

**London Borough of Richmond**

**DIRECTORY  
OF  
MENTAL HEALTH  
SERVICES**

**Compiled by:  
Still Building Bridges, Richmond**

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Panic Alarm Installation

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**SUBSTANCE MISUSE**

Alcohol Services Kingston and Richmond

Alcoholics Anonymous

Alcoholics Anonymous Family Groups

Child & Family Consultation Centre Eating Disorders Clinic

Diet/Weight Management Clinic

Eating Disorders Association

Eating Disorders Clinic

Gamblers Anonymous

Narcotics Anonymous

National Centre for Eating Disorders

National Drugs Helpline

Release

Richmond Community Drug and Alcohol Team

Tasha Foundation in Richmond

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*Advocacy*

**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

*Advocacy Information*

**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 88831 6078

**E-MAIL:** richmondaid@richmond.gov.uk

**SERVICES OFFERED:** Advice and information.

**CATCHMENT:** London Borough of Richmond

**OPENING TIMES:** M-F 11am-4pm

*Advocacy Legal*

**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

## Carers

## Carers

## Carers

## 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

*Complaints***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

*Counselling***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.

List of local counsellors.

**CATCHMENT:** National

**OPENING TIMES:** M-F 8.45am-5pm

**HELP/CRISIS LINE:** 0870 443 5252

*Counselling***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)

*Counselling***NAFSIYAT**

Therapy Centre, 262 Holloway Road, London, N7 6NE.

**TELEPHONE:** 020 7686 8666 **FAX:** 020 7686 8667

**E-MAIL:** nafsiyat-therapy@supanet.com

**SERVICES OFFERED:** Psychotherapy and counselling for ethnic minorities. Means-tested fees.

**CATCHMENT:** Self referral or referral via Healthcare professionals

**OPENING TIMES:** M-F 9.30-5.30 pm

*Counselling***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

*Drop-in**Drop-in**Drop-in***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

*Drop-in***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

*Drop-in***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

*Drop-in*

## 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-4 pm; W 10am-8pm; Fri 9.30am-3.30pm

*Drop-in*

## 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

*Education*

*Education*

## 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

*Education*

## 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

*Education*

## 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

*Employment*

**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:** wlct@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

**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

**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

*Employment*

*Housing*

*Housing*

**Lancaster Lodge**

21 Lancaster Park, Richmond, TW10 6AB.

**CONTACT:** Manager, Vasilli 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.

**CATCHMENT:** Referral through Community Mental Health Team.

Will take out of borough referrals & self referrals.

**OPENING TIMES:** 9 - 5 pm 24hr residential cover

M-F 9am-5 pm; 24hr residential cover

**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

**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

*Housing*

*Housing*

**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

**SERVICES OFFERED:** Housing.

**OPENING TIMES:** Office hours

*Housing Emergency Accommodation*

**Shelter**

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

*Housing Emergency Accommodation*

**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](mailto: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

*Information*

**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

*Information*

**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

*Information*

**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](http://www.rcabs.org.uk)  
**SERVICES OFFERED:** Advice and information.  
**CATCHMENT:** General public  
**OPENING TIMES:** Varies with bureaux

*Information*

**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@richmondcvsv.org.uk](mailto:action@richmondcvsv.org.uk)  
**WEBSITE:** [www.richmondcvsv.org.uk](http://www.richmondcvsv.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

*Information Benefits*

**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

*Information Legal*

**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

*Local Association*

**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

*Local Association*

**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

*Local Association*

**Richmond User Forum**

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

**CONTACT:** David Vaughan

**TELEPHONE:** 020 8241 3993

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

**SERVICES OFFERED:** Monitor services. Monthly drop-in 3rd Thurs every 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.

*Local Association*

**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

*Local Association***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

*National Organisation***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

*National Organisation***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

*National Organisation***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

*National Organisation***Depression Alliance**

35 Westminster Bridge Road, London, SE1 7JB.

**TELEPHONE:** 020 7633 0557 **FAX:** 020 7633 0559

**TEXTPHONE:** 020 7928 9992

**E-MAIL:** information@depressionalliance.org

**WEBSITE:** www.depressionalliance.org

**SERVICES OFFERED:** Local groups, information. Aims to educate public opinion and  
encourage research.

**GENERAL INFORMATION:** Membership fee £10.00 a year; £5 concessionary.

**CATCHMENT:** National

**OPENING TIMES:** MTW 10am-5pm; Th 10am-1pm; F 1.30pm-5pm

**HELP/CRISIS LINE:** 0845 1203746 M-F 7pm-10pm. Perinatal problems.

*National Organisation***Disability Rights Commission**

DRC Helpline, Freepost MID02164, Stratford upon Avon, CV37 9BR.

**TELEPHONE:** 08457 622633 **FAX:** 08457 778878

**TEXTPHONE:** 08457 622644

**E-MAIL:** enquiry@drc-gb.org **WEBSITE:** www.drc-gb.org

**SERVICES OFFERED:** Information and advice on

Disability Discrimination Act. Publications, news, video library. Action groups.

**CATCHMENT:** National

**OPENING TIMES:** 8am-8pm **HELP/CRISIS LINE:** 08457 622633

*National Organisation*

**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

*National Organisation*

**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

*National Organisation*

**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

**SERVICES OFFERED:** Treatments and strategies. How to get help. News events.

*National Organisation*

**MIND (National Association for Mental Health)**

Granta House, 15-19 Broadway, Stratford, London, E15 4BQ.

**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.

*National Organisation*

**National Phobics Society**

Zion Community Resource Centre, 339 Stretford 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

*National Organisation*

**No Panic (National Organisation for Phobia Anxiety Neurosis Information & Care)**

93 Brands Farm Way, Randalay, 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*

## 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

**SERVICES OFFERED:** Out of hours telephone helpline. Support during times of crisis. Information about medical and psychological treatments. Advice on legal rights. Put callers in touch with services in the local area.

**CATCHMENT:** National **OPENING TIMES:** Every day. 12 noon-2am

**HELP/CRISIS LINE:** 0845 767 8000 12 noon - 2am

*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

*NHS Services***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

*NHS Services***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.

*NHS Services***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

*NHS Services***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.

*NHS Services***Richmond East Community Mental Health Team (CMHT)**

Richmond Royal Hospital, Kew Foot Road, Richmond, TW9 2TE.

**TELEPHONE:** 020 8940 3331 **FAX:** 020 8332 6114

**SERVICES OFFERED:** Out-patients care. Psychiatry & counselling.

**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

*NHS Services***Richmond West Community Mental Health Team (CMHT)**

Richmond Royal Hospital, Kew Foot Road, Richmond, TW9 2TE.

**TELEPHONE:** 020 8940 3331 **FAX:** 020 8332 6114

**SERVICES OFFERED:** Out-patients care. Psychiatry & counselling.

**CATCHMENT:** Richmond & East Twickenham

**OPENING TIMES:** 9am–5pm

**HELP/CRISIS LINE:** 0800 028 8000 M-F 5pm-9am; WE & Bank Hols 24 hours

*NHS Services***Twickenham Community Mental Health Team (CMHT)**

Richmond Royal Hospital, Kew Foot Road, Richmond, TW9 2TE.

**TELEPHONE:** 020 8940 3331 **FAX:** 020 8332 6114

**SERVICES OFFERED:** Out-patients care. Psychiatry & counselling.

**CATCHMENT:** Twickenham

**OPENING TIMES:** 9am–5pm

**HELP/CRISIS LINE:** 0800 028 8000 M-F 5pm-9am; WE & Bank Hols 24 hours

*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*

**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.

*Substance Misuse*

**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 Bulaemics.

**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

*Substance Misuse*

**Eating Disorders Clinic**

Richmond Royal Hospital, Kew Foot Road, Richmond, TW9 2TE.

**TELEPHONE:** 020 8355 1970 **FAX:** 020 8355 1989

**SERVICES OFFERED:** Individual therapy expert, dietary service & some groups. In-patient care at Springfield University Hospital.

**CATCHMENT:** Referred by Community Mental Health Team

**OPENING TIMES:** Office hours

*Substance Misuse*

**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

*Substance Misuse*

**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

*Substance Misuse*

**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

*Substance Misuse*

**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

### *Substance Misuse*

#### **Release**

**TELEPHONE:** 020 7729 9904

**WEBSITE:** [www.release.org.uk](http://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

### *Substance Misuse*

#### **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](mailto: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

### *Substance Misuse*

#### **Tasha Foundation in Richmond**

Richmond Hamlet, Kew Foot Road, Richmond, TW9 2TE.

**TELEPHONE:** 020 8940 7739

**E-MAIL:** [enquiries@tasha-foundation.org.uk](mailto:enquiries@tasha-foundation.org.uk)

**WEBSITE:** [www.tasha-foundation.org.uk](http://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