



Bolton Listening Lounge

About Us

Bolton Listening Lounge provides a safe community space where real conversations take place – without judgement – to support mental wellbeing for those that live in and around Bolton.

About Family Action

Family Action works from the heart of local communities to support people through change, challenge and crisis. We protect children, support young people and offer direct, practical help to individuals and families.

family-action.org.uk

Bolton Listening Lounge
YMCA BOLTON, 125 Deansgate,
Bolton, BL1 1HA

01204 917 739

boltonll@family-action.org.uk

Open times: 3 pm - 10 pm,
7 days a week



Greater Manchester
Mental Health
NHS Foundation Trust

The Listening Lounge

Providing a safe space, a warm welcome and non-judgmental support for those that live in and around Bolton.



boltonlisteninglounge.org.uk

What is the Listening Lounge?

Bolton Listening Lounge is a community space that allows for real conversations to take place – without judgement – to help support emotional wellbeing.

Providing a safe space outside of normal service hours, the Listening Lounge offers drop in sessions from 4pm – 7pm daily as well as on the day bookable appointments.


Those that come and see us do not need to be referred by a professional – **it is open to anyone who may be feeling overwhelmed or worried, and is keen to talk it through.**

We are a non clinical service. Please ring the 24/7 Mental Health Crisis Helpline for all ages if you require clinical support on 0800 953 0285.

Who delivers the Listening Lounge?

The Listening Lounge is a result of 3 services working together under the umbrella name of the Bolton Mental Health Alliance.

Family Action, MhIST (Mental Health Independent Support Team) and the NHS Greater Manchester Mental Health Trust all recognise a need for support for those that may be experiencing mental distress, unhelpful thoughts or that are struggling to cope for what ever reason.



If you know of someone who could do with a bit of extra emotional support and a non-judgmental listening ear, you can - with consent - pass on their details. Visit our website for more information.

What support do you provide?

Our experienced team members come from a wide range of backgrounds and will sit with you, providing:

- a non-judgmental listening ear,
- techniques that may help manage the emotions you're feeling, and
- signposting to other services that may be useful

Together, we look to how we can manage your short-term emotions as well as looking to what may trigger the unhelpful feelings in the first instance. We will also look at how we can empower you to work with the feelings longer-term, helping you to cope when, and if, the feelings come back.

Our Navigator pathway

For many, having strong social networks can help reduce feelings of loneliness and isolation, and can work to build confidence and self-esteem. If this sounds right for you, we can explore what this may look like and see what local groups could support here.

Our Advocacy Pathway

Support to help you express your views and wishes, and help you stand up for your rights where you experience challenges with services.



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Drop in: 4pm-7pm**