

**ruils**  
independent living



# BRIDGING THE GAP

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3rd edition

A G U I D E T O  
M E N T A L  
H E A L T H

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AND SERVICES AVAILABLE  
IN THE BOROUGH OF  
RICHMOND UPON THAMES

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Also see our rear funders page for more!

Ruils is a pan disability charity supporting independent living. We have noted an increase in the need for services to support mental health.

This pocketbook was brought to us by short and long-term service users who wanted to make the journey easier to navigate. We have supported them to produce this guide.

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## HOW SERVICES IN RICHMOND WORK

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Within the London borough of Richmond the local council contracts out its services. With regards to mental health services almost all User Services are contracted to service providers.

The Clinical Commissioning Group (**CCG**) was responsible for planning, commissioning and buying health services for people living in the borough of Richmond. However, this service passes to the NHS in July 2022. Please see our "[Upcoming changes to services](#)" page for more information.

Primary care networks (**PCNs**) are groups of GP practices working closely together with other community health and care teams and voluntary sector organisations to provide integrated services to their local populations. There are 6 PCNs in Richmond – Teddington, Hampton, East Twickenham, West Twickenham, Richmond and Sheen, Kew and Barnes.

The Patient Participation Groups (**PPGs**) are usually made up of GP patients who go on to help improve services for other patients.

**IAPT** is short for Improving Access to Psychological therapies but is locally referred to as the "Wellbeing Service". These services are available for those not under the Recovery and Support teams (previously known as the Community Mental Health Teams - CMHT) to provide an extra layer of support that if accessed early can prevent crisis. They are regularly recommissioned so the details can change quite suddenly, however you can get this information from your GP, RB Mind, Healthwatch or Ruils if you find your information is out of date.

Underlying the above services are local charities (Third Sector or Voluntary Sector providers) which try to plug the gaps in mainstream services. Maintaining funding for these services can be challenging. We are not the only borough that suffers this, but as Richmond has the perception of being an affluent area we are sometimes hit harder despite having the same problems as anywhere else.

**Social Prescribing** – Taking care of your health involves more than just medicine. Social prescribing can help you take control of your health and wellbeing and make lifestyle changes. Ruils' link workers, based at local GP surgeries, can work with you to explore opportunities in your local community that might improve your situation. This could include supporting you with; finding social groups or activities, learning new skills, getting back into work or volunteering, becoming more active or putting you in touch with specialist advice services. [Please speak to your GP for a referral.](#)

The frontline service is always your GP, although if you are homeless or have more complex issues you may find referrals to some of the other services in this pocketbook very helpful.

**Please be mindful that the services in this pocketbook may be running in an altered state due to Covid; it may take longer to get through on the phone and some groups may have decided not to operate at this time. This is likely to change assuming there are no further Covid lockdowns and organisations gradually lift their restrictions.**

## WHAT IS MENTAL HEALTH?

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The term 'mental health' means different things to different people because of our diverse range of upbringings and lifestyles. Realistically it is about how we think, feel and behave.

With good mental health people can interact socially, have healthy relationships with others, cope with change and loss, and meet the demands of everyday life and the changes it can bring.

When people experience mental health problems they can have difficulties in some or all of these areas.

Having ups and downs, feeling stressed or low at times happens to us all. Unhelpful thoughts at times in our lives are also common. It is when these thoughts and feelings become so frequent and/or so distorted that they affect our ability to cope with daily life that these can become mental health problems. With the right support and/or treatment we can recover or learn how to manage them effectively.

If you are experiencing emotional difficulties you are not alone, so it helps to so try to deal with them positively and practically. It doesn't mean that your life has to go on hold or that you will go on to experience long term issues; many people carry on with work and everyday activities. You may feel up and down but that's normal – we all feel like that sometimes.

This is a good time to try putting what's known as a support network together. It can consist of people you know well who have empathy for your situation, or people you meet at talking groups along the way who you might connect with.

It is important to recognise when things are getting difficult and interfering with your ability to manage. The earlier you get help, the more likely you will cope with the difficulties.

With the right advice and information, people with mental health issues can make a full recovery or gain coping strategies to manage their feelings.

## WHAT IS EMOTIONAL DISTRESS?

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One in four people will experience a diagnosable mental health condition in any given year, whilst almost everyone will experience emotional distress in some form.

Emotional difficulties can affect anyone regardless of age, gender, disability, race, religion and belief, or sexual orientation (for more criteria see the Equal Opportunities Act 2010).

Emotions are part of our everyday lives. Feeling happy, excited, or full of confidence is accepted as normal, yet the same is not often said if someone is feeling stressed, low in mood, anxious or angry.

People sometimes feel as though their distress is a weakness, but this is really not the case. Emotions, whether positive or negative, affect us all.

Emotional distress can have a significant impact on a person's day to day life as well as their physical health.

Signs and symptoms to look out for include:

- Feeling very emotional, unusual mood swings or agitation
- Poor concentration, memory, and decision-making ability
- Social withdrawal
- Thoughts of self-harm or suicide
- Sleep disturbances
- Frequent headaches and/or minor illnesses
- Changes in energy levels (can be either listless or more energetic than usual)
- Using alcohol or drugs to cope

If you recognise the above it is important to know that some of these symptoms may also relate to physical conditions such as thyroid imbalance which can be tested by your GP with a blood test.

Some ways of offering support to someone in emotional distress are to:

- Make conversations as easy and relaxed as possible
- Listen carefully and respond calmly, with acceptance
- Let the person share as much or as little as they want to
- Remember that people do not always want advice or answers, sometimes they just need to share their concerns in a supportive environment
- Encourage the person to seek professional help and advice from their GP

## FINDING HELP

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This pocketbook provides a range of advice, information and self-help techniques that we can all use to help maintain and improve our emotional health.

Brief information on other mental health conditions is also provided, alongside details of other services that may be able to provide support.

If you would like to discuss anything relating to this pocketbook, or require more information on local and national services that are able to support you, please contact us at Ruils on **0208 831 6083** or email: [info@ruils.co.uk](mailto:info@ruils.co.uk)

Alternatively, speak to your GP about other sources of help and support or see the Richmond Council website for possible resources here: [www.richmond.gov.uk/services/wellbeing\\_and\\_lifestyle/mental\\_health](http://www.richmond.gov.uk/services/wellbeing_and_lifestyle/mental_health)

### Pathways Service (Run by Ruils)

 **0208 831 6084**  [emilyjohn@ruils.co.uk](mailto:emilyjohn@ruils.co.uk)

Our Pathways service provides information, advice, advocacy and professional representation for disabled people in the Richmond borough. We can work with you to navigate complex information and to address a range of issues including housing/benefits appeals and health and social care issues.

### Every Mind Matters (NHS)

 [www.nhs.uk/every-mind-matters](http://www.nhs.uk/every-mind-matters)

Just answer 6 basic questions and this NHS tool will offer you possible options to improve your mood and wellbeing. If you don't like one of the options given just click underneath and it will give you another (you can keep clicking and it will provide new tools), it is surprisingly flexible!

## UPCOMING CHANGES TO SERVICES

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The Clinical Commissioning Group (**CCG**) in the past was responsible for planning, commissioning, and buying health services in local areas. From the 1st of July 2022 this job will fall to the NHS under something called the Integrated Care System (**ICS**).

The system is made up of three parts:

1. **'Places' / boroughs** – in our case Croydon, Merton, Kingston, Richmond, Sutton and Wandsworth. These geographical locations already have established health and social care links and partnerships.
2. **Provider Collaboratives** – To increase and widen the net for service users there will be more collaborative working between organisation's awarded contracts.
3. **South West London level ICS** – As with the CCGs we will still be part of a larger South West London strategy which should allow wider choices for service users.

**Kingston and Richmond Place Development** (Part 1 of above) consists of a transition committee. This committee is made up of acute care, community and mental health NHS trusts, primary care, social care, public health, voluntary sector and healthwatch representatives. Hopefully such a wide-ranging transition board should reduce the likelihood of people falling between gaps in the system.

In essence these changes should support a seamless joined up health and care system removing unnecessary barriers. Empowering the population to make decisions about their own care with more choices about where and how they access this.

We will post updates on the transition of the **ICS** on the link below. So, keep checking back and feel free to check your copy of Bridging the Gap is up to date at the same time.

[www.ruils.co.uk/publications](http://www.ruils.co.uk/publications)



## SELF-HELP

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The tips and tools provided in this pocketbook are used by various bodies in the borough. Some have been added to by previous service users in an effort to find useful tools for as many as possible. However, it is important to remember we are all different therefore not every tool will work for everyone.

As with any new skill self-help can take time and practice. Give new coping strategies time to have a noticeable effect and with practice and exploration it is possible for you to experience improved emotional wellbeing.

Self-help alone may not be adequate for everybody. If you feel that you need more support, it is important to discuss this with your GP.

We are slowly breaking down the barriers surrounding mental health. There is support out there so please reach out! We hope this pocketbook is useful to someone somewhere, good luck on your journeys! Take care of yourselves and others you meet along the way.

**A small reminder from us here at Bridging the Gap to those with PTSD. Some breathing courses with mindfulness components can trigger your PTSD. Please always ask about this and be honest with the condition to the organisation you are approaching to enable you to receive the correct treatment for you!**

### Breath and Mindfulness Workshops (Run by Ruils) (PTSD warning!)

@ [garywilliams@ruils.co.uk](mailto:garywilliams@ruils.co.uk) to find out more or book a workshop

The sessions are for anyone wanting to improve the quality of their life through the power of breath. Learn about stress release through natural breath, gentle movement and mindfulness. This new online group works with understanding the natural breath technique of sleep and meditation to release stress and clear blockages to aid relaxation and creativity. The session is led by Patricia Perry, a voice and performance coach who has been working in Theatre for most of her life, teaching breathwork and mindfulness to the industry.

Sessions take place every Monday 6:30-7:30pm and Wednesday 2-3pm on Zoom

### Active Breathing Course (Run by Voices of Hope) (PTSD warning!)

📞 07714 635 716

🌐 [www.voh.org.uk/abc](http://www.voh.org.uk/abc)

@ [abc@voh.org.uk](mailto:abc@voh.org.uk)

(This is a Kingston based service happy to accept Richmond based service users).

ABC is a free, six-week course devised specifically to help people recover from the impact of Covid and other respiratory illnesses in a fun, creative way. ABC will particularly benefit those who have been left with on-going symptoms of breathlessness • fatigue • anxiety and/or disordered breathing. Breathing exercises and singing are widely accepted as a way to improve breathing, help restore lung function and capacity, and regain muscle support. On ABC you will learn valuable breathing and singing techniques to help you manage symptoms, as well as receiving support from course tutors and fellow course attendees. The course includes six 35-40-minute Zoom sessions for 8-10 people, led by expert tutors. Referrals are taken through completion of a simple form that can be accessed on the website. Once you have submitted the form you will be sent an email with a referral code that can be used to login to the course.

## SELF-HELP: TIPS AND TECHNIQUES

### TIP 1

#### Controlled breathing

Taking quick shallow breaths is very common if you're anxious, angry, irritable, or stressed. Try to recognise if you are doing this and then slow your breathing down by breathing in through your nose and out through your mouth. Take deeper, slower breaths. Getting into a regular rhythm of 'in-two-three and out-two-three-four' should soon return your breathing to normal. It is recommended that you breathe out a little longer than you breathe in. Whilst you are breathing in, push your stomach out as much as you can. It may be helpful to imagine you are trying to inflate a balloon in your stomach. Be aware of any tension in your shoulders and consciously relax them.

### TIP 2

#### Distraction – thinking of something else

Focusing your mind on something other than your symptoms or a stressful event for a few minutes can be helpful. For example, describing an object to yourself or picturing and describing a safe happy place. This technique is mainly useful for moments when distress becomes too much, as focusing on something else helps you to feel in control again. Creating a safe place in your mind is a very helpful coping strategy in high stress situations.

### TIP 3

#### Challenge your thinking

At some point we usually need to reflect and challenge how we think rather than trying to think of something else.

- Think about the situations that concern you and how you behave when they occur.
- Jot down the unhelpful thoughts you have during that time. Try and counter-argue these thoughts.

To do this, think about the following questions:

- What is the evidence for and against these unhelpful thoughts?
- How many times have you had these thoughts and has your worst fear ever actually happened?
- Imagine what you would say to a friend if they were having similar thoughts about themselves, then write it all down.
- Think about and visualise how you could behave or think differently in these situations to help you feel better.

## Self-help: tips and techniques

### TIP 4

#### Simple relaxation techniques

- Taking a five minute break alone to clear your head
- Listening to music
- Watching TV
- Reading a book
- Taking a warm bath
- Exercising
- Stretching

### TIP 5

#### Lifestyle changes

- Eat well: a balanced, healthy diet can make you feel better about yourself as well as being beneficial to your body and immune system.
- Be active: regular physical activity increases confidence and self-esteem, releases muscle tension, relieves anxiety and frustration, helps us relax, helps us sleep better and helps to prevent physical illness.
- Remember that looking after your physical health can really help your emotional health - try to focus on the things you are able to do, instead of the things you can't.

Also see The Ruils Healthy Lifestyle Resource on the link below:

[www.ruils.co.uk/news/healthy-lifestyle-resource/](http://www.ruils.co.uk/news/healthy-lifestyle-resource/)

### TIP 6

#### Do something creative

Some people find that creative activities such as painting, writing, or playing music can help to make them feel happier and more purposeful.

### TIP 7

#### Improving communication

Talking things over with friends, family, loved ones or other people that you trust can be helpful; they can help to lift the burden off your shoulders.

You could also check out the tips on the NHS site below:

[www.nhs.uk/mental-health/self-help/guides-tools-and-activities/five-steps-to-mental-wellbeing/](http://www.nhs.uk/mental-health/self-help/guides-tools-and-activities/five-steps-to-mental-wellbeing/)

## THINGS TO START DOING FOR 'YOU' LIST<sup>1</sup>

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- 1 Spend time with the right people .....
- 2 Create your own happiness .....
- 3 Make your happiness a priority .....
- 4 Be yourself, genuinely and proudly .....
- 5 Noticing and living in the present .....
- 6 Enjoying the things you already have .....
- 7 Enter new relationships for the right reasons .....
- 8 Start actively nurturing your most important relationships .....
- 9 Look for the silver lining in tough situations .....
- 10 Forgive yourself and others .....
- 11 Listen to your inner voice .....
- 12 Be attentive to your stress levels and take short breaks .....
- 13 Concentrate on the things you can control .....
- 14 Value the lessons your mistakes teach you .....
- 15 Cheer for other people's victories .....

[1] [www.marcandangel.com](http://www.marcandangel.com) – (2006-2022) Retrieved from URL

## A - Z

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### Anger and frustration

Anger is a normal healthy emotion; however it can be a problem if you find it difficult to keep under control at times when you are frustrated or unwell. Anger triggers a powerful physical reaction in the body, in both the person who is angry and in the recipient. This is called the 'fight or flight' response and can seriously affect your relationships with others.

Uncontrolled anger can often lead to feelings of depression and low self-worth. Anger can be controlled if you can recognise the signs that it is building up and by learning to manage these. Common signs include an increased heart rate, rapid breathing, tension in your shoulders or neck and ruminating about past events that made you angry. As soon as you spot any of those signs you can introduce controlled breathing to reduce the build-up. Once you are able to do this you can investigate other activities such as exercise, being creative or talking to someone you trust.

The goal of effective anger control is not to eliminate your anger altogether, but to learn to channel it into behaviour that is productive, not destructive. One possible way to do this is to train yourself to avoid certain negative words that can make the anger worse.

Avoid phrases like:

- **Always:** "You always do that"
- **Never:** "You never listen to me"
- **Not fair:** "It's not fair, it always happens to me"

Speak to your GP or check the sites below for more information and tips.

#### NHS – Anger section

[www.nhs.uk/mental-health/feelings-symptoms-behaviours/feelings-and-symptoms/anger/](http://www.nhs.uk/mental-health/feelings-symptoms-behaviours/feelings-and-symptoms/anger/)

Offers information, a mood assessment and various options for treatment.

#### Mood Juice

[www.moodjuice.scot.nhs.uk/anger.asp](http://www.moodjuice.scot.nhs.uk/anger.asp)

There is some very helpful, person-centred work currently available for you to work through.

## Anxiety

Anxiety is a normal and healthy response experienced by everyone at one time or another. In most cases it occurs when the body is preparing for action after being faced with a threat. Many different situations can trigger this response, from being attacked to simply being late for work. Anxiety can feel like intense fear or continuous worry that won't go away. Before the pandemic Anxiety Disorder affected about 1 in every 10 people <sup>[2]</sup>. Symptoms of anxiety can include rapid breathing, rapid heart rate, chest pains, feeling faint or dizzy, headaches, poor concentration, sweating, trembling, numbness and memory problems. It can lead to loss of self-confidence and an aversion to doing things.

Understandably the pandemic has also had an effect on peoples anxiety levels as well as their emotional and physical wellbeing. The Office for National Statistics reports 54% of adults <sup>[3]</sup> say their wellbeing particularly anxiety has been affected by the Covid-19 pandemic.

Anxiety can be a problem if it is triggered when there is no real threat. These symptoms can affect the things we do every day, especially if they are happening too often or for too long.

The most common type of anxiety is known as generalised anxiety. Other types of anxiety include panic attacks, phobias, social anxiety, and Post Traumatic Stress Disorder (PTSD).

Panic attacks are characterised by a sudden onset of intense feelings of fear or apprehension. The reaction may be triggered by a specific situation or come 'out of the blue'.

Panic attacks are:

- Fast or irregular heartbeats (about a quarter of people who go to an emergency department with chest pain thinking that they may be having a heart attack are actually having a panic attack)
- Quite common and affect people differently
- Not a sign of a serious mental or physical illness
- Are manageable and treatable

Phobias are a 'specific' fear attached to a particular object or situation e.g. spiders, blood, heights. The fear is out of proportion to the object or situation and although it's often irrational the person feels powerless to do anything about it. A phobia can also be complex. This is where there is a mixture of fears, anxieties, and avoidances, for example agoraphobia (a fear of leaving your home) and social phobia (a fear of social situations).

Social anxiety is a strong fear or embarrassment in social situations e.g. public speaking, social events or eating out. It is often linked to issues with self-esteem, assertiveness, and boundaries, but it can be managed with good coping strategies.

Post-Traumatic Stress Disorder (PTSD) is an after-effect of a traumatic event or life-threatening experience that can have a long-lasting impact on memory and the way a person acts or feels. For some people this comes from experiencing the event first-hand, while for others they might have knowledge of the event.

*Continued...*

## Anxiety

Anxiety is common - speak to your GP if you have concerns or check the sites below for more information and tips. Also see our **"Talking therapies and counselling"** section.


### Dose of Nature – (GP referral only)

 [www.doseofnature.org.uk](http://www.doseofnature.org.uk)


 [info@doseofnature.org.uk](mailto:info@doseofnature.org.uk)

Dose of Nature is a registered charity promoting the mental health benefits of engaging with the natural world. They offer 'Nature Prescriptions' to people referred by their GPs with a range of mental health issues including depression and anxiety, and over a ten-week period they aim to inspire significant lifestyle changes that will have a lasting impact on mental wellbeing.

### Mind (Local and national)

 [www.mind.org.uk](http://www.mind.org.uk) (national) has useful PDF resources

or for your local Mind service:

 **0208 948 7652**

 [www.rbmind.org](http://www.rbmind.org)

### No Panic

 **0300 772 9844** Youth Line: **0330 606 1174**

 [www.nopanic.org.uk](http://www.nopanic.org.uk)

Offers advice, support, recovery programs and help for people living with phobias, OCD and any other anxiety-based disorders.

[2] [www.rcpsych.ac.uk](http://www.rcpsych.ac.uk) (2015). Are anxiety disorders common? Retrieved from URL.

[3] AnxietyUK (2022) Retrieved from URL

## Bereavement and loss

Loss of any kind is something that most people will face at some time in their lives. People's experiences of loss vary, but symptoms often include a combination of shock, numbness, disbelief, guilt and anger. Bereavement can affect sleep, mood, and temper. It can bring on feelings of guilt that more could have been done by you or others and this can lead to anger.

There are many forms loss can take and everybody has different ways of coping. It may be experienced along with trauma and psychological distress.

Although you may think you are just "going through the motions", seek help early so that, with support, you can work through it in a healthy way.

### Space2grieve

☎ 0751 937 6363

🌐 [www.space2grieve.org.uk](http://www.space2grieve.org.uk)

@ [support@space2grieve.org.uk](mailto:support@space2grieve.org.uk)

They provide support in a series of free, personal, confidential one-to-one support sessions with one of their highly-trained volunteers.

### Pop-up Grief Café

(Run by Mortlake Crematorium in partnership with Good Grief Trust)

☎ 0208 876 8056

🌐 [www.mortlakecrematorium.org/mortlake-events/](http://www.mortlakecrematorium.org/mortlake-events/)

@ [info@mortlakecrematorium.org](mailto:info@mortlakecrematorium.org)

A pop-up grief café that meets on the 1st Saturday of every month in the waiting room at Mortlake Crem.

### Survivors of Bereavement by Suicide

☎ 0300 111 5065

🌐 [www.uksobs.org](http://www.uksobs.org) and search Surrey

@ [email.support@uksobs.org](mailto:email.support@uksobs.org)

### Seen (formerly Crossway pregnancy crisis centre)

☎ 0208 892 8483

🌐 [www.seen.charity](http://www.seen.charity)

@ [hello@seen.charity](mailto:hello@seen.charity)

Helping people make healthy relationship, sex and pregnancy choices and providing support during pregnancy and after pregnancy loss.



## Bipolar disorder

Bipolar disorder is a condition that causes mood swings alternating between feeling depressed and euphoric. It was formerly known as manic depression. The emotional highs and lows are more extreme than everyday ups and downs and interfere with work, relationships and everyday life. About 1 in every 100 <sup>[4]</sup> adults has bipolar at some point in their life, normally beginning between the ages of 15 and 25 and rarely beginning after the age of 50.

You may experience one or some of the following symptoms:

- The symptoms of depression during low phases are outlined in the section on "**Depression and low mood**".

During high (manic) phases, you may experience symptoms that include:

- excessive energy or movements
- recklessly spending your money
- grandiose ideas of self-importance or having special powers
- talking fast or jumping topics very quickly
- making odd decisions
- reckless or impulsive behaviour
- irritability when others do not share your ideas
- hallucinations (e.g., hearing voices that others can't)

People find themselves alternating between two poles on a spectrum (hence, 'bipolar').

During manic episodes it may be difficult for the person to see that there is anything wrong, although others may notice dramatic changes in their appearance and behaviour. In severe mania a person can become hostile, suspicious and verbally or physically explosive. In severe depression a person may start to think about suicide.

### **What you can do:**

Make an appointment with your GP who can put you in touch with specialist services to support you in getting the right treatment.

In the meantime, if you support someone with this condition practical help is useful.

- Find techniques and activities that can keep stress in their life to a minimum.
- Learn to recognise the triggers and early signs of their depressive and manic phases.

For more information, advice and support, see the "**Other services**" section at the back of this pocketbook.

## Bipolar UK

 [www.bipolaruk.org](http://www.bipolaruk.org)

 [info@bipolaruk.org](mailto:info@bipolaruk.org) to request a call back

Bipolar UK is the only national charity dedicated to empowering individuals and families affected by bipolar.


[4] [www.rcpsych.ac.uk](http://www.rcpsych.ac.uk) Bipolar (2020) Retrieved from URL

## Body image

Appearance can play an important part in our self-worth. How we view ourselves develops from a young age and is particularly sensitive in adolescence. If we are dissatisfied with how we look, this can have an impact on our self-esteem and self-confidence. Negative body image consists of a distorted view of your body shape, feeling self-conscious or ashamed and assuming that others are more attractive. If these feelings become an intense preoccupation and involve repetitive behaviours such as mirror-checking, excessive grooming, skin-picking and reassurance-seeking, they may result in Body Dysmorphic Disorder (BDD).

If you are concerned please ask your GP to refer you to the correct service.


### NHS Richmond Wellbeing Service (IAPT)

 **0208 548 5550** to self-refer

 **[www.richmondwellbeingservice.nhs.uk](http://www.richmondwellbeingservice.nhs.uk)**

People aged 18 + can get free NHS psychological therapy for conditions such as anxiety, depression or the psychological effects of a long term condition.

### Be Real Campaign

 **0207 186 9552**

 **[www.berealcampaign.co.uk](http://www.berealcampaign.co.uk)**

 **[bereal@ymca.org.uk](mailto:bereal@ymca.org.uk)**

The Be Real Campaign is determined to change attitudes to body image.

## Boundaries

Something common for people with mental health issues is how their personality affects their relationships with others. Questions to ask yourself:

- Is this a healthy relationship for me?
- Do I get as much as I give in this relationship?
- Is this relationship mutually respectful?

Boundaries are the limits we place on relationships; how close we allow others to relate to us. Boundaries should help create a sense of safety, comfort, and trust. Healthy boundaries are clearly defined, understood, and respected by both people in a relationship. They are about knowing what each is willing and not willing to do, not taking responsibilities that belong to others and respecting one another's personal space.

Unhealthy boundaries can involve sharing too much with the wrong person, allowing people to run or control your life, trusting the wrong people, switching quickly from being emotionally close to being emotionally distant, being too tolerant of another person's inappropriate behaviour and feeling that you don't have the ability to ask for what you need in a relationship.





(The above was adapted from the STEPPS program for borderline personality disorder run by the Community Mental Health Trust).

## Carers

A carer is someone who provides unpaid support to family or friends who can't manage without this help due to a physical or mental health condition or disability.



A carer can be any age. Young people up to the age of 18-25 who care for another person are referred to as young carers. 24% of carers in Richmond are under the age of 18<sup>[5]</sup>. Many carers feel a need to put on a brave face, feeling their own difficulties are far outweighed by those of the person they care for. This can lead to carers often neglecting their own needs and emotional well-being. It is very common and normal for carers to feel angry, guilty, isolated, stressed, or low.

### Richmond Carers Centre

-  **0208 867 2380** for the adult support team or
-  **0208 867 2383** for the young carers' support team
-  **[www.richmondcarers.org](http://www.richmondcarers.org)**
-  **[info@richmondcarers.org](mailto:info@richmondcarers.org)**

Supports unpaid adult and young carers in Richmond borough with information, advice and emotional support. Registering with Richmond Carers Centre gives carers access to additional services, including workshops and training opportunities; regular groups and activities; counselling and complimentary therapies; help with filling in forms; referrals and signposting to other organisations; and regular information updates by email.

### FriendBee SEND Befriending Service (Run by Ruils)

-  **0208 831 6073**
-  **[www.friendbee.co.uk](http://www.friendbee.co.uk)**

FriendBee is a SEND Befriending Service that matches disabled young people with a paid Befriender to help them access social and leisure activities. We currently support young people up to the age of 25 that have a Special Education Need or Disability (SEND) that impacts their social life, who also live in Richmond or Kingston boroughs.



### Carers In Mind (Run by RB Mind)

-  **0208 940 7384**
-  **[carers@rbmind.org](mailto:carers@rbmind.org)**

Supports carers of anyone who is experiencing mental health problems over the age of 18. They provide one-to-one advice and guidance, support groups, training workshops and social activities.

### Richmond Mencap

-  **0208 744 1923**
-  **[www.richmondmencap.org.uk](http://www.richmondmencap.org.uk)**

They work with children and adults with learning disabilities, autism, ADHD and other additional needs. They provide a range of activities and support, as well as advice to family and carers.

*Continued...*

## Carers

### Men Who Care (Run by Cross Roads Care)

☎ 0208 943 9421

🌐 [www.crossroadscareruk.org](http://www.crossroadscareruk.org)

@ [info@crossroadscareruk.org](mailto:info@crossroadscareruk.org)

Male Carers who are caring for a partner, mother or child are invited to monthly male-focused social groups which provide friendship, specialist support and activities. They also provide care and respite for the person they are caring for.

### Addiction Support and Care Agency

☎ 0208 940 1160

🌐 [www.addictionsupport.co.uk](http://www.addictionsupport.co.uk)

Provides support and advice for carers to enable them to cope with someone who has a drug or alcohol problem. The support group meets every week. Their primary aim currently is early intervention assistance.

### Friendly Parks For All

🌐 [www.richmond.gov.uk/services/parks\\_and\\_open\\_spaces/explore\\_richmonds\\_parks\\_and\\_open\\_spaces](http://www.richmond.gov.uk/services/parks_and_open_spaces/explore_richmonds_parks_and_open_spaces)

Heathfield Recreation Ground includes an accessible Sensory Trail and Sensory Path. This is ideal for carers to take people with conditions such as Dementia, ADHD and Autism. There are also plans for an outdoor gym suitable for older people and people with limited disabilities. Their current newsletter with all the activities for the year is available on the link above.

### The Imagination Café (Run by Harlequins Foundation)

☎ 0208 410 6081

@ [foundation@quins.co.uk](mailto:foundation@quins.co.uk)

The Imagination Café is a free pop-up event featuring music, art, activities, rugby memorabilia and delicious refreshments. It is designed for people living with dementia, their carers and welcomes all those over the age of 55, living in Richmond, Twickenham, Hounslow and Kingston who are living alone or in supported accommodation **(This project has been on pause due to covid, please contact the above details for current information).**

[5] Richmond Carers Centre. (2022). Confirmed by direct email.

## Communication and assertiveness

Communication allows us to make contact and exchange information with others. Effective communication is important because it influences all relationships (personal and others) and decision-making processes. Poor communication can lead to misperception, disputes and isolation which, in turn, can affect self-esteem and self-worth.

There are three essential skills in communication: listening to what the other person is saying, expressing what you think and feel and accepting the other person's opinions and feelings.

Being assertive means being able to clearly communicate our feelings to others, without being either too aggressive or submissively accepting what you feel is wrong. Finding a comfortable compromise allows for equality and trust. If you are consistently unable to express your feelings in an honest and open way to someone, you might want to re-evaluate whether the boundaries of that relationship are healthy enough.


Also see our "[Boundaries](#)" section.

### Richmond and Hillcroft Adult Community college (RHACC)

 [www.rhacc.ac.uk/course/improving-your-assertiveness](http://www.rhacc.ac.uk/course/improving-your-assertiveness)

Regularly puts on assertiveness training sessions (open to the public, there is a charge).

### Recovery College

 0203 513 5818

 [recoverycollege@swlstg.nhs.uk](mailto:recoverycollege@swlstg.nhs.uk)

 [www.swlstg.nhs.uk/recovery-college-who-we-are](http://www.swlstg.nhs.uk/recovery-college-who-we-are)

Open to service users of the Recovery and Support teams and their friends and family. When you are discharged from the service you may still access the Recovery College for a year.

## Debt

Although anyone can be a bad budgeter, poor at handling money, or just plain unlucky, people with mental health conditions can be prone to specific spending habits. Some people under-budget spending only on the basics even to the detriment of appearance, whilst others spend vigorously on themselves in a bid to feel better. As with most things, it is the extremes to watch out for.


- One in two adults with debts has a mental health condition
- One in four people with a mental health condition is also in debt <sup>[6]</sup>


A low income, job loss, family separation or being unwell can all contribute to how you come to be in debt.

Remember:

- Don't ignore debt – it will only get worse
- Explain your problems to someone you trust
- Be sure to seek expert independent advice
- Take control of your money and spending

### Citizens Advice Richmond

 **0808 278 7873**

 **[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)**

Main offices in Hampton Hill and Sheen, but also smaller ones in Barnes and Hampton, plus four outreach locations; they also offer advice by email. Their website gives full details of how to get advice on a range of issues and includes an online benefits calculator.

### Hampton Fund (formerly Hampton Fuel Allotment Charity)

 **0208 941 7866**


 **[www.hamptonfund.co.uk](http://www.hamptonfund.co.uk)**

Supports the areas of Hampton/ Hampton Hill/ Hampton Wick/ Teddington/ Twickenham and Whitton, by providing grants for Electric and Gas to those on low incomes. The fuel grant is paid directly to the fuel company into a customer's account. They work with the following fuel companies: British Gas/ EDF/EON/ Eon Next/ Octopus Energy/ Scottish Power/ Southern Electric and Utility Warehouse. The application form is available to download from the website.

*Continued...*

## Debt


### Richmond Parish Lands Charity

 **0208 948 5701**

 **[www.rplc.org.uk](http://www.rplc.org.uk)**

Supports the areas of Richmond, Ham, Sheen, Mortlake and Barnes although individual applications now need to be made through the following associations: RAID/Citizens Advice Richmond/ Social Services/ Age UK Richmond and the Community Mental Health Teams.

### Grace Advocacy and Debt Advice

 **0207 183 4456**

 **[www.graceadvocacy.org](http://www.graceadvocacy.org)**

Grace Advocacy offers an advocacy service that has been specifically designed to help vulnerable adults who are struggling with multiple, complex problems. They work with clients to stabilise their affairs and can help with: money, budgeting and debt /benefits/housing/adult social care and NHS issues.

### Richmond AID Money Advice (Run by RAID)

 **0208 831 6070**

 **[www.richmondaid.org.uk/money-advice](http://www.richmondaid.org.uk/money-advice)**

 **[moneyadvice@richmondaid.org.uk](mailto:moneyadvice@richmondaid.org.uk)**

Support to deal with money and debt problems.

[6] RCPSYCH. (2017). Debt and Mental Health. Taken from URL.



## Depression and low mood

We all feel down, fed up, miserable or sad at times. Sometimes there is a reason, sometimes not. These feelings usually disappear within a week or two and don't interfere too much with our daily lives; we might talk to a friend or family member but not need any other help. If the feelings last longer or become so bad that they interfere with your life, it could be a sign of depression.

Symptoms to look out for are low mood or sadness that lasts for more than two weeks with no improvement, loss of interest or pleasure, changes in appetite or sleep, difficulty concentrating, slowed functioning or agitation (e.g., thinking or talking), lower sex drive, less energy, feelings of guilt, loss of self-confidence or self-esteem, thoughts of death, suicide, or self-harm.

See also sections on "**Healthy eating**" regarding vitamin deficiencies and "**Talking therapies and counselling**".

If you are concerned, speak to your GP or the organisations below.

### Art and Soul

 [www.artandsoul.org.uk](http://www.artandsoul.org.uk)

 [info@artandsoul.org.uk](mailto:info@artandsoul.org.uk)

A warm welcoming group who strive to achieve mental wellbeing through art. They are also one of the few groups who encourage empowerment through the exhibiting of artwork at places like Marble Hill House Gallery.


### A Dose of Nature (GP Referral only)

 [www.doseofnature.org.uk](http://www.doseofnature.org.uk)


 [info@doseofnature.org.uk](mailto:info@doseofnature.org.uk)

Dose of Nature is a registered charity promoting the mental health benefits of engaging with the natural world. They offer 'Nature Prescriptions' to people referred by their GPs with a range of mental health issues including depression and anxiety, and over a ten-week period they aim to inspire significant lifestyle changes that will have a lasting impact on mental wellbeing.

### Mind (Local and national)


 [www.mind.org.uk](http://www.mind.org.uk) (national) has useful PDF resources

or for your local Mind service:

 **0208 948 7652**

 [www.rbmind.org](http://www.rbmind.org)

### NHS Richmond Wellbeing Service (IAPT)

 **0208 548 5550** to self-refer

 [www.richmondwellbeingservice.nhs.uk](http://www.richmondwellbeingservice.nhs.uk)

People aged 18 + can get free NHS psychological therapy for conditions such as anxiety, depression or the psychological effects of a long term condition.

## Digital inclusion

Technology has moved and progressed so fast during our lifetime and is increasingly becoming part of daily life. Some services such as housing applications have only been available online for a number of years and Housing Associations have been inching towards it for some time. After the pandemic it now seems even more inevitable that the world will become more digitally reliant in the future.

Due to this there is significant focus on something called the 'Digital Divide'. This mainly affects people on low incomes and the 45+ age bracket but can be equally applicable to those with specific conditions like learning difficulties and some long-term health conditions, which might make you more reliant on assisted technology at home.

None of us really want to give up our independence and by learning to be tech savvy we don't have to. Whether you want to connect with people, do your food shopping, or switch your heating and lights on from your bed due to limited mobility, technology has an answer.

There are some exciting new schemes in Richmond to bridge the digital divide and maintain independence, please see below for what is available and check your eligibility.

### Connect to Tech (Run by Ruils, RAID, Mind, Mencap and Age UK)

 **0208 831 6088**  **connectotech@ruils.co.uk**

Ruils are working alongside RAID, Mind, Mencap and Age UK to deliver the new Connect to Tech project. Ruils will be offering a Try-before-you-Buy scheme to enable you to see whether a piece of tech would be suitable before you buy it. We will meet with you and discuss what would be best, provide the item for a 3-month trial period and then support you to buy this tech yourself.

As part of this project, Richmond Mind will be delivering training courses and friendly informal peer groups to help you learn how to get the most out of your tech e.g. how to use email, Zoom, What's App, internet shopping, finding information and using self-care apps.

### Connect to Tech (Run by RB Mind)

 **0203 137 9590**  **www.rbmind.org**  **referrals@rbmind.org**

This service will be offering weekly IT Peer Support sessions where you take your phone or tablet for support on a specific issue or to practice / learn new skills. People with mental health needs and their unpaid carers can access mental health specific training sessions to find out more about appropriate apps, managing sensory overload, and explore other digital solutions. You can also access a Digital Pod for a secure confidential online counselling space.

### Assistive Technology Project (Run by Ruils)

 **0208 831 6088**  **dpsupport@aod.org.uk**  
 **www.ruils.co.uk/services/assistive-technology**

The Assistive Technology Project is on hand to support you to find the best tech solutions to enable you to live more independently. Ruils can support in providing simple tech home automation systems to enable you to live your life the way you want. Although we require referrals from professionals, we are happy to speak with you about what tech is best and find someone to refer you into the service. For more information, please contact the team.

## Domestic abuse

Domestic abuse is any incident of threatening behaviour, violence, or abuse (psychological, physical, sexual, financial, or emotional) between adults that have been married or who are or have been in a relationship together, or between family members, regardless of gender or sexuality.

It is abuse if your partner or a family member:

- Threatens you
- Shoves, pushes, or punches you
- Makes you fear for your physical or financial safety
- Puts you down
- Controls where you allowed to go, or what you are allowed to do
- Is jealous and possessive
- Frightens you
- Takes control of your finances

There are a number of organisations that can support you if you are, or have been, a victim of domestic abuse.

### Domestic Abuse Service (Run by Hestia)

📞 0207 378 3100

🌐 [www.hestia.org/richmond-das](http://www.hestia.org/richmond-das)

✉ [info@hestia.org](mailto:info@hestia.org)

Run over two properties, providing emergency refuge accommodation for both single women and women with children at risk from domestic abuse.

### Sisterhood Sanctuary (Run by Voices of Hope)

📞 07714 635 716

🌐 [www.voh.org.uk/sisterhood\\_sanctuary](http://www.voh.org.uk/sisterhood_sanctuary)

✉ [sisterhood.sanctuary@voh.org.uk](mailto:sisterhood.sanctuary@voh.org.uk)

(This is a Kingston based service happy to accept Richmond based service users).

What it offers: The Sisterhood Sanctuary is open to all women but is especially for those who are facing mental or physical health challenges, have been through domestic violence, assault, or abuse. It is a place of community and fun, and they love creating a space for women to feel safe and happy together. This service runs regularly, but please do check their social media or website for up to date details of when sessions are.

### Mindline Trans+ (Run by RB Mind)

📞 0300 330 5468 8pm-midnight Mondays and Fridays


🌐 [www.mindlinetrans.org.uk](http://www.mindlinetrans.org.uk)

Resources and support for people who identify as trans, non-binary or gender fluid and their friends and family.

*Continued...*

## Domestic abuse

### The Survivors Trust

 **0808 8010 818** (free confidential helpline)

 **[www.thesurvivorstrust.org](http://www.thesurvivorstrust.org)**

 **[helpline@thesurvivorstrust.org](mailto:helpline@thesurvivorstrust.org)**

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Their member agencies provide a range of specialist services to survivors including counselling, support, helplines and advocacy services for women, men, non-binary people and children. These agencies are mostly charities and are completely independent of the police.

### National Association for Adult Survivors of Abuse (NAASCA)

 **[www.NAASCA.org](http://www.NAASCA.org)**

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NAASCA has a single purpose: to address issues related to childhood abuse and trauma including sexual assault, violent or physical abuse, emotional traumas and neglect.

## Drugs, alcohol and other addictions

Addictions are defined as not having control of a particular behaviour or use of a substance to the point where it could be harmful to you. Addiction issues can be the start, middle or end of a person's mental health issues. Doing this to deal with difficult situations is known as self-medication.

Signs that you might be dependent on a substance include:

- Using drugs or alcohol to block out physical or emotional pain
- Using drugs or alcohol to distance yourself from issues such as loneliness or relationship and family problems

Alcohol dependence (alcoholism) is the most serious form of a drinking problem and signs of it include compulsion to drink when stressed, finding it hard to stop, waking up and drinking, and withdrawal symptoms such as sweating, shaking and nausea which stop once you drink alcohol.

Drug addiction isn't just about street drugs such as heroin and cocaine. You can also get addicted to over the counter and prescription medications. Signs of this include taking more than the prescribed dosage, buying drugs or medications on the internet, or using someone else's prescription.

Gambling addiction is often referred to as 'the hidden addiction' as many people are unaware of how addictive it is. Symptoms include the urge to gamble, increasingly taking larger risks, loss chasing (trying to win back your losses) and spiralling debt.

Other quite common addictions worth mentioning are smoking, food and sex addictions.

If you are concerned please speak to your GP or reach out to the organisations listed below. Please note due to space we have not included Alcoholics Anonymous, Narcotics Anonymous or Gamblers Anonymous.

*Continued...*

## Drugs, alcohol and other addictions

### Richmond Community Drug and Alcohol Services (RCDAS)

-  **0203 228 3020**
-  **[www.rcdas.co.uk](http://www.rcdas.co.uk)**
-  **[RCDAS.Referrals@slam.nhs.uk](mailto:RCDAS.Referrals@slam.nhs.uk)**

Unit 2 Ilex House, 94 Holly Rd, TW1 4HF



South London and Maudsley NHS Foundation Trust (SLaM) is the lead provider for Addiction Services across both Richmond and Wandsworth. The service (a consortium with "We are with you, St Mungo's and CDARS") started on 1 April 2020.

### Addiction Support and Care Agency (ASCA)

-  **0208 940 1160**
-  **[www.addictionsupport.co.uk](http://www.addictionsupport.co.uk)**


Provides support and advice for carers to enable them to cope with someone who has a drug or alcohol problem. The support group meets every week. Their primary aim currently is early intervention assistance.

### GamCare – National Gambling Helpline

-  **0808 8020 133**
-  **[www.gamcare.org.uk](http://www.gamcare.org.uk)**

GamCare is the leading national provider of free information, advice and support for anyone affected by problem gambling.

### FRANK

-  **0300 123 6600** 24 hours 7 days a week
-  **[www.talktofrank.com](http://www.talktofrank.com)**

This site contains a full A-Z glossary of drugs, including their slang names and the effects of each drug.

### Catch-22

-  **[www.catch-22.org.uk/offers/substance-misuse](http://www.catch-22.org.uk/offers/substance-misuse)**

An alcohol and substance misuse service for people up to 25 years old.

## Eating disorders

Eating disorders tend to develop as a way of coping with challenging situations and emotions, which then have an impact on a person's physical and emotional health. Anorexia nervosa, binge eating disorder and bulimia nervosa are the most commonly known eating disorders.

Eating disorders are often mistaken for being all about image, when actually they are more associated with the need to take control of something in life. Often people who suffer these conditions have high anxiety and low self-esteem and self-worth.

Anyone can develop an eating disorder and it can affect men as well as women. It can be triggered by a wide range of reasons, including traumatic events, bullying and family problems.

Often GP services may have access to a dietician who can give you guidance on nutrition and vitamins and can provide referrals to an eating disorder service if they feel you need more support.


### A Dose of Nature (GP Referral only)

 [www.doseofnature.org.uk](http://www.doseofnature.org.uk)

 [info@doseofnature.org.uk](mailto:info@doseofnature.org.uk)

Dose of Nature is a registered charity promoting the mental health benefits of engaging with the natural world. They offer 'Nature Prescriptions' to people referred by their GPs with a range of mental health issues including depression and anxiety, and over a ten-week period they aim to inspire significant lifestyle changes that will have a lasting impact on mental wellbeing.

### Beat Eating Disorders - adults


 0808 801 0677

 [www.beateatingdisorders.org.uk](http://www.beateatingdisorders.org.uk)

 [help@beateatingdisorders.org.uk](mailto:help@beateatingdisorders.org.uk)

The Beat adult helpline is open to anyone over 18.

### Beat Eating Disorders - young people

 0808 801 0711

 [www.beateatingdisorders.org.uk](http://www.beateatingdisorders.org.uk)

 [fyp@beateatingdisorders.org.uk](mailto:fyp@beateatingdisorders.org.uk)

The Beat youth line is open to anyone under 18.

### NHS Live Well

 [www.nhs.uk/live-well](http://www.nhs.uk/live-well)

Has information on nutrition, eating healthily and daily guidelines on sugars in fruits etc.

## Healthy eating

Taking care of our bodies is vital for mental and emotional health. A balanced, healthy diet can make you feel better about yourself as well as being beneficial to your body and immune system.

**Fruit and vegetables** have a variety of natural minerals and vitamins. Be careful with consuming too much fruit, as these contain free sugars which are bad for the teeth.

**Carbohydrates** provide the starch and grains required to produce natural body chemicals and the production of energy.

**Protein** is also good for energy production although one of its main functions is to repair body cells and tissues, as well as being a good source of vitamins such as folate.

**Dairy** is good for calcium, vitamin B12 and bacteria. The body needs some bacteria to be healthy.

**Oils and fats** should be consumed in very small quantities; they are used by the body for energy and to help move the rest of the food through the bowel smoothly.

**Vitamin** deficiencies can cause symptoms such as dizziness and fatigue and can be mistaken for more serious health conditions.

See your GP for further nutritional advice or if you are concerned.

### NHS Live Well

 [www.nhs.uk/live-well](http://www.nhs.uk/live-well)

Has information on nutrition, eating healthily and daily guidelines on sugars in fruits etc.

### Healthy Lifestyle Resource (Run by Ruils)

 [www.ruils.co.uk/news/healthy-lifestyle-resource](http://www.ruils.co.uk/news/healthy-lifestyle-resource)

Download your free copy on the Ruils website which has active online links.



## Homelessness

In 2015 a national survey showed that 80% of homeless people reported suffering mental health issues, whilst only 45% of those actually had a formal diagnosis<sup>[7]</sup>. This shocking percentage shows the risk of not adequately supporting mental health issues and homelessness in our communities. Once in a position of homelessness it can be very difficult to access help, for most things will require an address, a means of contact (phone, email, address) or a bank account number, none of which you are likely to have.

**! Warning** – To apply for housing in the borough of Richmond all applications must be made online. If you are affected by this, please contact one of the following organisations below for assistance.

### Spear

 **0208 288 6506**

 **[www.spearlondon.org](http://www.spearlondon.org)**

The website can also be used to report rough sleepers so they can get help.


### Vineyard Project

 **0208 439 9735**

 **[www.vineyardcommunity.org](http://www.vineyardcommunity.org)**

They run crisis and social inclusion services from the Vineyard Community and six other locations in Richmond borough.

### Richmond Community Drug and Alcohol Services (RCDAS)

 **0203 228 3020**

 **[www.rcdas.co.uk](http://www.rcdas.co.uk)**

 **[RCDAS.Referrals@slam.nhs.uk](mailto:RCDAS.Referrals@slam.nhs.uk)**

**Unit 2 Ilex House, 94 Holly Rd, TW1 4HF**

South London and Maudsley NHS Foundation Trust (SLaM) is the lead provider for Addiction Services across both Richmond and Wandsworth. The service (a consortium with “We are with you, St Mungo’s and CDARS”) started on 1 April 2020.

### Tenants’ Champion for Richmond – Alan Juriansz

 **[www.richmond.gov.uk/tenants\\_champion](http://www.richmond.gov.uk/tenants_champion)**

The Tenants’ Champion supports tenants and leaseholders who rent or lease their property from a Housing Association in the borough. Richmond’s current champion (as of Feb 2022) is Councillor Alan Juriansz, a local Podiatrist who has quickly found his feet looking for solutions to sometimes complex problems.

[7] Mental Health Foundation. (2015). Homelessness and mental health. Retrieved from URL.

## Long-term health conditions

The emotional effects of having a serious physical illness or long term health condition can affect every area of your life. It may make you feel out of control, helpless and isolated which can lead to feeling sad, frightened, worried, or angry. It is important to recognise how you are feeling and know that it is normal and common to experience strong emotions during a difficult time. It is important to remember that although long-term illness does make things difficult, you can cope.

A few tips that might help:

- Live as normal a life as possible, keep or adapt your routines
- Maintain a healthy balanced diet where possible
- Be independent but not to the detriment of getting the help you need
- Meet people with similar experiences
- Seek help if you feel you are not managing, or in instances where you believe intervention would improve your quality of life

### Direct Payment Support Service (Run by Ruils)

☎ 0208 831 6088

🌐 [www.ruils.co.uk/services/direct-payment-support-service-richmond](http://www.ruils.co.uk/services/direct-payment-support-service-richmond)

🌐 [www.find-a-pa.co.uk](http://www.find-a-pa.co.uk)

@ [dpsupport@ruils.co.uk](mailto:dpsupport@ruils.co.uk)

You may be in receipt of or eligible for a Direct Payment budget approved by the Local Authority which allows you to have more control over how your care is organised. If so you may choose to employ a Personal Assistant, someone who can support you to carry out daily tasks and to get out and about. Ruils are contracted by the Local Authority to support you to manage your Direct Payment, understand your responsibilities and assist you to recruit and manage your support staff safely.

If you are not eligible for care from the Local Authority from a needs or financial perspective, Ruils can still help you to put care arrangements in place or point you in the right direction. Contact the DP team for further information or take a look on the link below.

[www.ruils.co.uk/services/advice-for-independent-living](http://www.ruils.co.uk/services/advice-for-independent-living)

### Pathways Service (Run by Ruils)

☎ 0208 831 6084

@ [emilyjohn@ruils.co.uk](mailto:emilyjohn@ruils.co.uk)

Our Pathways service provides information, advice, advocacy and professional representation for disabled people in the Richmond borough. We can work with you to navigate complex information and to address a range of issues, including housing/benefits appeals and health and social care issues.

*Continued...*

## Long-term health conditions

### The Mulberry Centre – Cancer support

- 📞 0208 321 6300
- 🌐 [www.themulberrycentre.co.uk](http://www.themulberrycentre.co.uk)
- ✉ [talk@themulberrycentre.co.uk](mailto:talk@themulberrycentre.co.uk)

The Mulberry Centre is a free cancer information and support centre based in a non-clinical environment in the grounds of the West Middlesex hospital.

### Richmond AID (RAID)

- 📞 0208 831 6080
- 🌐 [www.richmondaid.org.uk](http://www.richmondaid.org.uk)
- ✉ [info@richmondaid.org.uk](mailto:info@richmondaid.org.uk)

Provides information and advice on a wide range of health, housing and social issues.

### Visually Impaired Society of Richmond (VISOR)

- 📞 0208 487 5301
- 🌐 [www.visor.org.uk](http://www.visor.org.uk)
- ✉ [visor.daac@yahoo.co.uk](mailto:visor.daac@yahoo.co.uk)

Their drop in centre is open between 11am – 3pm on Mondays, at the Sheen Lane Centre, 74 Sheen Lane, London SW14 8LP. Visor is an independent charity run by volunteers, many of whom are themselves visually impaired. They offer support, advice and social activities to blind and partially sighted people across and around the borough of Richmond.

### Richmond and Kingston ME Group

- 🌐 [www.richmondandkingstonmegroup.org.uk](http://www.richmondandkingstonmegroup.org.uk)

A support group for people with ME/Chronic Fatigue Syndrome. They are also very helpful if you think you might have the condition but remain undiagnosed.

### Integrated Neurological Services (INS)

- 📞 0208 755 4000
- 🌐 [www.ins.org.uk](http://www.ins.org.uk)
- ✉ [admin@ins.org.uk](mailto:admin@ins.org.uk)

Provide a range of services from therapy to group work to support anyone with a neurological condition e.g. Parkinson's disease and stroke survivors.

### Parkinson's UK

- 📞 0808 800 0303
- 🌐 <http://localsupport.parkinsons.org.uk/provider/richmond-and-houslow-east-branch>
- ✉ [hello@parkinsons.org.uk](mailto:hello@parkinsons.org.uk)

Support and information with both a forum and helpline.

## Men

Being portrayed throughout history as the strong, dominant figures who support their families and bear the responsibilities of life has its downside. Men often feel that showing emotion is a sign of weakness which will affect how they are perceived by others. Mental health issues have a greater stigma for them meaning they are less likely to reach out for help.

- In 2017 75% of all UK suicides were male and this has been the case since the mid-1990's<sup>[8]</sup>

Feeling angry, frustrated, having regular headaches, muscle pains or digestive problems are all common symptoms of low mood, and for men these are often the signs that are noticed first.

They may be worried that it will affect their career, the respect of their friends and families and their image of themselves as 'real men'.


Remember – all forms of official treatment are confidential. You could be your own worst enemy 'by denying' yourself the help you need. Emotional issues do not make you less of a man. They affect everyone at some point and are generally short-term problems if managed correctly.

Also see section on "**Domestic abuse**" for other resources.

### Sheddington

 <https://sheddington.org>

 [admin@sheddington.org](mailto:admin@sheddington.org)


 [@SheddingtonCiC](#)

Sheddington is all about benefitting our community through meeting, making and mending together. It is a member of the UK Men's Sheds Association and a 'gender-blind', secular project based in the grounds of St Mark's Church, St Mark's Rd, Teddington. Activities include DIY; Gardening; Arts and Crafts; Education and Training. The Church Small Hall is hired for educational meetings and the workshop is currently open from 10am-1pm every Saturday on the Church site. You can subscribe to the monthly Newsletter via the website. [www.menssheds.org.uk](http://www.menssheds.org.uk) – This will tell you more about the shed movement.

If Roehampton is closer for you to travel to the shed here is run by:

[David Peers 07950 931 626](#) • [Davidw.peers@gmail.com](mailto:Davidw.peers@gmail.com)

### Men Who Care (Run by Cross Roads Care)

 **0208 943 9421**

 [www.crossroadscarerkerk.org](http://www.crossroadscarerkerk.org)

 [info@crossroadscarerkerk.org.uk](mailto:info@crossroadscarerkerk.org.uk)

Male Carers who are caring for a partner, mother or child are invited to monthly male-focused social groups which provide friendship, specialist support and activities. They also provide care and respite for the person they are caring for.

*Continued...*

## Men

### Age UK Richmond

- ☎ **0208 878 3625** – First contact helpline
- 🌐 **www.ageuk.org.uk/richmonduponthames**
- @ **info@ageukrichmond.org.uk**

Age UK Richmond offer a range of support specific to older men.

### Survivors UK

- ☎ **0203 598 3898**
- 🌐 **www.survivorsuk.org**
- @ **help@survivorsuk.org**

They are there to help sexually abused men as well as their friends and family, no matter when the abuse happened, and challenge the silence and attitudes.

### Respect – Men's Advice Line

- ☎ **0808 801 0327**
- 🌐 **www.mensadvice.org.uk**
- @ **info@mensadvice.org.uk**

Men's Advice Line is aimed at men who are experiencing domestic abuse, but they also take calls from family members, friends or practitioners and frontline workers.

### Men's Health Forum

- ☎ **0207 922 7908** (24/7 phone line)
- 🌐 **www.menshealthforum.org.uk**

The Men's Health Forum is a charity supporting men's health in England, Wales and Scotland. You can sign up for news or order some of their man manuals from the online shop.

### CALM – men aged 15-35

- ☎ **0800 58 58 58** (5pm-midnight 365 days of the year)
- 🌐 **www.thecalmzone.net**

Provides support via a free and anonymous helpline and webchat service.

[8] Mental Health Foundation (2021) Male suicides. Retrieved from URL.

## Obsessive compulsive disorder (OCD)

Obsessive compulsive disorder (OCD) is an anxiety disorder. About 1 in 50 people in the UK are diagnosed with OCD at any time <sup>[9]</sup>. It is normally associated with three specific behaviours:

- **Recurring thoughts (obsessions)** – unpleasant or unwanted thoughts, images or urges that cause the person intense worry. Obsessions are usually about something terrible or dangerous happening, or about losing self-control.
- **Emotions (anxiety that you feel)** – You might feel tense or anxious, fearful, guilty, disgusted or depressed. You feel better if you carry out your compulsive behaviour, or ritual but the feeling doesn't last long.
- **Repetitive actions (compulsions)** – repeating things over and over to cope with the obsessions and to make them go away. These coping strategies can become ritualistic, following a set pattern every time they are used.

The obsessions and compulsions stop the person from getting on with their daily life. Most people with OCD recognise that their thoughts and behaviour are irrational but feel unable to control them.

There are a number of ways professionals can tackle OCD, depending on the severity of your obsessions and compulsions.

If you are concerned, please speak to your GP for advice and ask about a referral to the OCD Services at South West London St Georges Trust.


### A Dose of Nature (GP referral only)

 [www.doseofnature.org.uk](http://www.doseofnature.org.uk)

 [info@doseofnature.org.uk](mailto:info@doseofnature.org.uk)

Dose of Nature is a registered charity promoting the mental health benefits of engaging with the natural world. They offer 'Nature Prescriptions' to people referred by their GPs with a range of mental health issues including depression and anxiety, and over a ten-week period they aim to inspire significant lifestyle changes that will have a lasting impact on mental wellbeing.

### OCD Action

 0300 636 5478

 [www.ocdaction.org.uk](http://www.ocdaction.org.uk)

 [support@ocdaction.org.uk](mailto:support@ocdaction.org.uk)

A group attempting to make a lasting difference to anyone affected by OCD.

### OCD UK

 01332 588 112

 [www.ocduk.org](http://www.ocduk.org)

The national OCD charity, run by and for people with lived experience of OCD.

[9] RCPsych. (2019). Obsessive Compulsive Disorder - key facts.

## Older people

Older age is a time when there are usually a number of life changes such as retirement, becoming a carer, bereavement and changes in physical health. Adapting to these changes can be challenging and can have an impact on your emotional health.

The most common issues negatively affecting mental health in older people are depression and dementia, with depression being the more common of these. It's important to remember that neither is inevitable.

The groups below have many interesting activities which not only keep you stimulated but help you remain socially connected, which helps to maintain healthy emotional well-being and reduce time for unhelpful thoughts.

Also see the next section on "**Other neurological conditions**" for symptoms and different types of dementia and "**Activities**" at the rear of this pocketbook.

### Age UK Richmond

- 📞 0208 878 3625 – First contact helpline
- 🌐 [www.ageuk.org.uk/richmonduponthames](http://www.ageuk.org.uk/richmonduponthames)
- ✉ [info@ageukrichmond.org.uk](mailto:info@ageukrichmond.org.uk)

Provides a range of social, wellbeing, practical and advice related support and services for older people across the borough of Richmond.

### Integrated Neurological Services (INS)

- 📞 0208 755 4000
- 🌐 [www.ins.org.uk](http://www.ins.org.uk)
- ✉ [admin@ins.org.uk](mailto:admin@ins.org.uk)

This is a charity that provides long-term support to people with neurological conditions and their families and carers. They have access to a range of physiotherapists and speech and language therapists.

### Versus Arthritis

- 📞 Helpline: 0800 5200 520
- 🌐 [www.versusarthritis.org](http://www.versusarthritis.org)

You don't need to face arthritis alone. Their advisors aim to bring all the information and advice about arthritis into one place to provide tailored support for you.

### University of the Third Age (U3A)

- 🌐 [www.u3asites.org.uk/richmond-on-thames/welcome](http://www.u3asites.org.uk/richmond-on-thames/welcome)

**Some activities remain online however some are being phased in small numbers as the lockdown lifts.**

Please check their website for updated information. They have an extensive range of groups you can join covering everything from literature through arts, music, walks, discussions, dancing and table tennis to games, languages and science. There are regular monthly meetings with an interesting talk, introductory get-togethers for new members and a chance to meet people and make new friends.

## Other neurological or developmental conditions

ADHD, Autism (including Asperger's Syndrome), Down's Syndrome, learning difficulties and dementia all involve a neurological component and currently fall under the NHS mental health services for support.

### **ADHD:**

Potential symptoms for ADHD (Attention Deficit Hyperactivity Disorder) include:

#### **Inattentiveness:**

The main signs of inattentiveness are:

- Having a short attention span and being easily distracted
- Appearing forgetful or losing things
- Being unable to stick to tasks that are tedious or time-consuming
- Appearing to be unable to listen to or carry out instructions
- Struggling with constantly changing tasks or organising an activity

#### **Hyperactivity and impulsiveness:**

The main signs of hyperactivity and impulsiveness are:

- Being unable to sit still, especially in calm or quiet surroundings
- Being unable to concentrate on tasks
- Excessive talking or physical movement
- Being unable to wait their turn
- Acting without thinking, or interrupting conversations
- Having little or no sense of danger

### ADHD Embrace (Richmond and Kingston)

 [www.adhdembrace.org](http://www.adhdembrace.org)

 [info@adhdembrace.org](mailto:info@adhdembrace.org)


A group that has been set up to provide support and information to parents, carers and families of children diagnosed with ADHD.

### ADDUK

 [www.aadduk.org](http://www.aadduk.org)

A site run for and by adults with ADHD

### National Attention Deficit Disorder Information & Support Service (ADDISS)

 0208 952 2800

 [www.addiss.co.uk](http://www.addiss.co.uk)

 [info@addiss.co.uk](mailto:info@addiss.co.uk)

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## Other neurological or developmental conditions

### **AUTISM:**

Autistic people, including those with Asperger Syndrome have difficulties interpreting both verbal and non-verbal language.


- Persistent difficulties with social communication and social interaction – they may struggle to understand facial expressions/tone of voice/jokes and sarcasm/vagueness and abstract concepts
- Restricted and repetitive patterns of behaviours, activities or interests since early childhood, to the extent that these limit and impair everyday functioning.

They may have difficulties with:

- Recognising or understanding feelings and intentions
- Can be seemingly insensitive
- Seeking out time alone when overloaded by other people
- Seeking comfort from others
- Making strange or inappropriate comments
- They can also be over or under-sensitive to sensory information such as noise or bright lights.

If you are caring for someone with autism you could try introducing a good routine/preparation for changes/more time to process things and extending highly focused interests as these can be very beneficial coping strategies.


### The People Hive

 **0208 977 5447**

 **[www.thepeoplehive.org](http://www.thepeoplehive.org)**

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This group connects adults with a learning disability with the community.

### Family Matters Richmond and Hounslow (Run by Ruils)

 **0208 831 6083**

 **[www.ruils.co.uk/services/family-matters](http://www.ruils.co.uk/services/family-matters)**


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Provides 1-2-1 support and workshops for parents with children with SEND.

For the **Richmond service** contact Surabhi Dhondiyal on 07376 277 779 or email [surabhi@ruils.co.uk](mailto:surabhi@ruils.co.uk) or contact Martha Fong on 07944 902 794 or email [marthafong@ruils.co.uk](mailto:marthafong@ruils.co.uk). To find out more about our **Hounslow service** contact Alka Tripathi on 07376 354 638 or email at [alkatripathi@ruils.co.uk](mailto:alkatripathi@ruils.co.uk).

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## Other neurological or developmental conditions

### Richmond Mencap

 **0208 744 1923**

 **[www.richmondmencap.org.uk](http://www.richmondmencap.org.uk)**

They work with children and adults with learning disabilities, autism, ADHD and other additional needs, providing a range of activities and support, as well as advice to family and carers.


### National Autistic Society – Richmond branch (Richmond NAS)

 **[www.richmondnas.org](http://www.richmondnas.org)**

 **[richmond@nas.org.uk](mailto:richmond@nas.org.uk)**

A parent-led group aiming to support autistic people of any age and their family members living mainly in the borough of Richmond upon Thames and surrounding areas. National details - 0808 800 4104 [www.autism.org.uk](http://www.autism.org.uk)

### Skylarks (formerly Me too and Co)

 **07946 646 033**

 **[www.skylarks.charity](http://www.skylarks.charity)**

 **[info@skylarks.charity](mailto:info@skylarks.charity)**

This charity provides a supportive and active community for children with disabilities and additional needs, supporting the whole family by helping to empower and remove isolation.


### Dyspraxia Foundation

 **01462 454 986** Mon-Fri 9am-1pm

 **[www.dyspraxiafoundation.org.uk](http://www.dyspraxiafoundation.org.uk)**

The Dyspraxia Foundation is a country Wide charity, founded in 1987 as the Dyspraxia Trust by two mothers who met at Great Ormond Street Hospital for Sick Children. After being told that their children had Dyspraxia they were astonished and dismayed to discover that no facilities existed to help or inform parents and children with the condition. They decided to form their own group to help others to help themselves.

### British Dyslexia Association

 Helpline: **0333 405 4567** at the following times: Tues – 10am-1pm / Weds – 10am-1pm and Thurs – 1pm-3pm

 **[www.bdadyslexia.org.uk](http://www.bdadyslexia.org.uk)**

 **[helpline@bdadyslexia.org.uk](mailto:helpline@bdadyslexia.org.uk)**

*Continued...*

## Other neurological or developmental conditions

### **DOWN OR DOWN'S SYNDROME:**


This is a condition in which a child is born with an extra copy of their 21st chromosome – hence it's other name trisomy 21. This causes physical and developmental delays and disabilities. Children and adults with Down's Syndrome are all unique individuals with their own personalities, family backgrounds and preferences that make them who they are.

### 21 and Co


 [www.21andco.org.uk](http://www.21andco.org.uk)

A parent run support group based around South West London and Surrey to support families who have children and young people with Down's Syndrome.

### Downs Syndrome Association

 **0333 1212 300** 10-4pm helpline

 [www.downs-syndrome.org.uk](http://www.downs-syndrome.org.uk)

 [info@downs-syndrome.org.uk](mailto:info@downs-syndrome.org.uk)

Supports existing and new parents to separate the facts from the misperceptions of Downs Syndrome. Wide range of information, help and support is available.

### **DEMENTIA:**

The word 'dementia' describes a set of symptoms that may include memory loss and difficulties with thinking, problem-solving or language. These changes are often small to start with, but for someone with dementia they have become severe enough to affect daily life. A person with dementia may also experience changes in their mood or behaviour. There are different types of dementia such as Alzheimer's, Early Onset dementia, Lewy Bodies dementia or Korsakoff's Syndrome (caused by vitamin B1 Thiamine deficiency).


Some signs to look out for are memory loss/changes in behaviour/problems with communication or language/aggression or frustration/sight and hearing loss/perception and hallucinations/excessive walking about/sleep disturbances/apathy, depression, and anxiety.

Of course, some of the above are also pointers for other medical conditions such as thyroid conditions and mental health issues. If you have noticed marked differences in yours or someone else's abilities, it is wise to speak to your GP if you are worried.

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## Other neurological or developmental conditions

### Alzheimer's Society Richmond

 0208 036 9570

 [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

 [richmondservices@alzheimers.org.uk](mailto:richmondservices@alzheimers.org.uk)

Alzheimer's Society online support Forum: [forum.alzheimers.org.uk](http://forum.alzheimers.org.uk).

If you have received a diagnosis of any kind of dementia, or look after someone with dementia, their expert Dementia Support Workers will work with you to identify your unique needs and help you plan how to meet these needs.

### The Imagination Café (Run by Harlequins Foundation)

 0208 410 6081

 [foundation@quins.co.uk](mailto:foundation@quins.co.uk)

The Imagination Café is a free pop-up event featuring music, art, activities, rugby memorabilia and delicious refreshments. It is designed for people living with dementia and their carers, and welcomes all those over the age of 55, living in Richmond, Twickenham, Hounslow or Kingston who are living alone or in supported accommodation.

**(This project has been on pause due to covid, please contact the above details for current information).**

### Friendly Parks For All

 [www.richmond.gov.uk/services/parks\\_and\\_open\\_spaces/explore\\_richmonds\\_parks\\_and\\_open\\_spaces](http://www.richmond.gov.uk/services/parks_and_open_spaces/explore_richmonds_parks_and_open_spaces)

Heathfield Recreation Ground includes an accessible Sensory Trail and Sensory Path. This is ideal for carers to take people with conditions such as Dementia, ADHD and Autism. There are also plans for an outdoor gym suitable for older people and people with limited disabilities. Their current newsletter with all the activities for the year is available on the link above.

Or you could try accessing the dementia services directory from the Richmond Council website:

[www.richmond.gov.uk/services/wellbeing\\_and\\_lifestyle/dementia](http://www.richmond.gov.uk/services/wellbeing_and_lifestyle/dementia)

## Parents


Being a parent can be hard and even more so if you have mental health problems. Being perceived as a bad parent or having concerns that a child will be taken away may stop parents talking about their mental health. However, most parents with mental health conditions are great parents.

It is an important and challenging time, providing a home, and managing routines, helping your child to develop good self-esteem as well as teaching him or her values and social skills. Sometimes you may feel too exhausted to keep the rules and boundaries clear for your child. Or you may feel the need to compensate for your illness by stretching the boundaries to allow behaviour you wouldn't normally allow. In the long term this will have a greater impact on the child's behaviour and in turn, on your ability to manage.

Children can also be affected by mental health issues themselves, which can be upsetting for their parents. Do not panic and don't blame yourself. You can learn strategies to manage worries as a parent and to support the emotional health of your child. See the list of organisations below for more information and support.

You may have noticed changes in your child's behaviour which are similar to the symptoms of depression, anxiety or stress. However, not every child will display distress in the same way and the symptoms shown will also depend on the age of your child. It is also important to remember that even if your child is experiencing emotional distress this does not necessarily mean that they have a mental health condition, however you may still want to seek advice from your GP.


### HITZ (Run by Harlequins Foundation)


 **0208 410 6081**

 **foundation@quins.co.uk**

The award winning HITZ programme uses the core values of rugby, alongside other sporting and extracurricular opportunities, to increase young people's resilience, self-confidence and long-term employability. The education programme provides learners with the opportunity to gain key qualifications in Mathematics and English, as well as BTECs in Sport and Active Leisure.

### Challenging Behaviour Foundation

 General enquiries - **01634 838 739**

 Family support line - **0300 666 0126**

 **www.challengingbehaviour.org.uk**


They are a charity for people with severe learning disabilities who display challenging behaviours. They are making a difference to the lives of children and adults across the UK through:

- providing information about challenging behaviour
- peer support groups for family carers and professionals
- supporting families by phone or email
- running workshops to reduce challenging behaviour

*Continued...*

## Parents

### Family lives

 **0808 800 2222** (national) or **01163 666 087** (for London)

 **[www.familylives.org.uk](http://www.familylives.org.uk)**

 **[askus@familylives.org.uk](mailto:askus@familylives.org.uk)**

Support and advice on all aspects of family life, from tantrums and bullying to separation and divorce.


### Young Minds

 **0808 802 5544** - 9.30am - 4pm Mon-Fri (free for mobiles and landlines)

 **[www.youngminds.org.uk](http://www.youngminds.org.uk)**

This is one of 8 charities working together which were started by Princes William and Harry in 2018 to provide support for mental health issues. If you have concerns the above number is the parent helpline. Children may contact them via a text service, that information is provided under the Young People section to provide them a sense of confidentiality.

### FRANK

 **0300 123 6600** 24 hours 7 days a week

 **[www.talktofrank.com](http://www.talktofrank.com)**

This site contains a full A-Z glossary of drugs, including their slang names and the effects of each drug. Very useful for parents if your child/children may be experimenting.

## Personality disorder

Personality is made up of the characteristic ways we think, feel and behave, and shapes how we see the world and relate to other people. Being extroverted, cautious or sensitive are all examples of personality traits. If personality traits are too intense or rigid, they can cause problems in how we cope with life and relate to people, or in how we feel emotionally.

The main symptoms are:

- Being overwhelmed by negative feelings such as distress, anxiety, worthlessness, or anger
- Avoiding other people and feeling empty and emotionally disconnected
- Difficulty managing negative feelings without self-harming “[See self-harm](#)” section
- Difficulty maintaining stable and close relationships, especially with partners, children, and professional carers
- Occasional periods of losing contact with reality

Symptoms typically get worse with stress and often present alongside other mental health conditions, especially depression and substance misuse.

Personality disorders may be mild, moderate or severe, and people may have periods of remission where they function well.

For more information, advice and support see the “[Other services](#)” section at the back of this pocketbook.


## Postnatal depression

Up to half of new mothers experience a period of sadness called the 'baby blues' in the first few weeks following the birth of their baby. It is usually mild and lasts up to a few weeks. 10 to 15% of new mothers experience a form of depression known as postnatal depression. This usually begins after four to twelve weeks but may occur up to one year after the birth. It is also common for fathers to experience emotional distress or depression following the birth of their baby.

Common symptoms include feeling emotionally disconnected from your baby, feeling rejected by your baby or having thoughts or visions about harming your baby. Your health visitor will know the difference between baby blues and depression and is a good source of support.

See following page for "**Postpartum psychosis**".


### Association for Post Natal Illness


 **0207 386 0868** (10am-2pm)

 **[www.apni.org](http://www.apni.org)**

Provides support for mothers suffering from Postnatal illness.

### PANDA'S – Pre and Post Natal Depression Advice & Support

 **0808 1961 776** (free helpline Mon-Sun 11am-10pm)

 **[www.pandasfoundation.org.uk](http://www.pandasfoundation.org.uk)**

 **[info@pandasfoundation.org.uk](mailto:info@pandasfoundation.org.uk)**

This group are there to offer hope, empathy and support for every parent or network affected by perinatal mental illness.



## Postpartum psychosis

Postpartum psychosis is a severe condition that can start very suddenly in the first few days or weeks after having a baby. It can happen to any woman and often occurs out of the blue, even if you have not been ill before. Women with a prior history of mental health conditions such as bipolar disorder, a prior history of postpartum psychosis with other pregnancies or a family history are at a higher risk <sup>[10]</sup>.

About 1 in every 1000 women develop this condition, it is much rarer than “baby blues” or postnatal depression which present similarly but are not as severe. It is a frightening time for a mother, her partner, friends and family. Often you may not recognise the signs yourself as your sense of reality is affected, so partners and family are frequently the ones who can spot the sudden changes in behaviour.


Symptoms can change rapidly from hour to hour. Some of the symptoms to watch out for are:

- Rapid changes in mood
- Behaviour that is out of character
- Loss of inhibitions
- Delusions and or hallucinations
- The feeling of being in a dream world
- Feelings of harming yourself or your child


There are more symptoms listed on [www.rcpsych.ac.uk](http://www.rcpsych.ac.uk)

**If you or your family members think you are suffering from this condition you should go to your nearest A&E Department immediately.**

### Action on Postpartum Psychosis (APP)

 0203 322 9900

 [www.app-network.org](http://www.app-network.org)

 [app@app-network.org](mailto:app@app-network.org)

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Offers a wide range of support including peer support, forums and workshops.

[10] RCPSYCH (2018) – Postpartum psychosis

## Psychosis

Psychosis is a condition that can distort a person's perception of reality by disrupting their thought processes. The two main symptoms of psychosis are:

- **Hallucinations** – where a person senses things that are not really there, for example, hearing voices coming from outside their head telling them to do something, or seeing things that other people can't see.
- **Delusions** – where a person believes things that, when examined rationally, are obviously untrue.

The combination of hallucinations and delusional thinking can often cause severe disruption to perception, thinking, emotion and behaviour.

The person can also display muddled or disrupted thoughts and speech (thought disorder).

There is no single specific test for psychosis as the symptoms are common to a number of disorders, including schizophrenia, bipolar disorder and can also be triggered by substance misuse (drug psychosis). In addition, bereavement and some medical conditions may present similar symptoms, if you are unsure discuss this with your GP.

For more information advice and support, see the "**Other services**" section at the back of this pocketbook.

### Hearing Voices Network (HVN)

 [www.hearing-voices.org/groups/richmond-friendship-group](http://www.hearing-voices.org/groups/richmond-friendship-group)

Support group in Richmond for those who experience hallucinations. Group meets on the last Thursday of every month.


## Relationships

Having and maintaining healthy relationships is key to our overall well-being and mental health. When we have a genuine positive effect on someone and we receive that in return, it gives us a sense of security and of being valued and supported. Positive relationships can also fulfil our need to feel that we belong to the wider community. Without this sense of belonging we can often feel isolated and overwhelmed.

Not all relationships are healthy, some can be negative and destructive. Relationships should be as equal as possible for both parties as they can be, providing a safe environment for honesty and trust.

See the sections on “**Boundaries**” and “**Communication and assertiveness**” for tips on identifying and managing healthy and unhealthy relationships.

### Relate

 0333 320 2206

 [www.relate.org.uk](http://www.relate.org.uk)

 [appointments.londonsw@relate.org.uk](mailto:appointments.londonsw@relate.org.uk)

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Relate is a South West London Relationship support charity based in Barnes offering Relationship Counselling, Sex Therapy, Family Counselling and Children and Young People's Counselling.

## Schizophrenia

Schizophrenia is a long-term mental health condition that causes a range of different psychological symptoms, including:

- **Hallucinations** – hearing or seeing things that do not exist.
- **Delusions** – unusual beliefs not based on reality which often contradict the evidence.
- **Muddled thoughts or speech** – finding it hard to put your thoughts across logically to others.
- **Feeling controlled** – feeling your thoughts are not your own.

The exact cause of schizophrenia is unknown. However, most experts believe the condition is caused by a combination of genetic and environmental factors. It affects around 1 in every 100 people over the course of their life and normally manifests itself in people between the ages of 15-35 <sup>[11]</sup>. The main misconception is that it makes people violent. This is the exception, not the rule, as sufferers are more likely to be victims of violence perpetrated by others.


For more information, advice and support see the “**Other services**” section at the back of this pocketbook.

### Hearing Voices Network (HVN)

 [www.hearing-voices.org/groups/richmond-friendship-group](http://www.hearing-voices.org/groups/richmond-friendship-group)

Support group in Richmond for those who experience hallucinations. Group meets on the last Thursday of every month. This is the local meeting for the organisation below.

### National Paranoia Network

 **0114 271 8210** (helpline)

 [www.nationalparanoianetwork.org](http://www.nationalparanoianetwork.org)

 [support@nationalparanoianetwork.org](mailto:support@nationalparanoianetwork.org)

The organisation aims to raise awareness of how disabling paranoia can be and break down social taboos.

[11] RCPSYCH. (2015) – Schizophrenia - Retrieved from URL

## Self-esteem and self-confidence

Self-esteem refers to the way we think, feel and value ourselves as individuals. Low self-esteem is having a generally negative view or opinion of yourself, judging and evaluating yourself harshly. The difference between self-esteem and self-confidence is:

- **Self-esteem** – perceived worth and self-worth
- **Self-confidence** – perceived ability to do something

Both can be affected by negative relationships and unhealthy boundaries or arise from childhood circumstances and bullying. Symptoms can include: being highly critical of yourself or your actions and abilities, blaming only yourself when things go wrong, ignoring positive qualities or finding it hard to accept compliments, predicting things will not turn out well, or easily feeling depressed, anxious, guilty or frustrated.

For some the introduction of a new activity or hobby can help how you feel about yourself and allow you to meet new people in a neutral environment. Various charities including Ruils/Mind/Age UK and many more run activities across the borough such as creative writing/art/walking groups etc. There are also some subsidised courses available at some adult colleges within the borough.

Ruils, Mind and the Castelnau Community Centre also have allotments if you like a little light gardening or just fancy catching some sun and topping up your vitamin D levels.

Please also see “**Activities**” section at the back of the pocketbook for a comprehensive list.

### Let's Go Outside and Learn

 **0208 401 6837**  **info@lgoal.org.uk**

This group offers a variety of outdoor activities which can be tailored around disability needs if required. Projects include activities in parks and open spaces to bring people together, and environmental stewardship and a volunteering programme (Nature Buddies). These projects are a great way to get back to nature, to learn about our local area and give a little back.

### Shepherd's Star

 **www.shepherdsstar.org**  **connect@shepherdsstar.org**


This group runs a once a day six week programme designed for personal development and improving self-esteem. The project called “Explore” encourages a sense of purpose and self-development whilst rediscovering confidence and reigniting potential – improving emotional and mental wellbeing.



### NHS Richmond Wellbeing Service (IAPT)

 **0208 548 5550** to self-refer  **www.richmondwellbeingservice.nhs.uk**

People aged 18 + can get free NHS psychological therapy for conditions such as anxiety, depression or the psychological effects of a long term condition.

### Mind (Local and national)

 **www.mind.org.uk** (national) has useful PDF resources

or for your local Mind service:  **0208 948 7652**  **www.rbmind.org**

## Self-harm

Self-harm means intentionally damaging or injuring your body. Most people self-harm as a way of coping with, or expressing, overwhelming emotional distress – such as intense feelings of anxiety, anger, sadness, depression, guilt or shame.

Reasons for self-harming might be different on different occasions and for each individual person.

Types of self-harm include cutting or burning, punching oneself, pulling hair out, poisoning, and misusing alcohol or drugs. The intention is usually to punish oneself, express distress or relieve unbearable tension – not to die. Self-harm is generally not about suicide. Self-harm can also be a cry for help; however some individuals who self-harm can become suicidal, especially when the behaviour repeatedly goes unsupported.

Anorexia Nervosa and Bulimia Nervosa are not normally intentional forms of self-harm, although they do damage to a person's physical health in the long term see "**Eating disorders**" section.

For more information advice and support see the "**Other services**" section at the back of this pocketbook.

### National Self Harm Network (online forum only)

 [www.nshn.co.uk](http://www.nshn.co.uk) (online support forum only)

Supports individuals who self-harm to reduce emotional distress and improve their quality of life. Also provides support and information for family and carers of individuals who self-harm.

## Sleep

Sleep is a key part of maintaining good mental and physical health. Sleep problems can be physical, psychological or both. There is also a physical condition known as sleep apnoea, which is a condition that interrupts your breathing when you are asleep. People who have certain physical long term health conditions such as multiple sclerosis, diabetes, hypothyroidism and cancer often suffer insomnia. Poor sleep can also be a side effect of some medications such as strong painkillers. Insomnia can be a key sign of common mental health conditions and symptoms include:

- Difficulty getting to sleep, waking early and not being able to get back to sleep.
- An irregular sleep pattern.
- Tiredness and exhaustion leading to low mood, anxiety, poor concentration, memory problems, irritability, and frustration.

Everyone needs different amounts of sleep. Worries, stress, depression, high expectations, work stress, unemployment and bereavement can all affect your ability to sleep well.

Basic tips for a better night's sleep:

- Keep regular hours. Going to bed and getting up at roughly the same time every day will help to structure a healthy sleep pattern.
- Make your bed and bedroom comfortable, not too hot or cold, and not too noisy. Make sure your mattress supports you properly.
- Don't eat or drink a lot late at night.
- Alcohol may help you fall asleep initially but will interrupt your sleep later in the night.
- If something is troubling you and there is nothing you can do there and then, try writing it down and telling yourself you will deal with it in the morning.
- Avoid bright screens such as mobile phones, tv's and computers for at least an hour before going to bed so that the brain is not over-stimulated.
- Find a way to relax before bed by reading, listening to soft music or using a relaxation technique such as meditation or progressive muscle relaxation.
- If you wake in the night, try to avoid looking at the time as it can create anxiety about the lack of time left until you have to get up. It can also leave you feeling wide awake.

If the issue persists, speak to your GP.

*Continued...*

## Sleep

### A Dose Of Nature – (GP referral only)

 [www.doseofnature.org.uk](http://www.doseofnature.org.uk)

 [info@doseofnature.org.uk](mailto:info@doseofnature.org.uk)

Dose of Nature is a registered charity promoting the mental health benefits of engaging with the natural world. They offer 'Nature Prescriptions' to people referred by their GPs with a range of mental health issues including depression and anxiety, and over a ten-week period they aim to inspire significant lifestyle changes that will have a lasting impact on mental wellbeing.

### The Sleep Council


 [www.sleepcouncil.org.uk](http://www.sleepcouncil.org.uk)

 [info@sleepcouncil.org.uk](mailto:info@sleepcouncil.org.uk)

Since they started in 1995, their mission has been to help people take preventative measures to look after their sleep health and to stop sleep issues developing into bigger problems.

### The British Snoring and Sleep Apnoea Association

 **01284 717 688**

 [www.britishsnoring.co.uk](http://www.britishsnoring.co.uk)

Offers ideas and solutions to help manage snoring and cope with sleep apnoea.



## Social isolation and loneliness

Social isolation is when you feel alone (sometimes despite being surrounded by people) and not part of social or cultural groups and activities. Feeling isolated can often be detrimental to a person's well-being.

There are many things that can increase feelings of social isolation including illness, bereavement, relationship breakdown, role changes, job loss, having a baby, moving home, social anxiety or shyness.

Possible signs and symptoms of feeling isolated are a sense of not being accepted (real or imagined) by others in the community, reduced confidence, low self-esteem, depression, anxiety, shortened attention span, increased forgetfulness, general ill health or increased risk of substance or alcohol misuse.

Please also see "**Activities**" section at the back of the pocketbook for a comprehensive list of local activities you could explore.

### Volunteer Befriending Service (Run by Ruils)

📞 contact Gary on **0208 831 6073**

🌐 **[www.ruils.co.uk/services/volunteer-befriending-service](http://www.ruils.co.uk/services/volunteer-befriending-service)**

@ **[garywilliams@ruils.co.uk](mailto:garywilliams@ruils.co.uk)**

This service is there to support anyone over the age of 18 suffering from isolation and loneliness. Clients really value the service as it often becomes a two-way exchange of friendship for both client and befriender. New volunteers are always needed and very welcome, so if you have a couple of hours a week to spare please get in touch. Staff perform initial risk assessments to ensure both client and befriender safety and you will receive lots of interesting training.

### Sheddington

🌐 **<https://sheddington.org>**

@ **[admin@sheddington.org](mailto:admin@sheddington.org)**

f **[@SheddingtonCiC](#)**

Sheddington is all about benefitting our community through meeting, making and mending together. It is a member of the UK Men's Sheds Association and a 'gender-blind', secular project based in the grounds of St Mark's Church, St Mark's Rd, Teddington. Activities include DIY; gardening; arts and crafts; education and training. The Church Small Hall is hired for educational meetings and the workshop is currently open from 10am-1pm every Saturday on the Church site. You can subscribe to the monthly Newsletter via the website. **[www.menssheds.org.uk](http://www.menssheds.org.uk)** – This will tell you more about the shed movement.

If Roehampton is closer for you to travel to the shed here is run by: David Peers  
**07950 931 626 • [Davidw.peers@gmail.com](mailto:Davidw.peers@gmail.com)**

*Continued...*

## Social isolation and loneliness

### Together As One (TAO)

☎ Call Ron: **07504 824 657**

🌐 **www.togetherasone.co.uk**

A group for isolation based in the cricket pavilion on Twickenham Green on Mon, Weds and Friday every week of the year.

### Age UK Richmond

☎ **0208 878 3625** – First contact helpline

🌐 **www.ageuk.org.uk/richmonduponthames**

@ **info@ageukrichmond.org.uk**

Provides a range of social, wellbeing, practical and advice related support and services for older people across the borough of Richmond.

### Fishponds Community Garden (Run by Voices of Hope)

☎ **07714 635 716**

🌐 **www.voh.org.uk/fishponds**

@ **fishponds.garden@voh.org.uk**

**(This is a Kingston based service happy to accept Richmond based service users).**

What it offers: The Fishponds Community Garden has the aim of encouraging the physical and mental wellbeing of those in the community. The garden will have an emphasis on food growing with raised planting beds, transforming a redundant flower bed into a sensory garden, and saving an existing rose garden and shrub areas. The garden will include accessible footpaths for the mobility impaired, seating areas, as well as a host of green infrastructure features and pollinator-friendly planting to improve biodiversity. This truly will be a community garden, consisting of multiple community groups coming together. This project is starting from the ground up (literally!) and there is a lot of work to be done. They will be holding community sessions to develop and maintain the area, with the possibility of using the food grown for community lunches longer term. To sign up to hear about sessions, please use this link: [tinyurl.com/kxm4xa3p](https://tinyurl.com/kxm4xa3p)

## Stress


Most of us will know the feeling of struggling to cope with the demands of everyday life, or with an important or distressing event such as a big change in our lives. Stress is the way that our bodies and minds react when that is happening. We may worry, get irritable with other people or just be unable to relax. It includes emotional feelings, physical symptoms and changes in how our bodies work.

We often can't control stressful events, but we can control our reactions to them. The amount of stress we feel is often due to the importance we place on the event or situation, our beliefs about ourselves and how we are feeling emotionally. Basic tips to help cope with and reduce stress:

- Establish the root cause of the problem (if possible) and tackle this rather than the consequences.
- Talk to friends or family – this can be difficult to do as stress can affect your ability to get on with other people, but they may be able to make allowances for you and give you help and support. Work colleagues may be able to share the load a little in the short-term.
- Break down big tasks or problems into smaller parts that are easier to deal with. This helps you not to become paralysed by how big the problem seems.
- Look after your physical health – regular meals, exercise and good sleep can all slip from view when you are stressed.
- Declutter your environment – this will help you feel more in control (think of the saying, 'tidy house, tidy mind').
- Set time aside – put regular time aside for something you actually enjoy.

Stress can also lead to many of the issues covered in this pocketbook such as anxiety, debt, unemployment and social isolation.


### ACAS

 **0300 123 1100**


 **[www.acas.org.uk](http://www.acas.org.uk)**

Acas gives employees and employers free, impartial advice on workplace rights, rules and best practice. They also offer training and help resolve disputes.

### Mind (Local and national)

 **[www.mind.org.uk](http://www.mind.org.uk)** (national) has useful PDF resources

or for your local Mind service:

 **0208 948 7652**


 **[www.rbmind.org](http://www.rbmind.org)**


## Talking therapies and counselling services

Some clients can find psychiatry often seems quite rigid in its approach, whereas talking therapies and counselling can provide a different outlet. That outlet can allow you in a confidential way to deal with any part of your life, from past traumas and how you deal with those thoughts to current issues affecting your mood. Personally speaking, I have found that counsellors are often much more empathetic and under the right service more consistent, allowing you to build a rapport and gain trust. This can help reinforce your feelings, allowing you to accept them and work on strategies to gain control of how you deal with them as they pop up.

Please be aware that most services always have a waiting list, however you can move up these quite quickly once on the list and you can be on more than one list.


### Ruils Counselling Service

 **07508 530 693**

 **suerobson@ruils.co.uk**

Our service is with trainee counsellors, combining person centred, cognitive and psychodynamic therapies. It is donation based.

### Richmond AID Counselling Service


 Mobile/SMS: **07821 503 943**


 **[www.richmondaid.org.uk/counselling](http://www.richmondaid.org.uk/counselling)**

 **counselling@richmondaid.org.uk**

This service uses psychodynamic therapy, person centred and Cognitive Behavioural Therapy (CBT).

### Richmond Mind Counselling Service


 **0203 475 9705**

 **counselling.admin@rbmind.org**

 **[www.rbmind.org/our-services/psychotherapy-and-counselling-service](http://www.rbmind.org/our-services/psychotherapy-and-counselling-service)**

This service provides multiple therapy variations. There is a cost attached although there are some subsidised places available for those on low incomes.

### Kingston Women's Centre

 **0208 541 1941**

 **[www.kingstonwomenscentre.org.uk](http://www.kingstonwomenscentre.org.uk)**

 **[kwcenquiries@kingstonwomenscentre.org.uk](mailto:kwcenquiries@kingstonwomenscentre.org.uk)**

This service can support women for up to 2 years, cost is on a sliding scale based on income. It is run by women for women. **Initial assessment is done by phone.**

## Unemployment


Often when we meet new people, one of the first questions asked is, “what do you do for a living?” Our sense of identity and purpose is frequently linked to the paid work that we do.

For those unemployed, but seeking work the current climate can be tough. Submitting lots of applications and not getting responses or receiving rejections can take its toll on your self-esteem and confidence. Maintaining a routine at this time can be extremely useful for your emotional health, helping you to stay focussed and positive during this challenging time. Our tip is if you get rejected it is not because you are not good enough it is because they do not deserve you!

Those who are unemployed due to ill health, redundancy or retirement may feel worthless and lose their sense of purpose. Following a routine, participating in activities and interacting socially can all help to balance your emotional wellbeing during this time. Volunteering is a great way to retain your sense of purpose and help you feel part of your community.

It is always good to keep your options open where possible; regularly assess which parts of your life are the most stressful and work at finding solutions. If you are unhappy at work and worrying about becoming unemployed, perhaps investigate retraining or re-education.

### Citizens Advice Richmond

 **0808 278 7873**

 **[www.citizensadvice-richmond.org](http://www.citizensadvice-richmond.org)**

They have main offices in Hampton Hill and Sheen, but also smaller ones in Barnes and Hampton, plus four outreach locations; they also offer advice by email. Their website gives full details of how to get advice on a range of issues and includes an online benefits calculator.

### Choice Support


 **0203 697 7134**

 **[www.choicesupport.org.uk](http://www.choicesupport.org.uk)**

 **[randwemployment@choicesupport.org.uk](mailto:randwemployment@choicesupport.org.uk)**

An employment support service for those living in the boroughs of Richmond and Wandsworth who have a learning disability, autism, sensory impairment or mental health condition. They support clients to find work and can also help clients to retain their current job.

### Richmond AID (RAID)

 **0208 831 6070**

 **[www.richmondaid.org.uk](http://www.richmondaid.org.uk)**

They offer advice services for money and benefits. There is also a job club although this has been suspended during covid. Please do keep an eye on their website for further updates.

## Veterans

Serving members or veterans of the British Armed Forces can experience the same mental health difficulties as the general population. However, fear of stigma and discrimination is particularly high for this community group, which may prevent people seeking help.

Serving members or veterans may also have experienced unique risks in service. This may have exposed them to a wide range of emotions, sometimes leading to isolation.

### The Poppy Factory

-  For general enquiries **0208 940 3305**
-  or for employment support **0208 939 1837**
-  **[www.poppyfactory.org/contact-us](http://www.poppyfactory.org/contact-us)**
-  **[support@poppyfactory.org](mailto:support@poppyfactory.org)**




The Poppy Factory supports veterans with health conditions on their journey into employment, helping them overcome any barriers. Four out of five of the veterans they work with report a mental health condition. Whatever their situation, and whatever they are going through, their employment team is on hand to offer one-to-one support. Employment support is available to individuals who have served for one day or more in the Armed Forces or Reserves, and consider themselves to have any kind of physical or mental health condition.

### SSAFA (The Armed Forces Charity)

-  **0800 260 6767**
-  **[www.ssafa.org.uk/london-south-west](http://www.ssafa.org.uk/london-south-west)**

SSAFA helps the armed forces community in a number of ways, though their focus is on providing direct support to individuals in need of physical or emotional care. Addiction, relationship breakdown, debt, homelessness, post-traumatic stress, depression and disability are all issues that can affect members of our Armed Forces community. Many of these problems only become apparent when an individual has to leave their life in the Forces and join 'Civvy Street'. SSAFA is committed to helping our brave service men and women overcome these problems and rebuild their lives.

### Combat Stress (24-hour helpline)

-  **0800 138 1619** (helpline)
-  **[www.combatstress.org.uk](http://www.combatstress.org.uk)**
-  **[helpline@combatstress.org.uk](mailto:helpline@combatstress.org.uk)**

They provide specialist treatment and support for veterans from every service and conflict, focusing on those with complex mental health issues.

## Welfare benefits

If you are too unwell to work or on a low income, you may be able to claim benefits. It is up to you to make the claim (although the groups below can help you with your application). You can check what you might be eligible for by going online to Turn 2 us – [www.turn2us.org.uk](http://www.turn2us.org.uk) and/or you can get support from the organisations below.

As a guide here:

- Working age people should contact Citizens Advice Richmond
- People with disabilities including mental health should contact Richmond Aid
- People post working age should contact Age UK


### Citizens Advice Richmond

 **0808 278 7873**

 **[www.citizensadvice-richmond.org](http://www.citizensadvice-richmond.org)**

They have main offices in Hampton Hill and Sheen, but also smaller ones in Barnes and Hampton, plus four outreach locations. They offer advice and support to complete benefits applications e.g Universal Credit to working age adults in the borough. Their website gives full details of how to get advice on a range of issues and includes an online benefits calculator.


### Richmond AID (RAID)

 **0208 831 6070**

 **[www.richmondaid.org.uk](http://www.richmondaid.org.uk)**

Provides support to disabled adults to identify and complete benefit applications.

### Age UK Richmond


 **0208 878 3625** – First contact helpline

 **[info@ageukrichmond.org.uk](mailto:info@ageukrichmond.org.uk)**

 **[www.ageuk.org.uk/Richmonduponthames](http://www.ageuk.org.uk/Richmonduponthames)**

Holds the Local Authority contract to provide adults post working age with benefits support.

### Pathways Service (Run by Ruils)

 **0208 831 6084**

 **[emilyjohn@ruils.co.uk](mailto:emilyjohn@ruils.co.uk)**

Our Pathways service provides information, advice, advocacy and professional representation for disabled people in the Richmond borough. We can work with you to navigate complex information and address a range of issues, including housing/benefits appeals and health and social care issues.

*Continued...*

## Welfare benefits

### RESOURCES FOR THOSE SUFFERING FOOD POVERTY:

Standard food banks require vouchers which are obtained from Social Services, mental health teams and numerous charities. We were unable to get an updated list so have provided some alternatives to make sure you do not go without. **These two projects save food going to landfill, so asking for help inadvertently helps us all!**

#### The Real Junk Food Project

[www.trjfptwickenham.com](http://www.trjfptwickenham.com)

[trjfp.twickenham@gmail.com](mailto:trjfp.twickenham@gmail.com)

With a team of over 60 volunteers, the café and food surplus hub is open 3 days a week at ETNA Community Centre; 1 day a week outside Noble Green Wines, Hampton Hill and since November 2021, 1 day a week at Linden Hall, Hampton, offering a food surplus hub and takeaway café. If you are unable to get to one of their venues, they can provide a Fresh Food Care Pack for collection and delivery by someone known to you.

#### Food For Thought – Heathfield – Pop Up Stall

<https://food-for-thought-heathfield.webnode.com>

Food For Thought Heathfield is a not for profit project offering rescued surplus food to the community in Heathfield, Whitton. **It is currently operated as a pop-up stall on Heathfield Recreation Ground, Powdermill Lane, TW2 6EG on Thursdays – 14.30-16.30pm and on Saturdays 11.30am-13.30pm.**




## Young people

Being young is an exciting time, but it can also be a difficult time as there can be lots of changes and some uncertainty about the future. Young people can face many issues which can be hard to deal with and making decisions can be difficult. For instance:

- Stress
- Life changes
- Relationships
- Self-esteem
- Alcohol and drugs
- Life decisions
- Peer pressure
- Exam pressure

It can be hard to find employment when fresh out of school, college or university. You may have all the qualifications a job requires but not the experience required for the employer's satisfaction. The best tip we can give for this is to look for voluntary work in local organisations and charities. This allows you to pick up experience, skills, extra training and references to put on your cv. Not only does this expand your skillset but it also shows your ability to work hard for what you want in life.

### Off The Record (Counselling for ages 11-24)

 **0208 744 1644**

 **[www.otrtwickenham.com](http://www.otrtwickenham.com)**

 **[info@otrtwickenham.com](mailto:info@otrtwickenham.com)**

Provides the only drop-in counselling, information and sexual health service for young people aged 11-24 who live, work or study in the borough of Richmond Upon Thames.

### HITZ (Run by Harlequins Foundation)

 **0208 410 6081**

 **[foundation@quins.co.uk](mailto:foundation@quins.co.uk)**

The award winning HITZ Programme uses the core values of rugby, alongside other sporting and extracurricular opportunities, to increase young people's resilience, self-confidence and long term employability. The education programme provides learners with the opportunity to gain key qualifications in Mathematics and English, as well as BTECS in Sport and Active Leisure.

### Harlequins Foundation Rugby Hubs

 **0208 410 6081**

 **[foundation@quins.co.uk](mailto:foundation@quins.co.uk)**

The Harlequins Foundation Rugby Hubs offer free, accessible and engaging coaching sessions for young people of all abilities between the ages of 12-16.

*Continued...*

## Young people

### Skylarks charity (formerly Me too and Co)

 **07946 646 033**  **www.skylarks.charity**  **info@skylarks.charity**

This charity provides a supportive and active community for children with disabilities and additional needs, supporting the whole family by helping to empower and remove isolation.

### Richmond Mencap

 **0208 744 1923**  **www.richmondmencap.org.uk**

They work with children and adults with learning disabilities, autism, ADHD and other additional needs, providing a range of activities and support, as well as advice to family and carers.

### Relate

 **0333 320 2206**  **www.relate.org.uk**  
 **appointments.londonsw@relate.org.uk**


Relate is a South West London Relationship support charity based in Barnes, offering Relationship Counselling, Sex Therapy, Family Counselling, Children and Young People's Counselling.

### Papyrus (Young Suicide prevention Society)

 **0800 068 4141** or text **07860 039 967** open 9am-12am (midnight)  
 **www.papyrus-uk.org**  **pat@papyrus-uk.org**

Hopelink is a confidential support and advice service for children and young people under the age of 35 who are experiencing thoughts of suicide, or anyone concerned that a young person could be thinking about suicide.

### Young Minds

 **www.youngminds.org.uk** or text YM to 85258 the Young Minds Crisis  
Messenger for free 24 hour support across the UK.

All texts are answered by trained volunteers, with support from experienced clinical supervisors. Texts are free from: EE, O2, Vodafone, Three (3), Virgin mobile, BT mobile, GiffGaff, Tesco mobile and Telecom Plus networks. This charity is one of the charities working with Prince William to improve help and support for Mental Health Issues set up in 2018.

### Childline

 **0800 1111**  **www.childline.org.uk**

There for you, whatever's on your mind. They will support you, guide you and help you make the decisions that are right for you.

### My Tutor

 **0203 773 6020**  **support@mytutor.co.uk**  
 **www.mytutor.co.uk/schoolsblog/2017/07/21/student-mental-health-problems**

This group offers online information for mental health, a live chat and blog.

## OTHER SERVICES

### Safe havens or retreats

The Retreat in New Malden is a short-term crisis intervention unit that provides an alternative to hospital admission during crisis. Referrals are taken from the following services:

- **GP services**
- **Out of hours GPs**
- **Kingston and Richmond Assessment service**
- **Psychiatric liaison services at Kingston hospital**
- **Home Treatment Team**
- **Police**

It provides a short-term place of safety where you can formulate what treatment you might need, from hospital admission to going home with a care plan and appropriate support.

There is support for more of these units to be provided as an alternative to psychiatric inpatient treatment, but currently the Retreat is the only one serving Richmond. We share it with 2 other boroughs and it only has 9 beds for those 3 boroughs, so if you get a bed utilise your time wisely!

#### The Retreat

☎ 0208 239 0445

@ Theretreat@comfortcareservices.com

.....  
This has now been refurbished into a 9 bed facility.

#### Maytree

☎ 0207 263 7070

🌐 [www.maytree.org.uk](http://www.maytree.org.uk)

@ [maytree@maytree.org.uk](mailto:maytree@maytree.org.uk)

.....  
The Maytree is a suicide respite centre offering a 4 night 5 day stay. It is not a local service as it is located in Finsbury (N4), but if local services do not have space, it offers another option.

## Recovery cafes

When the 1st edition of this pocketbook for Richmond went to print in 2019 there were only 2 recovery cafes for 5 boroughs, however after many requests to expand this service closer to Richmond and the Hamptons MIND has secured funding for a further two.

All have in common: you can access the home treatment team, peer support, work towards crisis intervention or a hospital stay if needed.

**Unlike some services these are open to people not under the Community Mental Health teams, anyone can access these services.**

Recovery cafes are there to help adults (18 years+) with mental health issues from the south London boroughs of Wandsworth, Merton, Sutton, Richmond, and Kingston. You don't need to book or have a formal referral. You just need to turn up.

**Find out more here [www.swlstg.nhs.uk/patients-carers/crisis-support/mental-health-support-line](http://www.swlstg.nhs.uk/patients-carers/crisis-support/mental-health-support-line)**

Whereas the Wimbledon hubs are both open 365 days of the year. The Twickenham and Kingston hubs operate on alternate days to create a 365 day a year coverage.

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### **The Twickenham and Kingston Journey Hubs (Run by Richmond Mind)**

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Referrals can be made by the following agencies if they are concerned for your safety, or at your request, and if that's not enough you can self-refer too:

- Crisis and home treatment team
- Police
- Drug and Alcohol services
- Spear
- A&E
- South West London St Georges Mental Health Trust (SWLSTG NHS Trust)
- Primary care or other organisations supporting people with a potential mental health crisis

**These hubs are open on alternate days, providing support 365 days of the year.**

*Continued...*

## Recovery cafes

### Richmond Journey Recovery Hub (Run by RB Mind)

- 📞 0203 137 9755
- 🌐 [www.rbmind.org/our-services/recoveryhub](http://www.rbmind.org/our-services/recoveryhub)
- ✉️ [recoveryhub@rbmind.org](mailto:recoveryhub@rbmind.org)

32 Hampton Rd, TW2 5QB (in the parade of shops by Twickenham Green (where Centre 32 used to be). Opening: Tues, Thurs, Fri 6pm-10pm and Sunday 2pm-8pm.

### Kingston Journey Recovery Hub (Run by RB Mind)

- 📞 0203 137 9755
- 🌐 [www.rbmind.org/our-services/recoveryhub](http://www.rbmind.org/our-services/recoveryhub)
- ✉️ [recoveryhub@rbmind.org](mailto:recoveryhub@rbmind.org)

Alfriston Centre, 3 Berrylands Road, KT5 8RB. Opening: Mon and Weds 6pm-10pm and Saturdays 2pm-10pm.

### The Wimbledon cafes are open:

- 365 days of the year Monday to Friday 6pm - 11pm
- Weekends and bank holidays 12 noon - 11pm

### Tooting Recovery Cafe

- 📞 07794 394 920
- ✉️ [recoverycafe@hestia.org](mailto:recoverycafe@hestia.org)

966 Garratt Lane, SW17 OND (this is 3 minutes from Tooting Broadway tube station).

They offer safe, inclusive and welcoming spaces for people who are struggling to cope with their mental health during the evening and at weekends when other services may be closed.

### Sunshine Recovery Cafe

- 📞 07908 436 617 or the helpline: 07944 506 036
- 🌐 [www.sunshinerecoverycafe.org](http://www.sunshinerecoverycafe.org)
- ✉️ [info@sunshinerecoverycafe.org](mailto:info@sunshinerecoverycafe.org)

296a Kingston Road, Wimbledon Chase (Buses 163, 164, 152 and K5, opposite Wimbledon Chase Train station). The café is based within EngageMerton premises (which is run by CDARS). They offer safe, inclusive and welcoming spaces for people who are struggling to cope with their mental health during the evening and weekends when other services may be closed.

## List of useful services and contacts

Medical and crisis support contacts – Listed in order of need in a crisis not alphabetically.

- **NHS**  
[Non-Emergency: 111](#)
- **NHS Choices**  
[www.nhs.uk/using-the-nhs/about-the-nhs/your-choices-in-the-nhs](http://www.nhs.uk/using-the-nhs/about-the-nhs/your-choices-in-the-nhs)
- **NHS Mental health page**  
[www.nhs.uk/mental-health](http://www.nhs.uk/mental-health)  
Find information and support for your mental health.

Secondary Mental Health Services:

- **Kingston and Richmond Assessment Team**  
**0203 513 5000** Open Mon – Fri: 9am to 5pm  
[KRATduty@swlstg.uk](mailto:KRATduty@swlstg.uk)  
[www.swlstg.nhs.uk/our-services/find-a-service/service/kingston-richmond-assessment-team](http://www.swlstg.nhs.uk/our-services/find-a-service/service/kingston-richmond-assessment-team)  
Support for service users and carers outside of these hours is accessed via borough-based protocols with the Crisis and Home Treatment Teams. Outside of those hours please call the support line number below.
- **Richmond Recovery and Support Team**  
**0203 513 5000** (Barnes Hospital)  
Referrals are preferred from your GP, Secondary Mental Health Liaisons or the Recovery Cafes.
- **Mental Health Support Line**  
**0800 028 8000** open 24 hours a day.  
The Mental Health Support Line offers emotional support and advice to people who are affected by urgent mental health issues, at any time of the day or night. It is open to everyone: both children and adults of all ages, and to people who haven't previously accessed mental health services.
- **Richmond Wellbeing Service (IAPT)**  
**0208 548 5550**  
[www.richmondwellbeingservice.nhs.uk](http://www.richmondwellbeingservice.nhs.uk)  
People aged 18 + can get free NHS psychological therapy for conditions such as anxiety, depression, or the psychological effects of a long-term condition.
- **Adult Social Services**  
**0208 891 7971** Mon-Fri 9am-5pm  
or out of hours on **0208 744 2442**  
[adultsocialservices@richmond.gov.uk](mailto:adultsocialservices@richmond.gov.uk)  
[www.richmond.gov.uk/adult\\_social\\_care](http://www.richmond.gov.uk/adult_social_care)  
A trained social worker will speak to you over the phone to assess the situation and decide the best course of action. (Remember to get the name of the person you're speaking to, it helps!)

## List of useful services and contacts

- **Healthwatch Richmond**  
0208 099 5335  
[info@healthwatchrichmond.co.uk](mailto:info@healthwatchrichmond.co.uk)  
[www.healthwatchrichmond.co.uk](http://www.healthwatchrichmond.co.uk)  
This body reviews local NHS and care services and can help you find answers to your questions.
- **PALS (Patients Advice Liaison Service)**  
0203 513 6150 • [pals@swlstg.nhs.uk](mailto:pals@swlstg.nhs.uk)  
Pals offers confidential advice, support and information on health-related matters. They also provide a point of contact for patients, their families and carers.
- **Recovery College**  
(Recovery and Support Team Patients Only!)  
0203 513 5818  
[www.swlstg.nhs.uk/south-west-london-recovery-college](http://www.swlstg.nhs.uk/south-west-london-recovery-college)  
[recoverycollege@swlstg.nhs.uk](mailto:recoverycollege@swlstg.nhs.uk)  
Please be aware that when you are discharged from the Recovery and Support team you may use this service for a year after discharge!
- **Richmond Community Drug and Alcohol services (RCDAS)**  
0203 228 3020 • [www.rcdas.co.uk](http://www.rcdas.co.uk)  
Unit 2 Ilex House, 94 Holly Rd, TW1 4HF  
South London and Maudsley NHS Foundation Trust (SLaM) is the lead provider for Addiction Services across both Richmond and Wandsworth.
- **NHS South West London Clinical Commissioning Group**  
This service moving forward will be renamed the Integrated Care Service (ICS). For more details see the “[Upcoming change to services](#)” section.
- **Royal College of Psychiatrists**  
[www.rcpsych.ac.uk](http://www.rcpsych.ac.uk)  
Click on far right tab “Mental Health”, under this is an A-Z resource. These are updated every 3 years within National guidelines and include new updated research.
- **Note the Urgent treatment Centre at Teddington Memorial Hospital does not treat mental health or crisis patients. Always present to Kingston or West Middlesex A & E Departments or the recovery cafes for crisis intervention and assessment by the Home Treatment Team if you are able.**
- **An out of hours GP Hub service operates in some GP surgeries throughout the borough from 6.30pm-8pm on weekdays and 24 hours over the weekend where you may be able to obtain referrals to the Retreat or Home Treatment Teams. To get an appointment call 111.**

Please note: If you run out of medication you may be able to get an emergency supply (7 days). If you call 111 have some information ready, including GP details and medication dosages – this will shorten the length of the call to 111. With some medications you may be asked to see an emergency GP for a prescription.

## List of useful services and contacts

### Local organisations and charities

- **Aanchal Women's Aid**  
07970 990 352 • [www.aanchal.org.uk](http://www.aanchal.org.uk)  
This service supports Asian women with advice, immigration support, counselling and much more than we can list.
- **Crosslight Advice**  
0207 052 0318 • [www.crosslightadvice.org](http://www.crosslightadvice.org)  
[info@crosslightadvice.org](mailto:info@crosslightadvice.org)  
Debt advocacy and advice service.
- **Hampton Fund** (Previously Hampton Fuel Allotment Charity)  
0208 941 7866 • [www.hamptonfund.co.uk](http://www.hamptonfund.co.uk)  
Provider of grants towards energy bills, see more under "**Debt section**".
- **Heads Together** (founded by Princes William and Harry)  
[www.headstogether.org.uk](http://www.headstogether.org.uk)  
is the hub name with valuable resources for families, young people, and veterans.
- **Men Who Care**  
0208 943 9421 / 07856 339 336  
[info@crossroadscareruk.org](mailto:info@crossroadscareruk.org) • [www.crossroadscareruk.org](http://www.crossroadscareruk.org)  
Information, help and support for men caring for a partner, wife, parent or child.
- **Mind** (National organisation for Mental Health)  
0300 123 3393 • [www.mind.org.uk](http://www.mind.org.uk)  
is the national Mind site and has an A-Z resource section available with PDF downloads.
- **Mind Richmond Borough**  
0208 948 7652 • [www.rbmind.org](http://www.rbmind.org) • [info@rbmind.org](mailto:info@rbmind.org)
- **Mindline Trans+**  
0300 330 5468 8pm-midnight Mondays and Fridays  
[www.mindlinetrans.org.uk](http://www.mindlinetrans.org.uk)  
Resources and support for people who identify as trans, non-binary, or gender fluid and their friends and family.
- **Multicultural Richmond** (Formerly Emag)  
Contact Ravi Arora on 0208 893 9444  
[www.multiculturalrichmond.org.uk](http://www.multiculturalrichmond.org.uk)  
[ravi@multiculturalrichmond.org.uk](mailto:ravi@multiculturalrichmond.org.uk)  
Ethnic support and advocacy service.



## List of useful services and contacts

- **Rethink Mental Illness Advice Line**  
Advice service **0808 801 0525** 9.30-4pm Mon-Fri  
[www.rethink.org](http://www.rethink.org) • [advice@rethink.org](mailto:advice@rethink.org)  
(Aims to respond to emails within 3 working days)  
This advice and information service offers practical help on a wide range of topics such as The Mental Health Act, community care, welfare benefits and rights. They also offer general information on living mental illness, medication and care.
- **Rethink Advocacy London Hub**  
**0300 790 0559** • [info@rethink.org](mailto:info@rethink.org)  
[www.rethink.org/help-in-your-area/services/advocacy/rethink-advocacy-london-hub](http://www.rethink.org/help-in-your-area/services/advocacy/rethink-advocacy-london-hub)  
They also now provide both statutory and generic advocacy for issues relating to health and social care. This includes providing independent advocates who can support you to understand your rights under the Mental Health Act.
- **Richmond Carers Centre**  
**0208 867 2380** for the adult support team or  
**0208 867 2383** for the young carers' support team  
[www.richmondcarers.org](http://www.richmondcarers.org) • [info@richmondcarers.org](mailto:info@richmondcarers.org)  
Supports unpaid adult and young carers in Richmond borough with information, advice and emotional support. Registering with Richmond Carers Centre gives carers access to additional services, including workshops and training opportunities; regular groups and activities; counselling and complimentary therapies; help with filling in forms; referrals and signposting to other organisations; and regular information updates by email.
- **Sane SANEline**  
[support@sane.org.uk](mailto:support@sane.org.uk) • [www.sane.org.uk](http://www.sane.org.uk)  
(where you can access their online forum)  
Although the previous SANEline number cannot operate at the moment, you can leave a message on **07984 967 708** giving your first name and a contact number, and one of their professionals or senior volunteers will call you back as soon as practicable.
- **The People Hive**  
**0208 977 5447** • [www.thepeoplehive.org](http://www.thepeoplehive.org)  
This service connects adults with a learning disability with the community.
- **The Samaritans**  
**116123** (24hr crisis line)  
or email [jo@samaritans.org](mailto:jo@samaritans.org) (aims to respond within 24hrs) [www.samaritans.org](http://www.samaritans.org)

## List of useful services and contacts

### Activities across the borough

(some face-to-face groups were cancelled due to Covid-19 but do contact the organisations as many are operating online groups or phone calls).

- **Age UK Richmond**  
**0208 828 3625** – first contact helpline  
[info@ageukrichmond.org.uk](mailto:info@ageukrichmond.org.uk)  
[www.ageuk.org.uk/richmonduponthames](http://www.ageuk.org.uk/richmonduponthames)  
Provides social and wellbeing related activities plus a range of support specific to older men.
- **Art and Soul**  
[www.artandsoul.ork.uk/activities](http://www.artandsoul.ork.uk/activities)  
A warm welcoming group who strive to achieve mental wellbeing through art. They are also one of the few groups who encourage empowerment through the exhibiting of artwork at places like Marble Hill House Gallery.
- **Castelnau Centre Project**  
**0208 741 0909**  
[www.castelnaucentreproject.co.uk](http://www.castelnaucentreproject.co.uk)  
Has a range of activities for all ages and includes yoga and men's over 50's walking football, as well as a crafty café.
- **Friendly parks for all**  
[www.richmond.gov.uk/services/parks\\_and\\_open\\_spaces/explore\\_richmonds\\_parks\\_and\\_open\\_spaces](http://www.richmond.gov.uk/services/parks_and_open_spaces/explore_richmonds_parks_and_open_spaces)  
Heathfield Recreation Ground includes an accessible Sensory Trail and Sensory Path. This is ideal for carers to take people with conditions such as Dementia, ADHD and Autism. There are also plans for an outdoor gym suitable for older people and people with limited disabilities. Their current newsletter with all the activities for the year is available on the link above.
- **Harlequins Foundation**  
**0208 410 6081**  
[foundation@quins.co.uk](mailto:foundation@quins.co.uk)  
More information can be found under the following sections: Carers/older people/dementia/parents/young people.
- **Ignite Me Workshop Theatre**  
**07958 068 266**  
[www.ignitemewt.com](http://www.ignitemewt.com)  
[info@ignite-me-theatre.club](mailto:info@ignite-me-theatre.club)  
This is an Inclusive Theatre company that uses an unusually creative approach, allowing people to tell their stories through theatre, inspiring and empowering people including those who are disabled, homeless, disadvantaged and/or underrepresented. Free workshops are available in-person and online.

## List of useful services and contacts

- **Let's Go Outside and Learn**  
[0208 401 6837](tel:02084016837) • [info@lgoal.org.uk](mailto:info@lgoal.org.uk)  
This group offers a variety of outdoor activities which can be tailored around disability needs if required. Projects include activities in parks and open spaces to bring people together, and environmental stewardship and a volunteering programme (Nature Buddies). Projects are a great way to get back to nature, to learn about our local area and give a little back.
- **Richmond AID**  
[0208 831 6070](tel:02088316070) • [www.richmondaid.org.uk](http://www.richmondaid.org.uk)  
For an up-to-date activities list see [www.richmondaid.org.uk/peer-network-project/](http://www.richmondaid.org.uk/peer-network-project/)
- **Richmond Borough Mind**  
[0208 948 7652](tel:02089487652)  
[www.rbmind.org](http://www.rbmind.org) for activities see  
[www.rbmind.org/our-services/peer-group-network](http://www.rbmind.org/our-services/peer-group-network)
- **Richmond Carers Centre**  
Carers Support Line [0208 867 2380](tel:02088672380)  
or Young Carers' support team [0208 867 2383](tel:02088672383)  
[www.richmondcarers.org](http://www.richmondcarers.org) • [info@richmondcarers.org](mailto:info@richmondcarers.org)  
Wide range of activities for both adult and young carers.
- **Ruils**  
Contact Gary on [0208 831 6073](tel:02088316073)  
[garywilliams@ruils.co.uk](mailto:garywilliams@ruils.co.uk)  
[www.ruils.co.uk/activities](http://www.ruils.co.uk/activities)  
for an up-to-date list of a wide range of activities offered.
- **Still building Bridges**  
[www.stillbuildingbridges.org.uk](http://www.stillbuildingbridges.org.uk)  
[info@stillbuildingbridges.org.uk](mailto:info@stillbuildingbridges.org.uk)  
Local support group for people with mental health issues, their family and friends. A small annual membership includes meals, walks, regular coffee shop meetings and more.
- **Teddington Community Café**  
<https://www.teddingtonparish.org/events/community-cafe-open-monday-afternoons/>  
[communitycafe@teddingtonparish.org](mailto:communitycafe@teddingtonparish.org)  
A café to have a safe chat and access activities. It was set up in Partnership with local NHS Primary Care Networks and disability charity Ruils. It runs on Monday afternoons 1.30-4.30pm.

## List of useful services and contacts

- **Voices of Hope**  
(This is a Kingston based service happy to accept Richmond based service users):  
**07714 635 716** for all projects

### *Sisterhood Choir*

[www.voh.org.uk/choir\\_projects](http://www.voh.org.uk/choir_projects)

[sisterhood.choir@voh.org.uk](mailto:sisterhood.choir@voh.org.uk)

The Sisterhood Choir is open to voices of all standards and you don't need to be able to read music! There is no audition or minimum standard requirement. The songs are accessible to all abilities and are a mix of musical styles and genres. The Sisterhood Choir runs weekly during term-time on Tuesdays between 11:00h and 12:30h at Kingsgate Church, with lunch afterwards for those who would like to stay.

### *Kingston Voices Choir*

[choirs@voh.org.uk](mailto:choirs@voh.org.uk)

They have a thriving contemporary choir open to all the community including students due to a partnership with Kingston University. From traditional pop to contemporary gospel songs, they cover them all. Kingston Voices has a small fee for attendance, but also has bursaries available on request for those who need them. It runs every Monday during term time from 7pm - 8.30pm at Town House, Penrhyn Road KT1 2EE. All abilities welcome, no need to be able to read music, no auditions!

### *Fishponds Community Garden*

[www.voh.org.uk/fishponds](http://www.voh.org.uk/fishponds)

[fishponds.garden@voh.org.uk](mailto:fishponds.garden@voh.org.uk)

See "**Social isolation**" page for full details.

- **Walk With A Doc**  
[walkwithadoc.org/join-a-walk/locations/london-england](http://walkwithadoc.org/join-a-walk/locations/london-england)  
[info@drsoniagandhi.com](mailto:info@drsoniagandhi.com)

Take a few minutes to chat about a current health topic before spending the rest of the hour on a healthy walk with a fun conversation.

**There may be other activities available at your local community centre. Centres around the borough include** Mortlake Community Centre/Caslenau Community Centre/Barnes Community Centre/Kew Community Centre/The Vineyard Community Centre/Cambrian Community Centre/ETNA Community Centre/Greenwood Community Centre/Whitton Community Centre/Elleray Hall Day Centre/Linden Hall Community Centre/The White House Community Association (Hampton).

## THANK YOU TO OUR FUNDERS' PAGE!

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Our debt of gratitude goes out to South Western Railway without whom this pocketbook would not have been possible. SWR through its Customer and Communities Improvement Fund supports communities on the SWR network, supporting projects that address areas of social need. Ruil's is proud to have our pocketbook chosen, allowing us to continue Richmond editions whilst expanding this much needed project into the London borough of Kingston.

This project was awarded prior to the Covid-19 lockdown. We continued with our project in honour not only of our service users but also to the brave workers of SWR during this challenging time.



We would also like to thank the residents of the Paragon Asra Richmond and Kingston forum, who requested the Kingston edition. This paved the way above funding bid which was successful and allows us to continue to educate and signpost to serve our boroughs for the people who really need it.



**Ruils, Disability Action and Advice Centre  
4 Waldegrave Road, Teddington TW11 8HT**

**Opening hours:  
Monday to Friday: 9am - 5pm  
Phone: 020 8831 6083  
Email: [info@ruils.co.uk](mailto:info@ruils.co.uk)**

**[www.ruils.co.uk](http://www.ruils.co.uk)  
[www.twitter.com/Ruils](https://www.twitter.com/Ruils)  
[www.facebook.com/Ruils](https://www.facebook.com/Ruils)**

**We welcome calls from friends, relatives and carers too.**

Third edition Richmond (2022) of the Ruils pocketbook for Mental Health. Please contact us if you would like more pocketbooks or wish to distribute them to your client group. If you would like a version with larger print please get in touch, or see our printable PDF version on the website.

Disclaimer: We have done our best to ensure that the information in this Guide is correct. However, changes to legislation and service provision might affect the accuracy of some of the information. Where this could be important to you, you should check the details with the provider or contact a local advice centre. If you think something in this handbook is incorrect, please contact us and tell us.

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