

Mental Health and Domestic Abuse

SUPPORT FOR PROFESSIONALS SEEKING ADVICE AND SUPPORT

Specialist Support from Calan DVS



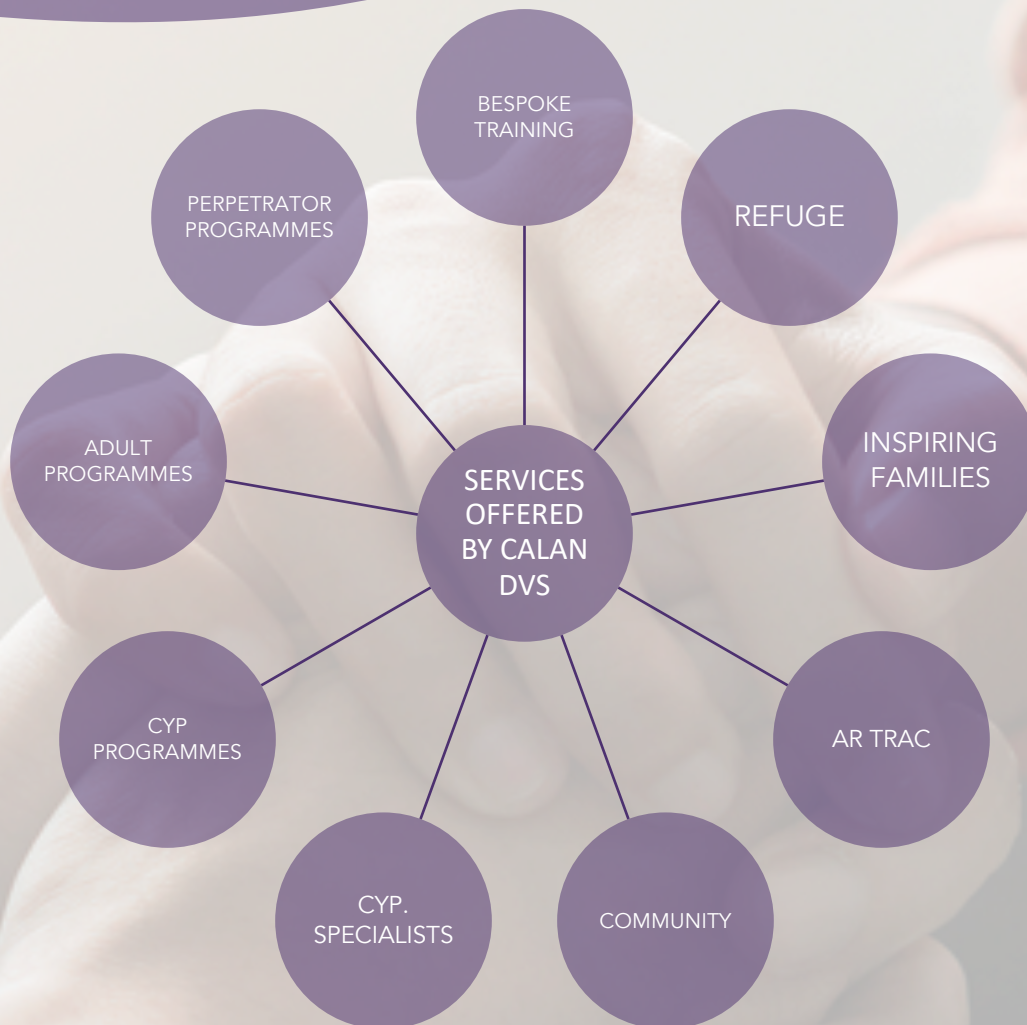
Gwasanaeth cam-drin domestig
Gorllewin Cymru

West Wales

Domestic abuse service

Ar gyfer oedolion, plant a phobl ifanc

For adults, children & young people



CONTACTS

South Powys: 01874 625146

Mid Powys: 01597 824655

Carmarthenshire: 01269 597474

SUPPORT FOR MENTAL HEALTH & DOMESTIC ABUSE IN MID / WEST WALES



Llinell Gymorth **Live Fear**
Byw Heb Ofn **Free Helpline**

0808 80 10 800

ffôn • tecst • sgwrsio byw • ebost
call • text • live chat • email

For 24-hour support, call the
Live Fear Free Helpline on
0808 80 10 800



Calan DVS – Domestic Abuse
Powys – 01874 625146
Carmarthenshire – 01269 597474

Threshold DAS | **A safe place for anyone
affected by domestic abuse.**

Carmarthenshire
Enquiries@threshold-das.org.uk
01554 752422



Independent Domestic Violence Advisors
Carmarthenshire/Powys – 01267 221194
Pembrokeshire/Ceredigion – 01646 698820



Domestic Abuse – Powys
Admin@familycrisis.co.uk
01686 629114

SUPPORT FOR MENTAL HEALTH & DOMESTIC ABUSE IN MID / WEST WALES



West Wales Domestic Abuse Service

Ceredigion

01970 625585 or 01239 615385



Sexual Violence

Ceredigion – 01970 610124

Carmarthenshire – 01267 235464

Powys – 01267 226166

SARC Out of Hours (all areas) – 07423 437020



Domestic Abuse

Pembrokeshire – 01646 698820



Domestic Abuse – Refuge Only

Pembrokeshire – 0808 80 10 800



Carmarthenshire

01267 238410 or 01267 234725

MID / WEST WALES & NATIONAL SUPPORT CONTACT DETAILS

For Persons Displaying the Behaviour



Perpetrator Support

gbranch@calandvs.org.uk

01639 794448

Threshold DAS | A safe place for anyone
affected by domestic abuse.

Perpetrators of Domestic Abuse

01554 752422

Enquiries@threshold-das.org.uk



Powys – Domestic Abuse

Admin@familycrisis.co.uk

01686 629114

Respect

Phoneline

Confidential helpline, email & webchat for
domestic abuse perpetrators and those
supporting them

0808 80 24 040

www.respectphoneline.org.uk

SUPPORT AGENCIES CONTACTS

Please note this is not an exhaustive list and due to the number of different sites please refer to the links below for specific numbers. Use Google as your friend.

Mental Health & Substances Misuse *Agencies we work with to offer support to clients*

Mind Cymru

<https://www.mind.org.uk/about-us/mind-cymru/>

CMHT - Crisis Home Treatment Team & Psychology Therapy Team

<https://www.powysmentalhealth.org.uk/info/mental-health-services-in-powys/getting-help-and-support-in-powys.html>

New Pathways - Sexual Abuse Counselling

<http://www.newpathways.org.uk/mid-wales-rsc/>

Kaleidoscope – Substance Misuse

<https://www.kaleidoscopeproject.org.uk/kaleidoscope-powys/>

Swn Y Gwynt and Shadow Depression Group

<https://111.wales.nhs.uk/LocalServices/ViewLocalService.aspx?id=3196>

DDAS (Dyfed Drugs and Alcohol Services)

<https://meddygfatymbbl.gpwales.com/dyfed-drug-and-alcohol/>

Pont Hafren – Mental Health Support

<https://www.ponthafren.org.uk/>

See PDF Handout for links to contact numbers for the above due to there being different sites

SUPPORT AGENCIES CONTACTS

Please note this is not an exhaustive list and due to the number of different sites please refer to the links below for specific numbers. Use Google as your friend.

Housing, Tenancy & Financial Issues *Agencies we work with to offer support to clients*

Local Authority Housing & Homeless Departments

Housing Associations including:

Pobl

<https://www.poblgroup.co.uk/contact/>

Wales & West Housing Association

<https://www.wwha.co.uk/en/contact/>

Melin Homes

<https://www.melinhomes.co.uk/>

Barcud Housing Association

<https://www.mid-walesha.co.uk/en/barcud-goes-live>

Shelter Cymru – Housing Help & Expert Debt Advice

<https://sheltercymru.org.uk/contact-us/>

Citizens Advice Bureau – Advice on a Wide Range of Issues

<https://www.citizensadvice.org.uk/about-us/our-work/advice-partnerships/advicelink-cymru/>

See PDF Handout for links to contact numbers for the above due to there being different sites



DO:

- Prioritise the care and immediate safety of the survivor and their children
- Be mindful of safeguarding and your duty to report
- Find a room which ensures privacy and confidentiality
- Check if it is safe to talk if on the phone
- Use the person's name where possible
- Treat the person as an individual with a problem and not as the problem
- Ask if you suspect they are being abused
- Be polite and empathetic
- Use active listening
- Ask open questions – closed questions may encourage the survivor to give you the answer they think you want or expect
- Let them know they are doing the right thing by telling you – it is very likely they'll have been told no one will believe them
- Let them know you are taking them seriously – similarly they'll have been told no one will take what they are saying is serious. Male victims, in particular, may have had negative experiences with services
- Seek advice where appropriate
- Be mindful of the survivor's mental capacity



DO NOT:

- Demand or tell the survivor what to do - this will make you sound like the perpetrator and probably stop the survivor from opening up further
- Blame them for their experiences – the perpetrator will have made the survivor feel responsible for the abuse
- Minimise their experiences
- Be overly emotional or intrusive as you may scare the person and hinder any disclosure.
- Be judgemental – the survivor is likely to have been blamed for the abuse and been told it is their fault
- Interrupt – acknowledge with non-verbal cues eg nodding of the head or interjections like Uh huh
- Remain silent if you have suspicion or concerns – SILENCE IS NOT NEUTRAL
- Let the survivor go home if they are immediate risk. Call 999 if they or anyone else is at risk of imminent harm or injured
- Act without the survivor's knowledge (and preferably, do not act without obtaining consent although be aware of GDPR (General Data Protection Regulations) and the right to override consent