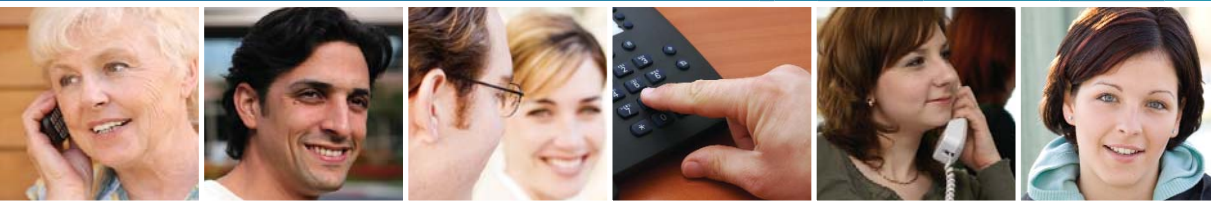


# Psychological Services



Mental Health Matters Psychological Services are a valuable resource available to communities across the UK.

## Unique 24-hour telephone, online and texting services

provide instant access to emotional support, advice and information on a wide range of issues. Each individual is offered a person-centred assessment and support package.

Our skilled and experienced, trained counsellors provide emotional support, crisis management, talking therapies, self-help, guidance, navigation and signposting. This gives users an enormous feeling of strength and peace of mind exactly when they need it.

Mental Health Matters 24hr Crisis Helpline plays an integral part in the Community Mental Health Services for Coventry.

Helpline staff follow an intensive training programme and deal with clients in a sensitive and professional manner. They provide an extremely useful function, enabling service users and their carers to feel safe in the knowledge that there is always somebody to contact any time of the day or night. This in turn allows us to concentrate on the assessment and treatment element of our work.

**Maria Smyth, Team Leader,  
Coventry Crisis Resolution/Home  
Treatment Team**

“

**Dawn Skelton**



I would often feel distressed, anxious and unable to sleep. I wonder how I would have got through if this service had not been available. The

line is confidential which helped me feel safe. I would encourage people to ring the Helpline...as it has been of great benefit to me.

**Service User, North Tyneside**”

**98% of calls taken by the Helpline divert service users from accessing the emergency services.**

Mental Health Matters Helpline is a fully accredited member of the Mental Health Helplines Partnership.