

**If you are struggling to cope and need someone to talk to, it is important that you know that there are people here to help. No one needs to struggle on their own... Healing Minds**

There are many different types of mental health support available in Kensington and Chelsea and services specifically set up to respond to the needs of people affected by the Grenfell Fire disaster. If you are concerned about your mental health, we recommend that your GP should be your first point of contact to discuss your concerns. They can refer you to a number of mental health services, such as counselling. There are also a number of voluntary organisations and helplines offering services that can help.

## Help in an emergency

---

Listed below are list of NHS, statutory, voluntary organisations and helplines you can contact for mental health support. However, if you think you or someone you know, is in danger of hurting themselves or others, please seek immediate help by calling emergency services. Dial 999, free of charge and ask for assistance.

For information about Healing Minds visit [www.kcmind.org.uk](http://www.kcmind.org.uk)

## Mental health and wellbeing support for Grenfell

---

### Grenfell Health and Wellbeing Service

From January, 2018, the Talking Therapy Service for adults affected by the Grenfell fire becomes the Grenfell Health & Wellbeing Service.

The Grenfell Health & Wellbeing Service is a free and confidential NHS service for children and adults who were affected by the Grenfell Tower fire.

There is also an NHS Night service operating from the Notting Hill Methodist Church. The service offers emotional support from NHS staff through the night. It is open from 10pm to 8am, every night.

The Grenfell Health and Wellbeing Service also offers Mother Tongue counselling in Arabic and Farsi.

Web: [www.grenfellwellbeing.com](http://www.grenfellwellbeing.com)

Email: [grenfell.wellbeing@nhs.net](mailto:grenfell.wellbeing@nhs.net)

Tel: 020 8637 6279

### NHS: Grenfell Assistance Centre

The Curve, 4 Bard Road, W10 6TP

Call 0800 0234 650

- Walk in service: every day between 10am and 8pm
- Family and Friends Assistance Centre: Monday to Friday 9am to 5pm By appointment – contact Family Liaison Officers
- Community outreach: NHS workers are carrying our door-to-door visit people at home and in their temporary accommodation to see if anyone needs further NHS help. NHS workers will always have identification

### RBK&C: Care for Grenfell

Care for Grenfell is a team that has been established to provide additional support for any residents that have been directly affected by Grenfell.

Available Monday to Friday 9am – 5pm

Call: 020 7745 6414

Email: [Careforgrenfell@rbkc.gov.uk](mailto:Careforgrenfell@rbkc.gov.uk)

- Out of hours support

- Housing: call 020 7361 3008
- Social Services: call 020 7361 3013

## RBK&C: Grenfell Key Workers Hub

Call: 020 7745 6400

Or visit [GrenfellTowerKeyWorkerHub@rbk&c.gov.uk](mailto:GrenfellTowerKeyWorkerHub@rbk&c.gov.uk)

## Mental health and wellbeing support ~ universal services

---

### Single Point of Access (SPA)

If you or someone else you know is in need of more support than can be provided by the organisations on this list you can call the dedicated NHS response service number where your needs will be assessed and appropriate mental health support and information and advice will be provided. This is available 24 hours a day.

- Call 0800 0234 650 or email [cnw-tr.spa@nhs.net](mailto:cnw-tr.spa@nhs.net)

### Community Living Well (Primary Care)

Community Living Well is a new primary care service that offers easy access to a range of wellbeing and clinical services, including; information on self-help, peer support, employment support and support to navigate access to housing and benefits. Community Living Well also offers specialist support from mental health nurses and talking therapies.

- Community Living Well (North Hub), St Charles Centre for Health and Wellbeing, Exmoor Street, London, W10 6DZ  
Call: 0208 206 8700
- Community Living Well (South Hub), Violet Melchett Centre, 30 Flood Street, London, SW3 5RR  
Call: 0203 028 7805 or visit [www.communitylivingwell.co.uk](http://www.communitylivingwell.co.uk)

Community Living Well has two talking therapy services:

- Psychological Therapies:

It is a free and confidential NHS service for people aged 16 and over who are registered with a GP in Kensington and Chelsea, Queens Park Paddington area. They provide a range of psychological therapies and support:

- Call 020 8205 8700

- **Mother Tongue Counselling Services (in Arabic and Farsi):**

Mother Tongue is an IAPT compliant counselling service delivered by Wandsworth and Westminster Mind to offer free and confidential counselling in Arabic and Farsi languages for people aged 18 and over who are registered with a GP in Kensington and Chelsea, Queens Park Paddington area: Call 077 1563 6626 or visit [www.wmind.org.uk/mother-tongue-counselling](http://www.wmind.org.uk/mother-tongue-counselling)

## Crisis support

---

For help in a crisis, please contact the Single Point of Access Crisis and Advice Line:

- **Single Point of Access**

Call 0800 0234 650 or visit <http://www.cnwl.nhs.uk/service/single-point-of-access-north-west-london-adult-community-mental-health-services/>

For listening support there are a number of support helplines you can call.

- **The Samaritans**

The Samaritans can be contracted for free, confidential support, 24 hours a day, 7 days a week:

Call the Samaritans on 07725 90 90 90 or visit [www.samaritans.org](http://www.samaritans.org)

- **SANEline**

SANE is a UK mental health charity who work to improve the quality of life for anyone affected by mental illness. SANE runs an out-of-hours mental health helpline offering specialist emotional support and information to anyone affected by mental illness, including family, friends and carers. SANEline is open 7 days a week every day of the year from 4.30pm – 10.30pm.

Call 0300 304 7000 or visit [www.sane.org.uk](http://www.sane.org.uk)

## Voluntary organisations

---

Mental health support, advice and information, counselling, psychotherapy and emotional support.

- **Al Mannar: Muslim Cultural Heritage Centre**

Al Manaar, have been are the forefront of providing practical, spiritual, pastoral and emotional support in response to the Grenfell tragedy. In partnership with Inspirited Minds, they are providing help, support and counselling: Call 020 8964 1496 or visit [www.almanaar.org.uk](http://www.almanaar.org.uk)

- **Al Hasaniya Moroccan Women's Centre**

Al Hasaniya provide practical and emotional support for women and their families. A programme of advice, advocacy and referral helps the women to deal with their problems and access mainstream NHS and voluntary services:

Call: 020 8969 2292 or visit <http://al-hasaniya.org.uk/support/mental-health>

- **Cruse Bereavement Care**

Cruse Bereavement Care is a national charity for people who have been bereaved. CRUSE offers support to adults, young people and children to understand their grief and cope with their loss. CRUSE can offer individual and group sessions. CRUSE also provide support groups for people bereaved by suicide:

Call: 020 8964 3455 or visit <http://www.kchf-cruse.org.uk>

- **Help Counselling**

Help Counselling Service offers low cost counselling and psychotherapy to a wide range of people, mainly in the west London area. As well as their core counselling service, Help is offering free listening support for people in temporary accommodation, individuals, and staff groups. Help is also working with organisations and staff groups who may have been affected and can provide information sessions about on how to look after your emotional and mental wellbeing following a major incident:

Call 020 7221 9974 or visit [www.helpcounselling.com](http://www.helpcounselling.com)

- **Hestia**

Hestia provides housing and mental health day services, including a free community outreach counselling service for people who need emotional support:

- Grove Resource Centre: 020 7221 0052
- The Oremi Centre: 020 8964 0033

Visit [www.hestia.org](http://www.hestia.org)

- **Kensington and Chelsea Mind**

A local charity affiliated to national Mind that provides advice, information and signposting to local services and recovery focused support services for people who are experiencing mental health difficulties.

Call: 020 8964 1333 or visit [www.kcmind.org.uk](http://www.kcmind.org.uk)

- **Midaye Somali Development Network**

Midaye is a registered charity providing advice, advocacy, mental health support and education services for members of the Somali community. Midaye is the co-ordinating group for Grenfell Community Forum.

Call: 020 89697456 or visit [www.midaye.org.uk](http://www.midaye.org.uk)

- **Mind and Soul Foundation**

The Mind and Soul Foundation is a Christian organisation that aims to educate people about mental health, help people recover from mental distress and engage people with the local church and emotional health services.

Call Premier Lifeline: 0300 111 0101

Or visit: <http://www.mindandsoulfoundation.org>

- **SMART**

SMART is a day service offering a range of support services located in the south of the Borough, with outreach locations in north Kensington. Drop in hours are Monday to Sunday 10am to 4pm, and Monday, Wednesday and Thursday 6pm to 9pm.

Call: 020 7376 4668 or visit [www.smartlondon.org.uk](http://www.smartlondon.org.uk)

- **West London Action for Children**

West London Action for Children offers a range of counselling and therapy services for children in need, and their families. They support

families under stress to develop their confidence and skills to cope with the ordinary and extraordinary challenges of family life:

Call: 020 7352 1155 or visit [www.wlac.org.uk](http://www.wlac.org.uk)

- **Support 4 Grenfell Community Hub**

Support 4 Grenfell Community Hub is a new partnership of registered charities offering a range of support services, counselling and advice for children, young people, parents and families affected by the Grenfell Tower fire: Call 07964 560 175

## Online support

---

- **Elefriends**

Elefriends is an online, moderated, peer support forum run by Mind. Elefriends is a supportive community where people can give and gain support and share experiences with people who understand, based on their own lived experience of mental health problems:

Sign up for Elefriends at: [www.elefriends.org.uk](http://www.elefriends.org.uk)

- **Easy Life**

The Easy Health website provides videos and easy-read leaflets which help people with learning disabilities understand mental health issues and mental health care:

Visit [www.easyhealth.org.uk](http://www.easyhealth.org.uk)

## Volunteering

---

### The Volunteer Centre

The Volunteer Centre recruits, supports, manages and develops volunteers. Grenfell Home-Start provides support and practical assistance for people affected by the Grenfell tragedy.

- Call 020 8960 3722 or visit [www.voluntarywork.org.uk](http://www.voluntarywork.org.uk)

## Support with drug and alcohol problems

---

- **The Alcohol Service**

The Alcohol Service (TAS) is a free and confidential alcohol service for adults, families, carers and affected others.

Call: 0800 014 7440

Email: [thealcoholservice.info@cgl.org.uk](mailto:thealcoholservice.info@cgl.org.uk)

or visit <https://www.changegrowlive.org/content/the-alcohol-service-hammersmith-fulham-kensington-chelsea-westminster>

- **Drugs and alcohol Wellbeing Service**

The Drug & Alcohol Wellbeing Service (DAWS) is the substance misuse treatment service for Kensington and Chelsea.

Call: 020 8960 5599 or visit [http://wellbeing.turning-](http://wellbeing.turning-point.co.uk/centrallondon/hubs/kensington-and-chelsea/)

[point.co.uk/centrallondon/hubs/kensington-and-chelsea/](http://wellbeing.turning-point.co.uk/centrallondon/hubs/kensington-and-chelsea/)

- **Build on Belief (BoB)**

BoB is service user run organisation providing counselling support and social opportunities for people needing support for drug and alcohol problems.

Call: 0800 0234 650 or visit [www.buildonbelief.org.uk](http://www.buildonbelief.org.uk)

## Mental Health Helplines

---

- **Anxiety UK**

Charity providing support if you've been diagnosed with an anxiety condition.

Call: 08444 775 774 (Mon-Fri, 9.30am-5.30pm)

Website: [www.anxietyuk.org.uk](http://www.anxietyuk.org.uk)

- **Bipolar UK**

A charity helping people living with manic depression or bipolar disorder.

Contact via Website: [www.bipolaruk.org.uk](http://www.bipolaruk.org.uk)



- **B-EAT Eating Disorder Association**  
Call: 08456 341 414
- **CALM**  
CALM is the Campaign Against Living Miserably, for men aged 15-35. Dedicated to preventing men from committing suicide:  
London helpline: call 0808 802 5858 (5pm to midnight)  
Website: [www.thecalmzone.net](http://www.thecalmzone.net)
- **CRUSE**  
CRUSE National helpline 0808 808 1677
- **Men's Health Forum**  
24/7 stress support for men by text, chat and email:  
Website: [www.menshealthforum.org.uk](http://www.menshealthforum.org.uk)
- **Mental Health Foundation**  
Provides information and support for anyone with mental health problems or learning disabilities:  
Website: [www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)
- **No Panic**  
Voluntary charity offering support for sufferers of panic attacks and OCD. Offers a course to help overcome your phobia/OCD. Includes a helpline:  
Call 0844 967 4848 (daily, 10am-10pm)  
Website: [www.nopanic.org.uk](http://www.nopanic.org.uk)
- **Mind**  
Mind is the UK's largest mental health charity. It provides information and support to improve the lives of people suffering from mental distress. Call 020 8519 2122 or visit [www.mind.org.uk](http://www.mind.org.uk)  
Mind also provides Helplines to make sure people get the help and support they need:
  - **Mind Helplines**  
All Mind helplines are available Monday to Friday, excluding Bank Hols – 9am – 6pm

- **Mindinfo**  
Information on a range of mental health topics, types of mental health problems, where to get help, medication and alternative treatments and advocacy:  
Call: 0300 123 3393 or text 86463  
Email: [info@mind.org.uk](mailto:info@mind.org.uk)
- **Mind legal-line**  
Legal and general information on mental health law:  
Call: 0300 466 6463  
Email: [legal@mind.org.uk](mailto:legal@mind.org.uk)
- **Mind Blue Light Infoline**  
Mind's Blue Light infoline is specifically for emergency service staff, volunteers and family. The team provides information on a range of topics including; Staying mentally well at work, different types of mental health services, how and where to get help, medical and alternative treatments, advocacy, information about post-traumatic stress disorder, existing mental health support and mental health and the law.  
Call: 0300 303 5999 (local rates) or text 84999  
Email: [bluelightinfo@mind.org.uk](mailto:bluelightinfo@mind.org.uk)
- **Obsessive Compulsive Disorder Action**  
Support for people with obsessive compulsive disorder (OCD). Includes information on treatment and online resources:  
Call 0845 390 6232 (Mon-Fri, 9.30am-5pm)  
Website: [www.ocdaction.org.uk](http://www.ocdaction.org.uk)
- **Obsessive Compulsive Disorder UK**  
A charity run by people with OCD, for people with OCD. Includes facts, news and treatments:  
Call 0845 120 3778 (Mon-Fri, 9am-5pm)  
Website: [www.ocduk.org](http://www.ocduk.org)
- **PAPYRUS**  
Young suicide prevention society.  
Call: HOPElineUK 0800 068 4141 (Mon-Fri, 10am-5pm & 7-10pm. Weekends 2-5pm)  
Website: [www.papyrus-uk.org](http://www.papyrus-uk.org)

- **Premier Lifeline**  
The National Christian Helpline. Being there at the end of the phone. A place where faith and compassion meet.  
Call: 0300 111 0101 (9am-midnight, 7 days a week)
- **Rape and Sexual Abuse Support Centre**  
Call: 0808 802 9999 (Tuesday and Wednesday 12 – 2.30pm. 7 – 9.30pm)
- **Survivors UK**  
For male abuse victims:  
Call: 0845 122 1201 (Tuesday and Wednesday 7 – 9.30pm)
- **National Self Harm Network**  
Call: 0800 622 6000 (Daily 7 – 11pm)
- **Rethink Mental Illness**  
Support and advice for people living with mental illness:  
Call: 0300 5000 927 (Mon-Fri, 9.30am-4pm)  
Website: [www.rethink.org](http://www.rethink.org)
- **Samaritans**  
Confidential support for people experiencing feelings of distress or despair:  
Call: 116 123 (free 24-hour helpline)  
Website: [www.samaritans.org.uk](http://www.samaritans.org.uk)
- **Sane**  
Charity offering support and carrying out research into mental illness:  
Call: 0845 767 8000 (daily, 6-11pm)  
SANEmail email: [sanemail@org.uk](mailto:sanemail@org.uk) Website: [www.sane.org.uk](http://www.sane.org.uk)
- **Winston's Wish**  
National charity for bereaved children – 08088 020 021
- **Young Minds**  
Information on child and adolescent mental health. Services for parents and professionals.  
Call Parents' helpline 0808 802 5544 (Mon-Fri, 9.30am-4pm)  
Website: [www.youngminds.org.uk](http://www.youngminds.org.uk)