Mind e-booklet Anger



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How to deal with anger

Many people have trouble managing their anger. This is for anyone who wants to learn how to deal with it in a constructive and healthy way. It is also for anyone with a friend or family member who has problems with anger.

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What is anger?

Anger is a natural response to feeling attacked, deceived, frustrated or treated unfairly. Everyone gets angry sometimes – it's part of being human. It isn't always a 'bad' emotion; in fact it can sometimes be useful. For example, feeling angry about something can:

- · help us identify problems or things that are hurting us
- motivate us to create change
- help us defend ourselves in dangerous situations by giving us a burst of energy.

When is anger a problem?

Anger only becomes a problem when it harms you or people around you. This can happen when:

- you regularly express your anger through unhelpful or destructive behaviour
- your anger is having a negative impact on your overall mental and physical health.

It feels like there's a ball of fire in the middle of my chest that blurts its way straight out of my mouth and burns the people around me.

If the way you behave when you feel angry is causing you problems in your life or relationships, it's worth thinking about ways you can choose to manage anger, and learning about your options for treatment and support.

What is unhelpful angry behaviour?

How you behave when you're angry depends on how well you're able to identify and cope with your feelings, and how you've learned to express them (see the *Why do I get angry?* section for more information).

Not everyone expresses anger in the same way. For example, some unhelpful ways you may have learned to express anger include:

- Outward aggression and violence such as shouting, swearing, slamming doors, hitting or throwing things and being physically violent or verbally abusive and threatening towards others.
- Inward aggression such as telling yourself that you hate yourself, denying yourself your basic needs (like food, or things that might make you happy), cutting yourself off from the world and self-harming.
- Non-violent or passive aggression such as ignoring people or refusing to speak to them, refusing to do tasks, or deliberately doing things poorly, late or at the last possible minute, and being sarcastic or sulky while not saying anything explicitly aggressive or angry.

My brain goes blank and I absent-mindedly release my anger through physical violence towards myself or objects around me. I don't realise how destructive I've been until immediately afterwards.

If you find you express your anger through outward aggression and violence, this can be extremely frightening and damaging for people around you – especially children. And it can have serious consequences: it could lose you your job or get you into trouble with the law. In this case it's very important to seek treatment and support.

But even if you're never outwardly violent or aggressive towards others, and never even raise your voice, you might still recognise some of these angry behaviours and feel that they're a problem for you.

I internalise anger and punish myself by self-harm... cutting or starving myself.

How can anger affect my mental and physical health?

Anger isn't a mental health problem – it's a normal part of life. However:

- Anger can contribute to mental health problems, and make
 existing problems worse. For example, if you often struggle to
 manage feelings of anger it can be very stressful and might
 negatively affect your self-esteem. This can lead to you experiencing
 problems such as depression, anxiety, eating problems or self-harm.
 It can also contribute to sleep problems, and problems with alcohol
 and substance misuse.
- Anger can also be a symptom of some mental health problems. For example, if you experience borderline personality disorder (BPD), other personality disorders, psychosis or paranoia (especially if this leads you to feel very threatened), you might often feel very angry, and find it very hard to cope with angry feelings.

[My anger] is always followed by a period of depression, self-loathing and disconnection from others around me. I hate myself and many times think about suicide.

Experiencing strong anger regularly or for prolonged periods can also affect your physical health, contributing to illnesses such as:

- colds and flu
- gastro-intestinal (digestive) problems
- high blood pressure.

Unwanted violent thoughts

If you regularly find yourself having intrusive or upsetting violent thoughts that you don't want and can't control (such as thinking or worrying you might hurt, kill or sexually abuse others), this could actually be a symptom of obsessive-compulsive disorder (OCD) – not anger. It can be very frightening and worrying to experience thoughts like this, but it's important to remember: just because you have these thoughts, it does not mean you will act on them. (See Mind's booklet Understanding obsessive compulsive disorder).

Why do I get angry?

Feelings of anger arise due to how we interpret and react to certain situations. Everyone has their own triggers for what makes them angry, but some common ones include situations in which we feel:

- threatened or attacked
- frustrated or powerless
- like we're being treated unfairly.

People can interpret situations differently, so a situation that makes you feel very angry may not make someone else feel angry at all (for example, other reactions could include annoyance, hurt or amusement). But just because we can interpret things differently, it doesn't mean that you're interpreting things 'wrong' if you get angry. How you interpret and react to a situation can depend on lots of factors in your life, including:

- · your childhood and upbringing
- past experiences
- · current circumstances.

Whether your anger is about something that happened in the past or something that's going on right now, thinking about how and why we interpret and react to situations can help us learn how to cope with our emotions better. It can also help us find productive strategies to handle our anger. (See the *How can I manage an outburst?* section for more information).

Your childhood and upbringing

How we learn to cope with angry feelings is often influenced by our upbringing. Many people are given messages about anger as children that may make it harder to manage it as an adult. For example:

 You may have grown up thinking that it's always okay to act out your anger aggressively or violently, and so you didn't learn how to understand and manage your angry feelings. This could mean you have angry outbursts whenever you don't like the way someone is behaving, or whenever you are in a situation you don't like.

- You may have been brought up to believe that you shouldn't complain, and may have been punished for expressing anger as a child. This could mean that you tend to suppress your anger and it becomes a long-term problem, where you react inappropriately to new situations you're not comfortable with.
- You may have witnessed your parents' or other adults'
 anger when it was out of control, and learned to think of anger
 as something that is destructive and terrifying. This could mean that
 you now feel afraid of your own anger and don't feel safe
 expressing your feelings when something makes you angry. Those
 feelings might then surface at another unconnected time, which
 may feel hard to explain.

Past experiences

If you've experienced particular situations in the past that made you feel angry (either as a child or more recently as an adult) but you weren't able to safely express your anger at the time, you might still be coping with those angry feelings now. This might also mean that you now find certain situations particularly challenging, and more likely to make you angry.

Current circumstances

If you're dealing with a lot of other problems in your life right now, you might find yourself feeling angry more easily than usual, or getting angry at unrelated things.

If there's a particular situation that's making you feel angry, but you don't feel able to express your anger directly or resolve it, then you might find you express that anger at other times.

Anger can also be a part of grief. If you've lost someone important to you, it can be hugely difficult to cope with all the conflicting things you might be feeling. (Cruse Bereavement Care can offer support and information in this situation – see the *Useful contacts* section for details).

How can I manage an outburst?

It can be frightening when your anger overwhelms you. But there are ways you can learn to stay in control of your anger when you find yourself in difficult situations. You can:

- · look out for warning signs
- · buy yourself time to think
- · try some calming techniques.

Remember: if your outbursts can be violent or abusive this can cause serious problems in your life and relationships, and can be very damaging to the people around you. In this case, it's essential to seek professional treatment and support for your anger.

Look out for warning signs

Anger can cause a rush of adrenaline through your body, so before you recognise the emotion you're feeling you might notice:

- · your heart is beating faster
- your breathing is quicker
- · your body is becoming tense
- · your feet are tapping
- you're clenching your jaw or fists.

Recognising these signs gives you the chance to think about how you want to react to a situation before doing anything. This can be difficult in the heat of the moment, but the earlier you notice how you're feeling, the easier it can be to choose how to manage your anger.

Buy yourself time to think

Sometimes when we're feeling angry, we just need to walk away from the situation for a while. This can give you time to work out what you're thinking about the situation, decide how you want to react to it and feel more in control.

Some ways you can buy yourself time to think are:

- Counting to 10 before you react.
- Going for a short walk even if it's just around your local area.
- Talking to a trusted friend who's not connected to the situation.
 Expressing your thoughts out loud can help you understand why you're angry and help calm you down. If you don't feel comfortable talking to someone you know, you can call the Samaritans' 24-hour helpline on 08457 90 90 90.

[What helps me is] getting away from the situation to cool down.

Try some techniques to manage your feelings

There are many ways to calm down and let go of angry feelings, depending on what suits you and what's convenient at the time you are angry.

- **Breathe slowly** try to breathe out for longer than you breathe in and focus on each breath as you take it.
- Relax your body if you can feel your body getting tense, try
 focusing on each part of your body in turn to tense and then relax
 your muscles. (See the Mind website pages on relaxation for more
 tips on how to relax).
- Use up some of your energy safely this can help relieve some of your angry feelings in a way that doesn't hurt yourself or others. For example, you could try:
 - o tearing up a newspaper
 - o hitting a pillow
 - o smashing ice cubes in a sink.
- Do something to distract yourself. Anything that completely changes your situation, thoughts or patterns can help stop your anger escalating. For example, you could try:
 - o putting on upbeat music and dancing
 - doing some colouring
 - taking a cold shower.

 Try mindfulness techniques to help you be aware of when you're getting angry and to help yourself calm down. Be Mindful has more information on mindfulness and guidance on how to practice it

 see the Useful contacts section for details.

Breathing techniques have helped me to control my anger. I know that if I take a moment to concentrate on my breathing and not my anger, I'll have something else to focus on.

How can I control my anger long term?

If you think about how to manage your anger when you're feeling calmer, you can avoid feeling overwhelmed by it in the heat of the moment. You can:

- · learn your triggers
- · examine your thought patterns
- · develop your communication skills
- · look at your lifestyle.

Learn your triggers

Understanding what sort of situations trigger your anger means you can develop strategies to cope and think about how to react before the situation happens. You might find it helpful to keep a diary or make notes about the times you have felt angry. You could record:

- · What were the circumstances?
- Did someone say or do something to trigger your anger?
- · How did you feel?
- · How did you behave?
- · How did you feel afterwards?

If you do this for a while, you might start to see patterns emerging. You could do this yourself using a free online mood diary, such as Mood

Panda, or you could find a professional therapist to help you (see the *What support is available?* section).

Over time I have been able to spot certain triggers, which then enables me to look at myself and choose a healthier path.

Examine your thought patterns

If you're feeling upset or angry, you might find yourself automatically thinking or saying things like:

- "This is all their fault."
- "They never listen."
- · "This always happens to me."
- · "Other people should behave better."

But often there are lots of different ways we could interpret a situation. It can make you feel worse if you think in terms of 'always', 'never' and 'should', because in reality things are rarely so black and white. Making an effort to replace these words with softer terms like 'sometimes' or 'could' when thinking about your situation might help you to break up negative thought patterns, reflect more calmly on your situation and find new ways through conflicts.

You can use online tools like Player 2 or MoodGym to help you examine how you're thinking and feeling, and help you think about other ways you could view a situation.

The best advice I was given was to stop briefly once I am angry to ask myself what painful emotion I am feeling in the situation where I became angry. A bit of compassion for my own pain often stops me from taking that pain out on others.

Develop your communication skills

Being excessively angry and aggressive can get in the way of communicating your feelings effectively. People may focus on your anger,

and find it hard to listen to what you're saying. On the other hand, if you are able to express your anger by talking in an assertive, respectful way about what has made you angry, then you're more likely to be understood by others.

Being assertive means standing up for yourself while still respecting other people and their opinions. It can:

- make communication easier
- stop tense situations getting out of control
- benefit your relationships and self-esteem.

Learning to be assertive might not feel easy to start with, but here are some things to try:

- Think about the outcome you want to achieve. What's making you angry, and what do you want to change? Is it enough just to explain what you are angry about?
- **Be specific.** For example, you could open your statement with, "I feel angry with you because..." Using the phrase 'I feel' avoids blaming anyone and the other person is less likely to feel attacked.
- Really listen to the other person's response and try to understand their point of view.
- Be prepared for the conversation to go wrong and try to spot when this is happening. If you feel yourself getting angry, you might want to come back to the conversation another time.

The organisation Mind Tools provides tips on assertiveness on their website – see the *Useful contacts* section for details.

[What helps me is] acknowledging how I'm feeling and why, then taking time to address it productively.

Look at your lifestyle

Looking after your wellbeing more generally could help you feel calmer and more in control when things happen that make you feel angry. You might want to:

- Avoid drugs and alcohol. Although you might feel this could help you cope in the short term, alcohol and drugs can both affect your ability to control your emotions and actions, and can be a factor in violence. For information and support to stop using drugs or alcohol you can contact Turning Point or Alcoholics Anonymous – see the Useful contacts section for details.
- Be more active. Being active can help let out any tension you're feeling, and benefit your self-esteem. Even gentle exercise like going for a walk can make a difference. See Mind's booklet *How to improve your wellbeing through physical activity and sport*.
- Get good sleep. Not sleeping well can have a huge impact on how we're feeling, and how well we cope with things that happen to us.
 See Mind's booklet How to cope with sleep problems.
- Look at what you're eating and drinking. See Mind's booklet Exploring food and mood.
- Learn to deal with pressure. We can feel pressured or stressed for lots of different reasons, but taking some time to learn how to deal with pressure can help us feel more in control of difficult situations. See Mind's booklet How to manage stress.
- **Develop your emotional resilience.** Emotional resilience helps us feel more able to handle difficult emotions. See Mind's booklet *How to manage stress*.

Exercise is the best thing to manage my anger. It transforms my mood!

What support is available?

There are various treatments available that can help you with your anger problems. This section covers:

- · talking treatments
- anger management programmes
- · help for abusive and violent behaviour.

If your difficulties with anger are related to a mental health problem then you might find treatment for this also addresses your anger.

Talking treatments

Talking treatments involve talking about your problems with a trained professional (such as a counsellor or psychotherapist) who can help you explore the causes of your anger. This can help you work through your feelings and improve your responses to situations that make you angry.

There are different types of talking treatments, and some are specifically tailored to anger issues.

- Counselling is usually a short-term treatment where you might talk through a specific issue – such as outbursts of anger with your partner or in the workplace – and try to understand how you could manage those situations differently. Many workplaces, higher education institutions, local charities and GP surgeries offer free counselling services to their employees, students or local residents.
- Psychotherapy often lasts longer than counselling and tends to go deeper into past experiences. Your focus here may be on learning more about yourself to help you understand why you express your anger the way you do, or why certain situations make you angry.
- Cognitive behavioural therapy (CBT) is highly structured short-term talking treatment that examines how your thoughts, feelings and behaviours affect each other, and aims to teach you practical skills to change this. CBT is the most commonly offered talking treatment on the NHS. You could also try to learn CBT techniques by yourself through accessing self-help books from your local library, or online with apps such as Mood Gym.

(For more information about different kinds of talking treatments and how they can help, see the Mind booklet *Making sense of talking treatments*).

Talking, talking over many years has helped immensely. Now I don't bottle it all up inside.

How do I access these treatments?

To access most treatments, the first step is usually to **talk to your GP**. (See our booklet *The Mind guide to seeking help for a mental health problem* for tips on how to talk to your doctor about your mental health).

Anger can be a barrier to getting help

Accessing professional help isn't always straightforward; it can be challenging and sometimes you might experience setbacks or delays. It's understandable that you might sometimes feel frustrated and angry about your situation – especially if you don't feel you're getting the help you want.

But if you express your anger directly towards your health care professionals, this can cause more problems and delays in getting the help you want. Health care professionals have a right to feel safe at work; so if your behaviour becomes aggressive or threatening, they may not feel able to help you.

If you feel you've been unfairly refused treatment, see Mind's website pages on *Complaining about health and social care* for more information on what you can do).

I get angry when I don't get the help I need. That worsens my mental health so I feel more anxious [and] frustrated.

Anger management programmes

These are a specific kind of talking treatment for people who struggle with anger issues. They often involve working in a group, but may involve one-to-one sessions. They may use a mixture of counselling and CBT techniques. You can try:

• NHS anger management courses. Many NHS Trusts run free local anger management services – you can ask your GP what's available near you.

- Local Mind anger management courses. Some local Minds also provide free counselling or anger management services. On Mind's website, use *Find your local Mind* to check what services they provide.
- Online self-help.
- A private course or therapist specialising in anger. You can use the British Association of Counselling and Psychotherapy's website (itsgoodtotalk.org.uk) to search for accredited therapists near you. See the Mind booklet *Making sense of talking treatments* for more information about private therapy.

Help for abusive and violent behaviour

If your anger means you're acting in an abusive or violent way **it's important to get help.** You might feel worried that asking for help will get you in trouble, but it is often the most important first step towards changing your behaviour. You can contact:

- Your GP. They can talk through your options with you, and refer you on to any local services. In many areas, the NHS, social services or your local council will run programmes to help perpetrators of domestic abuse change their behaviour.
- Respect runs a phone line offering advice, information and support on 0808 802 4040. You can also email them on info@respectphoneline.org.uk or use their live chat on their website. They run programmes across the country to help you understand and change your behaviour.
- The Freedom Programme (freedomprogramme.co.uk) runs online and in-person courses for anyone who wants to change their abusive behaviour.
- The Alternatives to Violence Project (avpbritain.org.uk) runs courses to help people learn new ways to tackle situations where violence could arise

Local support

- ADAPT (hamptontrust.org.uk/our-programmes/adapt) is a course run across Hampshire and the Channel Islands to support men over 18 to change abusive or violent behaviour.
- The Everyman Project (everymanproject.co.uk) has information, self-help strategies and programmes based in London to help perpetrators of domestic abuse. They also run an advice line on 020 7263 8884.
- The TRYangle Project (tryangle2011.org.uk) runs various support services and an intervention programme in London that works with perpetrators of domestic abuse.
- The Domestic Violence Intervention Project (dvip.org) offers support to stop domestic abuse across London and the south east.
- **Atal y Fro** (atalyfro.wordpress.com) runs a free programme for male perpetrators of domestic abuse in the Vale of Glamorgan. It is also available to people outside this area for a fee.
- The Phoenix Respect Programme For Men (gwentdas.co.uk/ thephoenixrespectprogramme) is run by Gwent Domestic Abuse Services for men who have or are at risk of abusive behaviour to their partners.
- SAM Voluntary Perpetrator Programme (ddvsas.org.uk/mensservices-sam-support-advice-for-men) is run by Derbyshire Domestic Violence and Sexual Abuse Service to support male perpetrators to change their behaviour.
- **Bridging to Change** (bridgingtochange.co.uk) is a Manchester-based service for perpetrators of domestic abuse.
- The South Tyneside Domestic Abuse Perpetrators
 Programme (stdapp.org.uk) helps men living in South Tyneside to change abusive behaviour.
- The BRAVE project (brave-project.org) is a not-for-profit organisation based in Bradford which offers a confidential service comprising group work, one-to-one counselling and telephone support for men to help change abusive behaviour.

 The Pennine Domestic Violence Group (pdvg.org) provides information and runs a programme of support for perpetrators of domestic abuse in the Pennine area.

Please note:

- Mind does not endorse any particular support service, including those listed on this page. We have no knowledge of their services or performance.
- This is not an exhaustive list. You may be able to find other services near you.
- It is your responsibility to decide whether the service you are considering using is appropriate for you.

How can other people help?

This section is for friends and family of someone who is experiencing problems with anger.

It can be very difficult when someone you care about is experiencing problems with anger – especially if they sometimes direct their anger towards you, others close to them, or themselves. We are all responsible for our own actions, so ultimately it will be up to them to learn how to manage and express their anger appropriately. But there are still lots of things you can do to help support them.

- **Stay calm.** Although you probably have a lot of difficult feelings of your own, if you can stay calm it can help to stop anger escalating.
- Try to listen to them. If you can, allow them time to communicate their feelings without judging them. Often when someone feels that they are being listened to, they are more able to hear other people's points of view as well. And sometimes just being given permission to communicate angry feelings can be enough to help someone calm down.

- **Give them space.** If you notice that continuing the conversation is making it worse, give them space to calm down and think. This could be something like going into another room for a while, or spending a few days apart. It's important to give yourself space as well, so you don't find yourself getting too angry.
- Set boundaries. While there are lots of reasons why this can be difficult, it's important to set limits and boundaries. Be clear in advance about what sort of behaviour is and isn't acceptable to you, and think about what action you can take if someone crosses the line. You don't have to put up with any behaviour that makes you feel unsafe or seriously affects your own wellbeing.
- The worst thing is for people to tell me to calm down or say that whatever caused my anger doesn't matter. People listening and accepting my feelings (even if my anger seems unprecedented) helps the most.
 - Help them identify their triggers. This is something you can try when you're both feeling calm, away from any heated situation. Identifying someone's triggers for anger can help you both think about ways you can avoid triggering situations, and plan how to handle them when they do arise. But try not to be judgemental, or accusatory. While it can be useful to give specific examples of when you remember them getting angry, be aware that this is probably upsetting for them to think about.
 - **Help them seek professional help.** For example, you could help them arrange to see their GP, or help research anger management courses. See the *What support is available?* section for more information.
 - Look after your own wellbeing. It can be difficult at times to support someone else, so make sure you're looking after your own wellbeing too.

● I need [my family] to speak to me honestly but remain understanding. We have code words that we all can use when I'm either being unreasonable or when I feel like I might lash out.

What if their behaviour is abusive or violent?

Just because someone seems very angry, it doesn't necessarily mean that they will become violent or abusive. But if this does happen, the most important thing is to **make sure that you are safe**.

- Don't confront someone who is behaving aggressively. If you want to talk to them, wait until the situation has calmed down.
- You may want to make a safety plan. This could include:
 - Making a list of phone numbers of people, organisations and services that you can call if you are scared.
 - Arranging to stay at a friend's or neighbour's house until things are calm. Make sure you take any children or other people at risk with you.
 - Having a bag prepared to leave in an emergency.

You can contact specialist organisations for confidential advice and support:

- The National Domestic Abuse Helpline is available 24 hours day on 0808 2000 247 for women experiencing domestic violence.
- Refuge (refuge.org.uk) runs safe houses for women and children escaping domestic abuse. You can contact them to find a place in a refuge, or ask about general advice and support through the National Domestic Abuse Helpline.
- Women's Aid (womensaid.org.uk) offers information, an online forum, support and info for children and young people, and a directory of local services for women and children experiencing domestic abuse.
- Men's Advice Line (mensadviceline.org.uk) offers support for male victims of domestic abuse on 0808 801 0327 or you can email them at: info@mensadviceline.org.uk

- **Broken Rainbow** (brokenrainbow.org.uk) offers confidential support to LGBTQ+ people experiencing domestic abuse. You can call them freephone on 0800 999 5428 or contact them through the online chat service on their website.
- You can call the police. If your safety is in danger or the safety of others in your home, such as children dial 999. You might feel worried about getting your loved one in trouble, but it's important to always put your own safety first.

Useful contacts

Alcoholics Anonymous (AA)

tel: 0800 9177 650

web: alcoholics-anonymous.org.uk

Peer-led support programme

following 12 steps to support you to

stop drinking.

BACP

tel: 01455 883 300

web: itsgoodtotalk.org.uk Information and details of accredited practitioners.

Be Mindful

web: bemindful.co.uk

Information about mindfulness and mindfulness-based stress reduction (MBSR). Guidance on how to learn mindfulness, including course

listings.

Broken Rainbow

helpline: 0800 999 5428

(freephone)

web: brokenrainbow.org.uk
Offers confidential support to
LGBTQ+ people experiencing
domestic abuse, and their friends

and family.

Cruse Bereavement Care

tel: 0844 477 9400 web: cruse.org.uk

Charity providing information and support after someone you know

has died.

Men's Advice Line

helpline: 0808 801 0327 (Monday–Friday 10am–1pm and 2pm–5pm) email: info@mensadviceline.org.uk web: mensadviceline.org.uk Confidential helpline for all men (whether in heterosexual or samesex relationships) experiencing domestic violence by a current or ex-partner.

Mind Tools

web: mindtools.com
Information on topics including
stress management and
assertiveness.

MoodGYM

web: moodgym.anu.edu.au A free website where you can learn CBT and get help to learn how to deal with anger.

Useful contacts

MoodJuice

web: moodjuice.scot.nhs.uk Free online self-help guide from the NHS. Information and support for people who are worried about their violent or aggressive behaviour towards loved ones.

Mood Panda

web: moodpanda.com A free online mood diary.

National Domestic Abuse Helpline helpline: 0808 2000 247 24-hour phone line for women experiencing domestic abuse.

Player 2

web: lifeinneon.com/2013/06/12/ player-2-a-game-by-lydia-neon A free online tool to help you work through conflict and help you examine your thinking.

Refuge

web: refuge.org.uk
A national charity that runs safe
houses for women and children
escaping domestic abuse, and works
with families to effect change.

Respect

tel: 0808 802 40 40

email: info@respectphoneline.org.uk

web: respect.uk.net

Samaritans

Freepost RSRB-KKBY-CYJK
Chris, PO Box 90 90
Stirling FK8 2SA
24-hour helpline: 08457 90 90 90
email: jo@samaritans.org
web: samaritans.org
Emotional support for anyone in
distress.

Turning point

tel: 020 7481 7600 web: turning-point.co.uk Provides services for people with drug, alcohol and mental health problems.

Women's Aid

web: womensaid.org.uk
Offers information, an online forum,
support and info for children and
young people, and a directory of
local services for women and
children experiencing domestic
abuse.

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web: mind.org.uk/donate

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