



Family Action Celebrates One Year of the Bolton Listening Lounge

Bolton, 21/08/2024 – Family Action is thrilled to celebrate the first anniversary of the Bolton Listening Lounge, a vital service offering support to individuals experiencing mental health distress.

The anniversary event, held at The Bolton Listening Lounge on Deansgate, brought together community members and partners to highlight the essential services provided by the charity.

The Bolton Listening Lounge provides immediate support for individuals experiencing mental distress, unhelpful thoughts, feelings of being overwhelmed or feelings of being unable to cope, due to a range of life stressors like bereavement and financial issues, and other well-being challenges.

Over the past year, The Bolton Listening Lounge has become a sanctuary for many, and the service ensures those needing clinical support can access appropriate care through partnerships with local organisations.

Since starting the project last August, The Bolton Listening Lounge has focused on building its team and the anniversary event showcased the progress made and introduced the Lounge as a crucial community resource.

Family Action Service Manager, Michelle Del Rosso, said: “We’re dedicated to making the Listening Lounge a safe space for everyone in Bolton, where people can talk openly and honestly about how they are feeling and the challenges they are facing. Our anniversary event was a fantastic opportunity to connect with key stakeholders and partners, strengthening the support network and referral pathways for those in need.”

The Bolton Listening Lounge is delivered by Bolton Mental Health Alliance, made up of Family Action, MhIST (Mental Health Independent Support Team), and Greater Manchester Mental Health NHS Foundation Trust (GMMH), forming a robust support network for the community.

The event underscored the importance of cross-sector collaboration to provide timely and effective support.

Hannah Carrington, Senior Project Manager – Adult Mental Health (Bolton) said: “Bolton’s Listening Lounge is a fantastic service based in the town centre open to anyone who may be



struggling. The service is open between 3pm and 10pm daily, and is a genuine alternative to A&E. This service has been made possible thanks to a lot of hard work from Family Action, MhIST and GMMH to really shape something that meets the needs of Bolton people.

If you are struggling and need to speak to someone, please reach out to Bolton's Listening Lounge for help.'

As the Listening Lounge enters its second year, Family Action remains committed to fostering community ties and ensuring those in crisis have a safe place to turn for help.

The Bolton Listening Lounge is located on Deansgate, Bolton.

The contact number is: 01204 917739, and email is boltonll@family-action.org.uk where people can book themselves in for an appointment with the team, 7 days a week, between 3-10pm.

People looking to access the service can also visit The Bolton Listening Lounge drop-in service, where no appointment is needed, from 4-7pm.

For more information about the Bolton Listening Lounge and Family Action's services, please visit [Family Action](#)

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Notes To Editors

About Family Action

Family Action is a national charity committed to building stronger families and supporting people through change, challenge and crisis. Since the charity was founded in 1869, we have continued to help children and families overcome the challenges they face through a wide range of practical, emotional and financial support. Today we work with more than 60,000 families in some 200+ community-based services, as well as supporting thousands more through our national helpline, FamilyLine, which offers free and immediate support to adult family members and national schemes like the National School Breakfast Programme.

For further information, please visit our website at www.family-action.org.uk



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