

Mental Health and Well-being support services available across Wales

This resource is a landing page for teachers and school staff looking for services to support learner well-being. The list contains sources of support across all seven local health boards in Wales.

This resource is updated annually, if you find broken links or services no longer available, please contact: NEST.MentalHealth@gov.wales

This list highlights national and local services that support children and young people's mental health and well-being, they are not for emergency response. If you have immediate, emergency concerns about a young person's mental health crisis please call 999.

If a child or young person shares a concern with you, remember that you are their trusted adult and reaching out often takes courage. Alongside signposting them to the right services, help them take the first step by supporting them to make contact, send a message, or by making a professional referral where appropriate. Following up with them to see how things are going can make a real difference in ensuring they receive the support they need.

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All Wales

Meic Cymru

Meic is the helpline service for children and young people aged 25 and under in Wales. Available 8am-midnight via phone (0808 80 23456), text (84001), or online chat.

Website: <https://meic.cymru/>

Childline

24/7 mental health support for up to 18s via phone and online chat. Info, games and resources via their website.

Available 24/7 online and on the phone (free to call)

Contact: 0800 1111

Website: <https://www.childline.org.uk/>

NHS 111 press 2

The service is available for people of all ages, 24 hours a day, 7 days a week. If you need to talk to someone urgently about your mental health, or you're concerned about someone else, call to be placed in direct contact with a mental health professional in your area.

Contact: 111 and press option 2

Website: <https://111.wales.nhs.uk/>

Samaritans Cymru

For any adult struggling with their mental health; 24/7 support via phone

Contact: (English) - 116 123

Website: <https://www.samaritans.org/samaritans-cymru/>

Kooth

Kooth offers free, safe and anonymous support for anyone aged 13+ who needs help with their mental health. Chat with counsellors, join activities, journalling and podcasts.

Website: <https://www.kooth.com/>

Mind Cymru

There are local Mind Hubs providing support for children and young people. The packages differ across each county.

Website: <https://www.mind.org.uk/information-support/local-minds/>

Sandy Bear

Sandy Bear is a not-for-profit charity dedicated to improving and strengthening the emotional health and well-being of young people aged 0-25 (and their families), who have experienced the death of a loved one or are facing such a death.

Contact: 01437 700272. Email: admin@sandybear.co.uk.

Website: <https://www.sandybear.co.uk/>

Honeypot

Honeypot works to enhance the lives of young carers aged 5-12 years by providing respite breaks and a holistic range of services. Referral from a professional needed.

Covers all of Wales apart from Gwynedd.

Website: <https://www.honeypot.org.uk/about-us>

Aneurin Bevan University Health Board

Cynefin: Well-being in School Communities

Two playlists: a five-part bite-sized professional learning offer and a six-part film series exploring well-being and the transformative power of a whole-school approach.

Website: <https://www.youtube.com/@CynefinWSA>

Healthier Together

The Healthier Together programme relies upon patients and healthcare professionals working together to improve how local healthcare is delivered. The website provides advice for parents, young people and pregnant women, and clinical resources to support healthcare professionals – which means that your child is likely to receive consistently high-quality care, irrespective of which healthcare professional they see.

Website: <https://www.abbhealthiertogether.cymru.nhs.uk/>

Child and Family Psychology and Therapies Service (CFPTS)

Gwent Child and Family Psychology and Therapies Service (CFPTS) is home to Psychologists, Family therapists and Child Development Advisors. These professionals work into a variety of settings and teams; supported by the admin team at Llwyn Onn in St Cadocs. CFPTS promotes the emotional well-being and mental health of babies, children, young people, families and the communities and services who support them.

Website: <https://abuhb.nhs.wales/hospitals/a-z-of-services/child-and-family-psychology-and-therapies/>

Aneurin Bevan University Health Board - School and community-based counselling services

Blaenau Gwent

Website: <https://www.blaenau-gwent.gov.uk/en/resident/schools-learning/educational-psychology-service/>

Caerphilly

Website: <https://www.caerphilly.gov.uk/services/schools-and-learning/school-counselling-service?lang=en-GB>

Monmouthshire

Website: <https://www.monmouthshire.gov.uk/cy/gwasanaethau-addysg/addysg-blynnyddoedd-cynnar-ac-ysgolion/gwasanaethau-therapiwtig-i-blant-pobl-ifanc-a-theuluoedd-yn-sir-fynwy/cwnsela/>

Newport

Website: <https://www.newport.gov.uk/schools-and-learning/support-schools/educational-psychology-service>

Torfaen

Website: <https://www.torfaen.gov.uk/en/EducationLearning/ALN-and-Inclusion/ALN-support-and-inclusion-service>

Betsi Cadwaladr University Health Board

Well-being North Wales

Self-help resources for all ages and information about the emotional resilience framework for teachers.

Website: <https://wellbeingnorth.wales/>

The Mental Health Hub

The Betsi Cadwaladr University Health Board Mental Health Hub website has links to helplines and resources.

Website: <https://bcuhb.nhs.wales/health-advice/mental-health-hub/>

Young Carers in North Wales

NEWCIS Young Carers

Supporting all young carers under 25 in Flintshire.

Website: <https://www.newcis.org.uk/young-carers/>

WCD Young Carers

WCD Young Carers supports young carers in Wrexham, Conwy and Denbighshire.

Website: <https://www.wcd.cymru/>

Cyngor Gwynedd

Cyngor Gwynedd provides links to support for young carers in Gwynedd.

Website: <https://www.gwynedd.llyw.cymru/en/Residents/Health-and-social-care/Carers/Young-carers.aspx>

Isle of Anglesey County Council

Isle of Anglesey County Council provides links to support for young carers in Anglesey

Website: <https://www.anglesey.gov.wales/en/Residents/social-care-and-wellbeing/Children-and-families/Young-carers.aspx>

Betsi Cadwaladr University Health Board - School and community-based counselling services

Anglesey and Gwynedd

Website:

<https://www.adyach.cymru/en/Parents/Services/Inclusion/Counselling/Counselling.aspx>

Conwy

Website: <https://www.conwy.gov.uk/en/Resident/Education-and-Families/Additional-Learning-Needs/School-Based-Counselling-Service.aspx>

Denbighshire

Website: <https://www.denbighshire.gov.uk/en/education-and-schools/well-being-in-schools/diypcs/diypcs.aspx>

Flintshire

Website: <https://www.flintshire.gov.uk/en/Resident/Children,-Young-People--Families/Young-Peoples-Counselling-Service-YPCS.aspx>

Wrexham

Website: <https://youngwrexham.co.uk/info/mental-health/counselling-2/>

Cardiff and Vale University Health Board

Emotional Well-being and Mental Health Services

Website offering self-help resources, what services are available and information about accessing specialist mental health support.

Website: <https://cavyoungwellbeing.wales/young-people/emotional-wellbeing-mental-health/>

The Hangout (Cardiff)

The Hangout is a place for 11–17-year-olds to meet other people, access mental health support, find volunteering opportunities, and get involved in groups that could help boost well-being.

Open 3pm – 9pm every day, weekdays and weekends, including bank holidays. You can just turn up and ask anything you want to know. 26-28 Churchill Way, Cardiff.

Contact: 0300 3732717. Email: hangout@platform.org

Website: <https://platform.org/projects/life-work-and-wellbeing/young-people/the-hangout-cardiff/>

The Hangout (Barry)

The Hangout is a place for 11–17-year-olds to meet other people, access mental health support, find volunteering opportunities, and get involved in groups that could help boost well-being.

3A Tynewydd Road, CF62 8HB, 3pm – 9pm Monday to Friday, 12pm – 6pm at the weekends and bank holidays.

Contact: 07385668053. Email: Hangout@platform.org

Website: <https://platform4yp.org/welcome-to-the-barry-hangout/>

Cardiff Family Gateway

Cardiff Family Gateway is a clear, accessible referral route for anyone who has well-being concerns about a child or wants to learn more about the available support available to families throughout Cardiff. The Gateway provides information, advice and assistance on a wide range of topics and enquiry areas such as money advice, housing, welfare benefits, child behaviour, child care, school attendance, health and well-being, parental support and much more.

Contact: Referrals or requests for information, advice and assistance can be made by professionals, parents, children and young people or members of the public by telephoning the Family Gateway on [03000 133 133](tel:03000133133), via email ContactFAS@cardiff.gov.uk

Website: <https://www.cardiffamilies.co.uk/parents-and-carers/cardiff-family-gateway/>

Vale of Glamorgan Children and Young People Services

Vale of Glamorgan Children and Young People Services provide a range of information, advice, support and protection for professions, children, young people and their parents and carers and families in the Vale of Glamorgan. They aim to provide you with the right information and support at the right time from your first point of contact.

Contact: [0808 281 6727](tel:08082816727) and press option 1 or email:

familycompass@valeofglamorgan.gov.uk

Website: <https://valefamilycompass.co.uk/>

Cardiff and Vale University Health Board – School and community-based counselling services

Cardiff

Website: <https://www.cardiff.gov.uk/ENG/resident/Schools-and-learning/Schools/counselling-in-schools/Pages/default.aspx>

Vale of Glamorgan

Website: <https://www.valeofglamorgan.gov.uk/en/living/schools/School-Based-Counselling-Service.aspx>

Cwm Taf Morgannwg University Health Board

Single Point of Access (SPOA)

The Single Point of Access team are available to discuss concerns and provide advice and support for families and young people. All calls are prioritised and returned within 48 hours. All professionals working with a young person are able to contact the CAMHS Single Point of Access service for a consultation prior to submitting a referral.

Monday to Friday, 09:00am–17:00pm. Professional's Line and Consultant Connect available from 08:00am–18:00pm.

Contact: 01443 443009

Website: <https://ctmuhb.nhs.wales/services/child-and-adolescent-mental-health/single-point-of-access-spoa/>

Whole System Whole Heart

The Whole System, Whole Heart approach brings partners across the Regional Partnership Board together to design and deliver compassionate, coordinated care that supports people, families, and communities to thrive.

Website: <https://ctmregionalpartnershipboard.co.uk/childrenstrategy/>

The Early Help Hub (Merthyr Tydfil)

The Early Help Hub is a Merthyr Tydfil local service that provides early, preventative support to children, young people and their families to help them stay safe, well and connected before issues escalate. They provide advice, information, and support around:

- Housing
- Finance
- Education
- Health and well-being
- Parenting
- Community activities
- Childcare and play

Contact: 01685 725000. Email: EarlyHelp.Hub@merthyr.gov.uk

Website: <https://www.merthyrfis.org/family-support/early-help-hub/?lang=en-GB&>

Services for Children and Families (Rhondda Cynon Taf)

Services for Children and Families is a Rhondda Cynon Taf local service that provides early, preventative support to children, young people and their families to help them stay safe, well and connected before issues escalate.

Contact: 0800 180 4151. Email: fis@rctcbc.gov.uk

Website: <https://www.rctfamilies.co.uk/EN/Home.aspx>

Early Help Services (Bridgend)

Early Help Services is a Bridgend local service that provides early, preventative support to children, young people and their families to help them stay safe, well and connected before issues escalate. Counselling for those aged 10-25 is available.

Contact: 01656 815420. Email: ehassessment@bridgend.gov.uk

Website: <https://www.bridgend.gov.uk/residents/children-and-young-people/early-help-services/>

Cwm Taf Morgannwg University Health Board – School and community-based counselling services

Bridgend

Website: <https://www.bridgend.gov.uk/residents/children-and-young-people/early-help-services/counselling-service-for-young-people/>

Merthyr Tydfil

Website: <https://www.merthyr.gov.uk/resident/learning-in-merthyr-tydfil/well-being-and-behaviour/counselling/>

Rhondda Cynon Taff

Website: <https://www.rctcbc.gov.uk/EN/Resident/SchoolsandLearning/Schoolattendancewellbeingandsafeguarding/EducationWellbeingSupport.aspx>

Hywel Dda University Health Board

CHATHealth

CHATHealth is a text-based service to support young people aged 11-19. It allows young people to text a helpline and get confidential support from a team of qualified nurses. The service is confidential and anonymous.

Contact:

Ceredigion- 07480 635948
Carmarthenshire- 07507 327126
Pembrokeshire - 07507 327088

Website: <https://chathealth.nhs.uk/>

Ceredigion

Amethyst Project

Amethyst Project provide workshops for young people who have experienced issues around self-harm, anxiety, depression, low confidence and low self-esteem. Small World Theatre has a new programme to help young people with caring responsibilities.

Contact: 01239 615 952. Email: deri@smallworld.org.uk

Website: <https://www.smallworld.org.uk/amethyst>

Dyfodol Ni

Dyfodol Ni provides mental health services and interventions for young people in Ceredigion. In partnership with Area 43 in Cardigan.

Email: dyfodolni@area43.co.uk

Website: <https://www.area43.co.uk/partnerships/dyfodol-ni/>

Safe Space to Speak (S3)

Safe Space to Speak (S3), is a representative group for young people which is youth led from the outset.

Email: s3@dyfodolni.co.uk

Website: <https://www.area43.co.uk/safe-spaces/>

Feelz on Wheelz

Feelz on Wheelz is a mobile youth cafe where young people can drop-in, have a cuppa and access trained Support Workers should they wish. The service will cater to 13–25-year-olds, 5 days a week. The service is run bilingually, in Welsh and English.

Email: feelzonwheelz@dyfodolni.co.uk

Website: <https://www.area43.co.uk/safe-spaces/feelz-on-wheelz/>

Ceredigion Carers

Supporting unpaid Carers and families in Ceredigion, including supporting unpaid Young Carers and unpaid Adult Young Carers.

Contact: 03330 143377

Website: <https://www.gofalwyrkeredigioncarers.cymru/>

Ceredigion Young Carers and Young Adult Carers Service

Ceredigion Young Carers and Young Adult Carers Service offers one-to-one support for children and young people, aged 8 to 25, who have a caring role or responsibility.

Contact: Young Carers Project Manager for Ceredigion -

- Name: Vikki Phillips
- Contact number: 07843643012
- Email: vikki.booth@actionforchildren.org.uk.

Young Persons Worker for Ceredigion –

- Name: Olivia Draper Jones
- Contact number: 07545701336
- Email: olivia.draper@actionforchildren.org

RAY Ceredigion

RAY Ceredigion is a charity making supporting communities in Ceredigion by providing weekly activities that build confidence, develop friendships and strengthens community to improve health and well-being.

Contact: 01545 570 686. Email: gill.byrne@rayceredigion.org.uk

Website: <https://rayceredigion.org.uk/>

Tonic Surf Therapy

Tonic surf therapy is a surf/ocean related project based in West Wales using surf and the beach environment as a recovery tool for students on the mental health spectrum, carers and students with alcohol and substance misuse.

Contact: 07966014697. Email: walkinonwater@hotmail.co.uk

Website: <https://wwamh.org.uk/directories/tonic-surf-therapy/>

School and community-based counselling service Ceredigion

Website: <https://www.ceredigion.gov.uk/resident/schools-education/counselling-service/>

Carmarthenshire

Bro Myrddin Well-being Hwb

Bro Myrddin Well-being Hwb is available to young people in Carmarthenshire, - the Hwb is a safe place to come for young people between the ages of 12-18 years, experiencing emotional difficulties.

Contact: 111 option 2

Website: <https://wwamh.org.uk/directories/bro-myrddin-wellbeing-hwb-12-18-yrs/>

Carers Trust Crossroads West Wales (CTCWW)

Carmarthenshire Young Adult Carers Dedicated project for Young and Young Adult Carers in Carmarthenshire proving support for 5–25-year-olds. Provide practical and emotional support, respite activities and peer group clubs/meetings in the community to meet other young carers.

Contact: 0300 0200 002. Email: info@ctcww.org.uk

Website: <https://wwamh.org.uk/directories/bro-myrddin-wellbeing-hwb-12-18-yrs/>

CarmDAS

CarmDAS specialises in giving support to women and children experiencing Domestic Abuse in Carmarthenshire.

24 Hour Helpline: 0808 801 0800

Contact: 01267 238410. Email: info@carmdas.org

Website: <https://www.carmdas.org/>

CYCA

CYCA (Connecting Youth, Children and Adults) provide nurseries, after school clubs, workshops, counselling and mentoring. We run a bereavement support Group for young people, mentoring for young people leaving the care system and online support for parents to keep children safe online.

Contact: 01554 776178. Email: support@cycaonline.org

Website: <https://www.cycaonline.org/>

DrMz - Carmarthen Youth Project

Carmarthen Youth Project, also known as DrMz, is a full-time youth project based in Carmarthen Town Centre. Provides a safe place for young people aged 11-25. They also have a junior provision group aged 8-11, LGBTQ group and a home Education social group.

Contact: 01267 222786. Email: office@drmz.co.uk

Website: <https://www.drmz.co.uk/>

Jac Lewis Foundation

Support for mental health, especially for young males. Providing counselling sessions and support groups to help prevent anxiety, depression, self-harm and suicide.

Contact: 07368 828515. Email: admin@jaclewisfoundation.co.uk

Website: <http://www.jaclewisfoundation.co.uk/>

Mind

Carmarthen: Support for Carers & Parents who care for someone with a mental health issue.

Llanelli: Evolve – Children and Young People Project provide help and support to Children and Young People between the ages of 11-24 experiencing poor mental health. The service is to be an inclusive and non-judgmental group environment.

Contact: 01267 222990. Email: hellocarmarthen@pcmind.org.uk

Website: <https://www.pcmind.org.uk/>

The HangOut

The HangOut is the only fully approved Welsh Hub for the world-renowned charity TheHorseCourse. They deliver intensive equine interventions for young people, through referral, who are suffering from anxiety or other mental health issues with an increased risk of social isolation.

Contact: Contact number: 07933844237. Email: thehangoutwales@gmail.com

Threshold DAS

Threshold DAS is an organisation committed to the elimination of violence and abuse of women, men, children and young people and those who are perpetrators through effecting political, cultural, and social change.

Live Fear Free Helpline: 0808 80 10 800

Contact: 01554 752422. Email: enquiries@threshold-das.org.uk

Website: <http://www.threshold-das.org.uk/>

Young Carers Service in Carmarthenshire

Carmarthenshire Young Carers Service provides one to one support as well as group activities for Young Carers under the age of 18.

Contact number: 01554 742630 / 07812475470. Email:

Youngcarersservice@carmarthenshire.gov.uk

School and community-based counselling service Carmarthenshire

Website: <https://www.area43.co.uk/counselling/carmarthenshire-counselling/>

Pembrokeshire

Amethyst Project

Workshops for young people who have experienced issues around self-harm, anxiety, depression, low confidence and low self-esteem.

Contact: 01239 615 952. Email: deri@smallworld.org.uk

Website: <https://www.smallworld.org.uk/amethyst>

ASD Family Help

ASD Family Help is an Autism Charity that supports neurodivergent young people / adults and parent / carers, pre and post assessment. Their aim is to connect communities to enable them to support each other.

Contact: 07384 733658. Email: melissa@asdfamilyhelp.org

Website: <https://asdfamilyhelp.org/>

Gryffs Mind Space

Gryffs Mind Space is a Community Interest Company dedicated to creating a supportive and inclusive space for neurodiverse young people.

Contact: 07972 617925. Email: info@gryffsmindspace.co.uk

Website: <https://gryffsmindspace.co.uk/>

Megan's Starr

Megan's Starr is a youth mental health charity dedicated to supporting young people facing mental health challenges, particularly those from disadvantaged and impoverished backgrounds in Pembrokeshire, West Wales.

Email: help.meg@outlook.com

Website: <https://megansstarr.com/>

Mind Pembrokeshire

Mind Pembrokeshire provides help and support for people living in Pembrokeshire

Contact: 01437 769982. Email: hellopembrokeshire@pcmind.org.uk

Website: <https://www.pcmind.org.uk/pembrokeshire-services>

Pembrokeshire Young Carers

Pembrokeshire Young Carers, Action for Children, provides help and support for Young Carers aged between 5-25 years

Contact: 01437 633488

Website: <https://www.actionforchildren.org.uk/how-we-can-help/our-local-services/find-our-services-near-you/pembrokeshire-young-carers/>

Point YPT

Point YPT provides opportunities for young people aged 11 – 25 living in North Pembrokeshire to acquire the confidence, self-esteem and skills to overcome the obstacles they may encounter on their journey from childhood to adulthood.

Contact: 01348 871887 / 01348 875467. Email: enquiries@pointypt.org.uk

Website: <https://www.pointypt.org.uk/>

The Edge

The Edge Youth Centre Based at the Edge Youth Centre, Haverfordwest as part of the Community Youth Team. Helps young people aged 11-25 by giving them opportunities and activities based on a voluntary relationship.

Contact: 07825 365150. Email: CYT@pembrokeshire.gov.uk

School and community-based counselling service

Pembrokeshire

Website: <https://www.pembrokeshire.gov.uk/inclusion-services/educational-psychology-service>

Powys Teaching Health Board

Front Door – Powys County Council

Powys Front Door is the main contact point if you are worried about the safety or well-being of a child or young person in Powys. The team takes initial concerns, provides advice, and directs enquiries to the right support services, such as disability services, Team Around the Family (TAF), and the Family Information Service.

Contact: 01597 827666 (Option 1, Option 1) to speak to a member of staff. (Monday to Thursday 8.45am - 4.45pm and Friday 8.45am - 4.15pm). Emergency Duty Team: 0345 054 4847 (out of hours)

Website: <https://en.powys.gov.uk/article/803/Powys-Front-Door>

Powys Early Help Service

Early Help -a preventative, family-focused service that supports children, young people and families before issues escalate to needing statutory social work intervention. Works with families who need some structured support but do not meet social care thresholds. Provides parenting support, practical help, emotional support, and tailored interventions.

Contact: 01597 826246

Website: <https://en.powys.gov.uk/earlyhelp>

The School Nursing Service

The School Nursing Service offers support and advice to children, young people and their families or carers to help ensure that they reach their full potential during their school aged years and beyond.

Contact: 01547 521207. Email - PowysSchoolNursingService@wales.nhs.uk

Website: <https://en.powys.gov.uk/article/16621/School-Nursing>

The Powys Youth Intervention Service

The Powys Youth Intervention Service is a voluntary service offering short to medium term help and support to young people aged 11 – 25.

Email: Simon Titley: simon.titley@powys.gov.uk / Helen Quarrell:

helen.quarrell@powys.gov.uk

Website: <https://en.powys.gov.uk/article/9120/Youth-Services-for-Children-Young-people-and-families>

Detached Youth Work Team

The Detached Youth Work Team offers young people aged 16-25 in Powys one-to-one support to get to their next step.

Email: christopher.davis@powys.gov.uk

Adferiad Recovery

Young people's substance misuse service in Powys.

Contact: 0300 777 2258. Email: sarah.langford@adferiad.org

Website: <https://adferiad.org/>

CREDU

CREDU Young Carers: supporting young carers in Powys.

Contact: 01597 823800. Email: carers@credu.cymru

Website: <https://www.carers.cymru/youngcarers>

School and community-based counselling service

Powys

Website: <https://en.powys.gov.uk/article/9124/Counselling-and-Therapy>

Swansea Bay University Health Board

Tidy Minds

Tidy Minds provides mental health advice for young people in Swansea and Neath Port Talbot.

Website: <https://tidyminds.org.uk/>

Regional Integration Fund: West Glamorgan Projects

Details of all the projects that have benefitted from Regional Integration Fund (RIF) investment across Neath Port Talbot and Swansea.

Website: <https://www.westglamorgan.org.uk/regional-funding/rif-projects/>

Swansea Bay University Health Board – School and community-based counselling services

Port Talbot

Website: <https://www.npt.gov.uk/schools-and-learning/inclusion-and-additional-learning-needs-aln/school-based-counselling-service/>

Swansea

Website: <https://platform.org/swansea-school-based-counselling/>