London Borough of Richmond

DIRECTORY
OF
MENTAL HEALTH
SERVICES

Compiled by:
Still Building Bridges, Richmond
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Richmond Advocacy
13 Rosslyn Road, Twickenham, TW1 2AP
TELEPHONE: 020 8744 9251 FAX: 020 8744 9251
E-MAIL: rights@radvocacy.freeserve.co.uk
SERVICES OFFERED: Crisis and citizens advocacy to those in mental distress (black and ethnic minority officer).
CATCHMENT: London Borough of Richmond
OPENING TIMES: M-F 9.30am-4.30pm

Richmond AID
The Disability Action and Advice Centre, 4 Waldegrave Road, Teddington, TW11 8HT.
CONTACT: advice line
TELEPHONE: 020 8831 6080 FAX: 020 8831 6079
MINICOM: 020 8831 6078
E-MAIL: richmondaid@richmond.gov.uk
SERVICES OFFERED: Advice and information.
CATCHMENT: London Borough of Richmond
OPENING TIMES: M-F 11am-4pm

Disability Law Service
39-45 Cavell Street, London, E1 2BP.
TELEPHONE: 020 7791 9800 FAX: 020 7791 9802
TEXTPHONE: 020 7791 9801
E-MAIL: advice@dls.org.uk
SERVICES OFFERED: Legal advice and representation for disabled people, their families, carers and advocates.
CATCHMENT: National
OPENING TIMES: As phone
HELP/CRISIS LINE: 020 7791 9800 M-F 10am-1pm & 2-5pm
Carers UK
20-25 Glasshouse Yard, London, EC1A 4JT.
TELEPHONE: 020 7490 8818  FAX: 020 7490 8824
E-MAIL: info@ukcarers.org.uk
WEBSITE: www.carersonline.org.uk
SERVICES OFFERED: Advice and information.
CAMPAIGNS: Local offices.
GENERAL INFORMATION: Membership: 020 7566 ext. 7602.
London: 020 7566 7848
CATCHMENT: National
OPENING TIMES: M-F 9am-5pm
HELP/CRISIS LINE: 0808 808 7777 W-Th 10am-12pm & 2-4pm

Crossroads Care
10 Regent Place, Rugby, CV21 2PN.
TELEPHONE: 01788 573653  FAX: 01788 565498
WEBSITE: www.crossroads.org.uk
SERVICES OFFERED: Support to carers and respite care.
CATCHMENT: National
OPENING TIMES: M-F 8.30am-5pm

Richmond MIND Mental Health Carers’ Project
C/o Richmond Healthcare Hamlet, Kew Foot Road, Richmond, TW9 2TE.
TELEPHONE: 020 8940 7384
E-MAIL: info@rbmind.com
WEBSITE: www.rbmind.com
SERVICES OFFERED: Information, support, training and leisure breaks for carers.
CATCHMENT: Carers throughout Borough
OPENING TIMES: 3rd Wednesday of every month 7 – 9pm

The Health Service Ombudsman for England
Millbank Tower, Millbank, London, SW1P 4QP.
CONTACT: Ann Abraham
TELEPHONE: 0845 015 4033  FAX: 020 7217 4940
MINICOM: 020 7217 4066
E-MAIL: OHSC.Enquiries@ombudsman.gsi.gov.uk
WEBSITE: www.ombudsman.org.uk
SERVICES OFFERED: Advice by telephone.
Investigations of written complaints.
CATCHMENT: England
OPENING TIMES: M-F 9am-5pm

Complaints
Richmond and Twickenham Primary Care Trust
Thames House, 180 High Street, Teddington, TW11 8HU.
CONTACT: Joan Mager, Chief Executive
TELEPHONE: 020 8973 3000  FAX: 020 8973 3001
SERVICES OFFERED: Administration of primary care in borough. Public health clinical services e.g. dentist
CATCHMENT: London Borough of Richmond
OPENING TIMES: Office hours

Complaints
South West London & St George’s Mental Health Trust
Springfield Hospital, 61 Glenburne Road, London, SW17 7DJ.
CONTACT: Nigel Fisher, Chief Executive; or Lorna Phillips
TELEPHONE: 020 8682 6000  FAX: 020 8682 6744
E-MAIL: lorna.phillips@swlstg-tr.nhs.uk
WEBSITE: www.swlstg-tr.nhs.uk
SERVICES OFFERED: Complaints and comments about mental health services.
CATCHMENT: South West London & St George’s Trust area
OPENING TIMES: Office hours
HELP/CRISIS LINE: 020 8682 6188(complaints)

Complaints
The Health Service Ombudsman for England
Millbank Tower, Millbank, London, SW1P 4QP.
CONTACT: Ann Abraham
TELEPHONE: 0845 015 4033  FAX: 020 7217 4940
MINICOM: 020 7217 4066
E-MAIL: OHSC.Enquiries@ombudsman.gsi.gov.uk
WEBSITE: www.ombudsman.org.uk
SERVICES OFFERED: Advice by telephone.
Investigations of written complaints.
CATCHMENT: England
OPENING TIMES: M-F 9am-5pm
The Local Government Ombudsman
10th Floor, Millbank Tower, Millbank, London, SW1P 4QP.
CONTACT: Tony Redmond, Local Govt. Ombudsman
TELEPHONE: 020 7217 4620  FAX: 020 7217 4621
WEBSITE: www.lgo.org.uk
SERVICES OFFERED: Contact the Ombudsman if you think your complaint about Social Services has not been dealt with properly.
CATCHMENT: London boroughs north of river
OPENING TIMES: Office hours
HELP/CRISIS LINE: 0845 602 1983 M-F 9am-4.30pm

Complaints Comments/Suggestions
Patient Advice and Liaison Office (PALS)
Thames House, 180 High Street, Teddington, TW11 8HU.
CONTACT: Kay Williams, PALS Manager
TELEPHONE: 020 8973 3111
OPENING TIMES: Office hours

Complaints Queries Conciliation
Richmond and Twickenham Primary Care Trust
Thames House, 180 High Street, Teddington, TW11 8HU.
CONTACT: Caroline Cunliffe, Quality Manager
TELEPHONE: 020 8973 3097
SERVICES OFFERED: Handles complaints, queries and conciliation for primary care and public health services e.g. GPs, dentists, pharmacists and opticians.
OPENING TIMES: Office hours

British Association of Counselling
BACP House, 35-37 Albert Street, Rugby, CV21 2SG.
TELEPHONE: 01788 550899  FAX: 0870 443 5161
E-MAIL: bacp@bacp.co.uk
WEBSITE: www.counselling.co.uk
SERVICES OFFERED: Information and advice about counselling.
CATCHMENT: National
OPENING TIMES: M-F 8.45am-5pm
HELP/CRISIS LINE: 0870 443 5252

Cruse
126 Sheen Road, Richmond, TW9 1UR.
TELEPHONE: 020 8939 9530  FAX: 020 8940 7638
E-MAIL: Info@crusebereavementcare.org.uk
WEBSITE: www.crusebereavementcare.org.uk
SERVICES OFFERED: Advice and information for all bereaved people. Free counselling service and opportunities for contact with others for support. Wide range of literature.
CATCHMENT: Phone for an appointment. Home visits are made.
OPENING TIMES: M-F 9.30am–1pm & 2-5pm
HELP/CRISIS LINE: 0870 167 1677/0808 808 1677 (young people 12-18)

NAFSIYAT
Therapy Centre, 262 Holloway Road, London, N7 6NE.
TELEPHONE: 020 7686 8666  FAX: 020 7686 8667
E-MAIL: nafsiyat-therapy@supanet.com
CATCHMENT: Self referral or referral via Healthcare professionals
OPENING TIMES: M-F 9.30-5.30 pm
Richmond Counselling Service
St Paul's Hall, Raleigh Road, Richmond, TW9 2DX.
TELEPHONE: 020 8948 7881
WEBSITE: will be available soon
SERVICES OFFERED: Low cost open ended counselling. Sliding scale fees
CATCHMENT: London Borough of Richmond and neighbouring boroughs
OPENING TIMES: Telephone for appointment. Open all weekdays.

Centre 32 (Richmond MIND)
32 Hampton Road, Twickenham, TW2 5QB.
CONTACT: Manager, Fiona Gascoine
TELEPHONE: 020 8898 7753
E-MAIL: info@rbmind.com
WEBSITE: www.rbmind.com
SERVICES OFFERED: Drop-in. Tea, coffee and light meals available at low cost. Advice, support and companionship in a warm, homely and informal atmosphere. Counselling offered Mondays and art groups on Fridays.
CATCHMENT: MH service users in borough
OPENING TIMES: M T & F 10.30am – 3.30pm Th 4pm – 8.45pm
Sat 2 – 6pm

Level Crossing
27 Sheen Lane, Mortlake, SW14 8LP.
CONTACT: Manager, Victoria Ritchie
TELEPHONE: 020 8876 3027 FAX: 020 8876 9641
SERVICES OFFERED: Drop-in. Activities on offer: singing, art, photography, crafts, yoga and relaxation. Cooked meals at lunchtime at a cost of £2.
CATCHMENT: MH service users in borough
OPENING TIMES: W & Th 11am – 4pm F 11am – 3.45pm
Su 12.30 – 4.30pm

Mereway Centre
Mereway Road, Twickenham, TW2 6RF.
CONTACT: Manager, Judith Bell
TELEPHONE: 020 8898 6880 FAX: 020 8755 4834
SERVICES OFFERED: Variety of social and therapeutic activities and groups including out of centre visits. Individual support. Use of laundry bathroom and kitchen facilities. Hairdressing available. Part-time centre homeless worker available to respond to the needs of the homeless.
CATCHMENT: Referral only by Community Mental Health Team
OPENING TIMES: M T W Th 9am-4.15pm; F 9am-4pm

Richmond MIND Ham Friends Club
Little House, Ham Close, Ham, TW10 7NU.
CONTACT: Manager
TELEPHONE: 020 8332 7404
E-MAIL: info@rbmind.com
WEBSITE: www.rbmind.com
SERVICES OFFERED: Refreshments, welfare advice, emotional support, outings, cookery, board games, snooker, training on use of computers. Hot meals Mon & Fri.
OPENING TIMES: M & F only 12noon-5pm

Richmond MIND Social Centre
Richmond Royal Hospital, Kew Foot Road, Richmond, TW9 2TE.
CONTACT: Manager, Lucy Woodhouse
TELEPHONE: 020 8355 1974
E-MAIL: info@rbmind.com
WEBSITE: www.rbmind.com
SERVICES OFFERED: Day and social centre. Snack lunch, activities, games, outings. Hot meals. CAB sessions.
CATCHMENT: Referral by Community Mental Health Team
OPENING TIMES: Tu W Th 10am-3 pm
Richmond MIND Tuesday Club
Social Centre Richmond Royal Hospital, Kew Foot Road, Richmond, TW9 2TE.
CONTACT: Manager
TELEPHONE: 020 8355 1974
E-MAIL: info@rbmind.com
WEBSITE: www.rbmind.com
SERVICES OFFERED: Social club meeting in secure and safe surroundings. Hot snacks. Activities outings etc..
OPENING TIMES: Tu 7-9.30pm

Vineyard Project (Richmond MIND)
Congregational Church Crypt, The Vineyard, Richmond, TW10 6AQ.
CONTACT: Manager Tony Robertson
TELEPHONE: 020 8940 2965
E-MAIL: info@rbmind.com
WEBSITE: www.rbmind.com
SERVICES OFFERED: Activities, support, advice. Hot meal Weds, evening snacks at other times.
OPENING TIMES: M Tu Th 9.30am-4pm; W 10am-8pm; Fri 9.30am-3.30pm

British Dyslexic Association
98 London Road, Reading, RG1 5AU.
TELEPHONE: 0118 966 2677  FAX: 0118 935 1927
E-MAIL: info@dyslexiahelp-BDA.demon.co.uk
WEBSITE: www.bda.-dyslexia.org.uk
SERVICES OFFERED: General help and information on dyslexia.
CATCHMENT: National
OPENING TIMES: M-F 10am-12.45pm; 2pm-4.45
HELP/CRISIS LINE: 0118 966 8271

National Federation of Access Centres (NFAC)
Room 10, South West Regional Access Centre, Babbage Building University of Plymouth, Drake Circus, Plymouth, PL4 8AA.
CONTACT: Helpline
TELEPHONE: 01752 232278  FAX: 01752 232279
MINICOM: 01752 232278
E-MAIL: www.plymouth.ac.uk/disability  WEBSITE: www.nfac.org.com
SERVICES OFFERED: Information on how to get course-related needs assessed. Also to help disabled people liaise with social services for disabled student allowance.
CATCHMENT: National
OPENING TIMES: M-Th 8.45am-4.30pm; Fri 8.30am-12.30pm
HELP/CRISIS LINE: 01752 232278

Royal Association for Disability and Rehabilitation (RADAR)
Unit 12, City Forum, 250 City Road, London, EC1V 8AF.
TELEPHONE: 020 7250 3222  FAX: 020 7250 0212
MINICOM: 020 7250 4119
E-MAIL: Radar@Radar.org.uk  WEBSITE: www.radar.org.uk
SERVICES OFFERED: Information and practical help for disabled people.
CATCHMENT: National
OPENING TIMES: M-F 9am-5pm

SKILL: National Bureau for Students with Disabilities
Chapter House, 18-20 Crucifix Lane, London, SE1 3JW.
TELEPHONE: 020 7657 2337  FAX: 020 7450 0650
MINICOM: 0800 068 2422
E-MAIL: info@skill.org.uk  WEBSITE: www.skill.org.uk
SERVICES OFFERED: Information about Disabled Students Allowances, booklets, information sheets, advice.
CATCHMENT: National
HELP/CRISIS LINE: 0800 328 5050 M-F 1.30-4.30pm
**CFBT. HQ. Connexions**
1 Ilex House, 94 Holly Road, Twickenham, TW1 4HF.

**CONTACT:** Pauline Connolly  
**TELEPHONE:** 020 8891 6162  **FAX:** 020 8892 9049  
**E-MAIL:** wlc1@cfbt-hq.org.uk  
**WEBSITE:** www.cfbt-hq.org.uk

**SERVICES OFFERED:** Information and advice service for adults and young people, covering learning, training and work.  
**CATCHMENT:** London Borough of Richmond  
**OPENING TIMES:** 8.30 - 5.30 pm  
**HELP/CRISIS LINE:** 0800 064 1481 8.30am-5.30pm

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**Twining Enterprise**
Grimwood Road, Twickenham, TW1 1BY.

**CONTACT:** Navroop Kullar, Centre Manager  
**TELEPHONE:** 020 8892 6786  **FAX:** 020 8892 6507  
**E-MAIL:** Enquiries@twining-charity.org.uk  
**WEBSITE:** www.twining-charity.org.uk

**SERVICES OFFERED:** Training and employment centre. Vocational training, work experience and mental health support.  
**CATCHMENT:** Referral by healthcare professionals  
**OPENING TIMES:** M-F 8.45am-4.30pm

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**Kingston Lane Hostel**
21 Kingston Lane, Teddington,  

**CONTACT:** Manager, Karen Opray  
**TELEPHONE:** 020 8977 8996  **FAX:** 020 8943 2147  
**SERVICES OFFERED:** Rehabilitation and residential services.  
**CATCHMENT:** Referral through Community Mental Health Team.  
**OPENING TIMES:** Staffed 24 hrs

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**Lancaster Lodge**
21 Lancaster Park, Richmond, TW10 6AB.

**CONTACT:** Manager, Vasili Magalies  
**TELEPHONE:** 020 8940 1052  **FAX:** 020 8940 1052  
**E-MAIL:** lancaster@cht.org.uk  
**WEBSITE:** www.cht.org.uk

**SERVICES OFFERED:** Residential service, therapy, groups. Will take out of borough referrals & self referrals.  
**CATCHMENT:** Referral through Community Mental Health Team.  
**OPENING TIMES:** 9 - 5 pm 24hr residential cover  
M-F 9am-5 pm; 24hr residential cover

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**Richmond Churches Housing Trust**
13 Castle Mews, High Street, Hampton, TW12 2NN.

**CONTACT:** Tom Bell, Supported Housing Manager  
**TELEPHONE:** 020 8481 7277  **FAX:** 020 8481 7244  
**E-MAIL:** enquiries@rutcht.com  
**WEBSITE:** www.rutcht.com

**SERVICES OFFERED:** Supported housing.  
**CATCHMENT:** Kingston and Richmond. Takes council-nominated clients.  
**OPENING TIMES:** Office hours  
**HELP/CRISIS LINE:** Out of hrs maintenance answer phone

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**Shenehom Housing Association LTD**
31/32 Ranelagh Avenue, Barnes, SW13 0BN.

**CONTACT:** Stephen Coker, Manager  
**TELEPHONE:** 020 8876 2199  **FAX:** 020 8876 6366  
**E-MAIL:** shenehom@btinternet.com  
**WEBSITE:** www.shenehom.com

**SERVICES OFFERED:** Housing.  
**OPENING TIMES:** Office hours
**Directory of Mental Health Services**

**Housing Emergency Accommodation**

**Shelter**
88 Old Street, London, EC1V 9HU.
TELEPHONE: 020 7505 2000  FAX: 020 7505 2030
WEBSITE: Advice www.shelternet.org.uk
SERVICES OFFERED: Housing advice.
OPENING TIMES: Office hours
HELP/CRISIS LINE: 0808 800 4444 24 hour

**SPEAR Single Persons Emergency Accommodation in Richmond**
24 Kew Road, Richmond, TW9 2NA.
CONTACT: Claudia Calvino
TELEPHONE: 020 8948 5564  FAX: 020 8948 9291
E-MAIL: hostel@spearlondon.org
SERVICES OFFERED: Emergency shelter to homeless people over the age of 16.
CATCHMENT: London Borough of Richmond
OPENING TIMES: Always staff available, but users leave 9.30-5 pm

**Caldicott Guardian**
Springfield Hospital, 61 Glenburnie Road, London, SW17 7DJ.
CONTACT: Caldicott Guardian, Melanie Walker
TELEPHONE: 020 8682 6482
SERVICES OFFERED: The Caldicott Guardian ensures that confidentiality and security arrangements are in place; information is processed and shared lawfully; and everyone understands their responsibilities.
CATCHMENT: South West London and St George’s Mental Health Trust
OPENING TIMES: Office hours

**Medical Records Department**
Cedars Block, Tolworth Hospital, Red Lion Road, Surbiton, KT6 7QU.
CONTACT: Mrs Bernie Gazeley, Supervisor
TELEPHONE: 020 8390 0102  X 5086
SERVICES OFFERED: Contact for access to Trust medical records.
CATCHMENT: South West London and St George’s Mental Health Trust
OPENING TIMES: Office hours

**Richmond Citizens Advice Bureaux**
Linfield House, 26 Kew Road, Richmond, TW9 2NA.
TELEPHONE: 020 8940 2501
MINICOM: 020 8940 2501
E-MAIL: via website
WEBSITE: www.rcabs.org.uk
SERVICES OFFERED: Advice and information.
CATCHMENT: General public
OPENING TIMES: Varies with bureaux

**Richmond Council for Voluntary Service (RCVS)**
1 Princes Street, Richmond, TW9 1ED.
CONTACT: Reception
TELEPHONE: 020 8255 8500  FAX: 020 8401 1967
E-MAIL: action@richmondcvs.org.uk
WEBSITE: www.richmondcvs.org.uk
SERVICES OFFERED: Advises on services available in charity sector and volunteer bureau for opportunities.
CATCHMENT: Residents & organizations of London Borough of Richmond
OPENING TIMES: M-F 9.30am-5pm
HELP/CRISIS LINE: see main number
**Benefits Advice**

Richmond & Ham CAB. Also available Richmond MIND Social Centre.

**TELEPHONE:** 020 8355 1974

**SERVICES OFFERED:** Service offered at CABs and by outreach workers at Richmond MIND Social Centre and the Maddison Centre.

**CATCHMENT:** Mental Health Service users.

**OPENING TIMES:** Richmond MIND Social Centre Wed 1 pm - first come first served

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**Richmond Legal Advice Service**

1st Floor Richmond CVS, 1 Princes Street, Richmond, TW9 1ED.

**TELEPHONE:** 020 8891 2105

**E-MAIL:** rlas@rlas.org.uk

**SERVICES OFFERED:** Initial and basic legal advice provided free of charge by volunteers who are legally qualified.

**CATCHMENT:** London Borough of Richmond

**OPENING TIMES:** W 8pm-9pm

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**Manic Depression Fellowship(MDF)**

St Mary’s Church Hall, Church Street, Twickenham.

**TELEPHONE:** 020 7793 2600

**SERVICES OFFERED:** Self-help group.

**CATCHMENT:** Local group

**OPENING TIMES:** 1st Th of each month. 7.30-9pm

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**Richmond Age Concern**

Meadows Hall, Church Road, Richmond, TW10 6LN.

**TELEPHONE:** 020 8940 8118 - Info line  
**FAX:** 020 8940 5744

**E-MAIL:** info@acrut.org.uk

**SERVICES OFFERED:** For people over 50, 2 social centres. Over 60s, info. and advice, health liaison officer, handyman. Citizen’s advocacy for people with Dementia, or in care home.

**CATCHMENT:** Local branch of national association.

**OPENING TIMES:** Vary with project

**HELP/CRISIS LINE:** 020 8940 8066 - Social centres

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**Richmond User Forum**

ETNA, 13 Rosslyn Road, Twickenham, TW1 2AR.

**CONTACT:** David Vaughan

**TELEPHONE:** 020 8241 3993

**E-MAIL:** davidvaughan@ruf.user.sfnet.co.uk

**SERVICES OFFERED:** Monitor services. Monthly drop-in 3rd Thurs ever month at Rosslyn Road. Open meeting every 6 weeks attended by members of the Trust. Contact the office to be put on RUF's mailing list.

**CATCHMENT:** London Borough of Richmond

**OPENING TIMES:** Monthly drop in 3rd Th of month at Rosslyn Rd. 6 weekly Trust meeting.

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**Samaritans Putney**

Unit 14, Princeton Court, 53/55 Felsham Road, Putney, SW15 1AZ.

**TELEPHONE:** 020 8789 9121

**E-MAIL:** jo@samaritans.org  
**WEBSITE:** www.samaritans.org

**SERVICES OFFERED:** Confidential telephone listening service for lonely people with emotional problems, who are despairing and suicidal. Drop in facilities.

**CATCHMENT:** National

**OPENING TIMES:** 9.30am-9.30pm drop in by appointment.

**HELP/CRISIS LINE:** 0845 790 9090 24hr
Still Building Bridges  
c/o Richmond MIND, Richmond Royal Hospital, Kew Foot Road, Richmond, TW9 2TE.  
TELEPHONE: 020 8355 1974  
E-MAIL: buildingbridges@onetel.net.uk  
SERVICES OFFERED: Self-help group.  
CATCHMENT: London Borough of Richmond  
OPENING TIMES: Meet at Tide Tables, Richmond Riverside  
1st Sat morning of each month

Alzheimer’s Disease Society  
Gordon House, 10 Greencoat Place, London, SW1P 1PH.  
TELEPHONE: 020 7306 0606  
FAX: 020 7306 0808  
E-MAIL: info@alzheimers.org.uk  
WEBSITE: www.alzheimers.org.uk  
SERVICES OFFERED: Funds research. Information. Local support groups. Day and home care.  
CATCHMENT: National  
OPENING TIMES: Office hours  
HELP/CRISIS LINE: 0845 300 0336 M-F 8am-6pm

Association of Postnatal Illness  
145 Dawes Road, Fulham, London, SW6 7EB.  
TELEPHONE: 020 7386 0868  
FAX: 020 7386 8885  
E-MAIL: info@apni.org  
WEBSITE: www.apni.org.uk  
SERVICES OFFERED: Support & advice on Post Natal Illness for sufferers’ families and friends.  
CATCHMENT: National  
OPENING TIMES: M W F 10am-2pm; Tu & Th 10-5pm  
24 hr answer phone

Contact the Elderly  
15 Henrietta Street, London, WC2E 8QG.  
CONTACT: For London: Marie Holst  
TELEPHONE: 020 7609 3112  
FAX: 020 7609 3112  
E-MAIL: info@contact-the-elderly.org  
WEBSITE: www.contact-the-elderly.org  
SERVICES OFFERED: Regular outings to volunteer hosts’ homes.  
CATCHMENT: National  
OPENING TIMES: Office hours  
HELP/CRISIS LINE: 0800 716543 Office hours

Disability Rights Commission  
DRC Helpline, Freepost MID02164, Stratford upon Avon, CV37 9BR.  
TELEPHONE: 08457 622633  
FAX: 08457 778878  
E-MAIL: enquiry@drc-gb.org  
WEBSITE: www.drc-gb.org  
CATCHMENT: National  
OPENING TIMES: 8am-8pm  
HELP/CRISIS LINE: 08457 622633
Elder Abuse Response
Astral House, 1268 London Road, London, SW16 4ER.
TELEPHONE: 080 8808 8141
E-MAIL: aea@ace.org.uk
WEBSITE: www.elderabuse.org
CATCHMENT: National
OPENING TIMES: M-F 10am-4.30pm

Manic Depression Fellowship (MDF)
Castle Works, 21 St George’s Road, London, SE1 6ES.
TELEPHONE: 020 7793 2600  FAX: 020 7793 2639
E-MAIL: mdf@mdf.org.uk
WEBSITE: www.mdf.org.uk
SERVICES OFFERED: Self help network of support groups.
Meetings. Journal. Leaflets. Info. pack on request. Self management
training courses. Employment advice. Travel Insurance. Legal advice line.
CATCHMENT: National
OPENING TIMES: M-Th 9am-5pm; F 9am-4pm

Mental Health Foundation
83 Victoria Street, London, SW1H 0HW.
TELEPHONE: 020 7802 0300  FAX: 020 7802 0301
E-MAIL: mhf@mhf.org.uk
WEBSITE: www.mentalhealth.org.uk

MIND (National Association for Mental Health)
TELEPHONE: 020 8519 2122  FAX: 020 8522 1725
E-MAIL: contact@mind.org.uk  WEBSITE: www.mind.org.uk
SERVICES OFFERED: Information, advice & support. Legal help on
all aspects of mental stress.
CATCHMENT: National  OPENING TIMES: M-F 9.15am-5.15pm
HELP/CRISIS LINE: 0845 766 0163 M-F 9.15am-5.15pm. Out of hours answerphone.

Zion Community Resource Centre
Zion Community Resource Centre, 339 Stratford Road,
Hulme, Manchester, M15 4ZY.
CONTACT: Team of therapists across the country.
TELEPHONE: 0870 770 0456  FAX: 0161 227 9862
E-MAIL: nationalphobic@btconnect.com
WEBSITE: www.phobics-society.org.uk
SERVICES OFFERED: Cognitive Behavioural Therapy, hypnotherapy, complementary
therapies, phone-in sessions, self help groups. Information newsletter.
CATCHMENT: National  HELP/CRISIS LINE: 0870 770 0456  M-F 9am-5.30pm

No Panic (National Organisation
for Phobia Anxiety Neurosis Information & Care)
93 Brands Farm Way, Randlay, Telford, TF3 2JQ.
TELEPHONE: 01952 590005  FAX: 01952 270962
E-MAIL: ceo@nopanic.org.uk  WEBSITE: www.nopanic.org.uk
SERVICES OFFERED: Tapes, literature, self-help, counselling, newsletter.
CATCHMENT: National
OPENING TIMES: M-F 9am-5 pm
HELP/CRISIS LINE: 0808 808 0545 10am-10pm 24 hr message on anxiety and panic
National Organisation

Rethink
28 Castle Street, Kingston upon Thames, KT1 1SS.
TELEPHONE: 0845 456 0455  FAX: 020 8547 3937
E-MAIL: info@rethink.org  WEBSITE: www.rethink.org
SERVICES OFFERED: Main Call Centre for advice, conferences, fund raising literature, groups, newsletter. Voice Forum (for users only): support groups, national meetings, newsletter.
CATCHMENT: National  OPENING TIMES: M-F 9am-5.30pm
HELP/CRISIS LINE: 020 8974 6814 M W F 10am-3pm;
Tue Th 10am-1pm

National Organisation

Seasonal Affective Disorders (SAD)
PO Box 989, Steyning, West Sussex, BN44 3HG.
TELEPHONE: 01903 814942  FAX: 01903 879939
WEBSITE: www.sada.org.uk
OPENING TIMES: 24 hour answerphone

National Organisation

United Kingdom for Psychotherapy (UKCP)
167-169 Great Portland Street, London, W1W 5PF.
TELEPHONE: 020 7436 3002  FAX: 020 7436 3013
E-MAIL: ukcp@psychotherapy.org.uk
WEBSITE: www.psychotherapy.org.uk
SERVICES OFFERED: Provides a list of local psychotherapists.
CATCHMENT: National
OPENING TIMES: M-F 9.30am-4pm
HELP/CRISIS LINE: 020 7436 3002

National Organisation

Victim Supportline
1 Princes Street, The Square, Richmond, TW9 1ED.
TELEPHONE: 020 8948 7010  FAX: 020 8332 2123
E-MAIL: victimsupport.richmond@virgin.net
SERVICES OFFERED: Practical information. Emotional support. Referral to the local Victim Support scheme witness service, or other agency. Help and info. about criminal injuries compensation. Confidential service.
CATCHMENT: National
OPENING TIMES: 9am-3pm with answerphone
HELP/CRISIS LINE: 0845 303 0900 M-F 9am-9pm; WE 9am-7pm; Bank Hols 9am-5pm

National Organisation

Samaritans
12 St Andrews Road, Surbiton, KT6 4DT.
TELEPHONE: 0845 790 9090
E-MAIL: josam.surbiton@virgin.net / jo@samaritans.org
WEBSITE: www.samaritans.org
SERVICES OFFERED: Confidential telephone listening service for lonely people with emotional problems, who are despairing and suicidal. Some centres provide drop-in facilities.
CATCHMENT: National
OPENING TIMES: 24 hr by phone. Drop-in 7.30am-10.30pm
HELP/CRISIS LINE: 0845 790 9090  24 hr manned helpline

National Organisation

Saneline
1st Floor Cityside House, 40 Adler Street, London, E1 1EE.
TELEPHONE: 0845 767 8000  FAX: 020 7375 2162
TEXTPHONE: typetalk
E-MAIL: info@sane.org.uk  WEBSITE: www.sane.org.uk
CATCHMENT: National  OPENING TIMES: Every day. 12 noon-2am
HELP/CRISIS LINE: 0845 767 8000 12 noon - 2am
Hampton Community Mental Health Team (CMHT)
Maddison Centre, 140 Church Road, Teddington, TW11 8QL.
CONTACT: Team Manager, Kris Chokupermal
TELEPHONE: 020 8977 3156  FAX: 020 8977 3270
SERVICES OFFERED: Day Hospital/Out-patients care. Psychiatry & counselling.
CATCHMENT: Teddington and Hampton
OPENING TIMES: M-F 9am–5pm
HELP/CRISIS LINE: 0800 028 8000 M-F 5pm-9am; WE & Bank Hols 24 hours

Kingston Hospital NHS Trust
Galsworthy Road, Kingston Upon Thames, KT2 7QB.
TELEPHONE: 020 8546 7711  FAX: 020 8547 2182
WEBSITE: www.kingstonhospital.nhs.uk
SERVICES OFFERED: Accident and Emergency care.
CATCHMENT: Kingston & Richmond
OPENING TIMES: 24hours
HELP/CRISIS LINE: NHS Direct 0845 4647 M-F 5pm-9am; WE & Bank Hols 24 hours
In the event of an emergency dial 999 and ask for an ambulance.

Pagoda Ward South West London and St George's Mental Health. NHS Trust
Queen Mary's University Hospital, Roehampton Lane, London, SW15 5PN.
CONTACT: Nurse in charge.
TELEPHONE: 020 8355 2353  FAX: 020 8788 1220
SERVICES OFFERED: In-patient care.
CATCHMENT: Richmond & Twickenham
OPENING TIMES: 24 hours (visiting M -F 4-8pm; WE 2-8pm)
HELP/CRISIS LINE: 0800 028 8000 M-F 5pm-9am; WE & Bank Hols 24 hours

Park Gate Day Hospital
Queen Mary's University Hospital, Roehampton Lane,
TELEPHONE: 020 8355 2554
SERVICES OFFERED: Day Hospital.
CATCHMENT: Richmond & Twickenham
OPENING TIMES: M-F 9–5pm. Possible plans for more flexible out of hours service.

Richmond East Community Mental Health Team (CMHT)
Richmond Royal Hospital, Kew Foot Road, Richmond, TW9 2TE.
TELEPHONE: 020 8940 3331  FAX: 020 8332 6114
CATCHMENT: Barnes Mortlake & Sheen
OPENING TIMES: M-F 9am–5pm
HELP/CRISIS LINE: 0800 028 8000 M-F 5pm-9am; WE & Bank Hols 24 hours

Richmond West Community Mental Health Team (CMHT)
Richmond Royal Hospital, Kew Foot Road, Richmond, TW9 2TE.
TELEPHONE: 020 8940 3331  FAX: 020 8332 6114
CATCHMENT: Richmond & East Twickenham
OPENING TIMES: 9am–5pm
HELP/CRISIS LINE: 0800 028 8000 M-F 5pm-9am; WE & Bank Hols 24 hours

Twickenham Community Mental Health Team (CMHT)
Richmond Royal Hospital, Kew Foot Road, Richmond, TW9 2TE.
TELEPHONE: 020 8940 3331  FAX: 020 8332 6114
CATCHMENT: Twickenham
OPENING TIMES: 9am–5pm
HELP/CRISIS LINE: 0800 028 8000 M-F 5pm-9am; WE & Bank Hols 24 hours
Directory of Mental Health Services

Practical Aids

Panic Alarm Installation
The Careline, Civic Centre, York Street, Twickenham, TW1 3BZ.
TELEPHONE: 020 8891 7413  0845 600 7413  FAX: 020 8891 7736
MINICOM: 0845 600 7752
E-MAIL: careline@richmond.gov.uk
SERVICES OFFERED: Installation of panic alarm for use if taken ill. Out of hours homecare. Co-ordinates District Nurses.
CATCHMENT: London Borough of Richmond, Chessington, Kingston.
OPENING TIMES: 24 hours

Substance Misuse

Alcohol Services Kingston and Richmond
233 Lower Mortlake Road, Richmond, TW9 2LL.
TELEPHONE: 020 8940 1160  FAX: 020 8940 7204
E-MAIL: info@addictionsupport.co.uk
SERVICES OFFERED: Counselling and psychotherapy day programme. Addiction support and care agency.
CATCHMENT: Telephone for an appointment self referral
OPENING TIMES: M Th F 9.50am - 5.30pm; Tu 9.30am-8pm; W 9.30am-9pm

Substance Misuse

Alcoholics Anonymous
PO Box 1, Stonebow House, Stonebow, York, YO1 7NJ.
TELEPHONE: 01904 644026  FAX: 01904 629091
E-MAIL: alcoholics-anonymous.org.uk
WEBSITE: www.alcoholics-anonymous.org.uk
SERVICES OFFERED: Uses the 12-step programme to recovery for problem drinkers. Regular meetings and literature available.
CATCHMENT: National service. Contact to find local meetings
OPENING TIMES: Office hours
HELP/CRISIS LINE: 0845 769 7555 10am-10pm

Substance Misuse

Directory of Mental Health Services

Alcoholics Anonymous Family Groups
61 Great Dover Street, London, SE1 4YF.
TELEPHONE: 020 7403 0888  FAX: 020 7378 9910
WEBSITE: www.al/anonuk.org.uk
SERVICES OFFERED: Literature and meetings.
CATCHMENT: National

Substance Misuse

Child & Family Consultation Centre
Eating Disorders Clinic
Richmond Royal Hospital, Kew Foot Road, Richmond, TW9 2TE.
TELEPHONE: 020 8355 1984  FAX: 020 8355 1977
SERVICES OFFERED: Individual and family therapy by member of multi-disciplinary team. Clinic headed by psychiatrist.
CATCHMENT: Referral by Community Mental Health Team
OPENING TIMES: Office hours

Substance Misuse

Diet/Weight Management Clinic
Richmond Royal Hospital, Kew Foot Road, Richmond, TW9 2TE.
CONTACT: Patricia Atkin-Ramday
TELEPHONE: 020 8940 3331 ext. 6235
SERVICES OFFERED: Dietary information and weight management.
CATCHMENT: London Borough of Richmond by referral only.
**Eating Disorders Association**

1st Floor Wensum House, 103 Prince of Wales Road, Norwich, NR1 1DW.

**CONTACT:** Mark Reilly

**TELEPHONE:** 0845 634 1414  **FAX:** 01603 664915

**E-MAIL:** info@edauk.com m.reilly@edauk.com

**WEBSITE:** www.edauk.com

**SERVICES OFFERED:** Information leaflets. Quarterly Magazine. Local and Regional Offices. Telephone-based eating programme for Bulimics.

**GENERAL INFORMATION:** Information on regional service development

0870 770 3256 x232 Mark Reilly

**CATCHMENT:** National

**OPENING TIMES:** M-F 8.30am-8.30pm; Sa 1-4.30pm

**HELP/CRISIS LINE:** Youth Line 0845 634 7650; Adult Line 0845 634 1414 M-F & S 4-6.30pm

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**Narcotics Anonymous**

202 City Road, London, EC1V 2PH.

**TELEPHONE:** 020 7251 4007  **FAX:** 020 7251 4006

**E-MAIL:** ukso@ukna.org

**WEBSITE:** www.ukna.org

**SERVICES OFFERED:** Local meetings. 12-step programme.

**CATCHMENT:** National

**OPENING TIMES:** Variable hours. 24 hour answerphone

**HELP/CRISIS LINE:** 020 7730 0009 10am-10pm 7 days a week

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**National Centre for Eating Disorders**

54 New Road, Esher, KT10 9NU.

**TELEPHONE:** 01372 469493

**WEBSITE:** www.eating-disorders.org.uk

**SERVICES OFFERED:** Counselling, telephone programme, local groups.

**OPENING TIMES:** M-F 10am-1pm

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**Gamblers Anonymous**

PO Box 88, London, SW10 0EU.

**TELEPHONE:** 020 7384 3040

**WEBSITE:** www.gamblersanonymous.org.uk/meeting.htm

**SERVICES OFFERED:** Help for people with gambling problems. 12-step programme. Group meetings.

**CATCHMENT:** National

**OPENING TIMES:** 24 hours

**HELP/CRISIS LINE:** 0845 600 133 Gam Care 24 hrs

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**National Drugs Helpline**

**TELEPHONE:** 0800 776600

**WEBSITE:** www.talktofrank.com

**SERVICES OFFERED:** Confidential service offering advice, information and counselling. Onward referrals.

**CAMPAIGNS:** www.drugs.gov.uk/campaign

**CATCHMENT:** National

**HELP/CRISIS LINE:** 0800 776600 24 hour helpline
Release

**TELEPHONE:** 020 7729 9904
**WEBSITE:** www.release.org.uk
**SERVICES OFFERED:** Legal advice on drug use and abuse.
New service: Heroin Hotline. Covers whole range of drugs including tranquillisers.
**CATCHMENT:** National
**OPENING TIMES:** 24 hour

Richmond Community Drug and Alcohol Team

Richmond Community Healthcare Hamlet, Kew Foot Road,
Richmond, TW9 2TE.
**CONTACT:** Jane Byrne, Manager
**TELEPHONE:** 020 8940 3331 X 6361  **FAX:** 020 8332 6034
**E-MAIL:** j.byrne@richmond.gov.uk
**SERVICES OFFERED:** Clinic, counselling, support groups, acupuncture, homeopathy. In-house detox and rehab., as well as referral to other services.
**CATCHMENT:** Referral by GP or other statutory service and self referral.
**OPENING TIMES:** 9am-5pm
**HELP/CRISIS LINE:** 020 8744 2442  Out of hours

Tasha Foundation in Richmond

Richmond Hamlet, Kew Foot Road, Richmond, TW9 2TE.
**TELEPHONE:** 020 8940 7739
**E-MAIL:** enquiries@tasha-foundation.org.uk
**WEBSITE:** www.tasha-foundation.org.uk
**SERVICES OFFERED:** Provides confidential information, support, counselling and holistic health-care services.
**CATCHMENT:** Richmond
**OPENING TIMES:** Office hours
**HELP/CRISIS LINE:** 020 8560 6601 M-F 5pm-9am; WE 24 hours