

**“Who is this for?”** This document is for asylum seekers who have concerns about their physical or mental health.

**“What healthcare can I receive?”** The National Health Service (NHS) is the government funded healthcare service that everyone living in the UK can use without being asked to pay the full cost of the service. You are entitled to see a doctor (GP) and have NHS provided hospital care without charge. You may also be entitled to free or low-cost medication. Further information is available at: *NHS entitlements: migrant health guide* - GOV.UK ([www.gov.uk](http://www.gov.uk)).

**“Will healthcare support affect my asylum claim?”** Your claim will not be negatively affected by any illness or health treatment you receive.

**Home Office role:** The Home Office supports asylum seekers with issues relating to the asylum process. Health matters shared with the Home Office may be considered when processing asylum claims and assessing accommodation needs. The Home Office does not offer physical or mental health support.

**Migrant Help role:** Migrant Help supports with issues relating to accommodation and financial support - [\(Asylum advice and guidance | Migrant Help \(migranthelpuk.org\)\)](http://Asylum advice and guidance | Migrant Help (migranthelpuk.org)) (open 24/7/365): 0808 8010 503.

**Additional services:** Here is a list of other services, from non-governmental organisations, which provide information and support to asylum seekers. You may be able to request an interpreter to help access services. Please contact these organisations for more information.

## **The Refugee Council**

The Refugee Council works with people seeking asylum in the UK. The Refugee Council <https://www.refugeecouncil.org.uk/> provides advice, therapeutic and practical support to help people settle. They also specialise in working with children who arrive in the UK alone.

Call the Infoline freephone 0808 196 7272 (Monday & Thursday 9.30am-12.30pm.) Call the separated children freephone 0808 175 3499 (Monday – Friday 8.30am-5.30pm).

## **‘My View’ – Children’s service**

My View Children's therapy service is a safe, confidential place for young people to access wellbeing support through talking, individual creative work, or group therapeutic support. The service is offered in different parts of the country. Please visit our website for more information: <https://www.refugeecouncil.org.uk/get-support/services/my-view-childrens-therapy/>

## **Every Mind Matters Loneliness**

The NHS provides practical advice and tips to reduce loneliness, and details of supportive organisations.

Website: <https://www.nhs.uk/every-mind-matters/lifes-challenges/loneliness>

## **British Red Cross**

The British Red Cross offers emergency help, one-to-one support & casework and help reuniting families. The British Red Cross does not provide immigration advice. The British Red Cross are a UK-wide service.

For more information contact your local office: <https://www.redcross.org.uk/get-help/get-help-as-a-refugee/where-else-to-get-help-as-a-refugee>

## **Barnardo’s**

Barnardo’s (<https://www.barnardos.org.uk/get-help>) aims to support children, young people, parents and carers. They offer:

- **Refugee Support Service:** links families with local services.
- **Supported Accommodation Service (Northern Ireland)** for unaccompanied young people – (aged 16-21).
- **Family Wellbeing Service: (Cardiff)** supports asylum seeking families. Family Reunion Integration Service (Birmingham/Glasgow).
- **Boloh Helpline:** (for adults over 18) Advice, signposting, emotional support, and therapy by qualified therapists. Therapy sessions can take place remotely via telephone or online at: <https://helpline.barnardos.org.uk/>.

## Other Services

### Domestic Abuse Helplines

- **England** – Refuge's Freephone 24-hour National Domestic Abuse Helpline; 0808 2000 247.  
Live Chat Service, Monday-Friday, 3pm-10pm.  
<https://www.nationaldahelpline.org.uk/Chat-to-us-online>
- **Wales** - Live Fear Free Helpline; 0808 80 10 800.
- **Scotland** - Scotland's Domestic Abuse and Forced Marriage Helpline; 0800 027 1234.
- **Northern Ireland** - Women's Aid Northern Ireland; 0808 802 1414.
- **Men** - Men's advice line; 0808 8010327.
- **Galop (LGBTQI)** <https://galop.org.uk/>; Call 0800 999 5428.

### Emergency Response Service

- Call 999 or 112 if someone is seriously ill or injured, and their life is at risk.
- Call 111 for non-life-threatening medical support.

### Suicide Prevention Helplines

- **Papyrus** - Prevention Of Young Suicide <https://www.papyrus-uk.org/>; Call 0800 068 41 41.
- **Samaritans** - <https://www.samaritans.org/>; Call 116 123.

## NHS 111 crisis mental health support

The NHS offer access to a 24/7 package of mental health crisis support through a single phone line.  
<https://www.nhs.uk/nhs-services/mental-health-services/where-to-get-urgent-help-for-mental-health/>

### Freedom from Torture

Freedom from Torture has centres in London, Birmingham, Newcastle, Manchester, and Glasgow. For UK-based survivors of torture they provide:

- One-to-one and group therapy activities for the treatment of complex post-traumatic stress disorder (PTSD), depression, anxiety, and other problems.
- Creative and group activities: gardening, music, art, football, and cooking
- Health assessments and pain management including through physiotherapy.
- Medico-legal reports for asylum claims where doctors assess the impact of torture:  
<https://www.freedomfromtorture.org/help-for-survivors/medico-legal-reports>
- Legal support: finding a lawyer, understanding the asylum system and release from detention.
- Support with housing, education, financial support, health, and social care.

Call: 020 7697 7777. Website:

<https://www.freedomfromtorture.org/contact-us>

### Helen Bamber Foundation

The Helen Bamber Foundation is a specialist clinical and human rights charity that works with survivors of trafficking, torture, and other forms of extreme human cruelty.

Their multidisciplinary and clinical team provide integrated care for survivors which includes:

- Medico-legal documentation of physical and psychological injuries
- Evidence-based specialist therapeutic care
- A medical advisory service
- A counter-trafficking programme
- Housing and welfare advice
- Legal protection advice
- Community integration activities.

Website: <https://www.helenbamber.org/refer>

## Micro Rainbow

Micro Rainbow supports LGBTQI refugees and people seeking asylum in the UK. Micro Rainbow's holistic approach to integration is based on three pillars: safe housing, social inclusion, and employability support. These programmes ensure that LGBTQI refugees are not only safe but also able to live fulfilling, independent lives. They offer:

- Safe housing and housing advice for LGBTQI people seeking asylum in the UK.
- Social inclusion activities and events for LGBTQI refugees and people seeking asylum.
- Moving on and employability support, helping LGBTQI refugees with the transition from being an asylum seeker to refugee.

Website: <https://microrainbow.org/>. Helpline number: 0800 3585851

## **Scottish Refugee Council (SRC) (services only in Scotland)**

- **Family Rights Service:** for families with children, including pregnant women and single parents.
  - **Destitution Service:** Assists refused asylum seekers who are known as ARE (Appeal Rights Exhausted).
  - **Refugee Integration Service:** supports new refugees granted any form of leave to remain.
- To speak to an advisor and learn more about all the services, please call 0808 1967 274 or email [refugeesupport@scottishrefugeecouncil.org.uk](mailto:refugeesupport@scottishrefugeecouncil.org.uk).

Freephone helpline: 080 8196 7274 for information and advice on refugee and asylum issues.

Our free helpline is open Monday (9am-5pm), Tuesday (9am-5pm), Wednesday (2pm-5pm), Thursday (9am-5pm), and Friday (9am-3pm).

## **Welsh Refugee Council (WRC) (services only in Wales)**

Advice, support, advocacy and signposting for refugees and asylum seekers living in Wales. [www.wrc.wales](http://www.wrc.wales) Freephone helpline offering appointments, information and advice on refugee and asylum issues: 0808 196 7273. They offer:

- Wales Sanctuary Service: casework support and advocacy across Wales around asylum claims and asylum support for all asylum seekers including those who are Appeal Rights Exhausted.
- Move On service supports new refugees with integration and transition.
- Support for migrants with the No Recourse to Public Funds condition.
- Interpreter and translation support.
- Refugee and Sanctuary Seeker children's play project.
- Education and Employment support, including ESOL lessons.
- Volunteering opportunities.
- Transition to e-visa support.

## **Services in Northern Ireland**

Advice and support, including healthcare, housing, employment, and access to education, is available for refugees and asylum seekers.

Website:

<https://www.nidirect.gov.uk/articles/asylum-seekers-and-refugees-help-and-advice>.

## **Doctors of the World**

Doctors of the World provides one-off medical appointments, information, and practical support to asylum seekers to register with a GP. They run a clinic, advice line, outreach services and advocacy programmes. Opening times are 10am-12pm Tuesday to Thursday.

Call 0808 164 7686. Website:

<https://www.doctorsoftheworld.org.uk/patient-clinic/>

## **Refugee Action**

Refugee Action supports refugees & people seeking asylum in several locations across England.

Website: <https://www.refugee-action.org.uk/our-services/help-and-advice/>

- **Asylum Crisis (London, Manchester, West Midlands, Bradford (families only)):** if you are an asylum seeker & you need accommodation or support or your support has been refused or terminated, this service can help you.
- **The BRAVE project (Bradford):** is an expert by experience led project focusing on integration and wellbeing activities for asylum seekers in Bradford. This is for all service users at Refugee Action with a specific focus on families.
- **Wellbeing Program:** Our Wellbeing service is delivered in partnership with Solace, which is a combination of one-to-one therapy for refugees and asylum seekers suffering from trauma symptoms (delivered by Solace therapist) as well as a weekly wellbeing group session for those with lower levels of need, or who need supplementary input in addition to one-to-one support.
- **National Immigration Advice service (NIAS):** NIAS is a newly launched service at Refugee Action. It provides Immigration advice and casework support and representation to vulnerable people seeking asylum and migrants who are receiving support from Refugee Action's Asylum Crisis services. The service delivers immigration advice and casework up to OISC Level 3. Clients will be referred internally from the Crisis Asylum Services in London, Birmingham, Manchester, and Bradford. The service will also receive direct referrals from Bradford.