

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

This information is provided by Healing Minds, a community consortia of registered charities, health and statutory organisations, who provide local counselling services for adults and children in Kensington and Chelsea. For information about Healing Minds visit www.kcmind.org.uk

For many people, Christmas and the holiday season is a happy and joyous time but for others it can be a time of mixed emotions, particularly for those who may be experiencing mental distress.

- The NHS mental health line will be open throughout the Christmas period and can give information about NHS services that are available
- The Samaritans are available 24 hours a day/365 days a year
- Opening times for other services and helplines may vary and it is best to contact individual services for information

Support for Christmas

<https://www.mind.org.uk/get-involved/support-at-christmas/>

There are many different types of mental health and wellbeing support available in Kensington and Chelsea.

If you are concerned about your mental health

We recommend that your GP should be your first point of contact to discuss your mental health concerns. They can refer you to a number of mental health services, including talking therapies, such as counselling. There are also a number of voluntary organisations and helplines offering services that can help. A number of GPs in north Kensington are extending their opening hours to ensure that people can get appointments if they need one.

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.

Help if you or someone you know is feeling suicidal

If you or someone you now is struggling to cope or feel suicidal it is important that you contact someone for help and support.

- NHS mental health line on 0800 0234 550
- Samaritans on 116 123 (365 days a year/24 hours a day)

Mental health and wellbeing support for adults & children

- **NHS: Grenfell Assistance Centre**
The Curve, 4 Bard Road, W10 6TP
No direct telephone line. Contact can be made to individual teams listed below or call the NHS helpline on **0800 0234 650**
Walk in service 10am to 8pm seven days a week.

The Grenfell Assistance Centre can provide residents with a range of services, including NHS emotional support, social care, housing advice and a crèche for children.

- **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
- **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**
Email: GrenfellTowerKeyWorkerHub@rbkc.gov.uk
Or visit: <https://grenfellresponse.org.uk/keyworkers/>

Mental health and wellbeing support

NHS Urgent Helpline

For online who needs urgent emotional or psychological help, the local NHS runs a free 24/7 helpline. The service is confidential and you are not required to give any personal details.

- Call **0800 0234 650** or email 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: **020 8206 8700**
- Community Living Well (South Hub), Violet Melchett Centre, 30 Flood Street, London, SW3 5RR
Call: **020 3028 7805**

Community Living Well has two Talking Therapy services:

Take Time to Talk and Grenfell Health and Wellbeing Service:

It is a free and confidential NHS service for people aged 18 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 8206 8700** or visit www.take-time-to-talk.com

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 **07715 636 626** or visit www.wmind.org.uk/mother-tongue-counselling

Crisis support

- **The Samaritans**

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

Call the Samaritans on **116 123** or visit 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

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 Inspired Minds, they are providing help, support and counselling: Call **020 8964 1496** or visit 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

Call **020 7221 9974** or visit 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

- **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

- **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 8969 7456** or visit 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>

- **The Refugee Support Centre**

The Refugee Support Centre offers multi lingual counselling and psychotherapy services for refugees under 65:

Call: **020 7820 3606**

- **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

- **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

- **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

- **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

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

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

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-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

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

- **Bipolar UK**

A charity helping people living with manic depression or bipolar disorder. Contact via Website: www.bipolaruk.org.uk

- **B-EAT Eating Disorder Association**

Call: **08455 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

- **Child Bereavement UK**

Call: **0800 028 840**. Website: www.childbereavementuk.org

- **Men's Health Forum**

24/7 stress support for men by text, chat and email: Website: 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

- **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

- **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
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 **86453** Email: info@mind.org.uk

- **Mind legal-line**

Legal and general information on mental health law:

Call: **0300 456 6453**

Email: 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

- **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

- **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
- **PAPYRUS**
Young suicide prevention society.
Call: HOPElineUK **0800 068 4141** (Mon-Fri, 10am-5pm & 7-10pm. Weekends 2-5pm)
Website: 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
- **Samaritans**
Confidential support for people experiencing feelings of distress or despair:
Call: **116 123** (free 24-hour helpline)
Website: 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 Website: www.sane.org.uk

- **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