

# Further resources

## Emergency contacts

If you are not in contact with specialist mental health services it is always best to contact your GP asking for urgent help and support if your relative, partner or friend is experiencing a mental health crisis. If you cannot get your relative to go to the GP surgery, request a home visit.

If you are unable to get help from your GP and you believe your relative, partner or friend is a serious risk to themselves or others you can request an assessment under the Mental Health Act 1983. Contact the relevant service, please see below, and ask to speak to the duty social worker.

**South West London and St George's Mental Health Trust** During office hours, Monday-Friday 9am-5pm call 020 3513 3200

**Emergency Duty Team** (out of office hours) Monday-Friday 5pm-8am and 24 hours at weekends and on Bank Holidays call 020 8744 2442

## National Crisis Helplines

**SANE** national, out-of-hours mental health helpline offering specialist emotional support and information to anyone affected by mental illness, including family, friends and carers. Open every day of the year from 6pm-11pm.

[www.sane.org.uk](http://www.sane.org.uk)  
Tel: 0845 767 8000

**Samaritans** If something's troubling you, then get in touch. We're here 24 hours a day, 365 days a year.

[www.samaritans.org](http://www.samaritans.org)  
Tel: 08457 90 90 90

## Local services

**Carers in Mind** Specialist support service for people supporting someone over 18 experiencing mental health problems delivered by Richmond Borough Mind. A range of services offered including information resources, 1:1 advice and guidance, family training workshops, support groups, social activities, respite funding and complementary therapies.

[carers@rbmind.org](mailto:carers@rbmind.org)  
[www.rbmind.org](http://www.rbmind.org) (Carers in Mind)  
Tel: 0208 940 7384

**Richmond Carers Centre** Manages the Carers Hub Service – a partnership with 8 local voluntary sector partners – providing a range of specialist and universal information, advice and support services to local carers. Part of this service is financial advice and guidance for carers from Grace Debt Advice. **Young Carers Project** Specialist service offering activities and support for children and young people who have a caring role.

[www.carers.org](http://www.carers.org) (Richmond Carers Centre)  
Tel: 020 8867 2380  
[info@richmondcarers.org](mailto:info@richmondcarers.org)

### **South West London and St George's Mental Health Trust**

Provider of specialist mental health services in the London Borough of Richmond upon Thames delivering an integrated health and social care service. The service is delivered by mental health teams working with people who have more serious mental health problems that cannot be managed by their GP. If you would like your relative to be referred to these services they need a referral for assessment from their GP.

### **The South West London Recovery College**

Mental health recovery study and training facility providing a range of courses and resources for service users, families, friends, carers and staff. The college aims to support people become experts in their own self care and for families, friends, carers and staff to better understand mental health conditions and support people in their recovery journey.

[www.swlstg-tr.nhs.uk](http://www.swlstg-tr.nhs.uk)  
Tel: 020 3513 3200

**Richmond Wellbeing Service** NHS service for local people who experience depression, anxiety, sadness, anger, extreme shyness, obsessive behaviour, phobias, relationship difficulties or other psychological issues

which are holding them back in their lives.

The Richmond Wellbeing Service offers group workshops, counselling, self-help courses, a range of talking therapies and computer-based therapies.

[www.eastlondon.nhs.uk](http://www.eastlondon.nhs.uk) (Richmond Wellbeing Service)  
Tel: 020 8548 5550

### **Richmond Borough Mind (RB Mind)**

Local mental health charity that provides services rooted in the local community and exists to meet local mental health needs. Our vision is of a society where people who experience mental distress and their carers are flourishing within their local communities. Peer Network, Wellbeing Centre, Ecotherapy and Counselling Service. RB Mind works in partnership with East London NHS Foundation Trust to provide the Richmond Wellbeing Service.

[info@rbmind.org](mailto:info@rbmind.org)  
[www.rbmind.org](http://www.rbmind.org)  
Tel: 020 3513 3404

**Richmond Advocacy Service** Free, independent and confidential advocacy service available for vulnerable adults and carers across Richmond upon Thames.

[www.pohwer.net](http://www.pohwer.net)  
Tel: 0300 200 0022

**Richmond AID** a charity run by and for disabled people in the London Borough of Richmond upon Thames and surrounding areas. Support for disabled people, families, carers and professionals by providing services such as the Advice Service, Richmond SPADE (gardening service), the Benefits Service and support with employment and training.

[www.richmondaid.org.uk](http://www.richmondaid.org.uk)  
Tel: 020 8831 6070

**Richmond Livewell** Free physical health improvement service available to anyone over the age of 16 who either lives or is registered with a GP in Richmond. Information resources and health advisors available to help you manage your physical health effectively.

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

Tel: 0208 487 1745

### **Richmond Patient Advice and Liaison Service (PALS)**

Help if you have a complaint, question or concern about health services in Richmond. Help you get the information you need about NHS services. Listen and respond to suggestions, concerns or queries. Listen to any problems you may have in relation to your healthcare or the healthcare of a loved one or someone you support. Sort out problems quickly in an informal friendly manner. Feedback your comments to local commissioners.

Tel: 020 8734 3001

[richmondpals@nhs.net](mailto:richmondpals@nhs.net)

**Volunteering Richmond** Service provided by the charity Groundwork London. Aims to inspire and support volunteering across the borough.

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

Tel: 0300 365 9940

## **Additional resources and national services**

Telephone and email contacts are listed on the websites if not shown below. If you are unable to access the Internet and would like additional information, please contact Carers in Mind and we can support you in accessing the information you would like.

## **National Mental Health Organisations**

**Mental Health Foundation** Committed to reducing the suffering caused by mental ill health and to help everyone lead mentally healthier lives. Research, information and advice, campaigning and policy development.

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

**Mind** Leading national charity that won't give up until everyone experiencing a mental health problem gets support and respect. Advice and support to empower anyone experiencing a mental health problem. Campaigning to improve services, raise awareness and promote understanding. Network of over 160 local Minds. Infoline, Legal Advice Service and information resources.

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

Tel: 0300 123 3393

**Rethink Mental Illness** Leading national charity that believes a better life is possible for millions of people affected by mental illness. 'Leading the way to a better quality of life for everyone affected by severe mental illness.' Advice and information service and resources, mental health services, support groups, campaigning and research.

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

Tel: 0300 5000 927

**Young Minds** UK's leading charity committed to improving the emotional wellbeing and mental health of children and young people. Campaigning, research and influencing policy and practice. Support line for parents, information resources for young people and their parents.

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

Tel: 0808 802 5544

## Carers, families and friends

**Caring for Yourself** Free self-help guide for anyone who cares for someone with a mental illness, whether they are a parent, sibling or friend, and has been developed by Rethink Mental Illness and Meriden Family Programme. This self-help guide consists of eight books which offer tips and exercises on how to look after your own wellbeing as well as supporting the person you care for, covering topics such as finding the information you need and coping with relapse. You can download the guide from the Rethink Mental Illness website.

[www.rethink.org](http://www.rethink.org) (Caring for yourself)

**Mental Health Care** Contains information specifically about psychosis. It has been designed for family members and friends of people who have a diagnosis of schizophrenia, bipolar disorder or another illness that may result in the symptoms of psychosis. Developed by researchers from Institute of Psychiatry, King's College London and South London and Maudsley NHS Foundation Trust. Includes a large resource of information videos.

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

**Meriden Family Programme** NHS programme which promotes the development of family-sensitive, evidence-based mental health service. The website contains carers' stories and information about research relating to family work and carers' issues. The programme is based at Birmingham and Solihull Mental Health Foundation NHS Trust but it operates on a national level

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

**Rethink Siblings Network** Rethink Mental

Illness' network for the brothers and sisters of people affected by mental illness. Get info and advice, read stories, join a support group or workshops, connect with others online and find support as a young or adult sibling.

[www.rethink.org/siblings](http://www.rethink.org/siblings)

**YCNet** Website and online support service for young people aged 18 and under in the UK, who help to look after someone in their family who has an illness, disability, drug/alcohol addiction or mental health condition. This is a place where young carers can find other young people in a similar position, chat to each other, share their stories and hear about each others' experiences in a safe environment. Provided by the Carers Trust.

[www.youngcarers.net](http://www.youngcarers.net)

**Carers Direct** Free, confidential information and advice for carers provided by the NHS. Lines are open 9am to 8pm Monday to Friday (except bank holidays), 11am to 4pm at weekends. Calls are free from UK landlines and mobiles or you can request a free call back.

[www.nhs.uk/carers-direct](http://www.nhs.uk/carers-direct)

Tel: 0808 802 0202

**Carers Trust** Works to improve support, services and recognition of carers. With a network of partners aims to ensure that information, advice and practical support are available to all carers across the UK.

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

**Carers UK** A charity set up to help the millions of people who care for family or friends. Provides information and advice about caring alongside practical and emotional support

for carers. Campaigns to make life better for carers and influences policy makers, employers and service providers, to help them improve carers' lives.

[www.carersuk.org](http://www.carersuk.org)  
Tel: 0800 808 7777

## Treatment and medication

**National Institute for Health and Clinical Excellence (NICE)** Independent, authoritative and evidence-based guidance on the most effective ways to prevent, diagnose and treat mental health disorders (and other illnesses), reducing inequalities and variation.

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

**Choice and Medication** Offers people information about medications used in the mental health setting to help people make informed decisions about medication. Subscribed to locally by SWLStG's Mental Health Trust.

[www.choiceandmedication.org/swlstg-tr](http://www.choiceandmedication.org/swlstg-tr)

## All disorders

**NHS Choices** Information on the symptoms, causes, diagnosis, treatment and prevention of different disorders. Also includes 'real stories' for some disorders where people talk about their own experiences. Link to Carers Direct at the top of the page.

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

**BBC Health** Information on a wide range of disorders. Links to programmes on television

and radio and mental health topics.

[www.bbc.co.uk/health/emotional\\_health/mental\\_health](http://www.bbc.co.uk/health/emotional_health/mental_health)

## Self-management

**Tyne and Wear self-help leaflets** Self-help guides in a variety of different formats. Printed, audio and video resources in order to support the self-management of mental health disorders.

[www.ntw.nhs.uk/pic/selfhelp](http://www.ntw.nhs.uk/pic/selfhelp)

**Moodscope** An online tool to monitor your mood daily, establish your mood, view the results on a graph and add diary notes. As an option, if you wish, you can also arrange for a friend to be e-mailed your mood results so that they can support you.

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

**Taking back control. A guide to planning your own recovery** A recovery pack developed with service users. The pack gives suggestions and tools for people to help plan their own recovery. It also includes an advance statement that can be agreed with professionals should a crisis occur. Available to people who use SWLStG's services and their carers, please ask the care coordinator for a copy.

**WRAP – Barbara Ellen Copeland** WRAP and Recovery Books were established by Dr. Mary Ellen Copeland to develop, distribute, and make available to everyone, the recovery and wellness skills and strategies, including the Wellness Recovery Action Plan, that she discovered through her research.

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

## Specific disorders and symptoms

**Anxiety UK** A user-led organisation, run by sufferers and ex-sufferers of anxiety disorders providing a range of support services.

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

**B-EAT** A wide range of specialist support services for people with eating disorders and their carers. Online information resources and young persons services. Network of support groups throughout the country.

[www.b-eat.co.uk](http://www.b-eat.co.uk)

**Bipolar UK** Information, support groups and information resources for people with bipolar disorder and their carers.

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

**Depression Alliance** Works to relieve and to prevent depression by providing information and support services to those who are affected by it via our publications, supporter services and network of self-help groups for people affected by depression.

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

**Hearing Voices Network** A self-help network for people who hear voices.

[www.hearing-voices.org](http://www.hearing-voices.org)

**National Self-Harm Network** Support and distraction enabling people to seek alternatives to self-harm. Distractions list for people who self-harm.

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

**OCD Action** Provides support and information to anybody affected by OCD, work to raise awareness of the disorder amongst the public and frontline healthcare workers, and strive to secure a better deal for people with OCD.

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

**Self-Injury Support** Research with women who self-injure, through this the organisation has a deep understanding of the reasons individuals harm themselves and of the things they may need to help them overcome their self-injury.

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

**Talk to Frank** helps you find out everything you might want to know about drugs (and some stuff you don't). For friendly, confidential advice including an A-Z of drugs and FAQs. For young people and parents.

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

## Recovery

**Healthtalkonline** More than 2,000 people's experiences of over 60 health-related conditions and illnesses. You can watch video or listen to audio clips of the interviews, read about people's experiences if you prefer and find reliable information about specific conditions, treatment choices and support.

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

**Recovery Devon** Extensive resource library section with links directly to papers. 'Top 10 list of recovery sources and resources' gives a comprehensive list of further reading on recovery.

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