Journeys
information pack

www.journeysonline.org.uk
029 2069 2891
info@journeysonline.org.uk
Dear Friend,

Thank you for downloading our information pack.

**Journeys** is the only organisation whose sole purpose is to support people affected by depression to achieve recovery.

**Journeys** takes a holistic approach to overcoming depression through guided self-help, building the foundations for sustainable and long-term wellbeing. We provide information, practical resources, services and training that promote the development of skills and strategies to help people find their own route to recovery.

**Journeys:**

- Produce and distribute a range of publications covering depression-related topics.
- Support a network of self-help groups run by and for people affected by depression.
- Provide mental health promotional information and services, including training packages aimed at assisting people in improving and maintaining their mental health.
- Campaign for the development of a holistic package of services for people affected by depression.

In your free information pack, you will find:

- *Understanding Depression* – an introduction to the symptoms and treatment of depression.
- *What to do if someone you know is affected by depression*.
- A useful telephone numbers list.
- A list of self-help groups.
- Information about self-help.
- A publications order form.
- Information about Journeys products and services.
- An application form to become a **Journeys** supporter.

I hope that this information is useful, if you have any questions please contact the **Journeys** team on 029 2069 2891 or info@journeysonline.org.uk.
I would invite you to support us by joining the Journeys supporter scheme and/or by making a donation.

Through supporting Journeys you will be helping us to provide a lifeline to thousands of people; fighting stigma and discrimination, contributing to changing policies, and influencing and informing the development of services.

Your support will also help us to continue providing information and support to people experiencing depression and their families and friends when they need it most; and ensure that our projects, services and self-help group network can continue.

Self-help groups

The self-help groups supported by Journeys operate on a drop-in basis. However, going to a group for the first time can be a daunting prospect. If you would like to talk to someone about attending a group – and possibly arrange for the group facilitator to meet with you before the group begins, please call us on 029 2069 2891 or email info@journeysonline.org.uk

Volunteering

Journeys has a number of volunteering opportunities. Most importantly, we are always on the look out for people who are prepared to help run a self-help group in their local area. We also have opportunities for volunteers at our Head Office in Cardiff. If you think you could help us in any of these areas, please contact us on 029 2069 2891 or email info@journeysonline.org.uk

Yours sincerely,

Tim Watkins
Director
Understanding Depression

Depression affects one in three families in the UK.

If you have depression, or if you are worried about a friend or relative who is depressed, Journeys can help.

Journeys is the only organisation in Wales whose sole purpose is to offer support and understanding to people affected by depression, their friends, families and carers.

Journeys takes a holistic approach to overcoming depression through guided self-help and the development of skills and strategies. We help people to find their own route to recovery, building the foundations for sustainable and long-term wellbeing.

We facilitate a network of self-help groups where people can share experiences and coping strategies; offer information and advice; provide a unique range of publications and practical resources covering many depression-related topics; run training courses to help people understand, manage and recover from depression; and co-ordinate mutual support services. We also offer a free information pack.

To request a free information pack or to find out more please contact us.

Call 029 2069 2891
Email info@journeysonline.org.uk
www.journeysonline.org.uk

Registered charity (008491): A Company Limited by Guarantee (0081571)
Registered office: 120-122 Broadway, Roath, Cardiff CF24 1NU

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What is depression?
Everyone feels sad or upset sometimes; it is a normal response to difficult or distressing experiences.

Depression is different. It is a serious condition that involves symptoms that are so intense that they interfere with day-to-day living over a prolonged period of time. This includes feelings of hopelessness, helplessness, low self-esteem and physical aches and pains.

It is one of the most common conditions in the UK, directly affecting at least 1 in 5 people during their lifetime. The vast majority of people make a full recovery.

Here is a list of common symptoms of depression. As a general rule, if you have experienced four or more of these symptoms, for most of the day nearly every day, for over two weeks, then you should seek help:
- Loss of confidence and self-esteem
- Difficulty concentrating
- Loss of interest in things you previously enjoyed
- Feelings of undue guilt and self-criticism
- Avoiding other people (sometimes even family and friends)
- Not functioning at work, college or school
- Changes in appetite
- Loss of libido and/or sexual problems

What causes depression?
There is no simple answer to the question, ‘what causes depression?’ There are many different theories and for each individual the combination of factors that lead to depression is unique. However, most people would agree that social, psychological and physical factors all play a part.

Although it sometimes feels like it has come out of the blue, depression can generally be linked to a deterioration in mental health as a result of a long term stressor or a stressful life event. These are often referred to as ‘triggers’. Some of the more common triggers are:
- Prolonged stress
- Bereavement
- Debt
- Divorce/separation
- Employment problems/redundancy
- Physical illness/disability

Whether people become depressed following a triggering event will depend on the psychological, social and environmental factors and events that they have been exposed to in the past, as well as the beliefs they hold and how they think, feel and react. If you react to or deal with triggering events in unhealthy ways then you are much more likely to develop depression.

Getting help
Getting help is the most important thing that you can do if you think that you may be depressed. The first step may be talking to someone you trust about how you are feeling. You should also visit your GP. There are many effective treatments available including self-help, talking therapies and medication.

Talking therapies can be extremely helpful. Professional counsellors or psychologists are able to listen to your problems, discuss your thoughts and help you examine these objectively.

Taking therapies can be extremely helpful. Professional counsellors or psychologists are able to listen to your problems, discuss your thoughts and help you examine these objectively.

If your depression is more severe or more enduring, your GP will probably prescribe an antidepressant. Antidepressants often take a few weeks to begin to work, so you should not worry if your depression does not improve immediately. As with many medicines, antidepressants can have unpleasant side effects, particularly in the first few weeks if these persist, or if you cannot bear them, you should talk to your doctor about changing to a different antidepressant. Although antidepressants are not addictive, they can have unpleasant withdrawal symptoms. For this reason, you should not stop taking them abruptly and should talk to your doctor about gradually lowering the dose when you are ready to stop taking them.

Self-help
Engaging in self-help starts with accepting responsibility for your own life and wellbeing. For many people this will come from the realization that they have much to gain through actively working towards recovery.

Self-help is any activity that you can do either by yourself or for yourself that allows you to manage your depression, and promote and sustain recovery. Self-help activities and techniques generally involve the development or re-enforcement of life skills that help you to live your life in a more positive way.

Self-help is not a quick fix and it can be difficult. It involves learning about yourself and your condition, and you will need to invest time and energy. But engaging in self-help enables you to develop both your understanding and coping strategies, providing useful tools to help you to bring about your recovery and possibly prevent future relapses into depression.

Self-help for depression includes:
- Learning about depression
- Managing your symptoms
- Taking moderate exercise
- Improving your diet
- Engaging in social activities
- Learning relaxation techniques
- Learning how to improve sleep
- Learning self-management skills
- Developing coping strategies
- Expressing your feelings

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- Expressing your feelings
**What is self-help?**

Self-help is about accepting responsibility for your own well-being. It is about taking steps, no matter how small, to overcome the difficulties that life brings. If your life is being disabled by depression then you have much to gain by taking these steps and actively pursuing your own recovery.

Everybody who experiences depression has their own individual causes, their own needs, and they will need to find their own route towards recovery. By understanding yourself and what is causing your difficulties, you can begin to identify what it is in your life that you need to do or change.

There are many things that you can do for yourself to reduce symptoms and promote recovery. In contrast with medical approaches to the management and treatment of depression, which are limited in scope and availability and can foster the sense of ‘being treated’, self-help approaches are varied, always available, and can be empowering as you take an active role in achieving recovery.

**Self-help encompasses a variety of activities, and can include the following:**

**Self-education:** Learn as much about depression as you can. The more that you know about depression, the more able you will be to make sense of your experiences.

**Self-discipline:** Simple tasks such as keeping to a set routine i.e. getting up and going to bed at regular times, eating regularly, not allowing your appearance or hygiene to slip, or continuing to meet with friends will all help.

**Raising confidence & self-esteem:** Understanding what you are capable of and not setting unrealistic targets or expectations will help you to achieve your targets and boost your confidence.

**The responsible use of stress:** Knowing how you react to stress and recognising when it is starting to exceed your tolerance levels will enable you to put into place coping strategies.

**Being active:** Being active stimulates the brain to produce endorphins, making us feel good. It can improve sleep and make us feel better physically, which can increase confidence.

**Eating well:** Your diet has an effect upon your mental and physical well-being. Eat a balanced diet and eat regularly, stay hydrated and try to avoid having too much caffeine, chocolate, nicotine or alcohol.

**Sleep hygiene:** A good night’s sleep allows the mind and body to recharge. Re-establishing a stable sleep regime is essential if you are to regain your health.

**Relaxation:** Regular relaxation is good for your mental and physical wellbeing - improving sleep and concentration, relieving tension, helping to clear your mind and ensuring you take time out for yourself.

**For more information about self-help, please contact us.**
**Self-help groups**

**Journeys** believe that self-help groups play a vital role in achieving recovery for many people, which is why we support a network of these groups throughout Wales. This is because it is not always easy to accept personal responsibility for your own well-being or to actively engage in self-help. Groups also give you the opportunity to connect with other people and build a network of support.

Self-help groups provide a forum where people can meet to share experiences and coping strategies with others in similar situations. Groups aim to provide mutual support and understanding in a non-judgemental, confidential environment. Meetings are not the same as therapy (although they do have a therapeutic value), but many people find that they gain much from the acceptance and understanding of fellow members.

The prospect of attending a self-help group can be very intimidating. Here are just a few of the ‘myths’, which may deter you from attending your local group:

**‘A self-help group may be a negative experience which will make me feel even more low’**

Group meetings are positive experiences where people feel able to express their feelings without explanation or guilt. Members support each other through their difficulties; and through helping others often their own feelings of worthlessness are reduced.

**‘Other group members will impose their views about causes, recovery and treatment’**

Self-help group meetings are based on the mutual respect of every member’s opinions and beliefs. Members are required to have a non-judgemental attitude and must not dominate the group, aggressively promote one set of beliefs, or refuse to listen to others or make room for their experiences.

**‘Other group members will not relate to my situation and I will feel more isolated and vulnerable’**

Because they are attended by people affected by or recovering from depression, all groups provide an environment where members can feel confident and comfortable in sharing experiences with others.

**‘I’ll be expected to share more information than I feel ready to’**

Most groups operate an ‘introduction’ system where each member has about five minutes to introduce themselves, providing new members with the opportunity to get to know each other’s circumstances from the outset. You do not have to speak if you do not wish to and the group will respect this, as they will throughout the meetings.

Please remember: **Journeys’** self-help groups are developed and co-ordinated by volunteers (called ‘Group Facilitators’). Group facilitators are not expected to be experts on depression, nor are they trained to offer counselling or therapy to individuals. For emotional support you can contact:

- SaneLine 08457 678000, Samaritans 08457 909090, or CALL 0800 132737

If you would like more information about the Self-Help Group Network or details of your local group, please contact us.

www.journeysonline.org.uk  
029 2069 2891  
info@journeysonline.org.uk
How to help someone affected by depression

Depression affects 1 in 5 of us at some point in our lifetime, the vast majority of people make a full recovery.

Being close to someone who is affected by depression can be particularly tough. It is frightening and upsetting to see someone you care for in such distress and understanding the condition itself can be difficult. Hopefully this information sheet will help.

What is depression?

Everyone feels sad or upset sometimes, it is a normal response to difficult or distressing experiences. Depression is different. It is a serious condition that involves symptoms so intense that they interfere with day to day living over a prolonged period of time.

Symptoms

Any prolonged change in someone’s behaviour or mood is a cause for concern, and may indicate that the person is becoming depressed. A person affected by depression may not fully appreciate how bad their symptoms are. Friends and family can help by encouraging them to see their GP.

Here is a list of the most common symptoms of depression. As a general rule, if a person experiences four or more of these symptoms for most of the day, nearly every day, for over two weeks then they should seek help.

- Difficulty concentrating
- Persistent sadness
- Tiredness & loss of energy
- Loss of appetite
- Loss of self-esteem
- Avoiding social contact
- Not being able to enjoy activities or interests
- Sleep problems

Causes

There is no simple answer to the question ‘what causes depression?’ There are many different theories but most people would agree that social, psychological and physical factors all play a part. For each individual how these factors combine to lead to depression is unique.

Although it sometimes feels like it has come out of the blue, depression can generally be linked to a deterioration in mental health as a result of a long term stressor or a stressful life event. These are often referred to as ‘triggers’. Some of the more common triggers are:

- Prolonged stress
- Bereavement
- Divorce/separation
- Physical illness / disability
- Debt
- Employment problems
What can I do?

Friends and family can play a vital role in a person’s journey towards recovery. The following list may help:

**Do’s**

Do encourage them to visit their doctor. You could offer to go with them if you think it may help and, if they are prescribed medication, encourage them to take it correctly.

Do encourage them to talk and LISTEN to them. Let them talk about their worries and fears and about the causes of their depression. Be sympathetic and offer encouragement.

Do gently encourage them to engage in self-help and support them to do this. This may include attending to their personal appearance (which will help their self-esteem) being active; eating healthily; relaxing; getting fresh air; seeing friends or tackling disrupted sleep.

Do remind them that depression is a temporary state, and that they will get better given time.

Do learn as much as you can about depression, treatments and self-help.

**Don’ts**

Don’t tell them they are imagining it. Depression can be a very distressing and sometimes life-threatening condition. If they are experiencing difficult symptoms, there are effective self-help techniques and their doctor will be able to help.

Don’t tell them to ‘snap out of it’ or to pull themselves together. They probably wish they could but cannot. Being made to feel like they should be able to and/or being shouted at will only make them feel worse.

Don’t be over critical. Depressed people are more easily upset and hurt. Depression often makes people feel guilty, and they are all too aware of the burden they are placing on other people.

Don’t always let them follow their own inclinations. What they want to do may be different to what is good for them in the longer term. Remember to encourage rather than force them to take steps to help themselves.

Don’t Forget to look after yourself. Caring for someone affected by depression can be extremely difficult and can put your own health at risk. Therefore, it is important that you take time out for yourself and are aware of your own emotional and health needs.

If you would like more information about supporting someone who is affected by depression, Journeys has a 32 page booklet available. Contact us for more information.

www.journeystonline.org.uk
029 2069 2891
info@journeystonline.org.uk
Journeys’ self-help groups bring people together to support each other in achieving and maintaining good mental health.

Journeys’ self-help groups provide a place where people affected by depression can share experiences and coping strategies; learn about mental health and wellbeing; and explore self-help.

For more information about the self-help groups, please see the separate information sheet on Self-help.

If you have any questions, or would like to speak to a group facilitator beforehand, please contact us:

029 2069 2891                      info@journeysonline.org.uk.

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<tr>
<th>Area</th>
<th>Venue</th>
<th>Meetings Held</th>
<th>Time</th>
<th>Facilitator</th>
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<td>London House, Alban Street, Aberaeron</td>
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<td></td>
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<td>Every 1st &amp; 3rd Wednesday</td>
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<td>Brecon</td>
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<td>Cardiff - Adamsdown</td>
<td>Journeys Office, 120-122 Broadway, Cardiff</td>
<td>Weekly</td>
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<td>Charlotte</td>
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<td>Every Tuesday</td>
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<td>Cardiff - Canton</td>
<td>Ty Canna, (behind Chapter Arts Centre), Market Road, Canton, Cardiff</td>
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<td>(Ty Canna – Depression Self-help Group)</td>
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<td>Carmarthen</td>
<td>Ty Carwyn, 3 St Peter’s Street, Carmarthen</td>
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<td>2 - 3.30 pm</td>
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<td>(Depression and Anxiety Support Group)</td>
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<td><strong>Llanrwst</strong> (&amp; transport from Colwyn Bay)</td>
<td>Hafal, 6 Station Road, Llanrwst</td>
<td>Monthly Every first Thursday</td>
<td>Contact Hafal office for details. 01492 642511</td>
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<td>Maerdy</td>
<td>Ty Teifi, Station Road, Maerdy</td>
<td>Weekly Every Wednesday</td>
<td>6 – 8 pm</td>
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<td>Oswestry</td>
<td>‘Top Cross’ above Travel Care 17A  Cross Street, Oswestry</td>
<td>Monthly Last Thursday of the month</td>
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<td>Fortnightly Every other Wednesday</td>
<td>10.15 - 12 pm</td>
<td>Malvina</td>
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<td>Rhyll</td>
<td>Hafod Mental Health Resource Centre, Beechwood Road, Rhyl</td>
<td>Fortnightly Every 2nd and 4th Thursday</td>
<td>7.30 – 9 pm</td>
<td>Shawn</td>
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<td>Weekly Every Tuesday</td>
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<td>Sheila/ Julie</td>
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<td><strong>Risca (SHADE)</strong></td>
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<td>Weekly Every Thursday</td>
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<td>Sheila/ Julie</td>
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<td>Ystradgynlais</td>
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**Please remember…………....**

Journeys’ self-help groups are developed and co-ordinated by volunteers (called ‘Group Facilitators’). Group facilitators are not expected to be experts on depression, nor are they trained to offer counselling or therapy to individuals.

For emotional support and information please call:

SaneLine (08457 678000), Samaritans (08457 909090), or CALL (0800 132737).
Journeys runs a supporters scheme.

Join us and become part of a growing community who support, empower and champion people affected by depression across Wales.

Why Join us?

You will receive:

- Journeys’ Understanding Depression 32 page booklet and a selection of leaflets on depression related topics
- Free copies of our other publications (on request)
- Access to our advice and information services
- All the latest depression-related news and research brought to your door in our newsletter
- Access to our mutual support services (including a penfriend scheme)
- Discounted admission to events, courses and conferences

You will also have the opportunity to:

- Support a cause which offers a lifeline to thousands of people devastated by depression
- Make your voice heard
- Connect with people who have had similar experiences
- Fight stigma and discrimination, and dispel the myths about depression
- Contribute to changing policy and services
- Influence, inform and be involved in the development of campaigns

Join now, please fill in your details below:

Name: ____________________________ Date: ________________

Address: ____________________________________________________________

Postcode: ____________________________

Phone Number: ____________________________ Email Address: ____________________________

Office Use Only:

CA CH £ ……………… Supp Don Gift Aid

D/B S/P

S/O ID ___/__________/___/___

G/A T/Y

I would like to join Journeys’ supporter scheme:

☐ £16 (full fee)  ☐ £10.00 (unwaged)  ☐ £20.00 Voluntary Org  ☐ £50.00 Company

Making a Donation

☐ I enclose a donation of £……………….
☐ I would like to make a regular donation - please complete the Standing Order form below.

Want to make your money go further?

Use Gift Aid* and for every pound you give to us, we get an extra 28p from the Inland Revenue at no extra cost to you. So, if you would like to Gift Aid all your donations and membership fees from this date until you notify us otherwise,

Just tick this box. It’s that simple. ☐

Please note: in order to process a Gift Aid donation we will require you to provide your name, address and today’s date, using the form overleaf.

*I to qualify for Gift Aid, what you pay in income tax or capital gains tax must at least equal the amount we will claim in the tax year.

I would like to pay:

☐ By cash
☐ By cheque/postal order (Please make cheques payable to Journeys)
☐ By Standing Order

Application to set up a standing order for the supporter scheme and/or donations

To (name & address of your bank) ………………………………………………………………………………………………………

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Amount

Amount in words

Date of 1st payment

And thereafter every Date Every Month Quarter Year Until further notice

Name of account to be debited

Sort code

A/c number

Signature …………………………………………………………………………………………….. Date ……………………………

Please return this form to:

Journeys, 120-122 Broadway,
Roath, Cardiff CF24 1NJ

www.journeysonline.org.uk
029 2069 2891
info@journeysonline.org.uk
Publications

Journeys produces a unique range of depression-related publications. They help people to understand depression, promote a holistic approach to overcoming the condition and explore self-help.

Booklets

Understanding Depression - a 32 page booklet that explores warning signs, symptoms and formal treatments for depression, as well as introducing self-help approaches.

Depression During and After Pregnancy - Many women experience depression during pregnancy, and around 15% of new mothers (and many new fathers) will experience depression in the weeks following the birth. This booklet provides information and practical advice for people affected and those around them.

Caring for someone who is affected by depression - an essential guide for anyone who has a loved one, friend, relative or colleague that is affected by depression. This booklet will help you to understand depression and offers practical advice.

Cognitive Therapy - a 32 page booklet written for Journeys by Dr Luisa Stopa. It explores the distorted thoughts and beliefs associated with depression and offers practical self-help tools to challenge and overcome them.

Working Well - A guide to mental health at work for managers and employers.

Leaflets

Understanding Depression - our basic information leaflet provides information on depression, its symptoms and treatment.

A Good Night’s Sleep - why depression affects sleep, and practical self-help advice.

Complementary Therapies - why complementary therapies may be helpful in overcoming depression and information on choosing a reputable therapist.

Depression and Food - the relationship between depression and food, alongside practical self-help advice.

When Someone you know is Suicidal - the information you need to deal with an emergency. The leaflet also signposts people to sources of support for people who are at risk from suicide or self harm.

Depression and Young People - for young people themselves and for those who care for them or work with them. It provides information about depression, its symptoms and what you can do to help.

Treating Depression - based on the NHS care pathways, it sets out the formal support that anyone affected by depression should expect to receive.
Resources & services

Journeys provides a range of resources and services for people affected by depression, their families, friends and carers. These currently include:

**Audio books**

‘Taking Control’ is a 6 CD audio book that deals with the causes and symptoms of depression, formal and alternative treatments, and a full range of self-help techniques. ‘Taking Control’ is about people making a conscious decision to change their lives through the development of a personalised self-help programme. A Welsh language version, ‘Cipio’r Awenau: Rheoli Iselder: Arferion da ar gyfer byw gyda iselder’ is also available.

**CD-Rom**

The Healthy Minds CD-Rom is an interactive multimedia resource aimed at people affected by depression but is also a useful resource for families and friends, health workers and anyone who wants to promote and protect their mental health. It offers a comprehensive exploration of mental health, depression and self-help. It is packed full of practical resources, personal stories, tips and exercises that can help people find their own route to recovery.

**Self-help groups**

Journeys has a network of self-help groups throughout Wales. The groups provide a space where people can get and give support; learn about mental health and wellbeing; explore self-help; and share coping strategies.

**Information & advice**

Journeys has a free information pack available and we also provide an information and advice service. If you contact us by letter, phone or email we will do our best to answer your depression related questions.

**Training**

Journeys provides a range of training opportunities including the ground breaking ‘Depression Busting’ 8 week self-management programme; mental health and wellbeing; understanding depression; Mental Health First Aid; and developing a mentally healthy workplace for managers and employers.

**What else do we do?**

Journeys also …………… produce a newsletter; provide mutual support services for our supporters; raise awareness; campaign for fair treatment; conduct research; inform policy; fight stigma and discrimination; and champion the rights of people affected by depression.
Order form

To place a publications order please complete and return this form.

For more information about the publications see our ‘Products’ information sheet or contact us.

Prices

Please Note: All prices include P&P

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Useful contacts

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CF24 1NJ
info@journeysonline.org.uk
www.journeysonline.org.uk

National Mental Health Organisations

AWETU (Black & Ethnic mental health support) 029 20394141
Manic Depression Fellowship Wales 08456 340080
Hafal (formerly the National Schizophrenia Fellowship) 01792 816600
MIND Cymru 029 20395123

Telephone Helplines

Saneline (12 pm – 2 am) 08457 678000
CALL (community advice & listening line) (12 pm – 12 am) 0800 132737
NHS DIRECT (24 hrs, 365 days) 08457 909090
The Samaritans (24 hrs, 365 days) 08457 646464
(Wales Rural) Helpline (24hrs) 0800 0858119
Childline (24 hrs) 0800 1111
Carers National Advice Line (Weds & Thurs, 10 am – 12 pm & 2 pm – 4 pm) 0808 8004444
Shelter (8 am - 8 pm, 365 days) 0808 8004444
National Debtline 0808 8084000

Drug, Alcohol, Eating disorder & Gambling Helplines

Alcoholics Anonymous 08457 697555
Al Anon (for families & friends of problem drinkers) 020 74030888
Narcotics Anonymous 020 77300009
Families Anonymous (Drug support) 0845 1200660
FRANK (formerly National Drugs Helpline) 0800 776600
Drinkline 0800 9178282
Welsh Council on Alcohol & Drugs 029 20493895
Beat (Eating Disorders Association) 0845 6341414
Gamblers Anonymous 020 73843040
Wales Drug & Alcohol Helpline 0800 6335588

Relationship / Sexual health

RELATELINE 0845 1304010
New Pathways (Rape & sexual abuse counselling) 01685 379310
Wales Domestic Abuse Helpline 0808 8010800
BAWSO Women’s Aid (black and minority ethnic women and their children) (24hrs) 0800 7318147
National Aids Helpline 0800 567123

Anxiety / Phobias
No Panic Helpline 0808 8080545
No Panic Info line 0800 7831531

Bereavement
CRUSE Bereavement line 0870 1671677
CRUSE Bereavement line for young people 0808 8081677
Bereavement Helpline Wales 0870 2406578
Survivors Of Bereavement by Suicide (9 am - 9 pm) 0844 5616855

Benefits / Disability
Benefits Enquiry Line 0800 882200
Disability Benefits Unit 08457 123456
The Equality and Human Rights Commission (Wales) 08456 048810

Counselling Services
British association of Counsellors and Psychotherapists 01455 883300
RELATE (to contact your nearest office) 0300 100 1234