



Hear Us

Croydon 2022

Croydon's Mental Health Service User Group

The Hear Us Guide to Croydon's Mental Health and Wellbeing Services

Chapter: 1 Hear Us Services, Getting your Voice Heard, Advocacy and Advice services

To promote, educate, communicate and empower,
for the benefit and interest of people affected by mental health issues

The Hear Us Guide to Croydon's Mental Health and Wellbeing Services is for you if you;

- or someone you care for is experiencing mental health problems
- need support to meet new people and try new **activities**
- need support to access **voluntary work, training, education or employment**
- want to know where to turn in a **crisis**
- want information about **support groups** and **self help**
- want advice about **benefits, debt or housing issues**
- want access to useful Telephone Numbers and Websites

Hear Us would like to thank The London Community Foundation for funding this guide.

**The London
Community
Foundation**



Covid 19
CORONAVIRUS

Please note that due to Covid-19, services may be currently restricted, for example online, access by phone or remotely via Zoom or Microsoft Teams .

Mind in Croydon's Information Directory

Please use this Hear Us Guide alongside the online mental health directory provided by Mind in Croydon. The online directory is a resource for residents of the borough of Croydon. The directory is

designed to make accessing information as straightforward as possible. Services provided both in the statutory and voluntary sectors are constantly changing and it is hoped that this electronic version will bring people up to date with some of those changes.



directory.mindincroydon.org.uk

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Hear Us is Croydon's only service user group for people with severe and enduring mental illness, our organisation is 100% service user run. This strength gives us a unique insight into the barriers faced by our service users, particularly those also experiencing drug and alcohol misuse or leaving prison.

We provide specialist peer support and personal support for our service users - people with complex mental health issues living or working in the London Borough of Croydon. Our practical, regular activities help users to cope better with daily living and helps to address their social, emotional and physical needs.

Hear Us developed from a service user run community group established in 1992. We became a charity in 2009 and we have established ourselves as a highly respected service user led and run organisation for people with serious mental illness in Croydon and beyond.

In this Guide, we have brought together voluntary organisations and statutory services in a clear, concise and easy-to-read Guide. It is based on the information services users, carers and clinicians have requested through our work with the people who use Croydon's Mental Health Services. However, if you know of an organisation or service that you feel should be included, Hear Us would be very grateful if you could let us know, so that we can include this information in future editions of this Guide.

You can also visit www.hear-us.org for an up-to-date online version of this guide.

Tim Oldham, Chief Executive Officer



020 8681 6888



info@hear-us.org



www.hear-us.org



Mental Health Open Forum

The Hear Us Forum is designed so that mental health service users can come together and discuss services that they access and that affect them.

This forum gives us a chance to meet, ask questions and debate with Croydon Council, the South West London CCG (Clinical Commissioning Group), and statutory service providers such as SLaM (South London and Maudsley NHS Trust) and the voluntary sector (i.e. Mind in Croydon, BME Forum). Services can come and consult with users about planning and developing services within the borough.

Other issues are also discussed such as the benefits and the Welfare Reform - we invite such guests along to help inform us about how to respond to the changes in reforms. Some of these guests are not responsible for making these changes but come along to help us; by informing us about the processes and how to deal with making new claims. We will endeavour to call upon those that are responsible for the changes to come along and meet the people that their decisions affect.

Each meeting will start with a 'Shout Out', where organisations can have the floor to announce their activities that our community would benefit from hearing about - please keep this short.



Meetings are on the first Tuesday of every month.



12.45pm



020 8681 6888



forum@hear-us.org



www.hear-us.org/forum



The Forum takes place at: Croydon Voluntary Action,
82 London Road, West Croydon, CR0 2TB

or virtually via Microsoft TEAMS due to Covid restrictions



Linkworking Project

Hear Us have been running the Linkworking Project since October 2007 within local mental health services within the Croydon borough, working as a link between staff and service users to try and shape mental health services to meet the needs of service users

The Hear Us Linkworkers are a team of current and ex-service users who visit the inpatient wards at Bethlem Royal Hospital and Community Mental Health Services across the London Borough of Croydon. We talk to fellow service users and listen to their worries, problems and needs. The Linkworkers then report these issues back to the Managers of these services (without breaching the confidentiality of the service users).

The aim is to improve the quality of mental health services and the lives of all of us who use them. If you have personal experience of using mental health services and the ability to listen non-judgementally to fellow service users, then Hear Us needs you.

Linkworkers receive full training and support to carry out this important role. If you have an hour or two to spare and are interested and want to find out more:



020 8681 6888



linkworking@hear-us.org



07749 156828



www.hear-us.org/linkworking

Welfare Surgeries Project

The Hear Us Welfare Surgery Project was set up in 2012 in response to a growing need for extra support to help the most vulnerable of our service users to claim the benefits they are entitled to.



We can support you with, help you to understand, make claims, challenge decisions (including appeals) and deal with problems with many different benefits including:

Employment and Support Allowance (ESA) money if you cannot work because of illness or disability

Personal Independence Payment (PIP) money for those who have difficulty with aspects of day to day life due to a health condition or disability and is replacing Disability Living Allowance (DLA)

Universal Credit (UC) is replacing 6 other benefits with a single monthly payment, is available for those in work on a low income and those too unwell to work.

We have helped over 1500 people with a severe mental illness, many need additional support such as help to read their letters or complete forms, due to problems with reading and writing. Others face further problems such as dealing with drug and alcohol abuse, which means they may face more hurdles, including the prejudices and judgements of others, which make claiming benefits problematic. We are a service user run organisation so have an understanding of what it's like to live with mental health problems.



020 8681 6888



surgery@hear-us.org



07568 408 245 or 07568 407 763



www.hear-us.org/surgeries



Reachout Challenge

The Reachout Challenge Project is an anti-stigma campaign, raising awareness of mental health issues amongst public sector employees and the wider public. We do this through information sharing and talking about our lived experience of mental health, so that the wider community has a better

understanding of the realities of living with mental health conditions.

We use different methods to communicate our message, including information stalls, formal training and dialogues. We provide a myth busting sheet to educate and inform people. We have worked with over 25 different organisations that people with mental health problems often come into contact with. We regularly deliver service user-run training as part of the internationally recognised Crisis and Hostage Negotiator course at Hendon Police College.

We need volunteers who have lived experience of mental illness to join our team of Reachout Volunteers. If you feel you could have a 10-minute conversation and encourage people to talk about mental health we would love to hear from you. You will be helping challenge the myths and stigma surrounding mental illness.

If you are interested in volunteering on this project or you wish us to visit your organisation and deliver the project to you and your staff please phone or email us.



07749 156 828



reachout.challenge@hear-us.org



www.hear-us.org/reachout

Hear Us Website and Social Media

Our website provides information about all our projects and how to access and participate. You can find out how to be involved, have your voice heard, and share your experiences with Croydon's mental health services. The website also lists vacancies, paid and voluntary.



Who may benefit? Mental health service users in Croydon, carers, mental health staff, commissioners, providers, GP's and members of the public with an interest in mental illness and recovery.

You can also follow us on our social media posts listed below.

Hear Us Website



website

www.hear-us.org

The Hear Us Social Media Sites:



Facebook

www.facebook.com/hearuscroydon



Facebook

www.facebook.com/hearusmentalhealth



Twitter

twitter.com/reachoutcroydon



Twitter

twitter.com/hearuscroydon



Instagram

www.instagram.com/hearusmentalhealth



Instagram

www.instagram.com/hearuslinkworking

SLaM's Involvement Register

The Register is a great way for both service users and carers to become involved in the planning and development of mental health services. There are a wide variety of activities to get involved in, for example, helping to deliver training, sitting on interview panels or by offering your views and opinions at committees and groups.

You will need a member of SLaM staff to sponsor you and give you a reference. The register also aims to ensure that Service Users are rewarded for their involvement in a consistent and fair way. Most paid service user opportunities go through this register, but people can also join and get involved in voluntary opportunities.

If you're interested in joining the Register, please contact the Involvement Register Coordinator



involvementregister@slam.nhs.uk



020 3228 1593



SLaM NHS Foundation Trust,
HR Department, Lower Ground, Admin Block,
Maudsley Hospital, Denmark Hill, London, SE5 8AZ

YoungMinds

YoungMinds is the UK's leading charity committed to improving the

emotional wellbeing and mental health of children and young people. Driven by their experiences, they campaign, research and influence policy and practice.

YOUNGMINDS
fighting for young people's mental health



020 7089 5050



yemenquiries@youngmind.org.uk



www.youngminds.org.uk



Text YM to 85258



@YoungMindsUK



4th Floor India House, 45 Curlew St, London, SE1 2ND

Healthwatch Croydon



HealthWatch covers health and social care. It can be described as a consumer champion. Its role is to champion the views and experiences of patients, people using services, carers and the wider public.

If you become involved with Healthwatch you can:

- raise issues of concern with the people who provide services
- talk to the people who commission (pay for) these services
- hold the providers of services to account



0300 012 0235



info@healthwatchcroydon.co.uk



www.healthwatchcroydon.co.uk



The Carers Support Centre,
24 George Street, Croydon, CR0 1PB

Care Opinion (formerly Patient Opinion)



If you have used secondary mental health services, or know someone else who has, you can give your feedback on Care Opinion. The Care Opinion website is independent from SLaM and the NHS. You can also see what others think of local health services or share your own experience. It is completely anonymous.



0114 281 6256 or 0800 122 3135



team@careopinion.org.uk



www.careopinion.org.uk



SCEDU, 53 Mowbray Street, Sheffield, S3 8EN

Croydon BME Forum



Croydon Black & Minority Ethnic (BME) Forum is the umbrella organisation for Croydon's BME voluntary and community sector; engaging people, building capacity, and promoting equality and cohesion. The Forum was established to maximise the engagement of BME communities in all aspects of living and working in Croydon.

They make representations on behalf of Croydon's BME communities to public sector agencies and other statutory and non-statutory organisations.



020 8684 3719



info@bmeforum.org



www.cbmeforum.org



Palmcroy House, 56a Mitcham Road, Croydon, CR0 3RG

Croydon BME Wellness Centre

The centre offers quality free support to help people prevent the onset of mental health problems and alleviate issues such as stress, anxiety, isolation, and low mood. They offer support to adults with mild, severe, and enduring long-term conditions.

Empowering people towards better mental and physical wellbeing, they offer an exciting range of group events and activities to help people to improve their mental wellbeing, physical health, social and daily living skills. Activities include yoga, drawing and chess.



020 8684 3719



info@bmeforum.org



www.cbmeforum.org/the-wellness-centre



1st Floor, Whitgift Centre, Croydon, CR0 1LP



10am-5pm Mon-Fri

Black & Minority Ethnic Mental Health Community Development Workers Service



The Community Development Worker's (CDW's) Service works with Black & Minority Ethnic (BME) service users and local voluntary and statutory organisations who provide services to BME individuals.

CDW's are a link between providers and service users. They are actively involved in a number of strategic committees to ensure equality and diversity issues are included in service planning, development, commissioning and delivery.

The CDW project is run in partnership between Off The Record and Croydon BME Forum. Four project workers cover specific age ranges.

Children and Young People (0-25 years) and Young Adults (16-35 years)

Off The Record



72 Queens Road
Croydon
CR0 2PR



0208 251 0251



info@talkofftherecord.org



www.talkofftherecord.org



@talkOTR

Working Age (25-65 Years) and Older Adults (60+ Years)

Croydon BME Forum



Palmcroy House
56a Mitcham Road
Croydon
CR0 3RG



0208 684 3719



info@bmeforum.org



www.cbmeforum.org

Patient Advice and Liaison Service - SLaM

PALS is free and independent of SLaM clinical services. You can use PALS if you are being seen by any SLaM service, or if you are a friend or family member of someone using a SLaM service. PALS provide:



Information: About mental health issues generally. About SLaM services. About other NHS services and local community resources.

Advice: How to use a service or how to make decisions about your care and treatment. How to sort out any problems, disagreements or misunderstandings.

Support: You may not be able to sort out a problem with a SLaM service on your own. PALS can help you to get your voice heard by the professionals or managers involved so that you can get the answers you need.



9am-5pm Mon-Fri



pals@slam.nhs.uk



0800 731 2864 opt 2



PALS, Maudsley Hospital,
Denmark Hill,
London, SE5 8AZ

PALS (NHS Croydon PALS)

Patient Advise and Liaison Service supports patients, their families and carers. Provides information on NHS services. Listens to your concerns, suggestions and queries. Helps sort out problems quickly on your behalf.



9.30am-4pm Mon-Fri



020 8401 3210



ch-tr.pals@nhs.net



PALS, Croydon Health Services,
530 London Road, Croydon, CR7 7YE

How to give SLaM Feedback



There are a number of ways you can give feedback:

- Talk to a member of staff involved in your care
- Contact the Patient Advice and Liaison Service (PALS)
- Email The NHS Friends and Family Test (FFT)



0800 731 2864 (Option 2) - PALS



england.friendsandfamilytest@nhs.net - FFT

How to make a Complaint Against SLaM



The best way to make a complaint is to speak to a member of staff involved in your care. If you do not feel comfortable talking to someone directly you can ask for someone independent to help you. The complaints team can tell you more about this.

If staff have been unable to resolve your concerns and you want to make a formal complaint you can contact the Trust's Chief Executive or the Complaints Department:



020 3228 2444



complaints@slam.nhs.uk



Complaints Department, Maudsley Hospital,
Denmark Hill, London, SE5 8AZ

Rethink Advocacy London Hub

Provides support, advice, advocacy, information, education and training to relatives and friends of people with severe mental health problems. It also runs three carer support groups, which meet monthly.



9am-5pm Mon-Fri; Closed Sat-Sun



0300 790 0559



www.rethink.org



info@rethink.org



1st Floor Dennis Hill Unit, Bethlem Royal Hospital,
Monks Orchard Road, Beckenham, Kent, BR3 3BX

VoiceAbility

VoiceAbility is recognised for its outstanding advocacy, active voice and voice work services, which are offered in many local authorities across England.

They offer a wide range of services for those who have Mental Health needs, Learning Disabilities and Autistic Spectrum Disorders, Physical Disabilities, Sensory and Communication Impairments, Dementia, Substance Misuse Issues, Acquired Brain Injury, a Serious Physical Illness or a Dual Diagnosis.



0300 303 1660



helpline@voiceability.org



www.voiceability.org



Unit 1 The Old Granary, Westwick, Oakington,
Cambridge, CB24 3AR

Mind in Croydon Advocacy

Sometimes people find it difficult to express concerns about their treatment or care while they are in hospital. It can be particularly difficult if you are on a 'section' or if this is your first time in hospital. However, you have the right to be heard; your opinions should be listened to by the professional staff.

Mind in Croydon's Advocacy Service operates independently of the



mental health services. You will be listened to and treated with respect. Some common examples of advocacy work include:

- Listening to you and helping you have your voice heard.
- Supporting you at ward rounds and Care Programme Approach meetings.
- Supporting you when discussing your treatment plan with your doctors and nurses or social workers.
- Providing clear information about rights, medication and any aspect of treatment while in hospital.
- Supporting you in gaining legal advice and representation if necessary.
- Providing information on community groups and support networks while in hospital and when you are discharged.
- Mind's Advocacy services are also available to people living in the community, who may be suffering from mental health problems.



020 8763 6730 (referrals)



0345 310 1812 (other advocacy needs)



www.mindincroydon.org.uk



advocacy@mindincroydon.org.uk



26 Pampisford Road, Purley, CR8 2NE



Advocacy For All

Advocacy for All is a locally-rooted advocacy organisation with a strong history, that exists to give people a voice through one to one advocacy and self-advocacy groups. We believe that Bigger Voices = Better Lives.



They have professional staff and volunteers who are approachable, friendly and caring, passionate and inclusive. They work with vulnerable people to give them bigger voices so that they can have better lives.

Their funding comes from a variety of Local Authority contracts, external grants and donations.



0345 310 1812



info@advocacyforall.org.uk



www.advocacyforall.org.uk/where-we-work/croydon

Who else can help?

Age UK Croydon



020 8686 0066

Bromley & Croydon Women's Aid



020 8313 9303

Carers Information Service



020 8649 9339
opt 1

Citizens Advice



0800 144 8848

Croydon NSF Support Group
(National Schizophrenia Fellowship)



0208 6603746
07757 602072

Disability Croydon Advocacy



020 8688 3622

Independent Mental Capacity
Advocates (IMCA), Voiceability



0300 303 1660

Social services for adults



020 8726 6500

South West London Law Centres



They give individuals and communities free legal advice and support on:

- Money and debt management
- Employment rights and obligations
- Housing issues
- Immigration and asylum matters

Free Evening Legal Advice Clinics. Sessions provide initial advice and are offered over the phone. Clinics run from 5pm until 8pm. Clients can call but are advised to instead complete a contact form online

	Mon	Tue	Wed	Thu	Fri
Housing (Public/LA)		✓	✓		
Housing (Private)	✓	✓	✓	✓	
Employment	✓	✓	✓	✓	
Small Claims	✓	✓	✓	✓	
Crime			✓		
Consumer	✓	✓	✓	✓	
Immigration		✓	✓		
Family		✓	✓		✓
General Contract/Litigation	✓	✓	✓	✓	



020 8767 2777 (10.30am-11.30am Mon-Fri)



www.swllc.org



enquiries@swllc.org



5th Floor, Davis House, Robert Street, Croydon, CR0 1QQ

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HEAR US MEMBERSHIP

Receive regular invites to our monthly Open Forum, to participate in discussions with commissioners and service providers about the mental health services we use.

Hear Us Membership is suitable for people with a mental illness, parents or carers and professionals living or working in the London Borough of Croydon. You'll receive regular invites to our events exactly how you wish to receive them, either regularly via post or email, and your contribution is your choice.

You may want to join our Membership and have no pressure to do anything; the bigger our Membership, the stronger our voice becomes.



You may also wish to make a regular donation that would support Hear Us to deliver our peer-run projects.

Scan the QR Code with your smartphone, which will take you to our website to sign up for Membership or to donate.



020 8681 6888



info@hear-us.org



www.hear-us.org



Hear Us, Orchard House, 15a Purley Road
South Croydon, CR2 6EZ

Company No.6891337 Charity No.1135535