Belfast Health and Social Care Trust
caring supporting improving together

Useful Info & Contacts

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Updated 19 February 2021

New Code Word Scheme for Domestic Abuse Victims

'Ask for ANI' scheme in pharmacies aims to help.

The 24 Hour Domestic and Sexual Abuse Helpline can be contacted on 0808 802 1414.

This is a free and confidential service available to both women and men. Web chat is also available at dsahelpline.org

A new scheme has been launched by the UK Government for victims of domestic abuse to discretely seek help through pharmacies. This will be initially available in Boots, as well as a number of other independent pharmacies.

By asking for 'ANI', a trained pharmacy worker will offer a private space where they can understand if the victim needs to speak to the police or would like help to access the 24 hour Domestic and Sexual Abuse Helpline.

Pharmacies are a safe space for victims to sound an alarm if they are isolated at home with their abuser and unable to get help in another way.

Participating pharmacies will have promotional material on display in store to signal that they are taking part.

Anyone in immediate danger should phone 999. If it is difficult to talk press 55 when prompted for 'silent solution'.

Sexual Abuse & Sexual Violence - IT'S NOT OK

Support is available to any of your Constituents experiencing this sort of behaviour via the Domestic & Sexual Abuse Helpline. Or they can make a self-referral to our Adult Safeguarding Gateway Team by calling (028) 9504 1744. In an emergency they should always call 101 or 999, pressing 55 when they can't speak.

Report Welfare Or Safety Concerns

If you or one of your Constituents are worried about the safety or welfare of a child or adult, report it.

Our Gateway Teams are responsible for ensuring an immediate response to safeguard those in need of protection.

Even if you're not sure, it's always best to tell a professionals about your concerns.

Are you concerned about the welfare of a child?

Please contact:

Belfast Children's Gateway Team:
028 9050 7000
(9am-5pm, Monday to Friday)

RESWS: 028 9504 9999
(5pm-9am, Monday to Friday;
24 hrs Saturday/Sunday/bank hols)

Are you concerned about the welfare of an adult?

Please contact:

Adult Protection Gateway Team:
028 9504 1744 (9am-5pm, Mon-Fri)
Adultsguarddutydesk@belfasttrust.hscni.net.cjsm.net

RESWS: 028 9504 9999
(5pm-9am, Monday to Friday;
24 hrs Saturday/Sunday/bank hols)

Autism Advice Service

The Belfast Adult Autism Advice Service is for people aged 16+ with a diagnosis of autism and for those who support them.

It's for Belfast Trust residents and aims to provide a safe and friendly place for your Constituents to speak to someone who understands autism, and to gain information on how to access a range of appropriate services.

Available Tuesdays 1:30pm – 4:30pm
See more here.

Contact: David Bradley
Email: d.bradley@cedar-foundation.org
Mobile: 07587884088 / 07725051120

Support For Those Living With Tinnitus

Our specialist team provides services to those with tinnitus and those who have a sight or hearing loss, who are profoundly deaf, or who have a 'dual' sensory loss.

If you have Constituents experiencing this, click here for more info on how to access the service.

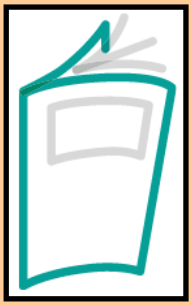
Symptoms Consistent With Cancer

We urge any of your Constituents with symptoms that could be related to early signs of cancer to seek medical help as early as possible.

We are striving to provide safe environments for assessment and diagnostic checks, and chemotherapy and radiotherapy treatments continue.

Cancer Support Services

Unfortunately, many of your Constituents will be battling the effects of Cancer. If you know of someone in this position, we have plenty of support services available for them.



Click here to view our latest cancer support e-zine, which contains lots of helpful information and contacts, or click here to make contact via email to obtain more specific information.

Cancer Services on Social Media

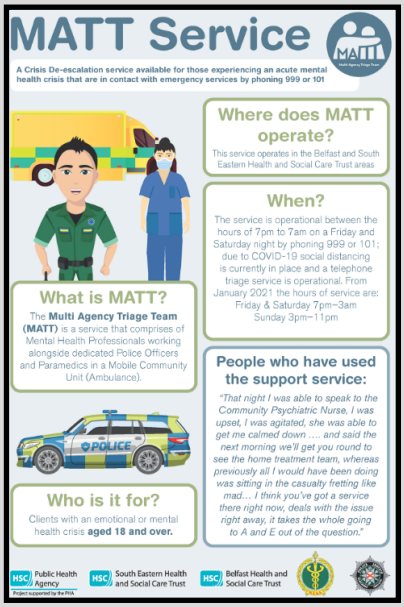
Our Cancer Services team have support available on both our Facebook and Instagram pages. Check out www.facebook.com/belfasttrustcancersupport or www.instagram.com/

Anyone with concerns about new or changing cancer symptoms should contact their GP as soon as possible.

Mental Health Crisis Service

The Multi Agency Triage Team (MATT) is a service for people aged 18 and over who are experiencing an emotional or mental health crisis.

The team includes mental health professionals, police officers and paramedics in a mobile community unit (ambulance).



So, if your Constituents ring 999 or 101 when having a crisis, this is the team that may come to assist.

You can read more about it here.

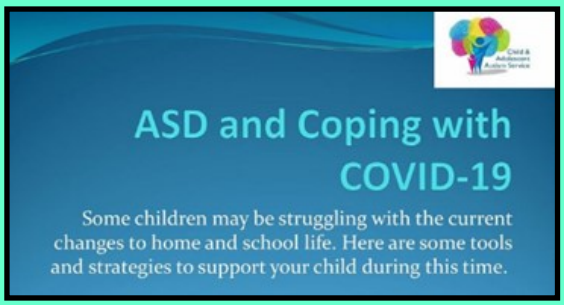
ASD and Coping With Covid-19

Some of your Constituents' children may be struggling with the current changes and uncertainty around schooling.

Why not check out some of our tools and strategies to support children during this time?

We've included some links on home-schooling and strategies to help children on their return to school.

Click here for all the info.



Pregnancy Concerns, Advice & Movement Matters

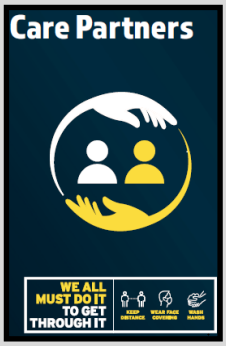
Pregnancy during this pandemic may be a worrying time for many of your Constituents. Key advice and links for pregnant women during the Covid-19 Pandemic is available here.

It's really important that pregnant women are aware of what to do if they experience a change in their baby's movements. They should NOT wait until the next day. Click here for more information and watch the video here.

Should your Constituents have any pregnancy concerns, click here for information on what they can do.

How to Become a Care Partner

Do you have Constituents that want to become Care Partners to a resident in a care home? Watch here to see what to expect.



For general information on visiting a care home during the pandemic click here.

Or take a look at the Care Partner leaflet available here.

Could You Foster?

Are your Constituents interested in becoming one of our specialist foster carers?

HSC Northern Ireland Foster Care

If they want to learn more they can call 0800 0720 137, send us an email or visit or visit www.adoptionandfostercare.hscni.net

Precautionary Patient Review

We are carrying out a precautionary review and contacting 752 women who have had a contraceptive implant inserted or replaced in our Sexual & Reproductive Health Service between October 2017 and August 2020.

It has come to our attention that some implants were not correctly inserted or replaced. If you have Constituents that are affected, we will be in contact with them soon, if not already.

The Sexual and Reproductive Health Team can be contacted on (028) 9504 5500.

STROKE - You Must Act F.A.S.T

Did you know, a person is at a higher risk of death or disability if they take a stroke, than from Covid-19? If not treated urgently.

It's extremely important to seek urgent medical care if you, or you anyone you know, experiences any of the symptoms of stroke.

You must act F.A.S.T.

Click here for more information.

If you would like to see another Service added to this listing please speak to a member of the Public Liaison Team:-

Tel: (028) 9504 5888 or Email: publicliaison@belfasttrust.hscni.net