

MHA Helpline

mha Mental Health
Aberdeen



New mental health helpline

01224 573892

- Practical advice
- Signposting to other services and support
- Emotional support for those who need it now

Mon – Fri, specific hours (see in post)

As you are hopefully aware, as a result of the Coronavirus pandemic, we have had to close our face-to face counselling services - ACIS, ACIS Youth, and the counselling services in Torry and Calsayseat

This was done to keep all participants, clients, volunteers and staff as safe as possible. All clients currently in counselling have been informed individually of these changes, and offered alternative methods of support.

Clients already on our waiting list, who have attended an initial Interview, will be contacted by telephone and offered telephone counselling when a counsellor becomes available

Unfortunately this means that we cannot take on any new clients at the moment.

However, MHA and our various counselling projects recognise that as a result of the current lock down, people may feel that their mental health is being affected, and those with existing mental health issues may find this stressful situation is amplifying them.

For anyone experiencing distress of any kind, we have launched a new helpline - 01224 573892, opening at 10am on Monday 30th March, with the following opening hours:

Monday

10am – 1pm, 2pm – 5pm, 6pm – 8pm

Tuesday

10am – 1pm, 2pm – 5pm, evening – closed

Wednesday

10am – 1pm, 2pm – 5pm, 6pm – 8pm

Thursday

10am – 1pm, 2pm – 5pm, closed

Friday

10am – 1pm, afternoon - closed, evening – closed

Every helpline 'open session' will be staffed by an Information Officer who can give some practical advice, and also signpost callers to additional, perhaps more appropriate services. At the same time, every open session will be supported by a trained counsellor, who we will arrange to call you if you need emotional support immediately.

This service is open to anyone and everyone in the North East, regardless of whether or not you are already using our services.

Specially trained counsellors will be available to support younger clients. We will take your details and call you back at a suitable time.

We want to assure you that although we cannot hold face-to-face counselling during this period, our team is still here to help and support you all. Whilst it is vital that we stick to the rules of social distancing and self-isolating, we know how hard this is, and how easily it can lead to us feeling low, isolated, anxious, scared and depressed.

We would urge you to call us as soon as you feel low, or any of the feelings listed above. Please don't suffer in silence, or wait until you feel even worse. We are here for you now and we are in this together.